



REAL ID Project

Title: REAL ID Project

Category: Digital Services: Government to Citizen

State: Pennsylvania

Project Initiation Date: June 2017

Project Completion Date: March 2019

Contact: Michael DeMatt

Pennsylvania Office of Administration
CIO of the Infrastructure and Economic Development
Information Technology Delivery Center
717.783.2026
mdematt@pa.gov

Executive Summary

The REAL ID Act, passed by the U.S. Congress in 2005, requires changes to state standards, procedures and requirements for the issuance of driver licenses (DLs) and identification (ID) cards, if they are to be accepted as identity documents by the federal government for purposes such as accessing airports and federal facilities, including courthouses and military bases.

In May 2017, Governor Tom Wolf signed legislation to allow Pennsylvania to issue REAL ID-compliant driver licenses and identification cards. To comply with this legislation, the Pennsylvania Department of Transportation (PennDOT) needed to update its Driver Licensing and Control System (DL&C) to address the new requirements established for REAL ID issuance. Due to prior legislation prohibiting the implementation of REAL ID in Pennsylvania, the department had less time than many other states to accomplish these changes.

The REAL ID standards required a significant number of process and system modifications related to the issuance and controls of DL/ID credentials. As required by both federal and state legislation, the business and technical teams worked closely together to integrate enhanced identity verification checks (real-time) into a mature mainframe-based legacy DL&C system.

Pennsylvania's business requirements and process modifications for REAL ID were customer focused and the systems requirements and specifications were developed with the goal of providing a positive customer experience. Residents can choose to obtain a standard driver's license or identification card or opt for versions that are compliant with REAL ID for an additional cost. Over a third of current PA driver's license or identification holders can obtain a REAL ID by mail without submitting additional documentation or traveling to a government office. PennDOT also opened 12 REAL ID centers in strategic locations across the state to provide additional convenience and increase capacity to process and issue identifications. Finally, robust awareness and education resources were published to help customers understand the purpose of REAL ID and how to obtain it.

Since implementing the REAL ID Project in March of 2019, Pennsylvania has issued 888,783 REAL ID credentials by mid-March of 2020. Prior to the COVID-19 office closures, PennDOT had ramped up to issuing an average of 5,000 REAL ID credentials daily, putting it on course to meet the anticipated demand by Pennsylvanians for REAL IDs in advance of the October 1, 2020 deadline previously established by the federal government.

Due to the COVID-19 pandemic, the Department of Homeland Security has extended the deadline to October 1, 2021. The ability for many customers to obtain a REAL ID without going to a service center means PennDOT has been able to continue to fulfill many requests while offices are closed by the pandemic.

Concept

The REAL ID Act was enacted in 2005 as a recommendation of the 9/11 Commission to establish minimum security standards for state issued driver's licenses and identification cards. Residents in states which have not come into compliance with federal requirements or obtained an extension will need to show an alternative form of identification, such as a passport, at airports and when accessing federal buildings and military bases.

With the repeal in 2017 of the state's REAL ID Non-Participation Act, the Pennsylvania Department of Transportation faced a compressed timeline, relative to many other states, to not only implement the sweeping requirements of the REAL ID Act, but to also educate residents about the new form of identification and how to obtain it, as well as meet demand for REAL ID credentials in advance of the federal deadline for compliance. With time being of the essence, Pennsylvania pursued a customer-oriented approach to REAL ID implementation that focused on choice and convenience.

The REAL ID standards require applicants to provide proof of identify, proof of Social Security Number, proof of Pennsylvania residency, proof of legal name, proof of date of birth and/or gender designation change (if applicable). These physical proof documents are required to be scanned and stored for everyone that is issued a REAL ID.

Pennsylvania had already begun to capture, image and store the required proof documents in September 2003 as part of its business processes for issuing driver's licenses and photo identifications. Residents who want a REAL ID and were issued their first PA driver's license or photo ID on or after September 2003 can pre-verify using PennDOT's Driver and Vehicle Services website. After PennDOT confirms the required documents are on file, these pre-verified customers can order their REAL ID online using PennDOT's Driver and Vehicle Services website and receive it by mail within 15 days.

Residents who want a REAL ID and were issued their first PA driver's license or photo ID prior to September 2003 are required to provide their physical proof documents at a Driver's License Center to be imaged and verified. These customers also receive their REAL ID within 15 days.

Residents who want to receive their REAL ID immediately can go to a REAL ID center and have their proof documents verified, scanned and imaged and receive their REAL ID immediately.

A REAL ID Document Checklist Fact Sheet was created and made publicly available via PennDOT's Driver and Vehicle Services website. This fact sheet clearly identifies acceptable documents that can be used as proof of the information required by the REAL ID standards.

Prior to implementing the REAL ID Project, PennDOT proactively notified all active PA driver's license and photo ID holders about the upcoming capability to obtain a REAL ID. An initial mailing was sent in March 2018 to residents that received their initial credential after 2003 to explain the pre-verification process and how to become pre-verified in advance. A second mailing was sent in September 2018 to residents that received their initial credential prior to 2003.

