

## Undocumented Motorist Safety & Insurance Task Force

Thursday, June 19, 2016

10:00a.m. – 12:00p.m.

Tatnall Building, Room 112, Dover, DE

### Meeting Attendance

#### Task Force Members:

##### Present:

Senator Bryan Townsend  
 Senator Robert Marshall  
 Chief William Bryson  
 Director Scott Vien  
 Javier Torrijos  
 Rosario Calvachi-Mateyko  
 Major Melissa Zebley  
 Deborah Gottschalk, Esq.  
 Jose Somalo  
 Darlene Battle  
 Deputy AG Danielle Brennan

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New Castle County Chamber of Commerce	-N/A	
Greater Georgetown Chamber of Commerce	-N/A	
Delmarva Poultry Industry	-N/A	

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<b><u>Attendees:</u></b>	<b><u>Organization:</u></b>	<b><u>Phone:</u></b>
Ryan Tack-Hooper	ACLU	N/A
Di'Yonnce Tribbet	N/A	N/A
Rhonda West	Department of Insurance	302-674-7579
Lisa Seymour	Delaware State Police	302-672-5322
John Laird Jr.	Delaware State Police	302-739-5990
Keri Rapa	Delaware Senate Minority Staff	302-744-4256

## **INTRODUCTIONS**

Senator Townsend, co-chair, brought the meeting to order at 12:19 p.m. The Senator then thanked members of the Task Force and the public for attending the reconvening of the Undocumented Motorist Safety & Insurance Task Force at the direction of SA1 (Marshall) to SB 59 (Townsend).

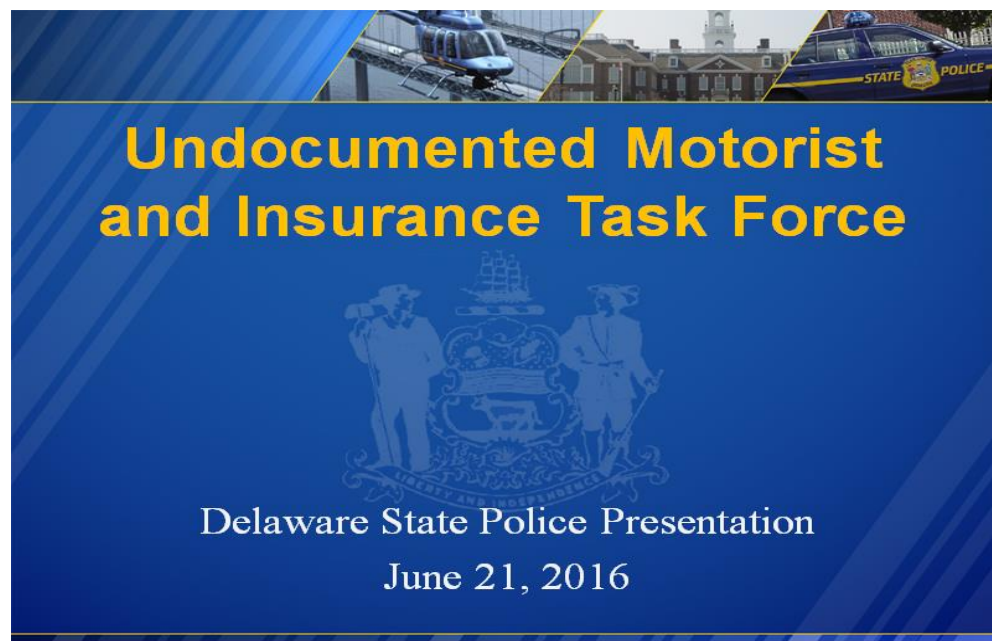
### **Overview of SA 1 (Marshall) to SB 59 (Townsend): Calling for a Reconvening of SCR 36**

*Synopsis: This amendment creates a requirement for the reconvening of the task force to review and analyze the implementation of the driving privilege card and to determine if recommendations should be made to the General Assembly.*

### **PRESENTATION BY DELAWARE STATE POLICE**

Senator Townsend introduced Task Force member, Major Melissa Zebley, who presented the Delaware State Police (DSP) findings of the results of the implementation of the undocumented motorist legislation to date.

Please see the presentation below provided from the DSP:





## Program Development

- DPC applicant processing started on Monday, December 28, 2015.
- Fiscal note to legislation permitted SBI to hire six employees (3 full time and 3 casual seasonal)
  - 1 full time Fingerprint Technician
  - 5 Criminal History Technicians
    - Four of the employees are bi-lingual
      - SBI Dover – 2 employees
      - SBI North – 1 employee
      - SBI South – 1 employee



## Program Development

- January 2016, SBI experienced high call volumes due to DPC applicants wanting to schedule appointments

SBI added a designated appointment line for bi-lingual applicants which is answered by a bi-lingual employee

Frequently Asked Questions & Answers Document posted on our website with an accompanying video on our DSP Facebook Page.



## Program Development

- January 2016, SBI employees worked additional hours and overtime to accommodate the DPC applicants. An additional 12 days were added to our schedule to include Saturdays.
  - Six casual seasonal employees permitted to work an additional 7.5 hours a week (normally work 29.5 hours, approved for 37.5 hours)
  - Full time employees permitted to work overtime



## Applicants Processed

MONTH	SBI HQTS	SBI NORTH	SBI SOUTH	TOTAL
28-Dec	43	34	30	107
JAN	291	246	163	700
FEB	525	322	203	1050
MAR	303	310	218	831
APR	200	268	215	683
MAY	127	182	148	457
16-Jun	34	114	38	186
<b>TOTAL</b>	<b>1523</b>	<b>1476</b>	<b>1015</b>	<b>4014</b>




## Applicants Processed

- There have been 45 customers initially denied by SBI for follow up:
  - Total Applicants – 4014
  - Total Initial Denials- 45
  - Favorable Investigations – 17
  - Unfavorable Investigations – 0
- Essentially this means that 28 of those applicants who were denied elected not to return to SBI for further investigation. 17 applicants who returned to SBI and were later cleared to proceed in the process.




