

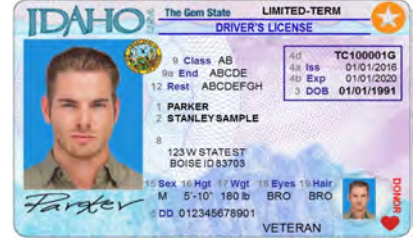
DMV 2020 ANNUAL REPORT



Providing for Idahoans

13
Measures

Safety – To protect Idahoans and keep the economy rolling, the Division of Motor Vehicles (DMV) implemented 13 relief measures in response to the COVID-19 pandemic. Idahoans with expiring driver’s licenses and vehicle registrations were given additional time and online options to renew, among other measures. Relief was also provided to commercial truck drivers. Idaho’s ports of entry remained open during the pandemic providing a safe system for delivery of goods, medical equipment and other important services.



3.6
Million

Mobility – More than 3.6 million driver’s licenses, vehicle registrations, titles and commercial vehicle credentials and permits were issued in 2020 keeping Idahoans and their businesses open and on the road.



8
Million

Economic Opportunity – The fourth and largest phase of the state’s DMV modernization project moved the vehicle registration and titling system from the mainframe to a safer, more reliable and agile computer program. Eight million records were integrated into a “one person, one record” system, linking each Idahoan’s vehicle registration and title information with their driver’s license. The new GEM system will allow for expansion of modern service options to meet customers’ expectations. To read more about the value of the GEM system, see page two of this report.



Savings and Efficiency Improvements

820
Thousand

More Idahoans and businesses than ever skipped the line at the county DMV office and renewed their driver’s license and vehicle registrations and performed other DMV services online. Approximately 820,000 online transactions were processed in 2020 - an increase of more than 238,000 transactions from 2019.

74
Innovations

DMV employees submitted 74 innovations in FY20 through the Innovate ITD program, more than any other division. Six of those innovations were nominated as the department’s “Best of the Best” innovations. To read more about the DMV’s innovative ideas, see page two of this report.



Five-Year Idaho Growth Rates



	Idaho Population	Licensed Drivers	Vehicle Registrations	Annual Miles Driven	Tons of Freight Moved
	6.5%	10.3%	8.3%	8.4%	-1.3%
2020	1.79 Million	1.28 Million	1.82 Million	18.06 Billion	221.60 Million*
2016	1.68 Million	1.16 Million	1.68 Million	16.66 Billion	224.59 Million

*Projected



The logo features a stylized orange outline of the state of Idaho on the left. To its right, the letters 'DMV' are rendered in a large, bold, blue font. The 'D' is partially filled with a blue road graphic that has white dashed lines. To the right of 'DMV', the word 'ACCOMPLISHMENTS' is written in a smaller, blue, sans-serif font.

DMV ACCOMPLISHMENTS

One person, one record will benefit Idahoans and law enforcement

The new DMV system is creating a “one person, one record” system linking each Idahoan’s vehicle registration and title information with their driver’s license. The lack of controls in the 40-year-old mainframe system allowed an Idahoan to have a:

- Driver’s license issued in the name of Robert A. Smith
- Vehicle title issued in the name of Bobby Smith, and a
- Vehicle registration issued in the name of RA Smith

These variations created issues with law enforcement correctly identifying people, for financial institutions, insurance companies and Idahoans when they sold vehicles or settled estates. It will also improve the efficiency of processing transactions and ensure accurate records.

Drive Insured – insure your vehicle or lose your registration

Idaho law requires the DMV to verify registered vehicle owners have insurance and suspend the registrations of those who do not. To assist Idahoans in complying with the law, the DMV sent more than 125,000 warning letters, developed online insurance self-reporting and reinstatement fee collection tools and created a call center to answer questions. Approximately 60,000 Idahoans received suspension notices in 2020.

The Star Card – Idaho’s REAL ID

More than 440,000 Idahoans now have a Star Card – the REAL ID. Idahoans will need a Star Card or other accepted form of identification to fly commercially in the United States or enter certain federal facilities by October 2021. Through a partnership with the county sheriffs’ offices, the DMV is growing public awareness of the program and preparing applicants to bring the appropriate documents to obtain a Star Card.

Online portal developed to centralize DMV services

The growing range of DMV online services were centralized into a portal on the transportation department website. The portal offers one stop shopping for online renewal of driver’s licenses, identification cards, vehicle registration and commercial vehicle programs among other services.

Federal grant will be used to study access to DMV services

In early 2020, the department was awarded a federal research grant to study how other state DMVs deliver their services. The DMV service delivery study will explore other state DMV models, how are they organized (state, county, third party) for service delivery and what models provide the most efficient delivery system. Additionally, it will examine how Idahoans access DMV services to provide recommendations on how to improve service.

Port of entry inspectors provide valuable first response to accidents

The DMV’s port of entry inspectors are often the first responders to accidents on Idaho’s highways. In 2020, port inspectors called the State Communication Dispatch Center for law enforcement and medical services on multiple accidents, provided first aid, battled a commercial truck fire and established traffic control to protect both the victims and traveling public.

Truck route restriction maps now digitized

Truckers needing special permits to travel Idaho’s highways are required to carry either a hard or digital copy of the applicable maps and attachments in their vehicles. They also needed to stop by a port of entry to obtain copies of the documents or contact the Permits Unit to have them mailed. The detailed maps, which are formatted on 11" x 17" pages, were sometimes impossible for the truckers to print. They were also difficult to view on smart phones and tablets. To address the problem, the DMV reformatted the maps and attachments into a smaller size that are now available digitally through email or the DMV website.

Motor Vehicle Inspectors assist county offices during COVID-19 crisis

The DMV’s Motor Vehicle Inspectors assisted three of the state’s largest counties in conducting vehicle identification inspections in April and May. Typically, the county offices conduct VIN inspections. But due to the COVID-19 pandemic, there were not resources available from the Ada, Canyon and Nez Perce county assessors’ offices. The inspections are needed mostly for people who purchased vehicles from out-of-state and need the VIN verified to obtain a title.