

Virginia Department of Motor Vehicles

REAL ID Quarterly Implementation Report: April 1 – June 30, 2020

REAL ID Quarterly Report (April 1-June 30, 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 April 1, 2020, and June 30, 2020. This report concludes the Appropriation Act reporting requirement for REAL ID.

This reporting period saw significant challenges impacting REAL ID expansion in Virginia. Prior to mid-March, DMV was on a robust trajectory to process as many REAL ID transactions as possible at then-current staffing and facility levels. When fully operational, the agency was consistently setting new records for the daily number of REAL IDs issued.

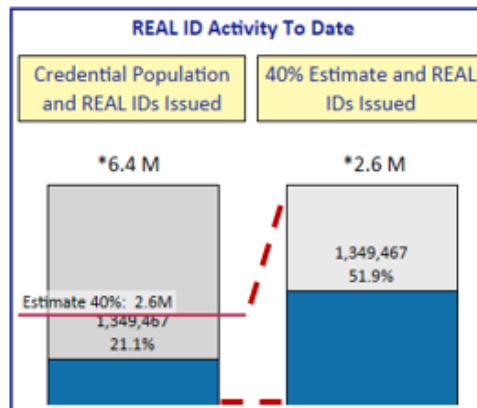
The COVID-19 pandemic resulted in the temporary closure of customer service centers (CSCs) statewide starting in mid-March. On March 15, 2020, the Governor ordered establishments in the Middle Peninsula area, which included three CSCs (Hampton, Newport News, and Williamsburg CSCs), to close due to an outbreak of COVID-19 in that area. On March 17, the Governor issued Executive Directive Seven (2020) directing CSCs statewide to close temporarily as of March 18, precluding any issuance of REAL IDs from that date until mid-May, at which point a phased reopening of CSCs began. Following safety parameters laid out by Governor Northam regarding social distancing and other protective measures, DMV had reopened 35 of its 75 CSCs by the end of the quarter. (DMV reopened 73 CSCs by September 24. The remaining two CSCs are in the process of being relocated and will not be reopened until the new locations are ready in early 2021.)

For this quarter, DMV experienced a significant decrease in the number and percentage of REAL ID-compliant credentials issued. It is difficult to forecast the number of additional customers DMV would have served had there been no 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 June 30, 2020, more than 1.5 million REAL ID credentials had been issued. This means that approximately 52% of the customers that DMV estimated may obtain a REAL ID had successfully applied for a REAL ID credential, or 21.1% of DMV's total credentialed population.

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, 2020, the U.S. 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 not clear at this time whether the extended deadline has been applied by these entities as well.

REAL ID Results from October 1, 2018 – June 30, 2020

Credentials Issued				
		Standard	REAL ID	REAL ID Return
2018	Q4	276,842	118,521	1,559
2019	Q1	286,047	136,302	4,187
	Q2	265,676	183,059	8,265
	Q3	274,088	244,875	13,907
	Q4	211,800	297,069	18,348
2020	Q1	166,741	323,853	19,845
	Q2	31,322	45,788	3,944
To Date:		1,512,516	1,349,467	70,055

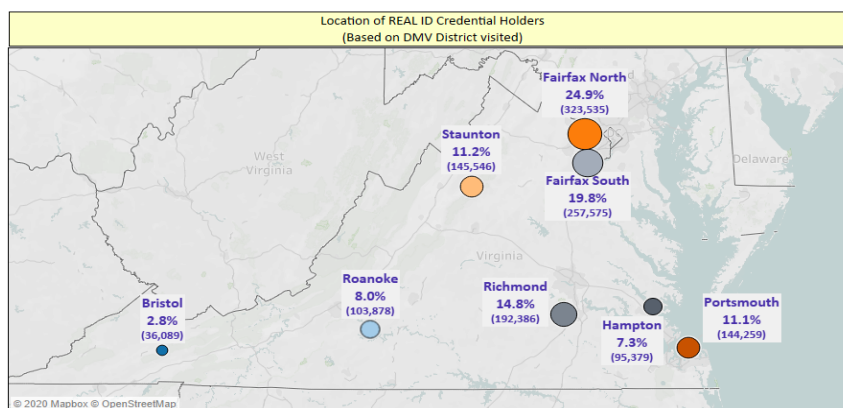


*Based on original projections

REAL IDs Issued by District							
	2018 Q4	2019				2020	
		Q1	Q2	Q3	Q4	Q1	Q2
Fairfax North	31,411	34,557	46,631	60,725	69,133	71,346	9,732
Fairfax South	21,999	25,012	35,299	49,816	56,763	60,763	7,923
Richmond	16,550	18,667	24,563	32,998	44,297	48,295	7,016
Portsmouth	12,772	14,493	19,439	24,917	31,354	36,313	4,971
Staunton	13,310	15,180	19,716	26,796	31,216	34,137	5,191
Hampton	8,100	9,509	11,997	16,256	21,791	24,341	3,385
Roanoke	8,914	10,545	14,183	18,116	22,599	24,070	5,451
Mobile Operations	2,224	4,377	6,513	9,001	12,168	15,842	695
Bristol	3,241	3,962	4,718	6,250	7,748	8,746	1,424
Statewide Total	118,521	136,302	183,059	244,875	297,069	323,853	45,788

