

Virginia Department of Motor Vehicles

REAL ID Quarterly Implementation Report: January 1 – March 31, 2020

REAL ID Quarterly Report (January 1-March 31, 2020) – Executive Summary

In accordance with the 2018 Appropriations Act, the Department of Motor Vehicles (DMV) submits this quarterly report to the Senate Finance and House Appropriations Committees concerning the roll-out of REAL ID in Virginia between January 1, 2020, and March 31, 2020.

This reporting period saw significant challenges impacting REAL ID expansion in Virginia. Prior to March 15, 2020, DMV was on a robust trajectory to process as many REAL ID transactions as able at current staffing and facility levels. When fully operational, the agency was consistently setting new records for the daily number of REAL IDs issued. However, two major issues occurred this quarter which severely limited the agency's ability to process REAL ID-compliant credentials. The initial challenge was Virginia Information Technologies Agency (VITA) network latency issues, which began in January. Due to infrastructure issues within the VITA Managed Service Provider environment, from January 6th through February 20th, DMV experienced issues where service was either somewhat or severely degraded on 19 of 36 days. Customer serve time, as well as wait time and the ability to serve the customer was noticeably impacted during these events. A potential solution was installed in mid-March; however, DMV will not be able to determine if the latency issues have been resolved until the customer service centers (CSCs) are fully operational.

The second challenge was the COVID-19 pandemic which resulted in the temporary closure of CSCs statewide in mid-March. On March 15, 2020, the Governor ordered establishments in the Middle Peninsula area, which included three CSCs (Hampton, Newport News, and Williamsburg CSCs), to close due to an outbreak of COVID-19 in that area. On March 17, the Governor issued Executive Directive 7 (2020) directing CSCs statewide to close temporarily as of March 18, precluding any issuance of REAL IDs from that point to well into the second quarter of 2020.

Recognizing the difficulties states would face in meeting the October 1, 2020, enforcement date given the pandemic and widespread closures of motor vehicle agencies nationwide, on March 26 the Department of Homeland Security (DHS) extended the federal enforcement date by one year – to October 1, 2021. The new enforcement deadline means that Virginians will not need a REAL ID to board a domestic flight until October 1, 2021. Because military bases and other federal facilities have the ability to set their own entry requirements, it is unclear at this time whether the extended deadline will be applied by these entities as well.

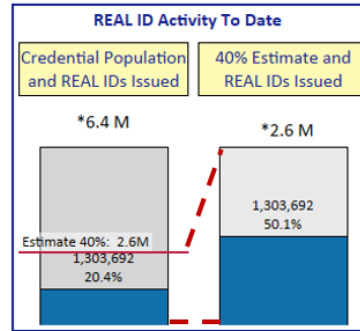
For most of this quarter, DMV continued to experience an increase in the number and percentage of REAL ID-compliant credentials. It is difficult to forecast the number of additional customers that DMV could have served if systems had been running without problems or how many customers would have been served without the office closures due to the COVID-19 pandemic. However, it appears clear that DMV was making substantial progress in ensuring Virginians were prepared for the October 1, 2020, federal enforcement date. As of March 31, 2020, more than 1.3 million REAL ID credentials have been issued. This means that approximately 50% of the customers that DMV estimated may obtain a REAL ID had successfully applied for a REAL ID credential, or 20.4% of DMV's total credentialed population.

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REAL ID Results from October 1, 2018 – March 31, 2020

Credentials Issued			
		Standard	REAL ID
2018	Q4	278,396	118,526
2019	Q1	290,233	136,303
	Q2	273,939	183,061
	Q3	287,994	244,876
	Q4	230,148	297,069
2020	Q1	186,557	323,856
To Date:		1,547,267	1,303,691

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To Date:		1,547,267	1,303,691



Total Customers (all Transactions)		
Q1 2018	1,244,326	
2019	1,280,576	
2020	1,152,209	
Q2 2018	1,317,792	
2019	1,355,712	
Q3 2018	1,289,149	
2019	1,393,112	
Q4 2017	1,147,405	
2018	1,158,138	
2019	1,267,571	

Wait Time (all Transactions)		
Q1 2018	00:24:14	
2019	00:33:02	
2020	00:36:39	
Q2 2018	00:24:35	
2019	00:32:51	
Q3 2018	00:30:52	
2019	00:37:52	
Q4 2017	00:21:16	
2018	00:34:53	
2019	00:32:09	

Serve Time (all Transactions)		
Q1 2018	00:09:49	
2019	00:10:30	
2020	00:10:36	
Q2 2018	00:09:44	
2019	00:10:28	
Q3 2018	00:09:56	
2019	00:10:33	
Q4 2017	00:09:48	
2018	00:10:39	
2019	00:10:36	

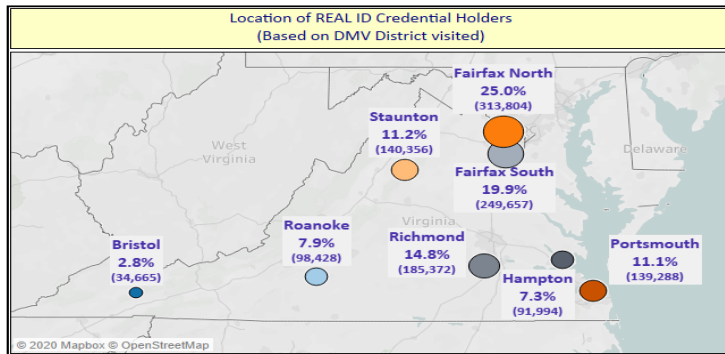
*Based on original projections

REAL IDs Issued by District						
	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Fairfax North	31,412	34,557	46,631	60,725	69,133	71,346
Fairfax South	22,001	25,012	35,301	49,816	56,763	60,764
Richmond	16,552	18,667	24,563	32,998	44,297	48,295
Portsmouth	12,772	14,493	19,439	24,917	31,354	36,313
Staunton	13,310	15,180	19,716	26,796	31,216	34,138
Hampton	8,100	9,509	11,997	16,256	21,791	24,341
Roanoke	8,914	10,545	14,183	18,117	22,599	24,307
Mobile Operations	2,224	4,378	6,513	9,001	12,168	15,843
Bristol	3,241	3,962	4,718	6,250	7,748	8,746
Statewide Total	118,526	136,303	183,061	244,876	297,069	323,856

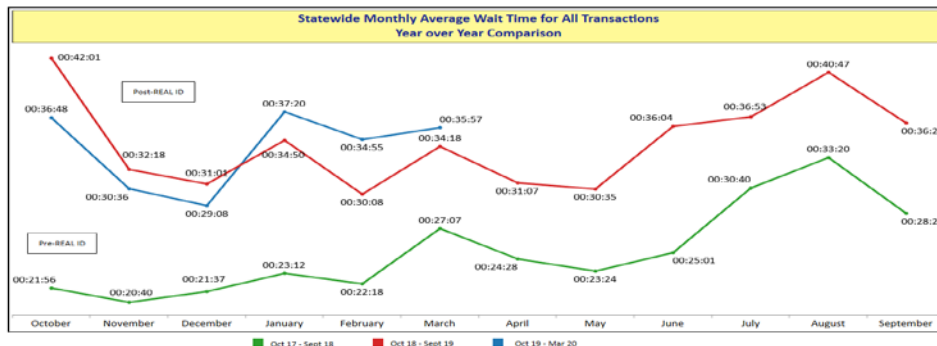
Percent of Credentials REAL ID						
	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Mobile Operations	31.7%	44.5%	55.0%	63.3%	75.2%	82.7%
Fairfax North	44.7%	47.7%	56.7%	62.5%	70.1%	76.8%
Fairfax South	34.7%	38.3%	48.9%	56.0%	65.1%	72.3%
Staunton	31.0%	34.0%	40.6%	46.9%	55.9%	62.2%
Hampton	25.5%	27.5%	33.3%	39.2%	52.5%	60.5%
Portsmouth	24.5%	25.2%	32.8%	37.2%	48.3%	57.5%
Richmond	23.4%	24.3%	31.0%	36.2%	48.9%	56.0%
Roanoke	22.1%	23.7%	30.6%	34.9%	44.9%	49.8%
Bristol	17.5%	18.7%	22.1%	26.2%	35.2%	41.0%
Statewide %	29.9%	32.0%	40.1%	46.0%	56.3%	63.4%

REAL ID Highlights:

- As of March 18, 2020, when all customer service centers (CSCs) closed due to the COVID-19 pandemic, DMV had issued 1,303,692 REAL IDs. This represents 50% of the total number of customers expected to obtain a REAL ID credential.
- In late 2018, when REAL ID was first implemented, about 1,600 credentials issued a day were REAL ID-compliant. By the end of February and early March 2020, DMV was consistently issuing 6,000 or more REAL ID-compliant credentials each day.
- DMV issued the one-millionth REAL ID on January 7th at the Stafford CSC.
- During this quarter, the Alexandria CSC was renovated to add five service windows, among other efficiencies; and renovations were started at Waynesboro CSC which will result in one additional service window and a larger lobby.
- DMV continued to use a wide range of communications channels to educate the public including:
 - news releases;
 - signage and brochures at CSCs, DMV Selects, and airports;
 - the DMV webpage;
 - information included in driver's license and vehicle renewal notices;
 - social media messaging;
 - information sharing through stakeholder groups, including legislators; and
 - speakers and informational tables at a variety of events.
- In February, the CBS Evening news aired an interview with Commissioner Holcomb, which took place on one of DMV's mobile customer service centers. The Commissioner stressed the importance of getting a REAL ID if needed.
- DMV submitted a series of proposals to enhance REAL ID issuance to the U.S. Department of Homeland Security (DHS). It is hoped that in light of the COVID-19 pandemic, DHS will consider the proposals.



The majority of REAL ID credentials have been issued in the two Northern Virginia districts and Richmond district.



