



NOT THE SAME OLD DMV...
FY 2015-16 BUDGET HEARING
BARBARA FIALA, COMMISSIONER

NOT THE SAME OLD DMV

- Using technology to improve customer service
- Expanding internet and social media presence
- Partnering with other agencies to provide value to the public
- Implementing programs and initiatives to improve traffic safety



CUSTOMER SERVICE INITIATIVE



SEARCH DMV

Español (Disclaimer) Languages



Log in to **mydmv**

Contact Us

Welcome to the NYS DMV.
What can we help you with today?

INDIVIDUALS

ORGANIZATIONS

TOP ONLINE SERVICES	DRIVER LICENSE & LEARNER PERMIT	ID CARD FOR NON-DRIVERS	COMMERCIAL DRIVER LICENSE (CDL)	REGISTRATIONS & TITLES	CUSTOM PLATES
INSURANCE	DMV RECORDS	TICKETS, POINTS & PENALTIES	FORMS	DMV OFFICES	MORE INFO





dmv.ny.gov



NYS DMV

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NYS DMV Midtown Office Virtual Tour

1,410 views 4 months ago

Take a tour of the new state-of-the-art New York State Department of Motor Vehicles (DMV) office at 366 West 31st Street in Manhattan that combines the use of advanced technologies with best practices in customer service to optimize the customer experience. This flagship office, located between 8th and 9th Avenues, replaces the former DMV office located at 1293 Broadway.

The new Midtown office is another example of how the DMV is working to improve customer service for New Yorkers. Other recent changes include a redesigned website (dmv.ny.gov) that allows customers to complete transactions online and via mobile devices, improved DMV call center services, automated Class D and...

[Read more](#)

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Cute Girls Hairstyl...

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NYS DMV Midtown Office Virtual Tour



How to Make a Reservation at DMV (Spanish)



How to Make a Reservation at DMV



MyDMV Sign Up
39,854 views 1 year ago



Drugged Driving PSA
1,299 views 1 year ago



TWEETS 1,478 FOLLOWING 318 FOLLOWERS 1,343 FAVORITES 27

Follow

NYS DMV

@nysdmv

Official Twitter account for the NYS Department of Motor Vehicles

New York

dmv.ny.gov

Joined December 2010

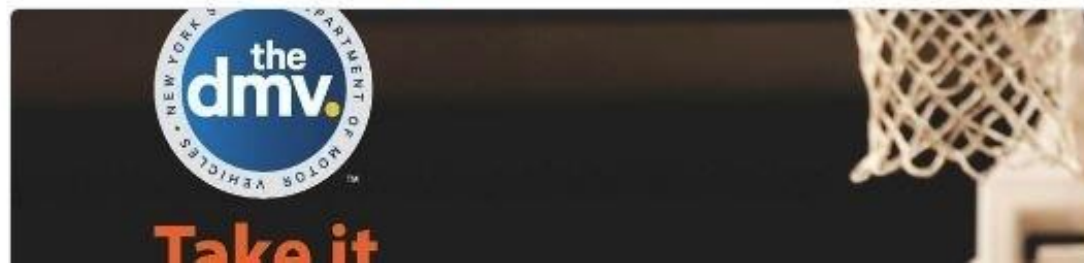
61 Photos and videos



Tweets Tweets & replies Photos & videos

NYS DMV @nysdmv · 2h
Wet Weather Driving Safety: How to Handle Rain, Puddles & Leaves on the Road
longisland.com/articles/11-05...

NYS DMV @nysdmv · 3h
Be a #1 Knicks fan and get a custom plate today! One of 35+ transactions you can do online at dmv.ny.gov.



Don't miss any updates from NYS DMV

Full name

Email

Password

Sign up for Twitter

Worldwide Trends · Change

The Force Awakens

#FOURTAKEOVER

#TheHeartWantsWhatItWants

#LittleMixQandA

#SomethingBigAtMidnight

#LloreEscuchando

Alexander Wang x H&M

MilyonlarTekYürek ParçalaBEŞİKTAŞ

OpTic Formal

The Phantom Menace

Create Page

Recent

2014

2013

2012

2011

Founded

NEW NY DMV



New York State Department of Motor Vehicles
Fast. Easy. Convenient.
Government Organization

Timeline

About

Photos

Likes

More ▾

PEOPLE



1,828 likes

ABOUT



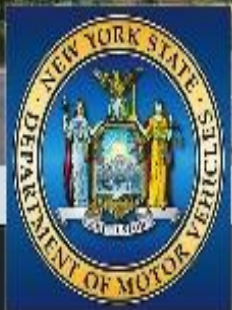
i Welcome to our Facebook page. If you're looking for the official source of information about the NYS Department of Motor Vehicles, visit <http://dmv.ny.gov/>



New York State Department of Motor Vehicles shared a link.

