

Bolstering Law Enforcement Safety

with Colorado Digital ID™

CATEGORY

Emerging & Innovative Technologies

START DATE

Sept. 2, 2019

END DATE

Dec. 31, 2020



COLORADO
Governor's Office of
Information Technology

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Executive Summary

The share of Americans owning smartphones is approximately 81%. That equates to four of every five people regardless of gender, job, socio-economic status. Many tech-savvy Coloradans perform business transactions and personal tasks on a mobile device and they expect state services to be available from the palm of their hand. As a leader in the information technology arena, Governor Polis issued an [Executive Order](#) authorizing the Colorado Digital ID™ within the myColorado™ mobile app as a legal form of identification within Colorado. The app's contact-free Digital ID enables Coloradans to set up a secure electronic version of their driver license or state identification card on their cell phone as legal proof of identity, age and address within the state. The Executive Order also required state agencies to pilot the Digital ID and encouraged local law enforcement agencies to begin accepting the Digital ID by November 2020.

Using eCitation Scanning Equipment to Accept Colorado Digital ID™

myColorado 



As one of the first states to roll out a digital ID, it was important to launch an outreach program to socialize and normalize the use of the Digital ID across all government and business entities. (Though a herculean task, as of May 2021 over 500 businesses have joined the myColorado Business program!)

As the Digital ID began growing in popularity, the myColorado team was also working with public safety to adopt this new technology. Change can be difficult in the best of circumstances and when you are responsible for protecting public safety, it is not uncommon to see resistance when it comes to technology. If not implemented properly, the consequences can be severe. However, the Colorado Dept. of Public Safety (CDPS) was an integral partner in developing the Colorado Digital ID™ in myColorado™, the State of Colorado's official mobile app™ from the get-go. The team worked in earnest with the Colorado State Patrol (CSP) - a division within CDPS - to train state troopers on how to receive the digital ID as proof of driver license, insurance and registration via a no-touch, electronic means.

On Nov. 30, 2020 - as scheduled - CSP troopers began accepting the Digital ID, making Colorado the first state to offer residents and state troopers a safe, touchless, fast method of sharing driver information. Since then, a growing number of local law enforcement agencies across the state are also embracing this new technology to improve efficiency and safety.

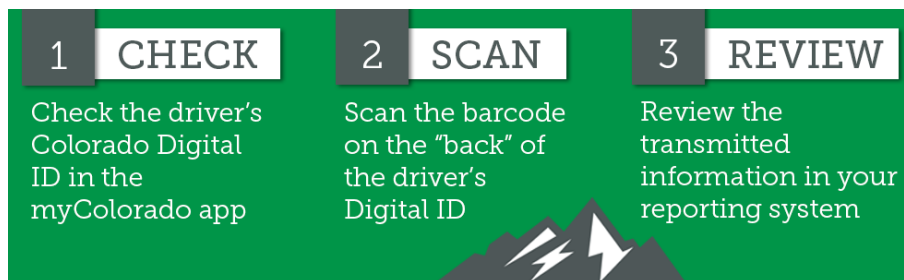
Idea

The myColorado mobile app, the State of Colorado’s official mobile app™, was launched in January 2019 to provide Coloradans a convenient and secure app to find official state services and resources from their mobile device, anytime and anywhere. This innovative and secure platform sets the stage for future services and revolutionize the way Coloradans interact with businesses, health providers, state agencies, law enforcement and other organizations.

In October 2019, the Colorado Digital ID was launched within the mobile app as an add-on service enabling Coloradans to create an electronic version of their Colorado driver license or state identification (ID) card that can be displayed on smartphones for proof of identification, age, and address within Colorado. With the Governor’s Executive Order authorizing the Colorado Digital ID as a legal form of identification within Colorado, the number of businesses accepting the Digital ID grew. The Executive Order also required state agencies to pilot the Digital ID and encouraged local law enforcement agencies to begin accepting the Digital ID by November 2020.

The myColorado team identified six outcomes when introducing Law Enforcement to the Digital ID:

1. Allow law enforcement to easily accept electronic proof of license, insurance, and registration.
2. Reduce the time officers spend on the side of the road and in harm’s way during traffic stops.
3. Leverage **existing hardware and software** (no new costs).
4. No contact necessary (not holding user’s mobile devices).
5. Collect consent to share any and all information requested.
6. Process requests in less than 40 seconds total.



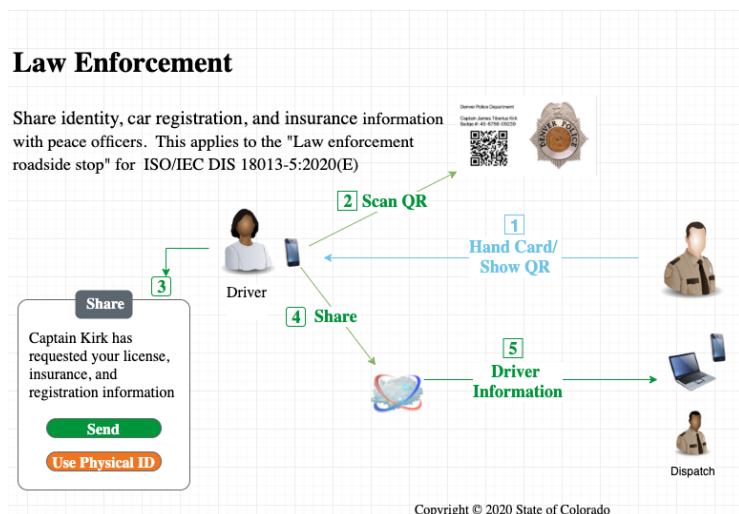
The myColorado Portal enables seamless integration between the myColorado mobile app and a merchant or other entity's application with which the resident wants to share information. That made it the ideal platform for Colorado’s residents to wirelessly share their identity, age

and address with a Colorado State Patrol trooper during a routine traffic stop. This process is convenient, secure and safe for both the resident and the trooper because the driver's data is digitally transmitted into the trooper's reporting system without having to exchange a physical driver license or mobile phone.