I. Report Purpose

In accordance with the 2018 Appropriations Act, the Department of Motor Vehicles (DMV) submits the following quarterly report to the Senate Finance and House Appropriations Committees concerning the roll-out of REAL ID in Virginia. This report covers REAL ID-related efforts conducted by DMV during the period of January 1, 2020, through March 31, 2020, which includes the 16th, 17th, and 18th months of the REAL ID roll-out period. The first five quarterly reports can be found at [DMV REAL ID Implementation 1st Quarterly Report](#), [DMV REAL ID Implementation 2nd Quarterly Report](#), [DMV REAL ID Implementation 3rd Quarterly Report](#), [DMV REAL ID Implementation 4th Quarterly Report](#), and [DMV REAL ID Implementation 5th Quarterly Report](#).

II. Challenges to REAL ID

The January through March 2020 reporting period saw significant challenges impacting REAL ID expansion in Virginia. Prior to March 15, 2020, DMV was on a robust trajectory to process as many REAL ID transactions as able at current staffing and facility levels. When fully operational, the agency was consistently setting new records for the daily number of REAL IDs issued. However, two major issues occurred this quarter which severely limited the agency's ability to process REAL ID-compliant credentials. The initial challenge was Virginia Information Technologies Agency (VITA) network latency issues, which began in January. The second challenge was the COVID-19 pandemic, which resulted in the temporary closure of Customer Service Centers (CSCs) statewide beginning in mid-March. While this report covers the quarter dated January 1 through March 31, 2020, all DMV offices were closed as of March 18 and three Middle Peninsula offices were closed as of March 15, precluding any issuance of REAL IDs from that point to well into the second quarter of 2020. As a result of the pandemic, the federal government on March 26 extended federal enforcement of REAL ID to October 1, 2021.

A. VITA Slowdowns and Outages

During January, CSCs began to experience significant system slowdowns in transaction processing. The problem was due to infrastructure issues within the VITA Managed Service Provider (MSP) environment. A typical transaction may require between 20 and 50 communication attempts with the server. The baseline transmission time for these attempts is one second. During times when latency was experienced, the attempts were taking between five and ten seconds or transactions simply failed to process. Customer serve time, as well as wait time and the ability to serve the customer, was noticeably impacted during these events. As stated in previous reports, driver transactions take longer and are more complex, so customers needing a REAL ID tend to be affected more than customers seeking other transaction types. The latency was particularly noticeable between the hours of 9:00 a.m. and 12:00 p.m. Monday through Thursday beginning in January. From January 6th through February 20th, DMV experienced issues

with service being either somewhat or severely degraded on 19 of 36 days. Additionally, it is unknown how many customers visited a DMV and were not served or left because of long wait times on days when system latency was an issue.

From mid-January to mid-March, DMV Information Technology staff met daily with VITA and the managed service providers, which include SAIC, ATOS, and Verizon. Several attempts at a solution were tried. Most recently, VITA made firewall changes to the network in hopes of helping with the latency issues. This solution should have helped the overall problem, but it appears that the internet may still be functioning at a slow pace. Since the solution was installed just before March 18th, when all CSCs closed, the reduced traffic pattern over the network makes it difficult to ascertain whether the problem has been resolved. DMV will not be able to determine if the latency issues have been resolved until the CSCs return to being fully operational.

B. COVID-19 Pandemic

On March 15, 2020, Governor Northam ordered establishments in the Middle Peninsula area, which included three CSCs (in Hampton, Newport News, and Williamsburg), to close due to an outbreak of COVID-19 in that area. On March 17, the Governor issued Executive Directive 7, which ordered all CSCs statewide to close temporarily, effective March 18, due to the pandemic. Subsequent directives extended the closures well into the second quarter of 2020, with a phased reopening to the public offering limited services by appointment only beginning May 18, 2020.

During the period of CSC closures, DMV has worked diligently to plan for the eventual reopening of offices in accordance with the safety parameters outlined by Governor Northam. Key safety enhancements being implemented for CSCs include:

- installing clear polycarbonate partitions at every other service window (and, eventually, at all service windows);
- acquiring and distributing safety supplies for each of the CSCs (cloth face coverings, gloves, hand sanitizer, tissues, face shields, etc.);
- reconfiguring lobby space to ensure social distancing;
- launching an appointment scheduling system on DMV's website;
- developing new staff schedules to ensure social distancing measures are met while also ensuring proper coverage of temporary extended office hours; and
- communicating to the public information on revised in-person service offerings, revised office hours, appointment scheduling, and safety measures that the public must follow at the CSCs.

DMV will offer select services in the CSCs upon reopening, which are those DMV transactions that must be completed in person or which a large segment of customers strongly prefers to complete in person (such as original titles).

While CSCs are closed, customers have been encouraged to complete their DMV transactions online or through the mail, as DMV's headquarters office remains open for business. There are currently more than 40 transactions that can be conducted online, and many additional transactions can be conducted through the mail.

In addition, the validity of driver and vehicle credentials, including commercial driver's licenses and medical examiner certificates, has been extended. Originally, the expiration dates of driver's licenses and identification cards expiring between March 15 and June 10 were extended 90 days from the original date of expiration, not to exceed July 31, 2020. This means that a customer whose credential expired between March 15 and May 1 would have an additional 90 days beyond the expiration date to renew, and credentials with an expiration date from May 2 to June 10 would expire on July 31, 2020. This includes credentials for individuals aged 75 and older, who are typically required to make an in-person visit to renew. The most recent amended Executive Order 7 extends the validity of every vehicle, special identification, and driver credential due to expire on or before July 31, 2020, for up to 90 days not to exceed August 31, 2020. Vehicle registrations that expired in March, April, and May were extended for 90 days; those expiring in June are extended for 60 days; and those expiring in July are extended for 30 days.

Additionally, DMV extended until May 31, 2020, the validity period of every license, permit, and certificate issued to businesses involved in the transportation of people or property for hire. The extension applies to all credentials that otherwise would expire in March and April of this year. Also, DMV is offering relief to motor carriers who wish to temporarily cease operations and cancel motor vehicle liability insurance due to the impact of COVID-19 and still keep their operating authority.

All these actions, unfortunately, do not assist customers needing REAL IDs because federal law mandates that customers apply for a REAL ID in person. Therefore, no REAL IDs have been issued since March 18.

C. REAL ID Extension Deadline and Other Federal Actions

Recognizing the difficulties states would face in meeting the October 1, 2020, enforcement date given the pandemic and widespread closures of motor vehicle agencies nationwide, on March 26 the Department of Homeland Security (DHS) extended the federal enforcement date by one year – to October 1, 2021. The new enforcement deadline means that Virginians will not need a REAL ID to board a domestic flight until October 1, 2021. Because military bases and other federal facilities have the ability to set their own entry requirements, it is unclear at this time whether the extended deadline will be applied by these entities as well.

As noted in the previous quarterly report, in November 2019 DHS sought input from motor vehicle agencies and the public on ways to modernize the REAL ID issuance process. This new extension may provide DHS with additional time to consider and act on items proposed that help states meet customer demand for REAL IDs as well as address current impediments to secure, efficient

issuance of REAL IDs by states. Virginia DMV has conveyed numerous times to DHS over the years the need for flexible, comparable security measures that would relieve undue burdens placed on Virginians by DHS.

DHS' November 2019 Request for Information (RFI) asked for written "input on technologies that could assist states and their residents in the digital submission, receipt, and authentication of documents and information applicants must provide when applying for a REAL ID compliant driver's license or identification card." The RFI further stated, "DHS is interested in all substantive business and technical proposals that could streamline REAL ID application requirements in a manner that continues to ensure the secure and reliable transmission and receipt of applicant information." (*DHS - Automated Solutions for the Submission of REAL ID Source Documents*, 84 Fed. Reg. 60104 (November 7, 2019).)

By the RFI deadline of December 9, 2019, DHS received a broad range of suggestions, including:

- modifying the interpretation of terms such as "document" and "documentary evidence" to include online verification of electronic records;
- allowing for exceptions to proof document requirements for citizens over a certain age who have resided in their state for an extended time;
- allowing for reciprocity across states regarding a customer's REAL ID status;
- allowing for document verification through electronic submission of proof documents;
- designating additional federally issued documents as REAL ID compliant; and
- increasing federal efforts to educate the public about REAL ID.

As part of the RFI process, the Virginia DMV submitted a response which identified ten recommendations for consideration. An overarching theme of the recommendations was that states should be allowed to grant REAL ID status to customers who have already met the federal burden of proof to be issued a federally-acceptable proof of identification document. The federal government has deemed certain federal credentials, including a U.S. passport, U.S. Department of Defense ID, U.S. government employee ID, and DHS Trusted Traveler Card, among other identification, as comparable to the requirements of the REAL ID Act and, therefore, eligible to be used to board domestic aircraft and to access federal facilities. Requiring the holder of these federal credentials to also complete the full vetting process for a state-issued REAL ID is redundant and imposes an excessive and unnecessary burden on both the public and state issuing agencies.

DMV also recommended that electronic systems be used to allow for online verification of a customer's federal credential. A DMV customer would log into his or her secure, online DMV account and enter the data required based on the type of federal document being verified. That data would then be combined with data from the customer's existing DMV record and sent securely to an electronic verification system. If the appropriate data fields were confirmed, the customer would be authorized to obtain a REAL ID-compliant driver's license or ID card online,

eliminating the need for an in-person visit. As an example, if current U.S. passport holders in Virginia were allowed to electronically verify their passport status and obtain a REAL ID online and half of them chose to do so, an estimated additional 1.9 million Virginians would potentially obtain a REAL ID credential. This would free up approximately 538,000 hours of staff time in CSCs to serve those customers who would be required to visit DMV in person. This change would allow DMV to process substantially more REAL IDs for customers through the combined in-person and online service channels within the same time period and to do so in a more cost-effective manner.

DMV Commissioner Rick Holcomb followed up on the RFI submission with a communication to DHS on February 11, 2020, requesting that DHS authorize Virginia to implement a pilot program for a period of six months that would allow certain applicants for a REAL ID who hold a valid U.S. passport to be exempted from the requirements under 6 CFR 37.11 if DMV electronically verifies that the applicant is the holder of a valid U.S. passport. Electronic verification would be performed using the United States Passport Verification Services (USPVS) system, which DMV currently leverages to verify U.S. passports. The pilot program proposed by Virginia DMV would increase efficiency, since the entire transaction could be conducted online without requiring the applicant to make an in-person visit. DMV has not yet received a response to this letter.

