STATE OF NEW YORK

7611

2025-2026 Regular Sessions

IN ASSEMBLY

April 1, 2025

Introduced by M. of A. SLATER -- read once and referred to the Committee on Governmental Operations

AN ACT to amend the state technology law, in relation to establishing the digital government modernization initiative and the digital government enhancements pilot program

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. Short title. This act shall be known and may be cited as the "New York State Digital Government Modernization Act".

§ 2. Legislative intent. The legislature finds and declares that: Modernizing the state's digital infrastructure is crucial for improving the efficiency, accessibility, and responsiveness of government services. A unified digital portal can significantly reduce wait times, streamline processes, and enhance user satisfaction. Therefore, it is the intent of the legislature to establish a digital government modernization initiative to achieve these goals through innovation and strategic investment in technology.

§ 3. The state technology law is amended by adding a new article 5 to read as follows:

ARTICLE V

NEW YORK STATE DIGITAL GOVERNMENT MODERNIZATION ACT

Section 501. Definitions.
502. The digital government modernization initiative.
503. Digital government enhancements pilot program.

§ 501. Definitions. For the purpose of this article:

1. "Initiative" shall mean the digital government modernization initiative established under section five hundred two of this article.

2. "Pilot program" shall mean the digital government enhancements pilot program established under section five hundred three of this article.

3. "Office" means the office of information technology services.

EXPLANATION--Matter in *italics* (underscored) is new; matter in brackets [-] is old law to be omitted.

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§ 502. The digital government modernization initiative. 1. There is hereby established within the office the digital government modernization initiative.

2. The initiative shall:

(a) improve the accessibility and efficiency of online government services.

(b) reduce wait times for resident inquiries and applications for governmental services.

(c) ensure secure, user-friendly, and mobile-optimized digital experiences for governmental services.

§ 503. Digital government enhancements pilot program. 1. The office, through the initiative, shall conduct a two year pilot program to assess the feasibility and effectiveness of certain digital government enhancements.

2. The pilot program shall include:

(a) Department of motor vehicle services, including, but not limited to, online driver's license renewals, vehicle registrations, and permit applications.

(b) Tax payments and filings, including, but not limited to, streamlining digital payment processing for state taxes.

(c) Business licensing and permits, including but not limited to, streamlining applications for business certifications.

(d) Public assistance and benefits, including but not limited to, automating applications for Medicaid, the supplemental nutrition assistance program, and the home energy assistance program.

(e) A centralized digital government portal to provide residents with a single, secure login through a digital identification system. Such portal shall integrate artificial intelligence-powered virtual assistants capable of providing around-the-clock support for common questions and requests. All digital services offered through the portal shall be designed to function seamlessly on smartphones, tablets, and other mobile devices. Additionally, the portal shall deploy artificial intelligence to assist with processing applications, permits, and inquiries, with human oversight to ensure accuracy, fairness, and compliance with all applicable laws. Accessibility shall be a core component of the initiative, with real-time translation available in at least ten languages and full compliance with the Americans with Disabilities Act, including support for screen readers, voice navigation, and text resizing.

(f) A unified payment system that accepts widely used digital payment platforms, including, but not limited to, Apple Pay, Google Pay, Venmo, PayPal, and major credit and debit cards. Such payment system shall reduce the need for physical paperwork and in-person visits for routine government transactions. Such payment system shall also implement tools to gather feedback from users and shall publicly display key performance metrics, such as processing times and user satisfaction, through a real-time digital dashboard.

3. The pilot program shall be implemented within one year of the effective date of this section and shall end two years after such date. The pilot program shall be continuously evaluated over such period.

4. Throughout the pilot program, the office shall provide reports to the governor, the majority and minority leaders of the senate, and the speaker and minority leader of the assembly every six months. Such reports shall include, but not be limited to, data on service usage, user satisfaction, processing times, and cost savings achieved through modernization efforts. Such reports shall also include feedback from

residents and businesses regarding the usability of the new digital systems. Upon completion of the pilot program, a final report shall be submitted assessing the success of the initiative and providing recommendations as to whether the program should be expanded or made permanent.

§ 4. This act shall take effect immediately.