

# NDR Frequently Asked Questions

---

## What are the National Driver Register (NDR) and Problem Driver Pointer System (PDPS)?

The National Driver Register (NDR) is a division in the National Center for Statistics and Analysis under the National Highway Traffic Safety Administration (NHTSA). The NDR maintains the computerized database known as the Problem Driver Pointer System (PDPS) which contains information on individuals whose privilege to operate a motor vehicle has been revoked, suspended, canceled or denied or who have been convicted of serious traffic-related offenses. The records maintained at the NDR consist of identification information including name, date of birth, gender, driver license number, and reporting State. Based on information received as a result of an NDR search, PDPS will "point" the State of Inquiry (SOI) to the State of Record (SOR), where an individual's driver status and history information is maintained. .

Possible NDR status outputs from system:

|                            |  |
|----------------------------|--|
| <b>No Match</b>            | The individual does not have record on the PDPS.   |
| <b>Match</b>               | The individual does have a record on the PDPS.   |
| <b>Licensed (LIC)</b>      | Licensed means the individual holds a license in that State and the privilege to drive is valid. (Only drivers who previously had a suspension/revocation and have cleared their history are included here.) |
| <b>Eligible (ELG)</b>      | The individual's privilege to drive or apply for a license in a State(s) is valid.   |
| <b>Not Eligible (NELG)</b> | The individual's privilege to drive in a State(s) is <b>invalid</b> .  |

## Who submits the information to the NDR?

State DMVs responsible for issuing driver licenses are required to send information on all revocations, suspensions, and license denials within 31 days of receipt of the convictions from the courts to the PDPS.

## How is this information used?

Any time a person applies for a driver's license or the renewal of an existing license, the State driver licensing officials search PDPS to see if the license or privilege to drive a motor vehicle has been withdrawn by any State.

PDPS uses Personally Identifying Information (PII) – such as name, DOB and sex – to compare against information in the system for any probable matches. Additional PII (i.e. social security numbers or driver license number) are used to eliminate a person from a probable match if a probable identification is made

## How can I find out if I am listed on the PDPS?

You are entitled, under the provisions of the Privacy Act, to request a PDPS check to see if you have a record on the PDPS. As a private citizen, you must send a notarized letter or "privacy act request" to the NDR requesting a PDPS check.

Requests must be made in writing, via notarized letter and mailed to the following address. Requests will NOT be completed over the phone/fax or through email.

To have a search performed on your name (these services are free of charge):

1. Send a notarized request to:  
National Driver Register  
1200 New Jersey Avenue, S.E.  
NVS-422  
Washington, D.C. 20590
2. Include in your request:
  - Your full legal name,
  - DOB,
  - State and Driver License Number\*,
  - Social Security Number\*,
  - Sex\*,
  - Height\*,
  - Weight\*, and
  - Eye Color\*.

\*Optional PII helps to eliminate you from possible matches/probable identifications.

For example, John Doe requests a check of the PDPS. There are 2 other John Doe's with birthdays in July, in close proximity. This could be a probable match. But John also includes his SSN, which does not match the SSNs of the 3 John Doe listed in PDPS. As a result of this, **optional** information, NDR staff will be able to differentiate the requesting John Doe from others.

### **What does it mean if my name is on the PDPS?**

If your name is on PDPS it means your driver license has been sanctioned (suspended, cancelled, revoked or denied) by the State that issued your license or another State where you may have committed a traffic offense.

### **If my name is on the PDPS, can I be licensed in another State?**

If your driving privilege is withdrawn in the State where you are licensed or in another State(s), you will not be able to obtain a license or learner's permit until you have cleared the suspension(s) within each SOR.

*Note:* Sanctions are not limited to the State in which you currently hold a valid license. Drivers who are sanctioned for serious traffic violations while in other States must still pay all applicable fines, and all other related remedial actions including court fees to maintain a clear driving record.

For example, Jane is passing through State A and receives a summons for a serious traffic violation. She decides to ignore the ticket because she is licensed in another State. As a result of not paying the fine or appearing in court, State A assigns a license number, suspends her privilege to drive in that State, and creates a PDPS record for Jane. When Jane's license is due for renewal or she moves to another State and applies for a new license, a PDPS check will preclude the license from being renewed or issued until the sanctions are cleared in State A. *Note: Some States issue new sanctions for attempting to obtain a license with active suspensions/revocations.* To have her license issued or renewed, Jane must clear her record in State A by paying all fines, court costs, and reinstatement fees associated with the license suspension.

## What do I do if my name is found on the PDPS?

If your license is revoked or suspended in any State or the District of Columbia, you have a record on PDPS. To clear this record contact your State driver licensing agency or the State that suspended or revoked your driver license. The State driver licensing agency will provide you with all requirements for reinstating your driver's license. When these requirements are completed the State will remove the suspension/revocation pointer from the PDPS.

