



COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
transportation.ky.gov

Andy Beshear
GOVERNOR

Jim Gray
SECRETARY

September 3, 2021

The Honorable Jimmy Higdon
Kentucky State Senator
702 Capital Avenue
Annex Room 204
Frankfort, KY 40601

The Honorable Ken Upchurch
Kentucky State Representative
702 Capital Avenue
Annex Room 311
Frankfort, KY 40601

Dear Chairmen and Members of the Interim Joint Committee on Transportation:

As Kentucky continues to transition to a regional driver licensing and credentialing model, we appreciate the opportunity to keep the IJC on Transportation informed. We have included a **Fact Sheet** along with this letter that will provide some details of our progress. The counties in bold and underlined text are the most recent to transition, and have announced to the public that they will be fully transitioned to the regional model by the end of September. At that point, 57 Circuit Court Clerks will have fully transitioned.

There are currently 19 regional offices, and we are continuing to identify offices in other parts of the state where we see the need and potential for greater services. It is important to know that we are not finished finding, securing, and opening more regional offices across the state. We expect to see more office openings beginning in late September, continuing through the fall and into early 2022.

We remain laser focused on carrying out our responsibilities, and we never lose sight of our top priority of guiding Kentuckians through this important transition. We also remain committed to creating some much-needed initiatives that will allow Kentuckians greater access to driver licensing and credentialing functions across the state.

As we have moved through this project of introducing Real ID issuance to the Commonwealth and transitioning to a regional model for the issuance of driver licensing and credentialing, we have learned that Kentuckians are interested in options that will reduce their need to travel to regional offices, so we have focused on developing a variety of initiatives that do just that!

In addition to the initiatives we reported on in our July 30, 2021 update, we are excited to announce, or provide an update on, the following:

- **Online Renewal Update:** This program is currently available to anyone seeking to *renew* a standard or Real ID driver license (limited to those who have not had a name or address change). In the 3 months since its launch, and through August of this year, we have renewed **22,788** driver licenses online. Our Information Technology team is continuing work to expand the licenses and credentials covered by online renewal in an effort to make this accessible to as many Kentuckians as possible.
- **Kentucky State Fair Report:** The Division of Driver Licensing hosted a booth at this year's State Fair. Our aim was to increase public awareness of the move to the regional model. We also provided information on REAL ID requirements and benefits, and we had an opportunity to showcase our mobile Popup license issuing stations by offering full driver licensing and REAL ID services each day. Staff was on hand to answer questions and provide information. The most common questions we received during our 11 days at the fair included:
 - What documents do I need for a Real ID?
 - I just renewed, why couldn't I get a REAL ID then?
 - Do I even need a Real ID?
 - Do you all take walk-ins at your Regional Offices?
 - Do I have to go to the closest Regional Office, or can I go to any Regional Office?
- **Mail-in Program:** During the earliest days of the pandemic, Kentucky's Circuit Court Clerks requested the authority to renew driver's licenses through the mail. Secretary Jim Gray immediately entered an Official Order allowing them to do so. The program proved to be very successful, and demand continues for such a program. In response, our Division of Driver Licensing has designed a permanent and robust mail-in program that will now be administered out of our central location of Frankfort.
 - Kentuckians may submit a mail-in renewal application and payment by mail (or by secure email) to The Kentucky Transportation Cabinet, Division of Driver Licensing, together with payment by cash, check, money order or debit/credit card.

- The Mail-in Renewal Program may be used by any Kentuckian six months prior to the expiration of his or her license or identification card. Kentuckians who possess a credential that expired less than a year ago may also use the program. Renewals of the following are included in the program:
 - A standard or REAL ID driver license
 - A standard or REAL ID combination motorcycle and operator license
 - A standard or REAL ID identification card

Through the Mail-in Renewal Program, Kentuckians may request a duplicate or replacement of any of the above credentials. Kentuckians with a change in address may also apply by mail for a credential reflecting the new address. Only four-year renewals are available through the Mail-in Renewal Program at this time. Kentuckians who prefer an eight-year renewal period must visit one of KYTC's regional offices to first establish an eight-year renewal cycle.

- Commercial Driver's License holders, Non-U.S. citizens, first-time REAL ID applicants or an applicant who requires driver or vision testing are unable to use the Mail-in Renewal program and must handle their licensing needs in person due to state or federal requirements.

