

The Washington State

Vehicle Industry

NEWS BULLETIN

Winter 2019

Greetings and Happy New Year! We trust 2018 was a successful year for you and your business. As we move into New Year – the 105 day legislative session will convene on January 14, 2019 and ends on April 28th. The agency is moving into final phases of its business and technology modernization project, with anticipated completion in 2020. We will also continue to build strong relationships with stakeholders and help all Washington residents live, work, drive and thrive in the State of Washington.

In this- Winter 2019 edition of the Vehicle Industry news bulletin you will find information on:

- **How to connect with DOL**, page 2
- **Real ID**, page 3
- **DRIVES**, page 3
- **Web address change**, page 3
- **The Driver Licensing number change**, pages 4 and 5
- **Abandoned RV's**, page 6
- **The Autonomous Vehicle Workgroup**, page 6
- **Where to go for help with E-permit help**, page 7
- **Gold Star plates**, page 7



Stay
CONNECTED

WASHINGTON STATE DEPARTMENT OF LICENSING

Click on the icons above to explore ways to stay connected with the Department of Licensing.

Get email updates

Join our **LISTSERV** now to stay informed on hot topics you need to know about. The LISTSERV is a free, automated email service that ensures you get critical information quickly:

- There's **no cost to join**, and you may change or remove your email address at any time.
- **Protect your license** by keeping up to date on changes to laws and rules, updates to business requirements or procedures, changes to our staff contacts, and more.
- You'll get our **email newsletter**, which is the main way we'll communicate important information to you.

DOL Cross Channel Survey

Our goal is simple—we want to provide you with friendly, helpful service. Your input helps guide our changes. Please share your thoughts by completing this 2 minute survey.

 Tell us how we're doing!

<http://www.surveygizmo.com/s3/732889/DOLCustomerSurvey>

This survey is anonymous. View our [privacy policy](#) for more details.

How to sign up

1. Go to the [DEALERS-SNOWMOBILES-ORVS-MISC List](#) or [RTTO-TRANS-WRECKER-SCRAP-HULK List](#)
2. Under Options, select "Subscribe or Unsubscribe" (You don't need a password to subscribe.)
3. Type in your name and email address. Leave the subscription type as "Regular."
4. Click "Subscribe" at the bottom of the page.
5. Check your email and confirm your subscription.



On Oct. 1, 2020, the REAL ID law goes into effect in Washington

What is REAL ID? Congress passed the REAL ID Act in 2005 to help combat terrorism and identity theft. The law set new requirements for identification for domestic air travel and entrance to certain federal facilities. To comply, a state must create an identification document that requires applicants to provide proof of identity and legal U.S residency, as well as counterfeit-resistant security features. All states must comply with the law before it takes effect on Oct. 1, 2020. Visit www.id2020wa.com for more information.

Are you ready?



[REAL ID — Are you ready](#)
(youtube.com)

Discover the [full list of accepted identification documents](#) that will be accepted for travel and federal use instead of a REAL ID driver license.

Business and Technology Modernization – DRIVES Update

What is DRIVES – The Driver and Vehicle System project (DRIVES) has been a 4 year effort to upgrade our driver and vehicle technology systems.

Over Labor Day weekend 2018, we launched the final phase of this project - DRIVES R2. This modernization improved our driver licensing systems.



DRIVES R1, which updated vehicle licensing systems, started operating in December of 2016.

Both of these system modernizations improved services for our customers, agency business partners, and the state's transportation system. State and federal agencies that rely on our data for public safety, licenses, identifications cards, and revenue will also benefit.

