



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF TRANSPORTATION  
HARRISBURG, PENNSYLVANIA 17120

OFFICE OF  
SECRETARY OF TRANSPORTATION

April 22, 2015

The Honorable John A. Lawrence, Member  
PA House of Representatives  
Room 211 Ryan Office Building  
Harrisburg, PA 17120

Dear Representative Lawrence:

I am writing to you in response to your questions relating to the replacement of defective driver licenses and identification cards by PennDOT. It was discovered on Wednesday, February 25, 2015, that a security feature manufactured by Opsec Security in its Lancaster production facility and supplied to MorphoTrust, PennDOT's driver license/ identification card vendor, had a defective security image. This particular security image is not visible without the use of a black light device. The defective security feature was used in the production of driver's licenses and identification cards during November 2014 to February 25, 2015.

PennDOT worked with MorphoTrust and UniqueSource Products and Services, formerly known as the Pennsylvania Industries for the Blind and Handicapped (PIBH), the contractor who provides the Photo License Center services, to coordinate the immediate replacement of the defective security feature. Those efforts ensured all 97 locations across the commonwealth opened on Thursday, February 26, 2015, with laminate containing the correct security feature.

Once stock in the PennDOT centers was replaced, our next commitment was to replace the defective product that customers had received, even though it could only be seen utilizing a black light device. As a customer convenience, replacement products were centrally reissued. This is a standard process we utilize daily in the normal course of business. As an example in the case of an initial issuance of a driver's license or identification card, the customer has their picture taken at a center and is issued a temporary product. The department then issues, in most cases, a 4 year product after the digital image is checked using facial recognition software to uncover attempted cases of fraud or identity theft.

MorphoTrust is under contract to PennDOT and is required under the contract to maintain the confidentiality of any customer personal identifiable information. The scope of the replacement of driver licenses and identification cards is covered under the terms and conditions of the current photo license contract; therefore, all confidentiality and security policies are in effect.

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Low profile packaging is utilized whenever the department issues replacement products through the central issuance process. However the envelope is clearly marked on the outside as coming from PennDOT. In addition, the driver's license or identification card is attached to the insert along with an explanation of why the customer is receiving the replacement product. If an individual wants additional information the insert also lists the contact information for PennDOT's Customer Care Center at 1-800-932-4600 (TDD: 1-800-228-0676).

Finally, I want to note that the vendor is covering all costs associated with the replacement of the defective driver's licenses and identification cards.

I hope this information addresses your concerns. As outlined above, the normal security and issuance protocols were followed for the replacement of the defective products. Should you have any additional questions or concerns, please contact Kurt J. Myers, Deputy Secretary for Driver and Vehicle Services at 717.787.3928.

Sincerely,

A handwritten signature in blue ink, appearing to read "Leslie S. Richards".

Leslie S. Richards  
Acting Secretary of Transportation