

[First Reprint]

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)

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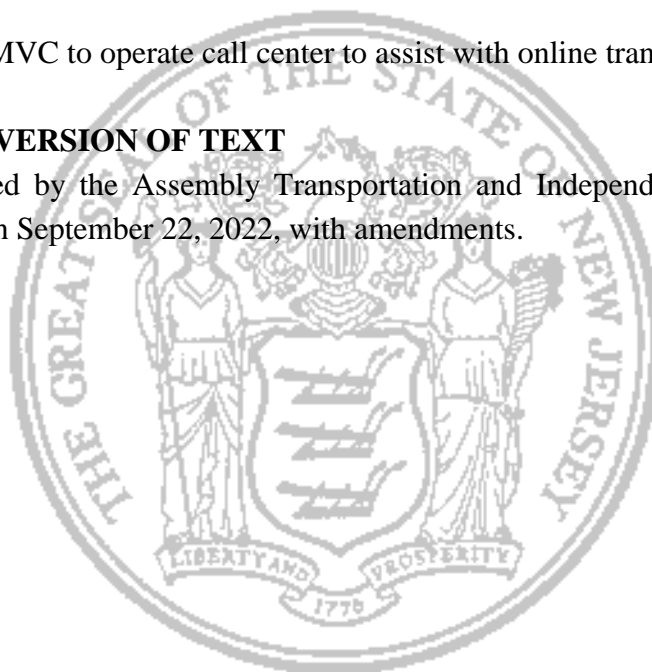
Assemblywomen Reynolds-Jackson, Matsikoudis, Assemblymen Webber, Wimberly, Atkins, Assemblywomen Dunn, Jasey, Park, Eulner, Piperno, Mosquera, Assemblyman Stanley, Assemblywomen Lopez, McKnight and Pintor Marin

SYNOPSIS

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

CURRENT VERSION OF TEXT

As reported by the Assembly Transportation and Independent Authorities Committee on September 22, 2022, with amendments.



(Sponsorship Updated As Of: 10/3/2022)

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

4

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 ¹located within the State¹ where commission
10 employees, or persons under contract with the commission, are
11 available in real-time, at a minimum, during weekdays between
12 8:30 a.m. and 4:30 p.m., to assist individuals in navigating the
13 commission's Internet website and processing online transactions.
14 The commission shall provide telephone call center services in both
15 English and Spanish. ¹The commission may provide additional
16 web-based tutorial support and recorded help messages, in order to
17 reduce total call center staffing needs.¹

18

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

25

26 3. This act shall take effect immediately.

EXPLANATION – Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

Matter enclosed in superscript numerals has been adopted as follows:

¹Assembly ATR committee amendments adopted September 22, 2022.