

WASHINGTON STATE DEPARTMENT OF  
**LICENSING**



# COULD YOU COMPLETE A MARATHON?



# DOL OFFICE SERVICES

- ◉ Renewals or duplicates
- ◉ Adding endorsements: Motorcycle & Commercial Truck Driver (CDL)
- ◉ Change of address
- ◉ Voter registration
- ◉ Driving Abstract/history of driving record
- ◉ Enroll as an organ donor
- ◉ Washington State ID cards
- ◉ Enhanced Driver's license/ID cards at specific offices
- ◉ Initial testing for first time licenses, available at limited offices

# WHAT DOES IT TAKE TO STOP YOU?



# YOUR NEW LICENSE OR ID

- ◉ The system brings up your information and picture so attempted fraud is minimized
- ◉ Your new license or identification card will be sent to you in the mail in a week to ten days
- ◉ You should ensure the information on your license is correct

# ENHANCED DRIVER LICENSE AND IDENTIFICATION CARD

- ◉ Allows for land or sea border crossing between the U.S. and Canada, Mexico, and Caribbean
- ◉ Only \$15 and can be added any time
- ◉ Must apply in-person at an office that offers enhanced services
- ◉ EDL/EID is Voluntary
- ◉ EDL/EID card includes a radio frequency identification tag (RFID)
- ◉ The RFID does not contain any personal ID information, only a unique reference number

## ENHANCED PROCESS



- ◉ Proof of U.S. Citizenship - ie. US Passport Original Certified State Birth Certificate or Certificate of Naturalization
- ◉ Social Security Number must be a match in system
- ◉ Proof of Washington State residency
- ◉ Documents are scanned and returned
- ◉ Interviewed by an EDL Approver



# ADDRESS CHANGES

A change of address can be done one of the following ways:

- Go online to [www.dol.wa.gov](http://www.dol.wa.gov) and change address
- Print the form off of the website and mail it in
- Visit a driver's licensing office





# VOTER REGISTRATION

The customer may register to vote at the Secretary of State website or at any driver licensing office.

## Registration Requirements

Must be a U.S. citizen

Must be a resident of WA state

Must be age 18 by election day

## They Can Not Register If

They are not under the supervision of the DOC

They have been declared mentally incompetent

# VOICE OF DONATION: DONOR FAMILY, THE AUTRY'S



**Bryce Autry.**  
Organ and Cornea  
donor.

Watch video here:  
<http://www.youtube.com/watch?v=2hFrt2EKHAA>

# VOICE OF DONATION: TRANSPLANT RECIPIENT



## **Louise Rock:** Double Lung Recipient

Excerpts from thank you letter to her donor family:

“My hope is that hearing from me will somehow help you with your loss.”

“I sincerely want you to know that I am truly grateful for absolutely every minute of every day”

“There are no words for the look of sheer joy on my children’s face when I awoke after transplant.”

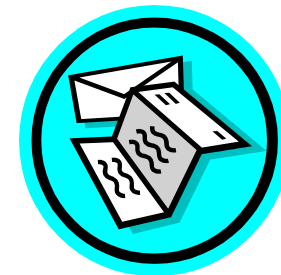
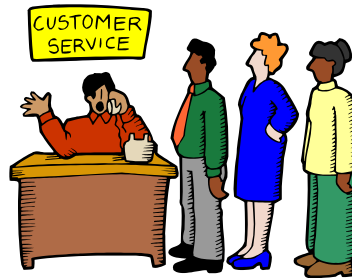
“What a humbling experience this has been.”

First on Louise’s “to do” list was play hide and seek with her 3 granddaughters.

# ORGAN DONOR

**There are 3 ways to register as an organ donor:**

- Online at [donatelife.com](http://donatelife.com)
- At any driver's licensing office
- In writing: Donate Life Today Registry  
11245 SE 6th Street, Ste 100  
Bellevue, WA. 98004



# IDENTIFICATION CARD OFFSITE ISSUANCE

- ◉ DOL has seen an increase in the number of customers who are physically unable to travel to a License Service Office (LSO) for an Identification card
- ◉ Under the USA PATRIOT Act these customers must have valid identification to have access to medical and other health care services



# DRIVER LICENSE REQUIREMENTS

- Vision: higher than 20/40 requires a form and a retest.
- If you require glasses, or are on a cycle it will be noted on your license
- Change in medical or a physical condition since last renewal? Driving may be evaluated for compensation

# RE-EXAMINATIONS

- ◉ To evaluate a customer's driving ability to ensure that any physical, visual, or mental limitations do not impair safety





# RE-EXAMINATIONS

- ◉ Which one of the following would you select for reexamination?



# RE-EXAMINATIONS

## ◎ RCW 46.20.041

Persons with physical or mental disabilities or diseases.

- ◎ (1) If the department has reason to believe that a person is suffering from a physical or mental disability or disease that may affect that person's ability to drive a motor vehicle, the department must evaluate whether the person is able to safely drive a motor vehicle. As part of the evaluation:

- (a) The department shall permit the person to demonstrate personally that notwithstanding the disability or disease he or she is able to safely drive a motor vehicle.

