

Motor Vehicle Division Information Memo # 19-16

2019 Legislation – Duplicate License or ID card at 21 years old

DATE: June 17, 2019

FROM: Sara Siedsma, Compliance Officer, MVD

TO: All Driver and Identification Services staff, Iowa County Treasurers and County Treasurer's staff
the issue driver's licenses and non-operator's identification cards

SUBJECT

This informational memo explains legislation enacted during the 2019 legislative session adding the ability for a customer to obtain a duplicate driver's license (DL) or nonoperator's identification card (ID) electronically, whether online or by kiosk, when they turn 21 years old.

SUMMARY

Senate File 303 amends Iowa Code section 321.189 to provide that upon attaining the age of 21, a customer otherwise eligible to be issued a DL or ID shall be eligible to obtain a duplicate DL or ID electronically. The duplicate credential issued at age 21 would have a horizontal orientation and no longer contain the words "under twenty-one", rather than the vertical orientation for cards issued to customers under the age of 21. The legislation also requires us to notify customers prior to their 21st birthday of the option to obtain a duplicate DL or ID electronically with the horizontal orientation. **The legislation is effective July 1, 2019.**

LINK TO LEGISLATION

<https://www.legis.iowa.gov/docs/publications/LGE/88/SF303.pdf>

CURRENT

Under current law, a person may obtain a duplicate DL or ID with a horizontal orientation upon attaining the age of 21 by visiting a driver's license service center or county issuance location. We do not currently allow a person to apply for a duplicate DL or ID electronically through MyMVD.

NEW

The new legislation states a person attaining the age of 21 shall be eligible to apply for a duplicate DL or ID electronically. We must also notify a person prior to their 21st birthday of the option to be issued a duplicate DL or ID electronically.

BUSINESS IMPACT

This directive does not significantly impact the way that employees in the service centers or county treasurer locations operate, as the legislation does not change the way we issue a duplicate DL or ID in-person. However, the legislation caused us to reprogram ARTS and MyMVD to allow a duplicate DL or ID to be applied for electronically, as that functionality does not currently exist. Furthermore, the duty to notify customers of the option to apply for a duplicate electronically may also increase the number of

customer visits to service center or county treasurer locations and will increase the number of questions our customer service staff receives.

QUESTIONS AND ANSWERS

The following questions and answers provide additional information that will be helpful to you and to customers.

WHEN WILL THE PROGRAMMING BE READY FOR CUSTOMERS TO APPLY FOR A DUPLICATE DL OR ID ELECTRONICALLY?

We are currently working on reprogramming ARTS and the kiosks, and are planning for that functionality to be available July 1, 2019.

WHEN WILL WE BEGIN SENDING NOTIFICATIONS TO CUSTOMERS LETTING THEM KNOW ABOUT THE OPTION TO APPLY FOR A DUPLICATE ELECTRONICALLY?

We worked with Strategic Communications to design a post card notifying customers of the change, and the plan is to begin sending the post card to affected customers closer to July 1, 2019. Our intention is to send the post cards out to customers one week prior to their birthday to minimize the amount of time the customer could mistakenly attempt to obtain a horizontal duplicate electronically prior to actually turning 21, which is not permitted. A copy of the post card that will be sent to affected customers is attached to the end of this memo.

DOES THE ABILITY TO APPLY FOR A DUPLICATE DL OR ID ELECTRONICALLY APPLY TO ALL CUSTOMERS?

No. The legislation only addresses eligibility to apply for a duplicate DL or ID electronically upon a customer attaining the age of 21 and only if the customer is switching from a vertical license to a horizontal license. At this time, we are not planning a broader implementation of the electronic process beyond those customers seeking a duplicate due to turning 21. Only customers age 21 or older, who currently have a vertical license with the “under 21” statement, will be permitted to apply for a duplicate on myMVD.

WHAT IF A CUSTOMER’S MOST RECENT ISSUANCE OCCURRED ELECTRONICALLY, WILL THEY STILL BE ABLE TO APPLY ELECTRONICALLY FOR A DUPLICATE DL OR ID UPON TURNING 21?

Yes. The legislation specifically provides that a customer shall not be prevented from applying for a duplicate electronically upon turning 21 simply because their most recent issuance was applied for electronically. However, once the customer has been issued a duplicate electronically switching the license from vertical to horizontal, they would not be eligible for a second electronic duplicate.

