

NEWS RELEASE



FOR IMMEDIATE RELEASE

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New Translation Devices at NJMVC Break Down Language Barriers

Pocketalk Language Translators Now Used at NJMVC Agencies and Mobile Visits Statewide

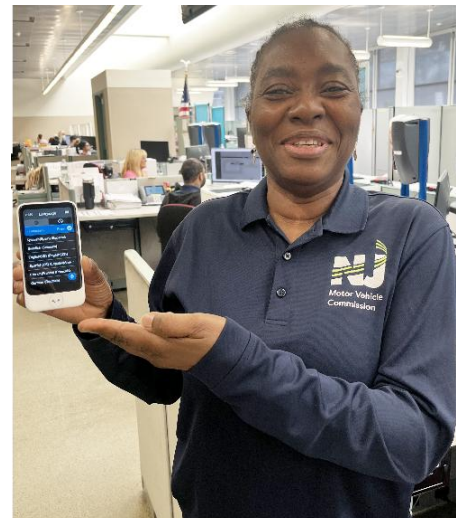
TRENTON — The New Jersey Motor Vehicle Commission (NJMVC) is excited to announce a new service that makes it easier for customers who have difficulty communicating in English to receive help at agencies across the state.

All NJMVC agencies are now equipped with handheld Pocketalk translation devices, enabling staff and customers to engage in real-time, two-way conversations in over 80 languages. These devices are also dispatched with NJMVC Mobile Units as they make visits throughout the state.

“These advanced language translation devices represent a significant step forward in our customer service capabilities,” **said Acting NJMVC Chief Administrator Rosalie Johnson**. “By bridging language gaps more effectively, we are affirming our commitment to improving service for every New Jerseyans and making sure all of our customers are supported, respected, and understood.”

New Jersey's linguistic diversity is among the highest in the nation, with over 30% of residents aged five and older speaking languages other than English at home. Nearly 1.2 million New Jerseyans report some degree of limited English proficiency, underscoring the importance of this initiative.

The Pocketalk devices are user-friendly and deliver quick, accurate translations, reducing confusion and enhancing service interactions. They facilitate clear communication and guide customers through their NJMVC experience with greater



NJMVC staff member shows off new Pocketalk device at Bakers Basin Licensing Center.

ease and efficiency, ultimately reducing the time needed to complete their in-person business.



Following a successful pilot in fall 2025, the statewide rollout of these devices has been met with enthusiastic feedback from both customers and staff. Currently, each agency and mobile unit are outfitted with between five and twelve translators.

For years, the NJMVC has championed language accessibility alongside other New Jersey State agencies. Some notable NJMVC initiatives include offering an award-winning, multilingual website; publishing an annual driver manual in a half-dozen languages; conducting driver knowledge tests in more than a dozen languages; and providing a bilingual phone system with support and answers to questions in both English and Spanish.

For the latest NJMVC news, services, and detailed customer information, please visit NJMVC.gov.

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