

# NJ Motor Vehicle Commission Language Access Plan

Pursuant to P.L. 2023, c.263

**Effective Date of Plan:** December 15, 2025

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## Language Access Coordinator (LAC)

The best way for the public to **contact** the agency regarding language access efforts and services is to contact the LAC:

- Name: Robert Porreca
  - Phone number: 609-402-4194
  - Email address: [MVC.LAC@mvc.nj.gov](mailto:MVC.LAC@mvc.nj.gov)
  - Website: [www.njmvc.gov](http://www.njmvc.gov)
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## Introduction

This Language Access Plan (“Plan”) is in compliance with New Jersey’s Language Access Law, [P.L. 2023, c.263](#) (“Law”), as part of New Jersey’s commitment to making our government resources more accessible to our State’s diverse residents. The Law requires State agencies to provide language assistance services and publish a language access plan explaining how they will communicate with individuals with limited English proficiency, and what services they will offer to help.

A language access plan<sup>1</sup> is a document that describes the services that a state government entity<sup>2</sup> and its employees are required to provide to ensure individuals with limited English proficiency have meaningful access to its programs, services, and activities.

Having limited English proficiency means that a person does not speak English as their primary language and may have limited ability to read, write, speak, and/or understand English.

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<sup>1</sup> P.L. 2023, c.263 requires that “[e]ach State government entity in the Executive Branch that provides direct services to the public, in consultation with the Department of Human Services, Department of Law and Public Safety, and Office of Information Technology, shall develop and publish a language access plan that shall reflect how the entity will comply with the provisions of this act.”

<sup>2</sup> Pursuant to P.L. 2023, c.263, a “State government entity” is defined as “any State department or agency in the Executive Branch and any commission, board, bureau, division, office, or instrumentality thereof providing direct services to the public.”

This document provides information about:

- Our agency and how we interact with the public
- The populations with with Limited English Proficiency (LEP) that we serve or are likely to serve

It also outlines how our agency:

- Identifies language needs
- Provides language assistance services
- Makes sure language assistance services are high quality
- Informs the public about available free language assistance services
- Keeps the public informed about our efforts to follow the New Jersey's Language Access Law
- Trains staff on serving people with LEP
- Follows the New Jersey's Language Access Law.

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## Table of Contents

NJMVC' s Language Access Plan .....	1
Language Access Coordinator (LAC) .....	1
Introduction .....	1
Table of Contents .....	3
A. Our Agency and How We Interact with the Public .....	4
B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve.....	6
C. Determining the Need for Language Assistance Services and Language Identification .....	10
D. Provision of Language Assistance Services.....	11
E. Methods for Quality Assurance.....	13
F. Public Notice About the Availability of Free Language Assistance Services .....	14
G. Stakeholder Engagement and Outreach .....	14
H. Staff Training .....	15
I. Processes for Recordkeeping, Compliance Monitoring, and Reporting.	16
Appendix 1: Inventory of Translated Vital Documents.....	17

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## **A. Our Agency and How We Interact with the Public**

### **1. Agency Mission**

We serve the people of New Jersey by promoting motor vehicle safety, earning the public trust through the integrity of our documents and services, and delivering exceptional service.

### **2. How We Interact with the Public**

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 gap and is dedicated to empowering all New Jerseyans by breaking down language barriers.

### **3. Participating Entities**

The New Jersey Motor Vehicle Commission’s (NJMVC) language access initiative is a comprehensive, agency-wide commitment to equitable service. It brings together key customer-facing departments, including Agency Operations, Customer Information & Advocacy, Strategic Communications, and the Language Access Office under the leadership of the Language Access Coordinator—alongside other dedicated units.

Together, these teams work to ensure that every customer, regardless of language or background, receives clear, compassionate, and culturally responsive support.

At the New Jersey Motor Vehicle Commission (NJMVC), we recognize that every customer's journey is unique. Our efforts are centered on respecting and responding to the diverse ways individuals prefer to connect with us—whether in person, online, by phone, email, or chatbot. We are committed to meeting people where they are, in the environments and languages where they feel most comfortable and supported.

Whether you're visiting a Licensing Center, navigating our website, or reaching out through digital platforms, NJMVC is here to provide clear and compassionate assistance. We believe that accessibility is not just a requirement, it's a responsibility.

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## **B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve**

The Law requires that State agencies provide language assistance services to individuals who have limited English proficiency (LEP). This involves identifying the needs of the populations they serve or are likely to serve, covering both written and spoken language support.

Under the Law, agencies must translate vital documents<sup>3</sup> and information into the seven (7) languages most commonly spoken by individuals with LEP in New Jersey. To determine these top seven languages, our agency uses U.S. Census data (including data from the American Community Survey) and consults with the Language Access Implementation Lead Agencies.

