



Oregon

Tina Kotek, Governor

Department of Transportation

Director's Office

355 Capitol St. NE, MS 11

Salem, OR 97301

DATE: April 22, 2025

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

FROM: Amy Joyce, DMV Administrator

SUBJECT: REAL ID Update

BACKGROUND

In response to the 9/11 Commission, Congress passed the REAL ID Act of 2005, which set standards for states' DMV-type credentials to be acceptable for federal purposes. The federal law does not require states to issue REAL IDs, nor to issue only REAL IDs if that state chooses to issue REAL IDs. The federal law prescribes how REAL IDs can be used for federal purposes. For a state to issue REAL IDs it must comply with extensive federal regulations. For customers, this means providing proof of lawful presence in the US., two proofs of residence address, and a valid social security number. For DMV, there are numerous requirements. US Passports, US Immigration documents, and Social Security numbers all must verify against national systems. DMV must scan all the source documents and store them for 10 years. DMV staff and contractors must pass next-level criminal background checks. The REAL ID card itself must also have strong security features to combat potential fraud.

Oregon DMV has a long history with the REAL ID Act. In 2007 the Department of Transportation proposed a bill (HB 2270) to allow DMV to take the steps necessary to begin issuing REAL ID credentials. That bill did not pass. In 2009, the legislature passed a bill prohibiting the Department from issuing REAL IDs unless the federal government provided the large amount of funds necessary to do so. The federal government was providing no funding to states for this purpose.

In 2017, the legislature passed SB 374 directing DMV to begin issuing REAL ID compliant credentials as an option for Oregonians. DMV began issuing REAL ID compliant cards in July of 2020. Oregon was the second-to-last state to begin issuing REAL IDs, although some US Territories also began after Oregon.

The federal government has set and then postponed several enforcement dates when REAL ID would be required. The requirement began years ago at nuclear facilities and some federal facilities with high security levels. But the primary reason most people will need a REAL ID is to pass through the Transportation Security Administration (TSA) checks to board commercial, domestic flights. The enforcement date for that use-type is May 7, 2025—just about two weeks from today. Starting that day, for a person to easily clear TSA they will not be able to use a standard Oregon driver license or ID card. To use a DMV credential, it will need to be the REAL ID version. Other types of identification will continue to be acceptable: a passport or passport card, a Tribal identification card from any of Oregon's nine federally recognized tribes, and several other less common documents.



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All US states issue REAL IDs—some issue REAL IDs exclusively, while others issue different types of credentials in addition to REAL ID. Under Oregon law, DMV issues two types of driver licenses—REAL ID and Standard. In compliance with the Federal law, DMV issues REAL IDs to people who, among other requirements, prove either that they are US Citizens or that they are legal US immigrants.

Two elements were very important to the Legislative Assembly when SB 374 was passed. The first was that REAL ID in Oregon is an option—an Oregonian can choose to obtain a standard credential, regardless of whether they qualify for a REAL ID. The second element was that the REAL ID program must pay for itself through the additional fees charged for issuance. DMV currently charges an additional \$30 to obtain a REAL ID, on top of the cost of the underlying transaction fee (such as the fee to renew or replace any credential).

Finally, Oregon DMV continues to comply with the federal REAL ID Act. Just this month TSA, which now oversees REAL ID, visited Oregon and quickly issued its recertification notice, confirming Oregon is compliant with the REAL ID Act and regulation.

CURRENT SITUATION

After repeated postponements at the federal level, TSA has made clear that enforcement of REAL ID at commercial airports will begin on May 7, 2025. The federal agency's stated plan for those who do not have a compliant credential is to direct them for an enhanced security check. The length of delay for travelers will depend on the volume of people who need that enhanced security check and the efficiency of TSA in processing those checks—whether by number of staff, effectiveness of electronic databases, or any other tools TSA employs.

The 2023 Legislature approved ODOT's request for resources to shore up DMV's ability to serve Oregonians attempting to obtain a REAL ID credential from DMV during the 23-25 biennium. That included three core needs: 26 Limited Duration staff to work exclusively on REAL ID transactions; purchase of equipment for the mandatory scanning of documents; a communications campaign to ensure Oregonians know what REAL ID is, whether they need or want it, and how to get it. ODOT/DMV appreciates the re-investment of the REAL ID funds, which SB 534 required be collected to support issuance of the credential.