Percent of Credentials REAL ID							
	2018 Q4	2019				2020	
		Q1	Q2	Q3	Q4	Q1	Q2
Fairfax North	44.7%	47.7%	56.7%	62.5%	70.1%	76.8%	71.2%
Fairfax South	34.7%	38.3%	48.9%	56.0%	65.1%	72.3%	67.5%
Staunton	31.0%	34.0%	40.6%	46.9%	55.9%	62.2%	58.8%
Portsmouth	24.5%	25.2%	32.8%	37.2%	48.3%	57.5%	54.0%
Hampton	25.5%	27.5%	33.3%	39.2%	52.5%	60.5%	52.7%
Richmond	23.4%	24.3%	31.0%	36.2%	48.9%	56.0%	51.4%
Roanoke	22.1%	23.7%	30.6%	34.9%	44.9%	49.8%	46.6%
Bristol	17.5%	18.7%	22.1%	26.2%	35.2%	41.0%	37.3%
Mobile Operations	31.7%	44.5%	55.0%	63.3%	75.2%	82.6%	34.3%
Statewide %	29.9%	32.0%	40.1%	46.0%	56.3%	63.4%	56.5%

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



REAL ID Highlights:

- As of June 30, 2020, DMV had issued 1,349,467 first-time REAL IDs. This represents almost 52% 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 per 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. As of the end of the quarter, when 35 CSCs had been reopened, DMV was averaging approximately 1,900 REAL ID-compliant credentials each day.
- Due to the COVID-19 pandemic, DMV outreach regarding REAL IDs was severely curtailed and a number of planned events during this quarter were cancelled. DMV expects to resume outreach efforts in early 2021.

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 April 1, 2020, through June 30, 2020, which includes the 19th, 20th, and 21st months of the REAL ID roll-out period. The first six 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](#), [DMV REAL ID Implementation 5th Quarterly Report](#), and [DMV REAL ID Implementation 6th Quarterly Report](#). This report concludes the Appropriation Act reporting requirement for REAL ID.

II. Challenges to REAL ID Implementation

The April through June 2020 reporting period saw significant challenges impacting REAL ID expansion in Virginia due to the COVID-19 pandemic. Prior to the temporary closure of all customer service centers (CSCs) statewide beginning in mid-March, DMV was on a robust trajectory to process as many REAL ID transactions as able at then-current staffing and facility levels. When fully operational, the agency was consistently setting new records for the daily number of REAL IDs issued. DMV began a phased reopening of CSCs on May 18th consisting of several locations each week across the state. By the end of the reporting period, 35 of DMV's 75 CSCs had reopened. (DMV opened 38 additional CSCs by the end of August, resulting in 72 of its 75 offices reopened. One more office was reopened September 24. The remaining two CSCs are in the process of being relocated and will not reopen until the new locations are ready in early 2021.) As a result of the pandemic, the federal government on March 26, 2020 extended the federal enforcement deadline for REAL ID to October 1, 2021.

A. 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 17th, the Governor issued Executive Directive Seven (2020), which ordered all CSCs statewide to close temporarily, effective March 18th, due to the pandemic. Subsequent directives extended the closures until May 18th, at which time DMV began a phased reopening of CSCs that offer the public specific services by appointment only.

During the two-month period of complete CSC closures, DMV worked diligently to plan for the eventual reopening of offices in accordance with the safety parameters outlined by Governor Northam. Key safety enhancements 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.

CSCs were reopened after appropriate precautions were put into place that incorporate social distancing protocols and other best practices recommended by the Centers for Disease Control and Prevention and the Virginia Department of Health. The phased process of reopening allowed DMV to fully equip and prepare each CSC in a rolling fashion. Table 1 lists each CSC and its reopening date.

DMV is offering select services in the CSCs, 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). For REAL ID credentials, due to limited appointment availability, DMV has focused on customers who need an original or renewal driver's license or identification (ID) card. At this time, DMV is not offering appointments for customers who want to come to a CSC only for a REAL ID replacement of their current driver's license or ID card that is not yet due for renewal. Because the federal enforcement deadline for REAL ID was pushed back to October 21, 2021, DMV decided not to include REAL ID replacement credentials in the select services offered so that customer appointments could be allocated to those services requiring most immediate need.

