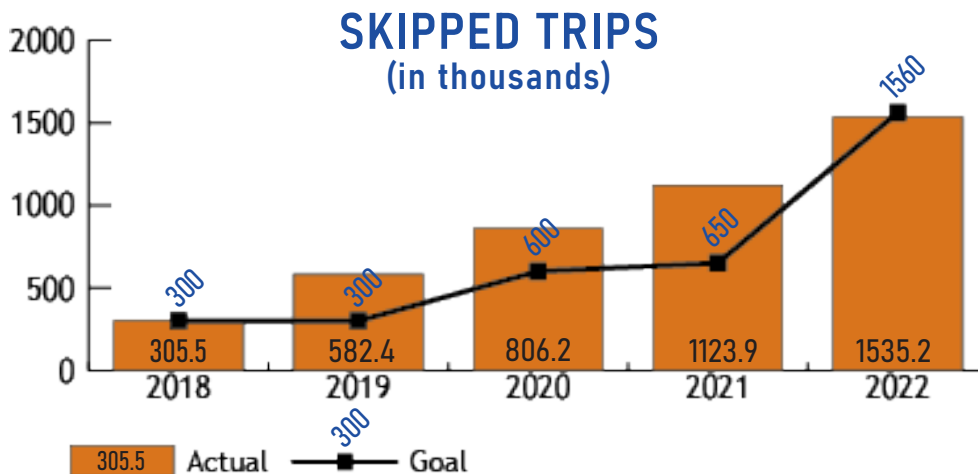# DMV

"Your DMV: Elevating your experience"

1.5m Skip the Trip transactions in 2022
$6M in fees saved annually for citizens*

- In October the DMV removed convenience and county administration fees for online registration renewals
- New online portal **DMV.IDAHO.GOV** is the lowest cost option
- Half of all online registration renewals come from QR codes
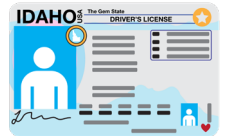- Month-over-month thousands more people Skip the Trip

*Estimated Annual Savings Projection

SKIP THE TRIP
DMV
SAVE TIME GO ONLINE

SKIPPED TRIPS
(in thousands)

Year	Actual	Goal
2018	305.5	300
2019	582.4	300
2020	806.2	600
2021	1123.9	650
2022	1535.2	1560

305.5 Actual — Goal

$1.4 MILLION
Taxpayer dollars saved since October

1.9 MILLION
Licensed drivers

IDAHO — DRIVER'S LICENSE — The Gem State

2.3 MILLION
Vehicle & trailer registrations

Scenic IDAHO — IDAHO — FAMOUS POTATOES — SAMP

CENTRALIZATION

- Automated online and mail registration renewals
- Faster turnaround time for customers
- *Time, labor, and money saved*: A process that took 40 people statewide several hours of work a day, has been streamlined to a few hours a day for a small team

STRATEGIC GOALS

MEET DELIVERABLES

EMBRACE TECHNOLOGY

EMPLOYEE SATISFACTION

METRICS TRACKING

ENGAGE STAKEHOLDERS

COMMUNICATION

IDAHO TRANSPORTATION DEPARTMENT

Your Safety • *Your Mobility* • *Your Economic Opportunity*

DMV

2022 ANNUAL REPORT

"Your DMV: Elevating your experience"

THE ROAD AHEAD

Single Sign-On: Jan 2023

CDL Skills Testing Tablets: Jan 2023

Online driver's license renewals cost reduction: Feb 2023

New driver's license launch: Mar 2023

E-Notifications for renewal notices: May 2023

Remove admin fee for reg. renewals by mail: Oct 2023

MOTOR CARRIER CUSTOMER SERVICE

70k SPECIAL PERMITS
- 77% Online

66k COMMERCIAL REGISTRATIONS
- 38% Online

38k HAZMAT PERMITS
- 88% Online

TITLE & REGISTRATION AT DEALERSHIP

Buyers can register and title their vehicle electronically at the time of purchase at select Idaho dealers. Customers get titles faster than before.

ADVANCEMENTS IN TESTING

DMV rolled out two advancements in testing: a new driver's license Knowledge Testing System, and in-cab testing tablets for CDL Skills Examiners.

STAKEHOLDER ENGAGEMENT

176 County and ITD DMV employees attended the DMV County Leadership Conference to participate in workshops on change management, and share innovations.

STAR CARD

As of Jan 1, 2023, 44% of Idahoans have their Star Card. The new federal deadline to get a Real ID is May 7, 2025.

STAR CARD IDAHO'S REAL ID

2022 ITD Best of the Best Award for Customer Service: New vehicle online registration
2022 ITD Best of the Best Award for Time Savings: Centralization
2022 AAMVA Region IV Award for Customer Convenience: Modernization
2022 AAMVA Region IV Award for Persuasive Writing: Speech

Your Safety • *Your Mobility* • *Your Economic Opportunity*