## Community Outreach

- Frequently Asked Questions & Answers Document posted on our website
- Video created in partnership with Delaware Tech posted on our DSP Facebook Page.
- Public Information Officers attended Community Meetings and conducted radio station & newspaper interviews.
- In-Service Conducted in Spring 2016 addressed every Trooper on the legal updates pertaining to the DPC.




## DRIVING PRIVILEGE CARD

- SBI North and South currently have appointments available in June.
- Due to the decrease of customers in Dover, and having more staff available, customers are no longer required to make an appointment in Dover.
- There is no longer a bi-lingual employee on our designated phone line. The customers are instructed to leave a message and their call is returned.



## Questions?



## Number of Applicants Processed

<b>MONTH</b>	<b>SBI HQTS</b>	<b>SBI NORTH</b>	<b>SBI SOUTH</b>	<b>TOTAL</b>
<b>28-Dec</b>	<b>43</b>	<b>34</b>	<b>30</b>	<b>107</b>
<b>JAN</b>	<b>291</b>	<b>246</b>	<b>163</b>	<b>700</b>
<b>FEB</b>	<b>525</b>	<b>322</b>	<b>203</b>	<b>1050</b>
<b>MAR</b>	<b>303</b>	<b>310</b>	<b>218</b>	<b>831</b>
<b>APR</b>	<b>200</b>	<b>268</b>	<b>215</b>	<b>683</b>
<b>MAY</b>	<b>127</b>	<b>182</b>	<b>148</b>	<b>457</b>
<b>16-Jun</b>	<b>34</b>	<b>114</b>	<b>38</b>	<b>186</b>
<b>TOTAL</b>	<b>1523</b>	<b>1476</b>	<b>1015</b>	<b>4014</b>

Major Melissa Zebley provided the above document, Number of Applicants Processed, for easy viewing during the presentation since it was not legible on the slide.

Major Zebley noted, in addition to the presentation, that the primary reason undocumented citizens who apply for driver privilege cards are being denied is because the name and date of birth does not match the records that may be on file. She then opened the floor for questions.

Javier Torrijos, Chair of the Delaware Hispanic Commission, acknowledged the work that the State Police have been doing to reach out to the community. Mr. Torrijos stated that often, when people call to inquire about the program, they encountered language barriers and/or were unable to get through the line.

Major Zebley apologized for those inconveniences and stated that these problems occurred primarily in January when the program was first rolled out. She said that the Department has addressed these issues since.

Rosario Calvachi-Mateyko, Vice Chair of the Delaware Hispanic Commission, asked what the Department is doing to help inform police leadership and employees about the program and the services that are available.

Major Zebley stated that they have educated every trooper in the State and that police have been trained to know what the point of contact is.

Chief William Bryson, Chair of the Delaware Police Chiefs' Council, stated at the present time, not all individual departments have a bilingual employee, which may cause problems on the street level for this program.

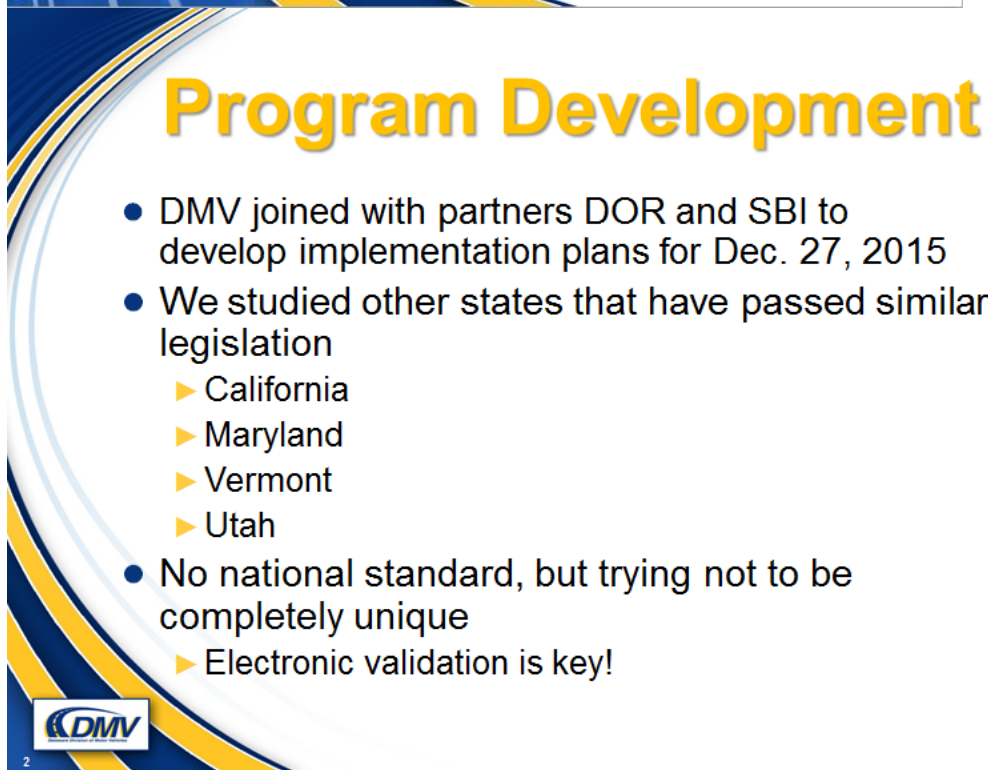
#### **PRESENTATION BY DELAWARE DIVISION OF MOTOR VEHICLES**

Senator Townsend turned the floor to the next presenter and introduced Task Force member, Scott Vien, Director of the Delaware Division of Motor Vehicles (DMV).

