

2009 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 09-W-18WA

Please provide the following information, adding space as necessary:

State: Washington

Assign Program Category (applicant): Infrastructure and Economic Development

Program Name: Enhanced Driver License/Identification Card program

Administering Agency: Washington State Department of Licensing

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Please provide a two-sentence description of the program

The Washington State Department of Licensing (DOL) worked with federal and international authorities to develop a document sufficient to show identity and citizenship for crossing the Washington/British Columbia border. This document is based on the standard Washington State driver license or identification card, but is enhanced to meet the requirements of the Western Hemisphere Travel Initiative (WHTI), giving customers a passport alternative that is less expensive and more convenient.

How long has this program been operational (month and year)?

The program has been operational since January 2008.

Why was the program created? What problem[s] or issue[s] was it designed to address?

The tragic aftermath of the 9/11 attacks required thoughtful and immediate improvements to our nation's border security. One major change affecting many in the United States is the WHTI. As it stands, this law requires a passport or other federally-approved identification or proof-of-citizenship document for all travel into the United States, including U.S. citizens. This requirement will be in place for all land and sea travelers the summer of 2009.

This new law is important for our nation's security. However, this major change has the potential to disrupt Washington State's robust trade and travel relationships with Canada. Currently, our citizens can cross the Canadian border and return to the U.S. using a driver license or birth certificate as identification.

This EDL/ID card:

- Is a voluntary program.
- Is less expensive than a passport and only \$15 more than a standard license.
- Requires proof of U.S. citizenship, identity, and Washington State residence.
- Is more secure than a standard license, and similar in security features to a U.S. passport.

Describe the specific activities and operations of the program in chronological order.

The objectives of Washington State's EDL/ID card program were:

- To mitigate the potential negative impacts of WHTI, on cross-border trade and tourism.
- To offer Washington State residents a voluntary, convenient, and inexpensive alternate travel document to a passport for land and sea border crossing within the Western Hemisphere.
- To establish an issuance process that equaled standards set by the U.S. Department of State, and proving that Washington State could deliver and support this program.
- To demonstrate awareness and due diligence in protecting privacy and addressing security concerns of the public.
- To facilitate border management and maintain trade and tourism across our borders.

Before we started development of the EDL/ID card program, we had to:

- Enact legislation to get authority and funding for the program (March 23, 2007).
- Research the minimum standards established by the U.S. Department of Homeland Security (DHS) for secure travel documents.
- Get approval from DHS for issuing an EDL/ID card program. (Memorandum of Agreement between DHS and WA State signed on March 23, 2007).
- Conduct a gap analysis to evaluate how our current driver license process compared to DHS' minimum standards for secure travel documents.
- Provide DHS staff an onsite tour of our offices, systems, and existing/current business processes. This provided a level of understanding and confidence that Washington State could indeed meet their minimum standards.
- Build an EDL/ID program team to develop a comprehensive information technology and operational plan that would meet requirements and ensure we would be able to deploy within a short period of time.
- Train staff.
- Develop system upgrades/changes.

(We proposed a pilot, but went directly into production and program implementation instead.)

Why is the program a new and creative approach or method?

The EDL/ID is the first of its kind within the United States and Canada. It provides a low cost and convenient alternative to the U.S. Passport and is an acceptable document for land and sea border crossing travel within the Western Hemisphere. DOL worked closely with the U.S. Department of State, the U.S. Department of Homeland Security, the Canadian Border Security Administration and

the provincial government of British Columbia to meet requirements and establish industry best practices for secure issuance of a WHTI acceptable travel document.

DOL obtained necessary state legislation and funding to produce the new license. It took 18 months and more than 33,000 hours of technology services work to implement the program, and the launch went smoothly and was nearly glitch-free.

