Making our Buildings, Employees and Customers Safer
SECURITY EVALUATIONS

• All new buildings.
• All major renovations.
• All partners.
• Buildings that use or store our data.
Physical Security

• Adjustments for Counter Height.
• Drop Safes & Secure Rooms.
• Regular visits from Investigators.
• Security Guards in offices.
One Person Office in Old Forge, NY
College Point Office in Queens, NY
Parking Fees Reduce Vehicle Traffic And Customer Altercations
Turnstiles Control Visitor Flow
Higher Counters Limit Access
Queuing Systems Reduce Customer Stress Levels
Kiosks Allow Self-Serve Option
Workflow Changes Reduce In-Office Volumes/Stress

• License expiration changed from last day of the month to date of birth.
• Staggered expiration dates of certain license and registration classes, e.g., NYC T&LC.
• Modified office hours so customers can visit DMV after work.
• Promote increased use of on-line transactions.
Workplace Violence

• Local Police are contacted.
• Investigators are dispatched to office.
• Threats involve customers, employees and significant others.
• Employee encouraged to file report with Labor Relations.
• Response letter and investigation initiated when needed.
WORKPLACE VIOLENCE
Active Shooter Training

• Engaged focus groups.
• Training conducted by Labor Relations and Division of Field Investigation.
• Labor Relations incorporated AST into employee on-boarding process.
• Utilize Run, Hide and Fight videos prepared by DHS.
• Videos are available on DMV intranet.
For More Information Contact:

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