During the CSC closure and through the phased reopening, customers have been encouraged to complete their DMV transactions online or through the mail, as DMV's headquarters office remained 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. Fourth Amended Executive Directive Seven (June 25, 2020) extended the validity of every driver's license and ID card due to expire on or before July 31, 2020, for up to 180 days, not to exceed October 31, 2020. (Fifth Amended Executive Directive Seven (August 28, 2020) subsequently extended driver's licenses and ID cards expiring August 1 through October 30 by 60 days, and those expiring November 1 through 29 to November 30, 2020.) Vehicle registrations that expired in March through July were extended for up to 180 days, not to exceed October 31, 2020.

Table 1: CSC Phased Reopening Schedule, by Month

Customer Service Center	Date Reopened	Customer Service Center	Date Reopened
Abingdon	May 18, 2020	Covington	July 13, 2020
Charlottesville		Tappahanock	
Chesterfield		Vansant	
Fredericksburg		East Henrico	July 20, 2020
Hampton		Jonesville	
Harrisonburg		Wytheville	
Roanoke		Altavista	July 27, 2020
South Boston		Culpeper	
Va Beach/Buckner		Gloucester	
Emporia		South Hill	
Lynchburg	May 26, 2020	Woodbridge	August 3, 2020
Newport News		Clintwood	
Portsmouth		Petersburg	
Tazewell		Rocky Mount	
Onancock	May 29, 2020	Suffolk	August 10, 2020
Richmond Central		Winchester	
Arlington	June 1, 2020	Arlington Metro	
Franconia		Norfolk/Widgeon	
Leesburg		Va Beach Hilltop	
Prince Wm/Manassas		Warrenton	
Tysons Corner		Williamsburg	
Chester	June 8, 2020	Bedford	August 24, 2020
Front Royal		Kilmarnock	
Galax		Lorton	
Martinsville		Pulaski	
Norfolk/Military Circle		West Henrico	
North Henrico		Courtland	
Christiansburg	June 15, 2020	Hopewell	August 31, 2020
Farmville		Marion	
Waynesboro		Staunton	
Woodstock		Fair Oaks Mall	
Alexandria	June 22, 2020	Fort Lee	September 24, 2020
Chesapeake		Pentagon	
Fairfax/Westfields		Sterling	
Gate City		Stafford	
Danville	July 6, 2020	<i>Note: Lexington and Smithfield offices are in the process of being relocated and will reopen in new facilities in early 2021.</i>	
Lebanon			
Norton			

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

Unfortunately, credential extensions and online/mail options do not assist customers needing REAL IDs because federal law mandates that customers apply for a REAL ID in person. Even though REAL ID credential replacement is not included in the list of select services for which DMV customers may request an appointment at a CSC, customers have continued to come to the CSCs to obtain original and renewal REAL IDs, albeit at a lower total number than before the pandemic began.

B. 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 26th, 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 applied to these entities as well.

As noted in previous quarterly reports, DHS sought input in November 2019 from motor vehicle agencies and the public on ways to modernize the REAL ID issuance process. 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. If the appropriate information was 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.

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 strongly believes that legislation to effect the proposed changes would further the goals of REAL ID within the framework of a "new normal" due to the pandemic.

On July 1, 2020, Senator Johnson (WI) introduced the REAL ID Modernization Act (S. 4133) in the United States Senate. The bill expands the definition of driver's license and identification card

to include mobile driver's licenses and identification cards (stored electronically). In addition, through this bill, states would be able to accept certain information required from applicants for REAL ID credentials through electronic submission. The Secretary of DHS will determine which information states will be allowed to accept in this manner. Additionally, the requirement for a digital photo is expanded to include a digital photo that is already on file with the state (if taken within the previous six years). For immediate reduction of burden, states would not need to require an applicant to provide separate documentation of the applicant's social security number or address of principal residence outside of the electronically provided information.

The REAL ID Modernization Act is working its way through the federal legislative process and has been reported favorably by the Senate Homeland Security Committee with substitute language. While it is still unclear whether the final version of the REAL ID Modernization Act will allow the process described in Virginia's proposal, it is a positive step toward making the REAL ID issuance process more efficient while also maintaining the security of the process. If the bill is signed into law in a comparable form, it would, at a minimum, allow DMV to electronically process and verify some of the information required by the REAL ID Act. At best, DMV would be able to confirm all required information electronically and issue REAL ID-compliant driver's licenses or ID cards online, eliminating the need for an in-person visit.

