



Oregon

Kate Brown, Governor

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DATE: March 2, 2015

TO: Senate Committee on Business and Transportation

FROM: Amy Joyce, Legislative Liaison

SUBJECT: SB 461, photos on replacement driver licenses

INTRODUCTION

The bill allows a person to obtain a new photograph for their replacement driver license if they dislike the photo on the current version. To achieve significant efficiencies, in 2014 DMV changed its processes to use the existing photo on file when a customer obtains a replacement card.

DISCUSSION

Until 2014 DMV required a new photograph when a customer applied for a replacement driver license, ID card, or permit. DMV achieved significant savings in time and process when it changed course and began using the most recent photograph on file when a customer needed a replacement. Adding together the time savings over 145,000 such transactions in a year, the benefit was the equivalent of three staff. That means more time to spend on other customers, which impacts wait times for everyone. DMV maintained exceptions when a new photo makes sense, including a significant change in the customer's appearance or if the previous photo is of poor quality.

DMV uses the photographs to implement Oregon's law requiring biometric checks of applicants to guard against fraud and identity theft. The photo itself must meet standards to be properly "read" by the software so it can be compared to every other digital photo in the DMV database. Customers must remove their glasses and hats. They may smile, but not too broadly (making the pupil size difficult for the computer to read). The head cannot be tilted by much. Many reasons a person may not particularly like their photo might be required for the photo to be subjected to biometrics.

Oregon's DMV continuously looks for ways to improve how we do business: reduce steps in a process, automate processes, encourage people to go on-line and avoid the field office. All of these efforts work to improve the customer experience, hold down wait times, and hold down costs. DMV's decision to use the customer's former photo is a result of this commitment to efficiency, which furthers one of DMV's core missions: to collect revenue to finance Oregon's transportation system. The other core missions are to promote driver safety and protect financial and ownership interests in vehicles.

To implement the bill, DMV would allow a person to turn in their undesired license, ID, or permit plastic card and request a replacement with a new photo for the reason specified in the bill.

SUMMARY

Oregon's DMV strives for efficiency in delivering services. The change to using existing photos for replacement driver licenses has achieved excellent results. To implement this bill, DMV would make changes to processes and systems to allow a new photo if, after the customer received their card in the mail, he or she decides they do not like their photograph.