



DMV Call Center at Bedford Hills & Greene Correctional Facilities November 6, 2013

For over 20 years the Department of Corrections and Community Supervision (DOCCS) and the Department of Motor Vehicles (DMV) have partnered together with the goals of saving taxpayer dollars, providing great customer service, and helping inmates learn new job skills. The agencies have succeeded by training inmates, at Bedford Hills (Westchester County) and Greene (Greene County) Correctional Facilities, to answer the phones at DMV call centers, housed inside the facilities.



The inmates learn customer service techniques, and acquire valuable and marketable skills that are important for successful re-entry into their communities. DOCCS Acting Commissioner Anthony J. Annucci said, "As a matter of public safety, it is important for inmates to use their time productively while incarcerated and learn both a job skill and the value of work ethics, to help them succeed when they are released. The DMV call centers help achieve these goals in an exemplary manner."

Bedford Hills Correctional Facility has 56 part time customer service agents, six team leaders, and two trainers. There are currently 11 trainees in the DMV training program. Greene has 14 full time agents, 14 part time agents, four team leaders and three trainers. There are also nine trainees in the DMV training program. All inmates participating must commit to the program for one year and must have either a high school diploma or a high school equivalency diploma.

The inmates, clad in their green prison issued clothing, work regular shifts of four hours and assist in answering "more than a million calls per year while saving taxpayers several million dollars annually," said DMV Commissioner Barbara J. Fiala. The inmates do not have access to DMV personal information nor do they use computers. Instead, a "profile book" allows inmates to obtain the proper information to assist the public with their general inquires.

The inmates quickly handle questions ranging from hours of operation, office locations, emissions programs as well as information about what customers should bring and expect when traveling to a DMV location. Commissioner Fiala notes that the "call centers provide high-quality service to citizens who call with general DMV questions and help reduce the number of customers who unnecessarily visit DMV offices." All calls requiring personal information get forwarded to civilian DMV employees.



Recently, Governor Andrew M. Cuomo announced that the NYS Department of Motor Vehicles will now be offering the option for Veterans to have a designation placed on their driver's license, permits or non-driver identification cards. The customer service agents at Bedford Hills and Greene have been trained to assist callers with their questions about this [new policy](#).