21 hours ago





nys dmv

131
Photos

January 2011
Member Since

Photostream

Albums

Favorites



Giants_ad
nys dmv

By a #1 fan!
Get your own plate. 999000

BEST OF NEW YORK



WEBSITE MODERNIZATION

- Implemented February 2014
- Simple, easy to use website
- Mobile optimized transactions
- MyDMV site allows customers to access a variety of personalized and secure online services

UP NEXT

- Expanded EZ-Visit offerings to allow customers to partially complete transactions prior to visiting a DMV office

10% increase in transaction volumes since implemented

27 million site visits

More than 5,000,000 transactions annually



Welcome Mike Motorist

[mmotorist123@email.com](#) [Change Email](#)

DMV Services

[Change My Address](#)

Update your mailing and residence addresses on DMV records/documents.

[Get My Driving Record](#)

Immediately download your DMV driving record abstract.

[Monitor My Teen Driver](#)

Receive traffic ticket and accident notifications.

[My License Status, Renewal and Replacement](#)

Renew your license or ID, replace documents and get driving status information.

[My Registrations and Reminders – *Go Green!*](#)

Renew or replace registrations, get status information and go green with inspection and renewal reminders by email.

[Restore My Driving Privileges](#)

If your driver license or driving privileges are revoked in NYS, you could be eligible to request restoration online.

Other Services

My Alerts

Subject	Options
---------	---------

There are no alerts to display at this time.

Mike Motorist
mmotorist123@email.com

[MyDMV Home](#)

[Change My Address](#)

[Get My Driving Record](#)

[Monitor My Teen's Driving](#)

[My License, Permit, or ID](#)

[My Registrations](#)

[Restore Driving Privil...](#)

[NYS Donate Life Registry](#)

[Register to Vote](#)

[DMV Home](#)

[Other Online Services](#)

[Contact DMV](#)

My Registrations and Paperless Reminders

Manage Your Registrations

Manage all of your NYS vehicle, boat and snowmobile registrations here. Renew, order replacement documents, get status information and add your registrations to Paperless Reminders. [Learn More](#)

NOTE: Information marked "Important" requires your attention.



Go Smart! Go Green! Go Paperless!
Get inspection and registration renewal reminders by email instead of mail!
[Learn more](#)

Manage Your Registrations

[HELP](#)

Status: Important - Expired - [Renewable](#)



2001 TRITO
Important - Registration Expired: 12/31/2013

[View Details](#)

Mike Motorist
mmotorist123@email.com

- MyDMV Home
- Change My Address
- Get My Driving Record
- Monitor My Teen's Driving
- [My License, Permit, or ID](#)
- My Registrations
- Restore Driving Privil...
- NYS Donate Life Registry
- Register to Vote

- DMV Home
- Other Online Services
- Contact DMV

My License

MIKE MOTORIST

Enhanced Driver License

Client ID: 779032892

Class: DM

Driving Privilege: Full

✓ Status: You can drive. [Details](#)

Need to replace your document?

REPLACE

Expiration Date: 10/07/2017

Earliest you can renew: 10/08/2016 [Learn more](#)



ELECTRONIC NOTIFICATIONS

Receive text and/or email reminders for your driver license or non-driver ID card, registrations and inspections.

ELECTRONIC NOTIFICATIONS

Customers can opt in to receive email or text reminders

- Registration renewal
- Inspections due
- Drivers License renewal
- Information collected when completing a transaction in-office or online

UP NEXT

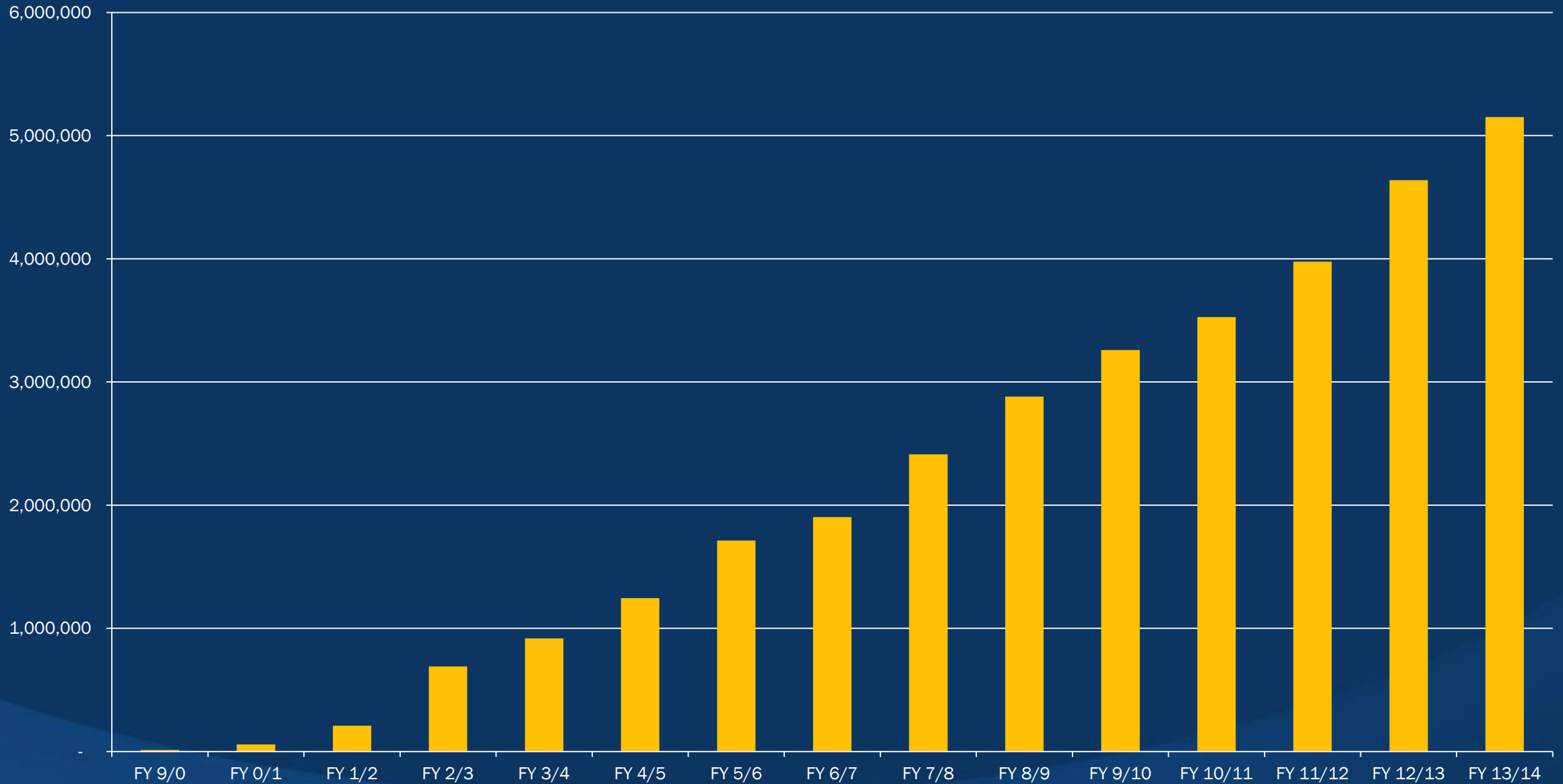
- Emphasis on collecting email address in office

