



COMMONWEALTH of VIRGINIA
Department of Motor Vehicles
2300 West Broad Street

D. B. Smit
Commissioner

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December 23, 2008

Members of the General Assembly
Division of Legislative Automated Systems
General Assembly Building, Suite 660
Richmond, Virginia 23219

Dear Members of the General Assembly:

On behalf of the Virginia Department of Motor Vehicles, I respectfully submit the second quarterly report on the agency's progress in implementing a centralized issuance process for Virginia driver's licenses and identifications cards. The report is required by Senate Bill 116, 2008 Acts of Assembly, Chapter 866, Enactment Clause 2.

If you have questions or need additional information, please contact me at db.smit@dmv.virginia.gov or (804) 367-6606.

Sincerely,

A handwritten signature in black ink that reads "D. B. Smit".

D. B. Smit

DBS:pmg

Attachment

cc: The Honorable Pierce R. Homer

Virginia Department of Motor Vehicles
Driver's License Central Issue
Quarterly Report - December 2008

In March 2009, the Department of Motor Vehicles (DMV) will begin implementation of the Commonwealth's new method of issuing driver's license and identification cards. Rather than issue the credentials over the counter as is currently done, DMV will issue driver's licenses and ID cards from a secure central location. The change to the process, as well as the new licenses and ID cards themselves, will enhance security of the state-issued credentials which serve as Virginians' most widely used identification documents. This report, submitted pursuant to legislation enacted by the 2008 Virginia General Assembly, provides an update on the Driver's License Central Issue (DLCI) project.

Customer service centers (CSC) are currently being reconfigured for DMV's updated service model. Modifications to service counters and electrical systems will accommodate the future employee work stations. Testing of new hardware and software is underway and will continue through February. In March, roll out begins. During the roll-out, each office will close temporarily for equipment installation and employee training. Four installation and training teams will simultaneously work in different parts of the state to ensure full statewide implementation of the new license issuance process by July 2009. The Tappahannock CSC will be the first location to implement the new process and issue new driver's licenses and ID cards. A complete draft roll-out schedule for the phased implementation across all 74 CSCs is attached.

DMV employees will receive thorough training on the new issuance procedures and equipment. In January and February, all front-line staff statewide will be trained via web-based instruction. In conjunction with the roll-out, trainers will be at each location during equipment installation to provide hands-on training for employees. Trainers will remain on site as each new site re-opens to customers for service.

Virginians will experience a new service model for obtaining driver's licenses and ID cards. Customers applying for or renewing driver's licenses or ID cards will have their picture taken at the beginning of the transaction, rather than at the end. At the end of the transaction, driver's license applicants will receive paper temporary driving permits over-the-counter. The temporary driving permit cannot be used for identification. If the customer previously held a license, DMV will cancel the previous license on the customer's record and return the card to the customer. The card can be used for identification until they receive their new driver's license in the mail. DMV staff will advise customers to verify that their home address is accurate on DMV's records and to allow two weeks for mail delivery of updated driver's licenses.

New driver's licenses and ID cards will be produced at a secure card production facility in Danville. Construction of the new facility is complete. Owned and operated by DMV's contractual partner, CBN Secure Technologies, Inc., the facility will employ 15 to 20 Virginians. Comparable to a credit card production center, the facility will have a high level of security with restricted access. Security and card production will be audited by DMV. No DMV data will be stored at the new facility. Once cards are personalized, the contractor will delete the customer data.

Virginians will receive newly designed driver's licenses and ID cards made of polycarbonate with enhanced security features, including a secondary customer photo imbedded in a clear window on the cards, raised lettering, and micro-printing. Cards for Virginians age 21 and over bear an image of the state capitol building. Cards for individuals under 21 bear an image of the state flower, the dogwood. Driver's licenses have blue lettering in the banner; identification cards have green lettering in the banner; children's ID cards have gold lettering in the banner.

