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)

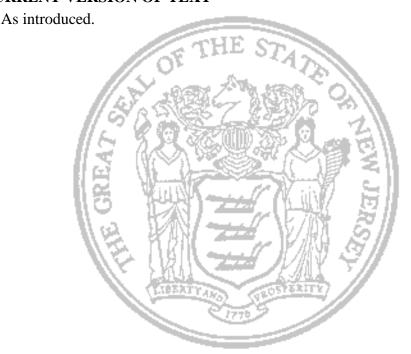
Co-Sponsored by:

Assemblywomen Reynolds-Jackson, Matsikoudis, Assemblymen Webber and Wimberly

SYNOPSIS

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

CURRENT VERSION OF TEXT



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

A3663 MOEN, MORIARTY

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

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

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

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

3. This act shall take effect immediately.

STATEMENT

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

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