However, on February 19, 2020, DHS issued a letter to all governors announcing that, based on its initial review of the RFI submissions, it identified “one viable option that can be immediately implemented by the states” while DHS continued to evaluate other proposals. The letter specifically stated:

Effective immediately, the States are permitted to implement the acceptance of electronically submitted copies of source documents with certain restrictions. Specifically, the states may now add the pre-submission of identity and lawful status source documents, through a secure electronic process, prior to an applicant’s in-person DMV visit, and physical presentation of those same documents for authentication and verification by DMV personnel.

While DMV appreciates DHS’s willingness to explore alternative approaches, DMV has determined that the option proposed by DHS will not offer a benefit to Virginia. Under the newly authorized process, the requirement that applicants appear in-person after submitting their source documents electronically negates any benefits offered by the solution. It does not minimize the effort required of customers to get a REAL ID, nor does it reduce the number of customers who must visit a DMV office.

In addition, the option would also require DMV to allocate additional staffing resources to manually review electronic source documents after they are submitted by the applicant. In cases in which the source documents are not acceptable or more documents are needed, staff would need to communicate this to the applicant in a timely and secure manner. In cases in which the source

documents are acceptable, the applicant would still need to appear in-person to have their original source documents reviewed a second time.

In lieu of the option authorized by DHS, Virginia's proposal to make use of the federal government's extensive vetting process is all the more appropriate in light of social distancing guidelines and other health-related measures necessary during this pandemic. DMV is currently in contact with the Virginia Liaison Office in Washington, D.C., to help ensure Virginia's proposal is promoted as a viable option, particularly if a legislative change is required. DMV strongly believes this proposal furthers the goals of REAL ID within the framework of a "new normal" due to the pandemic.

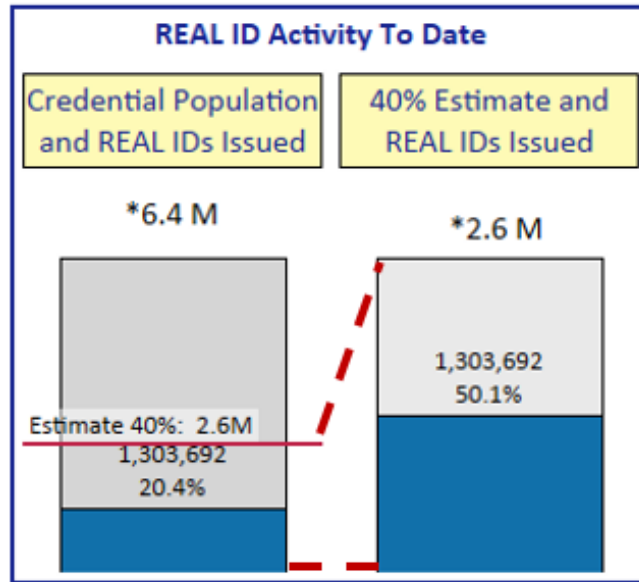
III. REAL ID Status

In the most recent quarter of REAL ID implementation (January 1, 2020, through March 31, 2020), until March 18th, DMV continued to experience an increase in the number and percentage of REAL ID-compliant driver's licenses and ID cards issued despite experiencing VITA network latency issues. It is difficult to forecast the number of additional customers that DMV could have served if systems had been running without problems or how many customers would have been served without the office closures due to the COVID-19 pandemic. However, it appears clear that DMV was making substantial progress ensuring Virginians were prepared for the October 1, 2020, federal enforcement date.

Toward the end of 2018, when REAL ID was first implemented, about 28% of credential customers, approximately 1,600 per day, were issued REAL ID credentials. By the end of February and early March 2020, DMV was consistently issuing 6,000 or more REAL ID-compliant credentials a day. On January 24th, DMV issued 7,114 REAL ID credentials, which was the highest one-day issuance level for REAL IDs. During the week of February 17, DMV issued 27,123 REAL ID-compliant credentials, representing 65.3% of all credentials issued that week. This was the highest weekly REAL ID percentage of all credentials since issuance began. DMV issued the one-millionth REAL ID on January 7th at the Stafford CSC.

Based on the experiences of other states and Virginians' potential need for REAL ID-compliant credentials, when planning for REAL ID implementation, DMV staff estimated that approximately 40% of its credential customers, or 2.6 million customers, would decide to obtain a REAL ID-compliant driver's license or identification (ID) card. As of March 31, 2020, approximately 50% of the customers that DMV estimated may obtain a REAL ID had successfully applied for a REAL ID credential, or 20.4% of DMV's total credentialed population (Chart 1).

Chart 1: REAL ID Activity for the First 18 Months of Implementation



**Based on original projections*

To meet this customer demand, DMV has increased its capacity, in part, through a gradual decrease in REAL ID customer serve times since implementation began, an increase in office windows available to handle REAL ID transactions, and an increase in field staff available to serve customers. Additionally, DMV is strategically deploying communications campaigns to manage REAL ID customer volume, with its most recent campaign encouraging customers to come to a CSC sooner rather than waiting. DMV has also continued to implement new and/or expanded processes that enhance work efficiencies.

These efforts were expected to mitigate any spikes in customer volumes that would result in dramatic wait time increases, and they have had a positive impact statewide. However, some customers are experiencing noticeably longer wait times than prior to REAL ID implementation. In addition to added customer volumes due to REAL ID, DMV also faced the challenges of system latency, which increased transaction and wait times and caused customers to be turned away. While statewide a relatively low 2.7% of customers, or 27,949, experienced wait times greater than two hours during the past quarter (up 7,423 customers as compared to the previous quarter), some offices experienced periods in which wait times exceed two hours despite the process improvements put into place since implementation. During this quarter, 52% of customers who experienced a wait time of two hours or more live in the Fairfax North or Fairfax South Districts. An additional 35% were served in Richmond and Portsmouth District offices. These are also the districts with the highest volumes of REAL IDs issued. DMV strives to provide superior service to its customers, and having any customers wait more than two hours for service falls well short of DMV’s desired goal.

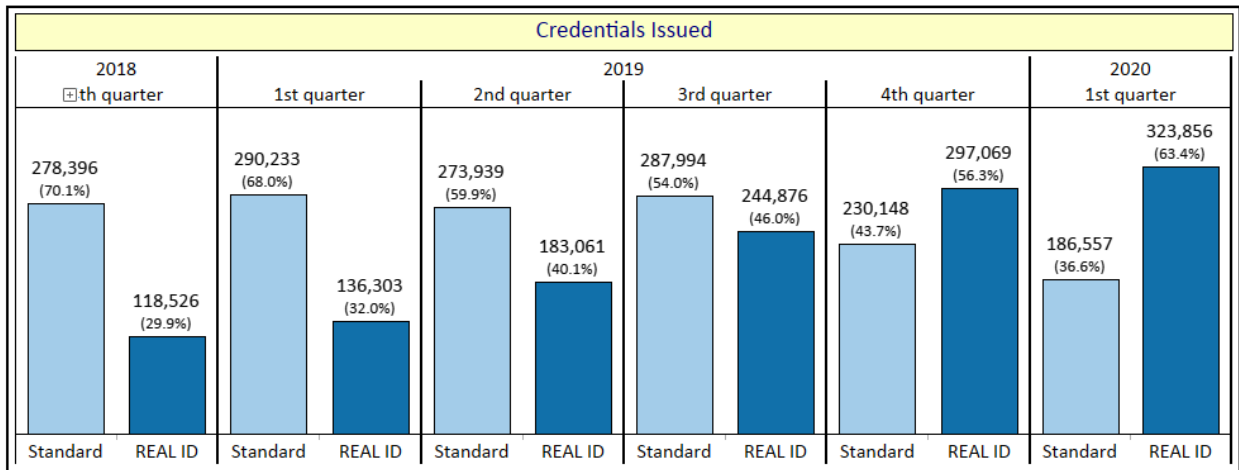
The Governor’s 2020-2022 Budget (House Bill 30/Senate Bill 30) and 2018-2020 Budget (House Bill 29/Senate Bill 29) provided for an additional 100 positions to DMV for REAL ID. These positions were approved by the 2020 General Assembly. It was expected that these positions would help alleviate extended wait times, maximize use of current facility capacity, and allow the agency to expand its use of DMV Connect teams (DMV “in a suitcase”) to address REAL ID customer demand. However, the current pandemic has led to severe negative impacts on the state budget as well as a statewide hiring freeze. At the same time, DMV will need to implement numerous changes in its CSCs that could limit the number of customers served in person, while also adding new tasks to the daily work at CSCs. It is unclear at this time how the hiring freeze will impact the REAL ID positions, and how the “new normal” for CSC offices will impact the number of customers that can be served. Further, given the delay in federal enforcement to October 1, 2021, customer demand may be deferred somewhat this year; however, DMV expects that demand will be high at least by the beginning of 2021.

DMV will need to balance the next wave of demand for REAL IDs within the framework of new pandemic-related changes that will need to be implemented in its CSC as well as new budget constraints.

A. Volume of REAL ID Credentials Issued

DMV has experienced a consistent increase in the volume and percentage of REAL ID credentials issued from quarter to quarter. During the most recent quarter, DMV issued 323,856 REAL ID credentials, accounting for 63.4% of credentials issued by DMV’s CSCs. This is the second consecutive quarter in which the majority of credentials issued were REAL ID compliant. Chart 2 provides an overview of REAL ID transaction volumes through the first 18 months of implementation, by quarter.

