

# 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 Id.

# South Carolina

Kevin Schwedo  
Executive Director  
Department of Motor Vehicles



***DDS***  
***GEORGIA DEPARTMENT  
OF DRIVER SERVICES***

**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

e - Real ID    CREATE MY CUSTOM CH... X



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**Secure  Driver's License & ID**  
***New Documentation Requirements***



**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*

**SELECTION CRITERIA**

Type of Card Desired\*: Renewal of Georgia DL/ID

Citizenship\*: Non-Citizen

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

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# Preparing Customers



**DDS**

GEORGIA DEPARTMENT  
OF DRIVER SERVICES



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## 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 :  ▼

Average Expected Wait Time	
Under 20 minutes	
21 minutes to 40 minutes	
41 minutes to 1 hour	
1 hour 1 minutes to 1 hour 20 minutes	
Over 1 hour 20 minutes	

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.

Conyers						
Arrival Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM - 10:59 AM	Closed					
11:00 AM - 1:59 PM	Closed					
2:00 PM - 3:59 PM	Closed					Closed
4:00 PM - 6:00 PM	Closed					Closed
CSC's Hours	Closed	8:00 AM - 6:00 PM	8:00 AM - 6:00 PM	8:00 AM - 6:00 PM	8:00 AM - 6:00 PM	8:00 AM - 12:00 Noon

Wait Times for Nearby Customer Service Centers:  ▼

Cancel

## 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?

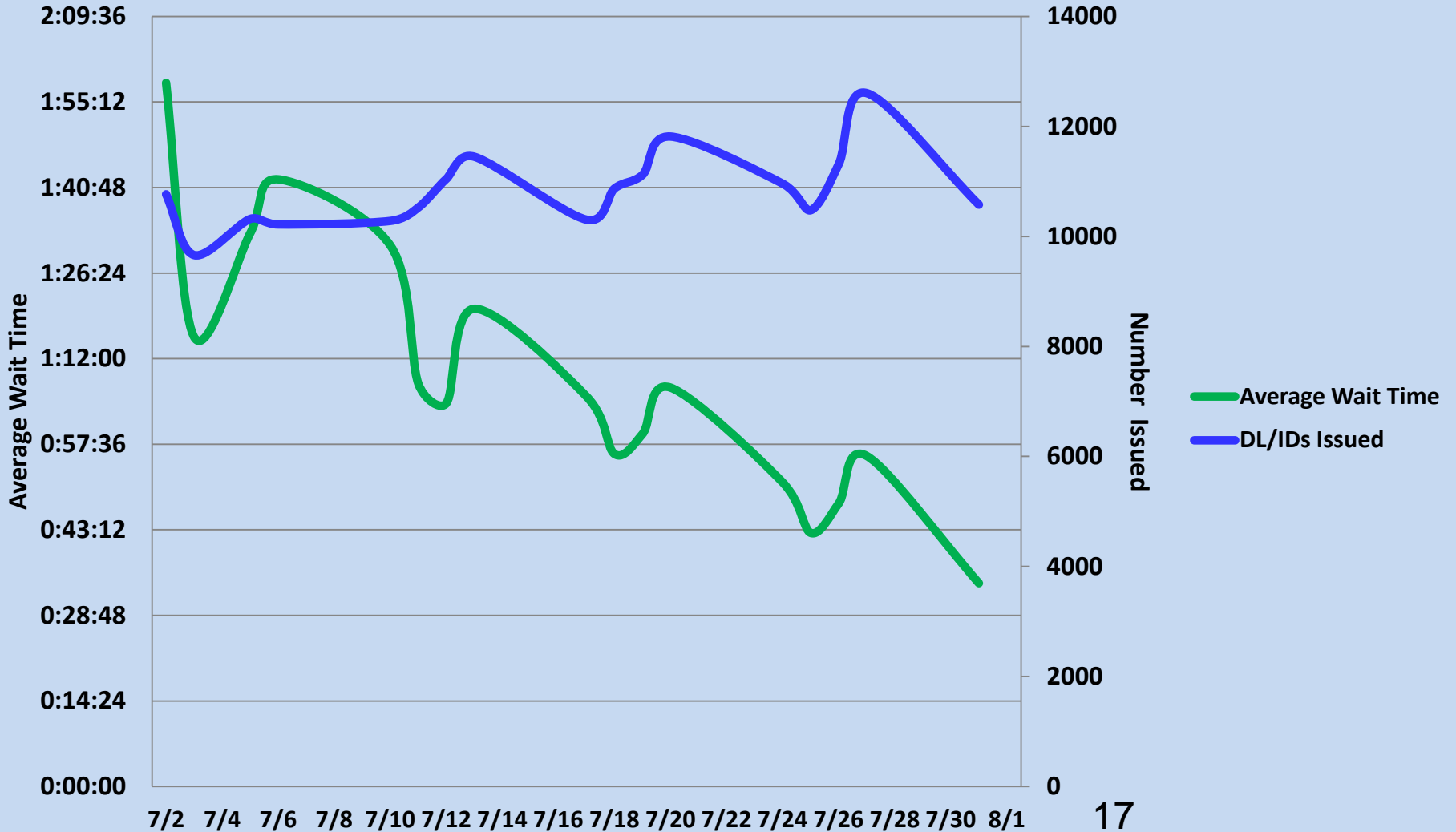
- Augmented CSC staff;
- Evaluated and expanded documents that can be presented for different items;
- Placed posters in prominent locations explaining the new requirements;
- Temporarily opening selected locations on Mondays on an appointment bases;
- Procedural improvements such as working the line 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)



## Statewide Average Wait Time - All Services



**On December 20, 2012,  
DHS determined Georgia  
to be Real ID compliant!**

# What are the common problems!

DDS continues to analyze patterns and found:

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

Month	Proof of Identity	Proof of Name Change	1st proof of Residence	2nd proof of Residence	Proof of SSN
Feb-13	8,167	1,631	6,830	12,987	4,228
Mar-13	9,066	1,753	7,738	14,689	4,713
Apr-13	9,172	1,724	7,757	14,717	4,914

## 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



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**Director – PMO**  
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## 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.