Please see the presentation below provided from the DMV:



Please see the PowerPoint Slides below



## Customer Flow

- Three step process
  - ▶ Fingerprinting at SBI
  - ▶ Certificate of Filing Compliance at DOR
  - ▶ Schedule appt. at DMV
    - Eliminates unnecessary wait times for DPC and other customers
    - Must have SBI receipt information before setting up appointment



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## Customer Flow cont'd

- Arrive at DMV for appt.
- Documentation review
  - ▶ Proof of Name and DOB
    - Valid Foreign Passport; or
    - Valid Consular ID Card
  - ▶ Proof of fingerprinting
    - Form provided by SBI
  - ▶ Proof of filed Delaware taxes
    - Form provided by DOR
  - ▶ Proof of current address/residency
    - 2 pieces bus. mail postmarked w/in 60 days
- System Validation
  - ▶ Facial Recognition, Suspension, Revocations, etc.
- Take knowledge test



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## Customer Flow cont'd

- Issued a DPC permit once pass knowledge exam
  - ▶ Legal authority to drive with other licensed driver
- Schedule a road exam at least 10 days from knowledge test pass date



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## Renewal is easy!

- Once road exam is successful, DPC is issued
  - ▶ Renewable every 4 years
    - **FINGERPRINTING/TAXES, ETC. NOT NEEDED TO RENEW**
- Appts. needed only for initial enrollment
- If at any point a person gains legal presence in the US, proof of legal presence will be needed



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# Driving Privilege Card appearance



# Appearance cont'd



Non-Driver Identification Card



Conditional Ignition Interlock DL



CDL Instructor



Ignition Interlock Driver License



Emergency Vehicle Operator



Non-CDL A License



Commercial Driver License (CDL)



Conditional Driver License



## Education

- DPC website created and online at DMV.DE.GOV
  - ▶ General information
  - ▶ Documentation requirements
  - ▶ FAQ's
  - ▶ Translation tool
  - ▶ Scam warnings
- Testing assistance
  - ▶ Driver Manual translated into 5 languages
  - ▶ Sample Driving test
    - Online
    - iPhone and Android



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## Community Outreach

- Print material – English & Spanish
- Scheduling time on radio
  - ▶ Maxima
  - ▶ La Z mx
- Attending outreach events
  - ▶ DPC Kickoff in Georgetown
  - ▶ Attended or scheduled to attend 5 Hispanic Health Fairs with the Delaware Breast Cancer Coalition and the Mexican Consulate
  - ▶ Hispanic Job Fair
  - ▶ 2016 Festival Hispano
  - ▶ 2016 Latino Summit
  - ▶ All other events
- Social Media
- Delaware Hispanic Commission



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## Other Customer Asst.

- Added road test capability
  - ▶ Reduced wait time by 33%
- Dedicated phone line
  - ▶ 877-477-7117
- Hiring translators if funding will allow
- Updating Class D Spanish translation



