SLC States and REAL ID Requirements

Thursday, June 2 | 2 p.m. EDT
FREE Webinar Presented by CSG South/SLC
REAL ID

Overview

June 2, 2016
Agenda

- Overview
  - 9/11 Commission
  - REAL ID Act & Regulation
- Status of States
  - Aggregate
  - Map
- Enforcement Schedule
- Noncompliant Cards
- Reference Documents
REAL ID Overview

“The federal government should set standards for the issuance of birth certificates and sources of identification, such as driver’s licenses.”

“Sources of identification are the last opportunity to ensure that people are who they say they are and to check whether they are terrorists.”

--9/11 Commission Report p.390
REAL ID Overview

- REAL ID Act was Enacted by Congress in 2005
  - Covers 56 jurisdictions - 50 states, 5 territories, and DC
  - Establishes minimum standards for the secure issuance of state driver’s licenses & identification cards
  - Prohibits Federal agencies from accepting for official purposes State-issued driver’s licenses and identification cards unless the State is meeting minimum requirements set forth in the Act

- Authorizes the Secretary of Homeland Security:
  - Determines if a state is meeting the minimum requirements of the Act based upon certifications made by the State
  - May grant to a State an extension of time to meet the requirements if the State provides adequate justification for noncompliance

- Official Purposes, as defined in regulation, are:
  - Accessing Federal facilities
  - Boarding federally regulated commercial aircraft
  - Entering nuclear power plants
Requires Proof and Verification of Identity & Lawful Status
- Full legal name;
- Date of birth;
- Social Security Number;
- Address of principal residence; and
- Lawful status.

Requires Card Design to Include:
- Biographic information, digital photo, signature, & card number;
- Physical/Anti-counterfeit security features; and
- Common machine-readable technology.

Requires Safeguards for the Issuance and Production of Licenses
- Copy & retain source document information;
- Secure production facilities & document materials; and
- Background checks & fraudulent document training for employees.

Does not create:
- A national ID card
- A Federal database of driver information
- New Federal access to state data

Does not authorize DHS to regulate issuance of cards by states.

Does not prevent any state from issuing noncompliant cards
Status of States

95% of Standards are Met or in Progress

Meets Standard: 2,036
Plans to Meet: 237
Insufficient Information: 43
Does Not Meet Standard: 92

Total: 2,408

56 jurisdictions * 43 requirements = 2,408

Updated: 6/1/2016
Status of States

As of June 1, 2016

Compliant (24)
Noncompliant with Extension (27)
Noncompliant without Extension (5)
# REAL ID Enforcement Schedule

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
<th>Full Enforcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restricted areas for DHS HQ</td>
<td>04/21/14</td>
</tr>
<tr>
<td>2</td>
<td>Restricted areas for Federal facilities &amp; for nuclear power plants</td>
<td>07/21/14</td>
</tr>
<tr>
<td>3</td>
<td>Semi-restricted areas for Federal facilities</td>
<td></td>
</tr>
<tr>
<td>3a</td>
<td>Federal Security Levels 1 and 2;</td>
<td>01/19/15</td>
</tr>
<tr>
<td>3b</td>
<td>Federal Security Levels 3, 4, and 5 and military facilities</td>
<td>10/10/15</td>
</tr>
<tr>
<td>4</td>
<td>Boarding Commercial Aircraft</td>
<td></td>
</tr>
<tr>
<td>4a</td>
<td>Passengers from noncompliant states without extensions</td>
<td>1/22/18</td>
</tr>
<tr>
<td>4b</td>
<td>Passengers from all states without compliant documents</td>
<td>10/01/20</td>
</tr>
</tbody>
</table>

* Exceptions for health, safety, or life-preserving services; law enforcement; and judicial activities.

