



COMMONWEALTH of VIRGINIA
Department of Motor Vehicles
2300 West Broad Street

D. B. Smit
Commissioner

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June 29, 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 final 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 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 - June 2009

This month, the Department of Motor Vehicles completed implementation of the new centralized issuance process for Virginia driver's licenses and identification cards. All 74 customer service centers and two headquarters work centers are operating on the new system that increases security and reduces risks of fraud.

The project concluded on schedule. Due to unexpected VITA costs, the new secure driver's license program will cost approximately \$6.7 million annually, slightly more than the estimated \$6.5 million. DMV has identified resources within the existing agency budget to absorb the additional technology expenses.

The new service model for obtaining driver's licenses and ID cards is similar to that of obtaining a U. S. passport. Customers continue to apply for and renew state-issued credentials at DMV customer service centers. Driver's license applicants receive paper temporary driving permits over-the-counter. ID card applicants receive a receipt. Customers receive their newly designed secure credentials by mail.

After thorough training, DMV employees embraced the new system, indicating it provided an easier method for processing transactions. As a result of an aggressive public information campaign, most customers were not surprised when they visited DMV and experienced the new process. Overall, customers like the new process because the processing times have been reduced through the consolidation of several steps in the old process. Receiving temporary driving permits during their visits to DMV seemed to satisfy applicants until they received their new cards in the mail.

DMV's vendor is meeting the contractual obligation to produce and mail cards within three days. Mail delivery times vary; customers are asked to allow two weeks for delivery of their new licenses or ID cards. To ensure credentials and all important DMV mailings are received, the agency is encouraging customers to make sure DMV has their current correct address on record.

The new secure cards (sample images attached) are made of polycarbonate and have 21 state-of-the-art security features. The most notable of the security features on each card is a clear window, containing a black and white photograph of the cardholder, visible from the front and back of the card.

Most Virginia driver's licenses are valid for eight years. Customers are not required to obtain the new format license until their expiration dates. As a result, the old format driver's license could be in existence until the June 2017. DMV has informed key stakeholders including law enforcement, military, the Virginia Department of Alcohol Beverage Control and other retailers, and the hospitality and travel industry of the possible timeline for all Virginians to obtain the new secure credentials.

Thank you for your continued support of this important security initiative for Virginians. Finally, I commend the DMV employees for the successful implementation of the Commonwealth's new secure driver's license and ID card process.

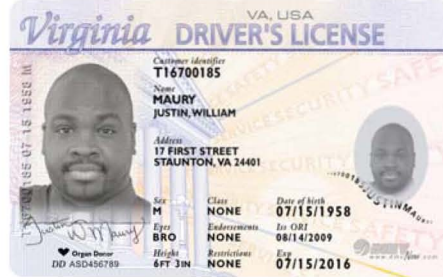


Virginia's Secure Driver's Licenses and ID Cards Sample Images

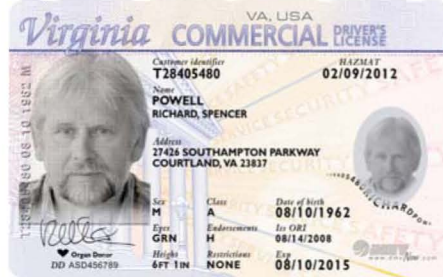
Driver's License - Under 21



Driver's License - 21 and over



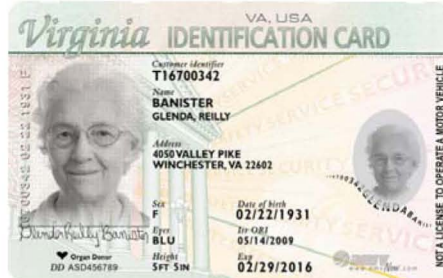
CDL - 21 and over



CDL - Under 21



ID Card - 21 and over



ID Card - Under 21



Child ID