For the last few months, DMV has seen record numbers of REAL ID customers, and customers overall, in its field offices across the state. DMV is seeing as many as 55,000 customers each week, when in the past a very busy and effective week would see about 50,000 customers. DMV increased the number of REAL ID appointments by thousands every month. DMV also deployed staff from Salem headquarters to offices in the Willamette Valley to perform easier tasks like taking photos so DMV's highly trained experts can stay on the counter and serve more customers. And recently, DMV instituted REAL ID-only Saturday hours, by appointment only, at select offices to serve even more customers.



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DMV staff are committed to serving as many customers as possible, but offices are at maximum capacity. Wait times at offices in Oregon's population centers are many hours long. At some offices, DMV stops allowing walk-in customers after just an hour or two. This is because by that time, between REAL ID appointments and the walk-ins who have already checked in that morning, the office has already reached the maximum number of customers it can serve by the end of the day.

ODOT has been notifying and reminding Oregonians for more than seven years—since 2018—that REAL ID is coming and now, that REAL ID is nearly here. Some examples of broadly reaching efforts include media events, web pages, pop-up notices every time someone comes to any ODOT web page, news releases, social media campaigns, banners and signs in DMV field offices, messages to broad email lists. Because DMV has a uniquely accurate direct mailing list in the form of all of its customers, DMV has been branding envelopes, letters, receipts, registration renewal reminders, and driver license / ID card renewal reminders, with REAL messages for years.

DMV's messaging has never been, "you must get a REAL ID." Rather, it has been intended to ensure Oregonians get informed, make a plan, and take action. Now, with extremely high customer volumes, DMV has changed its messaging. DMV is now encouraging people to wait if they can. For instance, individuals may be able to wait on obtaining a REAL ID if they have a passport or other acceptable document to pass through TSA checks. Or, perhaps, it's going to be a while before they need to fly. DMV is now encouraging these Oregonians to wait to mitigate the pressure on field offices and the corresponding customer service impacts for those who need a REAL ID or other DMV service now.

Again, DMV is seeing the highest customer volumes it has ever seen. For context, DMV has roughly the same number of staff it had 25 years ago, yet there are about one million more people in Oregon. And now, the imminent, federally imposed REAL ID enforcement date is placing even greater demand on DMV staff working to serve Oregonians.

DMV staffs 58 offices across the state, from Brookings to Enterprise, Ontario to Astoria, Portland to Ashland. The staff are your neighbors, fellow community members, and friends. They are working tremendously hard to quickly and accurately assist as many customers as possible every day. DMV asks for customers' patience as it works to assist each person with the excellent customer service they expect.

CONCLUSION

The federal REAL ID enforcement date is May 7, 2025. As of that date, people who are flying domestically can no longer use a standard DMV credential to easily pass through TSA. A REAL ID DMV credential, a passport, Tribal ID, or other TSA-approved credential will be needed. Without that, passengers will be separated for a second level of security screening. DMV is serving a record number of customers every day, and taking targeted actions to increase access for REAL ID. DMV is at its maximum customer capacity, and customers without an appointment are seeing very long wait times. If a customer already has a document acceptable to TSA, or is not flying for quite some time, they may be well-served to wait for the current surge to dissipate.

Oregon DMV and REAL ID



OREGON DMV AND REAL ID

Starting May 7, 2025, the federal government will require every person 18 years and older to present a REAL ID or an acceptable alternative – like a passport or military ID – to board a commercial flight within the U.S. and access certain federal facilities. A REAL ID is a state-issued driver's license, instruction permit or ID card that meets the new federal security requirements. Oregon DMV began issuing REAL ID-compliant cards alongside standard credentials on July 6, 2020. In the years since, and over the course of three enforcement extensions of the [REAL ID Act of 2005](#), our focus has been to inform Oregonians about REAL ID so they can choose what card is best for them.

