



## **FAQ FOR PPPD APPLICATIONS RECORDS**

### **1. When did DOT first learn of this?**

In November 2015, DOT reviewed video of a temp worker of the agency removing several boxes of applications for Parking Permits for People with Disabilities (PPPD). This was during a period when the relevant unit at DOT was in the process of moving offices to a more secure location with adequate space for existing records.

### **2. Why is the public just being told now?**

DOT immediately notified the NYC Department of Investigation and NYPD of the matter. They have recently made an arrest in the case and while the investigation is ongoing, we collectively determined that this was the earliest time to inform applicants about this situation without compromising law enforcement efforts.

### **3. Who stole the info?**

A temp worker at DOT, assigned through a contracted temp agency. An investigation by law enforcement authorities continues. The master contract is with New York State Industry for the Disabled (NYSID).

### **4. Where did it end up?**

An arrest has been made and the investigation continues.



**5. What programs/changes has DOT put in place to ensure this doesn't happen again?**

Such files are kept in a secure locked file room that is monitored with internal cameras by senior staff. In addition we are taking steps to modernize the disability permit application process to eliminate this occurrence from happening again.

**6. How many DOT personnel have access to these records?**

DOT has limited access to these records to a small group of supervisors and staff.

**7. Has this happened before?**

Not to our knowledge.

**8. What can Commissioner Trottenberg say to the public about how DOT is handling this?**

We take the privacy and security of our applicants very seriously and have taken significant steps to minimize the risk of this type of incident happening again. We sincerely regret any harm or inconvenience this incident may cause some of our applicants.



**9. Are there other types of permits issued by the agency that can potentially be affected?**

DOT issues other types of permits but we believe that this is the only type affected.

**10. What is DOT doing to address this?**

DOT has arranged for any applicants potentially affected to receive free credit monitoring and repair services from the company AllClear ID. All potentially affected applicants are being notified of this service by letter and they have been automatically enrolled in AllClear SECURE, which provides identity repair assistance. This service will help recover any losses, restore credit and make sure the identity is returned to its proper condition.

Applicants will also have the option to enroll in AllClear Pro, which offers additional protection including credit monitoring and a \$1 million identity-theft insurance policy. This service also comes at no cost to the applicants, but they must enroll by September 20, 2016 to receive a full 12 months of service. After that date, applicants can continue to enroll, but their services will expire at September 20, 2017.

For further questions about this service, please call AllClear ID at 855-431-2167.



**11. How does this affect the disability permit application process?**

DOT issues or renews over 29,000 disability parking permits annually. With increased demand and the challenges of a new process, we have experienced some delays in permit issuance over the last few weeks. We are addressing these delays and will ensure the persons with disabilities are provided with permits in a timely fashion. DOT is aware of this and is adding staff to its permit call center and extending call center hours to address any questions or concerns applicants may have.

**12. How many applicants were affected?**

The investigation continues and while we expect that the universe of affected applicants will be smaller, out of an abundance of caution, free credit-monitoring is being offered to all 58,000 people who applied for permits over the last five years.

**13. How does DOT intend to notify people?**

DOT issued a statement to the media on May 13, 2016, and letters are now being mailed to all applicants notifying them of AllClearID's free credit monitoring and investigation service that DOT has arranged for.

**14. What type of information is affected?**

Applications for disability parking permits are private in that they contain names, addresses, and Social Security numbers, as well as driver's license and vehicle registration information for permit applicants. For new applicants and those appealing decisions, files may also contain private medical information.



**15. What does a member of the public do if they feel their info has been compromised?**

A letter sent to applicants will contain a toll-free contact number for assistance.

**16. Where can the customer submit DOT-related customer service concerns?**

Please write to the Commissioner:

55 Water Street, 9<sup>th</sup> Floor,  
New York, NY 10041

Or contact DOT online:

<http://www.nyc.gov/html/dot/html/contact/contact-form.shtml>

**17. What do I do if I have not received a letter and I am a permit applicant/holder or have been in the past?**

Please contact AllClear ID at 855-431-2167.