* Out of Scope: public areas of Federal facilities; non-Federal facilities; application for or receipt of Federal benefits; and uses other than the defined official purposes.
## Noncompliant Card Markings

<table>
<thead>
<tr>
<th>State</th>
<th>Status</th>
<th>Noncompliant Card Marking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>Compliant</td>
<td>Not for Federal Identification</td>
</tr>
<tr>
<td>Colorado</td>
<td>Compliant</td>
<td>Not Valid for Federal Identification, Voting or Public Benefit Purposes</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Compliant</td>
<td>Not for Federal Identification</td>
</tr>
<tr>
<td>Delaware</td>
<td>Compliant</td>
<td>Driving Privilege Only/Not Valid for Identification</td>
</tr>
<tr>
<td>DC</td>
<td>Compliant</td>
<td>Not Valid for Federal Official Purposes</td>
</tr>
<tr>
<td>Maryland</td>
<td>Compliant</td>
<td>Not Acceptable for Federal Purposes</td>
</tr>
<tr>
<td>Nevada</td>
<td>Compliant</td>
<td>Driver Authorization Card/Not Valid for Identification</td>
</tr>
<tr>
<td>Utah</td>
<td>Compliant</td>
<td>Not Valid for Identification</td>
</tr>
<tr>
<td>Vermont</td>
<td>Compliant</td>
<td>Not for Federal Identification</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Compliant</td>
<td>Not for Federal Identification</td>
</tr>
<tr>
<td>California</td>
<td>No (Extension)</td>
<td>Federal Limits Apply</td>
</tr>
<tr>
<td>Illinois</td>
<td>No (No Extension)</td>
<td>Not Valid for Identification</td>
</tr>
</tbody>
</table>
Reference Documents


REAL ID Regulation (6 CFR Part 37) and amendments - http://www.dhs.gov/secure-drivers-license-documentation


Questions

- DHS REAL ID Webpage: [https://www.dhs.gov/secure-drivers-licenses](https://www.dhs.gov/secure-drivers-licenses)

- DHS REAL ID Mailbox: OSIIS@HQ.DHS.GOV
  - State Requirements: Steve Kozar  Steven.Kozar@hq.dhs.gov
  - Verification Systems: Selden Biggs  Selden.Biggs@hq.dhs.gov
  - Enforcement: Scott Shelton  Scott.Shelton@hq.dhs.gov

- Ted Sobel, Deputy Assistant Secretary (A)
  Ted.Sobel@hq.dhs.gov
Georgia’s Implementation of the REAL ID Act

Commissioner Bert Brantley
Background

• The State of Georgia fully implemented all the requirements of REAL ID in July 2012.

• Approximately six months later, in December 2012, Georgia was one of only 13 states deemed to be compliant with REAL ID by the U.S. Department of Homeland Security.
Background

• Overall, Georgia was well-positioned for full implementation.

• For years, the Department of Driver Services (DDS) had been requiring applicants to provide documented proof of identity and U.S. citizenship or lawful status; was verifying Social Security numbers with SSA; had been authenticating immigration documents through the federal Systematic Alien Verification for Entitlements (SAVE) program; and was scanning certain customer documents.
Background

- The transition also came on the heels of a major systems’ modernization in 2009.

- Included was the introduction of a new card, a new issuance system, a new issuance process, and a new electronic digital imaging system—all which met or exceeded REAL ID standards.
Background

• Legislatively, the path to REAL ID in Georgia was paved by the General Assembly in 2007 with the passage of Senate Bill 5, enabling legislation which authorized Georgia’s compliance with REAL ID only after it was shown that adequate safeguards for Georgia’s citizens had been defined and were in place.

• DDS agency rules and regulations were amended to align with the federal Final Rules.
Background

• A number of economic factors played a key role in Georgia’s desire to comply with REAL ID.

• Georgia’s diverse workforce; headquarters to twenty Fortune 500 companies; more than 440 Fortune 500 companies have a substantial economic presence here.

• Ranked #1 in business climate three years in a row (2013, 2014, and 2015).
Background

• Georgia is also home of the Atlanta Hartsfield Jackson International Airport, the world’s busiest airport in terms of passengers.

• In 2015, more than 100 million passengers passed though Atlanta Hartsfield Jackson.
Outreach efforts

Pre- and post-implementation outreach was critical, and the approach to publicizing the changes has been multifaceted, including:

• Statewide public service announcements (radio)

• Online ads on news outlets (i.e. AJC.com, WSBTV.com) and social media (i.e. Facebook and Yahoo).