More than 51,000 customers have enrolled since February



DMV WEB TRANSACTION GROWTH

(Number of Transactions)



A person wearing a grey hoodie is sitting outdoors, holding a white tablet computer. The background is a bright, slightly blurred outdoor setting, possibly a beach or a park. The person's hands are visible, holding the tablet from the bottom and sides. The tablet screen is dark, reflecting the surroundings.

MAKE A RESERVATION

*Make a reservation online
and save time.*

THE DMV CUSTOMER SERVICE INITIATIVE

New Queuing System in Offices

- Make a reservation
- Self Service welcome stations
 - Menus in multiple languages

UP NEXT

- Text reminders while you wait

275,000 reservations to date

Average wait time reduced to 24 minutes



SELF SERVICE KIOSKS

- Renew your registration
- Order a duplicate license or registration
- Change your address
- Order a copy of your driving record

UP NEXT

- Pay driver responsibility assessments
- Surrender plates (cancel registration)

25 kiosks in downstate offices

1,300 transactions per day

352,000 transactions since implementation



MOBILE CUSTOMER SERVICE GREETERS

- Tablet computers to verify records and process simple transactions
- Directs the customer to the most efficient means of processing
 - Reduces office wait
 - Reduces multiple visits by customers



AUTOMATED TESTING STATIONS

- Eliminates paper test/manual grading
- Reduces potential for fraud
- Streamlines test process
- Deployed in August 2013 for CDL testing

UP NEXT

- Automated class D test stations
- Statewide roll-out to all state and county run offices

132 stations in issuing offices

205,000 automated tests performed to date



THE MODERN DMV OFFICE

- In May 2014 DMV's newest office was opened in Midtown Manhattan
- The new office is brighter, cleaner, and has easier public access than the previous location
- The office sets the standard for future office renovations