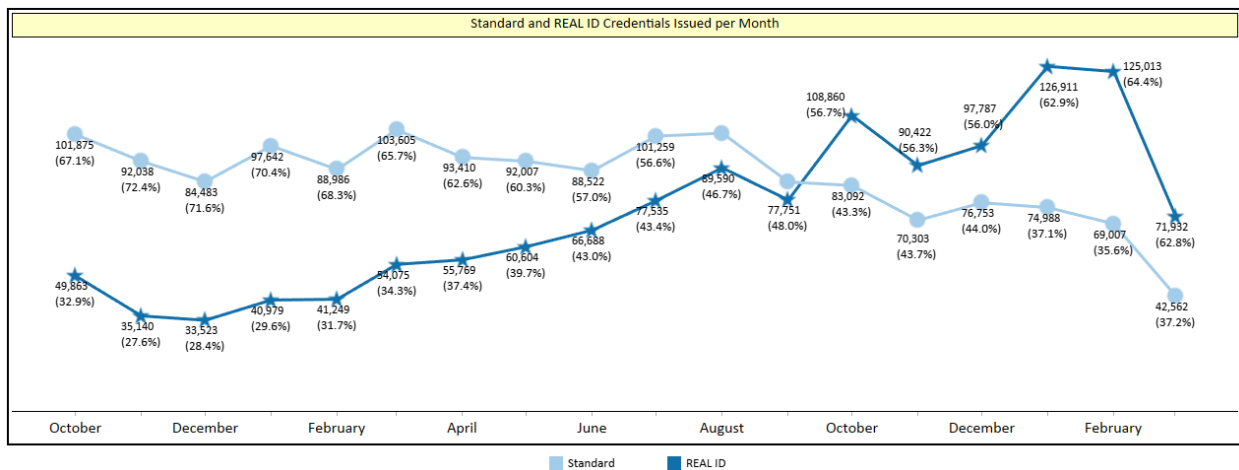
Chart 2: REAL ID Credentials Issued in CSCs, by Quarter
(October 1, 2018 – March 31, 2020)



Note: The number of REAL ID credentials includes a small number of credentials that are replacements of customers' initial REAL ID credentials. The next quarterly report will break these credentials out separately.

Chart 3 displays the monthly REAL ID credential volumes since REAL ID implementation. After a month-to-month decline in REAL IDs issued in the first three months of the roll-out, issuance began steadily increasing month after month during 2019. Since October 2019, DMV has consistently issued more REAL IDs than standard credential types each month. January 2020 saw the most REAL IDs issued in any month (126,911), and the highest proportion of credentials issued that were REAL ID compliant – 64.4% – was achieved in February.

Chart 3: Standard and REAL ID Credentials Issued per Month
(October 1, 2018, through March 31, 2020)



DMV continued to see an increase in the number of REAL ID credentials issued by all eight of its districts and its mobile operations during this past quarter (Table 1). Additionally, while some districts issue REAL IDs at substantially higher proportions than other districts, all districts experienced an increase in their percentage of REAL ID transactions issued compared to previous quarters. The overall number of REAL ID credentials issued statewide this last quarter has almost tripled in comparison to the first quarter of implementation (Q4 2018).

Table 1: REAL ID Credentials Issued by District

REAL IDs Issued by District							Percent of Credentials REAL ID						
	2018 Q4	2019				2020 Q1		2018 Q4	2019				2020 Q1
		Q1	Q2	Q3	Q4			Q1	Q2	Q3	Q4		
Fairfax North	31,412	34,557	46,631	60,725	69,133	71,346	Mobile Operations	31.7%	44.5%	55.0%	63.3%	75.2%	82.7%
Fairfax South	22,001	25,012	35,301	49,816	56,763	60,764	Fairfax North	44.7%	47.7%	56.7%	62.5%	70.1%	76.8%
Richmond	16,552	18,667	24,563	32,998	44,297	48,295	Fairfax South	34.7%	38.3%	48.9%	56.0%	65.1%	72.3%
Portsmouth	12,772	14,493	19,439	24,917	31,354	36,313	Staunton	31.0%	34.0%	40.6%	46.9%	55.9%	62.2%
Staunton	13,310	15,180	19,716	26,796	31,216	34,138	Hampton	25.5%	27.5%	33.3%	39.2%	52.5%	60.5%
Hampton	8,100	9,509	11,997	16,256	21,791	24,341	Portsmouth	24.5%	25.2%	32.8%	37.2%	48.3%	57.5%
Roanoke	8,914	10,545	14,183	18,117	22,599	24,070	Richmond	23.4%	24.3%	31.0%	36.2%	48.9%	56.0%
Mobile Operations	2,224	4,378	6,513	9,001	12,168	15,843	Roanoke	22.1%	23.7%	30.6%	34.9%	44.9%	49.8%
Bristol	3,241	3,962	4,718	6,250	7,748	8,746	Bristol	17.5%	18.7%	22.1%	26.2%	35.2%	41.0%
Statewide Total	118,526	136,303	183,061	244,876	297,069	323,856	Statewide %	29.9%	32.0%	40.1%	46.0%	56.3%	63.4%

Note: A map of the Commonwealth showing where DMV's districts are located is included in Appendix A.

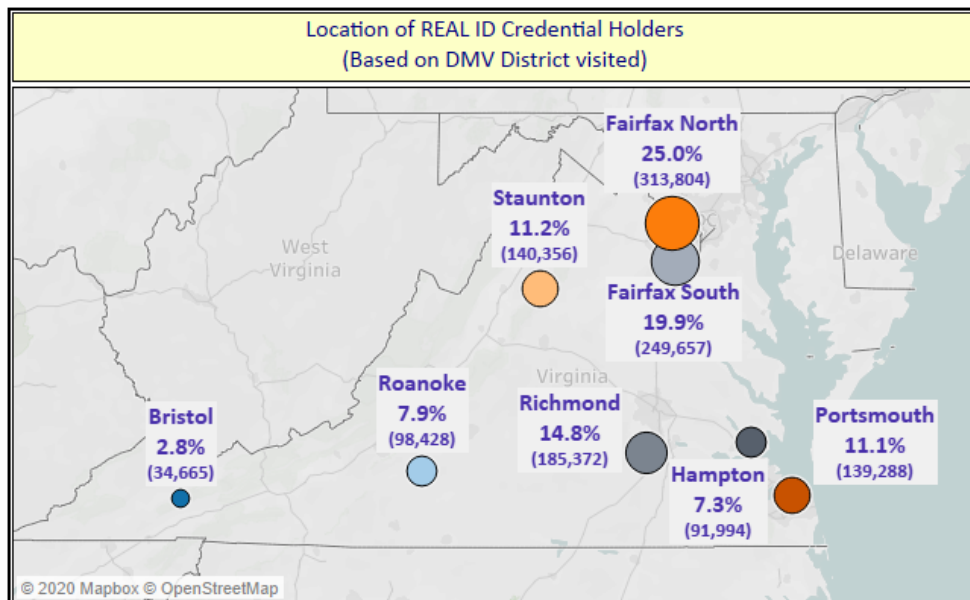
Throughout REAL ID roll-out, CSCs in the Northern Virginia area have issued the most REAL IDs. Of DMV's 75 offices, all ten of the top ten CSCs by REAL ID credential volume are located in Northern Virginia (Fairfax North and Fairfax South Districts). Fort Lee and Williamsburg CSCs continue to place within the top ten, along with Northern Virginia offices, in terms of the percentage of credentials issued that are REAL ID compliant. Table 2 provides lists of the top ten offices by number and percentage of REAL IDs issued, while Appendix B provides comparable information for all CSCs. It should be noted that CSCs in the Richmond suburbs issue a substantial number of REAL IDs as well.

Table 2: Top 10 CSCs by Number and Percent of REAL ID Credentials Issued, October 1, 2018, through March 31, 2020

Top 10 CSCs based on the Number of REAL ID Credentials Issued		Top 10 CSCs based on the Percent of REAL ID Credentials Issued	
Tysons Corner	57,061	Pentagon	81.6%
Fair Oaks	51,810	Metro at VA Square	71.3%
Fairfax Westfields	46,937	Fairfax Westfields	65.9%
Leesburg	43,414	Leesburg	64.3%
Woodbridge	42,646	Fort Lee	63.1%
Sterling	41,818	Fair Oaks	61.1%
Arlington	40,305	Warrenton	60.6%
Franconia	39,908	Sterling	58.8%
Prince William/Manassas	36,969	Alexandria	57.4%
Lorton	35,651	Williamsburg	56.8%

The variation in issuance rates across the state is reflected in the map below, which visually shows where current REAL ID credential holders reside (Figure 1). Not surprisingly, most REAL ID holders live in the eastern half of the state, with almost half living in Northern Virginia.

Figure 1: Location of Current REAL ID Credential Holders



B. Customer Wait Times and Serve Times

As previously noted, DMV continued to experience high customer volumes this past quarter. Increased customer volumes and system latency (in this quarter) have adversely affected wait times. Additionally, the REAL ID credential transaction is one of the most time-consuming DMV transactions due to the steps required to process the credential in accordance with federal requirements. To counter these effects, DMV has continued to take steps to streamline service and increase staff capacity (discussed in Section IV of this report); however, in certain parts of the state, REAL ID demand is straining the increased resource capacity. This strain is reflected in higher-than-desired customer wait times.

Charts 4 and 5 demonstrate the impact REAL ID implementation has had on average wait time on a month-by-month basis. While wait times decreased slightly last quarter, this quarter wait times were higher than comparable wait times last year and prior to implementation of REAL ID. For example, average wait times in February 2020 were 34:55, in February 2019 they were 30:08, and prior to REAL ID implementation in February 2018, average wait times were 22:18.