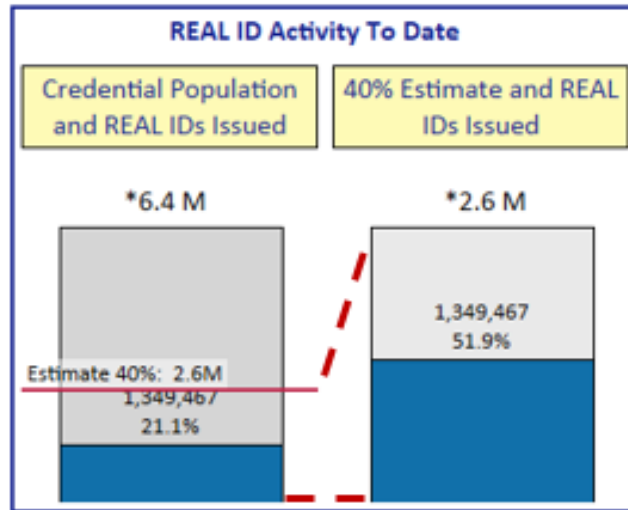
III. REAL ID Status

Over the past quarter of REAL ID implementation (April 1, 2020, through June 30, 2020), DMV experienced a major decrease in the number and percentage of REAL ID-compliant driver's licenses and ID cards issued due to the COVID-19 pandemic. It is difficult to forecast the number of additional customers that DMV could have served without the office closures due to the pandemic response. However, it is 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. As of the end of the quarter, when 35 CSCs had been reopened, DMV was averaging approximately 1,900 REAL ID-compliant credentials each day.

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 ID card. As of June 30, 2020, approximately 52% of the customers that DMV estimated may obtain a REAL ID had successfully applied for a REAL ID credential, or 21.1% of DMV's total credentialed population (Chart 1).

Chart 1: REAL ID Activity for the First 21 Months of Implementation



**Based on original projections*

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 negative impacts on the state budget, initiation of a hiring freeze, and limitations on the ability to conduct in-person training of new staff. As a result, hiring for the REAL ID positions has been delayed. At the same time, DMV has implemented numerous changes in its CSCs that limit the number of customers served in person, while also adding new tasks to the daily work at CSCs. 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 by Spring 2021 and will extend well past the new 2021 enforcement date.

DMV must balance the next wave of demand for REAL IDs within the framework of pandemic-related changes implemented in its CSCs as well as new budget constraints.

A. Volume of REAL ID Credentials Issued

DMV has experienced a significant decrease in the volume and percentage of REAL ID credentials issued during the most recent quarter. During this quarter, DMV issued 45,788 REAL ID credentials, accounting for 56.5% of credentials issued by DMV’s CSCs. Nevertheless, this is the third 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 21 months of implementation, by quarter.

Chart 2: REAL ID Credentials Issued in CSCs, by Quarter
(October 1, 2018 – June 30, 2020)

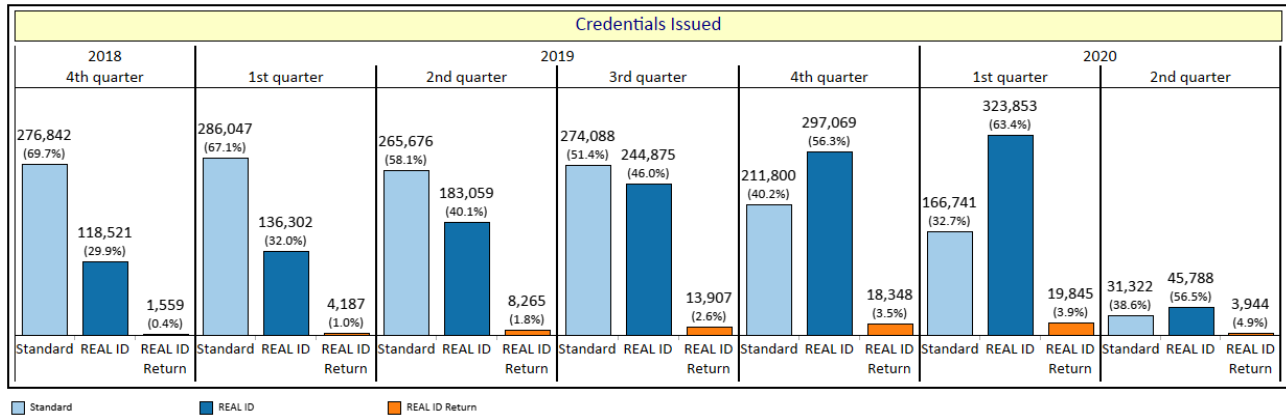
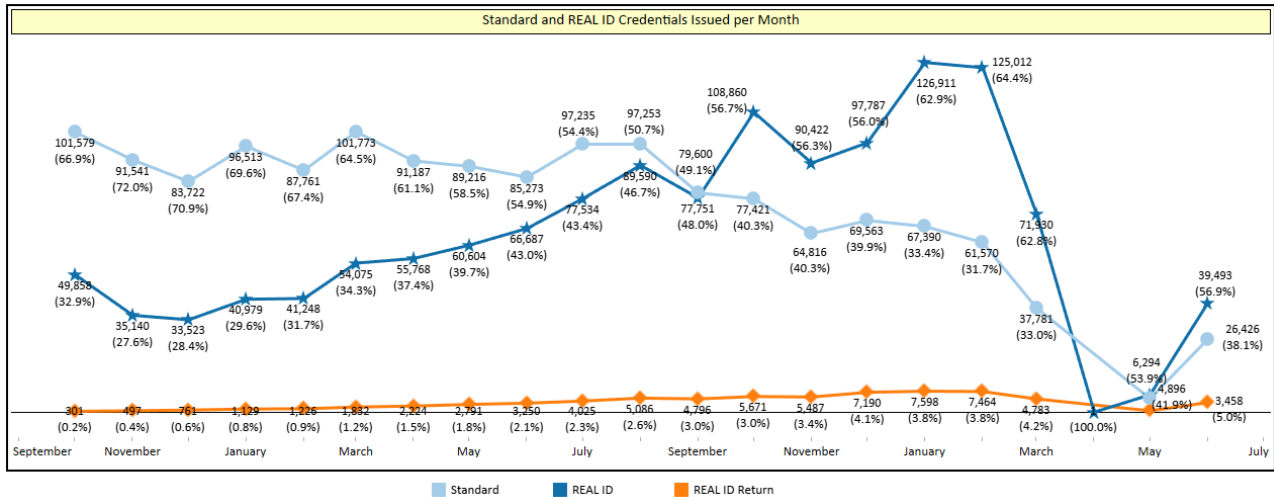