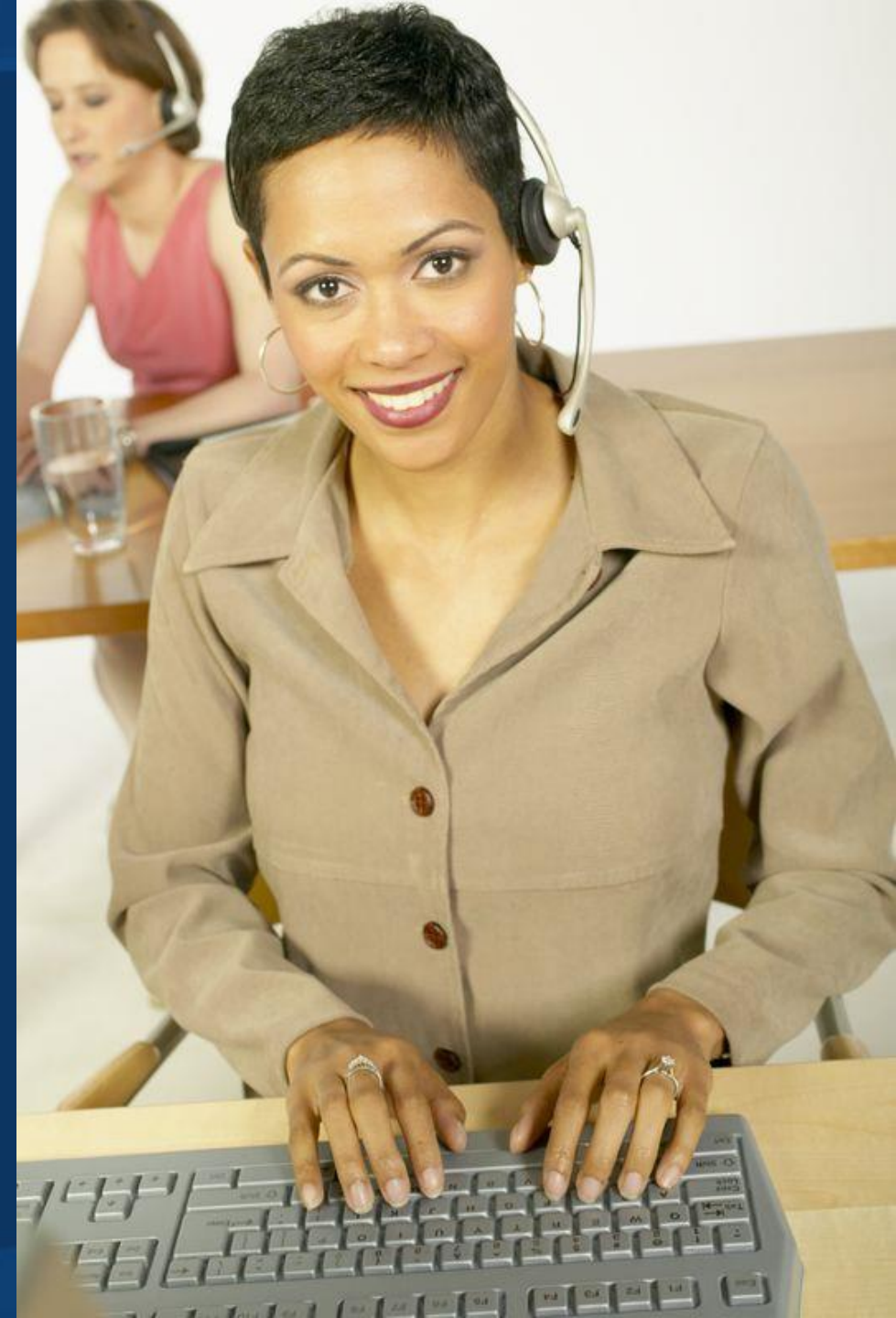
CALL CENTER MODERNIZATION

- Reduces hold time for customers
- Provide an option to be called back instead of waiting on hold
- Increased volume of calls handled
- Implemented July 2014