To ensure customer awareness of the new issuance process and secure card designs, DMV is conducting an extensive public information campaign which includes print materials, media outreach and stakeholder support. DMV is providing law enforcement, alcohol and tobacco associations, and retail and hospitality associations with DLCI messages and materials to distribute to employees and members. In addition, DMV is collaborating with statewide media to report the changes to the new licenses and IDs, as well as issuance by mail.

The project remains on budget and is supportable within DMV's current appropriation. DMV is working closely with Virginia Information Technologies Agency/Northrup Grumman to finalize the implementation and maintenance agreement for costs going forward to ensure the project remains supportable within available funding.

DLCI will reduce the risks for fraud and position Virginia to become compliant with the federal REAL ID Act. In 2009, DMV will be preparing for the first phase of implementation of the federal mandate which takes effect January 1, 2010. The agency will provide updates on this important initiative which further enhances the security and integrity of licenses and ID cards.

Thank you for your continued support, without which this important security initiative for your constituents would not be possible.

Driver's License Central Issue (DLCI) Roll-out Schedule
 Virginia Department of Motor Vehicles
DRAFT
 December 23, 2008

The following is an alphabetized list of customer service centers and the dates in which each will be closed for installation and training for the new secure driver's license and identification card issuance process. All offices are scheduled to re-open immediately following installation and training. The dates below are subject to change.

Abingdon	6/3, 6/4	Norton	6/9, 6/10
Alexandria	5/18, 5/20	Onancock	6/16, 6/17
Altavista	5/18, 5/19	Petersburg	5/27, 5/28
Arlington	5/26, 5/28	Portsmouth	5/8, 5/9
Bedford	5/27, 5/28	Pulaski	6/2, 6/3
Bristol	6/08, 6/09	Richmond Central	5/5, 5/7
Charlottesville	5/27, 5/28	Roanoke	5/13, 5/15
Chesapeake	6/3, 6/4	Rocky Mount	3/24, 3/26
Chester	5/6, 5/7	Smithfield	6/2, 6/3
Chesterfield	5/19, 5/21	South Boston	5/20, 5/21
Christiansburg	5/12, 5/13	South Hill	3/24, 3/26
Clintwood	6/9	Springfield	5/19, 5/21
Courtland	6/22, 6/3	Stafford	6/1, 6/2
Covington	5/5	Staunton	5/20, 5/21
Culpeper	5/12, 5/13	Sterling	5/5, 5/6
Danville	5/26, 5/27	Suffolk	6/9, 6/10
East Henrico	5/11, 5/12	Tappahannock	3/5, 3/9
Emporia	5/26	Tazewell	6/15, 6/16
Fair Oaks	6/1, 6/3	Tyson's Corner	4/14, 4/16
Fairfax/Westfields	5/19, 5/21	Va Beach Buckner	4/7, 4/9
Farmville	5/20, 5/21	Vansant	6/10
Franconia	5/12, 5/14	Virginia Beach Hilltop	6/8, 6/9
Fredericksburg	5/27, 5/28	Warrenton	5/12, 5/13
Front Royal	5/6	Waynesboro	5/13, 5/14
Galax	6/2, 6/3	West Henrico	5/18, 5/20
Gate City	6/3	Williamsburg	6/10, 6/11
Gloucester	6/3	Winchester	5/5, 5/6
Hampton	6/9, 6/11	Woodbridge	5/18, 5/19
Harrisonburg	5/11, 5/12	Woodstock	5/19
Hopewell	5/13, 5/14	Wytheville	6/15, 6/16
Jonesville	6/8		
Kilmarnock	6/1		
Lebanon	6/10		
Leesburg	5/11, 5/12		
Lexington	5/26		
Lynchburg	5/6, 5/7		
Manassas	5/6, 5/8		
Marion	6/16		
Martinsville	5/11, 5/12		
Newport News	6/1, 6/2		
Norfolk/Military Circle	6/15, 6/16		
Norfolk/Widgeon	6/10, 6/12		
North Henrico	5/12, 5/13		