

DMV's New Driver's License Issuance Process
Podcast Transcript
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Announcer (Katy Lloyd): DMV has made a lot of changes in driver's licenses and ID cards – both to the issuance process and to the cards themselves. Candace Dreher, DMV District Manager, can tell us more. Candace, what can customers expect when applying for or renewing a driver's license or ID card at a DMV office?

Candace Dreher: The process is a little different than what they experienced in the past. To begin, photos are taken at the customer counter rather than at a separate photo station. After the transaction is complete, customers receive a temporary driving permit. Renewing customers keep their old driver's licenses. ID card applicants get a receipt. Rather than receiving their new cards on the spot, customers will receive their cards in the mail in about a week.

Announcer: Why did DMV stop issuing driver's licenses and ID cards over-the-counter?

Candace Dreher: The new process enhances security and better protects Virginians by reducing the risks of fraud and use of false addresses. Cards are issued from a production facility in Danville using technology that is more advanced than printers in DMV offices. This facility is comparable to a credit card production center with a high level of security and restricted access.

Announcer: So, all customers get their new IDs by mail. Is that safe?

Candace Dreher: Yes. Anyone who has ever taken advantage of DMV's time-saving online services, has already received products through the mail. The new central issuance process is similar to the one customers use for Internet transactions. I need to emphasize - to receive credentials in a timely matter, customers MUST make sure DMV has the correct mailing address.

Announcer: Obviously, DMV needs to know where to send the new card. Along with the new issuance process, I see the card also has a new design. Why the new look?

Candace Dreher: The new design has state-of-the-art security features. Cards are made with a tamper-resistant material called polycarbonate. The words and pictures are laser engraved into the polycarbonate. The most notable of the security features is a clear window, containing a black and white photograph of the cardholder, visible from the front and back of the card. Virginia's will be the third such driver's license worldwide and the first in the U.S. to carry this unique feature. Some of the other security features include raised lettering, a bar code and an ultraviolet feature displaying the state seal. Virginians can feel confident

knowing that these features make the cards nearly impossible to counterfeit or alter.

Announcer: That's good news for all Virginians. Candace, is there anything else customers should know before their next visit to DMV?

Candace Dreher: Well, I said it before, but it's really one of the most important ways customers will be successful when they renew their driver's licenses. Take a minute to make sure DMV has your current address. When you get your new license in the mail, you'll be glad you did.

Announcer: Good advice. Thank you, Candace. DMV's new issuance process, card design and security features position Virginia as a national leader in credential security.