



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Motor Vehicles

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Earl Ray Tomblin
Governor

Paul A. Mattox, Jr., P. E.
Cabinet Secretary

Memorandum

To: Division Employees
From: Pat S. Reed, Commissioner
RE: Requirements for taking Driver License/ID Photographs
Date: July 1, 2015

Division employees will only issue a driver's license or identification card to an applicant who has paid the required fees and who has proven eligibility, identity, legal presence, and West Virginia residency. Division employees will only issue a driver's license or identification card with a full-face digital photograph of the applicant processed by DMV equipment.

All applicants shall have photographs taken on the front facial and neck areas. Photographs shall be of such quality that full facial features will be shown and any distinguishing marks will be clearly visible.

At no time will applicants be photographed when it is obvious that they are misrepresenting their identity. Applicants, including but not limited to transgendered individuals, will not be asked to remove or modify makeup, clothing, hair style or hairpiece(s), or accessories unless any of these items obscure the required biometric features of the applicant's face and neck areas so that a clear, full-face unobstructed photograph can be taken. Clown make-up and theatrical make-up are not permitted to be worn in the photograph.

Applicants will not be photographed with head coverings such as hats, scarves, veils, burkas, sunglasses, bandanas, or other head covering accessories. However, head coverings may remain for religious or medical reasons as long as the full-face and neck area is showing. If the head covering is concealing the face, it must be pushed back enough to see the full-face. At the applicant's request, a Customer Service Representative of the requested gender may take the photograph without other applicants or employees at the station.

If employees have questions about photographing an applicant, please contact your manager.

This Memorandum replaces all previous memos regarding driver license photographs. Please destroy all other memos on this topic.