

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)

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

3
4 **BE IT ENACTED** *by the Senate and General Assembly of the State*
5 *of New Jersey:*

6
7 1. a. The New Jersey Motor Vehicle Commission, in
8 consultation with the Office of Information Technology, shall
9 establish a one-year pilot program known as the NJMVC Virtual
10 Check-In Pilot Program. The pilot program shall allow a customer
11 visiting a commission agency to:

12 (1) reserve a spot in the queue through the commission's
13 Internet website without being physically present at the commission
14 agency;

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

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

24 b. The customer shall have four hours or less, as determined by
25 the commission, from the time the customer reserves a virtual spot
26 in the queue to check-in remotely from the parking lot of the
27 commission agency or in-person at the commission agency.

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

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

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

41 (2) send a commission employee to the customer waiting
42 outside of the agency to ensure that the customer has the required
43 documentation to complete the requested transaction and to notify
44 the customer when the customer may enter the commission agency
45 to complete the requested transaction.

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

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

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

7
8 2. Within 150 days after the completion of the one-year pilot
9 program, the Chief Administrator shall decide whether to continue
10 the pilot program. Within 180 days after completion of the one-
11 year pilot program, the Chief Administrator of the New Jersey
12 Motor Vehicle Commission shall prepare and submit a report to the
13 Governor and, pursuant to section 2 of P.L.1991, c.164 (C.52:14-
14 19.1), to the Legislature containing an evaluation of the pilot
15 program. The report shall provide a comprehensive review of the
16 pilot program, including, but not limited to, an evaluation of the
17 effectiveness of the pilot program, an evaluation of whether the
18 pilot program will continue and be expanded to additional
19 commission agencies, and any other information the chief
20 administrator determines is relevant to the report.

21
22 3. This act shall take effect 30 days after enactment, but the
23 Chief Administrator of the New Jersey Motor Vehicle Commission
24 may take such anticipatory administrative action in advance as may
25 be necessary for the implementation of this act.

26 27 28 STATEMENT

29
30 This bill requires the New Jersey Motor Vehicle Commission
31 (commission), in consultation with the Office of Information
32 Technology, to establish a one-year NJMVC Virtual Check-in Pilot
33 Program.

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

43 The customer is to have four hours or less, as determined by the
44 commission, from the time the customer reserves a virtual spot in
45 the queue to check-in remotely from the agency's parking lot. The
46 commission is required to allow a person who is physically present
47 in the agency's parking lot, but who has not reserved a virtual spot
48 in the queue on the commission's Internet website, to check-in

1 remotely and reserve a spot in the queue from the agency's parking
2 lot by using a mobile application. After the customer checks-in
3 remotely or checks-in in-person, the commission is required to
4 either notify the customer electronically when the customer may
5 enter the commission agency to complete the requested transaction,
6 or send a commission employee to the customer waiting outside of
7 the agency to ensure that the customer has the required
8 documentation to complete the requested transaction and to notify
9 the customer when the customer may enter the agency to complete
10 the requested transaction.

11 Under the bill, the commission, in consultation with the Office of
12 Information Technology, is required to contract with an entity to
13 develop and maintain a mobile application that allows customers to
14 check-in remotely when physically present in the parking lot of the
15 agency. The mobile application is to be available in English and
16 Spanish.

17 The Chief Administrator of the commission is required to select
18 at least 10 commission agencies to participate in the pilot program
19 and is to decide whether to continue the pilot program within 150
20 days after the completion of the pilot program. The chief
21 administrator is also required to prepare and submit a report to the
22 Governor and Legislature within 180 days after the completion of
23 the pilot program.