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## DPC Appt. Volume

4331 Appointments Scheduled 1/4 - 6/17

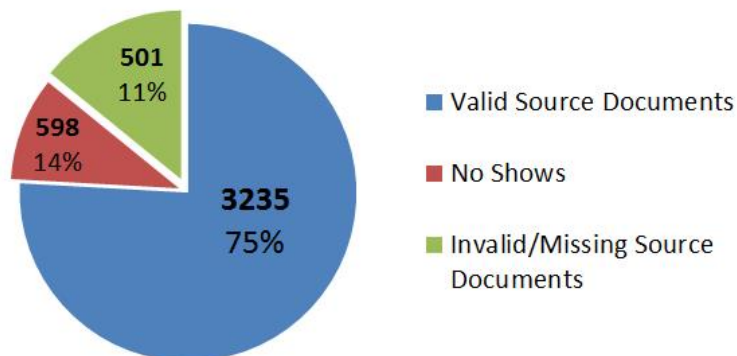
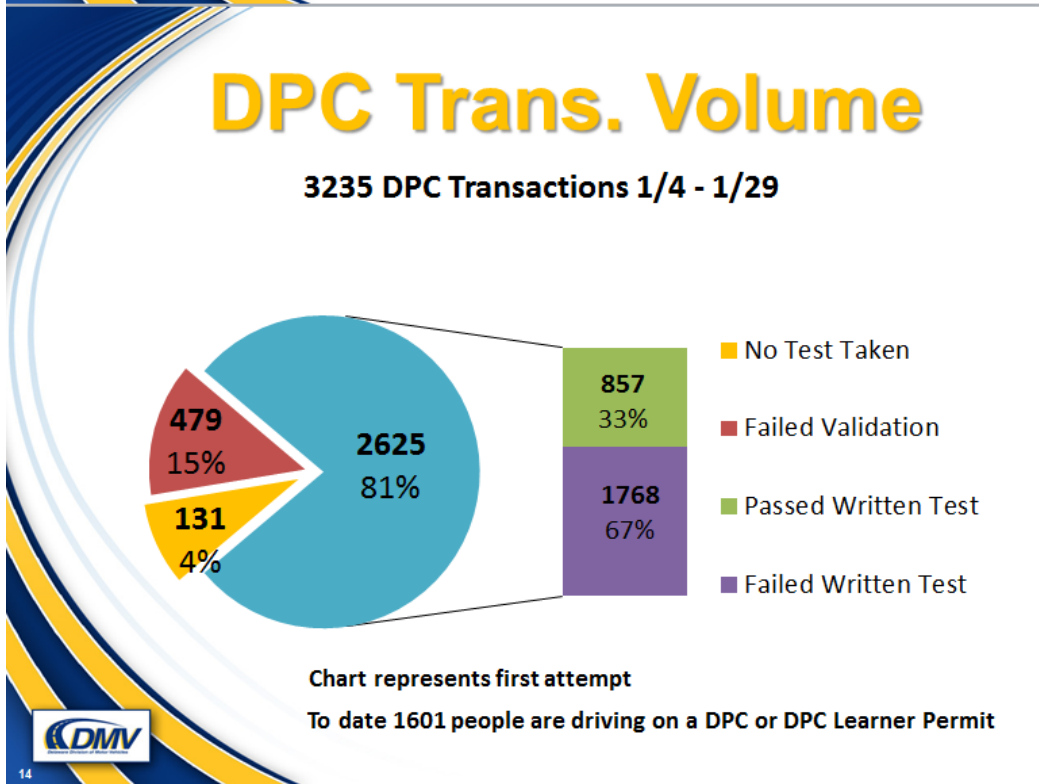
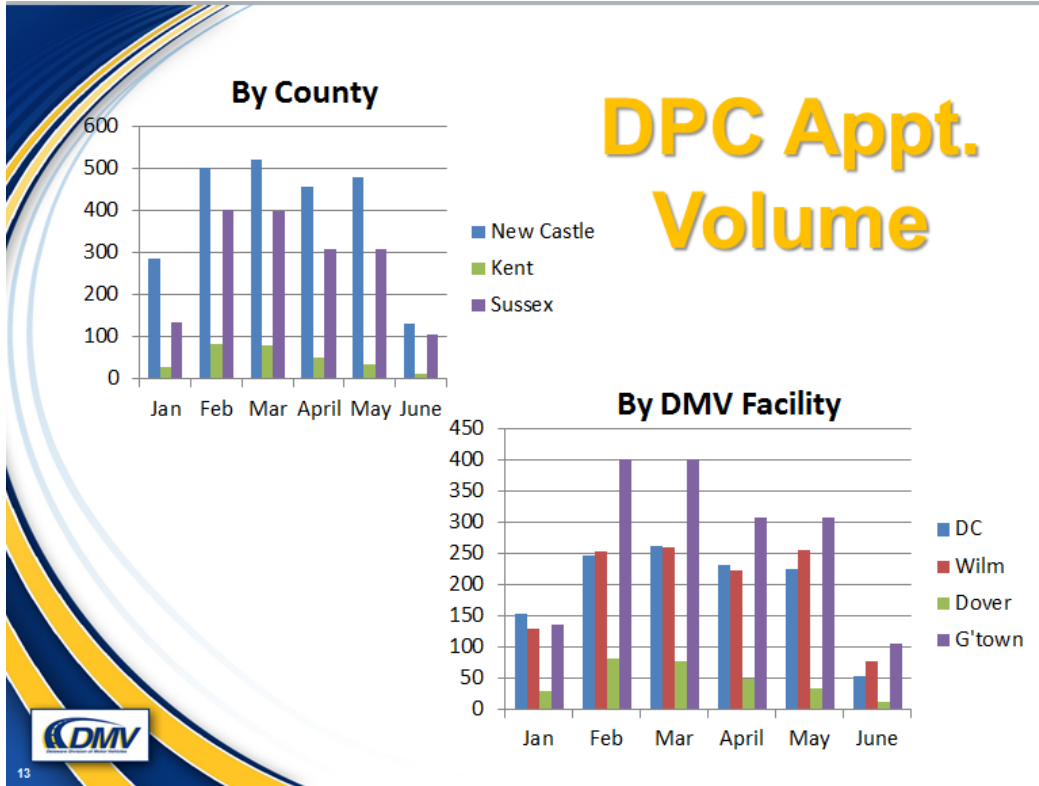


Chart represents first attempt



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## Future DPC Volume

- Customers must interact with other agencies before coming to DMV to obtain a DPC
- We can gauge potential future DPC Customer volume by monitoring appointments made with these agencies
  - SBI and DOR
- Currently 84 appointments scheduled at DMV
  - Next day appts. available at all locations
    - Furthest appt. is July 11



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## How to prepare...

- Study! Study! Study!
- Follow this checklist
  - ▶ Obtain all required documents prior to appearing at DMV
  - ▶ Make sure all required documents are valid
  - ▶ Clear up any outstanding traffic tickets, fines, suspensions or warrants
  - ▶ Be on time for all scheduled appointments
  - ▶ File taxes if you have failed to do so
    - Can file up to three years back



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# Questions



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DELAWARE  
DRIVING  
PRIVILEGE  
CARD

TARJETA DE  
PRIVILEGIO DE  
CONducir DE  
DELAWARE



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Director Scott Vien noted that the statistics that were provided in the presentation represent people's first attempt at obtaining a driving privilege card.

Director Vien provided additional statistics at the closing of the presentation from the Division of Revenue, stating that 3,892 certificates of filing compliance were issued. He further noted there were a total of 200 walk-ins in the Dover location, 300 walk-ins in Georgetown, and 500 walk-ins in Wilmington. The rest of the appointments were made online. He opened the floor for questions.

Ms. Calvachi-Mateyko asked if they have referred people to Dover, since the DMV facility there does not have as many appointments as those in New Castle and Sussex Counties.

Director Vien clarified that there is availability at all DMV locations. He clarified that there just have not been many appointments requested for the Dover location. The Director noted that when people call in they are calling in to a central line that can make appointments for any location statewide.

Ms. Calvachi-Mateyko shared her experience of applying for a driver's license, noting that it was difficult for her to learn the English words for each of the different types of road signs.

Director Vien explained that it is a statutory requirement that the person know what the signs mean in English. The Director noted that in order for someone to take the knowledge test, they must pass a sign test in English first.