• Brochures across the state to business partners, in public places, etc.
Outreach efforts

• Partnerships with civic organizations, such as Rotary clubs, other governmental entities, and various retail associations.

• Information posted on the DDS website.

• Timed press releases.

• Notices sent to customers expected to visit DDS on or after implementation date.
Sample Ads

GET INFORMED BEFORE YOU RENEW OR GET YOUR LICENSE.

YOU'LL BE HAPPY YOU BROUGHT THE RIGHT DOCUMENTS.
If you’re getting a new driver’s license or renewing an old one, you should know that there are new rules regarding proof of identification at the Department of Driver Services.

Save yourself a second trip.
For details or to print a checklist of what you need to bring, visit dds.ga.gov.

Effective July 1, 2012,
you’ll need to come IN PERSON and bring the following:

☑️ Original birth certificate or valid passport
☑️ Social security card
☑️ Two proofs of residency
☑️ Documents supporting any legal name changes

RENEWING OR GETTING YOUR LICENSE?

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What we experienced

• Initial spike in customer wait time as staff adjusted to new requirements, which is depicted in an upcoming slide.

• Increased number of customers making return visits because of missing documents.

• Customers who didn’t have identity and name change documents, especially senior customers.
How we adjusted

• To deal with these challenges, DDS hired and trained 22 new full time positions and 66 temporary positions (FY 2013).

• Augmented full-time staff with temporary and part-time staff.

• Temporarily opened select locations on Mondays on an appointment basis (offices typically closed on Mondays); offered overtime opportunities to staff.
How we adjusted

• Made procedural improvements, such as working the line before opening the center, packaging documents in order before reaching the counter, managing the customer queue.

• Stood up an internal Help Desk for field staff to assist customers who had extra-ordinary issues.

• Expanded list of acceptable documents; allowed missing residency and Social Security documents to be submitted by fax, mail, or online.
How we adjusted

• Installed additional hardware, such as additional scanners.

• Deployed business center computers with internet access to high volume centers to allow customers with to print common documents from online partners to prove residency and SSN.

• Interfaced with Georgia vital records to e-verify birth certificates of Georgia born residents.
Initial Customer Service impact

Compared to the 4 weeks prior to implementing, performance for the week the first week under Secure ID:

– Average renewal wait time up from 35 min to 2 hr 07 min across the state;
– Percent of customers served within SLA dropped from 46% to 22% across the state;
– Average transaction time up from 6 min to 10 min. Down to 8 minutes as of April 2013.
Statewide Average Wait Time
All Services (Initial month)
Milestones

Department of Driver Services issues 1 millionth SecureID driver’s license

Latest version first implemented July 1

Georgia Department of Driver Services Commissioner Rob Mikell announced last week that one million customers have received a new SecureID driver license and/or identification card since new process changes on July 1, 2012.

“This major milestone ensures that all our customers will have their credentials recognized as meeting the latest federal security standards as required by the Real ID Act, and DDS is committed to that goal,” he said.

The renewal process went smoothly for Mrs. Lydia Menzies at the Athens, Clarke County, DDS Customer Service Center.

Gov. Nathan Deal commended the DDS.

“Congratulations to Commissioner Mikell and his team for reaching this important achievement,” Deal said. “DDS provides our citizens with the most secure licenses and IDs that our state has ever produced that includes protection against identity theft and a higher level of homeland security,” he added.

SecureID requires customers to visit a DDS customer service center in person to present original documentation to prove: personal identity, two proofs of residential address and full social security number.

Non-citizens must also prove legal presence.

Renewal customers who arrive without complete documentation are still issued an 120-day temporary license or ID so they may continue to drive legally and have photo identification. This allows them ample time to gather documentation, but does mean a second trip to a DDS center.

For more information visit www.dds.ga.gov/secureid.
Looking forward

• Nearly 5.7 million of Georgia’s 8+ million cardholders have been “enrolled” and possess a REAL ID compliant card.

• Annually, DDS enrolls approximately 1 million customers.

