Real ID in Delaware

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Where are we?

- Compliant since 2010
  - Took advantage of all available grant money to upgrade systems, reconfigure offices, and build secure issuance facilities.

- We are an optional state.
  - Depending on your desire or documentation you can choose between a compliant or non-compliant DL/ID.
  - 72% of all DL/IDs are compliant
  - New issue and transfer are automatically compliant due to documentation requirements.
Guiding Principles

● Make it as seamless as possible
  ➤ For the customer and employee
● Implement one requirement/improvement at a time
● Avoid legislation where possible
● Minimally tie this to the Real ID Act and focus on personal security
● Communicate, communicate, communicate!
What we did early...

- Knew we wanted legal presence, increased electronic verification, and improved process flow
- Only legislation needed was legal presence (HB 147 passed in 2007)
  - Everything else was accomplished through policy or regulation
  - All of our statutes are relatively broad…says what we have to do, but not how we do it…this is a big help
- Used Real ID as an opportunity to accelerate these initiatives.
  - Of course “accelerate” is a relative term in government. :-D
- Once HB 147 passed we implemented SSOLV, SAVE, and facial recognition at the time of transaction.
- All of these things were a part of our fabric long before we were compliant and applied to ALL customers…not just “Real ID” customers.
What we did well...

- Did the hard stuff early...long before implementation
  - Last major hurdle was bring source docs to DMV again
- Brought up one location at a time
  - Was a programming challenge, but paid off
  - Enabled on-site experts to assist staff with new process
- Created a seamless, easy to learn process flow for staff.
- Moved senior mgt throughout the state for front-line support
Communication...galore!

- Never implied that it was optional...
- Developed detailed brochure to be sent in all renewal packages...
  - Several versions
  - Created checklist
  - Helps to prepare
- Press releases
Created dedicated website...

New rules are in place that affect what you need to bring to your local DMV when applying for or renewing your driver license or identification card. The Delaware DMV is offering federally compliant driver licenses and identification cards, and you need to find out what documents you need to COLLECT and BRING with you so you can SECURE your new driver license or identification card. We want to make your experience at the DMV as positive and seamless as possible, and your preparation will aid in that goal.

Get Started!
On July 1, 2010, the Delaware Division of Motor Vehicles (DMV) began offering secure driver licenses and
What we learned…

● Despite all the planning and testing…it was ugly at first…longest wait times in our history.

● No such thing as too much communication
  ► Learned to lead everyone to our website…

● In lobby communication was needed
  ► Customers weren’t prepared and then…REALLY MAD…when they waited for nothing
  ► Created a triage counter…one of the best things we did.
What we learned...

- **Needed** sufficient training on how to communicate with customers with significant concerns
  - We aren’t big brother
  - We store this information as securely as we always have
  - We aren’t sharing your source documents
  - What is the difference between a compliant vs. non-compliant DL/ID
    - Our processes are the same for everyone not just you…

- Our training focus was on process flow and system use.
What we learned

- Options are good!
  - Always having the option for a non-compliant document enables an unprepared customer to leave happy
  - Constant reminder for staff though

- What you mean and how you say it aren’t always the same thing
  - Consider feedback from non-DMV employees
Post implementation

- Important to keep information current
  - There are many documents that we now accept that we didn’t early on...be willing to adjust

- Learn from struggle points...and change processes and information
  - Reorganized website/brochure multiple times to address frequent customer confusion

- Solicit feedback from front-line...they know what’s working, what’s not, and in what areas customers are confused.

- Continue communication throughout full DL cycle and beyond
Post implementation

- Accept that Real ID isn’t going away and keep moving toward compliance
  - S2S, VLS, USPass, etc.
  - Make these programs a part of your strategic IT plan so you have time to get them done.