



COMMONWEALTH of VIRGINIA
Department of Motor Vehicles
2300 West Broad Street

D. B. Smit
Commissioner

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March 20, 2009

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 third quarterly report on the agency's progress in implementing a secure 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 blue 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 - March 2009

After years of planning and 13 months of preparation, the Department of Motor Vehicles (DMV) will begin the implementation of a new process for issuing driver's licenses and identification cards. Beginning in March, your constituents applying for or renewing credentials will experience the new process and receive redesigned secure cards in the mail.

The project remains within budget. DMV continues to collaborate with the Virginia Information Technologies Agency/Northrup Grumman to ensure the project remains supportable within appropriated funding and is implemented on schedule.

The implementation of this initiative will be phased by customer service center (CSC). The first location scheduled for implementation is Tappahannock. The CSC will close on March 23 for equipment installation and employee training. On March 24, the CSC will re-open with the new service model. Customers who visit the CSC will submit necessary forms for processing. They will have their picture taken at the beginning of the application process, rather than at the end. At the completion of their transaction, driver's license applicants will be given a temporary driving permit valid for 30 days until they receive their new license in the mail. ID card applicants will receive a receipt.

Customers renewing Virginia driver's licenses or ID cards can keep old licenses or ID cards to carry with the temporary driving permit or receipt, until they receive new licenses or ID cards in the mail. Individuals new to Virginia who are exchanging out-of-state driver's licenses or ID cards will be returned invalidated out-of-state credentials to use with the temporary driving permit or receipt until the new Virginia license or ID arrives via mail. After DMV processing, all new credentials will be produced in a central facility and mailed within three business days. Mail delivery times vary.

In early April, two additional locations, Rocky Mount and South Hill, are slated to implement the new process. In mid-April, Tyson's Corner and Virginia Beach-Buckner will implement. Beginning in May, DMV plans to deploy the new process at multiple CSCs per week until all 74 DMV offices are on the new system by July 2009. A complete roll out schedule is attached.

DMV employees will go through two tiers of training to use the new equipment and process transactions. DMV's Workforce Development Division will deploy e-learning. In addition, trainers will be on site to provide hands-on training immediately before implementation at each location. The training will include effective communications for employees to explain the new issuance process to customers.



In February and March, customer service management is visiting each DMV district to meet with CSC managers to explain and promote the new process.

To inform key agency stakeholders and customers of the new issuance process and secure card designs, DMV is executing an extensive awareness campaign. In partnership with Virginia State Police, DMV law enforcement produced a training CD for all law enforcement agencies statewide. DMV communications office is partnering with Virginia Alcohol Beverage Control to produce posters and point-of-sale signage for ABC stores. Stakeholders in the retail, hospitality, and motor vehicle dealer communities have disseminated messages to their members via websites, newsletters and promotional flyers.

For customers, renewal notices include an inserted flyer that describes the changes. In addition, signage and brochures will be in all CSCs. Information is also published on the DMV website, www.dmvNOW.com. DMV staff members are participating in community meetings. An aggressive media relations effort is underway.

The key information being conveyed includes a) Virginians will not get licenses or ID cards when they visit DMV; they will receive credentials via mail; b) every applicant must ensure his address is up to date on DMV records so he will receive important DMV mailings, including new credentials; c) the newly designed driver's licenses and ID cards contain state-of-the-art security features; and d) the new issuance process and secure cards will reduce fraud in Virginia.

We appreciate your continued support of this important security initiative and for keeping your constituents informed about their new experience at DMV during their next visit.



Driver's License Central Issue (DLCI) Roll-out Schedule
Virginia Department of Motor Vehicles
March 20, 2009

The following is an alphabetized list of customer service centers and the dates in which each is schedule to close for installation and training (I/T) for the new secure driver's license and identification card issuance process. All offices are scheduled to re-open and begin issuing new secure cards in the new process immediately following installation and training. The dates below are subject to change.

Location	I/T	Live			
Abingdon	6/03	6/05	Norfolk/Widgeon	6/10	6/12
Alexandria	5/18	5/20	North Henrico	5/12	5/14
Altavista	5/18	5/20	Norton	6/09	6/10
Arlington	5/26	5/28	Onancock	6/16	6/18
Bedford	5/27	5/29	Petersburg	5/27	5/29
Bristol	6/08	6/09	Portsmouth	6/08	6/10
Charlottesville	5/27	5/29	Pulaski	6/02	6/04
Chesapeake	6/03	6/05	Richmond Central	5/05	5/07
Chester	5/06	5/08	Roanoke	5/13	5/15
Chesterfield	5/19	5/21	Rocky Mount	4/07	4/09
Christiansburg	5/12	5/14	Smithfield	6/02	6/04
Clintwood	6/09	6/10	South Boston	5/20	5/21
Courtland	6/02	6/04	South Hill	4/07	4/09
Covington	5/05	5/06	Springfield	5/19	5/21
Culpeper	5/12	5/14	Stafford	6/01	6/03
Danville	5/26	5/27	Staunton	5/20	5/22
East Henrico	5/11	5/12	Sterling	5/05	5/07
Emporia	5/26	5/27	Suffolk	6/09	6/11
Fair Oaks	6/01	6/03	Tappahannock	3/23	3/24
Fairfax/Westfields	5/19	5/21	Tazewell	6/15	6/17
Farmville	5/20	5/22	Tyson's Corner	4/14	4/16
Franconia	5/12	5/15	Va Beach Buckner	4/14	4/16
Fredericksburg	5/27	5/29	Vansant	6/10	6/12
Front Royal	5/06	5/07	VA Beach Hilltop	6/08	6/09
Galax	6/02	6/04	Warrenton	5/12	5/14
Gate City	6/03	6/05	Waynesboro	5/13	5/15
Gloucester	6/03	6/04	West Henrico	5/18	5/20
Hampton	6/09	6/11	Williamsburg	6/10	6/12
Harrisonburg	5/11	5/12	Winchester	5/05	5/07
Hopewell	5/13	5/15	Woodbridge	5/18	5/20
Jonesville	6/08	6/09	Woodstock	5/19	5/20
Kilmarnock	6/01	6/02	Wytheville	6/15	6/17
Lebanon	6/10	6/11			
Leesburg	5/11	5/12			
Lexington	5/26	5/27			
Lynchburg	5/06	5/07			
Manassas	5/06	5/08			
Marion	6/15	6/16			
Martinsville	5/11	5/13			
Newport News	6/01	6/03			
Norfolk/Military Circle	6/15	6/17			