Title: DC One Card

Category: Digital Government: Government to Citizen (G to C)

State: District of Columbia – Office of the Chief Technology Officer (OCTO)

Contact: Howard Barrett – Program Manager, DC One Card, howard.barrett@dc.gov

Office: 202-724-523, **Mobile:** 202-494-5916

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Website: http://octo.dc.gov/page/dc-one-card

Executive Summary

Washington DC's Office of the Chief Technology Officer (OCTO) supports and manages the innovative DC One Card program, which facilitates and improves citizen engagement with the District of Columbia Government. Students, visitors, and residents of the District of Columbia are eligible for the secure DC One Card picture ID. This singular credential is designed to provide seamless access to District facilities, programs, and systems.

Project Description

Concept

Prior to the DC One Card, agencies such as the District of Columbia Public Schools (DCPS), District of Columbia Public Library (DCPL) and the District of Columbia Department of Parks and Recreation (DPR) would individually issue single-purpose access cards to patrons. With the DC One Card, a single credential is issued that can be activated for use across any participating program. As an added benefit, the DC One Card contains the Metro SmarTrip® chip which can be used for travel on the Washington Metropolitan Area Transit Authority (WMATA) bus and subway systems. The DC One Card is also used as the student school ID for many DC students.

The digital credential used to login to the DC One Card Portal is called the DC One ID. Unlike a Facebook or Google account, which can be created anonymously and used to access an array of services, the DC One ID provides a higher assurance identity. Online service providers can rely on this identity because of its tight bind to stringent identity vetting procedures established for the DC One Card. In its latest project phase, the DC One ID is being positioned as a convenient and secure single federated identity that citizens can use for login access to a growing number of prospective online District services.

Significance

Washington DC's Office of the Chief Technology Officer (OCTO) has been managing the DC One Card program since its inception. The program started simply as a program to consolidate library and recreation center cards; it has since grown into a mature statewide citizen ID program. During the early project phases, the statewide citizen ID program designed, developed, and deployed an enterprise Identity and Access Management (IAM)

platform. This platform enabled the provisioning and issuance of over 150,000 citizen DC One Cards – most of which contain the WMATA Metro SmarTrip® chip.

The DC One Card contains a centrally provisioned barcode Card Identifier (CID). When activated at participating agencies, the card grants cardholders specific privileges at those agencies. The DC One Card is currently the school ID for all DCPS secondary students; it is also used by DC Public Charter Schools and Private School students. The card is also the employee ID for District employees and is also widely available for District citizens, visitors, and business associates.

The District's DC One Card program provides convenience and security for customers of District services. By consolidating disparate credentialing programs and enabling secure standards-based credentialing technologies, the District is achieving immediate operating cost savings. Also, by coupling multi-purpose credentials and digital IDs with a central IAM platform and architecture, the District is improving the relationships it has with constituents and is achieving the following added benefits:

- Convenience and expanded access to critical government services
- Fraud and abuse cost savings
- Safety and security enhancements
- Management platform consolidation (e.g., physical and logical)
- Timelier access control
- Standardized authentication, provisioning, and authorization mechanisms

Impact

With support from OCTO CTO Archana Vemulapalli and the DC One Card team, students are now able to travel to school with ease. As in many urban school systems, the District relies on public systems to meet students' daily transportation needs. In early 2015, the Council of the District of Columbia enacted the Free Bus and Rail Pass legislation that

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financed all public transportation costs for eligible school students requiring bus or rail transit. DC students accessed the DC One Card Portal to verify eligibility to participate in the DC Department of Transportation Transit Subsidy program. Eligible student card details were then integrated within the WMATA Metro system. In turn, these students received a subsidy when travelling to school and school-related events across the WMATA Metro system.

By tying eligibility to the non-transferable card, the District has achieved significant, annual savings. Since the transit pass is placed on the DC One Card, this benefit cannot be easily transferred. This eligibility enhancement has created significant efficiencies and annual savings by reducing fraud and abuse. Our system helps ensure that – unlike the transferrable paper fare cards – those who possess the credential are more likely authorized to carry and use it. On occasion, some DCPS schools have elected to also use this in-school benefit to give students cafeteria access.

The DC One Card is not just used for school entry and cafeteria benefits for DCPS students. It is also used to borrow books from school and public libraries citywide. In April 2015, the White House unveiled several initiatives to promote reading among young people; the District was energized to participate under DC Mayor Muriel Bowser's direction. To our credit, the District was one of the first cities to embrace the White House Literacy Initiative, also known in DC as the Barrier Free Library Card. This program further enabled District students to use their school IDs as library cards. Timed perfectly, the Council of the District of Columbia had just enacted the Free Bus and Rail Pass legislation that provided student transportation costs. With this development as a backdrop, the DC One Card was a natural fit for the White House Literacy Initiative.

The DC One Card's proven stand-out performance made our credential an obvious choice for the newly minted program roll-out. For project execution, the Barrier Free Library Card program enhanced a technical integration with DCPL's Library Information System (LIS). The OCTO Identity Management System automatically sends barcode details to DCPL

anytime a DC One Card is issued or replaced. This integration enables each DC Public and Charter School student's DC One Card to work effortlessly as a library card at over 25 DCPL locations. The over 50,000 student DC One Cards issued annually are now active for use at libraries. The Barrier Free Library Card initiative is providing immediate benefits by promoting reading among young people and making library visits more feasible. The program -- in conjunction with our innovation -- has increased student participation in library programs, fostered community discussion, and encouraged learning throughout the nation's capital.