

State Licensing Survey

The Department of Homeland Security (DHS) requires information about the driver's license and ID card operations of state and territorial governments in order to estimate the costs of the pending PASS ID legislation. To ensure accurate cost estimates and to expedite the process, DHS is requesting that you fill-out this questionnaire and return it within 30 days.

Questionnaire Instructions:

For the yes/ no questions simply click on the appropriate box. For questions with a box that says "select", use the drop-down menu. For questions requesting you to provide data or comments, type your responses in the highlighted box. The box will automatically expand to accommodate your response.

If you have any questions regarding the survey, please e-mail STATE.DL.ID.SURVEY@hq.dhs.gov or call Katie Foreman at DHS, Office of Policy, 202-282-8044.

Reply Instructions:

Upon completion, click the "Submit" button at the end of the questionnaire and the form will be transmitted automatically to DHS. You may also e-mail the completed questionnaire to STATE.DL.ID.SURVEY@hq.dhs.gov, or fax it to 202-282-9207, attention: Katie Foreman, DHS Office of Policy.

Your participation is greatly appreciated!

Paperwork Reduction Act:

The public reporting burden to complete this information collection is estimated at 10 hours per respondent, including the time for reviewing instructions, searching existing data sources, gathering the data needed, completing and reviewing the collected information and time for DHS to follow-up for additional information or clarification. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/Office of Policy, Katie Foreman, 202-282-8044 or e-mail comments to STATE.DL.ID.SURVEY@hq.dhs.gov. Reference OMB Control No. 1601-NEW.

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Respondent Information:

- 1.) Please fill-in the name of your state or territory:

- 2.) Please fill in the contact information for a person who DHS can follow-up with if additional information or response clarification is needed.
Name of Contact Person:

Phone:

E-mail address:

Part I: Issuance Procedures

1) Identification Cards (IDs) [primary or general purpose credentials issued for identification purposes]

- a) Do you issue IDs to minors under the age of sixteen? Yes No
- b) Do you issue special purpose IDs (permits, senior citizen, liquor ID, etc.) that do not require documentation of state residency, Social Security Number (SSN), or lawful status? Yes No

Comments:

- c) Standard validity period for general purpose IDs? _____ Years
- d) Standard validity period for general purpose IDs issued to minors? _____ Years
- e) For temporarily admitted aliens, do you limit the validity of general purpose IDs to the length of authorized stay?
 Yes No

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f) Are remote transactions permitted for general purpose IDs?

i) Renewals Yes No

ii) Duplicates [lost, stolen, and damaged]? Yes No

iii) Amendments [including address changes]? Yes No

iv) Name changes? Yes No

g) How often must general purpose ID holders appear in person for a new photo? _____ Years

h) How often must general purpose ID holders appear in person for a renewal? _____ Years

i) Are individuals permitted to hold both a general purpose ID and a Driver's License (DL)? Yes No

j) How are general purpose IDs issued?

If your state uses a combination of methods, approximately what percent of DL/IDs are issued from a central facility?

_____ %

Comments:

2) Driver's Licenses (DLs)

a) Standard validity period? _____ Years

b) Other validity periods [e.g., under 21, over 65]? Yes No

Comments:

c) For temporarily admitted aliens, do you limit the validity of DLs to the length of authorized stay?

Yes No

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d) Are remote transactions permitted for:

- i) Renewals? Yes No
- ii) Duplicates [lost, stolen, or damaged]? Yes No
- iii) Amendments, including address changes? Yes No
- iv) Name changes? Yes No

e) How often must DL holders appear in person for a new photo? _____ Years

f) How often must DL holders appear in person for a renewal? _____ Years

g) Are customers issued "temporary DLs" with photos and security features pending final issuance of DLs? Yes No

h) How are DLs issued? Select

If your state uses a combination of methods, approximately what percent are issued from a central facility? _____ %

Comments:

i) Are DL/ID applicants required by state law or regulation to terminate or surrender:

- i) DLs issued by other jurisdictions? Yes No
- ii) IDs issued by other jurisdictions? Yes No

Comments:

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Part II: Documentation Requirements, Validation and Retention

1) Identity

a) Do you copy and retain identity documentation presented by DL/ID applicants? Yes No

b) For DLs/IDs, do you verify in-state birth records with state vital records agencies?

If you selected sometimes, approximately what percent of in-state birth records do you check? %

c) Do you have documented exceptions procedures for documenting the identity of:

i) U.S. citizens Yes No

ii) Non-citizens Yes No

2) Social Security Number (SSN)

a) Do you require DL/ID applicants to provide documentary evidence of SSN? Yes No

b) For DL/ID applicants do you copy and retain documentary evidence of SSNs? Yes No

c) Do you verify SSNs with the Social Security Administration (SSA) for DL/ID:

Original issuances:

If you selected sometimes, approximately what percent of the time do you verify SSNs? %

Renewals:

If you selected sometimes, approximately what percent of the time do you verify SSNs? %

Do you require the applicant's name on the DL/ID record to match the name on record with SSA? Yes No

3) Lawful Status

a) Do you require documentary evidence of the lawful status for DL/IDs? Yes No

b) Do you copy and retain documentary evidence of lawful status of non-citizens presented by DL/ID applicants?

Yes No

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c) Do you verify the lawful status of non-citizens with the Department of Homeland Security for DL/ID applicants?

