



**Department of
Motor Vehicles**

KATHY HOCHUL

Governor

MARK J.F. SCHROEDER

Commissioner

CHRISTIAN JACKSTADT

Executive Deputy Commissioner

April 28, 2025

Scott Heid, Audit Manager
Office of the State Comptroller
Division of State Government Accountability
110 State Street Albany, NY 12236

Re: DMV's Response to Language Access Services Final Report 2024-F-33

Dear Scott Heid:

This letter is in response to the Office of the State Comptroller (OSC)'s final report of DMV's Language Access Services follow-up audit.

Thank you for providing the final report. We appreciate the effort and analysis that has gone into evaluating our compliance with the prior Language Access Services audit's recommendations (2022-S-38).

Regarding the three partially complied recommendations (#1, #3, and #5), we have taken the following additional actions:

Recommendation #1

We continue to remind all DMV offices quarterly on the proper use of Language Access Services, and to obtain waiver forms from customers who choose not to use these services. Audit Services continues to provide assurance as to whether procedures are being followed in the offices, so additional actions can be taken if needed.

Recommendation #3

DMV officials who oversee Propio's tracking and data entry of call data, provided Propio with all NYS county names, DMV office names, and numeric office codes, which should improve Propio's office identification, and overall data integrity and reliability checks.

Recommendation #5

The Contracts office added additional steps in their review of how Propio itemizes and charges for VRI calls, and verifies the rates are calculated per minute, as required in the contract.

We appreciate the opportunity to respond to the final follow-up report. We will continue to promote language access services across all DMV offices.

Sincerely,

A handwritten signature in black ink, appearing to read "Christian Jackstadt", written over a light blue horizontal line.

Christian Jackstadt
Executive Deputy Commissioner