• DDS anticipates that by mid-2017, over 90% of Georgia cardholders will possess a REAL ID compliant card.
Questions?
STATE OF LOUISIANA
DEPARTMENT OF PUBLIC SAFETY
OFFICE OF MOTOR VEHICLES

“REAL ID”

PRESENTED BY:
COMMISSIONER KAREN G. ST. GERMAIN
DEPUTY COMMISSIONER STACI HOYT
WHAT IS THE NEED FOR “REAL ID”??

- 9/11/01 Terrorist Attack on U.S. Soil Via Federal Air Space

- President George W. Bush establishes the 9/11 Commission to investigate and recommend future preventative measures

- Real ID Act of 2005 required states to implement certain security measures surrounding the issuance of their credentials, including tamper and counterfeit resistant DL’s and ID’s, if their citizens wanted to utilize for federal identification purposes
HB 907 - Rep Karen G. St. Germain passes 2014 Regular Legislative Session

Vetoed by Governor Bobby Jindal

Reason #1 – fear of losing political campaign contributions by certain political groups due to their right-wing beliefs

- Former Governor Jindal’s political aspirations to be President of the U.S.

Senate Bill 227  (Sen. Yvonne Colomb)

** Includes Opt In/Out Option

Four Options - ID Card (Non Compliant / Compliant)

Drivers’ License (Non Compliant / Compliant)
CHALLENGES

- Networking / Privacy – participating entities will only share information for the purposes of verification and not share actual data.

- Photographs – required to identify applicant and eliminate fraud

- Biometrics – Louisiana does not have capability to capture biometric images.
IS LOUISIANA OMV READY FOR REAL ID??

- Louisiana has been ready to implement Real ID
  - Majority of Real ID benchmarks have been existing OMV practices clearly outlined in Louisiana statute for years
  - Minor modifications are needed to be considered Real ID compliant with Homeland Security
    - Marking the credential with the Compliant Star or Non-Compliant verbiage indicating the credential can not be utilized for Federal Identification purposes
    - Obtaining DHS approval of Louisiana’s Real ID Plan
    - Proof of Residency (resolved in 2016 Real ID Bills)
    - Presentation of Breeder Documents (resolved in 2016 Real ID Bills)
WHERE WE ARE NOW?

- Louisiana was granted a “Real ID” extension by DHS through October 10th, 2016
- Louisiana will now be considered eligible for an additional extension, if needed, because of HB 702 and SB 227
**IMPORTANT DATES:**

- **1/22/2018** – Louisiana will be considered a “Real ID” compliant state. All Louisiana credentials, regardless if marked “compliant or not” will be accepted by TSA for air travel.

- Non-compliant states will be unable to utilize their credentials.

- **10/1/2020** – All air travel will require a TSA approved document to board aircraft – non-compliant DL’s or ID’s will NOT be accepted.
LOUISIANA’S FUTURE: GOVERNOR JOHN BEL EDWARDS

- Campaign slogan “Louisiana First”

- Signing 2016 “Real ID” Bills is just one example of him keeping his promise to Louisiana citizens

- Two duplicate “Real ID” Bills pass 2016 Regular Legislative Session headed to Governor John Bel Edwards desk for Bill Signing
LOUISIANA OMV STATISTICAL DATA:

- 2,974,542 Drivers Licenses
- 1,505,026 Identification Cards
- 9,466,957 Vehicle Registrations Maintained
- 79 Field Office Locations
- 504 OMV employees

- Annual collections: $1.1 Billion Dollars
- 2016 Operating Budget: $52 Million Dollars

• OMV operates on less than 5% of the revenue collected
SAMPLE REAL ID CREDENTIAL

LICENSE/ID NO: 007000100
CLASS: E
EXPIRATION DATE: 10/10/2016

DOB: 10/10/1979

LAST NAME: Sample
FIRST MIDDLE: Jelani
SUFFIX: 

123 NORTH MAIN STREET
APT. 1
BATON ROUGE, LA 70806-1234

ENDORSEMENTS: NONE
RESTRICTIONS: 01

SEX: M
WGT: 175 lb
HGT: 5'-08"
EYES: BRO

DONOR: 12345678 044 17
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Questions?

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