SENATE TRANSPORTATION COMMITTEE

STATEMENT TO

SENATE, No. 3841

with committee amendments

STATE OF NEW JERSEY

DATED: JUNE 10, 2021

The Senate Transportation Committee reports favorably and with committee amendments Senate Bill No. 3841.

As amended and reported, this bill requires the New Jersey Motor Vehicle Commission (commission) to establish and maintain a telephone call center 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.

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

The committee amended the bill to change the hotline hours from ending at 5:30 p.m. to ending at 4:30 p.m, to change the toll-free telephone hotline to a telephone call center, to require the commission to collect and provide information relating to the quarterly performance metrics of the telephone call center on the commission's Internet website, and requires the commission to offer all call center services in both English and Spanish.