

Real ID Update

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Background

- Federal Real ID Act passed in 2005
- SB 536 (2009) prevented compliance
- SB 374 (2017) directed compliance as of July 1, 2020



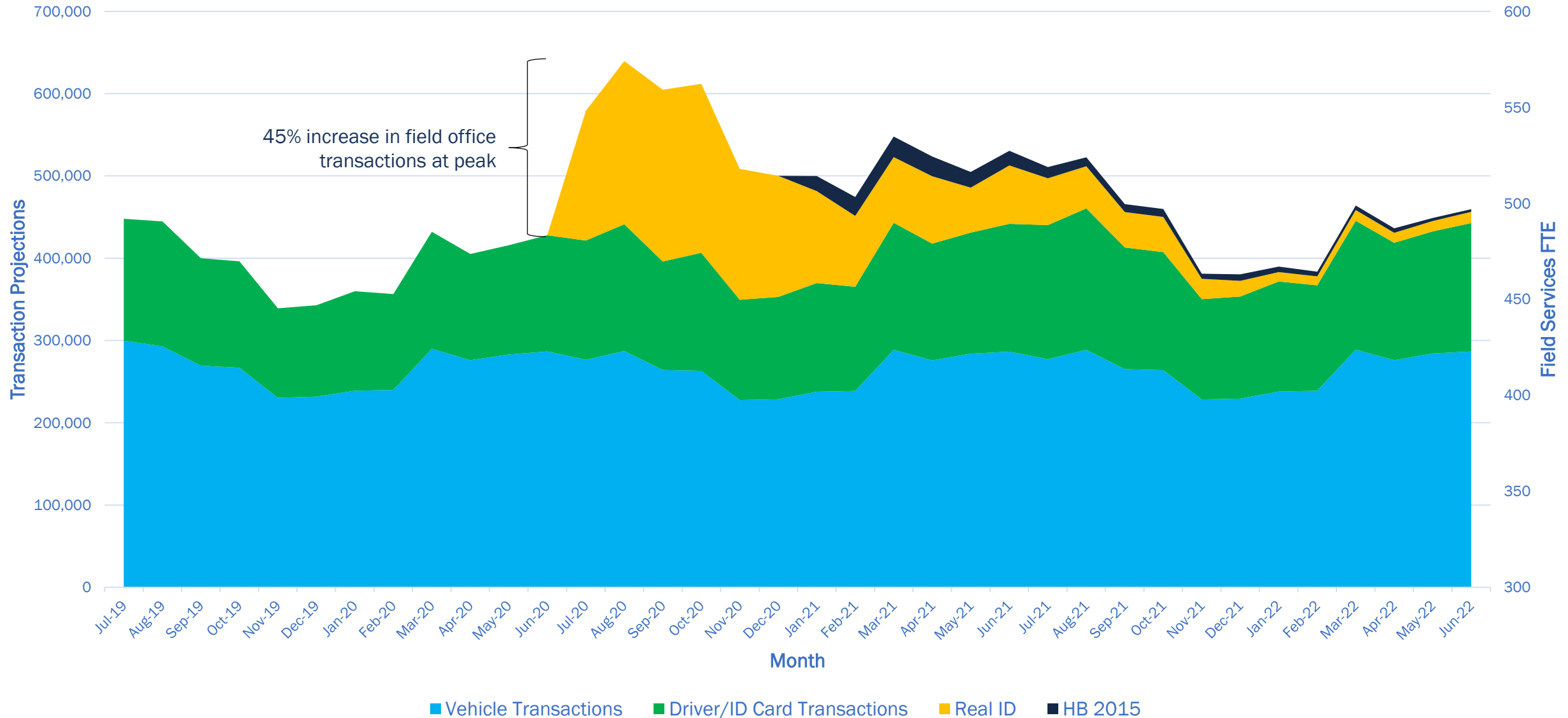
**Be ready to fly Oct. 1, 2020.
Oregon.gov/RealID**

ID requirements change Oct. 1, 2020. Are you ready?



DMV Projected Field Office Transactions

(w/ Real ID & HB 2015)



Challenges

Increased
Transaction Volumes

Short Issuance
Window (July – Oct.)

