Operational Real ID – Did it happen and what were the DMV experiences

Please record your attendance using the Sign In Sheet

Moderator: Ted Sobel
June 12 1:30 to 3 p.m.
International Salon
Real ID in Florida

Steven Fielder
Deputy Division Director
Division of Motorist Services
Strategies and Lessons

- Get everyone in the agency on board.
- Review the benchmarks and establish a method for meeting each one over time. Don’t try to do too much at once.
- Educate your legislators and your customers about what is coming and be prepared to do it repeatedly.
- Have your exceptions process ready early and set up criteria you wish to use, but be flexible.
- Own the issue!
Florida’s Progress

- Over 8.6 million Floridians have complied with the requirements of Real ID and have been issued a compliant credential. This is approx. 53.2% of the total credentialed population.

- When factoring in exceptions, over 98% of customers have demonstrated they are capable of complying with Real I.d.
South Carolina

Kevin Schwedo
Executive Director
Department of Motor Vehicles
Georgia and Real ID

“Known in Georgia as Secure ID”

George Theobald
What remained for DDS?

- Align DDS Rules and Regulations with Real ID Final Rules to:
  - Require DL/ID customers to visit in-person every other renewal period to collect a new photograph.
  - Require customers to provide a second document proving principle residence address.
  - Require paper documentation of the customers’ social security number (SSN).
  - Adjust the waiver and exception processes to better meet the demand of verifying existing customers that will be unable to satisfy exact documentation requirements and fall under the exception process.

- Hire and train 22 FY-2013 FTE positions and 66 temporary positions funded by the Georgia Legislative assembly and Governor’s Office.
Execution Strategy

Beginning 7/1/2012, the following DL/ID transactions were issued under the Real ID Process.

– Initial application for a DL/ID card;
– Renewing a DL/ID;
– Reinstatement of a surrendered DL;
– Legal name change;
– Customers who visit a CSC for other reasons than those listed will be encouraged but not required to obtain a Real ID compliant DL/ID card.
Execution Strategy

• What if a customer does not have everything required to obtain a Real ID compliant card?

   New Customers:
   – All customers making initial application will be required to return with all required documents before being issued a DL/ID card.

   Existing Customers:
   – Existing customers will be issued an interim DL/ID good for 120 days to allow them to obtain the required documents. A maximum of two 120 day interims will be allowed.

   Exceptions:
   – The Real ID rules allow states to enact an exception process for customers with unusual circumstances when they are unable to satisfy all requirements.

• How is On Line services impacted?
   – Customers will not be allowed to renew through the internet after the federal Real ID date until they have been issued a Secure ID.
Preparing Customers

CREATE MY CUSTOM CHECKLIST

Find out which documents you need to bring with you before you make the trip. Tell us a little about yourself and we'll create your own Custom Checklist of the documents you need.

Items in BLUE are required

<table>
<thead>
<tr>
<th>Type of Card Desired*</th>
<th>Citizenship*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal of Georgia DL/ID</td>
<td>Non-Citizen</td>
</tr>
</tbody>
</table>

Have you ever legally changed your name due to marriage or a court order?

- No
- Yes

If you are a teenager, what card are you looking to obtain?:

- Upgrade from class D to C

Start my Custom Checklist  SecureID Home
Preparing Customers

Average CSC Wait Times

Driver’s License Offices Are Open Tuesday - Saturday. Tuesday is typically a very busy day, so please plan ahead, or you may use our Online Services 24/7.

Customer Service Center: Conyers

### Average Expected Wait Time

<table>
<thead>
<tr>
<th></th>
<th>Under 20 minutes</th>
<th>21 minutes to 40 minutes</th>
<th>41 minutes to 1 hour</th>
<th>1 hour 1 minutes to 1 hour 20 minutes</th>
<th>Over 1 hour 20 minutes</th>
</tr>
</thead>
</table>

#### Wait Time Detail View

Times are averages based upon historic information. Times are published for comparison purposes only and may not reflect actual wait times you experience.

