

SUMMER 2021

REACHING *out*

**DOL
UPDATES**



**NOTARIO
PUBLIC
VS
NOTARY
PUBLIC**



**SURVEY
FINDINGS**

**Your Voices
have Been
Heard!**

dol.wa.gov



A message from **COMMUNITY AND OUTREACH TEAM**

COVID PAST AND FUTURE

We continue to learn and implement new ways to engage with our residents to understand and remove barriers to our services during these ever-changing times. Utilizing virtual meeting platforms, we provide:

- Information on all Department of Licensing services.
- Assistance on navigating agency online services.
- Webinars and meeting presentations.
- Support during emergencies, such as fires or floods, where residents have lost their identity documents..

We also continue work on the implementation of the REAL ID Act that has been moved to May 3, 2023. We have an updated toolkit in multiple languages to help communities understand new travel requirements. You can access the ID2023 Toolkit [here](#).

Our team is committed to identifying important issues unique to each community and demonstrating respect for others' cultures. We also are committed to understanding barriers to our services and how they may be removed. We do this with your support and spending time with community organizations and partners to seek feedback, build relationships and trust.

As we move forward to fulfill our agency mission "Helping every Washington resident live, work, drive, and thrive" we are grateful for your collaboration and support.

We are here for you. Please don't hesitate to contact us at DOLCommOutreach@dol.wa.gov

With Gratitude,

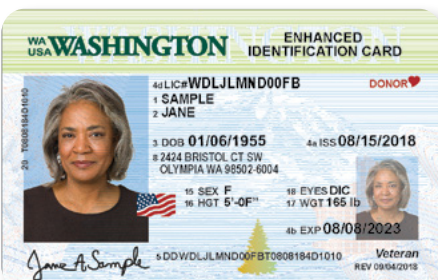
THE DOL OUTREACH TEAM





LEGISLATURE PASSES AGENCY REQUEST BILLS

The 2021 Legislature adjourned on April 25, 2021, after a 105-day regular session. During the session, the Legislature passed both of Department of Licensing (DOL) agency requested bills. Here are the highlights of those bills and other legislation that affects our work.



MORE ACCESS TO DOL-ISSUED DOCUMENTS

Effective January 1, 2022:

- Residents will have an option for a six-year driver license/ID card and an eight-year driver license/ID card. The fees will be adjusted accordingly.
- DOL will be able to issue an online driver instruction permit without a photo and instruction permits can be renewed online.
- Until June 30, 2024, driver licenses/ID cards are not restricted to renewing online only once every other renewal.
- For those renewing through mail or online, a photo only needs to be provided at least every 16 years, or every 8 years if an individual is under 30.
- For more information [SHB 1207 Improving access to DOL issued documents](#)



UNAUTHORIZED DISCLOSURE OF DATA

Effective July 25, 2021:

- Creates new definitions for “identity information” as it relates to driver and vehicle records.
- Authorizes a penalty of up to \$20,000 per incident for the unauthorized disclosure of data.

For more information [SSB 5152 Vehicle and Driver Data](#)





PROFESSIONAL LICENSURE WITH CRIMINAL RECORD

Effective January 1, 2022:

- Allows individuals with previous criminal convictions to submit a no-cost, preliminary application to DOL or a supported board or commission, to determine whether their criminal history will disqualify them from receiving a business or professional license.
- The prior criminal conviction cannot relate to the applicable profession, business, or trade.

For more information [HB 1399 Professional licensure with previous criminal convictions](#)

VOTER RIGHTS

Effective January 1, 2022:

- Voting rights are automatically restored for those convicted of felonies and are no longer in confinement under the Department of Corrections.

For more information [ESHB 1078 Restoring voter eligibility](#)

Recent Court Ruling means changes for Drivers with Failure-to-Appear Suspensions for Non-criminal Moving Violations

A court recently ruled that “failure to appear” suspensions for drivers with non-criminal moving violations must be rescinded. On April 30, 2021, the Thurston County Superior Court ruled that the [state law](#) authorizing the Department of Licensing (DOL) to suspend driver licenses of individuals who fail to respond, fail to appear, or fail to pay tickets for non-criminal moving violations (so called “FTA” suspensions) violates our state Constitution because it does not require courts to offer individuals the opportunity to have a hearing to present evidence of their inability to pay the fine. More information [here](#).





