

ASSEMBLY, No. 3663

STATE OF NEW JERSEY

220th LEGISLATURE

INTRODUCED MARCH 17, 2022

Sponsored by:

Assemblyman WILLIAM F. MOEN, JR.

District 5 (Camden and Gloucester)

Assemblyman PAUL D. MORIARTY

District 4 (Camden and Gloucester)

Assemblyman DANIEL R. BENSON

District 14 (Mercer and Middlesex)

Co-Sponsored by:

**Assemblywomen Reynolds-Jackson, Matsikoudis, Assemblymen Webber
and Wimberly**

SYNOPSIS

Requires MVC to operate call center to assist with online transactions.

CURRENT VERSION OF TEXT

As introduced.



(Sponsorship Updated As Of: 9/22/2022)

1 AN ACT concerning services provided by the New Jersey Motor
2 Vehicle Commission and supplementing Title 39 of the Revised
3 Statutes.

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5 BE IT ENACTED by the Senate and General Assembly of the State
6 of New Jersey:

7
8 1. The New Jersey Motor Vehicle Commission shall maintain a
9 telephone call center where commission employees, or persons
10 under contract with the commission, are available in real-time, at a
11 minimum, during weekdays between 8:30 a.m. and 4:30 p.m., to
12 assist individuals in navigating the commission's Internet website
13 and processing online transactions. The commission shall provide
14 telephone call center services in both English and Spanish.

15
16 2. The New Jersey Motor Vehicle Commission shall collect
17 and make available on its Internet website quarterly performance
18 metric reports of the telephone call center. The reports shall
19 include, but not be limited to, information pertaining to the number
20 of calls, the length of individual wait times, the call purpose, and
21 the length of calls.

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23 3. This act shall take effect immediately.

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STATEMENT

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28 This bill requires the New Jersey Motor Vehicle Commission
29 (commission) to establish and maintain a telephone call center
30 where commission employees, or persons under contract with the
31 commission, are available in real-time, at a minimum, during
32 weekdays between 8:30 a.m. and 4:30 p.m., to assist individuals in
33 navigating the commission's Internet website and processing online
34 transactions. The commission is required to offer all call center
35 services in both English and Spanish.

36 The commission is also required to collect and make available
37 on its Internet website quarterly performance metric reports which
38 must include, but is not limited to, information pertaining to the
39 number of calls, the length of individual wait times, the call
40 purpose, and the length of calls at the telephone call center.