Chart 4: Statewide Average Wait Times for All Transactions, by Month

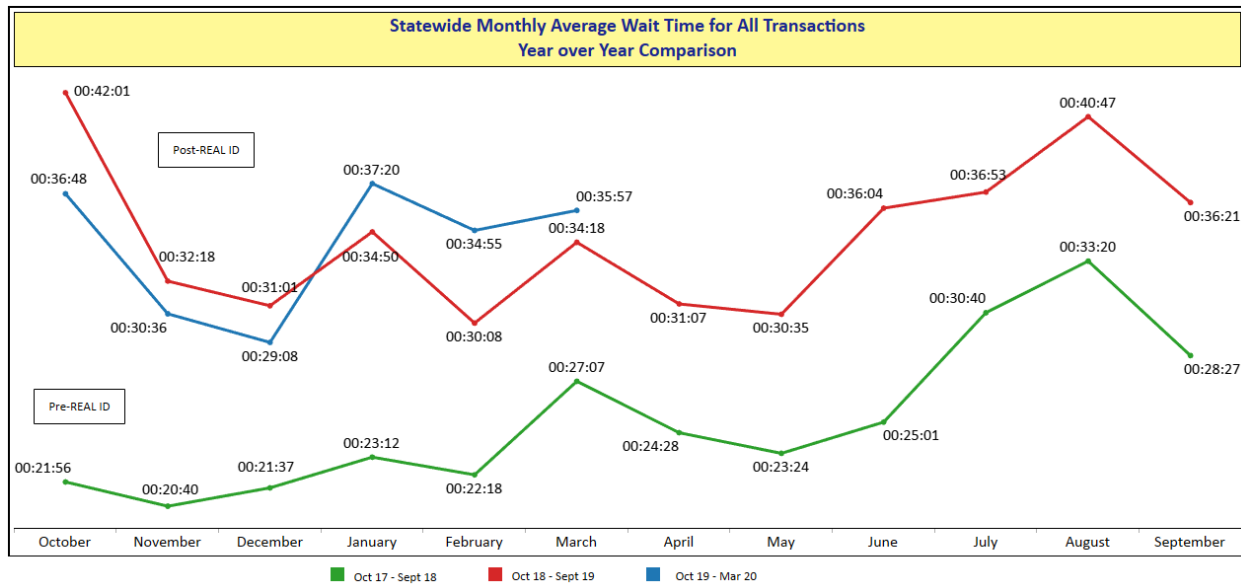
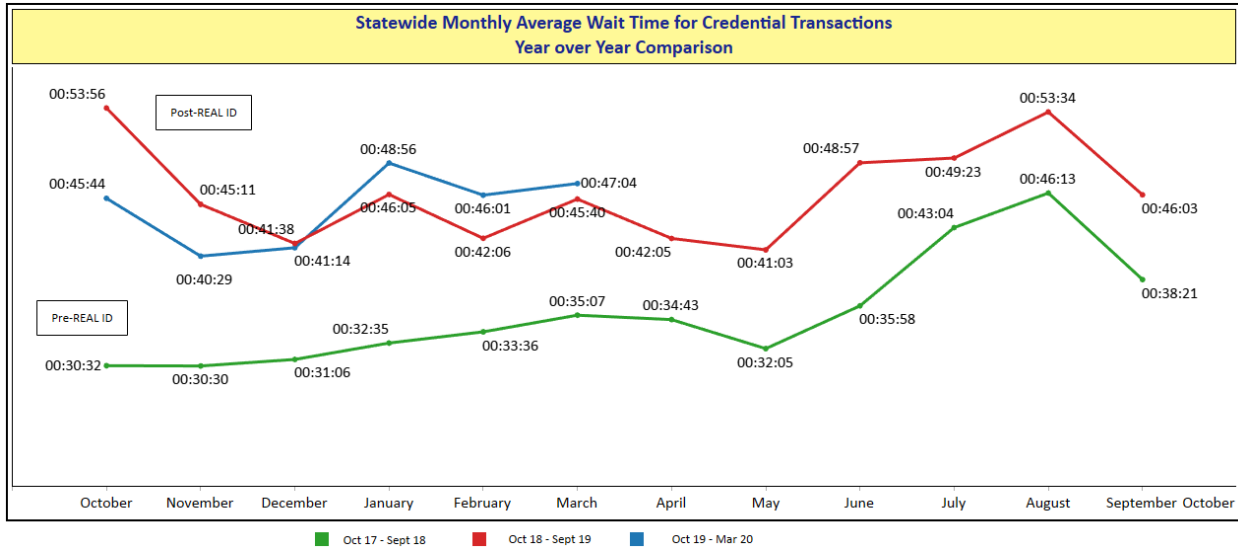
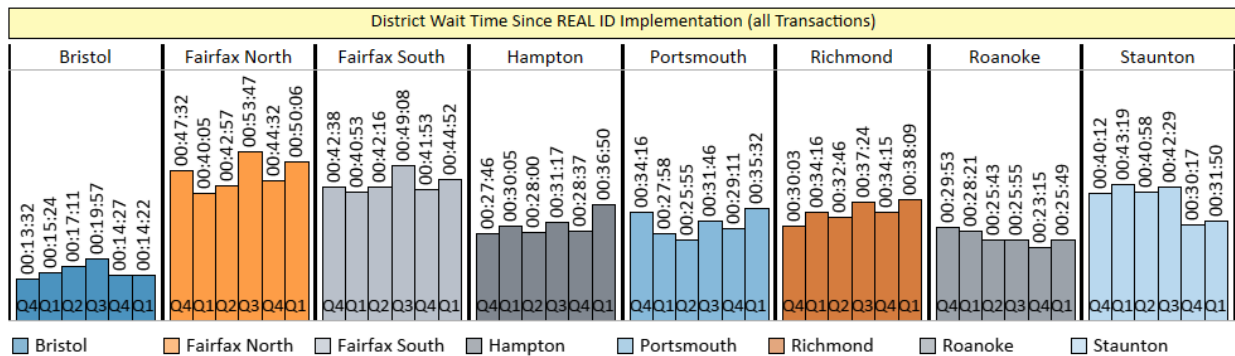


Chart 5: Statewide Average Wait Times for Credential Transactions, by Month



Given variation in the volume of REAL IDs issued across the state, average wait time increases also varied by district. Chart 6 shows the average wait times, by district, for each of the quarters since REAL ID began. Not surprisingly, the busy offices in Northern Virginia tend to have higher wait times. The average wait time in the Fairfax North District this past quarter was about 50 minutes, while the Fairfax South District saw an average wait time of about 44 minutes.

Chart 6: District Average Wait Times since REAL Implementation, by Quarter



Note: The first quarter 2020 wait time data reflects customer wait times through Saturday, March 14.

In June 2019, DMV began experiencing periodic spikes in the number of customers waiting two hours or more. (Note: Wait time is measured from the point at which a customer receives a ticket at the Information Desk to when he or she is called to the front counter for service.) Statewide this past quarter, 27,949 of 1,021,316 customers waited at least two hours for service. This is over 7,400 more customers than the previous quarter, even though there were 12 fewer work days in

the month of March due to the COVID-19 pandemic. The largest proportion of customers waiting more than two hours was in the Fairfax North and South Districts – 14,623 of 319,893 total customers served waited two hours or more before being served. While overall, a relatively small proportion of customers experienced extended wait times, the actual number of customers with long waits, particularly in Northern Virginia, is significant. Of statewide customers waiting two hours or more, 52% were in the Fairfax North and South Districts. Additionally, 19% of customers waiting over two hours, or 5,369 customers, were in the Richmond region.

In August 2018 – before REAL ID implementation – driver transactions comprised roughly 43% of total transactions statewide. By March 2020, due to the increase in customers visiting DMV to obtain REAL ID credentials, the proportion of CSC transactions that were driver related was up to 53%. This is significant because driver transactions, particularly REAL ID transactions, take longer to process on average than most vehicle-related transactions. As DMV has successfully migrated many vehicle transactions, such as vehicle registration renewals, to other service outlets, these transactions have been replaced by the more time-consuming REAL ID transactions. In turn, longer average transaction times result in longer wait times for customers.

An additional factor contributing to higher wait times in CSCs is the increased demand for vital records since REAL ID was implemented. To satisfy REAL ID identity, legal presence, and name change requirements, vital records such as a birth and/or marriage certificate may be needed. Vital record transactions are relatively lengthy transactions, with an average serve time of 12 minutes. The need for vital records lengthens the overall customer experience during a REAL ID visit; however, by providing this service, DMV eliminates the need for the customer to leave and return another day with the additional documents. At this time, the Virginia DMV is the only DMV in the nation that offers its customers the convenience of purchasing vital records on-site.

From January 2020 through February 2020, the overall vital record transaction volume was 28% higher than the comparable period prior to REAL ID roll-out. Particularly noteworthy, the number of credential customers who also purchased a vital record during their transaction this past quarter increased by 213% compared to the same time period before implementation of REAL ID. This increased volume has resulted in DMV providing \$3.6 million in revenue to the Department of Health Division of Vital Records since REAL ID was implemented – \$315,000 more than the same time period before. It also provides more convenient service for the customer, but the result is even longer transaction times and wait times.

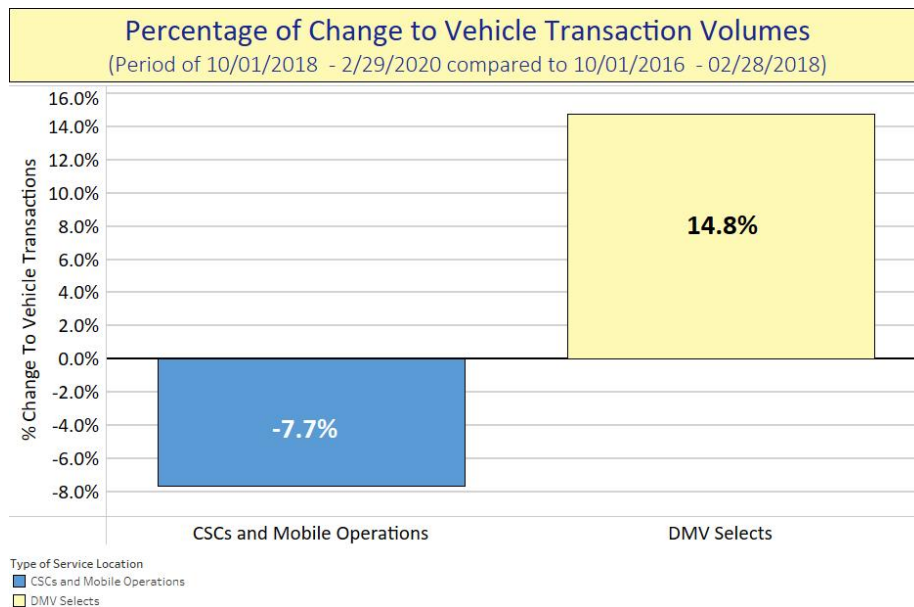
One factor that continues to help moderate wait time is staff experience with processing REAL ID credentials. As a result, CSCs' average serve times for REAL ID credentials have decreased statewide – by about five minutes since REAL ID roll-out began. Serve times now appear to have leveled out at a little less than 17 minutes, and further serve time reductions are unlikely.