Communications &
Outreach

Execution Strategy & Communications

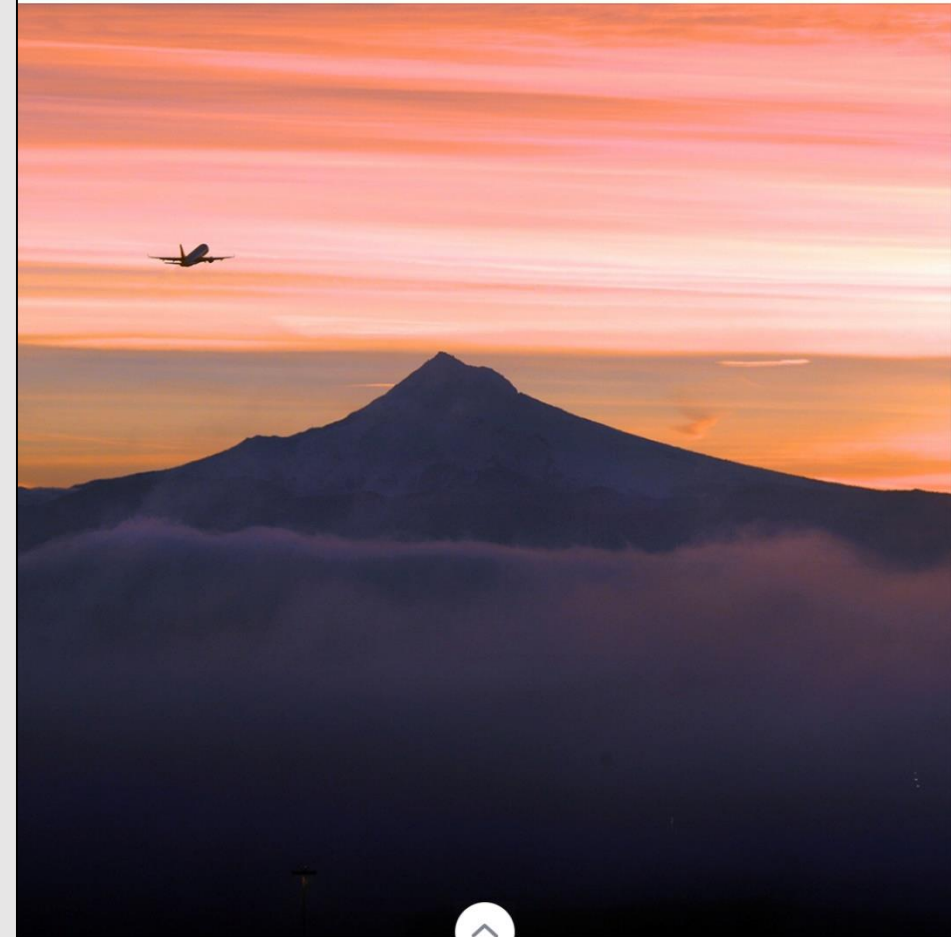
- Proposed comprehensive staffing plan & Saturday Service
- DMV service delivery/field office planning
- Communications campaign
- Partnership with external stakeholders



Oregon Department of Transportation

Sponsored · 

Will you be able to fly next fall? Real ID is coming to Oregon. Click through to learn more.



Do I need a Real ID?



Like



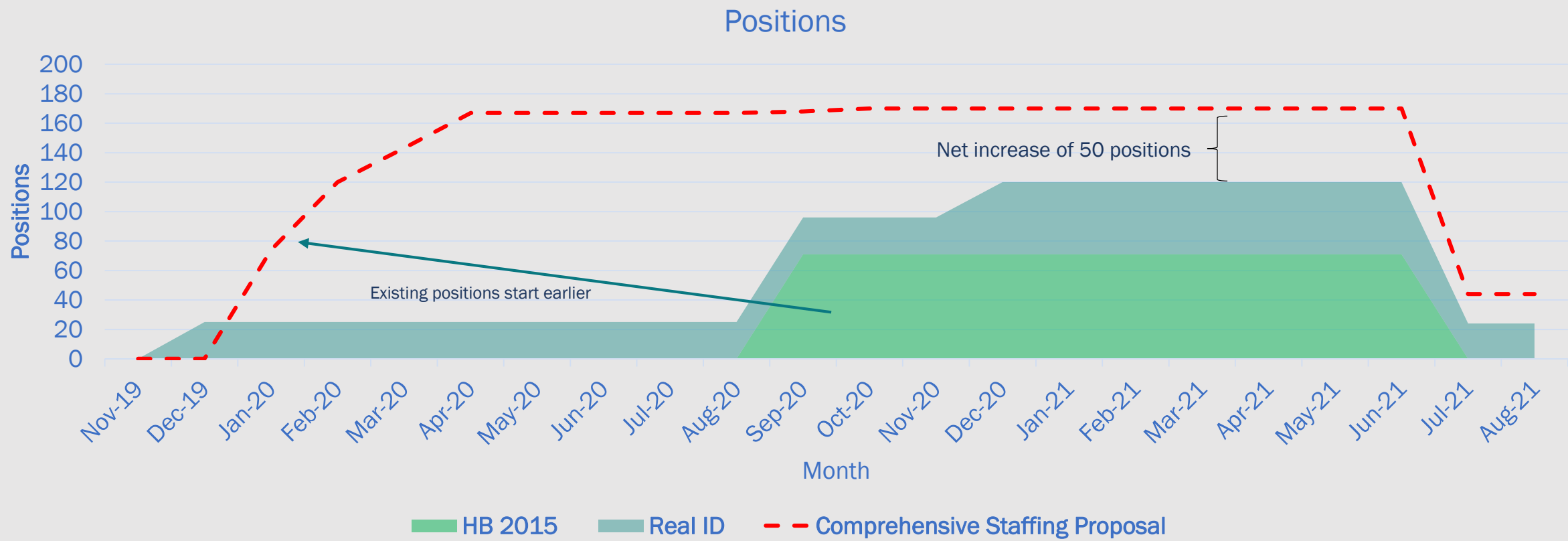
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Staffing Request

