

RE: Glasses Off for Photo
Effective date: Monday, March 24

Date: March 21, 2008
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective Monday, March 24, customers who wear glasses are required to remove their glasses for drivers' license and ID photos.

In testing the new facial recognition system (FRS) that will be fully implemented with the IDNM central issuance program over the next two months, we have found that eyeglasses can result in false matches, in effect tricking the system into thinking that two different people are the same person because they wear similar eyeglasses.

In addition, as a quality-control issue, it is difficult, and can be unnecessarily time-consuming, to get a good, reflection-free photo that clearly shows the eyes of an individual who is wearing glasses.

For these reasons, effective Monday, March 24, we require that customers applying for new or renewal licenses or IDs remove their eyeglasses for the photo.

All field offices will shortly be receiving the two posters shown here, asking customers (in English and Spanish) to, "Please remove your glasses for your picture. In order to better protect your identity we need a clear view of your eyes."

Please put the posters up immediately in a prominent location.



How will no-glasses photos protect our customers' identities? Very simply, by making it more difficult, even impossible, for a different individual to steal the customer's identity by fooling MVD's systems into thinking he or she is the customer. FRS will make it much, much more difficult for individuals to acquire DLs and IDs with multiple identities, or to engage in identity theft. The new no-glasses rule will allow the FRS to do its job better and more efficiently.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