Television and radio ads were created to notify Pennsylvanian's about REAL ID and additional information was made available at PennDOT's Driver and Vehicle Services website.

Figure 1: Customer tri-fold brochure about REAL ID.

Where can I get a REAL ID?

If you decide that a REAL ID is right for you, you have three options for applying for a REAL ID.

- **Apply online** (pre-verified customers only)
- **Visit any PennDOT Driver License Center** to have your documents verified and imaged, receive your REAL ID in the mail within 15 business days
- **Visit a PennDOT REAL ID Driver License Center** statewide to have your documents verified and imaged, receive your REAL ID at the time of service. To find a REAL ID Center near you, go to www.PennDOT.gov/REALID, and click on "REAL ID Center Locations."



Pre-Verify Online!

If you received your FIRST Pennsylvania driver's license, learner's permit or photo ID card AFTER September 1, 2003, PennDOT may already have your REAL ID documentation on file.

To find out if your required REAL ID documents are on file with PennDOT, visit www.PennDOT.gov/REALID.

If PennDOT confirms that your documents are on file, you can order your REAL ID online. Please allow up to 15 business days for processing.

Where can I go to learn more?

Visit our website at www.PennDOT.gov/REALID to learn more about REAL ID and decide if it is right for you. You will find detailed information about what documents you need to present, and answers to frequently asked questions about REAL ID.

For additional information about REAL ID from the United States Department of Homeland Security, visit www.dhs.gov and search for "REAL ID."

For a complete list of identification accepted by the Transportation Security Administration (TSA), visit www.tsa.gov and search for "Identification."

Things to Remember:



Individual federal facilities—including military installations—may have different security measures and accepted forms of identification may vary. Contact the facility in advance of your visit to learn what forms of ID will be accepted.



You will still need a valid passport to travel internationally.



After October 1, 2020, you will need a REAL ID (or another TSA-approved form of ID) to board a commercial flight, even within the U.S.

Learn more at: www.PennDOT.gov/REALID

REAL ID

in Pennsylvania





pennsylvania
DEPARTMENT OF TRANSPORTATION

PUB 813 (7-19)

What is REAL ID?

The REAL ID Act is a federal law that affects how states issue driver's licenses and ID cards if they are going to be acceptable for federal purposes, such as boarding a domestic commercial flight, or entering a military installation or federal facility that requires ID.

Beginning October 1, 2020, Pennsylvanians will need a REAL ID-compliant license, identification card or another form of federally-acceptable identification (such as a valid passport or military ID) to:

- Board domestic commercial flights
- Enter a military base
- Enter a federal facility that requires federally-acceptable identification

Do I have to get a REAL ID?

No. REAL ID is optional for Pennsylvania residents. You will be able to get either a REAL ID driver's license or identification card, or a standard driver's license or identification card.

If you do not get a REAL ID, you must have an alternate form of federally-acceptable identification (valid passport, military ID, etc.) to board domestic commercial flights and enter certain federal facilities after October 1, 2020.



Standard ID or DL

REAL ID or DL

	Standard ID or DL	REAL ID or DL
Driving (DL only)	✓	✓
General Identification Purposes	✓	✓
Boarding a Domestic (U.S.) Flight after October 1, 2020	✗	✓
Entering a Federal Facility (that requires ID) or Military	✗	✓

You DO NOT need a REAL ID to:

- Drive
- Vote
- Access hospitals
- Visit the post office
- Access federal courts
- Apply for or receive federal benefits

How much does a REAL ID cost, and when will it expire?

You will pay a one-time fee of \$30, plus applicable renewal fee(s).

The expiration date of your first REAL ID license or ID card will include any time remaining on your current license or ID card, **plus an additional four years.***

For example, if your license is set to expire in October 2020, but you upgrade to a REAL ID in October 2019, your new REAL ID-compliant license or ID card will not expire until October 2024.

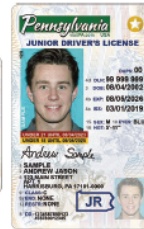
This means that you will not "lose" time that you have already paid for. After your first REAL ID license or photo ID expires, there are no additional fees to renew a REAL ID vs. a standard-issue ID.

If you are receiving your first Pennsylvania driver's license or photo ID and you would like to get a REAL ID, you will pay the one-time REAL ID fee, plus the regular initial issuance fee.

Please Note: Commercial driver license (CDL) holders may either apply to renew their CDL or apply for a duplicate CDL and pay the applicable fee(s).



*unless you are over 65 and have opted for a two-year license



How do I to get a REAL ID?

You will need to bring the following documents to a PennDOT Driver Licensing Center:

• Proof of identity

Certified copy of a birth certificate filed with the State Office of Vital Records/Statistics with a raised/embossed seal or a valid, unexpired, U.S. Passport or Passport Card.

Non-US citizens please visit:

<https://www.dmv.pa.gov/Pages/REAL-ID-Frequently-Asked-Questions.aspx>

• Proof of Social Security

Social Security card in your current legal name (laminated/unlaminated).