Original issuances?

If you selected sometimes, approximately what percent of the time do you verify lawful status? %

Renewals?

If you selected sometimes, approximately what percent of the time do you verify lawful status? %

4) How do you dispose of DLs and IDs issued by other jurisdictions which are surrendered by applicants?

Other:

5) Do you retain source documents as:

6) How long does your state retain source documents for DL/ID cards? Years

7) Do you use facial recognition technology to:

a) Compare new DL/ID photos to previous photos for the same applicant? Yes No

b) Compare new DL/ID photos to historical photos in your database? Yes No

c) Compare database photos for purposes of database cleanup? Yes No

8) Do you check for duplicate or invalid SSNs in your database:

a) As new DL or ID applications are processed? DL: Yes No ID: Yes No

b) As part of a (background) database cleanup? Yes No

If you answered 7b yes, how often? Years

9) Do you participate in the AAMVA Digital Image Exchange Program? Yes No

a) If "No", do state laws or regulations limit the exchange of photos with other jurisdictions? Yes No

10) Do you take a photo of applicants after:

11) How long does your state retain DL/ID photos? Years

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Part III: Card Requirements

- 1) Do your DL/IDs include Level 1, 2, and 3 features, as defined in the *AAMVA DL/ID Card Design Standard*? Yes No
- 2) Do your DL/IDs include the following information on the surface of the card:
 - a) Card design revision date? Yes No
 - b) Inventory control number (numeric or barcode) of the physical document? Yes No
- 3) Do you issue DL/IDs without a full facial photo? Yes No
- 4) Do your DL/ID cards have machine-readable technology? Yes No
- 5) What is the contract price per-card for manufacture and production of DLs and IDs? \$

Part IV: Facilities and Systems Information

- 1) Number of locations (facilities) which process in-person customer applications for DLs on a full or part-time basis:
Facilities
- 2) Number of locations (facilities) which process internet, mail, email, or other customer applications for DLs on a full or part-time basis:
Facilities
- 3) Number of locations (facilities) which produce or personalize DL/ID documents: Facilities
- 4) Do you have:
 - a) Facility access controls (cameras, card access control systems, etc.) that support monitoring? Yes No
 - b) Audits of individual access to facilities storing personally identifiable information (PII)? Yes No
- 5) Do you have system access controls that support logging and auditing of electronic transactions involving access and changes to customer PII? Yes No

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6) Do you have physical and administrative access controls in place for entry into all locations that produce, store, and issue DL/IDs?

Yes No

Comments:

V. Privacy Requirements

1) Do you have laws, regulations, or policies requiring the capture and storage of external queries against DL and ID databases?

Yes No

2) Does your state have technological and administrative controls in place to prevent the unauthorized access of applicant information and source document images? Yes No

3) Does your state have standards and procedures for source document retention and destruction? Yes No

4) Does your state have a formal, publicly available privacy policy? Yes No

5) How do you inform the public about your collection and use of personal information?

6) Does your state provide individuals a means to correct or update their personal information? Yes No

Part VI: Training and Employee Background Checks

1) What is the total number of state employees directly involved with DL/ID issuance or production? Employees

2) What is the total number of state employees who review or handle source documents for DL/IDs? Employees

3) Does your state conduct the following background checks on employees directly involved with the issuance or production of DL/IDs including:

a) Reference checks with prior employers? Yes No

b) Criminal history name-checks? Yes No

c) Criminal history fingerprint checks? Yes No

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- 4) What percent of the employees responsible for reviewing applicant documents have received Fraudulent Document Recognition Training? %
- 5) What percent of the employees with access to customer PII has successfully completed background checks? %
- 6) Does your state require contractors to conduct the following background checks on employees directly involved with the production or issuance of DL/IDs including:
 - a) Reference checks with prior employers? Yes No
 - b) Criminal history name-checks? Yes No
 - c) Criminal history fingerprint checks? Yes No

Part VII: DL/ ID Data:

1) Please provide the following DL data for 2008 or the most recent year for which complete data is available:

Drivers License Data	Statistics	Notes
Total Valid DLs on File		
Total DL Issuances		
Original issuances		
New Drivers		
Out of State Transfers		
Renewals		
# or % of renewals processed remotely		
Duplicates (lost, stolen, or damaged)		
# or % of duplicates processed remotely		
Amendments (including address changes)		
# or % of amendments processed remotely		
Name changes		
# or % of name changes processed remotely		

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2) Please provide the following ID data for 2008 or the most recent year for which complete data is available. Please include only general purpose IDs used for identification purposes:

Drivers License Data	Statistics	Notes
Total IDs on File		
Total IDs Issuances		
Original issuances		
Renewals		
# or % of renewals processed remotely		
Duplicates (lost, stolen, or damaged)		
# or % of duplicates processed remotely		
Amendments (including address changes)		
# or % of amendments processed remotely		
Name changes		
# or % of name changes processed remotely		

3) If possible, please indicate the number of individuals that possess both a DL and ID: Individuals

Part VII: Customer Service Data

1) What is the average transaction time at DMV offices for in-person DL for:

a) Original issuances for out-of state transfers? Minutes

b) Renewals? Minutes

Comments:

2) What is the average wait time at DMV offices for in-person DL and ID for:

a) Original issuances? Minutes

b) Renewals? Minutes

Comments:

Submit