

REAL ID IN OREGON

Senate Committee on Veterans, Emergency Management,
Federal and World Affairs

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ARE YOU ★**REAL ID** READY?

Starting **May 7, 2025**,
all U.S. travelers 18
and older must be
REAL ID compliant
to board flights
within the U.S.

Your **REAL ID** is your
most important carry-on.
Learn more at
OREGON.GOV/REALID



REAL ID – The Basics

- REAL ID Act of 2005.
- Standards; not a requirement.
- What is it? More than a mark on a card.
 - Lawful status.
 - Social Security number.
 - Two proofs of Oregon residence address.
 - Verification through federal systems.
 - Scan and store documents.
 - Staff background checks.



Oregon's path to REAL ID

Oregon's adoption of REAL ID as an option – starts and stops.

- 2007 – ODOT/DMV bill.
- 2009 – No compliance without funding.
- 2017 – Direction to begin issuing as an option.
- 2020 – DMV begins issuing REAL ID.



Current Law

- All states & territories are issuing
 - Some exclusive, some optional
- Two parts of Oregon's law that were important to the Legislature
 - Optional
 - Self-funding
- Oregon's REAL ID program was recently recertified by the federal government



Enforcement begins May 7, 2025

- Federal government has repeatedly postponed, but...
- IT IS REALLY HAPPENING THIS TIME.
 - Passengers 18 and older must show a federally acceptable identification – REAL ID, passport, military ID, Tribal ID, etc. - at TSA security checkpoint to board a commercial U.S. flight.
- No phased enforcement at TSA – enhanced security checks for those without an acceptable credential.

REAL ID adoption in Oregon

As of April 15, 2025:

- **3.7 million** Oregonians hold a driver license or ID card.
- **1.4 million** issued a REAL ID credential = **36.7%**.
- **1.7 million** issued a non-REAL ID credential = **46.3%**.
- **632,000** hold a DL or ID not marked either REAL ID compliant or non-compliant = **17%**.





Additional Resources

- Additional resources – thanks to the Legislative Assembly.
 - Staff – 26 LD staff – REAL ID Only.
 - Equipment – scanners save time.
 - Communications – Oregonians need to know their options.

REAL ID ongoing outreach 2018-2025

- Banner, popup ads on all ODOT webpages.
- Footer on office receipts.
- Branded DMV envelopes.
- REAL ID landing page.
- Posters in field offices.
- FAQs (continually updated).
- Information sent with renewal reminder letters.
- Virtual phone agent and hold script.
- Virtual chatbot script.
- Ads: driver manual, DMV quick tips, TripCheck, TV screens in DMV offices.
- Interactive webtool and step-by-step documents guide on DMV2U.
- Social media campaigns.
- Ads on PDX screens & shuttle busses.
- Print materials at Oregon airports.
- PSA videos.
- Monthly trainings for non-profits and community-based groups.



Paid outreach 2024-2025

- 2024 legislature gave DMV \$1 million for promotion:
 - Paid advertising campaign.
 - Printed materials.
 - Direct-mail campaign.
- Paid campaign launched December 2024 with billboards = 12 million impressions.
- Display, social, audio streaming ad campaign in English and Spanish.
- As of April 21: 21.5 million impressions, 64,000 total ad clicks, 118,000 conversions.
- TSA-funded campaign, 40 million impressions for \$0.

**REAL DEADLINE
REAL ID**



Organic outreach 2024-2025

- Since May 2024, issued eight news releases resulting in **365,000** unique opens and **150** statewide news stories.
- Three media events:
 - Press availability with TSA one month out.
 - Santa Claus getting his REAL ID.
 - Press availability one year out.
- Posted about REAL ID on social platforms at least once a month.
- Developed partner toolkit on Oregon.gov/REALID and shared broadly.



Printed materials

- Posters, flyers, rack cards, business cards, window clings and banners; English and Spanish.
- Translated materials into eight additional languages, added to partner toolkit.
- Distributed to field offices, Oregon airports, libraries, community-based organizations and at statewide events.

PARA PODER VOLAR DENTRO DEL PAÍS,
PRONTO NECESITARÁS TU
REAL ID*

*o pasaporte, u otra identificacion federalmente reconocida para personas mayores de 18 años

REAL ID appointments 2024-2025

- Hired 26 limited duration positions to work exclusively on REAL ID transactions.
- REAL ID appointments week by week in 2025 compared to 2024 = 162% increase.
 - Plus walk-in customers.
- Recent weeks, 75% of credential issuances were REAL IDs.
- REAL ID Saturdays - by appointment only - select offices - started April 12.

Week	2025	2024	Issuances
1/6 - 1/10	5,114	2,374	10,052
1/13 - 1/17	4,982	1,285	9,918
1/20 - 1/24	3,932	2,983	8,379
1/27 - 1/31	4,874	2,460	10,634
2/3 - 2/7	4,690	2,590	10,325
2/10 - 2/14	4,267	1,285	7,608
2/17 - 2/21	4,584	1,285	10,191
2/24 - 2/28	5,699	1,452	12,523
3/3-3/7	6,190	3,019	13,486
3/10-3/14	7,294	3,183	14,153
3/17-3/21	7,938	3,122	14,908
3/24-3/28	8,825	3,163	16,895
3/31-4/4	10,291	3,142	17,660
4/7-4/11	11,890	3,218	20,703
Total	90,570	34,561	159,502



Customer impacts

- ~55,000 customers per week.
 - Highest customer volumes ever served.
- HQ staff deployed; temps.
- Appointment? Served quickly.
 - Walk-in customers – whatever their transaction type – have very long waits.
- DMV at max capacity
 - Staffing roughly the same as 25 years ago.
 - Nearly one million more Oregonians.
 - ODOT's structural revenue issue.



What can customers do?

- Get informed, make a plan, take action.
- Do you need a REAL ID at all?
- Do you need a REAL ID now, or can you wait?
- Bring everything you need the first time.
 - Use the on-line checklist.
- Remember, DMV staff are your neighbors (and are customers, too).
 - Please be patient.

Thank You.