# RE-EXAMINATIONS

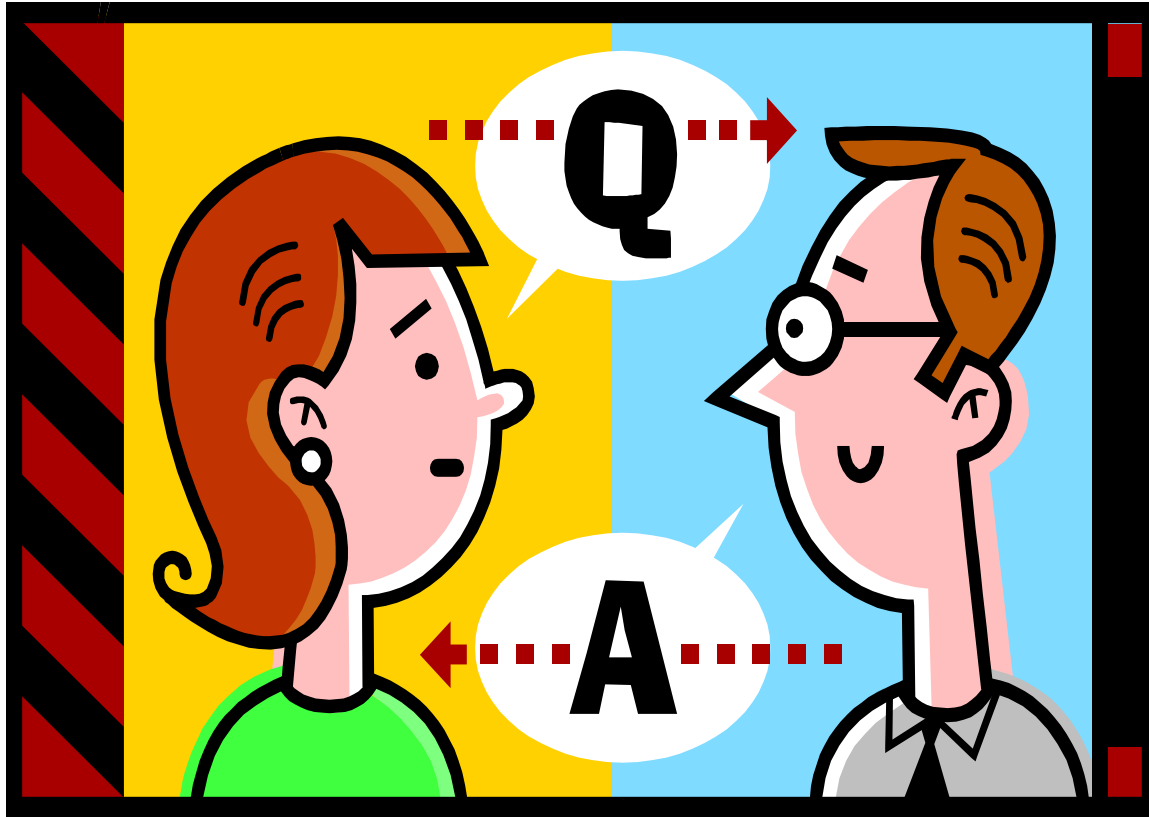
- Anyone may request someone's driving ability be evaluated:
  - Medical professionals, law enforcement, family members, or neighbors
- *It is not anonymous:*
  - *you may request the information by writing to the Department of Licensing.*

# LICENSING OFFICE SELECTED RE-EXAMINATIONS

- ◉ Limited strength and mobility
- ◉ Tremors
- ◉ Prosthetic limbs, loss of limbs
- ◉ Paralysis
- ◉ Supplemental Oxygen
- ◉ Casts on arms or legs
- ◉ Vision below standard
- ◉ Impairment of cognitive function
- ◉ Must be assisted by others
- ◉ Limited alertness or slow reactions



# CUSTOMER INTERACTION



# CUSTOMER INTERACTION

- To be free of discrimination, including unintentional discrimination
- It is our duty and responsibility to be sensitive and responsive
- Treat everyone with professionalism and courtesy



# THE RE-EXAMINATION DRIVE TEST

MUST BE AT A LICENSING OFFICE

MUST BE CONDUCTED BY A LICENSING  
SERVICE REPRESENTATIVE





# THE DRIVE TEST

- The focus is on the driver's ability to safely control the car
- Evaluation of the impact of the impairment may have on the customer's driving ability
- If a driver does not qualify:
  - Driving lessons are suggested
  - A temporary authorization to drive may be issued for practice. Driver must be accompanied by a licensed driver with five years experience

# SKIP A TRIP GO ONLINE



- Many services are available on line.
  - Renew your ID or Driver's license, including Enhanced
  - Replace your lost or stolen ID or Driver's license, including Enhanced
  - Change your address
  - Obtain a Driving abstract
  - Check the status of your driver's license
  - Vehicle services: renew tabs or report a sale

QUESTIONS?



# IDENTIFICATION CARD OFFSITE ISSUANCE

- ⦿ A Licensing Service Representative can make an offsite visit
- ⦿ A customer with an existing ID may be eligible to renew or replace using the online services option
- ⦿ Special arrangements can be made for visiting an office

# OH THE PLACES YOU'LL GO!

Dr. Seuss

- ◎ And will you succeed?  
Yes! You will, indeed!  
(98 and 3/4 percent  
guaranteed.)

**KID, YOU'LL MOVE MOUNTAINS!**



◎ So...

be your name Buxbaum or Bixby or  
Bray

or Mordecai Ali Van Allen O'Shea,  
you're off to Great Places!

Today is your day!

Your mountain is waiting.

So...get on your way!