Darlene Battle, Delaware Alliance for Community Advancement, asked if people who are missing documents are being referred to organizations that can assist them in obtaining this information.

Director Vien stated that it is up to the individual when filling out their application whether or not to seek the help from an organization. He noted that when they call DMV, the agency will refer them to those organizations. If they are missing documents, a DMV representative will tell them where to go to obtain them. Director Vien further noted that many problems arise from the requirement that applicants provide two pieces of mail showing their current address, because this is sometimes difficult for them to find.

Ms. Battle thanked the Director for his answer and stated that it is unfortunate organizations that can provide assistance are not able to connect with applicants before they apply. She said that many of them will not come back for a second attempt because of the difficulties acquiring the necessary documents or because they are unable to schedule a translator to accompany them to the DMV.

Director Vien stated this is the main reason why DMV personnel have been going into the communities to educate as many people as they can. He noted that those who have had problems is a small number compared to the total number of applicants, so that while it is an area in need

of improvement, it is important to realize that more people are being approved for the privilege cards than are being denied.

Ms. Calvachi-Mateyko confirmed that many people in the community have been referring friends and family members to the different organizations that can provide assistance in gathering the required documents.

José Somalo, Mid-Atlantic Hispanic Chamber of Commerce, noted that the translation of explanatory documents has been a big concern, and the Hispanic community appreciates that the DMV has taken this seriously. Mr. Somalo then asked if training with employees includes a sensitivity training to teach DMV personnel how to interact with undocumented individuals.

Director Vien stated that every DMV employee goes through a diversity and sensitivity training course every two years and added that the State Human Relations Commission has done training for every single DMV location within the State. The Director noted that each DMV has a counter dedicated for appointments with undocumented applicants and that each DMV will maintain consistency with who is working this counter.

Mr. Torrijos thanked the Task Force and the organizations. He noted that the translation that has been completed in the DMV Driving Privilege Card handout is very good and that the Delaware Hispanic Commission hopes to see the same quality of translation in the driver manual and driver's test documents.

Director Vien noted that DMV employees worked on the pamphlet referenced. Mr. Vien then noted that translation is always a challenge. For instance, in the preparation of the Spanish version of the driver's test document the DMV initially was at the mercy of the vendor, but since the agency has been getting so much feedback about the test, DMV personnel have been able to carry out internal reviews on how to help fix language problems.

Mr. Torrijos noted that, in the end, no matter what the translation may be, there is never going to be 100 percent perfection because of the language variations within the Hispanic community.

Please see below for the DMV Driving Privilege Card pamphlet:

## Everyone Can Now Have the Privilege to Drive in Delaware

The Delaware Driving Privilege Card (DPC) is a valid driver license that is available to foreign Delaware residents who are unable to produce legal presence within the United States and meet certain eligibility requirements. The Delaware Division of Motor Vehicles (DMV) issues the DPC for driving purposes only. **It is not a valid form of identification.**

### FEES

The fee for the Delaware DPC is \$20.00 plus an additional \$52.50 fee collected by the Delaware State Bureau of Identification (SBI) to validate your identification during the application process. The card is valid for a period of four years and must be renewed in person at a Delaware DMV office.



### DRIVING PRIVILEGE CARD CHECKLIST

Clip out this checklist and mark off items as you complete them. When all have been checked off, you will have your Driving Privilege Card and can drive legally in Delaware!

- Get fingerprinted to validate your identity
- Contact Division of Revenue for tax returns
- Set up appointment with DMV
- Go to scheduled appointment at DMV facility
- Take and pass vision screening, knowledge exam and road skills test

### Questions or for more information:

For the most up to date information regarding the DPC process, please visit the DPC website at [dmv.de.gov](http://dmv.de.gov) or call 877-477-7117.

### FOLLOW US ON...



## DELAWARE DRIVING PRIVILEGE CARD



### HOW TO APPLY



#### Get fingerprinted to validate your identity

Beginning December 27, 2015, you may visit your local Delaware State Bureau of Identification (SBI) office to begin the DPC application process. SBI requires proof of identity and will collect a fee of \$52.50. SBI will process your fingerprints, validating your identification. You will be provided with a document containing an official receipt number and a DMV "appear on or after" date for the DMV process. (For a list of SBI locations, visit [dsp.delaware.gov/state\\_bureau\\_of\\_identification](http://dsp.delaware.gov/state_bureau_of_identification)) or by calling 302-739-2528.

- Have fingerprints collected. (fee is \$52.50)
- Get SBI receipt containing:
  - Name and date of birth
  - SBI Receipt number
  - DMV's "appear on or after" date

*Do not lose this receipt. You will need to provide it to DMV for application purposes.*



#### Contact Division of Revenue for tax returns

A DPC applicant must also obtain a Certification of Filing Compliance document from the Delaware Division of Revenue. This document verifies the applicant has filed Delaware taxes within the two preceding years of a DPC application. It will contain the applicants name, the tax years filed, last four digits of their Individual Tax Identification Number (ITIN) or Social Security Number (SSN), and a document locator code. The applicant may visit the Delaware Division of Revenue's website at [revenue.delaware.gov](http://revenue.delaware.gov) to immediately collect a Certification of Filing Compliance document or call the Division of Revenue's office at 302-577-8200 to schedule an appointment to obtain one.

