



NEW YORK STATE SENATOR

Charles J. Fuschillo Jr.

Senator Fuschillo & Commissioner Fiala Tour Dmv Office in Massapequa

CHARLES J. FUSCHILLO JR. October 9, 2013

| ISSUE: **DMV (DEPARTMENT OF MOTOR VEHICLES)**



Senator Charles J. Fuschillo, Jr. (R-Merrick), Chairman of the Senate's Transportation Committee, and Department of Motor Vehicles (DMV) Commissioner Barbara Fiala recently toured the Massapequa DMV office.

Senator Fuschillo and Commissioner Fiala viewed many of the new customer service upgrades that DMV is undertaking at the Massapequa office and offices throughout the

state. New kiosks were installed where customers can perform simple transactions, such as renewing their license or registration, without having to wait online. New floating customer service representatives are also available to help answer questions, expedite customer service, and in some cases use smart tablets to process simple transactions. Additionally, the Massapequa DMV office now holds extended hours to make it more convenient for customers to access DMV services. The Massapequa DMV office is open from 8 am to 6 pm, Monday through Friday.

Senator Fuschillo also viewed the new New York State driver's licenses which are currently being issued. According to DMV, the new driver's licenses contain over 30 security features, including laser engraved photos and personal data which make them resistant to counterfeiting and tampering. Additionally, driver's licenses issue to individuals who are under age 21 will be vertical, not horizontal, making them much easier to spot.

Senator Fuschillo (right) and Commissioner Fiala (left) are pictured as they view the new New York State driver's licenses.