UP NEXT

- Continued Improvements
- More efficient use of Prison call centers

Nearly 4,500,000 calls annually



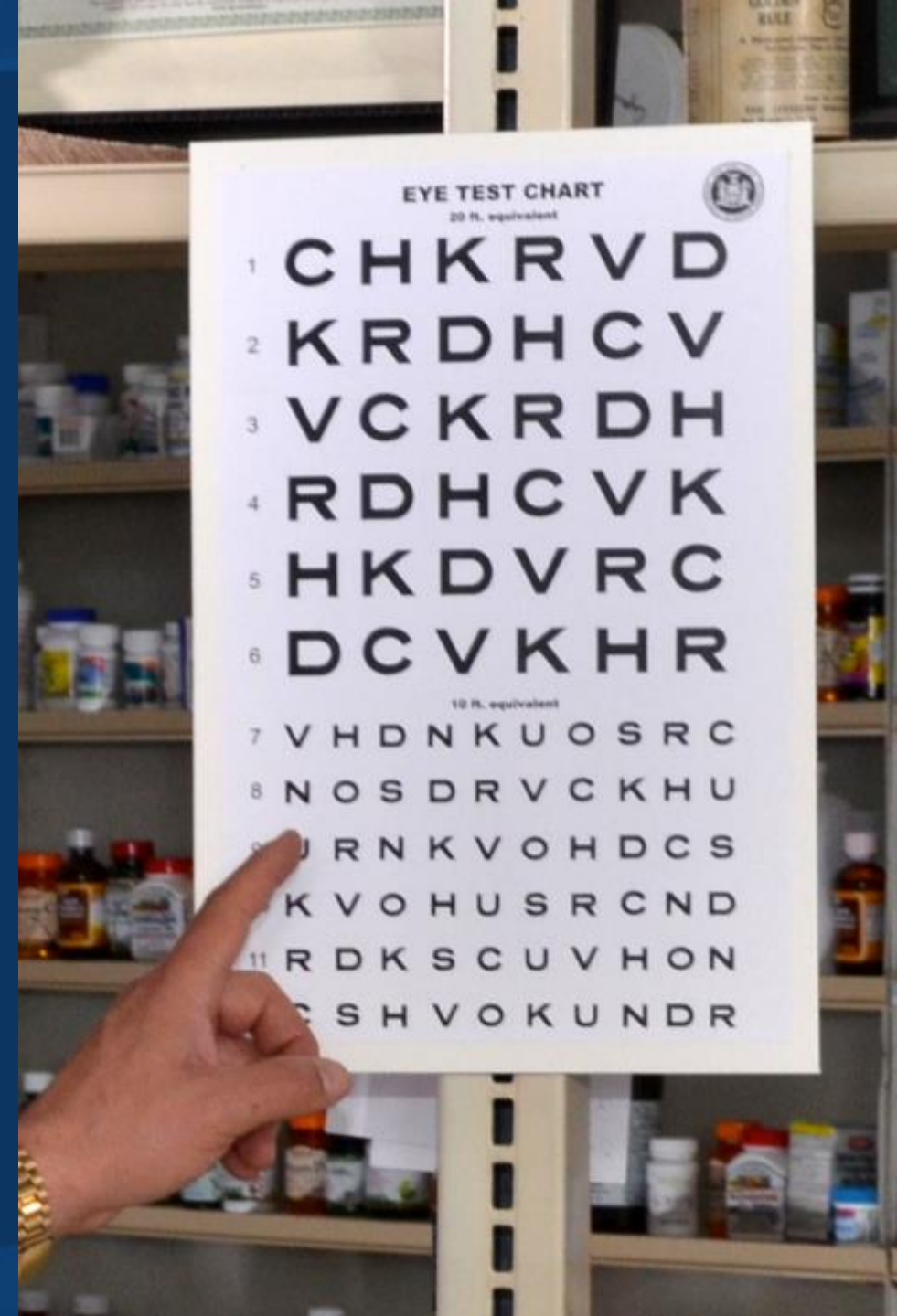


VISION REGISTRY

*Vision test results submitted online
so you can renew online.*

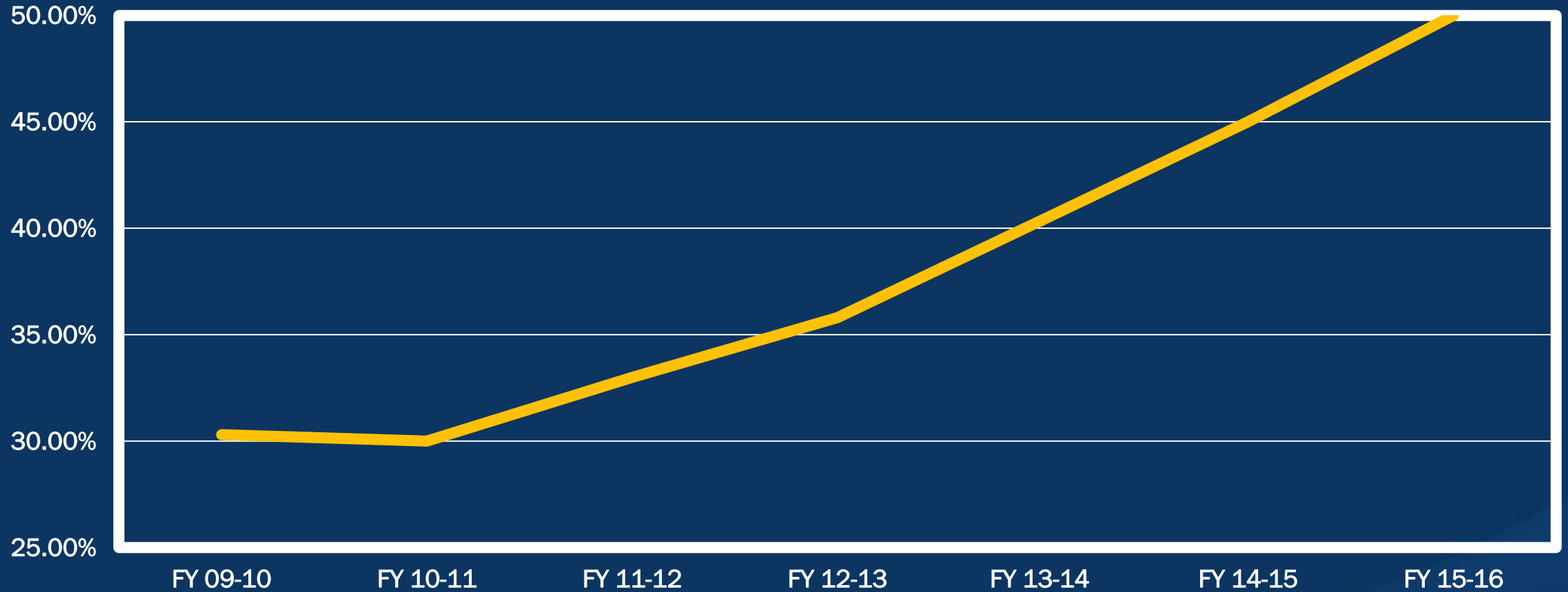
VISION REGISTRY

- ▶ Modernizes our existing paper eye test form used by eye care professionals
- ▶ Doctors, nurses, pharmacists, and eye care professionals can perform DMV eye tests- no cost to participate
- ▶ Results electronically submitted to DMV through web portal
- ▶ Allows customers to renew their license by mail or online
- ▶ All participating organizations are listed on the DMV website
 - ▶ 1,225 participating businesses
 - ▶ 100,000 customers have taken advantage of service



