

ASSEMBLY TRANSPORTATION AND INDEPENDENT AUTHORITIES COMMITTEE

STATEMENT TO

ASSEMBLY, No. 4487

with committee amendments

STATE OF NEW JERSEY

DATED: OCTOBER 22, 2020

The Assembly Transportation and Independent Authorities Committee reports favorably and with committee amendments Assembly Bill No. 4487.

As amended and reported, this bill requires the New Jersey Motor Vehicle Commission (commission) to establish a one-year NJMVC Virtual Check-in Pilot Program.

Under the bill, the pilot program is required to allow a customer visiting a commission agency to: (1) reserve a spot in the queue through the commission's Internet website without being physically present at the agency; (2) advance in the queue without being physically present at the agency; and (3) check-in remotely from the parking lot of the agency by using a mobile application to claim the customer's spot in the queue, or check-in in-person at the agency by using a kiosk or tablet, or by speaking with a commission employee.

The customer is to have four hours or less, as determined by the commission, from the time the customer reserves a virtual spot in the queue to check-in remotely from the agency's parking lot or in-person at the agency. The commission is required to allow a customer who is physically present in the agency's parking lot, but who has not reserved a virtual spot in the queue on the commission's Internet website, to check-in remotely and reserve a spot in the queue from the agency's parking lot by using a mobile application. After the customer checks-in remotely or checks-in in-person, the commission is required to either notify the customer electronically when the customer may enter the commission agency to complete the requested transaction, or send a commission employee to the customer waiting outside of the agency to ensure that the customer has the required documentation to complete the requested transaction and to notify the customer when the customer may enter the agency to complete the requested transaction.

Under the bill, the commission is required to develop and maintain a mobile application that allows customers to check-in remotely when physically present in the parking lot of the agency. The mobile application is to be available in English and Spanish. The commission

may enter into or modify an agreement with a third party to develop and maintain the mobile application.

The Chief Administrator of the commission is required to select at least six commission agencies to participate in the pilot program and is to expand the pilot program to four additional commission agencies by the 180th day preceding the completion of the one-year pilot program. The chief administrator is to decide whether to continue the pilot program within 150 days after the completion of the pilot program and is required to prepare and submit a report to the Governor and Legislature within 180 days after the completion of the pilot program.

COMMITTEE AMENDMENTS

The committee amended the bill to provide that the commission is not required to consult the Office of Information Technology when establishing the pilot program and when developing and maintaining the mobile application. The amendments allow the commission to enter into or modify an agreement with a third party to develop and maintain a mobile application. The bill removes a provision requiring the commission to contract with a private or public entity to develop and maintain the mobile application.

The amendments also require the chief administrator to select at least six commission agencies to participate in the pilot program and to expand the pilot program to an additional four commission agencies by the 180th day preceding the completion of the one-year pilot program. The amendments clarify that the report issued by the chief administrator is required to include an evaluation of why the chief administrator has decided to continue or discontinue the pilot program, instead of an evaluation of whether the pilot program will continue. The amendments clarify a reference to the Chief Administrator of the New Jersey Motor Vehicle Commission.