The Mail-in Renewal Program application and any additional information will be posted on drive.ky.gov prior to or on October 1.

- **Partnership with Kentucky's Libraries:** The Kentucky Department for Libraries and Archives and the Kentucky Transportation Cabinet's Division of Driver Licensing have been discussing the opportunity to partner on assisting Kentuckians as they navigate the changes occurring in driver licensing issuance. It appears that an opportunity for partnership exists between the Division of Driver Licensing and Kentucky Public Libraries, with the goal being to make routine driver licensing needs (such as renewals) accessible in counties where regional driver licensing offices are not located. While many Kentuckians lack a computer, smart phone or Internet access, our Kentucky libraries offer computer access and Internet services. We want to specifically thank Kentucky Department for Libraries and Archives Commissioner Terry Manuel for his eagerness to put the call out to libraries for participation and for his enthusiasm over such a partnership. Commissioner Manuel reports that the Department for Libraries and Archives has initiated contact with the Commonwealth's public libraries and they appear eager to assist. We will keep you updated as this exciting partnership evolves!

- **Mobile ID:** On Sept. 1, Apple announced it is collaborating with seven states, including Kentucky, to introduce digital versions of state driver licenses and IDs available through the Wallet feature on iPhones and Apple Watches. Citizens can opt-in to securely access their credential on those devices. Apple announced it is working with the Transportation Security Administration (TSA) to allow select airport security checkpoints in participating airports to be the first to allow customers to use their driver's license or state ID in the Wallet app. Currently, KYTC has not been informed of the participating airports. A timeline when the service will be available for Kentuckians has not been finalized. The Kentucky Transportation Cabinet is open to expanding mobile ID services with other operating systems that share a strong commitment to privacy and security. Our collaboration with Apple Wallet is the only one we are engaged in currently.

We know that we share in a common goal to make government work better for those we serve. KYTC will continue to explore and roll out Next Level Licensing key initiatives which are designed to do just that. We look forward to keeping the Committee informed along the way. Please feel free to reach out if we can be of assistance.

Sincerely,

Matthew A. Cole

Matthew A. Cole, Commissioner
Department of Vehicle Regulation

Sincerely,

Sarah M. Jackson

Sarah M. Jackson, REAL ID Project Manager
Office of the Secretary

Attachment/Enclosure: Fact Sheet (9/7/2021)

Cc: Kenny Bishop, Legislative Director, Kentucky Transportation Cabinet
Jim Gray, Secretary, Kentucky Transportation Cabinet
Mike Hancock, Deputy Secretary, Kentucky Transportation Cabinet
Jamie Emmons, Chief of Staff, Kentucky Transportation Cabinet
Terry Manuel, Commissioner, Kentucky Department for Libraries and Archives

