

December 31, 2020

The Honorable Bill de Blasio
Mayor
City Hall
New York, NY 10007

The Honorable Corey Johnson
Speaker
New York City Council
New York, NY 10007

Dear Mayor de Blasio and Speaker Johnson:

As required by Local Law 35 of 2014, we have enclosed the report on the IDNYC program for the quarter ending December 31, 2020.

In light of the COVID-19 pandemic, IDNYC has worked with its partner agencies and organizations to best communicate with and accommodate cardholders and applicants. On March 20, 2020, all permanent IDNYC enrollment sites were temporarily closed and all homebound and Mobile Command Center (MCC) enrollments, as well as enrollment of public school students in partnership with the Department of Education, were suspended.

On October 13, 2020, IDNYC reopened permanent enrollment sites, with its Brooklyn, Bronx, and Staten Island Department of Finance sites all resuming enrollment. Additionally, since October, 2020, IDNYC has held temporary enrollment at sites across the city. Starting on October 13, 2020, temporary enrollments have taken place at the Veterans of Foreign Wars Post 2348 in Astoria, Queens. IDNYC also partnered with several elected officials to deploy the Mobile Command Center (MCC), with Assemblymember Victor Pichardo's office in the Bronx hosting the MCC from November 2 to November 6, 2020, and Councilmember Justin Brannan's office in Brooklyn hosting the MCC from November 30 to December 11, 2020. The MCC was also successfully deployed at the main branch of the Brooklyn Public Library in Grand Army Plaza, between October 13 and October 23, 2020.

As of the end of the fourth quarter, a total of 1,394,203 cardholders have been able to enjoy the meaningful benefits of the IDNYC program. IDNYC is grateful for the ongoing leadership and partnership of Mayor de Blasio, Speaker Johnson, and the New York City Council. We look forward to supporting New Yorkers in our city as we move to recovery.

Very truly yours,



Steven Banks, Commissioner, Human Resources Administration



Bitta Mostofi, Commissioner, Mayor's Office of Immigrant Affairs



Jeff Thamkittikasem, Director, Mayor's Office of Operations

cc: Dean Fuleihan, First Deputy Mayor
Phil Thompson, Deputy Mayor
Melanie Hartzog, Deputy Mayor
Emma Wolfe, Deputy Mayor for Administration
Lydon Sleeper, Director of Intergovernmental Affairs

New York City Identity Card Program Quarterly Report October 1, 2020 – December 31, 2020

As required by Local Law 35 of 2014, the Human Resources Administration (HRA), as the administering agency of the IDNYC program, shall prepare and submit to the Mayor and the Speaker of the City Council a report on the New York City municipal identification card program that includes the information below.

1) The number of applications received by the City for the New York City identity card disaggregated by applicant borough of residency:

Since the launch of the IDNYC program, 1,713,758 applications, including renewal applications, had been received.

The following table depicts the number of applications disaggregated by borough of residence:

Borough	Total Applications Processed to Date as of December 31, 2020 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population ¹ (age 10 & up)
Bronx	302,878	19.50%
Brooklyn	497,052	17.68%
Manhattan	343,348	18.56%
Queens	528,876	20.35%
Staten Island	41,540	8.05%
Non-NYCP.O. Box	65	
TOTAL	1,713,759	18.35%

The 65 non-NYC addresses reflect applicants who participate in the New York State Address Confidentiality Program for domestic violence survivors and use an Albany P.O. Box address. IDNYC has verified that these applicants reside in New York City.

2) The number of New York City identity cards issued:

As of December 31, 2020, IDNYC had issued 1,667,396 cards.

¹ Based on percent of population 10 years old and above, according to U.S. Census Bureau American Community Survey, 2016. Analysis completed by HRA Office of Evaluation and Research.

3) **The number of New York City identity cards issued to minors:**

As of December 31, 2020, IDNYC had issued 64,457 cards to minors (individuals ages 10 to 17).

4) **The number of requests made by City agencies for information collected about applicants for the New York City identity card disaggregated by requesting agency:**

During this reporting period, IDNYC did not receive requests for information collected about applicants from any City agencies. For information about requests from law enforcement, see response to question 7 below.

5) **The number of times the administering agency shared documents submitted by applicants to establish eligibility for the New York City identity card with other city agencies disaggregated by agency:**

During the reporting period, IDNYC did not share any documents submitted by applicants with other City agencies.

6) **The number of denials made to requesting agencies for information collected about applicants for the New York City identity card:**

During the reporting period, IDNYC did not receive any requests for applicant information from any City agencies.

7) **The number of New York City identity card applicants whose information was disclosed to law enforcement, disaggregated by whether such disclosure was pursuant to a judicial warrant or judicial subpoena:**

During the reporting period, IDNYC did not disclose any information concerning applicants to law enforcement.