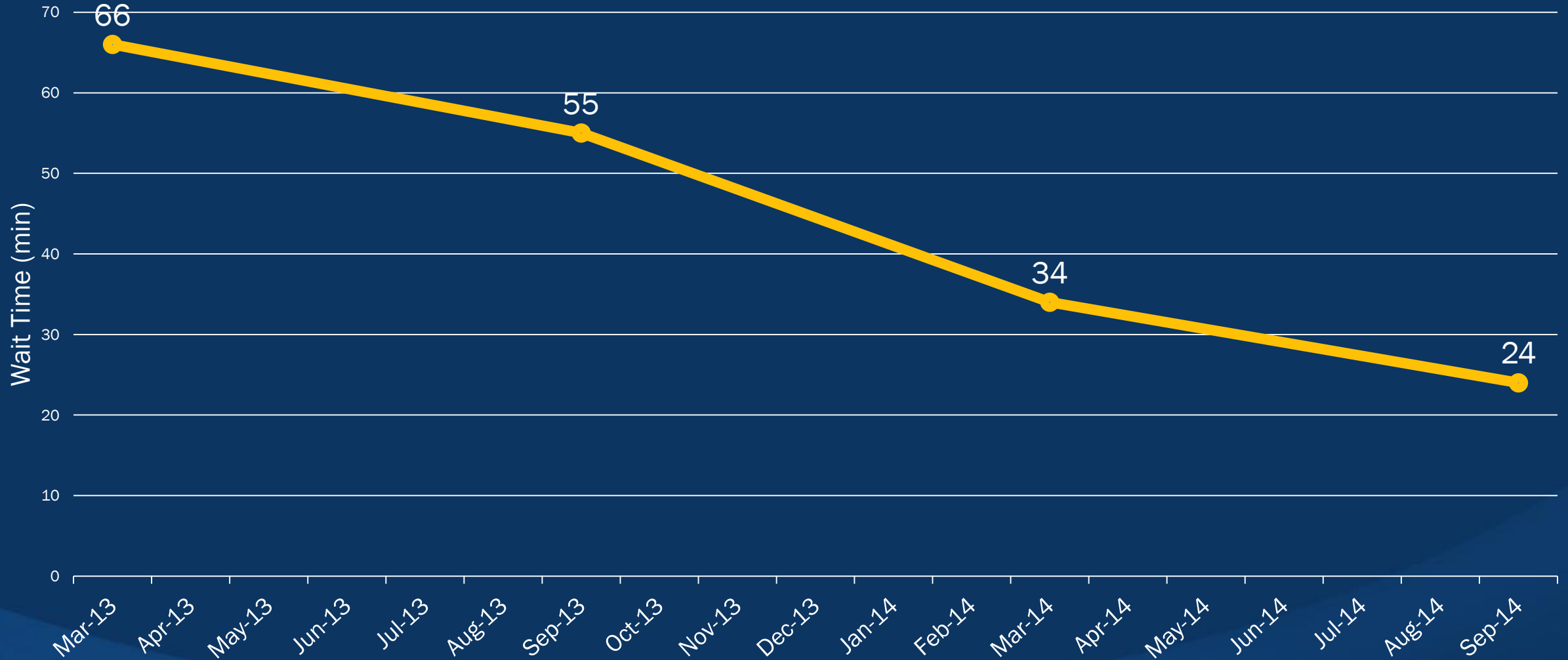
ALTERNATE SERVICE CHANNELS

Alternative Service Channels %



ISSUING OFFICE WAIT TIMES

Average Office Wait time



PARTNERSHIP WITH OTHER AGENCIES

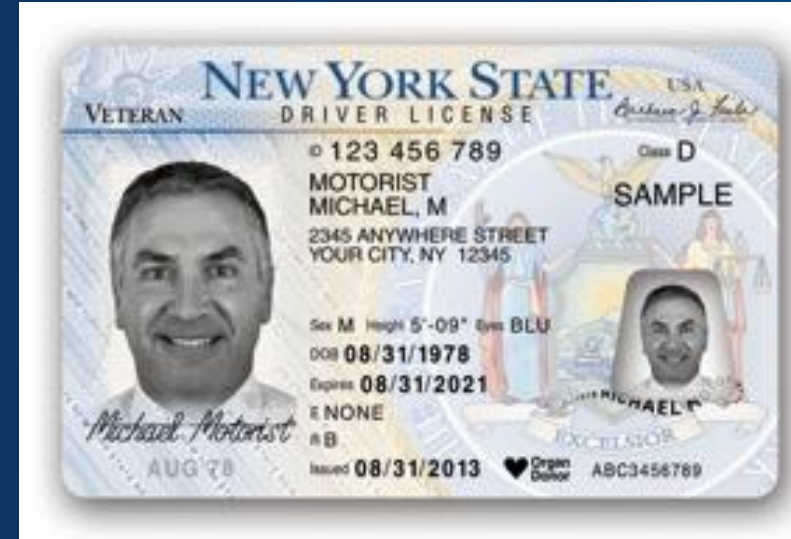


PARTNERSHIP WITH OTHER AGENCIES

- Additional services available at DMV Offices or Online:
 - Register to Vote-Partnership with Board of Elections
 - 76,616 registrations through DMV 14-15 fiscal year to date