Chart 3 displays the monthly REAL ID credential volumes since REAL ID implementation began. After a month-to-month decline in REAL IDs issued in the first three months of the roll-out, issuance began steadily increasing month after month during 2019. Between October 2019 and March 2020, DMV consistently issued more REAL IDs than standard credential types each month. Following the temporary closure of all CSCs from mid-March to mid-May, issuance began to rebound by the end of the quarter – to 39,493, representing 56.9% of credentials issued by DMV CSCs.

Chart 3: Standard and REAL ID Credentials Issued per Month
(October 1, 2018, through June 30, 2020)



DMV saw a marked decrease in the number of REAL ID credentials issued by all eight of its districts and its mobile operations during this past quarter (Table 2). Additionally, while some districts issue REAL IDs at substantially higher proportions than other districts, all districts

experienced a decrease in their percentage of REAL ID transactions issued compared to previous quarters. The overall decrease is due to the CSC closures in response to the COVID-19 pandemic and the non-inclusion of REAL ID replacement credentials on the list of select services available to customers requesting an appointment at the CSCs.

Table 2: REAL ID Credentials Issued by District

REAL IDs Issued by District								Percent of Credentials REAL ID								
	2018 Q4	2019				2020				2018 Q4	2019				2020	
		Q1	Q2	Q3	Q4	Q1	Q2			Q1	Q2	Q3	Q4	Q1	Q2	
Fairfax North	31,411	34,557	46,631	60,725	69,133	71,346	9,732	Fairfax North	44.7%	47.7%	56.7%	62.5%	70.1%	76.8%	71.2%	
Fairfax South	21,999	25,012	35,299	49,816	56,763	60,763	7,923	Fairfax South	34.7%	38.3%	48.9%	56.0%	65.1%	72.3%	67.5%	
Richmond	16,550	18,667	24,563	32,998	44,297	48,295	7,016	Staunton	31.0%	34.0%	40.6%	46.9%	55.9%	62.2%	58.8%	
Portsmouth	12,772	14,493	19,439	24,917	31,354	36,313	4,971	Portsmouth	24.5%	25.2%	32.8%	37.2%	48.3%	57.5%	54.0%	
Staunton	13,310	15,180	19,716	26,796	31,216	34,137	5,191	Hampton	25.5%	27.5%	33.3%	39.2%	52.5%	60.5%	52.7%	
Hampton	8,100	9,509	11,997	16,256	21,791	24,341	3,385	Richmond	23.4%	24.3%	31.0%	36.2%	48.9%	56.0%	51.4%	
Roanoke	8,914	10,545	14,183	18,116	22,599	24,070	5,451	Roanoke	22.1%	23.7%	30.6%	34.9%	44.9%	49.8%	46.6%	
Mobile Operations	2,224	4,377	6,513	9,001	12,168	15,842	695	Bristol	17.5%	18.7%	22.1%	26.2%	35.2%	41.0%	37.3%	
Bristol	3,241	3,962	4,718	6,250	7,748	8,746	1,424	Mobile Operations	31.7%	44.5%	55.0%	63.3%	75.2%	82.6%	34.3%	
Statewide Total	118,521	136,302	183,059	244,875	297,069	323,853	45,788	Statewide %	29.9%	32.0%	40.1%	46.0%	56.3%	63.4%	56.5%	