Notario Publico vs Notary Public



Washington State is one of 29 states that allow for remote online notarization of legal documents.

[LEARN MORE HERE!](#)

In its simplest form, the term “notario publico” or “notario” translates to notary public. In many Latin American countries, a Notario is a person who went to college and obtained a law degree. Notarios have the authority to give advice and legal help in these countries. However, in the United States, a Notary does not have to go to law school or college. Nor are they trained to help people with immigration or legal services.

In Washington State, notaries may take acknowledgments, administer oaths and certify an event has occurred or an act has been performed. In Mexico, for example, notaries have a much broader range of duties, they can draft deeds for transfer of real property, issue judicial opinions, intervene in judicial proceedings, and ensure that documents do not include legal inconsistencies.

There have been several cases of American notaries public advertising themselves as notarios público, which may lead some people to believe that a notary public is capable of offering legal advice, which is not the case. Because the term notario público has been associated with legal practice, a notary public licensed in Washington State is not allowed to advertise themselves as a “notario” or “notario público” unless they are also a licensed attorney. As of June 2021, there are over 75,000 active Notary Public licensees in the State of WA.





Notes from the Call Center – Frequently Asked Questions

Do I need an appointment to visit a vehicle licensing office?

No, our Vehicle Licensing offices are open on a walk-in basis. You can use the [Office Locations](#) tool on our website to locate an office that is convenient for you.

Can I go into the driver licensing office and schedule my appointment?

At this time, appointments can only be made using our [website](#), or by calling and selecting the option in the phone menu for assistance with your appointment.

I received an email from “motor vehicle department” saying if I click on a link I can find out if I qualify for a refund as a result of a court ruling. Is this from DOL?

This message is from a scammer trying to get your personal information. DOL will never send a message like this. Ignore or delete messages you suspect are fraudulent. Never click on links in unsolicited texts or emails.

How do I pay online and avoid the transaction fee?

If you pay online with a credit or debit card, there is a 3% payment fee. You can pay using your checking account information online for no added fee. You'll need your account number and bank's routing number.





Tips for visiting a driver license office this summer

- Appointments are required for in-person services. If your transaction cannot be done online, schedule an appointment at www.dol.wa.gov.
- While appointments are limited, some offices have more availability than others. Check other nearby driver licensing offices or build a visit into your summer travel.
- As more Washingtonians are vaccinated, we are slowly opening more counters at our offices and will be working to reopen offices currently closed. More appointments are added frequently. The latest office to reopen is Sunnyside on September 1.
- In early July, DOL updated their online systems including License eXpress. Enhancements include an improved appointment scheduling tool and fewer steps when pre-applying for a driver license or identification card. This will make scheduling an appointment even easier.
- Don't forget the documents needed to complete your transaction. Our [online scheduling system](#) provides information on what to bring so you'll be prepared.

