

## TRANSPARENCY PLAN UPDATE: 2024

### DELIVERABLES ACHIEVED SINCE 2021

#### *Better Online Access to Information and Services*

To increase transparency of the DMV's strategic goals, long- and short-term plans, operating budget and use of taxpayer resources, the DMV created a centralized access point on its website for key agency data and information. The agency's [transparency portal](#) includes the DMV's strategic plan, its enacted budget, a recording of the Commissioner's budget testimony to the New York State Legislature, the agency's regulatory agenda, and its accessibility policy. The webpage also provides descriptions of upcoming or recent changes to laws, regulations, and DMV policies, and through this transparency portal, New Yorkers have an opportunity to provide feedback about those changes directly to the agency. The transparency portal also serves as an access point for various complaint forms regarding issues with DMV employees or services, regulated businesses, and more.

The DMV also created easy-to-use datasets on [OpenData NY](#) to make it easier to locate DMV offices, road test sites, vision registry providers, and driving schools. These datasets will be linked to the DMV's new website when it launches in 2024 and will allow website users to easily filter locations by zip code, city, or distance from their home. The DMV also added a dataset to make it easier for New Yorkers to find and filter information about fatal crash hearings.

To further expand access to DMV information, the agency launched a new online tool to help customers more easily access vehicle, driver, and other vital records. The [records request navigator](#) allows customers to request and pay for records online rather than mailing a request to the DMV, saving the customer time and money. The service can be accessed from the DMV website, and it can be used to request registration and title record abstracts, crash (accident) records, traffic violation tickets, insurance records, license and registration suspension orders and license revocation orders. The Navigator can also be used to help them request statistics and data compiled by DMV.

For greater transparency of the federal REAL ID requirements, the DMV created and launched an online [REAL ID application pre-screening tool](#). This allows customers to have their applications and supporting documentation reviewed prior to visiting a DMV office to ensure that it is accurate and complete. Customers who use this pre-screening tool successfully complete the application process on their first visit to DMV 97 percent of the time.

Finally, the DMV recently updated its written Project Sunlight Policy and significantly expanded its list of covered individuals who are required to publicly report all appearances covered by the law. All covered individuals were reminded of their obligation to report such appearances and

the agency also made sure each covered individual received the required Project Sunlight Training.

### ***Pilot Community Forums to Increase Public Outreach***

To increase public outreach, the DMV participated in nearly 50 public community events. Many of these events were held on behalf of seniors and New Yorkers from hard-to-reach communities. During each event, DMV staff provided valuable information about the REAL ID Act, how to schedule an appointment at the DMV, and answered constituent questions. This community engagement work is an ongoing effort at the DMV.

Similarly, the Governor's Traffic Safety Committee (GTSC), which is Chaired by the DMV Commissioner, instituted a focused effort to enhance traffic safety engagement in underrepresented communities that are disproportionately impacted by traffic crashes and fatalities. Specific attention was given to pedestrian, bike, and micro-mobility safety.

### ***Increased Use of Social Media for Key Topics***

The DMV continued to use its robust social media presence to keep New Yorkers informed about critical topics including warning consumers about phishing attacks, how to avoid vehicle thefts, how to drive safely in inclement weather, and how to prepare for and take a road test. The DMV also used social media to promote resources for perspective commercial drivers, teen driver safety, and resources for older drivers.

## **INITIATIVES TO BE IMPLEMENTED IN 2024**

### ***Increase Consumer Awareness and Protections***

The DMV has a long-standing commitment to protecting consumers from fraud and unscrupulous business practices that jeopardize public safety. To increase awareness about this important function and to protect consumers from exposing themselves to potential harm, the DMV will publicly post on its website certain enforcement and administrative actions taken against regulated entities. This consumer protection resource will include findings from Administrative Law Judges who preside over hearings brought by the DMV against regulated businesses such as trucking and driving schools, limo operators, repair shops, vehicle inspection stations, and auto dealers.

### ***Transparent Use of Taxpayer Resources***

The DMV takes seriously its responsibility to uphold the public trust by making meaningful use of the taxpayer resources it is provided. With that in mind, the DMV will provide regular, public updates either through its website, social media channels or through the press regarding its upcoming technology transformation. Significant resources will be used to modernize and replace DMV's 50+-year-old voluminous, disparate, and outdated driver and registration systems



with more streamlined and user-friendly technology. This will be a multi-year project and throughout the process, DMV is committed to making sure the public can track the progress being made toward this significant effort that will benefit all of DMV's more than 15-million customers.