The law governing the NDR requires State driver licensing officials to submit data on drivers whose privilege to operate a motor vehicle has been denied, suspended or revoked for cause, or who have been convicted of certain serious traffic-related violations. Although States use the PDPS as part of their driver licensing process, it is the responsibility of the State to maintain the accuracy of the data submitted to the PDPS.

**PDPS functions as the repository of the data. The staff of the National Driver Register cannot make changes to the State data.** The States maintain the sole responsibility for the issuance and renewal of all driver licenses; this includes suspension/revocation actions taken against your driving privilege. Reinstatement requirements must be resolved directly with the State taking the action against your license.

## How do I dispute a record found on PDPS?

If you think a PDPS record does not pertain to you or was placed there in error, please contact your State driver license agency for procedures to dispute the action.

## I need my driver license history report for a prospective employer. Can I obtain this information from the NDR?

No. PDPS does not contain driver history records on every licensed driver. PDPS contains State of Records (SOR) pointer information on driver's who have had their driver license suspended, revoked, or denied for cause. The entire driver history record for a licensed driver is maintained at the State level.

## Can I receive PDPS information over the telephone or by internet?

No. The provisions of the Privacy Act and the NDR Act prohibit NDR employees from providing information from PDPS over the telephone, internet, or by fax **to anyone**, including spouses or legal representatives.

## How long does it take to receive my information?

All requests for information are processed on a first come, first served basis. The NDR will strive to respond to requests within 15 days.

## I received a letter from the NDR, but I don't understand the status. What does it mean?

|                            |  |
|----------------------------|--|
| <b>No Match</b>            | The individual does not have record on the PDPS.   |
| <b>Licensed (LIC)</b>      | Licensed means the individual holds a license in that State and the privilege to drive is valid. (Only drivers who previously had a suspension/revocation and have cleared their history are included here.) |
| <b>Eligible (ELG)</b>      | The individual's privilege to drive or apply for a license in a State(s) is valid.   |
| <b>Not Eligible (NELG)</b> | The individual's privilege to drive in a State(s) is <b>invalid</b> .  |

## **How long do records stay on the database?**

Records stay on PDPS according to State record keeping requirements. There are no statute of limitations on revocations and suspensions of the driver license. To determine the length of time your record will stay on the file, you must contact the SOR.

## **Can the NDR delete my Record from the database?**

No. All State pointer records are maintained by the State of Record (SOR),

## **How long does it take for a State to clear my record?**

Time will vary depending on the State update process for their licensing systems. This information can be obtained from the State of Record (SOR).

## **How can I directly contact the NDR?**

The NDR staff may be contacted:

Monday through Friday, excluding Federal holidays, from 8:30am to 5:00pm EST

**Toll-free:** (888) 851-0436

**Locally:** (202) 366-4800

## **Employers of motor vehicle and mass transit operators**

As part of your safety program, you may request a one-time PDPS check on a current or prospective employee if they are seeking employment or are employed as a driver, operator, engineer, etc. The employee may go to the local motor vehicle agency and ask for a PDPS check. Any information you receive from the driver licensing agency should be made available to the employee. If you receive information indicating that an individual is revoked or suspended the licensing agency will provide the prospective employee with the State of Record contact information.

## **Air carrier information for pilot applications**

The Pilot Records Improvement Act of 1996 (PRIA) requires air carriers, before hiring an individual as a pilot, to request, with the individual's written consent, the Chief Driver licensing official of a State to perform a PDPS check.

In accordance with 49 U.S.C. 30305, the request(s) must be submitted through the driver licensing agency of a State.

Additional information on PRIA can be obtained from FAA's website:

[http://www.faa.gov/pilots/lic\\_cert/pria/](http://www.faa.gov/pilots/lic_cert/pria/)

## Acronyms

|              |   |
|--------------|---|
| <b>CFR</b>   | Code of Federal Regulations                                 |
| <b>FAA</b>   | Federal Aviation Administration                             |
| <b>FEDEX</b> | Federal Express   |
| <b>MV</b>    | Motor Vehicle   |
| <b>NDR</b>   | National Driver Register                                    |
| <b>NHTSA</b> | National Highway Traffic Safety Administration              |
| <b>PDPS</b>  | Problem Driver Pointer System                               |
| <b>PII</b>   | Personally Identifying Information                          |
| <b>SOI</b>   | State of Inquiry (who is asking for a driver history check) |
| <b>SOR</b>   | State of Record (who owns the data)                         |
| <b>UPS</b>   | United Parcel Service                                       |