DOL Staff worked closely with DHS and Washington State's Department of Information Services to build a secure data pipeline from federal border security computer systems to DOL systems to aid in fast license validation at the border. We also worked with Washington State's Department of Health to connect to their database to verify the authenticity of Washington State birth certificates provided by applicants.

Federal officials are touting the enhanced driver license as a viable border crossing solution. DOL has shared the business plan, memorandum of agreement between DOL and DHS, and our Communication and Education strategies and marketing materials with several states and British Columbia who are now modeling DOL's plan. Tight deadlines were met, keeping the project on-time and on budget.

What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

Implementation of an EDL/ID card was authorized by the Legislature in the approved 2007-2009 Biennium Budget. The Legislature provided \$8,872,000 for implementation of the program. This funding was authorized based on Department estimates of the costs for creating a license capable of satisfying Federal requirements under the WHTI.

A supplemental budget request provided an additional \$4,135,000 in funding to address necessary implementation costs to conform with Federal requirements. The increased costs are due primarily to a significant shortening of the timeframe for delivery of the EDL/ID product from May 2008 to January 2008, the resulting costs associated with hiring staff for the implementation of the EDL/ID several months sooner, and increased technology development costs to meet the delivery timeframe.

What are the program's annual operational costs? \$7 million

How is the program funded? Through the Washington State Highway Safety Fund

Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

Yes, the Washington State Legislature passed Engrossed Substitute House Bill 1289 that authorized the department to issue an enhanced driver license and identification card.

What equipment, technology and software are used to operate and administer this program?

DOL had to modify existing programs like the Drivers Field System (used to process application), and Drivers Headquarters System (storing images and Data). The department had to purchase the DAS (document authentication system) and the Facial Recognition System (Biometric matching system). The department also had to enter into agreements with the Department of Health (to verify WA birth certificates) and Department of Homeland Security (to share data with the Border Patrol).

To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

Yes, DOL was the first state in the nation to create and implement an enhanced driver license that doubles as a border crossing document. Customers can obtain the federally approved border crossing card for \$15 more than a driver license or ID card, saving the expense of more than \$100 for a passport.

Governor Chris Gregoire was the innovator, but the program's administrator was:

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Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

Washington is a model for other states and Canadian provinces wanting a passport alternative in response to the Western Hemisphere Travel Initiative. New York, Vermont and the Canadian province of British Columbia are currently issuing enhanced licenses, and nine other states have plans to issue them or have inquired about them. Many provinces in Canada are looking at implementation as well.

Has the program been fully implemented? If NO, what actions remain to be taken?

The program's launch was very successful, and to date, nearly 40,000 EDL/ID cards have been issued to Washington State citizens.

Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

The demand for EDL/ID has the Department continually working to expand capacity. DOL, federal officials, and customers are extremely pleased at the program's success and Washington State's willingness to step up to the challenge to find a solution to WHTI and maintain cross-border trade and tourism.

How has the program grown and/or changed since its inception?

The demand for EDL/ID has pushed the existing capacity of issuance to its limit. DOL is now working on expansion plans. DOL's customers are relieved to have a simple, inexpensive alternative to border crossing. DOL, federal officials, and customers are extremely pleased at the program's success and Washington States willingness to step up to the challenge to find a solution to WHTI and maintain cross-border trade and tourism.

Last fall, we used campaign materials to specifically target two areas in the state that had lower EDL/ID numbers than the rest of the state, and it resulted in a 15 percent increase in the issuance of the licenses in these two offices.

What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

States who wish to implement this type of program may have to seek law changes within their own state. They also have to get federal approval through the Department of Homeland Security.

2009 Innovations Awards Program

Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

- Business/Commerce
- Economic Development
- Transportation

Government Operations

- Administration
- Elections
- Public Information
- Revenue

Health & Human Services

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

Save in .doc or rtf. Return completed application electronically to innovations@csg.org or mail to:

CSG Innovations Awards 2009
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This application is also available at www.csg.org, in the Programs section.

Deadline: March 2, 2009