

Department of Motor Vehicles
Fiscal Year 2016-17 Budget Hearing
January 20, 2016

Testimony of Theresa Egan, Executive Deputy Commissioner

Good Afternoon. Thank you Chairperson Young, Chairperson Farrell, Chairperson Robach, Chairperson Gantt, and other members of the Legislature for inviting me here today. I am Terri Egan, the Executive Deputy Commissioner of the Department of Motor Vehicles.

Governor Cuomo's executive budget plan allows DMV to continue to build upon the innovations and efficiencies achieved over the past few years. It provides \$325 million for DMV, which will enable us to continue our efforts to improve overall customer service, promote traffic safety, and protect consumers.

At the Governor's direction, our efforts to improve customer service started with an agency wide Customer Service Initiative, which consisted of 11 separate projects that added new technologies, upgraded equipment and instituted best practices in customer service in our call center and 27 state operated DMV offices. One of the principal goals of the Customer Service Initiative was to decrease average office wait times from 72 minutes in 2013 to 30 minutes. I am pleased to report that we were successful in doing so and that in 2015, the average office wait time in state operated DMV offices was maintained below 30 minutes.

The expansion and improvement of our website was another important success of the Customer Service Initiative. To improve our service, DMV introduced a new, modern, dynamic, and easy to use website that is also optimized for access from mobile devices. Our website now receives more than 30 million site visits per year and offers more than 50 online transactions and services. In 2015, customers performed more than 6 million internet transactions- many completed through MyDMV – DMV's personalized web portal. To connect with our customers that utilize social media, DMV has also established a strong social media presence on the site, including Facebook, Twitter, Flickr, Instagram and YouTube. DMV recently won the 2015 Pinnacle Award

from the National Association of Government Web Professionals, the second national accolade we have received this year for design, ease of use, and scope of services.

Along with the expanded use of the website, we are fully embracing new technologies such as electronic notifications that allow us to reduce our environmental footprint. Currently more than 1 million New Yorkers are enrolled in our electronic registration renewal and inspection reminders program, which will eliminate hundreds of thousands of mailings in 2016.

In total, these improvements have helped us to move closer to achieving a long term goal of 50percent of customers using alternative service channels, including the web, mail and kiosks. Currently, approximately 45percent of our customers transact their business through an alternative service channel, rather than having to be served at the counter by a customer service representative.

DMV is not only focused on improving service to our customers, we also continue to increase partnerships with other agencies to improve services, create efficiencies and promote enforcement. In 2015, DMV partnered with the State Liquor Authority on Operation Prevent to target underage drinking which resulted in nearly 760 arrests and the seizure of more than 750 fraudulent identification documents. In addition, we continue to offer in-office and online options for customers to register to vote or sign up for organ donation, furthering the missions of the Board of Elections and the Department of Health. DMV also recently partnered with DOH to produce medical marijuana cards for patients and caregivers. We are also ready to partner with the Board of Elections to implement the Governor's executive budget proposal to increase voter enrollment, should the legislation pass.

Partnering with 14 state agencies through the Governor's Traffic Safety Committee, DMV will continue its outstanding work that has made New York's roadways among the safest in the nation. GTSC distributes approximately \$32 million in federal funding annually to support traffic safety initiatives including enforcement efforts by State and local law enforcement agencies to combat impaired driving and distracted driving as well as other dangerous driving behaviors. GTSC was also instrumental in securing an \$805,000 National Highway Traffic Safety Administration grant to improve pedestrian safety, one of only three grants awarded.

In 2015, seat belt use reached an all-time high of 92percent and New York State has become a national leader in an innovative program aimed at detecting drugged driving by training and certifying Drug Recognition Experts across the state. As a result of these efforts and more, over the past 10 years, crash fatalities have decreased by 27percent.

To support our ongoing traffic safety efforts, last year, our Administrative Law Judges adjudicated close to 10,500 cases including those involving chemical test refusals, fatal crashes, excess speeding, and persistent violators. These Administrative Law Judges also provide support for DMV's mission to protect consumers. Last year, they adjudicated more than 1,000 repair shop dealer complaints and inspection station violations, resulting in nearly \$1.2 million being returned to consumers as a result of cases involving fraudulent repair, inspection and dealer transactions.

Looking forward, DMV will continue our commitment to improve traffic safety, protect consumers, innovate and improve our procedures, maintain a high level of customer service, and provide convenient options for our customers to complete transactions. We remain strongly committed to our core mission to serve the citizens of New York.

Once again, thank you for this opportunity to speak with you today. I welcome any questions you might have about DMV and our plans for serving the people of New York.