Interim Joint Committee on Transportation

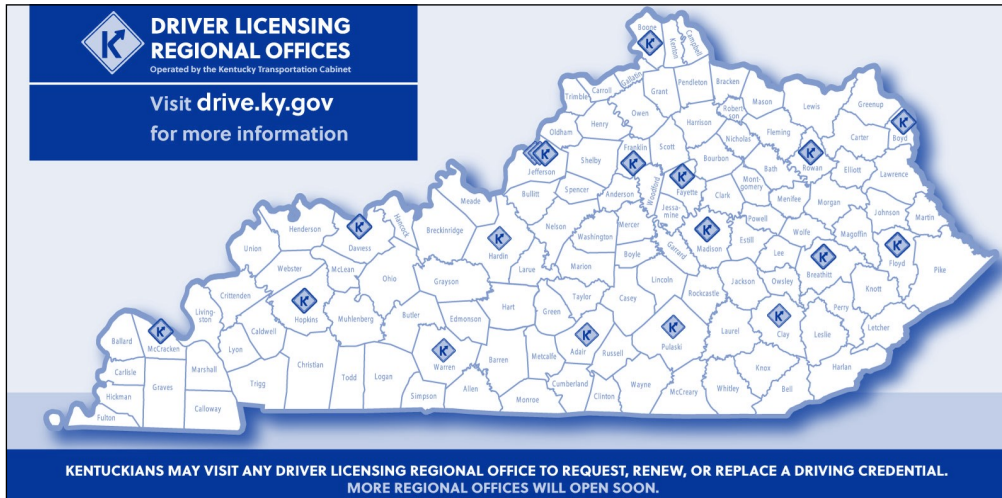
Sept. 7, 2021



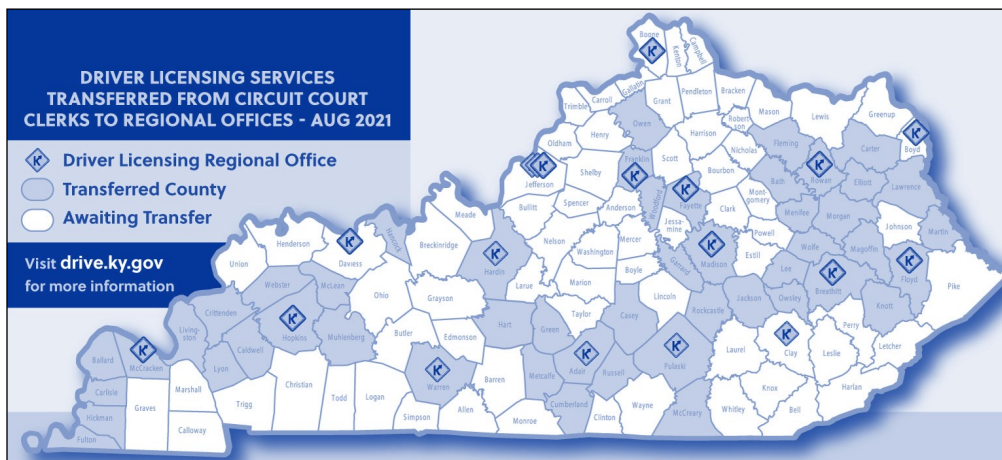
Important Dates

REAL ID Enforcement Deadline: 5/3/23

Circuit Court Clerk Transition Deadline: 6/30/22



- Bowling Green ●Burlington ●Catlettsburg ●Columbia ●Elizabethtown
- Frankfort ●Jackson ●Lexington ●Louisville: (*Bowman, Dixie Highway, Hurstbourne) ●Madisonville ●Manchester ●Morehead ●Owensboro
- Paducah ●Prestonsburg ●Richmond ●Somerset (*temporary location by appointment only)



Transitioned Counties (49): ●Adair ●Ballard ●Bath ●Breathitt ●Caldwell ●Carlisle ●Carter ●Casey ●Crittenden ●Cumberland ●Elliott ●Fayette ●Fleming ●Floyd ●Franklin ●Fulton ●Garrard ●Green ●Hancock ●Hardin ●Hart ●Hickman ●Hopkins ●Jackson ●Knott ●Lawrence ●Lee ●Livingston ●Lyon ●McLean ●McCracken ●McCreary ●Madison ●Magoffin ●Martin ●Menifee ●Metcalfe ●Morgan ●Muhlenberg ●Owen ●Owsley ●Pulaski ●Rockcastle ●Rowan ●Russell ●Warren ●Webster ●Wolfe ●Woodford

8 Counties Transition in September: ●Boone ●Boyd ●Clinton ●Daviess ●Estill ●Henry ●Johnson ●Monroe (Henry County Sept. 20; others Sept. 27)

(*The highlighted/underlined are additions to this month's fact sheet.)

KYTC to Launch Permanent Mail-in Renewal Oct. 1

Beginning Oct. 1, Kentuckians will have one more way of handling their driver licensing needs directly from their homes.

KYTC is creating a permanent Mail-in Renewal Program that follows in the footsteps of the recently launched Online Renewal Program.

The permanent Mail-in Renewal Program, expanding on the successful Circuit Court Clerks' Mail-in Renewal Program, will be fully administered by the Division of Driver Licensing in Frankfort.

Debut of Popup Units



- KYTC mobile units, called Popups, were available to Kentuckians on a walk-in basis at the recent state fair.
- The stations offered licensing services for 4 hours, each of the fair's 11 days.
- Popups issued 652 Credentials:
 - 546 REAL ID Credentials
 - 106 Standard Credentials
- KYTC interacted with more than 2,000 fair-goers at its informational booth and Popup stations.