C. Expenditures and Revenue

As stated in previous REAL ID reports, DMV expended \$1.1 million on REAL ID start-up costs. In addition to the start-up costs, DMV incurred approximately \$10.24 million in REAL ID-related operating expenses since the program began in October 2018, for a total of \$11.34 million in expenditures (not including additional costs associated with the transfer of some vehicle work to DMV Selects). Between October 1, 2018, and March 31, 2020, DMV collected \$12.5 million from \$10 REAL ID surcharges. Based on the expenditures and revenue resulting from REAL ID implementation, DMV believes that the \$10 REAL ID surcharge is adequate to allow the agency to address all REAL ID-related expenditures over the long term, including the additional staff as was included in the Governor’s recent budget.

Throughout REAL ID implementation, DMV has promoted the use of DMV Select offices as a means of decreasing customer traffic in CSCs. DMV Selects offer customers additional locations at which to complete their vehicle transactions and a limited number of driver transactions, such as address changes. DMV Selects are usually operated by local government offices and, in a few cases, private entities. DMV pays Selects a percentage of the revenues collected by the Selects. As can be seen in Chart 7, DMV Selects have seen a 14.8% increase in their transaction volume from October 1, 2018, through February 29, 2020, compared to the same timeframe prior to REAL ID implementation. As a result, the Selects have received an increase of approximately \$1.59 million from DMV when compared to the same time period pre-REAL ID implementation, which is a 20% increase in compensation.

Chart 7: Change in Vehicle Transactions Conducted at DMV Selects



Moving forward, it is not clear whether this pattern will continue, as the COVID-19 pandemic has disrupted services at both public and private DMV Select offices. As of March 30, 2020, of 55 Select locations, all but five were closed due to the pandemic. Of the five that remained open, one was open only for “essential” service only.

IV. Ongoing Management of REAL ID

DMV continued to actively monitor and manage the ongoing REAL ID roll-out through this past quarter of implementation. The following sections outline tasks accomplished and future tasks planned in five distinct management areas – facilities, mobile operations, public relations/communications, processes, and staffing.

A. Facilities

Over this past quarter of REAL ID implementation, DMV continued to undertake additional facility enhancements in order to streamline processes and increase office capacity. On January 16, 2020, renovations to increase the number of service windows at the Alexandria CSC were completed. The number of service windows was increased by five and the counters were reconfigured to better serve customers. The renovations also included putting cameras at most windows, placing printers in between each window so that customer service representatives do not have to take time to walk to the back counter to retrieve printed documents, and adding more scanners for REAL ID documents.

Several more office renovations had been planned for this year, including renovations to Norfolk-Widgeon Road CSC, Hampton CSC, Norfolk-Military Circle CSC, East Henrico CSC, Virginia Beach-Bucker CSC, and Chesterfield CSC. However, due to the budget crisis caused by the pandemic, these renovations have been placed on hold until further notice. As the contract for renovation work at the Waynesboro CSC was signed before the CSCs were closed due to the pandemic, this work was allowed to move forward with an April completion time. The Waynesboro CSC renovation allows for two additional driver windows and two additional cameras at that CSC. In addition, a renovation at the Stafford CSC will also continue this summer because the cabinetry for the renovation has already been built.

In addition to increasing capacity at its own facilities, DMV has worked to expand the number of DMV Selects. On March 30, 2020, the James Mount Bay Select location was set to open. This new Select location is located within the Hampton District. The opening has been postponed due to the COVID-19 pandemic.

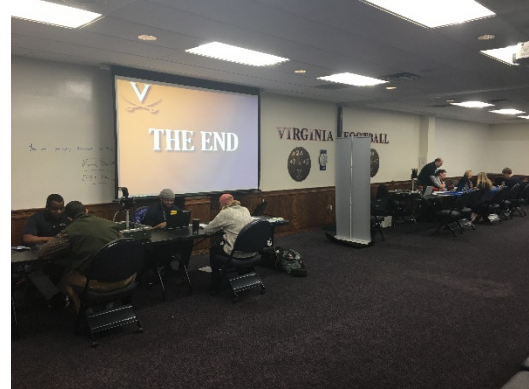
B. DMV Mobile Operations

One valuable tool to serve customers is DMV's Mobile Operations program. DMV successfully operates two types of mobile customer service operations: four DMV2Go mobile units (customer service centers "on wheels") and eight DMV Connect teams (DMV services "in a suitcase"). DMV Connect teams are particularly cost effective and valuable for serving locations that do not have the space required for an external mobile unit. On the rare occasions that the teams are not on site visits, mobile operations staff assists in the CSCs.

As part of the more than 1,900 mobile visits in 2019, DMV provided services at a broad range of locations and events, such as businesses, military bases, libraries, universities, community centers, courthouses, local government offices, and conferences. DMV planned to expand the number of visits to approximately 2,000 this year. Due to the COVID-19 pandemic, about 200 scheduled site visits have had to be cancelled in March and April, and it is unclear how many total visits this year will be affected.

Mobile teams have been encouraged to find site locations where interest is high for REAL ID credentials, which helps to relieve crowding at some of the CSCs. This quarter, DMV Connect teams had successful first visits with Capital One in McLean and Genworth Financial in Henrico. At Capital One, the Connect team processed 81 REAL IDs and 142 total transactions. At Genworth, the team processed 174 transactions, including 124 REAL ID transactions. This is one of the highest-volume first days a Connect team has ever experienced. Additional visits have been schedule to these sites.

In December, Commissioner Holcomb sent an email to college and university presidents to inform them about REAL ID and the potential impact on students. The email stated that while DMV provides mobile services to many of the Commonwealth's colleges and universities, DMV is available to schedule additional visits. The University of Virginia in Charlottesville quickly acted on the offer. On January 21-22, the DMV Connect team processed 186 REAL IDs at the UVA School of Pharmacology. On January 31, the Connect team served the UVA Athletic Department and processed 117 transactions, 109 of which were for REAL IDs (see photographs of visit, below).



Five Connect team employees served student athletes and coaches at the UVA athletic department on January 31, 2020.

Subsequently, UVA Travel Services hosted DMV Connect in March; over a two-day period a total of 313 transactions were processed, including 271 REAL IDs.

DMV's mobile teams have issued more than 50,000 REAL IDs since October 1, 2018. Mobile teams located in Northern Virginia are responsible for 45% of the total number of REAL IDs issued by these units. Recognizing the high volume of REAL ID customers in Northern Virginia, DMV was in the process of adding two Connect teams in Sterling and Manassas slated for May 2020. However, establishment of these teams will be delayed as an outcome of the pandemic.

Once in-person services resume, upcoming mobile operations visits will be posted on DMV's website at [DMV mobile calendar](#). For the near future, DMV2Go units will not be able to be used due to the inability to adequately social distance within the units. Instead, DMV will convert them to operate as DMV Connect teams.

C. Public Relations – Communications about REAL ID

Throughout the first quarter of 2020, DMV's Communications Office continued to make use of a range of communication channels to educate the public about REAL ID and to encourage those who may need a REAL ID to visit an office fully prepared with required documentation to ensure a successful visit. Communication channels that were used include:

- News releases and other information provided for use in print, digital, and TV news stories;
- Signage at CSCs and airports;
- Brochures and flyers at CSCs, DMV Selects, and airports;
- A DMV webpage dedicated to REAL ID information, including an informational video (*REAL ID webpage was refreshed during the quarter*);
- Information included in driver's license, ID card, and vehicle renewal notices;
- Social media messaging through Facebook, Instagram, and Twitter;
- Information sharing through stakeholder groups, including legislators;

- Speakers and informational tables at club meetings, legislator town halls, community events, conferences, and airports; and
- News conferences with Department of Homeland Security, Transportation Security Administration (TSA), and DMV's other partners.

Of particular note, in February the CBS Evening news aired a story in which DMV Commissioner Rick Holcomb stressed the importance of getting a REAL ID for those who travel or need to enter secure federal facilities. In addition, one of DMV's mobile units visited Capitol Square during this year's General Assembly session (see photograph, below). Staff were available to answer questions about REAL ID and to process REAL ID credentials for members of the General Assembly, their staff, and the public.



In the foreground, Del. Jeion Ward, left, and Sen. Mark Obenshain, right, are pictured applying for Real ID credentials on DMV's mobile unit on Wednesday, Jan. 22, 2020. In the background, DMV employees Michael Joyner, left, and Brandon Worrell, right, work on processing the applications.

On January 11, DMV held an event in Northern Virginia with Congresswoman Jennifer Wexton during which 170 people applied for a REAL ID credential. The event resulted in news stories with the *Fairfax Times*, *Loudoun Times*, and WJLA. On February 8, Congressman Don Beyer hosted a REAL ID event for constituents at Wakefield High School in Arlington. During the event, 89 people applied for REAL ID credentials.

Throughout the quarter, Richmond International, Dulles International, Norfolk International, and Newport News-Williamsburg International airports all displayed Virginia REAL ID advertisements on their airport messaging boards as a public service. TSA agents at Richmond International, Norfolk International, and Newport News-Williamsburg airports handed out Virginia's REAL ID brochures to travelers. In addition, American Airlines distributed Virginia's

REAL ID brochures at its counters at Dulles, Lynchburg, Shenandoah Valley, Richmond, Norfolk, and Newport News-Williamsburg airports.

