

Support Services
County Clerk/DMV Agenda
September 22, 2026

COMMITTEE MEMBERS: Supervisors GILLIGAN, Strough, Turner, Driscoll, Strainer, Maday and Etu.

- Chair of the Board shall serve as an Ex-Officio member when needed in accordance with Section C (4) of the Rules of the Board.

- I. Committee meeting called to order by Chair
- II. Approval of minutes of prior Committee Meeting
- III. Privilege of the Floor and public comment
- IV. Action Agenda/New Business Items:
- V. Discussion Items:
 1. Review of 2027 Budget
- VI. Referrals/Pending Items: None.
- VII. Privilege of the floor and public comment
- VIII. Motion to adjourn

Attachments: 2026 Budget, Salary Schedules, and Recap

BUDGET RECAP



SIGNIFICANT CHANGES (+/- 10%)

- ☐ Furniture – 210
 - Decrease \$2,750 (85% -no immediate needs)
- ☐ Subscriptions – 426
 - A.1665 – Did not previously budget for new departmental charge from IT for Office 365 licenses.
 - Increase of \$1,420 (covered by \$2,750 decrease in furniture)
 - A.1410 - \$16,000 Increase for Phone Answering Service
- ☐ Data Processing & Internet Fees – 428
 - Increased number of County Computers
 - Increase of \$380 (covered by \$2,750 decrease in furniture)

INITIATIVES, GOALS AND PROGRESS

2026 Goal 1: Expand Constituent Access to DMV Services

- **Initiative:** Establish a "Mobile DMV" office program to provide services to residents in towns outside of the primary Queensbury area.
- **Action Plan:** Work with town supervisors and/or libraries to identify suitable locations for a minimum of four hours per month in each participating town.
- **Progress Update:**
 - **First Site Established:** We successfully established our first remote DMV location at the Warrensburg Town Hall, with the assistance of Warrensburg Town Supervisor and Chairman of the Board, Kevin Geraghty.
 - **Security & Compliance:** We met on-site with the New York State DMV's Department of Fraud and Investigation (DFI) to conduct a thorough overview of the physical location, safety protocols, and security measures. This is a critical step to ensure the site meets all compliance standards required for a remote outpost, and we are currently awaiting final approval from the NYS DMV DFI to begin operations.
 - **IT Planning & Logistics:** We are coordinating closely with County IT Director Michael Colvin to finalize the logistics and specify the necessary computer and secure networking equipment purchases required to run this remote location efficiently.
 - **2027 Goal 1 - Future Expansion Strategy:** Once the Warrensburg location is fully operational and running consistently, we will conduct a comprehensive evaluation of our workflows to identify best practices and address any logistical challenges. After refining our operational model at this inaugural site, we will begin exploring and planning for additional remote locations throughout the county.

2026 Goal 2: Facilitate Passport Application Process for Students

- **Initiative:** Partner with local school districts to host "Passport Fairs" for students who are unable to visit the office during regular business hours.
- **Action Plan:** Coordinate with school administrators to set up on-site events for passport applications.
- **Progress Update:**
 - **School Partnerships:** Coordinated with North Warren, Lake George, and Glens Falls City School districts to host 4 after-school events.
 - **Key Insights:** Feedback from parents and school administration was highly positive, noting that evening hours and providing on-site assistance removed major scheduling barriers for families.
 - **2027 Goal 2 - Next Steps:** Moving forward, we aim to expand this initiative with the hopes of getting more school districts across Warren County to participate. To build on this momentum, we are already coordinating three upcoming Passport Fairs to be held during the North Warren Central School Open House, Queensbury Open House and Johnsbury Open House. Our ultimate goal is to establish this as an annual opportunity for every district in the county.

2026 Goal 3: Improve Digital Public Service and Efficiency

- **Initiative:** Enhance the County Clerk and DMV websites to provide comprehensive online resources.
- **Action Plan:** Develop new sections on both websites featuring a Frequently Asked Questions (FAQ) page, recommendations for required documents, and clear descriptions and forms for each DMV transaction type.
- **Progress Update:**
 - **Project Restructuring & Content Development:** We have established a dedicated internal team tasked with auditing, updating, and drafting the necessary informational materials for both departments. This team has a general blueprint to structurally separate and streamline the online interfaces for the DMV and the County Clerk to improve user navigation.
 - **IT Coordination:** We have successfully compiled and updated the bulk of the required informational content. Our next immediate step is coordinating with the County IT Department to establish a development timeline and execute the transition.
 - **2027 Goal 3 – Integration Target:** Our objective for the upcoming year (2027) is to have these restructured pages, updated documents, and comprehensive FAQs fully integrated and live on the County website.
 - **Constituent Inquiry Exploration:** To enhance constituent support and alleviate frustrations surrounding missed calls or delayed callbacks—especially given the heavy volume of inquiries both offices manage daily—we began researching an advanced telephone answering and routing service. This service would integrate with our newly updated website to automatically answer common questions and direct callers to the exact forms or web pages they need (such as boat registration forms, deed recording fees, or instructions for obtaining birth certificates and divorce decrees).
 - **Strategic Pause on Telephone Service:** While highly promising, further development and vendor outreach for this telephone project have been placed on a temporary hold. This pause ensures complete alignment with the county's pending, comprehensive policy regarding the use of Artificial Intelligence (AI) and automated customer service technologies. Once the county policy is finalized, we will review the project to ensure full compliance before moving forward.