SUMMARY OF OUTREACH EFFORTS

HIGHLIGHTED EFFORTS ARE ONGOING

2025 (As of Feb. 28, 2025)

- Launched digital campaign in English and Spanish using display, social media, and audio streaming ads (11.4 million impressions as of Feb. 28).
- Provided multiple regional airports with new posters, flyers rack cards and digital assets in Spanish and English.
- TSA provided paid digital ads targeting infrequent travelers in Oregon.
- Printed translated materials in several languages for field offices.
- Shared partner toolkit with State Agency Comms Council for distribution.
- Distributed three news releases.
- Worked with KGW on REAL ID segment.
- Planned REAL ID Day media event at PDX with on May 7, 2025.
- Requested Governor Proclamation.
- Provided multiple media interviews with more than 20 media stories as of February 2025.
- Sending direct mail to older adults in rural areas and Oregonians who haven't been in a renewal cycle since 2020.



BY THE NUMBERS

AS OF FEB. 28, 2025

- **3.7 million** Oregonians hold a driver's license, permit or ID card.
- **1.3 million** (34%) hold a REAL ID credential.
- **1.7 million** (47%) have been issued a "Not for REAL ID Act" credential.
- **692K** (19%) hold a valid unmarked legacy card.
- **51%** of Oregonians have a passport.



SUMMARY OF REAL ID OUTREACH EFFORTS *(continued)*

2024

- Added REAL ID footer to all agency GovDelivery bulletins.
- Developed [new video PSA](#) and added to REAL ID webpage.
- Hired 26 limited duration positions to work exclusively on REAL ID transactions.
- Updated posters, banners, flyers and rack cards for field offices.
- Distributed four news releases.
- Refreshed REAL ID webpage.
- Updated partner toolkit on website and DMV Intranet.
- Placed digital and vinyl billboards in Salem and PDX (12.1 million impressions).
- Held two media events: one-year-out milestone and Santa getting his REAL ID.
- Provided multiple media interviews.
- TSA selected Portland as one of 20 cities to receive a paid advertising campaign (40 million impressions).

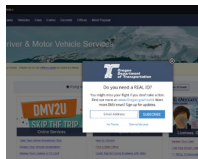


2023

- Branded DMV envelopes with REAL ID messaging.
- Offered monthly trainings for non-profits and interested community-based groups.
- Placed carousel images on TV screens in field offices.

2022

- Added REAL ID appointment type in DMV2U.
- Inserted banner and popup at top of every ODOT webpage.
- Provided link to REAL ID page on all DMV2U appointment reminder emails.
- Placed ad on TripCheck.
- Created script for virtual chatbot.
- Offered REAL ID signature taglines on DMV employee emails.
- Performed paid social media campaign with The Oregonian.
- Partnered with state agencies to distribute messaging to their databases (again in 2025).
- Produced [two videos](#).
- Sent letter to Oregon's nine federally recognized tribes.



2021

- Created phone hold script.
- Produced new PSA.
- Completed paid ad campaign with KATU TV.
- Placed backlit ads in PDX concourse.

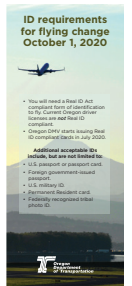
2020

- Added REAL ID to DMV credential issuance webpages.
- Developed partner toolkit and added to webpage.
- Created virtual phone agent script.
- Secured rotating ads on PDX digital screens and signage in 26 PDX shuttlebuses (refreshed 2024).
- Placed ad in 2020 Blazer Yearbook.
- Sent five news releases.
- Produced [two video PSAs](#).
- Held [press conference](#) with TSA and Port of Portland at PDX.



2019

- Launched branded URL: oregon.gov/realid.
- Developed interactive webtool and [step-by-step documents guide](#) on DMV2U.
- Began social media campaign across all ODOT platforms.
- Placed ad in Driver Manual and DMV Quick Tips brochure.
- Included information with credential and vehicle renewal reminder letters.
- Added footer on all DMV office receipts.
- Began presenting information at public forums and community events, i.e., Pendleton Roundup, Oregon State Fair, Salem Pride and Oregon International Auto Show.
- Legislature approved \$300,000 for REAL ID outreach.
- Sent email to all executive branch state employees (again in 2022 and 2025).
- Distributed awareness survey.
- Provided posters and rack cards to PDX and Redmond airports.



2018

- Created REAL ID web landing page: oregon.gov/odot/DMV/pages/real_id.aspx (now hosts FAQ).
- Provided all field offices with posters in English and rack cards and flyers in English and Spanish.
- Distributed news release.