<table>
<thead>
<tr>
<th>Arrival Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM - 10:59 AM</td>
<td>Closed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00 AM - 1:59 PM</td>
<td>Closed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 PM - 3:59 PM</td>
<td>Closed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:00 PM - 6:00 PM</td>
<td>Closed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CSC’s Hours: Closed 8:00 AM - 6:00 PM

Wait Times for Nearby Customer Service Centers: ---
Out Reach Strategy

• Multi-prong Approach:
  – Statewide Radio Advertisements (Included Clear Channel, Cox Media, Radio One and Cumulus affiliates);
  – Front page ad in the AJC and other newspapers statewide from 6/28 through 9/20
  – On Line ads on AJC.com, WSBTV.com Facebook and Yahoo from June until September.
  – Brochures distributed across the state to business partners, public places, etc
  – Notices sent to Customers expected to visit DDS 7/1/12 and beyond.
Then we went Live!
Customer Service Levels impacted

Compared to the 4 weeks prior to implementing, performance for 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.
What did we change?

- Augmented CSC staff;
- Evaluated and expanded documents that can be presented for different items;
- Placed posters in prominent locations explaining the new requirements;
- Temporarily opening selected locations on Mondays on an appointment bases;
- Procedural improvements such as working the line before opening the center, packaging documents in order before reaching the counter, managing the customer queue;
What did we change?

- Installing Lobby displays in the waiting areas of some CSCs;
- Install additional document scanners at high demand CSCs;
- Adjusting system processes (Verification of Naturalization/citizenship documents, pre-populating some fields based on previously provided information.)
- Temporary employees provided short-term relief until staff could be trained ($482,000)
- Overtime approved for all staff to extend shift coverage ($396,000)
On December 20, 2012, DHS determined Georgia to be Real ID compliant!
What are the common problems!

DDS continues to analyze patterns and found:

<table>
<thead>
<tr>
<th>Month</th>
<th>One Visit for Enrollment</th>
<th>Two Visits for Enrollment</th>
<th>Three Visits for Enrollment</th>
<th>More than Three Visits</th>
<th>Total multiple Visits</th>
<th>Calculated Hours of duplicate Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb-13</td>
<td>95,389</td>
<td>20,826</td>
<td>787</td>
<td>15</td>
<td>21,628</td>
<td>2,884</td>
</tr>
<tr>
<td>Mar-13</td>
<td>101,337</td>
<td>23,082</td>
<td>1,087</td>
<td>32</td>
<td>24,201</td>
<td>3,227</td>
</tr>
<tr>
<td>Apr-13</td>
<td>100,842</td>
<td>23,030</td>
<td>1,342</td>
<td>27</td>
<td>24,399</td>
<td>3,253</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Proof of Identity</th>
<th>Proof of Name Change</th>
<th>1st proof of Residence</th>
<th>2nd proof of Residence</th>
<th>Proof of SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb-13</td>
<td>8,167</td>
<td>1,631</td>
<td>6,830</td>
<td>12,987</td>
<td>4,228</td>
</tr>
<tr>
<td>Mar-13</td>
<td>9,066</td>
<td>1,753</td>
<td>7,738</td>
<td>14,689</td>
<td>4,713</td>
</tr>
<tr>
<td>Apr-13</td>
<td>9,172</td>
<td>1,724</td>
<td>7,757</td>
<td>14,717</td>
<td>4,914</td>
</tr>
</tbody>
</table>
But we are still not done!

Working on implementing process improvements to further reduce customer burden by:

• Allowing missing Residency and proof of SSN documents to be submitted by fax, mail, and On-Line.

• Adjust criteria of documents that can be used to prove Residency.

• Install business computers at high volume locations to allow customers to print common documents from their On Line partners to prove Residency and SSN.

• Continuously evaluating and adjusting staffing to better service actual customer demand.
Questions

George Theobald
Georgia Department of Driver Services
Director - PMO

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678-413-8876
What’s next?

Refreshment Break
International Foyer South
3 – 3:30 p.m.

*Courtesy of PDG*

Followed by Annual Membership meeting
3:30 p.m.

State Reception and Banquet
Beginning at 6:30 p.m.