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

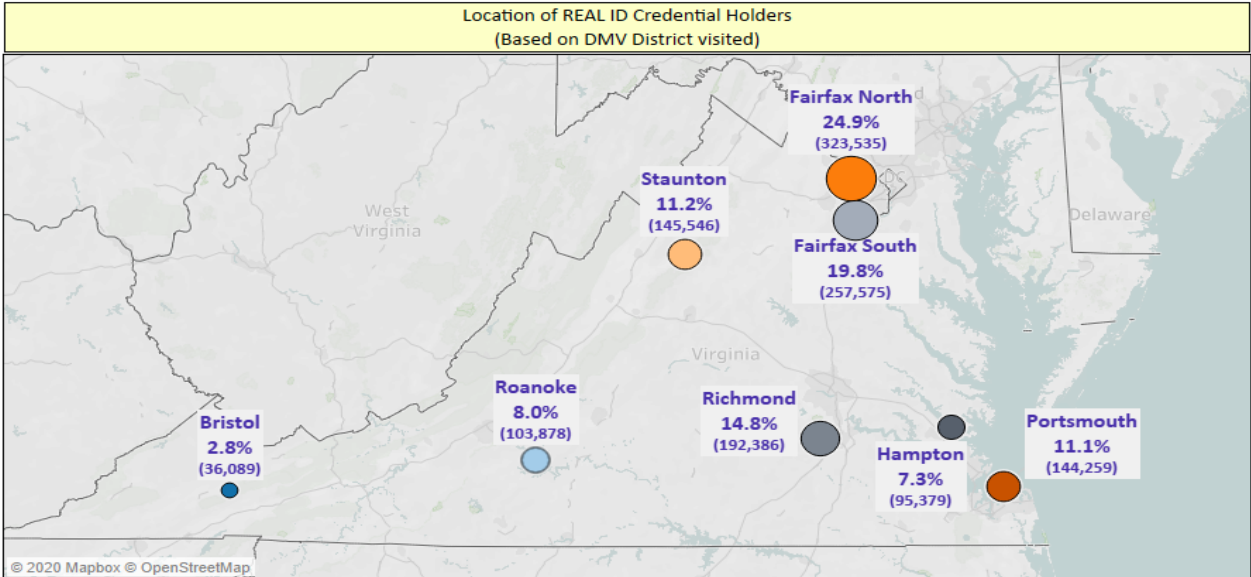
Throughout REAL ID roll-out, CSCs in the Northern Virginia area have issued the most REAL IDs. Of DMV’s 75 offices, nine of the top ten CSCs by REAL ID credential volume are located in Northern Virginia (Fairfax North and Fairfax South Districts). Fort Lee and Williamsburg CSCs continue to place within the top ten, along with Northern Virginia offices, in terms of the percentage of credentials issued that are REAL ID compliant. Table 3 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 3: Top 10 CSCs by Number and Percent of REAL ID Credentials Issued (October 1, 2018, through June 30, 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	60,571	Pentagon	81.6%
Fair Oaks	51,810	Metro at VA Square	71.3%
Fairfax Westfields	47,713	Fairfax Westfields	65.9%
Leesburg	45,805	Leesburg	64.8%
Arlington	43,359	Fort Lee	63.1%
Woodbridge	42,644	Fair Oaks	61.1%
Franconia	42,046	Warrenton	60.6%
Sterling	41,818	Sterling	58.8%
Prince William/Manassas	39,445	Alexandria	57.5%
Chesterfield	36,177	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. 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 \$12.12 million in REAL ID-related operating expenses since the program began in October 2018, for a total of \$13.23 million in expenditures (not including additional costs associated with the transfer of some vehicle work to DMV Selects). Between October 1, 2018, and June 30, 2020, DMV collected almost \$13 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. DMV Selects have seen a 5.7% increase in their transaction volume from October 1, 2018, through June 30, 2020, compared to the same timeframe prior to REAL ID implementation. This is a decline from the 14.8% increase seen in the last quarterly report, which is due to the closure of these

locations during the COVID-19 pandemic. As a result of the general increase, the Selects have received an increase of approximately \$1.62 million from DMV when compared to the same time period pre-REAL ID implementation, which is an 18% increase in compensation.

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.

IV. Ongoing Management of REAL ID

Despite altered operations due to the COVID-19 pandemic, 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 in the public relations/communications and processes management areas.

