

November 15, 2017

The Honorable Andrew M. Cuomo  
Governor of New York State  
NYS State Capitol Building  
Albany, NY 12224

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Governor Cuomo:

This letter is in reference to OSC's final audit report number 2016-S-71, Department of Motor Vehicles - Registration and Enforcement of Automotive Services, Sales and Salvage Facilities at the Department of Motor Vehicles.

We have reviewed the findings and recommendations in the audit report. Please note the following concerning OSC's audit recommendations:

**RECOMMENDATION 1:** Take steps to improve the identification of potentially unregistered facilities and determine whether they continue to operate, including (but not limited to) periodic analysis of publicly available information, such as property records and advertisements for repair services.

***DMV RESPONSE:** DMV agrees with this recommendation. In August 2017, the Department implemented an enhanced process to review online postings advertising vehicle repair services. These efforts are aimed at continuing to identify businesses that may be operating as a repair shop without being registered with the Department. Suspected unregistered operators will be assigned to the Department's Office of Vehicle Safety for formal investigation. These efforts supplement the Department's existing activities, which include responding to complaints from the public, including complaints which lead to the discovery and appropriate sanctioning of those conducting unregistered repair activities. DMV considers this recommendation as implemented.*

**RECOMMENDATION 2:** Develop a structured process for periodic coordination with DEC to compare its listing of dismantlers with dismantlers registered with the Department to identify facilities that may be unregistered, improperly registered, or not reporting as required.

***DMV RESPONSE:** DMV agrees with this recommendation. The list maintained by DEC includes dismantlers who are no longer in operation but keep vehicles on site that contain hazardous materials. The Department's list includes only those dismantlers that are currently*

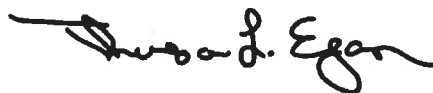
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**RECOMMENDATION 3:** Examine the underlying causes of the delays and explore options for improving the ability to promptly address and resolve consumer complaint cases.

**DMV RESPONSE:** *DMV agrees with this recommendation. In 2015, VS undertook a Lean Process Improvement (LEAN) review of the safety hearing process. To reduce the backlog of safety hearing cases, the LEAN team recommended increasing the number of cases eligible for a hearing waiver. Since late 2015, increasing waiver eligibility resulted in a nearly 40% reduction in hearings. In August of 2017, the Department launched a follow up LEAN review designed to explore opportunities to shorten the time it takes for consumer complaint cases to be scheduled for hearing and for the final decision to be rendered. Any appropriate improvement opportunities discovered will be implemented over the next year. DMV considers this recommendation as partially implemented.*

If you have any questions concerning our response to this audit, please contact me at (518) 474-0846.

Sincerely,



Theresa L. Egan  
Executive Deputy Commissioner  
NYS Department of Motor Vehicles

November 15, 2017

Senator Catharine M. Young  
Senate Finance Committee Chair  
New York State Senate  
Albany, NY 12247

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Senator Young:

This letter is in reference to OSC's final audit report number 2016-S-71, Department of Motor Vehicles - Registration and Enforcement of Automotive Services, Sales and Salvage Facilities at the Department of Motor Vehicles.

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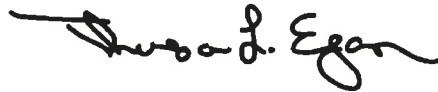
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NYS Department of Motor Vehicles

November 15, 2017

Assemblywoman Helene E. Weinstein  
Assembly Ways and Means Committee Chair  
New York State Assembly  
Albany, NY 12248

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Assemblywoman Weinstein:

This letter is in reference to OSC's final audit report number 2016-S-71, Department of Motor Vehicles - Registration and Enforcement of Automotive Services, Sales and Salvage Facilities at the Department of Motor Vehicles.

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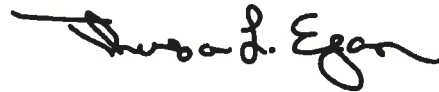
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Theresa L. Egan  
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NYS Department of Motor Vehicles



November 15, 2017

The Honorable Carl E. Heastie  
Speaker  
New York State Assembly  
Albany, NY 12247

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Speaker Heastie:

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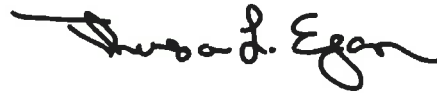
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NYS Department of Motor Vehicles





November 15, 2017

The Honorable John J. Flanagan  
Temporary President of the Senate and Majority Leader  
New York State Senate  
Albany, NY 12247

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Majority Leader Flanagan:

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November 15, 2017

The Honorable Thomas P. DiNapoli  
State Comptroller  
Office of State Comptroller  
110 State Street, Albany, NY 12236

Re: Office of the New York State Comptroller (OSC) Audit Report 2016-S-71

Dear Comptroller DiNapoli:

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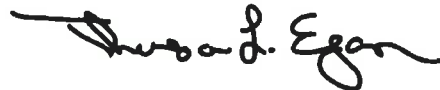
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