Sign up for Organ Donation-Partnership with Department of Health

- 216,400 donors signed up through DMV 14-15 fiscal year to date



PARTNERSHIP WITH OTHER AGENCIES

Adventure Licenses/Adventure Plates

- Single document for DMV, DEC, Parks licenses/permits
- Fishing, Hunting, Sporting Licenses
- Boating Safety Certificate
- NYS Park access

Adventure Licenses Issued

- 7,000 NYS residents have requested an adventure license



NEW YORK STATE USA
 DRIVER LICENSE *Barbara J. Hall*

ID 123 456 789 Class D
 MOTORIST MICHAEL, M SAMPLE
 2345 ANYWHERE STREET
 YOUR CITY, NY 12345

Michael Motorist
 AUG 78

Expires 08/31/2021
 E NONE
 R NONE
 Issued 08/31/2013

EXCELSIOR

Organ Donor

NEW YORK

234ABC

I ♥ NY HUNTING

NEW YORK

234ABC

I ♥ NY PARKS

NEW YORK

234ABC

I ♥ NY FISHING

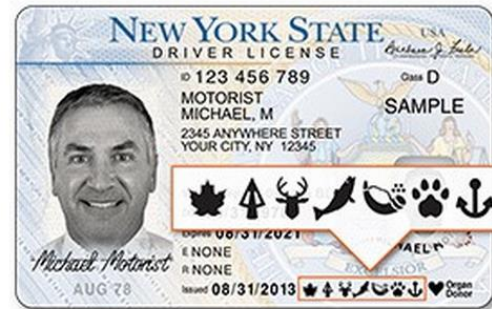
ADVENTURE!
New adventure licenses and plates!



INTRODUCING NEW YORK'S ADVENTURE LICENSE SERIES

NEW: The Adventure License Plate is now available to all DEC & NYS Park license holders.

Get a new deal on lifetime hunting, fishing and parks licenses, receive a free themed license plate and simplify your outdoor experience. [Find out more.](#)



PARTNERSHIP WITH OTHER AGENCIES

- Occupational and Professional ID's
 - Processed for OGS, SLA, DEC, SED, DOL, WCB, NYCCDEP
 - » Employee ID's
 - » Investigator/Solicitor ID's
 - » Environmental ID's
 - » Asbestos Applicator ID's
 - » Security Guard ID's
 - » Real Estate Broker ID's
 - » Workplace Safety Inspector ID's

UP NEXT

- » State Park Passes

In the past year approximately 300,000 ID cards were produced for State agencies



PARTNERSHIP WITH OTHER AGENCIES

Veteran's Affairs

- As of November 11th, all DMV customers are asked if they or a family member have served in the US military
- DMV will share contacts with Division of Veteran's Affairs, which will reach out to offer information about benefits
- Veteran Indicator- 22,036 license and ID documents have been processed with Veteran Notation during 14-15 fiscal year to date



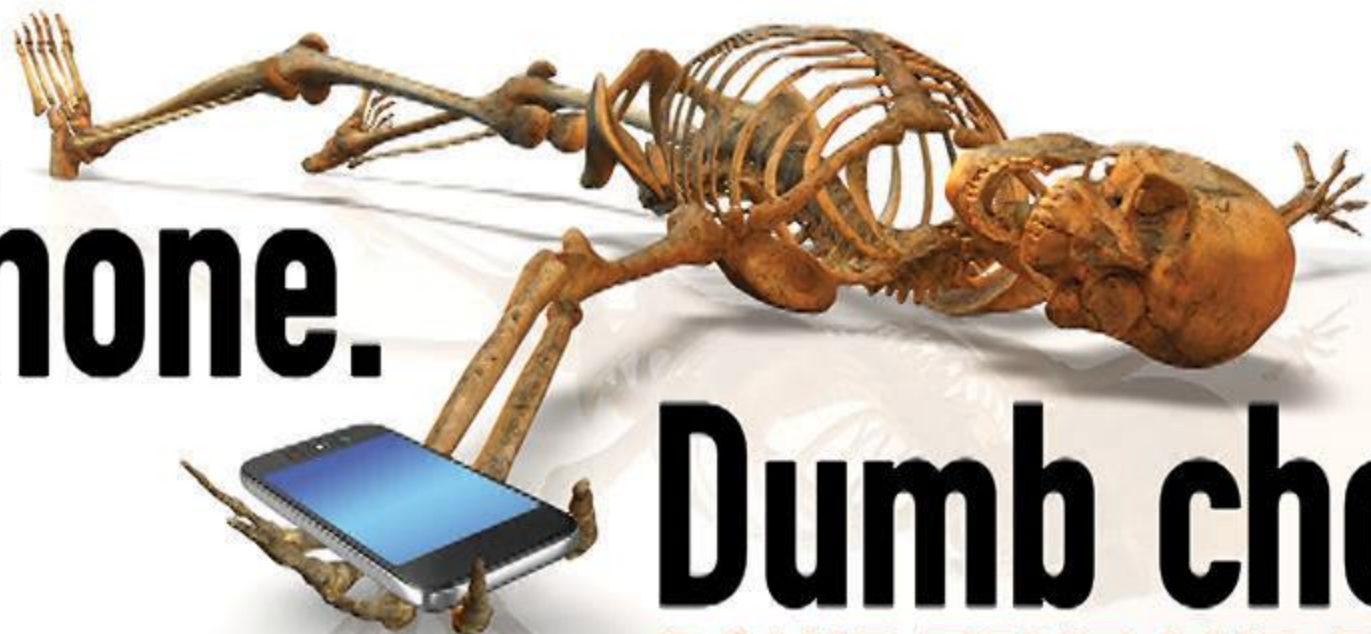
TRAFFIC SAFETY

The Governor's Traffic Safety Committee (GTSC) coordinates traffic safety initiatives statewide

- *Acts as liaison to the National Highway Traffic Safety Administration*
- *Administers grant program for state and local government*
- *Coordinates several traffic safety events and participates in various committees*
- *Develops PSA's and Training on public Safety issues*



Smart phone.

