



## Wisconsin Department of Transportation

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Jim Doyle  
Governor

Frank J. Busalacchi  
Secretary

Kristina H. Boardman, Director  
Bureau of Field Services  
Division of Motor Vehicles  
4802 Sheboygan Ave.  
P O Box 8917  
Madison, WI 53707-8917  
Telephone: 608-266-5082  
FAX: 608-266-6750  
email: [kristina.boardman@dot.state.wi.us](mailto:kristina.boardman@dot.state.wi.us)

December 14, 2010

Janan Najeeb  
5235 South 27<sup>th</sup> Street  
Milwaukee, WI 53221

Dear Ms. Najeeb,

Thank you for bringing to the attention of the Department that customers wearing head coverings, due to religious belief, were being asked to *remove* such head coverings for driver license or identification card photos. Please accept my most sincere apologies regarding this DMV service request, as it is in direct violation of our existing Administrative Rules.

The existing Transportation Administrative Code Chapter 102 states the following:

**Trans 102.10 Special photo requirements.**

To provide for a full facial image, the following shall be required:

- (1) Except as provided in sub. (2), hats, caps, or other head coverings may not be worn by the applicant when the photograph is taken.
- (2) If a turban or similar head covering is worn by the applicant due to religious belief, the covering shall be pushed from the forehead until a full facial image is shown.
- (3) A photograph shall be taken with or without glasses, at the applicant's preference. Sunglasses shall be removed. Light sensitive glasses that do not adjust sufficiently to clearly show the eyes shall also be removed.
- (4) Hair shall be brushed away from the eye area for the photograph.
- (5) Any clothing or device obscuring all or part of a person's face shall be removed when being photographed to show a full facial image, except that any appliances or prosthesis normally used by a person with a permanent facial or dental disfigurement need not be removed.

**History:** Cr. Register, September, 1982, No. 321, eff. 10-1-82; cr. (5), Register, December, 1990, No. 420, eff. 1-1-91.

As indicated in the above requirements, a head covering shall be pushed from the forehead for a full facial image, but does not need to be *removed*.



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Please be assured that the Milwaukee area DMV offices have been reminded of this policy, to help ensure that other persons are not erroneously asked to remove head coverings worn due to religious beliefs.

Once again, I apologize for the error made in requesting the removal, and I also apologize for the inconvenience you have encountered in completing your driver license/identification card transaction.

If you have any additional questions or concerns, please do not hesitate to contact me.

Sincerely,



Kristina H. Boardman  
Director, Bureau of Field Services

cc: Sandra Brisco, SE Region DMV Field Services Manager  
Hazel Wills, SE Region DMV Field Services Operations Manager  
Vincent Fisher, WisDOT Affirmative Action Program Coordinator