

Director's Board Report May 2019

Thank you Chairman Whitehead.

And good morning members of the Idaho Transportation Board. Governor Brad Little proclaimed last week, May 5th through the 11th, to be **Public Service Employee Recognition Week**, and he declared May 7th to be **State Employee Recognition Day**.

As part of this year's employee appreciation events, we created a video to send to all employees thanking them for their efforts to improve safety, mobility, and economic opportunity for all Idahoans, and for helping ITD get ever closer to our goal of becoming the best transportation department in the country.

Please play the video

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The Office of Communication helped us make that video. As always, they did a great job. The quality of their work helps

ITD share and communicate our messages with the public, and their work continues to win awards for excellence.

On April 27th, the Idaho Press Club announced that the ITD Office of Communication and the Office of Highway Safety have earned five “**Best of 2018**” Awards for Excellence.

Reed Hollinshead, Editor of the Transporter, earned a first place award in the Public Relations category for internal Newsletters.

The department also earned awards for:

- The SHIFT Engaged Driving Campaign.
- The Kids Calendar from the Office of Highway Safety.
- The new ITD Projects website.
- And the Historical Photo Library website.

The awards ITD earns are not limited to the Office of Communications or The Office of Highway Safety. Employees in all areas of the department continually develop new innovations that earn state and national

recognition, and I get to meet with them every year during my annual Director Visits, which are now underway.

This is the 10th year of my Director Visits around the state, and we have changed the format this year, making the visits more conversational in nature.

I held the first visit for 2019 in District 2. The remaining Director Visits are scheduled over the next several months. My goal is to meet with every employee, at least once every year, which gives me a chance to hear how things are going across the department.

I learn first hand what the employees are concerned about, the areas where they need extra support, and the many ways they are improving the department's operations.

The visits have proven to be extremely productive, and the upward communication has resulted in many innovations and improvements that are enhancing operations for the entire department.

Those improvements come in many forms. Some are fairly simple. Others are more substantial, and produce significant savings.

Like this innovation developed by the maintenance crew in Caldwell. They developed a more efficient way to realign Jersey barriers that improves safety, and saves time, hours, and money. Here is a short video showing how it works.

The new online DMV portal passed two rounds of testing in late April, and is on scheduled to go live on June 3rd. We demonstrated it to the Governor's staff and the Division of Administration in April.

The first phase of the portal upgrade will allow Idahoans to renew and replace driver's license and identification cards online. They will also be able to use the portal to pay for driver's license reinstatements, and change their mailing address. The new portal will eventually become a one-stop shop for DMV services.

The Department of Homeland Security recently ruled that our portal cannot be used to “issue” new Star Cards, Idaho's REAL ID, but it can be used to “renew” Star Cards.

Which means we can use the portal to replace the current renew by mail program.

The new portal is designed to help us meet our customer's growing expectations of how services should be delivered, and help reduce lines at the county offices.

Addressing those lines is an important issue for the DMV, as Idaho's population continues to grow at record rates. KTVB produced an in-depth and lengthy report on growth in the Treasure Valley. They used it to attract readers, and increase their ratings during Sweeps Week. The news story is too long to include full length in my Director's Report, but we have selected a few highlights to share. Let's take a look.

In my April Board Report, I addressed some of the floods and landslides that were occurring across the state due to melting snow and a steady stream of rain storms. Our crews have been busy since then clearing debris, getting the roads open for traffic, and checking bridges for damage.

I believe Chief Operating Officer Travis McGrath will be providing you an update in a few minutes on the status of the landslides. It was an all-hands-on-deck situation, and if

any districts ever need additional help inspecting bridges after a major weather event, I am sure Board Member Delorenzo will be more than happy to help.

I have two more quick items that I would like to share with you. On May 30, Governor Little will be hosting Capital for a day in District 1. The event will be held in Bonners Ferry between 10 a.m. and 3 p.m. In addition to ITD, the Governor has requested the participation of the departments of Commerce, Environmental Quality, Labor, Fish and Game, and Health and Welfare. If you would like to attend, please let me know and I will share that information with the Governor's Office.

Speaking of meetings, last week, Foremen from across the state met at the Red Lion Downtowner in Boise for the 2019 Operations Meeting, where they shared innovations and ideas on a wide variety of topics, including 5S events, data collection, winter performance reporting, and bridge maintenance.

Events like this help ITD foremen and their teams lead the way toward achieving our goal of being the best transportation department in the country.

Mr. Chairman and members of the board, this concludes my Director's report for May, 2019. I would now like to introduce Chief Deputy Scott Stokes for his portion of the Director's Report.