

DEPARTMENT OF LICENSING

February 27, 2008

TO: Driver Examining Staff

FROM: Kathy Eberle, Administrator, Driver Examining

RE: **HQTR Memo 2008-10**
Photographing Customers

Assigned to: Bob Knudson
Ref: Section 6.2

Intent: To provide revisions to LSR Manual Section 6.2, Identification of Applicants, to clarify the procedures for capturing a customer's identification photo.

Background: Procedures were changed last year that included instructions for LSRs to give customers documents marked "Not Valid for Identification" when the customer refused to remove their hat, sunglasses, or customers who do not cooperate in providing a true representation of their face. Further clarification is needed.

Effective: February 27, 2008

Policy Statement: LSRs will ensure customers provide an appropriate photograph according to the revised procedures in LSR Manual Sections 6.2.

Procedures: Below are the highlights of the changes to Section 6.2.

V. B. 4. **Changed:** The description of what the customer's photo should show: "The preferred photo should show the customer's head, from the top of the head to the tip of the chin and side-to-side, with the ears exposed (but ears are not required).

Added: Unless worn daily for religious or medical reasons, all hats or headgear should be removed for the photo.

Changed: The wording on what cannot be concealed by a veil or other religious article of clothing to "**conceals the facial features e.g., eyes, nose, or mouth, follow these procedures.**"

V. B. 5. **Added:** Items that have appeared in customer photos that are inappropriate like "holding their hands in the picture, having babies in their arms visible or birds on their shoulder."

Added: If an LSR has a question on whether they should put a "Not Valid for Identification" comment on a customer's license they should ask their Supervisor, District Manager or Technical Consultant.