

MVD Procedural Quick Update

#85

RE: Hair May Cover Ears
Effective date: Immediate

Date: February 24, 2009
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 immediately, we no longer require that customers' hair be pulled back behind their ears for permit, license and ID photos.

Since the inception of central issuance and facial recognition, we have required that customers whose ears are covered pull their hair back so that the ears are visible in the license/ID photo. We now find that the hair-back, ears-uncovered requirement is not necessary, and we are discontinuing the practice immediately.

It is still required (See PQU#58) that customers who wear eyeglasses remove their glasses for the photo and, as always, that the customer's full face be visible to the camera.

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.