8) **The number of occurrences of fraud or other criminal activity related to issuance of the New York City identity card:**

Since the program's launch in January 2015, 283 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 1 unrelated instance in which an individual sought to obtain an IDNYC card under another name and/or identity. Any instances would first be detected by the program's duplicate image search technology, which automatically seeks to match the photographs taken of new applicants against the database of previous IDNYC cardholders or applicants to prevent the improper issuance of a second IDNYC card to a single applicant. If there is a perceived match, investigators on the program integrity team would proceed with an investigation in accordance with program protocols. Where possible, in cases where the program suspects an individual is applying for a card under someone else's identity, the potential victim is notified by letter about the improper use of their identity information.

9) **The City's efforts to conduct outreach to prospective applicants relating to the New York City identity card program:**

Although many institutions remain closed or are gradually opening to the public in a limited capacity, IDNYC continues to promote its virtual and compliant in-person offerings through IDNYC social media platforms and Know Your Rights presentations. During the last quarter of the year, MOIA's outreach team hosted 24 presentations, reaching 298 New Yorkers in English, Spanish, Mandarin, and Haitian Creole. Organizations engaged include Diaspora Community Services, Center for Urban Community Services, Fuerza Latina at Manhattan College, Chatham Square Library, Flushing YMCA, as well eight public schools across the City.

Additionally, throughout this quarter IDNYC enrolled 1,398 New Yorkers at pop-up sites and aboard the Mobile Command Center, *IDNYC on the Go!*

10) **The City's efforts to promote acceptance of the New York City identification card by banks and other public and private institutions:**

The program continues to seek new ways to expand the card's acceptance and utility.

11) **The types of services, other than City services, for which the New York City identification card is permitted as acceptable proof of identity and residency:**

IDNYC cardholders continue to take advantage of the cultural, educational, and health-related opportunities that the card offers. Though many of our partners remain closed due to the pandemic, IDNYC continues to work closely with them to promote their virtual events and offerings. Highlighted events include those organized by Flushing Town Hall, New York Botanical Gardens, American Museum of Natural History, The Bronx Museum, among many others.

A select number of art and cultural partners re-opened at 25% capacity in compliance with Citywide COVID-19 restrictions and guidelines. Notably, on October 17, 2020, The Whitney Museum of American Art welcomed IDNYC cardholders to enjoy free admission. Additionally, several partners have adjusted their membership policies to accommodate IDNYC memberships, such as extending current memberships for an additional six months to one year of free membership.

During this quarter, IDNYC cultural partners were able to issue a total of 1,468 free one-year memberships. The Wildlife Conservation Society (overseeing all zoos and the Brooklyn Aquarium) was able to issue a total of 680 free memberships this past quarter alone. Since the beginning of the year 2020, a total of 7,831 memberships have been issued by cultural institution partners, with 759,209 memberships issued since January, 2015.

Additionally, IDNYC continues to provide access to transportation alternatives, including Zipcar. As of this quarter, 2,787 of cardholders have used their card to join Zipcar.

Libraries

Due to COVID, the library systems provided only limited services to the public during this reporting period. IDNYC continues to work with the Brooklyn, Queens, and New York Public Libraries to promote their virtual content.

Health

The IDNYC card continues to facilitate access to better health and savings.

- The City's official prescription drug discount plan, Big Apple Rx, is integrated into the IDNYC card to provide prescription drug discounts at more than 2,000 pharmacies citywide. Since the program's launch, IDNYC cardholders have used this benefit to save over \$1,177,284 on their prescription purchases.
- IDNYC's new partnership with Costco resulted in 29 offer purchases, including 2 Executive Memberships, resulting in 122 new memberships in its first year. Each cardholder who signed up for a Costco membership by purchasing a Membership Activation Certificate received a Costco Shop Card with a value of \$30 with Executive Members receiving an annual 2% reward on eligible Costco and Costco Travel purchases.
- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$119,443.62 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$3.6 million dollars (\$3,677,926.21) since January 2015.
- IDNYC's partnership with Health + Hospitals (H+H) allows cardholders to link their IDNYC cards to their H+H accounts, thereby speeding up the check-in process for subsequent appointments. Since this partnership began in May of 2016, 9,725 cardholders have linked their IDNYC cards to their H+H accounts.
- Since January 2017, parents, guardians, and other individuals have been able to use their IDNYC numbers online, at My Vaccine Record, to access their own or their children's official immunization records from the Citywide Immunization Registry. Parents can check which vaccinations their child still needs and can print out a vaccination history to complete medical forms for childcare, school registration, college admission, camp enrollment, and more. To date 4,612 cardholders have accessed vaccine records using an IDNYC number.

Veterans

Since IDNYC launched the Veteran Designation in July 2015, 11,246 veterans have chosen to have this special marker on their IDNYC cards to indicate service in the U.S. Armed Services. The designation entitles veterans to exclusive benefits, better connects veterans to the services and discounts they deserve and is an expression of the City's gratitude and respect for those who have served our country.

IDNYC continues to field inquiries from public and private institutions eager to partner with us. Our goal is to make meaningful additions to the program that reflect IDNYC's vision of greater access to government services, financial services, education, cultural benefits, and health and wellness for all New Yorkers. The City is focused on developing integrations that expand the utility and functionality of the IDNYC card and ensure that New Yorkers have access to a broad array of additional programs, services, and benefits.