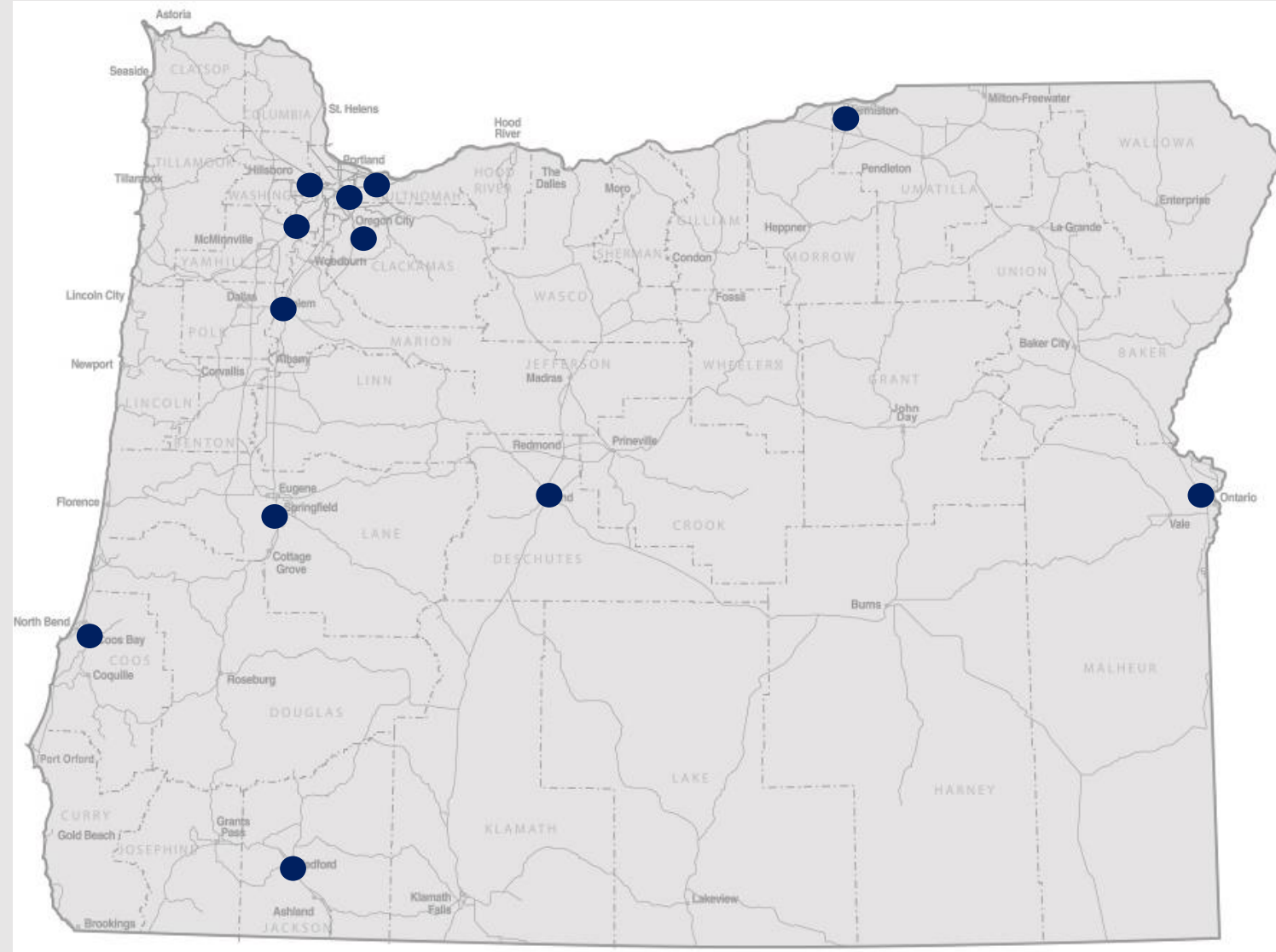
	2019-21 LAB	Comprehensive Staffing Plan
Permanent vs. LD	24 permanent / 96 LD	46 permanent / 124 LD
Net Position Increase	50 positions	
Net \$ Increase	\$10.7 M	



Comprehensive Staffing Plan & Saturday Service

Proposal

- 19-21 LAB positions start earlier
- Field offices / HQ
- Saturday Service
 - 8 am to 12 pm
 - Appt. only / Real ID renewal/replacement
- Expanded throughput – Tuesday through Friday



How will these positions be used?

Field Services

140 Positions

- Provides DMV field office services to customers including Saturday office hours.

Headquarters

30 Positions

- Includes 20 additional call center agents to assist customers
- Additional fraud investigation services
- Help Desk support for Field Services staff

Thank You.