- Request proof of previous two years of filed Delaware tax documents
- Division of Revenue documents contain:
  - Your Name (and your spouse and/or dependents)
  - Year taxes were filed
  - Your (and your spouse and/or your dependents) ITIN or SSN

### RESTRICTIONS

- The Delaware DPC is issued for driving purposes only and is not a valid form of identification. The card bears the distinct verbiage "Driving Privilege Only" and "Not Valid for Identification" on its face.
- The Delaware DPC only guarantees privileges within the State of Delaware. Acceptance in other states is not certain at this time.
- A Delaware DPC is valid for Class D driving privileges only. A motorcycle endorsement is permitted, but a commercial driver license is NOT permitted.
- US Citizens and persons with valid legal presence documents are not eligible for a Driving Privilege Card



#### Set up an appointment with DMV

After you have completed Step 1 and Step 2 you may call the DMV at 877-477-7117 to schedule an application appointment. DMV will not be able to accommodate applicants who do not have a scheduled appointment.

- Information needed to schedule an appointment:
  - Name and date of birth
  - Contact information
  - SBI receipt number
  - DMV's "appear on or after" date provided by SBI



#### Go to scheduled appointment at DMV facility

When you arrive at DMV for your scheduled appointment, please be prepared and have all required documents, which must be in their original or certified form. Photocopied, altered or expired documents will not be accepted. Documents in foreign languages must be translated into English by a professional translator and accompany the original foreign language document. DMV will verify, scan and store images of all presented documents. DPC application fee is \$20.00.

- You must appear at the proper DMV facility prepared and on time
- Your provided documents must be valid, original or certified, and if applicable, translated into English by a professional translator.
- Required documents:
  - SBI fingerprint receipt
  - Division of Revenue Certification of Filing Compliance document proving you filed Delaware taxes the previous two years (Must contain ITIN or SSN)
  - Proof of Name and Date of Birth (Valid passport or unexpired consular identification document)
  - Name change documents, if applicable (In the case of multiple name changes, you must provide a document from each name change to prove the continuity of names)
  - Two separate proofs of Delaware residency (Must be postmarked by USPS within last 60 days and must come from a company/business. Personal mail will not be accepted.)
  - \$20.00 application fee



#### Take and pass vision screening, knowledge exam and road skills test

A vision screening and knowledge exam may be conducted during your initial visit. Once you have passed the knowledge exam, a permit will be provided, and a road exam will be scheduled for a future date. You must have your permit for at least 10 days before a road exam can be scheduled. You must pass the required:

- Vision Screening
- Rules of the Road Knowledge Test
  - A DPC permit will be issued upon successful completion
  - The DPC permit is valid for six months and must be held for at least 10 days before a road test can be scheduled
- Road Skills Test
  - DPC license will be issued upon successful completion of scheduled road test

Please see below the Spanish translated version of the DMV Driving Privilege Card pamphlet:

### Ahora todos pueden tener el privilegio de conducir en Delaware

La Tarjeta de privilegio de conducir de Delaware (DPC, Delaware Driving Privilege Card) es una licencia de conducir válida que está disponible para los residentes extranjeros de Delaware que cumplen con ciertos requisitos de elegibilidad, pero no pueden demostrar su presencia legal en los Estados Unidos. La División de Vehículos Motorizados de Delaware (DMV, Delaware Division of Motor Vehicles) emite la tarjeta DPC únicamente para efectos de conducir automóviles. **Esta tarjeta no es una forma válida de identificación.**

**TARIFAS**  
El costo de la tarjeta DPC de Delaware es \$20.00 más un cargo adicional de \$52.50, recaudado por la Oficina de Identificación del Estado de Delaware (SBI, Delaware State Bureau of Identification) para validar su identificación durante el proceso de solicitud. La tarjeta es válida por un periodo de cuatro años y debe ser renovada en persona en una oficina de la división DMV de Delaware.



### LISTA DE VERIFICACIÓN PARA OBTENER LA TARJETA DE PRIVILEGIO DE CONDUCIR

Recorte esta lista de verificación y marque los pasos en la medida en que vaya avanzando en el proceso. ¡Una vez complete todos los pasos, usted tendrá su tarjeta de privilegio de conducir y estará habilitado para conducir legalmente en Delaware!

- Proveer sus huellas dactilares para validar su identidad
- Ponerse en contacto con la División de Recaudación de Impuestos para declaraciones de impuestos
- Programar una cita con la división DMV
- Asistir a la cita en las instalaciones de DMV
- Tomar y pasar examen de visión, examen teórico y el examen práctico de conducir

## TARJETA DE PRIVILEGIO DE CONDUCIR DE DELAWARE



**Preguntas o mayor información:**

Para obtener la información más actualizada sobre el proceso para obtener la tarjeta DPC, por favor visite el sitio web de la división DMV [dmv.de.gov](http://dmv.de.gov) o llame al número telefónico 877-477-7117.

**FOLLOW US ON...**





### ¿CÓMO APLICAR?

**1 Provea sus huellas dactilares para validar su identidad**

A partir del 27 de diciembre de 2015, usted puede visitar la oficina local de Identificación del Estado de Delaware o SBI, para iniciar el proceso de aplicación de la tarjeta DPC. SBI requiere un documento que pruebe su identidad y recaudará una tarifa de \$52.50. SBI procesará sus huellas digitales, validando su identificación. A continuación se le proporcionará un documento que contiene un número de recibo oficial y una fecha en la que usted deberá presentarse a la división DMV para continuar el proceso. (Para obtener una lista de ubicaciones de las oficinas de SBI, visite el sitio web [dsp.delaware.gov/state\\_bureau\\_of\\_identification](http://dsp.delaware.gov/state_bureau_of_identification) o llame al número telefónico 302-739-2528).

