

[First Reprint]

SENATE, No. 3841

STATE OF NEW JERSEY
219th LEGISLATURE

INTRODUCED JUNE 1, 2021

Sponsored by:

Senator LINDA R. GREENSTEIN

District 14 (Mercer and Middlesex)

SYNOPSIS

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

CURRENT VERSION OF TEXT

As reported by the Senate Transportation Committee on June 10, 2021, with amendments.



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
 9 ~~‘[establish and]’~~ maintain a ~~‘[toll-free]’~~ telephone ~~‘[hotline]’~~
 10 call center¹ where commission employees, or persons under
 11 contract with the commission, are available in real-time, at a
 12 minimum, during weekdays between 8:30 a.m. and ~~‘[5:30]’~~ 4:30¹
 13 p.m., to assist individuals in navigating the commission’s ~~‘Internet’~~¹
 14 website and processing online transactions. ~~‘The commission shall~~
 15 provide telephone call center services in both English and Spanish.¹

16
 17 ¹2. The New Jersey Motor Vehicle Commission shall collect
 18 and make available on its Internet website quarterly performance
 19 metric reports of the telephone call center. The reports shall
 20 include, but not be limited to, information pertaining to the number
 21 of calls, the length of individual wait times, the call purpose, and
 22 the length of calls.¹

23
 24 ~~‘[2.]’~~ 3.¹ 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:

¹Senate STR committee amendments adopted June 10, 2021.