Implementation

An important goal for the myColorado mobile app was to give Coloradans a centralized place to access all state agencies. During the application discovery and design process, it became clear that the state could provide a critical service - digital identity. myColorado would be the first step in delivering identity services and make state agency services conveniently accessible to residents. The myColorado mobile app with Digital ID stood out as the next generation solution to enhance the lives of Coloradans, offer digital ID options for merchants, and prepare the state for the digital age.

The myColorado team was committed to better serve Coloradans digitally by providing several options and scenarios where a Digital ID could be used. The team leveraged the existing work completed by the Colorado Department of Revenue (DOR), DMV and OIT on the initial launch of myColorado. Over the eight months of two-week sprint agile development to the initial release, the CDPS and OIT team worked to constantly test, refine, and improve the usability of the portal based on the trooper's feedback. Activities included:



1. Deploy a web-based portal that allows law enforcement to view shared information for a limited period of time (based on each agency's retention rules).
2. Develop the infrastructure to allow myColorado users to:
 - a. Scan an officer's unique QR code.
 - b. Consent to sharing any required and optional attributes from the Digital Wallet as the recipient of the request.
 - c. Forward the information to OIT's systems.
 - d. Query the DMV database for the most recent driver information.
 - e. Send the secure information payload to the officer's secure queue.
 - f. Display the information in an easy to use and leverage format on the Officer's portal queue page.

3. Implement outreach and training for law enforcement agencies that wish to participate in the myColorado program. To begin accepting Digital ID in their communities, law enforcement agencies:
 - a. Train with the myColorado team to learn about the app and Digital ID.
 - b. Onboard staff to implement the web portal and/or eCitation method of accepting Digital ID in the field.
 - c. Coordinate with myColorado communications team to make a public announcement notifying residents that their local law enforcement agency is accepting digital ID.

Another important focus area for the myColorado team was security and privacy. Advanced security features to protect against fraud include a free-floating hologram image that moves when the Digital ID is rotated and enlarged text when the ID is pressed. The team focused on specific training for law enforcement to test that a Digital ID is legitimate and not a screenshot. They were instructed to:

1. Look for the hologram
2. Ask the holder to press on the ID to see if the font size changes.
3. Ask the holder to log out of the app, log back in, and show their Digital ID within the myColorado app. If the police officer was still unsure that the person is who they say they are, they were prompted to ask for their physical ID.

Consumer privacy is equally important. Coloradans are able to protect their privacy by choosing what information they want to display on the ID and they are able to hide personal information such as address or age (the app indicates if you are over 21). Personal information is protected with industry-leading multi-factor authentication and data encryption for privacy and security throughout the application.

The myColorado team worked extensively with executive and senior leadership at DOR and CDPS to ensure that the driver and vehicle services within the app provide the best possible business outcomes. The state is fully responsible for the oversight of the myColorado mobile app and the Colorado Digital ID as well as any new functionality available to Coloradans. With the success of Colorado State Patrol and countless other law enforcement officers, the State is developing the myColorado Digital ID to comply with ISO/IEC 18013-5 mDL, the international driver license standard, and federal REAL ID compliance. Enabling Colorado to issue secure digital driver licenses and other forms of state-issued ID for use inside and outside the state and at TSA security checkpoints.



Impact and Metrics

As of May 2021, fifteen Colorado law enforcement agencies plus Colorado State Patrol have announced that they support and accept Colorado Digital ID. In the first 90 days of implementation, more than 2,000 peace officers have been trained and over 1,100 individuals have chosen to share their Digital ID with law enforcement.



The use of Colorado Digital ID by law enforcement yields the following benefits:

- **Safer** - From communicable diseases and roadside safety standpoints, the system saves lives. The myColorado app's no-touch solution allows safer practices for law enforcement and Colorado residents, especially considering the ongoing pandemic, while reducing the overall time spent on the side of the road.
- **Faster** - Perceptions from officers are that the Colorado Digital ID is between 10% - 40% faster than handling polycarbonate IDs, paper registration cards, and insurance cards.
- **Compatible** - Compatibility with existing eCitation systems (e.g. Brazos) provides the easiest implementation and best results for officers. Enhancing the web portal with simple touch/click features also eliminates data entry errors and reduces the amount of time spent on the side of the road.

Colorado's Digital ID initiative and its integration with law enforcement is the largest in the United States. Over 150,000 individuals have downloaded the myColorado app and 80,000 are active users. It is without a doubt the Colorado Digital ID provides residents with convenience, security, innovation and to conveniently store copies of their driver license, vehicle registration and insurance card in one place. For officers, the Digital ID can potentially reduce time spent on the roadside processing an interaction, which keeps them safer and gets the driver on their way more quickly. Because no physical ID cards are exchanged, it's safer for everyone during the pandemic.