

ASSEMBLY TRANSPORTATION AND INDEPENDENT
AUTHORITIES COMMITTEE

STATEMENT TO

ASSEMBLY, No. 3663

with committee amendments

STATE OF NEW JERSEY

DATED: SEPTEMBER 22, 2022

The Assembly Transportation and Independent Authorities Committee reports favorably and with committee amendments Assembly Bill No. 3663.

As amended and reported, this bill requires the New Jersey Motor Vehicle Commission (commission) to maintain a telephone call center located within New Jersey 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. In order to reduce total call center staffing needs, the commission may provide additional web-based tutorial support and recorded help messages.

The commission is also required to collect and make available on its Internet website quarterly performance metric reports which are required to include, but are 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.

COMMITTEE AMENDMENTS

The committee amended the bill to:

- Require the call center to be located in New Jersey; and
- Authorize the commission to provide additional web-based tutorial support and recorded help messages, in order to reduce total call center staffing needs.