



2021 ANNUAL REPORT



Serving Idaho

One of the most ambitious technology projects in the history of Idaho government was completed in early 2021. The 40-year-old DMV mainframe computer was retired and replaced by a more secure and agile system named GEM. The new system combines several siloed databases into a single system with significantly more functionality and security. It processes driver's licenses/IDs, vehicle registrations, titling and dealer services transactions. Combining these systems corrects a history of disassociated data. Records were duplicated in multiple databases and often only updated in one. GEM is a one customer, one record system.

In the coming year, Idahoans will have access to significantly more online and mobile tools to allow them to Skip The Trip to the DMV and meet their expectations in how services should be delivered! The new online services will be fully automated, meaning the transaction will be completed and recorded without employee assistance.

Idahoans will be able to do the following online:

- Renew driver's licenses/ID cards or by scanning a QR code
- Register a vehicle purchased from a licensed Idaho dealer
- Scan a QR code to mobile renew vehicle registrations
- Register a commercial vehicle
- File a release of liability form
- Change an address
- Purchase a commercial truck permit

GEM positions the DMV to address Idaho's record growth without adding staff, improves the customer experience and is serving as a national model.

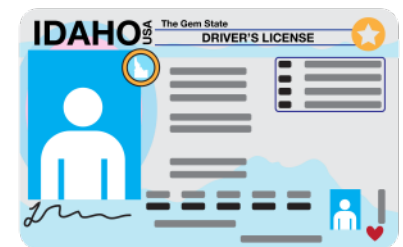


Delivering On Our Mission





Safety – To protect Idahoans and keep the economy rolling, ITD implemented relief measures in response to the COVID-19 pandemic. New online services were introduced allowing Idahoans to complete DMV transactions without going to a county DMV office. ITD employees processed thousands of county vehicle registrations and over 100,000 county dealership titles to address backlogs and closures. This allowed county offices to focus on serving lobby customers more quickly and efficiently. Relief was also provided to commercial truck drivers and the ports of entry remained open providing for the safe delivery of goods.

Mobility – More than 2.6 million* driver's licenses, vehicle registrations, titles and commercial vehicle credentials and permits were issued by ITD and its county partners in 2021 keeping Idahoans and their businesses open and on the road. **The methodology to count transactions changed with the new DMV system.*

Economic Opportunity – More than 1.2 million DMV transactions were completed online in 2021 – 4.5 times more than in 2017. Idahoans are now connected 24 hours a day, seven days a week to the credentials they need to drive our state and national economy.



Five-Year Idaho Growth Rates

	 Idaho Population 6.4%	 Licensed Drivers 19.6%	 Vehicle Registrations 8.2%	 DMV Internet Transactions* 450%
2021	1.83 Million	1.34 Million	1.84 Million	1.2 Million
2017	1.72 Million	1.12 Million	1.70 Million	287,500

*Calendar year 2021 projections





ACCOMPLISHMENTS

The Star Card – Idaho’s REAL ID – More than 630,000 Star Cards have been issued in Idaho. 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 May 3, 2023. Through a partnership with the county sheriffs’ offices, ITD is growing public awareness of the program and preparing applicants to bring the appropriate documents to obtain a Star Card.

Idaho car dealers will soon file title and registration documents for customers – Idahoans purchasing vehicles from a dealership will be able to Skip The Trip to a county DMV office and have their titles and registrations electronically filed beginning in January. Vehicle purchasers will have the option to obtain new registration or transfer their existing registration and plates to their new vehicle through a vendor for a convenience fee.

Drive Insured – insure your vehicle or lose your registration – Idaho law requires ITD to verify registered vehicle owners have insurance and suspend the registrations of those who do not. To assist Idahoans in complying with the law, ITD sent more than 700,000 warning letters, developed online insurance self-reporting and reinstatement fee collection tools and created a call center to answer questions. Approximately 200,000 Idahoans received suspension notices since the inception of the program in 2020. Approximately 25,000 Idahoans are now receiving the suspension notices monthly compared to an average of 30,000 letters early in the program.

License plates on demand system eliminates \$1 million inventory – A new system that allows license plates to be ordered on demand has eliminated the need for 44 county offices to stock plates and tie up more than \$1 million in inventory. New license plates are now ordered by the counties and produced by Correctional Industries. The plate is mailed within two to three weeks to the customer. A small supply of license plates is still maintained at the counties for emergency situations and fleet orders.

Port of Entry inspectors provide valuable first response to accidents – ITD’s Port of Entry inspectors are often the first responders to accidents on Idaho’s highways. In 2021, port inspectors called the State Communication Dispatch Center for law enforcement and medical services on multiple accidents, provided first aid, battled fires and established traffic control to protect both the victims and traveling public. Port of Entry employees received an Excellence in Transportation Safety Award from ITD for their efforts.

Online customer web portal earns international award – The new DMV customer online web portal earned the American Association of Motor Vehicle Administrators’ Association Customer Convenience Award in 2021. The portal quickly became a crucial business channel as county offices closed or restricted services due to the COVID-19 virus.

DMV earns three innovation awards – Three projects developed by the DMV won the “Best of the Best” ITD Innovation Awards. Innovate ITD is an employee-driven program that has generated 1,755 innovative ideas that save time, money and improve customer service. DMV projects selected include a project to improve the safety of placing temporary Port of Entry signs, developing the online option to change a personal address and adding a QR code to the vehicle registration renewal form that allows for mobile renewal.

Keeping electronic records electronic – DMV records that were once printed and then scanned are now automatically moved to an electronic repository saving time, money and improving customer service. Previously, the majority of electronic records coming into the DMV were printed and then scanned. Now the DMV uses an online tool to archive and file its records. The tool expedites the transfer of records coming into office through email or fax and automatically transfers them into queues allowing a more efficient way to track and access records. It also assists in creating reports for unit metrics, employee evaluations and training.

Mexican Matricula Consular Card can now be used to register and title a vehicle in Idaho – A Mexican citizen living in Idaho can now use an unexpired Mexican Matricula Consular Card as proof of his or her legal name when registering or titling a vehicle if the applicant does not have a passport, driver’s license or other approved identification document. ITD worked with the Mexican Consulate Office in Boise to establish the agreement. The consular card was created to improve and secure the identification of Mexican citizens abroad. It is issued by Mexican consulates after a rigorous process to confirm the identity and residence of a person.