DMV also continued holding REAL ID informational events at airports across the state, an effort that began last spring. DMV staff sets up tables in highly trafficked areas of airports to answer REAL ID questions from the traveling public and to encourage Virginians to visit DMV to get their REAL ID credentials. After each event, DMV routinely experienced a spike in REAL ID customers in the local area where the event was held. On January 17, Communications Office staff joined TSA and airport officials for a press conference at Newport News-Williamsburg International Airport. The press conference resulted in news coverage from the *Daily Press*, WAVY, and WVEC, and as a result, DMV's two Virginia Beach offices made the REAL ID Top 10 CSCs list that week. This event was geared toward local media markets and was used to remind Virginians that they will not be able to board a domestic flight unless they have a REAL ID-compliant credential after the federal enforcement date.

DMV continued to promote REAL ID through its multiple social media outlets. As of March 31, the REAL ID-themed Suzy Q&A video on DMV's website was viewed more than 145,000 times on YouTube. Another video was added to DMV's website as well during the first quarter of 2020 to show customers how to use the on-line document guide for REAL ID. DMV's REAL ID homepage had more than 3.8 million unique page views from October 1, 2018, through the end of the first quarter of 2020. Additionally, on March 11, DMV hosted a Twitter chat during which followers were encouraged to ask questions about REAL ID.

Also during this quarter, DMV continued a successful paid social media campaign initiated in the fall of 2019. In the two-month period from mid-December to mid-February, DMV reached 800,764 Virginians through Facebook advertisements via nearly four million impressions. These residents made more than 44,000 visits to DMV's REAL ID homepage. DMV planned an additional phase of the social media campaign using short videos; however, due to the COVID-19 pandemic, that phase of the campaign was placed on hold.

Some additional REAL ID communication activities were also temporarily halted in mid-March when the focus shifted to COVID-19, such as information-sharing at meetings, news conferences, and social media messaging encouraging customers to get a REAL ID. In addition, a REAL ID "pop up" message which was displayed upon landing on DMV's homepage during most of the quarter was replaced with a pop up message focused on COVID-19.

A number of planned activities for the second quarter of 2020 have also been postponed. For example, in April, Communications staff and NBC-12 in Richmond planned to have a "digital dialogue" and DMV staff planned to answer questions on the popular NBC Call 12 segment; informational events were scheduled at Richmond International, Reagan National, and Norfolk

International airports; and mobile team visits to promote REAL ID and process REAL ID transactions were planned with Senator Dave Marsden, Congressman Don Beyer, and Congressman Rob Wittman. All of these events have been delayed indefinitely. Most recently Communications staff have instead focused on updating web content, publications, and signage to reflect the new federal REAL ID enforcement date of October 1, 2021.

D. Processes

Throughout the roll-out of REAL ID, DMV has identified and implemented numerous process improvement actions that ultimately enable DMV to serve customers more efficiently in its field offices. For example, in January 2019, DMV implemented a “start anywhere” process for the driver’s license renewal transaction. This process allows customers to begin their transaction online, pre-filling the driver’s license application and building their list of required documents to bring to the CSC to renew and obtain a REAL ID-compliant driver’s license. On June 19, 2019, DMV expanded this option to enable customers to begin their driver’s license replacement transaction online. In recent months there has been a jump in the number of customers using the “start anywhere” transactions. As of the end of the first quarter of 2020, 99,400 DMV customers had begun their driver’s license renewal from home (or anywhere of their choosing outside of a DMV office), and 122,177 customers used this option to begin their driver’s license replacement transaction online. Of the customers who completed their “start anywhere” transaction online, 92% subsequently obtained a REAL ID-compliant license by completing the process in a CSC. Use of the “start anywhere” process helped ensure customers came to the CSC well prepared for a successful transaction and reduced the time in the office required to complete the transaction.

On March 5, 2020, a simplified customer PIN reset process was rolled out. Previously, when customers were locked out of their online accounts, they had to call DMV’s call center or visit a CSC to get a new PIN. The new process allows for customer self-service, reducing call volume and visits to CSCs for business that could be handled online. Between March 5 and March 30, 60,268 passwords were reset via the new process. This change will free up capacity in CSCs to serve more REAL ID customers.

CSC staff’s tasks include both front counter transactions and back office document processing, including daily work related to information collected for the Department of Elections through the Motor Voter process. In order to increase staff time on the front counter at busier CSCs, these CSCs transmit their document preparation work to CSCs in more rural areas. Three processing hubs have been established at the Clintwood, Gate City, and Lebanon CSCs, with a total of 27 wage staff assigned to assist with remote processing.

As of January 24, 2020, all CSCs now participate in the process. While just over half of the participating offices are in urban areas that transmit their work to the hubs in southwest Virginia for processing, there are also 33 CSCs that scan and review their own work within the electronic

system. DMV has found that even for rural CSCs not transmitting the work to another location, the new automated process is considerably faster than the traditional method for completing the document preparation work. This allows employees in these CSCs to complete the back office process sooner so that they may return to serving customers on the front counter.

Another component added to remote processing is CSC management verification of scanned documents. DMV requires that 20 percent of all scanned REAL ID-related documents be reviewed to ensure accuracy. DMV is now able to provide this function remotely for all CSCs via staff at the Norton CSC. Additionally, this CSC reviews a portion of the scanned Virginia Department of Health (VDH) vital record applications and related documents to ensure the accuracy of these transactions. By having these duties performed at another location, CSC management is freed to focus on the other management functions relating to their offices.

As another process improvement initiative, DMV trained 14 agents from its Law Enforcement Division to administer driver licensing road skills tests. These agents volunteered to administer tests on Saturdays when CSCs tend to have a higher number of customers needing skills testing. Each road skills test takes up to 30 minutes to complete. This quarter, eight Law Enforcement agents administered road skills tests for a total of 118 hours. The customer service representatives in those CSCs were able to spend this time on the front counter serving REAL ID and other customers. DMV plans to continue this initiative once road skills tests are reinstated.

Through another process improvement initiative, on December 20, DMV added Google Pay and Apple Pay on over 850 DMV credit card terminals in all CSCs statewide. These payment options allow customers to tap their cell phone to the credit card terminal for contactless, quicker payment of their DMV transaction. During the first month of implementation, over 6,000 transactions were processed with Google Pay or Apple Pay, and by February over 7,000 transactions were processed with these options. The transaction volume accounts for approximately 3% of our current CSC credit card volume. It is anticipated that usage will increase as customers become more familiar with this payment option, and especially in light of COVID-19 health and safety considerations.

On January 15, 2020, DMV began using a revised driver's license and ID card application to clarify for customers the implications of choosing to get a standard credential versus a REAL ID-compliant credential. On DMV's previous credential application, customers were asked if they would like to obtain a REAL ID-compliant credential, and they indicated their decision by checking a simple "Yes" or "No" box. The revised application has customers answer either "*Yes – I would like to use my license as ID to board a domestic flight or enter a secure federal facility or military base on or after October 1, 2020*" or "*No – I acknowledge my license will display "Federal Limits Apply" and I will need another form of ID to board a domestic flight or enter a secure federal facility or military base on or after October 1, 2020.*" This more detailed explanation helps customers understand what getting or not getting a REAL ID will mean to them.

(Prior to reopening the CSCs, the application will be revised to reflect the new federal enforcement date.)

As of January 1, 2020, DMV no longer accepts titling work from automobile dealerships in the CSCs. Instead, dealer work may be processed by two designated auto auctions and DMV Selects, or via the online dealer system. Dealer centers that exclusively handled automobile dealer vehicle transactions within the Abingdon, Hampton, and Arlington Metro CSCs were discontinued in order to re-allocate those staff resources to other customer service functions, such as issuing REAL ID credentials. Automobile dealers were instructed to route their transactions to one of two auto auction businesses, or one of four online dealer transaction processing businesses with existing electronic platforms to process these transactions through DMV. During January and February, auto auction vehicle transactions increased by over 9,500 transactions, or approximately 367%, compared to the same two months in the previous year. (Currently, one DMV dealer center remains temporarily open within the Norfolk-Military Circle CSC, with service limited to mail-in documents for vehicle transaction processing.)

Additionally on January 1, 2020, the threshold requirement for participation in the Online Dealer Program decreased from 200 to 100 transactions, thereby increasing the number of dealers participating in the electronic program. The number of dealers added to the program since November 2019 is 210. During January and February 2020, online dealer services collectively increased vehicle transactions processed by over 29,000 transactions, an increase of 12.7%. These changes in how dealer work is processed will allow for substantial additional CSC staff time to be devoted to the increasing volume of REAL ID customers expected in 2020 and 2021.

E. Staffing

Governor Northam included in his 2020-2022 Budget (House Bill 30/Senate Bill 30) and 2018-2020 Budget (House Bill 29/Senate Bill 29) the addition of 100 classified positions for DMV to address REAL ID demand for Fiscal Year (FY) 2020 through FY 2021. In addition to supplementing staff in CSCs located in the urban crescent, DMV will be able to use these positions to expand use of DMV Connect teams to provide service directly in communities where demand for REAL IDs is high.

In previous quarterly reports, DMV noted several concerns with staffing, including DMV's difficulty with hiring and retaining staff. Table 3 provides information on new hires and separations for the last several years, reflecting the high staff turnover DMV has experienced in recent years. This problem with turnover has made it difficult for DMV to maintain staff in its CSCs that are fully trained and proficient in all DMV transactions. Turnover is particularly a problem given the months-long training that is required for field staff to be able to efficiently serve customers.

Table 3: Summary of Changes in Classified and Wage CSC Staff

Summary of Changes in Classified Field Staff						
STATEWIDE	CY 2015	CY 2016	CY 2017	CY 2018	CY 2019	YTD 2020
Classified Staff as of Jan. 1	805	816	824	846	872	923
New Hires	74	108	145	157	212	36
Separations	63	100	123	131	137	32
Separations of Staff with 3 or More Years of Services	46	67	71	70	64	17

Summary of Changes in Wage Field Staff						
STATEWIDE	CY 2015	CY 2016	CY 2017	CY 2018	CY 2019	YTD 2020
Wage Staff as of Jan. 1	227	267	247	254	252	282
New Hires	107	90	116	117	183	37
Separations	67	110	109	119	126	41

Note: New hires and separation data are as of 3/15/2020.

