AAMVA Workshop and Law Institute

March 2017
DMV joined with partners DOR and SBI to develop implementation plans for Dec. 27, 2015
  - GA cut six months

We studied other states that had passed similar legislation
  - California, Maryland, Vermont, Utah
  - No national standard, but tried not to be completely unique
  - Helped with advocacy groups
Customer Flow

● Three step process
  ► Fingerprinting at SBI
  ► Certificate of Filing Compliance at DOR
  ► Schedule appt. at DMV
    ● Eliminates unnecessary wait times for DPC and other customers
    ● Must have SBI receipt information before setting up appointment
  ► Electronic validation is key!
Customer Flow cont’d

- Arrive at DMV for appt.
- Documentation review
  - Proof of Name and DOB
    - Valid Foreign Passport; or
    - Valid Consular ID Card
  - Proof of fingerprinting
    - Form provided by SBI
  - Proof of filed Delaware taxes
    - Form provided by DOR
  - Proof of current address/residency
    - 2 pieces bus. mail postmarked w/in 60 days
- System Validation
  - Facial Recognition, Suspension, Revocations, etc.
  - SBI and DOR
- Take knowledge test
Customer Flow cont’d

- DPC permit issued once pass knowledge exam
  - Legal authority to drive with other licensed driver
- Schedule a road exam at least 10 days from knowledge test pass date
Renewal is easy!

- Once road exam is successful, DPC is issued
  - Renewable every 4 years
    - FINGERPRINTING/TAXES, ETC. NOT NEEDED TO RENEW
- Appts. needed only for initial enrollment
- If at any point a person gains legal presence in the US, proof of legal presence will be needed
Driving Privilege Card appearance
Appearance cont’d
Education

- DPC website created and online at DMV.DE.GOV
  - General information
  - Documentation requirements
  - FAQ’s
  - Translation tool
  - Scam warnings

- Testing assistance
  - Driver Manual translated into 5 languages
  - Sample Driving test
    - Online
    - DelDOT app
Other Customer Asst.

- Added road test capability
  - Reduced road test wait time by 33%
- Dedicated phone line
  - 877-477-7117
- 17 Bi-lingual staff
  - Preferential hiring
Community Outreach

- Print material – English & Spanish
- Attending outreach events
  - DPC Kickoff in Georgetown
  - 8 Hispanic Health Fairs with the Delaware Breast Cancer Coalition and the Mexican Consulate
  - Hispanic Job Fair
  - Festival Hispano
  - Latino Summit
  - All other events
- Social Media
Community Outreach

Key conversations

► Study! Study! Study!
► Follow this checklist
  ● Obtain all required documents prior to appearing at DMV
  ● Make sure all required documents are valid
  ● Clear up any outstanding traffic tickets, fines, suspensions or warrants
  ● Be on time for all scheduled appointments
  ● File taxes if you have failed to do so
    ► Can file up to three years back
Communication Strategies

- Scheduling time on radio
  - Maxima
  - La Z mx
- Delaware Hispanic Commission
- News outlets
  - Scheduled media briefing before launch
  - Followed up six months in
Results

> 6000 SBI Fingerprints

> 4500 DPC Customers

> 4000 DPC Cards or Permits

90% Successful
Questions