

NYSP Transparency Plan

I. Review of Agency/Authority's Current Public Engagement

- Steps taken to review agency policies and procedures on transparency.
 - ***The NYSP follows all applicable laws, policies, and procedures; and***
 - ***Regularly review internal processes to identify, assess, and address deficiencies.***

- Review of how the agency interacts with the public.
 - What public meetings and hearings does the agency hold?
 - ***We don't hold public meetings or hearings that rise to the requirements of the Public Meetings Law.***
 - What information does the agency make available on its website and in social media?
 - ***The Division's Vision, Mission, Values and Diversity Statement, information regarding frequently requested topics such as how to become a Trooper or civilian employee, criminal investigations related units and activities, AMBER Alert, firearms laws and registration and recertification processes, ticket and accident FAQs, high interest and frequently requested policies, such as our Use of Force (UOF) Policy and our Body Worn Camera (BWC) Policy, Crime Laboratory submission and evidence packaging guidelines and FAQs; and***
 - ***NYSP in action (e.g. rescues, rendering aid), events, enforcement activities, safety inspections, and other public service interest items as well as recruiting campaign information.***
 - What access does the public have to engaging with the agency leadership?
 - ***All Troop Commanders' contact information is listed on the public website;***
 - ***Troopers and Officers routinely participate in community events;***
 - ***NYSP Public Information Officers regularly engage with the public and media and respond to information inquiries; and***

- **Regular Division leadership meetings with community leaders.**
 - What are the information requests most commonly sought from the agency?
 - **Individual Arrest Records or Incident Reports.**
 - What are the areas of greatest public interest in the agency's work?
 - **Individual cases, whether internal or external.**
 - What does the agency do to solicit input from the public?
 - **Division and Troop leadership meet with community leaders, in addition to Recruiters and Public Information Officers who solicit feedback from public encounters; and**
 - **Our webpage provides a Contact Us tab that provides the public with the ability to provide tips, make inquiries, and submit complaints or compliments. It also includes our General Contact information available in the top 10 NYS languages.**

II. Proposed Plan to Expand Transparency and Expected Timeline

- What plans does your agency have to improve transparency with respect to expanding information you make available to the public, filing timely reports with the legislature, complying with Project Sunlight, timely compliance with FOIL, compliance with Open Data NY, reducing costs for and easing access to for agency data and records, expanding agency participation in public and community events and increasing access to and public participation in meetings, hearings and decision-making?
 - **Expand our use, in content and frequency, of social media to inform the public and highlight Division services, activities, career opportunities, and other items of public interest; and**
 - **Restructure our Central Records Bureau to improve workflows and response times. We are adding new positions, creating a Body Worn Camera Unit, and are filling vacant positions. We continue to look for new ways to improve including the use of new programs for records management and digitizing old records.**
- What is the timeline for implementation of those plans?
 - **Social media – immediate to ongoing; and**
 - **Central Records Bureau – Current hiring to fill new and vacant positions, followed by onboarding. Anticipated by EOY 2022.**

- What resources will you use to implement your plan?
 - ***Expanded use of Social media;***
 - ***Additional personnel within our Public Information team; and***
 - ***Additional personnel for Central Records Bureau.***

III. Measures of Success and Long-term Monitoring

In this section, you can explain how your agency/authority intends to monitor and assess the changes implemented, including any metrics you will use, to ensure that your initiatives are serving to increase transparency and expanding opportunities for public access to information and participation in government meetings and decision-making.

- ***Social media – Success will be determined, in part, by the number of applicants signing up for and taking the trooper exam, the relationship between recruiting officers and public information officers within their communities, the frequency and types of media and other community inquiries received; and***
- ***Central Records Bureau – We will continue to measure and assess trends and identify issues and areas in need of improvement.***