

DMV Annual Report — 2017



Investment Pays

1st
In Nation

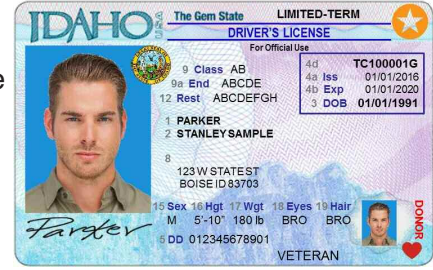
Safety — ITD was the first in the nation to develop an online tool that allows businesses to track the driver's license and medical certification status of their employees and keep potentially dangerous drivers off the road. The tool was a recipient of national and international awards.

37
Thousand

Mobility — Permanent disability placards are now issued at county DMV offices to better serve customers. They are provided immediately to an eligible customer rather than waiting for it to be mailed—saving 37,000 hours annually for county and state employees.

400
Thousand

Economic Opportunity — Weigh-in-motion technology allowed more than 400,000 trucks to bypass ports of entry in FY17, saving nearly \$3.5 million in time and fuel, alleviating congestion, reducing shipping costs for businesses and improving safety for drivers.



Innovation = Savings and Efficiency Improvements

20
Thousand

DMV employees developed an improved quality-control program for more than 500,000 titles inspected annually, saving 20,000 hours, reducing the average error rate from 30 percent to eight percent and reducing the number of employees examining titles from 15 to five.

2
years

The goal to move all DMV records from a 1980s mainframe to a safe, secure and stable system has been advanced two years due to innovative approaches by employee-driven teams. The project to develop the mainframe replacement by 2020 was advanced to 2018.

400
Hours






A new tool is increasing the speed and accuracy of calculating legal weights for trucks and improving customer service. Now, in less than 15 seconds, permit writers can enter axle configurations and calculate the weight a truck can safely haul on highways and bridges. The tool will save 400 work hours annually.

10
Supv.

DMV reorganization lowered the number of supervisors from 26 to 17 and reduced managers from seven to five. Supervisors and managers now have expanded scopes of work and span of control.



Five-Year Idaho Growth Rates

					
	Idaho Population	Licensed Drivers	Vehicle Registrations	Truck Permits Issued	Trucks Weighed In Motion
	4.3%	0.9%	4.9%	5.3%	40%
2017	1.68 Million	1.12 Million	1.70 Million	72,394*	1.53 Million*
2013	1.61 Million	1.11 Million	1.62 Million	68,709	637,542

*Projected



DMV Accomplishments

Moving off the mainframe – Modernizing the DMV system to improve service is in its second phase. The DMV modernization project will copy all DMV records and transactions from a mainframe computer to a safe, secure and stable system. In 2017, the first phase was completed when permanent disability placards became available at the counties rather than the DMV headquarters to better service customers. The next phase is to develop the driver's license/identification card functions and driver records. The target to release this phase is spring 2018. It was originally planned to be completed in late 2017 but was extended to allow for additional testing to ensure a smooth transition and no interruptions in customer service, address existing technology issues and programming staff turnover.



Adding the star – The Star Card, Idaho's REAL ID, was successfully launched on schedule Jan. 2, 2018. The Star Card is an Idaho driver's license or ID that adds a Star to verify compliance with REAL ID security standards. Passed by Congress in 2005, the REAL ID Act requires uniform standards for credentials, such as driver's licenses and identification cards.

Beginning Oct. 1, 2020, Idahoans will need a license or Identification card with the Star or another accepted form of identification, such as a passport, to fly commercially within the United States or access a federal facility, national laboratory or military base. A U.S. passport will still be required to fly internationally.

Improving commerce, protecting infrastructure – A new over-legal truck permitting system is being developed that will speed commerce and protect Idaho's highways and bridges from damage. The system will use the size and weight of a commercial truck and infrastructure data to calculate a safe and efficient route. It will allow ITD and customers to better manage and issue oversize and overweight truck permits and reduce administrative costs. The system will be operative in early 2019.

Upgrading county workstations – All sheriff's and assessor's employees performing DMV functions received new computers and software. The conversion was made with no interruption to public service.

DMV user's manual now online – The DMV User Manual is now online for reference by county Sheriff's and Assessor's employees. The online version will allow employees to more quickly reference it for guidance on procedures and allow the DMV to post updates immediately.

"Special titles" backlog reduced from six weeks to zero – When the backlog of special circumstance titles grew to six weeks in July, DMV Administrator Alberto Gonzalez challenged the Titles Unit to reduce it as quickly as possible.

Process changes were made in lien sales, motor vehicle records and how work and phone calls were distributed. By late August, the Titles Unit eliminated the backlog and is maintaining a one-day turnaround. The DMV processed 20,000 more titles in 2017 than were processed in 2016.

Consistent and purposeful communication – To improve communication with its county partners, the DMV now publishes a monthly bulletin and improved the sharing of files. The DMV Go County Bulletin updates the Sheriff's and Assessor's employees on operations, policies and the modernization effort. The county SharePoint site, where the DMV shares files and information, was also updated after receiving extensive feedback from county employees. The site contains information such as the DMV User Manual, operations updates and alerts to assist the counties in serving the public.

Opening lines of communication – County sheriffs and assessors are actively engaged in a facilitated working group, the County Engagement Team, focused on communicating to improve products, processes, and training to better serve DMV customers.



**Your Safety. Your Mobility.
Your Economic Opportunity.**