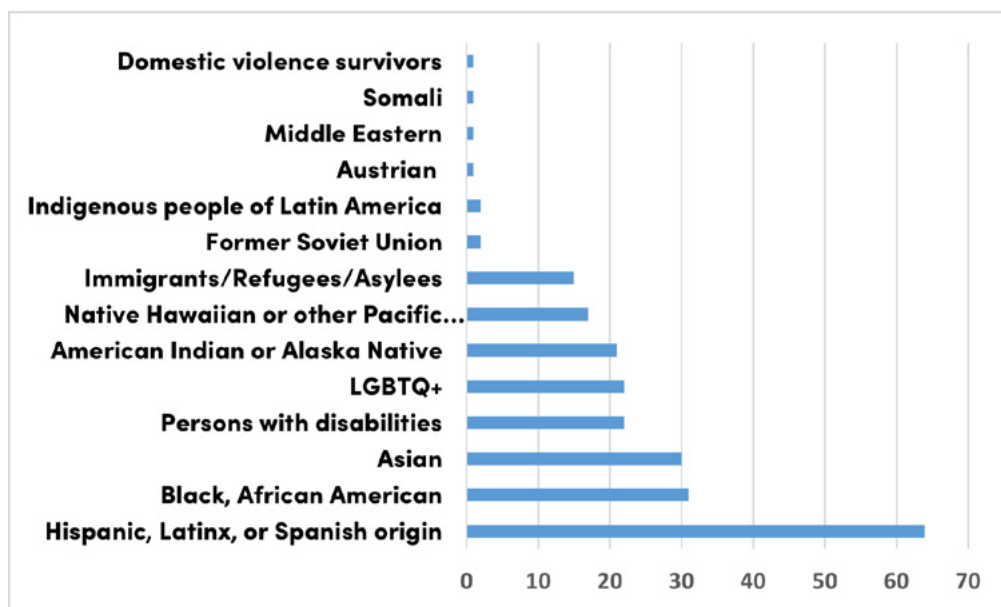


**Your Voices
have Been
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DOL's Community Engagement and Outreach team wants to share results from the recent survey on community preferences and needs assessment. The survey received 104 responses from community organizations and leaders

KEY FINDINGS

Communities Represented in the Survey



Preferred Methods of Communications from DOL

- 67% of responders prefer information in real time.
- 36% prefer quarterly communications.
- 79% prefer “e-mail blasts” as the primary method for communications.

Information needed from DOL

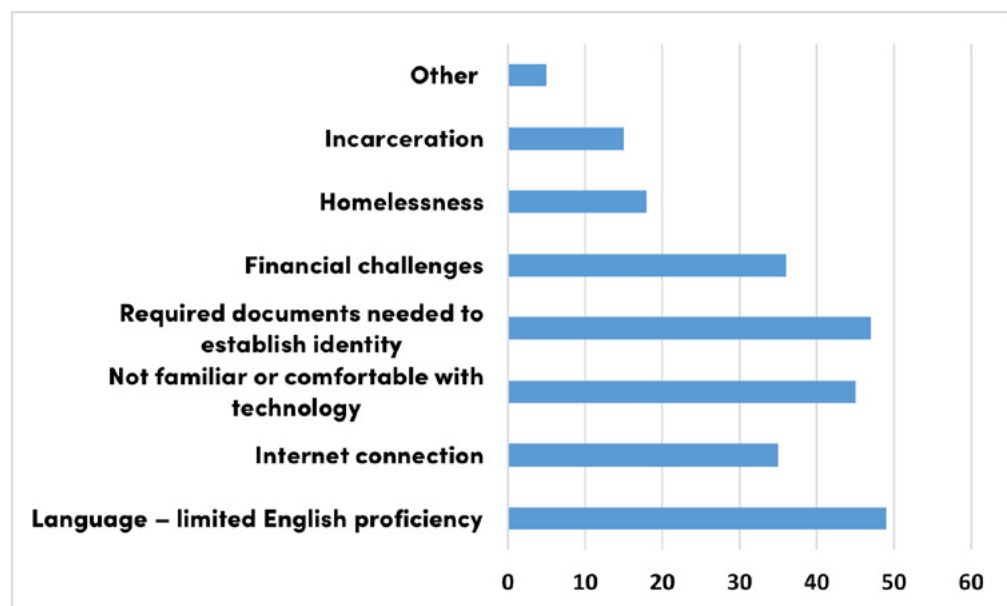
- REAL ID is the primary issue currently on survey respondents' minds.
- More information on driver licensing/instruction permits for first time drivers and renewals.





KEY FINDINGS

Common Barriers to DOL Services.



- Limited English proficiency identified as the primary barrier.
- Required documents needed to establish identity.
- Not familiar or comfortable with technology and/or lack of access to internet connection.

What's Next?

The survey will be shared with DOL leadership to create strategies to improve our engagement and outreach to vulnerable communities and overcome barriers to agency services.





Follow us

DOL has more than 40,000 followers on social media and we want to grow. For the latest updates, check out our [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#), and the [DOL Blog](#)!

Using Google Translate, all of our blog articles can be translated into any language with the click of a button.



Community Outreach CONTACTS

We take pride in collaborating with local agencies and organizations to assist Washington residents to better understand agency services and programs. Contact us if you would like information about our services, or are interested in scheduling an event with one of our representatives:

- Email us: DOLCommOutreach@dol.wa.gov
- Call us: **509.290.8568**
- Invite us to your next event with our **OUTREACH REQUEST FORM**.
- Use our **ID2023 toolkit** to inform your community.

We're HIRING!

Check Out Our Jobs **HERE!**

Helping every Washington resident **LIVE, WORK, DRIVE, AND THRIVE.**



WASHINGTON STATE DEPARTMENT OF LICENSING