A. Public Relations – Communications about REAL ID

Due to the COVID-19 pandemic, DMV's Communications Office drastically reduced the amount of communication issued to educate the public about REAL ID. A number of planned activities for this quarter of 2020 were 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.

During the second quarter, 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. Graphics for airports were updated with the new enforcement date, and Dulles International, Richmond International, and other airports around the state are displaying these updated graphics.

B. Processes

Throughout the roll-out of REAL ID, DMV has identified and implemented numerous process improvements that ultimately enable DMV to serve customers more efficiently in its field offices, and in particular allowing for more capacity to serve REAL ID customers. Enhancements have included:

- Implemented "start anywhere" process for the driver's license renewal transaction;
- Simplified online customer PIN reset process;
- Added Google Pay and Apple Pay to credit card terminals at all CSCs;

- Moved dealer titling work away from CSCs and to electronic platforms;
- Revised threshold for number of transactions required to participate in the Online Dealer Program down from 200 to 100;
- Transferred some back office document processing to more rural CSCs;
- Trained Law Enforcement agents to administer road skills testing; and
- Updated 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.

However, since the beginning of the pandemic, the agency's focus has necessarily shifted from REAL ID to revamping CSC processes to serve a more limited in-person customer base in a way that maximizes the safety and health of both customers and employees.

V. Next Steps and Conclusions

DMV expects to face many challenges as the COVID-19 pandemic continues. On May 18, DMV began implementing a phased reopening of offices across the Commonwealth as it was able to put appropriate precautions in place. The changes that DMV has had to make within its offices necessarily limits the number of customers served in-person at the CSCs. The "new normal" associated with customer flow within field offices will continue for the foreseeable future, which means that transactions that are allowed to be completed in the CSCs will continue to be limited to those most critical to customers in the short-term. Driver's license and ID card replacement transactions solely for the purpose of obtaining a REAL ID-compliant credential are not currently offered in CSCs; DMV will revisit this decision in early 2021. In the meantime, DMV will continue to strongly promote online services, continue adding transactions to its website for services that can feasibly be offered outside of a CSC, and continue finding ways to add appointment capacity for in-person services wherever possible.

DMV will also continue to closely monitor the progress of legislation in Congress to modernize the REAL ID Act. DMV planning is underway to ensure the agency is able to take advantage of enhanced service options should the federal legislation pass into law.

