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RELEASE: July 9, 2020

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Press Release

Governor Murphy Takes Action to Help Clear MVC Backlog, Orders Employee Furlough Exemption and Extends Expiration Dates

TRENTON – Acting on a commitment to improve service and reduce long lines at MVC agencies, Governor Phil Murphy and Motor Vehicle Commission Chief Administrator Sue Fulton today announced a furlough exemption for MVC agency employees as well as extended expiration dates for licenses and registrations.

“After three months of pent up demand, I completely understand the frustration felt by every MVC customer forced to wait in long lines as we reopen agencies,’’ **said Governor Murphy.** “To ensure that the MVC does not go understaffed, I am exempting MVC agency personnel from work furloughs.”

“We share the frustration of our customers and hear the complaints loud and clear. Our employees are working hard in a difficult climate to keep up with demand,’’ **Chief Administrator Sue Fulton said**. “The furlough exemptions will support expanded staff starting next Monday.’’

The exemptions will enable the MVC to achieve full staffing at its agencies and forgo plans to close Licensing and Vehicle Centers (https://www.state.nj.us/mvc/locations/facilitylocations.htm) on Mondays for the month of July.

Figures from the MVC’s first day of operations indicate that the split from all-purpose agencies to Licensing and Vehicle Centers – accomplished during the COVID-19 agency closure – has resulted in faster service and a full complement of staff exempted from furlough will increase that

efficiency even more.

On Tuesday, the MVC processed 7,824 new registrations and licenses, 15% more than an average day in the first quarter of 2020, before the COVID-19 outbreak.

Wednesday's numbers were even higher, at 8,607 new registrations and licenses. Fulton cautioned that "new registrations and licenses" does not cover all transactions.

"We've changed the set of transactions that we do inside the agency versus what we do online," Fulton said**.** "Nevertheless, this shows that, even with reduced staff, the new Licensing Center/Vehicle Center concept gives us a chance to get through the three-month backlog."

In addition to furlough exemptions and expiration extensions, the MVC is taking other measures to manage the high demand.

1. Based on overnight capacity assessment, the MVC will establish a number of total customers each agency can serve the following day. Tickets will be given out up to that number, and remaining customers will be asked to return another day.
2. New drivers will be given preference at Licensing Centers. When staff go out to distribute tickets, the first tickets will be given to those who have completed requirements for a new permit or license. Already-licensed drivers (who will be able to drive under the extension) will be served after all new drivers have been served.
3. As an additional safety measure, individuals will not be allowed to queue up on MVC property after capacity is reached until the next morning at 7:00 AM.

The agency will continue to operate through Friday this week, but will be closed this Saturday, July 11.

Licenses, registrations, inspections stickers, and temporary tags were also further extended to give customers more time to renew. Documents expiring between March 13 and May 31 have been extended to **September 30**; those expiring June 1 to August 31 have been extended to **December 31**.

This extension covers:

- All standard driver licenses (including permits)
- Standard non-driver IDs
- Vehicle registrations
- Inspections
- Temporary tags

Commercial driver licenses (CDLs) were previously extended to September 30.

"Check your documents and stickers," Fulton advised. "You very well may be able to delay a trip to the agencies until some of the initial crush is past.''

Another way to reduce crowds is for customers to complete transactions online (https://www.state.nj.us/mvc/online-services.html) if they can be done online. Fulton reminds customers that if the transaction they need can be completed online, they must do it online as part of a new MVC policy aimed at reducing crowds. "This will free up important space in our agencies for people who have no choice but to come and do their transaction in person,'' Fulton said.

Finally, the MVC asks everyone to check NJMVC.gov (https://njmvc.gov/) before heading out to an agency to make sure you have the right documents for the transaction you need and to be up on the latest developments.

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