Based on the data for 2019, it appears that DMV’s efforts to attract and retain staff, which included providing a small raise to field staff in the fall of 2018, have been modestly helpful as DMV was able to begin 2020 at its highest staffing level in more than six years. Given the uncertainty surrounding COVID-19, it is too early to determine whether these staffing gains will reap long-term benefits for the agency. While DMV has hired more staff, turnover experienced in the CSCs continues to result in substantial time spent training staff as well as less productive staff due to inexperience.

This past quarter, DMV continued to use overtime to offset vacancies. Additionally, to supplement recruitment from the general population, DMV has continued to recruit recent retirees to return to work part-time. Seasoned employees are offered the opportunity to earn extra income to supplement retirement. As of March 31, 2019, 18 recent retirees have returned to work part time. This approach eliminates the time and effort associated with training employees who have never worked in a DMV office.

V. Next Steps and Conclusions

Looking forward the next few months, DMV expects to face many challenges, most of which are related to COVID-19. As of May 18, DMV began implementing a phased reopening of offices across the Commonwealth as it is able to put appropriate precautions in place. It has yet to be determined when all of DMV’s customer service centers will be reopened, but it is clear that as they open, there will be a “new normal” associated with customer flow within field offices. The changes that DMV is having to make within its offices will necessarily limit the number of customers served in-person at the CSCs. Therefore, DMV will need to continue strongly promoting online services and continue adding transactions to its website.

Commissioner Holcomb will also continue to work with DHS and the American Association of Motor Vehicle Administrators (AAMVA) to closely monitor and participate in deliberations at the federal level to modernize the REAL ID Act. It is hoped that DHS will take into account suggestions made by DMV administrators nationwide, Virginia DMV in particular, and AAMVA to move more of the REAL ID process online given the challenges presented during the COVID-19 pandemic.

DMV will continue to address the upcoming challenges, monitor customer trends, service capacity, and DHS actions regarding REAL ID and will keep the Administration and General Assembly abreast of any deviations from expected conditions or changes in requirements.

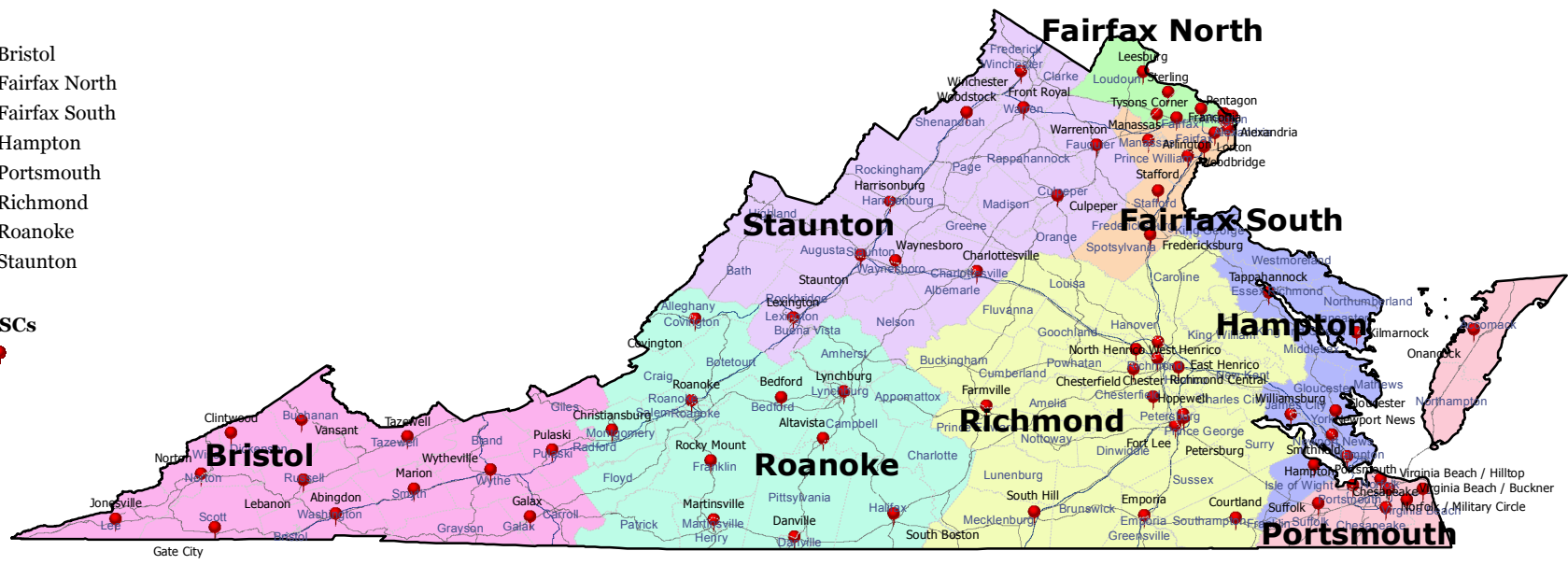
Appendix A

DMV Districts and Locations of Customer Service Centers

DMV Districts

- Bristol
- Fairfax North
- Fairfax South
- Hampton
- Portsmouth
- Richmond
- Roanoke
- Staunton

CSCs



**Appendix B:
REAL ID Credentials Issued by Customer Service Center
October 1, 2018 – March 31, 2020**

Customer Service Center (CSC)	Number of REAL IDs	Percentage of Credentials that are REAL ID	Rank by Number of REAL IDs	Rank by Percentage of REAL IDs
Tysons Corner CSC	57,061	58.64%	1	10
Fair Oaks CSC	51,810	61.14%	2	7
Mobile Operations	50,127	64.05%	3	5
Fairfax/Westfields CSC	46,937	65.87%	4	3
Leesburg CSC	43,414	64.27%	5	4
Woodbridge CSC	42,646	53.49%	6	17
Sterling CSC	41,818	58.77%	7	9
Arlington CSC	40,305	52.84%	8	19
Franconia CSC	39,908	55.14%	9	15
Manassas CSC	36,969	53.43%	10	18
Lorton CSC	35,651	57.57%	11	11
West Henrico CSC	35,631	53.53%	12	16
Alexandria CSC	34,017	57.40%	13	12
Chesterfield CSC	33,521	43.50%	14	34
Arlington DMV Metro VA Square	32,459	71.31%	15	2
North Henrico CSC	31,532	44.30%	16	32
Fredericksburg/Spotsylvania CSC	31,145	44.87%	17	29
VA Beach/Buckner CSC	29,335	44.31%	18	31
Charlottesville CSC	28,844	50.29%	19	20
Roanoke CSC	28,756	39.20%	20	39
VA Beach/Hilltop CSC	25,969	47.50%	21	23
Chesapeake CSC	25,962	46.53%	22	25
Warrenton CSC	23,801	60.63%	23	8
Stafford CSC	23,140	55.69%	24	14
Williamsburg CSC	21,634	56.75%	25	13
Newport News CSC	20,857	39.54%	26	38
Richmond Central HQ	20,639	32.81%	27	50
Chester CSC	17,500	34.95%	28	46
Lynchburg CSC	17,126	35.46%	29	45
Harrisonburg CSC	17,041	40.26%	30	37
Hampton CSC	16,626	28.49%	31	59
Winchester CSC	16,590	47.55%	32	22
Culpeper CSC	16,059	45.40%	33	27
Portsmouth CSC	15,595	32.82%	34	49

Customer Service Center (CSC)	Number of REAL IDs	Percentage of Credentials that are REAL ID	Rank by Number of REAL IDs	Rank by Percentage of REAL IDs
Christiansburg CSC	15,497	44.39%	35	30
Norfolk/Military Circle CSC	14,103	29.11%	36	57
Norfolk/Widgeon CSC	13,402	28.02%	37	60
East Henrico CSC	11,279	26.72%	38	63
Gloucester CSC	11,125	45.50%	39	26
Front Royal CSC	10,699	44.08%	40	33
Suffolk CSC	10,368	36.43%	41	42
Bedford CSC	8,797	46.65%	42	24
Waynesboro CSC	8,694	40.60%	43	36
Farmville CSC	8,238	32.76%	44	51
Hopewell CSC	8,237	26.39%	45	64
Tappahannock CSC	8,121	35.90%	46	43
Smithfield CSC	7,856	45.39%	47	28
Staunton CSC	7,821	35.52%	48	44
Rocky Mount CSC	7,683	38.85%	49	40
Abingdon CSC	7,243	33.86%	50	48
Woodstock CSC	6,420	38.01%	51	41
Pentagon	6,181	81.61%	52	1
Petersburg CSC	6,113	20.98%	53	71
Danville CSC	5,779	21.30%	54	70
Kilmarnock CSC	5,775	48.44%	55	21
Martinsville CSC	5,493	23.33%	56	67
Galax CSC	4,841	30.66%	57	53
Pulaski CSC	4,720	28.71%	58	58
Onancock CSC	4,554	30.38%	59	54
Lexington CSC	4,387	42.65%	60	35
Courtland CSC	4,080	34.70%	61	47
Fort Lee CSC	3,749	63.11%	62	6
Wytheville CSC	3,740	30.33%	63	55
Altavista CSC	3,362	27.84%	64	62
South Boston CSC	3,263	22.16%	65	68
South Hill CSC	3,185	25.56%	66	65
Covington CSC	2,672	29.35%	67	56
Tazewell CSC	2,566	21.55%	68	69
Marion CSC	2,258	27.89%	69	61
Lebanon CSC	2,161	25.38%	70	66
Norton CSC	2,132	18.46%	71	75
Gate City CSC	2,099	32.11%	72	52

Customer Service Center (CSC)	Number of REAL IDs	Percentage of Credentials that are REAL ID	Rank by Number of REAL IDs	Rank by Percentage of REAL IDs
Emporia CSC	1,668	18.86%	73	74
Jonesville CSC	1,059	18.87%	74	73
Vansant CSC	957	16.93%	75	76
Clintwood CSC	889	20.82%	76	72

Note: The numbers of REAL ID credentials include a small portion of credentials that are a replacement of a customer's initial REAL ID credential. The next quarterly report will break these credentials out separately.