

Driver Licensing And Identification Card Issuance ACTION/ISSUE STATEMENT

POL-5

DMVJ3D

Short Description:

ISSUANCE OF ALL TYPES OF DRIVER'S LICENSES, LEARNER'S PERMITS AND PHOTO ID CARDS AT THE TIME OF THE CUSTOMER'S VISIT TO DMV

Decision Issue:

Should DMV continue to issue all types of driver's licenses, learner's permits and photo ID cards at the time of the customer's visit or should the agency use a system where customers apply for a license or ID card during their visit to DMV and then receive the license or ID card by mail?

Impact and Challenges:

Currently, all first-time driver's licenses and ID cards are issued over the counter at the time of the customer's visit. Licenses issued to drivers who use an alternative renewal method (mail, telephone, internet and extraTeller) are issued from a central location at Headquarters. In a central issue system, customers would apply for their license or ID card during their visit to DMV. The license or ID card would be mailed to the customer from a central location.

A central issue system would strengthen Virginia's residency requirement but is not necessary for implementation of the legal presence requirements. Applicants would receive their driver's license or ID cards by mail; therefore, they would be less likely to use a false address. A central issue system would possibly deter driver's license and ID card applicants who previously would have fraudulently obtained a driver's license or ID card using a false address.

Implementing a central issue system using DMV's current driver licensing system would cost approximately \$636,000. Annual operating costs would be approximately \$367,000 in addition to current operating costs (\$166,000 for materials and postage, \$33,000 for the mail inserter contract, and \$167,000 for staffing).

DMV's customers expect to receive their driver's licenses and ID cards over the counter at the time they visit DMV. Changing to a central issue system would require a significant public relations campaign. The PR campaign would need to address negative customer reaction as well as extensively inform Virginians of the change and would probably require paid media and other paid assistance.

DMV Recommended Decision:

DMV does not recommend using a central issue system for implementation of the legal presence legislation.

DMV Commissioner's Signature

Date

Panel Recommended Decision:

Panel concurs with the above recommendation.

Panel's Signature

Date

Secretary's Recommended Decision:

Secretary's Signature

Date

Governor's Recommended Decision:

Governor's Signature

Date