This data also helps our agency understand other language characteristics of the communities we currently serve or are likely to serve, ensuring effective language access planning.

At the time of this Plan, the top languages spoken by individuals with LEP in New Jersey are:

1. Spanish
2. Portuguese (preference for Brazilian dialect)
3. Korean
4. Gujarati
5. Chinese (including Mandarin and Cantonese)<sup>4</sup>
6. French Creole or Haitian Creole
7. Arabic

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<sup>3</sup> Vital documents are defined in P.L. 2023, c.263 as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

<sup>4</sup> While spoken Chinese primarily includes Mandarin and Cantonese, translation should be tailored to Simplified and Traditional Chinese for written communication.

## 1. Adding Languages Beyond the Top Seven at a State-level

The Law also requires that State agencies translate vital documents into any other languages considered necessary by the agency based on the populations they serve.

Our agency has made the following determination about the addition of languages beyond the top 7:

NJMVC acknowledges its Language Access Plan (LAP) as a dynamic document—one that will continue to develop with new technologies, resources, and community needs. Listed below are some key features currently implemented, which extend beyond the seven most widely spoken foreign languages in New Jersey, to accommodate a large and diverse population:

- 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.

## **2. Languages Available for Interpreting Services**

Under the Law, State agencies have to provide interpreting services between the agency and an individual in that person’s primary language when delivering services or benefits.

## **3. Populations with LEP**

Describe the populations with LEP that interact or are likely to interact with our agency or are otherwise in need or are eligible for our agency’s services. This could include any efforts to identify specific language characteristics or needs through internal data or other relevant datasets, such as information from language services providers, school districts, community- based organizations, business associations, etc.

NJMVC services the entire population of NJ citizens including any individual or business representative requiring a motor vehicle license, registration, title or identification document.

By definition, “Low English proficiency” specifically refers to individuals who have limited ability to read, write, speak, or understand English. In the context of public services like those offered by the New Jersey Motor Vehicle Commission (NJMVC), this term typically applies to residents who:

- Speak a language other than English at home.
- Report speaking English “less than very well” on surveys such as the U.S. Census or American Community Survey.
- May struggle to navigate forms, signage, websites, or verbal instructions provided only in English.

These individuals often include immigrants, refugees, older adults, and others whose primary language is not English. Language access assistance ensures that these communities can fully understand and participate in essential services—like obtaining a driver’s license, registering a vehicle, or accessing customer support—without facing language-related barriers.



## C. Determining the Need for Language Assistance Services and Language Identification

When an individual with LEP contacts our agency, staff must assess whether language assistance is needed in the following ways (Tables 1–3).

**Table 1: In-Person**

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Use of multilingual language identification cards, posters or visual aids (for example, “I Speak” posters)	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X
Other (specify): Customers are also welcome to bring their own translator to any NJMVC agency to assist with transactions	X

**Table 2: Telephonic Communication**

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X

**Table 3: Electronic Communication**

Description	Check (X) all that apply
Notice of available language assistance services available on the agency website	X
Multilingual taglines included in applicable forms, letters, and/or email communications	
Multilingual chatbot on website	X
Use of automated translation tools only to identify primary language	X

## **D. Provision of Language Assistance Services**

### **1. Vital Document Translation**

The Law requires translation of vital documents. Vital documents are defined in P.L. 2023, c.263, as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

Our agency has the following resources available for translation of vital documents (Table 4).

**Table 4: Resources for Translation of Vital Documents**

Resource	Check (X) all that apply
Qualified, trained, and/or designated multilingual staff	X
Contractors	

Translation of vital documents is an ongoing process. Appendix 1 provides an inventory of vital documents translated as of the date of this publication. This list will be maintained and updated at least annually as part of annual reporting.

## 2. Language Interpreting Services

Our agency has the following free resources available for spoken or sign language interpreting requests (Table 5).

**Table 5: Resources for Spoken or Sign Language Interpreting Requests**

Resource	Check (X) all that apply
Assistance from qualified, trained, and/or designated multilingual staff	X
Over-the-phone interpreting services	X
In-person interpreting services	X
Video-remote interpreting services	
Other (specify): Translation services available for written/knowledge examination assistance (must be arranged in advance)	X

## 3. Additional Accessibility Equipment and Services

**Table 6: Accessibility Equipment and Services**

Equipment or Service	Check (X) all that apply
Telephone voice menus for help with agency programs are available in the following languages (specify):	X
Trained multilingual staff can communicate with individuals with LEP in select languages, including (specify): Spanish	X
Access to auxiliary aids such as hearing induction loops, pocket talkers, captioning, video-remote interpreting and/or simultaneous interpreting equipment	X
Services through partner agencies that serve those who need auxiliary aids, including Language Link, PocketTalk	X
The Department of Human Services' Division of the Deaf and Hard of Hearing	

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## E. Methods for Quality Assurance