- ✓ Tenga sus huellas dactilares tomadas. (El costo es de \$52.50)
- ✓ Obtenga el recibo de la oficina SBI. Este recibo deberá contener la siguiente información:
  - Nombre y fecha de nacimiento
  - Número de recibo SBI
  - Fecha en la que deberá presentarse en la división DMV

*No pierda este recibo. Usted necesitará mostrar este recibo en la división DMV para continuar con el proceso de aplicación.*

**2 Póngase en contacto con la División de Recaudación para declaraciones de impuestos**

Todo solicitante de la tarjeta DPC también debe obtener un documento de certificación de cumplimiento (Certification of Filing Compliance) emitido por la División de Recaudación de Delaware (Delaware Division of Revenue). Este documento verifica que el solicitante ha presentado impuestos de Delaware dentro de los dos años anteriores de empezar el proceso para obtener la tarjeta DPC. Este documento contendrá el nombre de los solicitantes, los años de impuesto presentados, los últimos cuatro dígitos de su número de identificación de impuestos Individual (ITIN) o número de Seguro Social (SSN) y un código de localización del documento. El solicitante puede consultar el sitio web de la División de Recaudación de Impuestos de Delaware, [revenue.delaware.gov](http://revenue.delaware.gov) para obtener inmediatamente un documento de certificación de cumplimiento o llamar a la oficina de la División de Recaudación de Impuestos al número telefónico 302-577-8200 para programar una cita para obtener este certificado.

- ✓ Requerir prueba de tramitación de impuestos en Delaware durante los últimos dos años anteriores a la iniciación del proceso para obtener la tarjeta DPC
- ✓ Los documentos de la División de Recaudación de Impuestos contienen:
  - Su nombre (y el de su cónyuge y/o dependientes)
  - Año en el que los impuestos se presentaron
  - Su número ITIN o SSN (así como el de su cónyuge y/o sus dependientes)


### RESTRICCIONES

- La tarjeta DPC de Delaware se emite únicamente para efectos de conducir y no constituye una forma válida de identificación. La tarjeta muestra en su cubierta las siguientes palabras "Driving Privilege Only" ("Solo para privilegio de conducir") y "Not Valid for Identification" ("No válida como identificación").
- La tarjeta DPC de Delaware sólo garantiza privilegios dentro del Estado de Delaware. La validez de esta tarjeta en otros Estados no es segura en este momento.
- La tarjeta DPC de Delaware es válida únicamente para privilegios de conducir de clase D. Un endoso para motocicleta está permitido, pero NO se permite como una licencia de conducir comercial.
- Los ciudadanos de Estados Unidos y personas con documentos de presencia legal válidos no son elegibles para tener una tarjeta de privilegio de conducir.

**3 Programe una cita con la división DMV**

Después de haber completado el paso 1 y paso 2, usted puede llamar a la división DMV al número telefónico 877-477-7117 para programar una cita de aplicación. La división DMV no podrá atender a los solicitantes que no tengan una cita programada.

- ✓ Información necesaria para programar una cita:
  - Nombre y fecha de nacimiento
  - Información de contacto
  - Número del recibo SBI
  - Fecha en la que deberá presentarse en la división DMV programada por la oficina SBI



**4 Asista a la cita en las instalaciones de la división DMV**

Cuando llegue a la oficina de la división DMV para su cita, por favor esté preparado y tenga todos los documentos requeridos, los cuales deberán estar en su forma original o certificada. No se aceptarán documentos fotocopiados, alterados o venecidos. Los documentos en lenguas extranjeras deben ser traducidos al inglés por un traductor profesional y estar acompañados por el documento original en lengua extranjera. La división DMV verificará, escaneará y almacenará imágenes de todos los documentos presentados. La tarifa de aplicación de la tarjeta DPC es \$20.00.

- ✓ Usted debe asistir puntualmente a la instalación correcta de la división DMV y estar preparado
- ✓ Los documentos proporcionados por usted deben ser válidos, originales o certificados y si es el caso, traducidos al inglés por un traductor profesional.
- ✓ Documentos requeridos:
  - Recibo de la oficina SBI donde sus huellas dactilares fueron tomadas
  - Documento de certificación de cumplimiento emitido por la División Recaudación de Impuestos que certifique que usted presentó impuestos de Delaware durante los dos años anteriores (debe contener ITIN o SSN)
  - Prueba de nombre y fecha de nacimiento (pasaporte o documento de identidad consular vigente)
  - Documentos de cambio de nombre, si es el caso (de presentarse varios cambios de nombre, debe proporcionar un documento de cada cambio de nombre para probar la continuidad de nombres)
  - Dos pruebas separadas de residencia en Delaware (deberán ser limbradas por USPS dentro de los últimos 60 días y deben provenir de una empresa/negocio. No se aceptará correo personal)
  - Tarifa de aplicación correspondiente a \$20.00

**5 Tomar y pasar examen de visión, examen teórico y examen práctico de conducir**

El examen de visión y teórico pueden llevarse a cabo durante su visita inicial. Una vez que usted ha aprobado el examen teórico, se proporcionará un permiso y se programará el examen práctico para una fecha futura. Usted debe tener su permiso por lo menos 10 días antes de que el examen de conducir se pueda programar. Usted debe aprobar:

- ✓ Examen de visión
- ✓ Examen teórico sobre las reglas para conducir
  - Un permiso DPC se emitirá una vez usted haya completado exitosamente estos dos exámenes
  - El permiso DPC es válido por seis meses y debe renovarse durante al menos 10 días antes de hacer una ceta para, el examen de conducir
- ✓ Examen práctico de conducir
  - La tarjeta DPC se emitirá una vez usted complete exitosamente el examen de conducir

## **GROUP DISCUSSION**

Senator Townsend thanked the different departments for their hard work in making the program run smoothly. The Senator then asked if the drop in numbers in recent months is a reflection of increased seasonal activity within the agricultural community or if there are other factors driving this drop off in the number of applicants.

Mr. Somalo stated that the numbers are good and encouraging to the general community. He noted that when the program first began, there were concerns that people would not apply because of fears that their personal information might be passed on to the federal government.