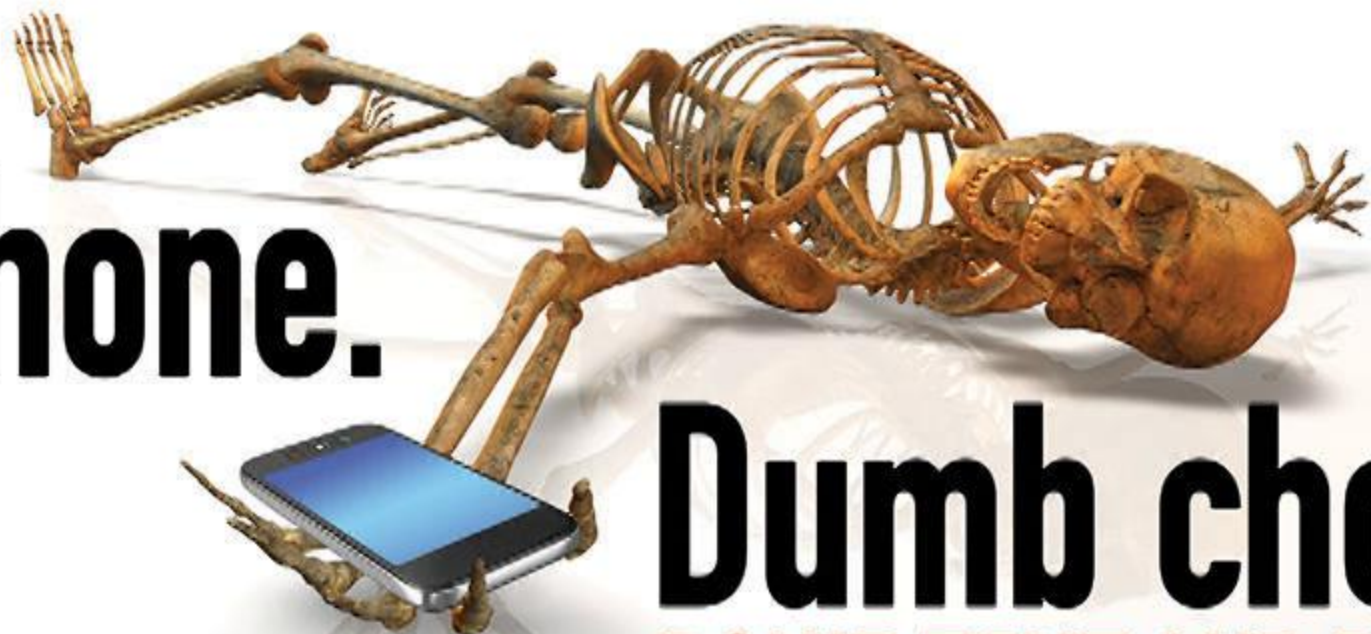


Dumb choice.

DON'T TEXT AND DRIVE.

SafeNY.ny.gov

Smart phone.



Dumb choice.

DON'T TEXT AND DRIVE.

SafeNY.ny.gov



WAKE UP!

to the Risks of Drowsy Driving

Be Smart.
Share the Road.



safeNY.ny.gov

New York State Governor's Traffic Safety Committee



+



=



Mug.

Shot.

Mugshot.

**STOP
DWI** New
York



Community
Focused.
Saving Lives.

Have a Plan

to get home safely.



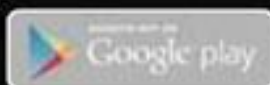
STOP
DWI New York
Community Focused.
Saving Lives.

www.stopdwi.org

Have a Plan

to get home safely.

DOWNLOAD
THIS FREE APP



Going out? So are we.



Have a Plan.

Don't drive. Get a ride.

Funded by the National Highway Traffic Safety Administration with
a grant from the New York State Governor's Traffic Safety Committee.

Have a Plan

to get home safely.

DOWNLOAD
THIS FREE APP



STOP
DWI New York
Community Focused.
Saving Lives.

www.stopdwi.org

Drugged Driving is Impaired Driving

Consult your Doctor
and Follow your Rx
safeny.ny.gov



TRAFFIC SAFETY

The Governor's Traffic Safety Committee (GTSC)

- Results of 2014 survey show seat belt compliance remains at high of 91%*
- Traffic fatalities to date are down 75 from this time in 2013*
- Awarded traffic safety grants to 544 entities totaling nearly \$32 million*