To ensure language assistance services are accurate, high-quality, and culturally competent, activities underway or planned include (Table 7):

Table 7: Methods for Quality Assurance

Method	Check (X) all that apply
Prioritizing the use of plain language	X
Using vetted contractors that implement quality assurance standards to ensure that its linguists are experienced, trained, and certified as appropriate and are linguistically and culturally competent	X
Monitoring and tracking the quality of interpreting and translation services provided by vendors, and training staff to monitor quality of those services	X
Including quality assurance requirements in vendor contracts, e.g., glossaries, translation review, use of translation memory, localization software, desktop publishing, etc.	X
Partnering with community-based organizations to periodically check quality of interpreting and translation services	
Conducting periodic testing of translated documents and interpreting services across languages	X
Ensuring quality and proper maintenance of auxiliary aids and equipment, such as hearing induction loops, pocket talkers, captioning, tablets, and/or simultaneous translation equipment	X

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## F. Public Notice About the Availability of Free Language Assistance Services

Our agency informs individuals with LEP in required languages, including auxiliary aids and equipment, about their right to free language assistance services in the following ways (Table 8):

**Table 8: Public Notice**

Method	Check (X) all that apply
Signs and posters in areas highly visible to the public	X
Information on agency’s website describing available language assistance services, processes, and documents required by the Law	X
Printed material, publications, and advertisements	X
Telephone voice menu providing information in non-English languages	X
Public service announcements	X

## G. Stakeholder Engagement and Outreach

Our agency’s engagement with community or stakeholder entities representing populations with LEP regarding language access planning and implementation includes (Table 9):

**Table 9: Stakeholder Engagement and Outreach**

Method	Check (X) all that apply
Conducting stakeholder engagement to inform our language access planning, which may include public listening sessions with groups and/or one-on-one meetings	X
Planning to conduct and maintain stakeholder engagement as this Plan is implemented and updated, which may include public listening sessions and/or one- on-one meetings	
Having clear and measurable goals for program/service-specific outreach and communication to reach individuals with LEP from different language communities	
Maintaining and utilizing distribution lists that include local, culturally, and linguistically diverse community-based	

Method	Check (X) all that apply
organizations and media to disseminate information regarding the agency's language access services	
A website to receive feedback, and/or public email address for language access questions, feedback, and/or concerns	X

## H. Staff Training

For staff involved in implementing P.L. 2023, c.263, annual training includes the following topics (Table 10):

**Table 10: Staff Training**

Topic	Check (X) all that apply
The agency's legal obligations to provide language assistance services	
The agency's language access policies and protocols	X
The agency's resources and best practices for providing language assistance services	
How to access and work with interpreters and translators	X
Cultural competence and cultural sensitivity	
How to obtain translation and interpreting services	X
Maintaining records of language access services provided to individuals with LEP	X

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## I. Processes for Recordkeeping, Compliance Monitoring, and Reporting

### 1. Annual Internal Monitoring

Our agency monitors implementation of this Plan to ensure compliance with P.L. 2023, c.263 by (Table 11):

**Table 11: Annual Internal Monitoring**

Method	Check (X) all that apply
Supporting the establishment of mechanisms for monitoring the agency's implementation of this Plan	X
Collecting and compiling the data necessary for the agency's Annual Report on compliance with P.L. 2023, c.263	X
Submitting in a timely manner the Annual Report pursuant to P.L. 2023, c.263	X

### 2. Internal Recordkeeping

Our agency tracks language access-related data on an ongoing basis. The tracking underway includes [Table 12]:

**Table 12: Internal Recordkeeping**

Metric	Check (X) all that apply
Frequency of requests for language assistance services	X
How requests were met	X
Whether language assistance services were requested in languages other than the required seven	X
How the agency intends to notify the populations with LEP of the available language assistance services	X
How the agency documents the actual provision of language assistance services to individuals with LEP	X

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## Appendix 1: Inventory of Translated Vital Documents

Translation of vital documents is an ongoing process. As of the date of this publication, the following vital documents are available publicly in the following languages:

All vital documents issued by the New Jersey Motor Vehicle Commission—including driver’s licenses, identification cards, titles, and registrations—must be provided in English, in compliance with federal regulations and the standards set forth by the American Association of Motor Vehicle Administrators.

While the NJMVC’s legacy systems and legal requirements present certain limitations, the Commission remains committed to delivering accessible services to New Jersey’s diverse communities. Through a variety of service channels—including mail, online platforms, telephone support, and in-person assistance—the NJMVC strives to ensure that every customer receives the help they need, regardless of how they choose to engage.

Recognizing that accessibility is an ongoing effort, the NJMVC continues to evolve its practices to meet the changing needs of the public. This includes exploring innovative technologies and benchmarking best practices from other states and agencies to uphold the highest standards of customer service and satisfaction.