• Two proofs of current, physical PA address

Examples: Current, unexpired PA driver's license or photo ID card; PA vehicle registration card; valid auto insurance card; computer-generated utility bill showing name and address; W-2 form/pay stub
All documents must be in current legal name.

• Proof of all legal name changes, if applicable

Certified marriage certificate(s), for each marriage to track name changes, issued by the county court (Clerk of Orphans Court, Registrar of Wills, etc.).

Court order(s) approving a change of legal name

Original or certified copy of an amended birth certificate issued by State Office of Vital Records/Statistics

For additional information on REAL ID documentation requirements and to download our printable document checklist, visit www.PennDOT.gov/REALID and click "Document Checklist."



Learn more at: www.PennDOT.gov/REALID

PennDOT integrated the REAL ID standards and verification checks into its existing applications. PennDOT's DL&C application is a 30-year old mainframe-based application that was developed using COBOL, IMS and DB2. PennDOT's public facing Driver and Vehicle Services website was developed using Java and interfaces with the mainframe applications and databases. Security components for these existing applications are already in place.

The REAL ID project management strategy followed the standard SDLC (Systems Development Life Cycle) using a Waterfall methodology. A REAL ID project charter was created and included the project background and description; project goals and objectives; project scope, deliverable(s) and approvals; schedule/time tracking; governance; constraints; expected benefits and project success criteria. Training documents were prepared, and training sessions were provided to the appropriate PennDOT employees prior to implementing the REAL ID project.

The project team included a PGC (Project Governance Committee) and a PEMT (Project Execution Management Team). The REAL ID project team was comprised of one project

manager, eight technical resources, six business analysts and several part-time business area subject matter experts. Existing resources were used to staff the project.

The project's success criterion is Pennsylvania's capability of issuing REAL ID-compliant products to every resident who wants them, in accordance with state and federal law and while maintaining high levels of customer satisfaction.

Significance

Pennsylvania's DL&C (Driver License and Control) system is a high-volume mission critical system that is responsible for the credentialing and control of PA driver's licenses and photo IDs. Pennsylvania has approximately 9.5 million active driver's license and photo ID holders.

The REAL ID project was meaningful in affording Pennsylvania residents the ability to obtain a REAL ID product by following a similar process that is used to obtain a standard driver's license or photo ID.

Pennsylvania identified 48 variations of DL product types that would be eligible for the REAL ID star designation. PennDOT has a long-standing partnership with Idemia, a third party service provider, to capture and store the photo images and produce the DL/ID credentials, including the new REAL IDs. The REAL ID option will remain as a permanent feature for Pennsylvania driver's licenses and photo ID cards.

The IT effort required database changes and changes to several hundred application program modules, including interfaces with law enforcement. This was a 21-month project that required careful coordination with the U.S. Department Homeland Security, American Association of Motor Vehicle Administrators (AAMVA) and the Social Security Administration.

The enhanced real-time verification checks include: SPEXS via UNI, which is used to ensure only one "For REAL ID Purposes" credential is issued to an individual. SSOLV (Social Security On-Line Verification) via UNI is used to verify the SSN presented by the applicant.

In addition to its 63 Driver's License Centers, PennDOT opened 12 new additional DL facilities know as REAL ID Centers. The construction or retrofitting of these new REAL ID Centers followed the U.S. Department of Homeland Security's strict facility regulations, including security requirements associated with the handling and storing of the REAL ID card stock and laminate overlay. These new REAL ID centers were strategically located throughout Pennsylvania with the focus on customer convenience.

Impact

The REAL ID Project has made a significant impact on the people of Pennsylvania by offering them several straightforward options to obtain a REAL ID product. By leveraging existing proof documents and online services, millions of residents can obtain a REAL ID without leaving their home and in as little as 15 days. Robust informational materials and additional service locations increased convenience for residents who must provide required documentation or who want to obtain their REAL ID immediately.

The REAL ID Project enhanced the integrity and security of state-issued driver's licenses/identification cards intended to aid in fighting terrorism and further mitigating the risk for fraud. This project aligned with PennDOT's goal of optimizing services and the governor's goal of improving customer satisfaction with state services. As a result, Pennsylvania residents can choose a Real ID product in lieu of existing products. The primary benefits of the Real ID include improved/enhanced:

- Identity verification process relating to the issuance of DL/Photo IDs
- Airport/ domestic air travel security
- Security for federal buildings
- Security on military bases

Since implementing the REAL ID Project in March of 2019, Pennsylvania has issued 888,783 REAL ID credentials. Prior to the COVID-19 office closures, PennDOT had ramped up to issuing an average of 5,000 REAL ID credentials daily, putting it on course to meet the anticipated demand by Pennsylvanians for REAL IDs in advance of the October 1, 2020 deadline previously established by the federal government.

Due to the COVID-19 pandemic, the Department of Homeland Security has extended the deadline to October 1, 2021. The ability for many customers to obtain a REAL ID without going to a service center means PennDOT has been able to continue to fulfill many requests while offices are closed by the pandemic.