Questions? Need help? General DRIVES questions: DRIVESHelp@dol.wa.gov DRIVES Support Help Center: **360.664.9698** or www.dol.wa.gov

DOL.WA.GOV gets a new secure web address

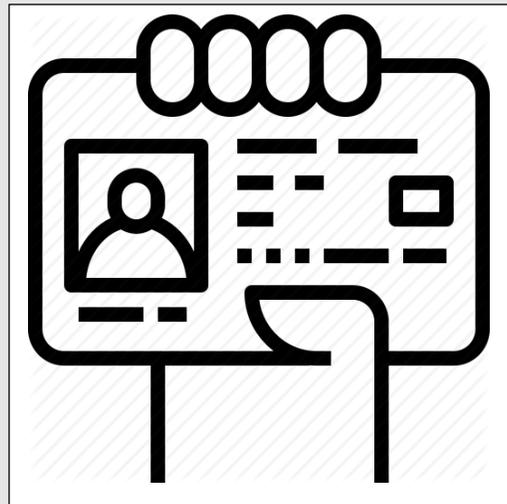
To make the [dol.wa.gov](http://www.dol.wa.gov) site more secure, we've changed our web address from <http://www.dol.wa.gov> to <https://www.dol.wa.gov>.

This change took place on June 26, 2018. All of the old http links work and are redirecting to the new https address, but now that we've made the change you'll want to update your bookmarks to avoid any future issues.

Update to Driver License Numbering Change

In summer of 2018, Department of Licensing delivered brochures and fact sheets on the change of the identification number on Washington State's driver licenses and other ID cards. Some details on those publications are no longer accurate. There are new specifications in place since September 4, 2018. The new fact sheet (next page) reflects the new specification.

PLEASE NOTE: If your organization programmed and deployed validation code to flag ID forgeries based on the specifications, you may need to update and redeploy your code to reflect the new specification.



THE NEW DLN SPECIFICATION

In the driver license identification number (DLN) specification since September 4, 2018, there are only three rules and only two specifications to check against:

The DLN is random. It contains no personal identification such as name or birth year.

All characters in the DLN are either one of the 26 letters of the American English alphabet or numerals of zero through 9 (0 to 9). There are no punctuation or special characters such as * or \$.

The DLN is 12 characters long.

SOME IMPLICATIONS

Some Washingtonians with identity cards obtained since September 4, 2018 are carrying ID with proper DLNs that you could erroneously flag as forged. This would happen if you enforced the previously documented specification and their legal DLN did not match your validation routine.

We urge you to update any validation code or procedures you have deployed to flag forged IDs to the new DLN specification.

Law enforcement agencies and the court system have access to tools that clearly validate Washington State IDs by checking the DLN. If you need to validate DLNs, you can access a DOL service online, check driver license status: <https://www.dol.wa.gov/driverslicense/checkstatus.html>

QUESTIONS?

If you have any questions about the new numbering format, please send an email message to: customercare@dol.wa.gov.

What you need to know about driver license/ID changes

What is changing?

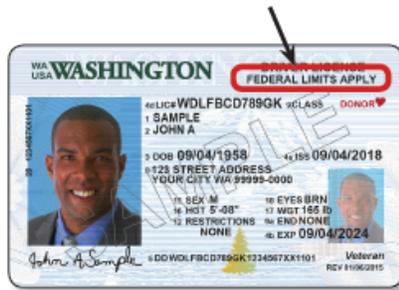
Beginning in 2018, there are two major changes to standard driver licenses and IDs.

- **Federal marking:** Since July 1, 2018, all standard non-enhanced cards are marked with **FEDERAL LIMITS APPLY**.
- **Driver license/ID numbers:** All cards issued after September 4, 2018, have **WDL** as the first three characters. This includes driver licenses (standard and enhanced), identification cards, and commercial driver licenses.

Federal marking

Standard identification documents for all Washington residents issued after July 1, 2018, are marked with **FEDERAL LIMITS APPLY**. This indicates that the document is not valid for federal purposes. The marking is the same regardless of your citizenship status. The change does not affect your ability to drive legally within the U.S.

No one is required to get an enhanced driver license or ID at this time. The Department of Licensing will continue to issue standard driver licenses and IDs.



