



Offices of the
Inspector General

LUCY LANG
Inspector General

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December 28, 2022

Mark J.F. Schroeder
Commissioner
New York State Department of Motor Vehicles
6 Empire State Plaza
Albany, New York 12228

Re: NYS IG 2841-014-2021

Dear Commissioner Schroeder:

In November 2021, the Offices of the New York State Inspector General received a complaint alleging that New York State Department of Motor Vehicles (DMV) [REDACTED] [REDACTED] was inappropriately accessing driving records belonging to her ex-boyfriend and his parents, and sharing photographs on social media that may contain confidential DMV information.

As you are aware, [REDACTED] duties as a clerk grant her regular access to DMV databases including COMPASS, a system used to process licenses and registrations. The Inspector General's investigation substantiated the allegation that [REDACTED] inappropriately accessed DMV data related to her ex-boyfriend and his parents, as well as records of a friend, during the period of January through December 2021. In a voluntary interview with investigators, [REDACTED] admitted to conducting the searches despite receiving training that such behavior was prohibited. [REDACTED] denied posting any photographs of confidential DMV information and the Inspector General's investigation found no evidence to the contrary.

Given these findings, the Inspector General is referring this matter to DMV for any action deemed appropriate.

Please advise me of any action taken by DMV in response to this referral within 45 days of the date of this letter. If you require further information or access to the Inspector General's investigatory case file, please contact Deputy Inspector General Jeffrey Hagen at [REDACTED].

Sincerely,

A handwritten signature in cursive script that reads "Lucy Lang".

Lucy Lang
Inspector General

cc: Christine Legorius, Esq.
Acting General Counsel