

Department of Motor Vehicles  
Fiscal Year 2018-19 Budget Hearing  
January 25, 2018

Testimony of Theresa Egan, Executive Deputy Commissioner

Good Morning. Thank you, Chairperson Young, Chairperson Weinstein, 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. The budget provides \$362 million for DMV to support its main office in Albany, 27 State operated offices, and 102 county operated offices, and will enable us to continue our efforts to improve overall customer service, promote traffic safety, and protect consumers.

DMV will use the \$18 million increase over the prior year's funding and 89 additional FTEs to accommodate more in-office customer visits as the result of increasing license renewal

volumes, and additional in-office transactions resulting from our implementation of the Federal Real ID Act. Our average wait time in the State offices remains under 30 minutes, and these additional funds and staff will allow us to, at minimum, maintain this critical level of customer service.

No later than October 1, 2020, domestic air travelers will need a Real ID compliant document or other acceptable form of federal identification to avoid a secondary TSA screening. It is estimated that approximately 11 million New Yorkers would seek a Real ID compliant driver license or non-driver ID, which can only be obtained through a DMV office visit. Due to the federal law's increased identity verification and documentation requirements, issuing a Real ID compliant document is a more time-consuming transaction, requiring that our employees be well trained so that they can adequately perform the necessary review. We are now in the peak license renewal volume period and we are leveraging this time to get all New Yorkers who desire a Real ID compliant document into our offices prior to when the Act is fully implemented in 2020. This will eliminate the need for customers to make repeat visits to our offices, resulting in

inconvenience to our customers and in increased costs to the State. We started issuing a stand-alone Real ID compliant document on October 30, 2017 and in the first 2 months we have issued over 100,000 Real ID compliant licenses and ID cards.

To assist customers wishing to obtain a Real ID compliant document, DMV now offers its customers an online way to determine what proofs they will need to bring into a DMV office when applying. This application can work from any phone, computer, or tablet, and through a series of questions, will guide the customer as to what proofs are necessary for the document they want. Customers are also provided with a checklist that can be used as they are gathering the proofs to bring to the office. This application will also direct the customer to the proper DMV form they will need to complete their transaction, enable them to complete the form before they arrive at the DMV, as well as provide an estimate of the cost. Finally, customers can use the application to link to our reservation system so they can schedule their visit to an office at a time that is convenient for them. The result is a shorter, less stressful office visit. Since October 30<sup>th</sup>,

this application has been used 177,000 times to help prepare New Yorkers when they visit the DMV.

With continued enhancements to our website, DMV constantly seeks to improve the services we offer to our customers. DMV continues to redesign and re-engineer the website and mobile user experience making it easier for customers to obtain information and complete transactions, making “online” the preferred channel for more and more New Yorkers. Our website now receives more than 35 million visits per year and offers more than 60 online transactions and services. In 2017, customers performed more than 7.4 million internet transactions totaling nearly \$560 million. Millions more accessed our website to gather information or check the status of their title or license, among other free 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 and decrease printing and mailing costs. Approximately 4 million New Yorkers are enrolled in our electronic registration renewal and

inspection reminders program, saving the state more than \$700 thousand in postage annually.

In total, these improvements have helped us to move closer to achieving a long-term goal of 50 percent of transactions being completed using alternative service channels, including the web, mail and kiosks.

DMV is not only focused on improving service to our customers; we also continue to expand partnerships with other agencies to create efficiencies and increase compliance. In 2017, DMV investigators conducted sweeps in 196 locations that resulted in charging 843 people with possessing fake identifications in an attempt to purchase alcoholic beverages. In addition, 171 people were cited for violations of the Alcohol Beverage Control law by drinking when they were not of legal age. Through the year-round Operation Prevent initiative, DMV investigators work with the State Liquor Authority and state and local law enforcement agencies to conduct underage drinking and fake ID sweeps at bars, restaurants and concert venues across New York.

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 more than \$33 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.

In 2017, seat belt usage reached at an all-time high of 93 percent 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 many others, fatality rates continue to drop. Preliminary statistics show a decrease in fatalities from 2016 to 2017 of almost 10 percent; while the national trends show a significant increase.

Looking forward, DMV will continue its 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.