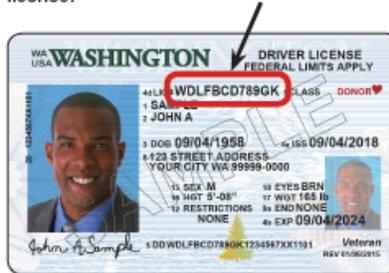
Washington residents who have a standard identification document will still have access to federal facilities that do not require ID to access. These include access to federal courts, Social Security offices, health care facilities and national parks.

Starting in October 2020, standard Washington state driver licenses and ID cards will no longer be accepted as a standalone identity document for many federal purposes, including commercial air travel. There are many types of federally accepted identity documents that can be used under REAL ID, with the Washington state enhanced driver licenses and enhanced ID cards being the state-issued option. Adding **FEDERAL LIMITS APPLY** to our licenses helps Washington comply with federal REAL ID requirements.

Rev 10/18

Driver license/ID numbers

Since September 4, 2018, newly issued driver licenses and ID cards feature a new number format. They start with the letters 'WDL' followed by a randomly selected series of letters and numbers. The WDL at the beginning is how you'll recognize that it is in the new format. We chose WDL because no one currently has that series of letters as the first three letters of their license."



- The DRIVES system supports the ability to search for a customer by either the old number or the new number.
- The new DLN is 12 characters long and includes a random series of letters and numbers. All characters are one of the 26 letters of the American English alphabet or numerals of zero through nine (0 to 9). There are no punctuation or special characters such as * or \$.

Why change?

The new driver license number format is more sustainable. We are running out of possible letter and number combinations using the old format. The new, randomly generated number protocol gives us billions of possible combinations so we will not run out in the near future. Additionally, this means a customer can maintain their license number even after a name or credential change.

- It is more secure because it does not use protected personal information. The randomly generated number will not relate to an individual's name or birthdate.

When will this change happen?

We started issuing the new driver license numbers when we launched our new drivers system called DRIVES on September 4, 2018.

How will we make the change happen?

Since September 4, every person who receives a new card for the first time in Washington receives one with the new format.

People who already have a license or ID will get the new number at their next issuance event after September 4—when they renew their license, or replace it for some reason.

How long will it take to make the change?

It will take six years after September 2018. Conversion will happen gradually as DOL issues first-time licenses, and as we issue renewals and replacements. **This means we'll have both driver license number formats in circulation until 2024.**

This long rollout will make it easier for customers and DOL to get used to the change.

How have we been notifying business partners of this change?

We conducted a significant media campaign for the general public. The agency sent formal communications to hundreds of stakeholder types. We have been providing details and updates to business partners since Fall of 2017 through multiple channels. Posters are displayed at the Licensing Services Offices showing the license/ID changes.

If you have any questions about the new numbering format, please send an email message to:
customer@dc.dol.wa.gov



Small Business Guide

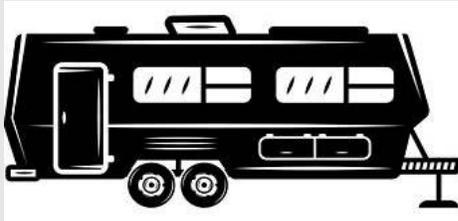
Did you know the State of Washington provides a Small Business Guide? It provides separate chapters on planning, starting, payroll, growing, running and closing your business. Go to: www.oria.wa.gov/site/alias_oria/345/default.aspx

Abandoned RV Assistance Program

Recent legislation was passed that will assist Registered Tow Truck Operators (RTTOs), wrecking yards, vehicle scrappers and scrap metal processors around the state in regards to abandoned RVs.

Abandoned recreational vehicles have been a nuisance to the public and businesses for a very long time now. These vehicles are most often identified as motor homes, travel trailers or campers. Besides being an eyesore on a public roadway they, can also be very difficult to dispose of. Few landfills will routinely take them. They can be difficult and costly to have towed into an appropriate location because of their condition. And, the materials on and in them can be hazardous to deal with.

