

Saving You Time and Money Action Transition Report

According to the [report](#) of the Saving You Time and Money Action Team, a well-functioning, effective, and innovative state government is essential to making New Jersey more affordable for families and expanding economic opportunity throughout our state.

When business and occupational licenses are reviewed quickly and efficiently, more New Jerseyans can start small businesses or launch great-paying careers.

When new energy projects and housing developments receive their permits without delay, costs fall and families pay less on their utility bills and mortgages.

To enact this new vision, the Saving You Time and Money Action Team proposes that the Sherrill-Caldwell Administration consider several recommendations to accomplish the following key priorities:

- Streamlining and expediting State agency permitting.
- Cutting business and occupational license times.
- Strengthening the Business Action Center.
- Reducing regulatory burdens and upgrading agency IT infrastructure.
- Reforming the Motor Vehicle Commission.

The specific recommendations for each of these topics include:

Streamlining and Expediting State Agency Permitting

Issue an Executive Order prioritizing customer service and accountability at State agencies, particularly within the permitting process.

Create a Cross-Agency Permitting Team to streamline and expedite State agency permitting. Also create a public-facing online permitting dashboard to improve transparency and reduce delays for projects.

Commission an audit of permitting processes across State and local agencies to identify opportunities for reform with the goal of identifying roadblocks and barriers that currently cause delays and issuing recommendations on how to expedite project approvals. The Executive Order should create an Audit Team, managed by the Cross-Agency Permitting Team under the Chief Operating Officer, that will map the business and resident “journey” across the permitting process, covering all permitting services across State and local agencies. The user journey map will show current State and local pain points and inefficiencies and identify opportunities for a more streamlined, unified approvals system.

The Cross-Agency Permitting Team should ensure that all State agency systems are sufficiently upgraded to allow them to upload permitting process updates directly into

the Permitting Dashboard, and that all applications and deliverables required from applicants can be submitted online to agency staff through an interactive portal. This modernization should be informed by feedback from State agency staff regarding what types of updates will simplify workflows and expedite processes.

Modernize and digitize New Jersey's State permitting system to allow online and accessible application submissions and responses to review opportunities for the expansion of self-certification and review by third-party licensed professionals to reduce strains on State agency permitting staff and expedite project reviews, building on the successful Licensed Site Remediation Professional program.

Opportunities for consideration should include the use of self-certification and third-party reviews when agencies miss their enforceable timeline within the permitting process, for specific technical review approvals where shortages of state-employed licensed professionals are leading to permitting delays, and for publicly funded public works projects that are already heavily regulated through public purchasing guidelines.

As part of the permitting process audit, the Cross-Agency Permitting Team should identify the components of the state permitting process where use of self-certification and third-party reviews would most effectively reduce delays and speed up approvals while still protecting public health and safety. Permits where self-certification or third-party review is available for use by permit applicants should be clearly displayed in the Permitting Dashboard.

Issue Area: Cutting Business and Occupational License Times

Create a One-Stop Shop through the NJ Department of Community Affairs for occupational and business licenses to expedite approvals. And create an occupational and business license dashboard to improve license approval transparency, including requiring State agencies and licensing boards to audit their licensing processes to identify bottlenecks.

Direct the NJDCA One-Stop Shop to work with agencies and licensing boards to develop and implement enforceable license approval timelines and strengthen capacity and fill staffing vacancies to reduce licensing approval times.

Strengthening the Business Action Center

Expand the Business Action Center's visibility and outreach and prioritize customer experience by increasing support for historically underrepresented businesses through investments in procurement coaches and capital access trainings, creating a One-Stop Shop within the BAC to support residents seeking to start a small business, expanding

the Business Action Center's mission to include supporting non-profit and community organizations, and expanding BAC programs that help small businesses access capital.

Reducing Regulatory Burdens and Upgrading Agency IT Infrastructure

Create a standing Regulatory Review Commission or Office of Regulatory Review to identify outdated regulations and recommend modernizations. This standing regulatory review structure should be based in the Governor's Office under the Chief Operating Officer and should include bipartisan representation from multiple State agencies, business advocacy organizations, and consumer and environmental protection organizations. The office should examine where existing or proposed regulations exceed statutory authority or impose significant delays and costs on new projects. The office should also examine where new technology such as artificial intelligence or review models such as third-party certification could be used to streamline and expedite regulatory review while still protecting residents and the environment.

Make it easier for State agencies to hire and fill vacancies to boost regulatory capacity and expand models for state agency and municipality cooperation on key projects to boost regulatory effectiveness.

Reforming the Motor Vehicle Commission

Prioritize Motor Vehicle Commission (MVC) reform and reorient the agency around a customer service mission including prioritizing digital-first MVC initiatives, predictive scheduling, and appointment optimization to reduce wait times, issuing an Executive Order creating a REAL ID priority pathway to expedite the REAL ID process for residents, expanding MVC workforce recruitment and retention efforts focused on customer-facing roles, and issuing an Executive Order creating a Community Navigation and Equity Access Program to boost access to MVC services in underserved communities.