

Department of Motor Vehicles
Fiscal Year 2012-13 Budget Hearing
January 26, 2012
Testimony of Barbara Fiala, Commissioner

Good Morning. Thank you; Chairperson DeFrancisco, Chairperson Farrell, Senator Fuschillo, Assemblyman Gantt, and Committee members for inviting me here today.

My name is Barbara Fiala, and I am the Commissioner of the Department of Motor Vehicles. I am pleased to have the opportunity to address you and answer any questions you may have regarding the Department of Motor Vehicles and the Fiscal Year 2012-13 Executive Budget as it applies to our agency.

As you know, last week Governor Cuomo outlined his Executive Budget and Reform Plan which will expand on the historic reforms enacted last year to continue building a New New York. The Governor provides \$334 million for DMV in his Executive Budget and advances initiatives that will allow DMV to increase efficiency and improve services for our customers. DMV will continue to provide the quality customer service expected of us as a result of efforts begun last year to restructure the way we do business by better utilizing technology, partnering with other agencies, and meeting the Governor's mandate to work better, smarter and more efficiently.

DMV is primarily a customer service agency, serving virtually every New Yorker many times over the course of a lifetime. DMV is one of the agencies that the members of the public know best. As such, for many people, DMV represents the face of state government. We will perform

over 28 million transactions this fiscal year, including over 3.7 million internet transactions. Projected revenue collections from those transactions total about \$1.9 billion.

With the support of federal funding for the Governor's Traffic Safety Committee, DMV will continue its outstanding traffic safety initiatives that have made New York's roadways among the safest in the nation. We will continue activities designed to crackdown on impaired driving, the enforcement of new laws against texting and cell phone use, as well as continuing to promote seat belt and car seat usage.

As we continue to reinvent and utilize technology to operate more efficiently, we will continue to expand the use of online transactions and revise the revenue retention model through an initiative strongly supported by our county clerk partners. In recent years, DMV has seen a dramatic increase in the use of the internet and we now have over 40 transactions that our customers can perform online without the need to visit a DMV office.

DMV will continue all of these activities while heeding the Governor's call to reinvent state government to perform more efficiently and better protect taxpayer money. It remains our core mission to provide quality customer service, promote traffic safety and protect consumers for the benefit of the citizens of New York. Under Governor Cuomo's leadership, we will continue to do so this year while striving to further innovate and improve their delivery. Once again, thank you for this opportunity. I welcome any questions you might have about DMV and our plans for serving the people of New York.