



LANGUAGE ACCESS PLAN 2025

Motor Vehicle Commission

Abstract

The Motor Vehicle Commission is dedicated to all our customers and strives to improve the accessibility of our services to those who are non-English speaking or limited English proficient. This plan outlines MVC strategies to serve these customers.

NJMVC's Designated Language Access Coordinator

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Introduction

The New Jersey Motor Vehicle Commission (NJMVC) is committed to delivering exceptional customer service and language support to the diverse communities across the state. NJMVC has long been at the forefront of language accessibility, implementing a variety of initiatives designed to ensure that all customers, regardless of language, can effectively access NJMVC services. These initiatives include a multilingual website, a unique phone-based translation service for in-person interactions, hard copies of the driver's manual in multiple languages, written and knowledge testing in 13 languages, and a bilingual phone system offering FAQs in both English and Spanish. These efforts were implemented prior to the signing of the New Jersey Language Access Law S2459 by Governor Phil Murphy on January 12, 2024.

In compliance with the Language Access Law, we outline our current efforts and proposed pilot programs aimed at better serving New Jersey residents with Limited English Proficiency (LEP). The NJMVC recognizes the importance of bridging communication gaps and is dedicated to empowering all New Jerseyans by breaking down language barriers.

Based on census data, the seven most prevalent non-English languages spoken in New Jersey are Spanish, Filipino/Tagalog, Chinese, Hindi, Korean, Gujarati, and Portuguese.

MVC Technology

It is important to acknowledge the inherent constraints the NJMVC faces in its ongoing efforts to enhance communication with customers. The NJMVC's system infrastructure is comprised of two mainframe environments with specific hardware configurations and software programming designed to capture, store, access, and transmit data with state and federal entities using encrypted protocols. As required by state law, these data exchanges are currently limited to English only (NJ Rev Stat § 47:1-2 (2024)). Moreover, federal guidelines stipulate that identification documents presented in languages other than English must include a certified English translation for acceptance by the MVC.

Despite these restrictions, the NJMVC remains committed to enhancing face-to-face interactions and improving the online customer experience for our non-English speaking population.

In-Person Translation Services

- The NJMVC currently offers a "Language Link" service, an on-demand remote interpreting and document translation service covering 300 languages, including those most commonly spoken in New Jersey. This service, which has been in operation for over 20 years, functions through a telephone system that enables customers to receive real-time assistance on-site from certified translators. Customers can rely on this service to get help reading forms or answering questions, with a live, qualified translator available to assist.
- In the Fall of 2025, the Commission implemented a new language translation solution, POCKETALK, to enhance the quality and accessibility of customer service interactions throughout its agency locations at NJMVC. This advanced handheld device—or multi-handset system—facilitates real-time, two-way voice translation, enabling seamless communication between customers and MVC personnel. Functioning as a virtual interpreter, POCKETALK supports 74 languages, significantly improving the efficiency and inclusivity, and overall effectiveness of customer-facing services.
- Customers are also welcome to bring their own translator to any NJMVC agency to assist with transactions.
- Oral versions of the written/knowledge test are available in both English and Spanish.

Written / Knowledge Test

- Knowledge tests are available in the following languages: English, Arabic, Chinese (Mandarin), French, Spanish, Korean, Polish, Portuguese, Russian, Japanese, Hindi, Albanian, and Turkish. Oral tests are available in English and Spanish.
- If a knowledge test is not available in your native language, you may request an interpreter through the NJMVC via a state contract at the time of your permit appointment. The MVC will arrange for an interpreter in your language and cover the associated costs. Appointments with an interpreter are typically scheduled within four to six weeks. [NJ MVC | Knowledge Test]
- For Commercial Driver's License (CDL) applicants, knowledge tests are available in English and Spanish.

Online Services

- The NJMVC website includes Google Translate, offering 240 language options. This feature allows customers to access supporting forms online, simplifying their transactions before being presented in person. NJMVC's digital forms can be combined with Google Translate, enabling customers to obtain necessary documentation by mail or in person at any agency. This premium translation service is not commonly found on standard websites and was prioritized by NJMVC to meet our obligations to our customers.
- The NJMVC online appointment scheduling system allows customers to make road test appointments in their native language by selecting from a list of 240 languages.
- The NJMVC Driver Manual is currently available online in digital formats in English, Chinese, Spanish, Tagalog, Korean and Gujarati.

Technology-Enhanced Solutions

- The NJMVC currently offers a basic chatbot to help customers navigate our website. This chatbot supports multiple languages, including English, French, Simplified Chinese, German, Italian, Arabic, Greek, and Spanish, and is available 24/7.
- Additionally, we are enhancing the existing chatbot with AI capabilities to allow customers to interact in natural language. This advanced feature will provide access to our comprehensive knowledge base 24/7 and will include real-time translation as mentioned earlier.
- Expanding our use of AI, we are also developing a human-to-human chat support feature, enabling real-time interactions with NJMVC agents. This feature will include real-time translation, allowing customers to type in their native language, while NJMVC agents receive messages in their preferred language. This service is currently under development and will be released as soon as it is ready.

Printed Materials

- The NJMVC Driver's Manual is available in hard copy in both English and Spanish and has been printed in a bilingual format for the past 39 years.
- The Guide for Teen Drivers, *Share the Keys*, is available in English and Spanish.
- Motorist service signage is available in both English and Spanish, with relevant informational signs translated into additional languages accessible via QR code.

Conclusion

Despite the constraints posed by the NJMVC system and legal limitations, the NJMVC remains a leader in providing accessible services to our diverse customer base through various service channels. Our goal is to ensure that every customer, regardless of how they choose to engage with the MVC, whether through mail, online, by phone, or in person—receives the assistance they need. We acknowledge that our work in this area is ongoing and will continue to evolve alongside the changing needs of our customers. The NJMVC is dedicated to exploring new technologies and benchmarking best practices from other states to ensure the highest levels of customer satisfaction.