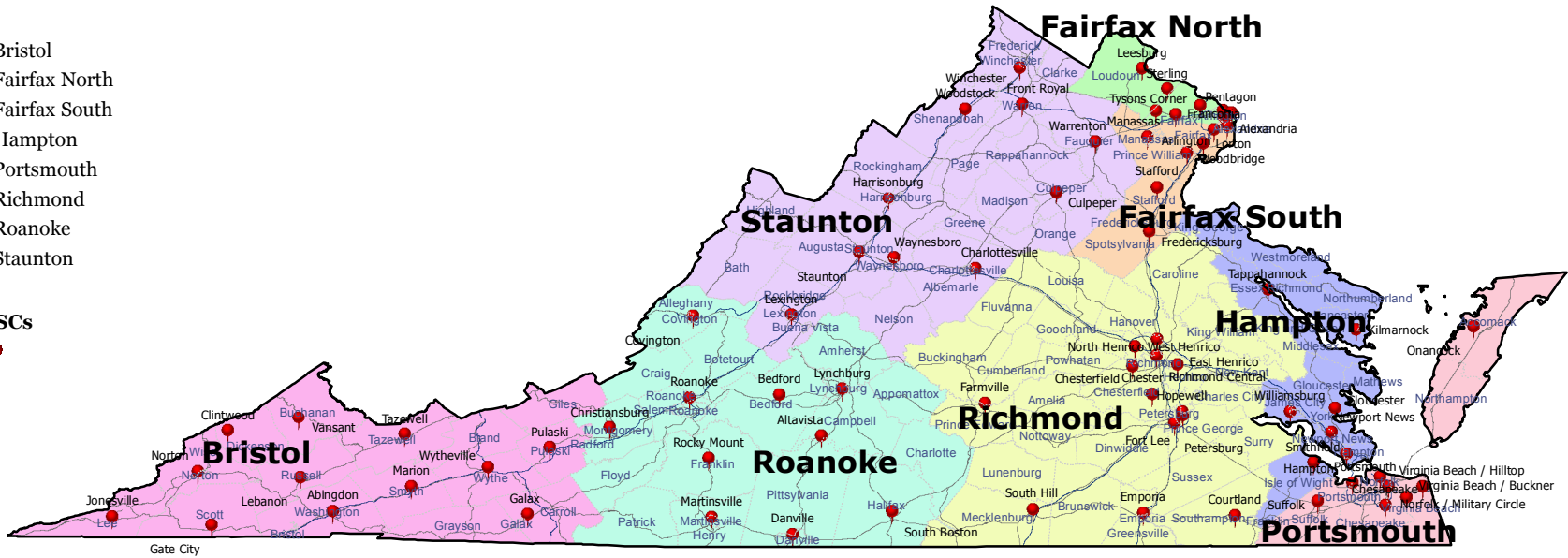
Appendix A

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 – June 30, 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	60,571	59.25%	1	8
Fair Oaks CSC	51,810	61.14%	2	6
Fairfax/Westfields CSC	47,713	65.90%	3	3
Leesburg CSC	45,805	64.76%	4	4
Arlington CSC	43,359	53.74%	5	16
Woodbridge CSC	42,644	53.49%	6	18
Franconia CSC	42,046	55.77%	7	13
Sterling CSC	41,818	58.77%	8	9
Prince William/Manassas CSC	39,445	54.16%	9	15
Chesterfield CSC	36,177	44.13%	10	33
Lorton CSC	35,650	57.56%	11	10
West Henrico CSC	35,631	53.53%	12	17
Alexandria CSC	34,571	57.46%	13	11
Fredericksburg CSC	33,898	46.05%	14	25
North Henrico CSC	32,666	44.55%	15	30
Arlington DMV Metro VA Square	32,459	71.31%	16	2
VA Beach/Buckner CSC	31,759	45.16%	17	29
Roanoke CSC	31,646	40.02%	18	38
Charlottesville CSC	31,407	51.17%	19	19
Chesapeake CSC	26,267	46.58%	20	24
VA Beach/Hilltop CSC	25,969	47.50%	21	22
Warrenton CSC	23,801	60.63%	22	7
Stafford CSC	23,140	55.69%	23	14
Richmond Central HQ	22,488	33.81%	24	48
Newport News CSC	22,323	40.27%	25	37
Williamsburg CSC	21,634	56.75%	26	12
Harrisonburg CSC	18,792	41.22%	27	35
Hampton CSC	18,545	29.87%	28	55
Lynchburg CSC	18,431	36.17%	29	42
Chester CSC	18,263	35.36%	30	45
Portsmouth CSC	16,828	33.71%	31	49
Winchester CSC	16,590	47.55%	32	21
Culpeper CSC	16,059	45.40%	33	27
Christiansburg CSC	15,910	44.54%	34	31

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
Norfolk/Military Circle CSC	14,755	29.65%	35	56
Norfolk/Widgeon CSC	13,402	28.02%	36	59
East Henrico CSC	11,279	26.72%	37	62
Gloucester CSC	11,125	45.50%	38	26
Front Royal CSC	11,081	44.45%	39	32
Suffolk CSC	10,368	36.43%	40	41
Waynesboro CSC	8,931	40.86%	41	36
Bedford CSC	8,797	46.65%	42	23
Farmville CSC	8,475	33.04%	43	50
Hopewell CSC	8,237	26.39%	44	63
Tappahannock CSC	8,121	35.90%	45	43
Abingdon CSC	7,968	34.35%	46	47
Smithfield CSC	7,856	45.39%	47	28
Staunton CSC	7,821	35.52%	48	44
Rocky Mount CSC	7,682	38.85%	49	39
Woodstock CSC	6,677	38.52%	50	40
Pentagon CSC	6,181	81.61%	51	1
Petersburg CSC	6,113	20.98%	52	70
Martinsville CSC	5,831	23.76%	53	66
Danville CSC	5,779	21.30%	54	69
Kilmarnock CSC	5,775	48.44%	55	20
Galax CSC	5,099	30.93%	56	53
Onancock CSC	4,911	31.14%	57	52
Pulaski CSC	4,720	28.71%	58	58
Lexington CSC	4,387	42.65%	59	34
Courtland CSC	4,080	34.70%	60	46
South Boston CSC	3,768	23.21%	61	67
Fort Lee CSC	3,749	63.11%	62	5
Wytheville CSC	3,740	30.33%	63	54
Altavista CSC	3,362	27.84%	64	61
South Hill CSC	3,184	25.56%	65	64
Tazewell CSC	2,887	22.38%	66	68
Covington CSC	2,672	29.35%	67	57
Marion CSC	2,258	27.89%	68	60
Gate City CSC	2,219	32.36%	69	51
Lebanon CSC	2,161	25.38%	70	65
Norton CSC	2,132	18.46%	71	74
Emporia CSC	2,044	20.96%	72	71

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
Jonesville CSC	1,059	18.87%	73	73
Vansant CSC	957	16.93%	74	75
Clintwood CSC	889	20.82%	75	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.