WHAT IF A CUSTOMER HAS A CONDITION, RESTRICTION OR CHANGE IN CIRCUMSTANCES THAT WOULD NORMALLY PREVENT THEM FROM RENEWING A DL OR ID ELECTRONICALLY?

The legislation provides that the customer must be “otherwise eligible” for issuance of the DL or ID, and that would include being eligible for electronic issuance of a duplicate credential. Similar

to electronic renewals, the customer may have a condition, restriction or change in circumstances that would prevent them being able to obtain a replacement DL or ID electronically, even though they would otherwise seem to qualify by virtue of turning 21. The following criteria must be met for a customer to obtain a replacement DL or ID electronically:

To replace your Iowa driver's license ONLINE, you MUST:

- Be at least 21 years old
- Currently have a vertical driver's license that states "Under 21"
- Be an Iowa resident and a United States citizen (as shown by the Iowa DOT's existing records)
- Have a valid, unexpired noncommercial Iowa license and/or motorcycle license (commercial driver's licenses, minor's licenses, and work permits CANNOT be replaced online)
- Have no changes to your name, date of birth, sex, class type, endorsements, or restrictions
- Not have restrictions E, J (unless with an I or 9) or T listed on the back of your current license
- Have no pending requests for re-examination, vision report or medical report
- Not have a current license marked "Valid Without Photo"

To replace your Iowa nonoperator's ID card online you MUST:

- Be at least 21 years old
- Currently have a valid, unexpired, vertical nonoperators ID card that states "Under 21"
- Be an Iowa resident and a United States citizen (as shown by the Iowa DOT's existing records)
- Have no changes to your name, date of birth, or sex
- Not have a current ID marked "Valid Without Photo"

If the customer cannot meet the criteria above, they must instead visit a service center or county issuance location to be issued the duplicate credential.

WHAT IS THE FEE FOR APPLYING FOR A DUPLICATE DL OR ID ELECTRONICALLY UPON TURNING 21?

The fee is the same \$10 fee charged for any duplicate DL or ID. If the duplicate is obtained online through MyMVD, an additional \$1.50 service charge applies.

WHAT IF THE CUSTOMER WANTS TO OBTAIN THE DUPLICATE HORIZONTAL CREDENTIAL ON THEIR 21ST BIRTHDAY?

A customer that wants to obtain a duplicate horizontal DL or ID on their 21st birthday must visit a service center or county issuance location, where they will receive the temporary paper DL or ID. A duplicate that is issued electronically will not be sent to the customer until approximately 21 days after the transaction occurred and there is no temporary paper credential issued either via kiosk or MyMVD.

MAY A CUSTOMER OBTAIN A HORIZONTAL DUPLICATE PRIOR TO THEIR 21ST BIRTHDAY?

No. The customer is required by law to have the under 21 marking and the vertical license until they turn 21, therefore, there is no ability for the customer to be issued a duplicate removing those items prior to the customer's actual 21st birthday.

HAPPY BIRTHDAY!

FROM THE IOWA DEPARTMENT OF TRANSPORTATION

Our records show your 21st birthday is approaching. This means you'll soon have the option to purchase a replacement license or ID card, which will no longer say "Under 21" and will be horizontal instead of vertical. You're not required to get a horizontal license or ID when you turn 21, but we know some people prefer to, and it helps assure access at all locations that check age for entry.

WHEN CAN I GET MY HORIZONTAL REPLACEMENT LICENSE OR ID?



For \$10,* you can purchase a replacement card **on or after the day of your 21st birthday.** If you purchase your replacement card prior to midnight on your 21st birthday, the card will still be vertical and say "Under 21."

**If purchased online, an additional service fee will be applied; cost may be different if you have a permit or are eligible for renewal.*



WHERE CAN I GET A HORIZONTAL REPLACEMENT LICENSE OR ID?



ONLINE

Purchase your replacement at
iowadot.gov/mvd/oneservices



IN PERSON



KIOSK

Find a service center or kiosk location at
iowadot.gov/mvd/iowa-dot-locations

Once purchased, your new card will be mailed to you within 21 days.

The expiration date of your new license or ID will be the same as your current card's expiration date.

Check to see if you are eligible to replace your card online or at a kiosk by visiting

IOWADOT.GOV/MVD/DRIVERSLICENSE/REPLACEMENT



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www.iowadot.gov f t

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