Because of these issues, many tow companies will not accept this particular tow. Those that do may have an enormous burden on their business. Storage can eat up precious space in a tow yard. Hauling them around can be hazardous and costly. Few are ever sold at auction for more than a few dollars. And many tow companies will have to spend additional money out of their own bottom line to finally find a way to dispose of these vehicles.



Beginning in May 2019 the Abandoned RV Program will begin to assess requests for cost reimbursement from these businesses. The program will determine which vehicles qualify for this assistance.

The Abandoned RV Project is a very unique program, with no similar programs in our neighboring states. Even though there is a lot of work ahead we are excited to take it on. Many systems, processes and WACs will need to be created before implementing this program. Teams from several divisions within DOL will be involved with the project over the next few months: Information Services, Transportation Services, Communications & Outreach, Policy & Legislation and Vehicle & Vessel Licensing.

This financial program is intended to ease some of the financial burden many RTTOs and wreckers bear and provide an avenue to take the most heavily damaged or nuisance RVs out of service, once and for all. This distinctive and important program may have a huge impact on our stakeholders and the public.

For more information about the Abandoned RV Program contact Rob Norton.

Email: RNorton@dol.wa.gov

Autonomous vehicle work group

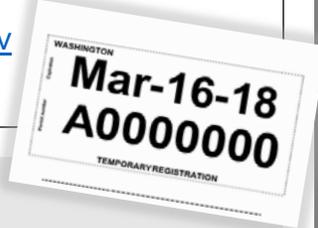
The 2018 Legislature passed SHB 2970 establishing an executive and legislative Autonomous Vehicle Work Group. The legislation directed the work group to “develop policy recommendations to address the operation of autonomous vehicles on public roadways in the state.” The work group is convened by the Washington Safety Transportation Commission and will remain in place through 2023. There are currently five subcommittees, to assess challenges and needs, and to generate recommendations to the Executive Committee for consideration. The Department of Licensing is the lead agency for the Licensing Subcommittee. For more information on the Executive Committee and the subcommittees please visit:

<http://wstc.wa.gov/Meetings/AVAgenda/AutonomousVehicleWorkGroup.html>.

E-Permits

Have questions about how to use E-Permit – E-services? Check out our [E-Permits page](#). The updated [E-services User Guide](#) is a great resource. For additional customer support:

- Email: DRIVEShelp@dol.wa.gov
- Phone: 360-664-9698



Forms

We recommend saving a link to the DOL Forms and not saving documents to your desktop. It is important to use updated forms and discard those that are outdated.

Links to Forms

[Vehicle and vessel dealers](#)

[Vehicle manufacturers](#)



Disciplinary Actions

Vehicle Dealers:

<http://www.dol.wa.gov/business/disciplinary/disciplinarydealer.html>

Vehicle transport and disposal:

<http://www.dol.wa.gov/business/vehicletransport/vtdisciplinary.html>

For details about disciplinary actions for license types not listed here,

[Search business and professional licenses](#).



Replacement plates

REMINDER: all license plates must be replaced when a dealer sells a vehicle.

The Good to Go division at Washington's Department of Transportation, is noticing an increase in license plates being left on vehicles after they are sold, (this could be a combination of private party and dealer sales). This results in previous owners receiving toll invoices and having to prove sale of a vehicle.

When cars pass through Good to Go jurisdictions, cameras focus on license plates, not a temporary permit.

Gold Star Plates

DID YOU KNOW: There is no "special plate fee" for a Gold Star plate, and a widow or widower is exempt from annual registration fees on one personal use vehicle? There is however, a \$10.00 transfer fee from one vehicle to another. An eligible widow or widower may also choose a standard issued plate or any other qualifying special plate, and still receive the plate and registration fee exemption.

If you have any questions or comments, or there are topics or issues you'd like addressed in the next edition of the Vehicle Industry Newsletter, please email DOLTSAdmin@dol.wa.gov.