SENATE, No. 2748

STATE OF NEW JERSEY

219th LEGISLATURE

INTRODUCED JULY 28, 2020

Sponsored by:
Senator PATRICK J. DIEGNAN, JR.
District 18 (Middlesex)
Senator NICHOLAS P. SCUTARI
District 22 (Middlesex, Somerset and Union)

Co-Sponsored by:
Senators A.M.Bucco, Corrado, Holzapfel, Pou, Addiego, Greenstein and O'Scanlon

SYNOPSIS

Establishes NJMVC Virtual Check-In Pilot Program.

CURRENT VERSION OF TEXT

As introduced.

(Sponsorship Updated As Of: 11/8/2021)

AN ACT establishing a New Jersey Motor Vehicle Commission Virtual Check-In Pilot Program.

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

1. a. The New Jersey Motor Vehicle Commission, in consultation with the Office of Information Technology, shall establish a one-year pilot program known as the NJMVC Virtual Check-In Pilot Program. The pilot program shall 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 commission agency;

(2) advance in the queue without being physically present at the commission agency; and

(3) check-in remotely from the parking lot of the commission agency by using a mobile application developed pursuant to subsection e. of this section to claim the customer's spot in the queue; or, if the customer is not able to check-in remotely, check-in in-person at the commission agency by using a kiosk or tablet or by speaking with a commission employee, as determined by the Chief Administrator of the New Jersey Motor Vehicle Commission.

b. The customer shall 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 parking lot of the commission agency or in-person at the commission agency.

c. Under the pilot program, the commission shall allow a customer who is physically present in the parking lot of a commission agency, but who has not reserved a virtual spot in the queue on the commission's Internet website prior to arriving at the agency, to check-in remotely from the agency's parking lot by using a mobile application developed pursuant to subsection e. of this section to reserve a spot in the queue.

d. After a customer checks-in remotely from the parking lot of the commission agency or in-person at the commission agency, the commission shall either:

(1) notify the customer electronically when the customer may enter the commission agency to complete the requested transaction; or

(2) 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 commission agency to complete the requested transaction.

e. The commission, in consultation with the Office of Information Technology, shall contract with a private or public entity to develop and maintain a mobile application to allow

customers to check-in remotely to a commission agency when the customer is physically present in the parking lot of the agency. The mobile application shall be available in English and Spanish.

f. The Chief Administrator of the New Jersey Motor Vehicle Commission shall select at least 10 commission agencies to participate in the pilot program.

2. Within 150 days after the completion of the one-year pilot program, the Chief Administrator shall decide whether to continue the pilot program. Within 180 days after completion of the one-year pilot program, the Chief Administrator of the New Jersey Motor Vehicle Commission shall prepare and submit a report to the Governor and, pursuant to section 2 of P.L.1991, c.164 (C.52:14-19.1), to the Legislature containing an evaluation of the pilot program. The report shall provide a comprehensive review of the pilot program, including, but not limited to, an evaluation of the effectiveness of the pilot program, an evaluation of whether the pilot program will continue and be expanded to additional commission agencies, and any other information the chief administrator determines is relevant to the report.

3. This act shall take effect 30 days after enactment, but the Chief Administrator of the New Jersey Motor Vehicle Commission may take such anticipatory administrative action in advance as may be necessary for the implementation of this act.

STATEMENT

This bill requires the New Jersey Motor Vehicle Commission (commission), in consultation with the Office of Information Technology, 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. The commission is required to allow a person 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, in consultation with the Office of Information Technology, is required to contract with an entity 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 Chief Administrator of the commission is required to select at least 10 commission agencies to participate in the pilot program and is to decide whether to continue the pilot program within 150 days after the completion of the pilot program. The chief administrator is also required to prepare and submit a report to the Governor and Legislature within 180 days after the completion of the pilot program.