

3

Department of Motor Vehicles  
Fiscal Year 2015-16 Budget Hearing  
January 29, 2015

Testimony of J. David Sampson, Executive Deputy Commissioner

Good Afternoon. Thank you Chairperson DeFrancisco, Chairperson Farrell, and other members of the Legislature for inviting me here today. I am J. David Sampson, the Executive Deputy 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 Fiscal Year 2015-16 Executive Budget as it applies to our agency.

Governor Cuomo's executive budget plan allows DMV to continue to build upon the innovations and efficiencies achieved over the past four 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.

For Fiscal Year 2015-16, revenue collections from all transactions are projected to total more than \$1.7 billion. We will perform more than 28 million transactions, including over 5.5 million internet transactions; many completed through MyDMV – DMV's personalized web portal.

The Executive Budget includes legislation to amend the Vehicle and Traffic Law to facilitate New York State's compliance with federal requirements relating to the issuance of commercial learner's permits, and the disqualification of commercial driver's licenses and commercial learner's permits. In addition, the budget includes legislation to amend the Vehicle and Traffic Law to allow an overweight vehicle permit issued by DOT to serve as sufficient documentation without having to also receive an updated registration from DMV, as currently required.

Through 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. DMV distributes approximately \$30 million in federal funding annually to support traffic safety initiatives including enforcement efforts by State and local law enforcement agencies to combat drunk driving and distracted driving as well as other dangerous driving behaviors.

Over the past two years, DMV has been involved in an agency wide Customer Service Initiative, which consisted of ten 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 60 minutes in 2013 to 30 minutes. I am pleased to report that we were successful in doing so and that in 2014, the average office wait time in state operated DMV offices was reduced to 25 minutes.

Several of the projects in the Customer Service Initiative were designed to meet the requests of our customers that we offer more online transactions and become more efficient in our offices. Here are some examples of the projects that we have now successfully implemented:

- A new modern, dynamic and easy to use website that is also optimized for use on mobile devices, including smart phones and tablets. DMV's website now receives more than 28 million site visits per year and 5.5 million transactions, a 10% increase over its prior usage.
- 25 self-service kiosks in 19 of our state-operated DMV offices enable customers to perform many transactions that previously could only be conducted by a DMV employee. Customers are now performing more than 2,000 transactions per day at kiosks located in state DMV offices.
- A new office queuing system that includes an option for customers to make online reservations for a day and time that is convenient for them. Our reservation

system has proven very popular, with more than 350,000 reservations made since April 2014.

- A new call center technology to improve services to our phone customers. This new solution routes calls more efficiently, enabling us to answer nearly 4.5 million calls annually and reduce on-hold wait times. A call back option also allows customers to leave a name and number, and receive a call back to avoid waiting on hold.
- Improved internal processing of other operations, including applications for new auto dealers, inspection station or repair shop licenses, and applying for a title or driver permit. On average, as a result of these projects we were able to reduce our processing time by 53%.

In total, these projects have also helped us move closer to achieving another long-term goal with 50% of our customers using self-service alternatives, including the web, mail and kiosks, to perform their transaction. This budget will allow DMV to continue to build upon the innovations and efficiencies achieved over the past four years.

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.