Mr. Somalo said that he has personal friends who are happy and excited that they have been given the opportunity to obtain driving privilege cards. There are still some people in the community who are nervous about the possibility of deportation. Mr. Somalo noted if efforts continue to educate the community these fears should subside.

Ms. Calvachi-Mateyko said that you can see in the numbers when word got out among people in the community about the program and that the number of applicants has slowed down because those who needed the cards have gotten them. Agreeing with Mr. Somalo that some individuals still fear the federal government, she further noted that there have been 40,000 Mexican passports, alone, issued to Delaware residents.

Director Vien noted that there has been a small drop off but believes we will continue to see people applying for the privilege cards.

Mr. Torrijos asked Director Vien if he knew how the Delaware numbers compared to those in other states that have implemented driving privilege card programs.

Director Vien responded that it would be better to do a percentage comparison and the DMV has not done that analysis yet because most of the states that have enacted this type of legislation are substantially larger than Delaware.

Senator Townsend noted that it would be interesting to see if there have been drop-offs in other jurisdictions regarding the fear of federal laws.

Director Vien stated that in Maryland a leveling off of applications happened after the first six months of that state's program.

Senator Townsend stated that he expects a leveling off but is curious what the trend would be. He added that he would like to see an evaluation of whether the significant drop off is in regards to concerns about the federal government.

Ms. Calvachi-Mateyko noted that Delaware police are extremely nice when dealing with this issue. She compared this experience with what is happening in Maryland, where, she said, they target Latino drivers to make sure that they have their driving privilege cards.

Senator Townsend said there are continuing expressions of gratitude for the manner in which Delaware law enforcement has handled this program.

Chief Bryson thanked the Task Force for their support and stated that they try to be as welcoming as possible.

Ms. Battle noted that the increase in applicants in January and February will most likely continue to occur since many may start to file their taxes. She also stressed that her organization and others continue to educate undocumented citizens about “scam companies” that seek to charge them large fees for providing services which are available to them for free from reputable organizations.

Senator Townsend asked if there is any prosecution for those who are carrying out these scams.

Director Vien said there is not really much the DMV can do about the activities of the company cited by Ms. Battle. He said that while the misrepresentations they are making are objectionable, their activities may not be illegal.

Senator Townsend asked Task Force member and Deputy Attorney General, Danielle Brennan, if there is any way the State could see what the standards are for these crimes and if there are any consumer protections laws that can help avoid these practices.

Deputy Attorney General Brennan said that she will follow up with the Division of Consumer Protection to see what, if any, charges might be made in cases like these.

Mr. Torrijos asked if the driving privilege card program has resulted in any changes to the auto insurance policies of those obtaining the cards.

Rhonda West, Department of Insurance, stated that there have been no complaints to her agency.

Ms. Battle clarified that people were always able to purchase insurance, but with driving privilege cards, they can now go back and request a new rate.

Ms. West stated that they would have to go back and ask for an adjustment in their rate.

Ms. Battle stated she would be interested in seeing how many people have received a new rate.

Ms. West clarified that they would not have this information unless it was reported to them.

Ms. Battle said that a friend of hers works for State Farm Insurance and has noticed an increase in the number of undocumented persons applying for insurance since the new program began.

Senator Townsend noted that he has heard auto sales have increased in the Georgetown area and that some insurance agencies have hired additional staff. He said that the program has brought a number of ripple effects in the economy.

Ms. West noted that she could look into seeing if there was any feedback that could be reported.

Ms. Calvachi-Mateyko stated that she is excited to see the additional state revenue the program has generated. She noted that it shows that if you benefit one community, it benefits all communities.

Mr. Torrijos joked that Director Vien's Spanish has gotten better since the program started.  
\*All Laughed\*

Senator Townsend applauded Director Vien's efforts on this program.

Ms. Battle noted that her Asian clients are in a different situation than Hispanics and asked Mr. Vien what she should tell clients who can provide Social Security cards and a driver's license and now want to obtain a driver privilege card.

Director Vien responded that the process is the same for persons of all ethnic groups.

Dick Carter, Senate Majority Project Director, asked into what languages the state driving manual has been translated.

Director Vien responded that it has been translated into Spanish, Creole, Chinese, and Korean, in addition to English, and that the decision as to which languages to do translations is based on census data.

Ms. Battle asked if it was possible for her organization to stand outside the DMV and do a short survey about the driving privilege card and see how their experience was.

Senator Townsend asked if there were any further comments or questions from the Task Force since this was their last time meeting to evaluate the program. Noting there seemed to be good working relationships with this program, which was really great to see, the Senator said it is important to have ongoing advocacy from all of the stakeholders.

Mr. Torrijos thanked the Task Force for the improvement of the program and all of the help the leadership and legislative members have given. Mr. Torrijos noted that this is a great example of how government can work and impact a lot of people.

## **PUBLIC COMMENT**

Senator Townsend asked if there was public comment. The Senator then acknowledged Ryan Tack-Hooper of the American Civil Liberties Union (ACLU).

Ryan Tack-Hooper, from the public with ACLU, thanked the presenters for all of their information. He then asked who has access to the database and how they have access. Mr. Tack-Hooper used the example of a Milton police officer who wants to go through this data. Would the officer have to make a written request or can he just go through it?



Chief Bryson said that unless police officers have valid reasons to look through this data, they cannot view it. If they attempt to do so without proper authorization, they would lose their privilege to access this information.

Major Zebley stated that they can only access this data if they are running a check on someone during a traffic stop or accident.

Mr. Tack-Hooper than asked if a federal official wanted to find people using this data, can they?

Director Vien answered no; the DMV would not be handing over information to the Federal database.

### **CLOSING REMARKS**

Senator Townsend thanked the Task Force members for reconvening. He further thanked everyone for their hard work and noted he is glad to see this program is working so well.

The meeting was adjourned at 1:28 p.m.