

90%  
of paperwork  
is eliminated



### New Driver's License and ID Cards

DMV began issuing new licenses and ID cards with enhanced security features to prevent counterfeiting. Cards are issued through an electronic process that eliminates 90% of paperwork—reducing staff time and overall cost.

NOVEMBER

OCTOBER

**REAL ID**  
DMV received a one-year extension from the Department of Homeland Security and will issue REAL ID in January 2018.



Idaho is the **7<sup>th</sup>** state to meet S2S requirements



### State to State (S2S) Verification Services

Limits a person to one license per driver nationwide.

AUGUST

Provide Secure Credentials

## Retire the Mainframe



Goal: Transition from an outdated 1980's mainframe computer system to a safe, reliable, and secure system for Idahoan's vehicle and driver's license records.

Status: Timeline reduced through the use of an off-the-shelf software tool to manage and analyze customer interactions and data.



2018    2019    ~~2020~~

The collaboration of small DMV teams and the use of interactive tools resulted in advancing the mainframe retirement from 2020 to 2018.

## Improve Services Through Innovation

### OCTOBER County Engagement Team (CET)

County Sheriffs and Assessors are actively engaged in a facilitated working group focused on resolving potential issues and streamlining the implementation of improved products and processes.



Improved communication process leads to improved customer service

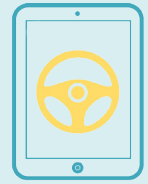
FEB 2017

### Disability Placards

Permanent placards will now be issued at county DMV offices to better serve customers. Service is at first point of contact—rather than through DMV headquarters.



Increase Efficiency



**RoadScholar**  
A new GPS-enabled Commercial Driver's Licensing (CDL) testing system allows examiners to use a tablet. This approach makes testing more efficient and secure.

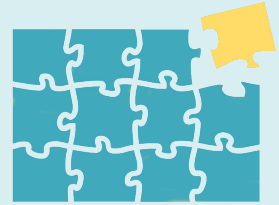
DECEMBER



### Organizational Realignment

Administrative processes for title review have been simplified. This first step in transforming DMV business practices is an important part of organizational realignment that focuses on staff efficiencies.

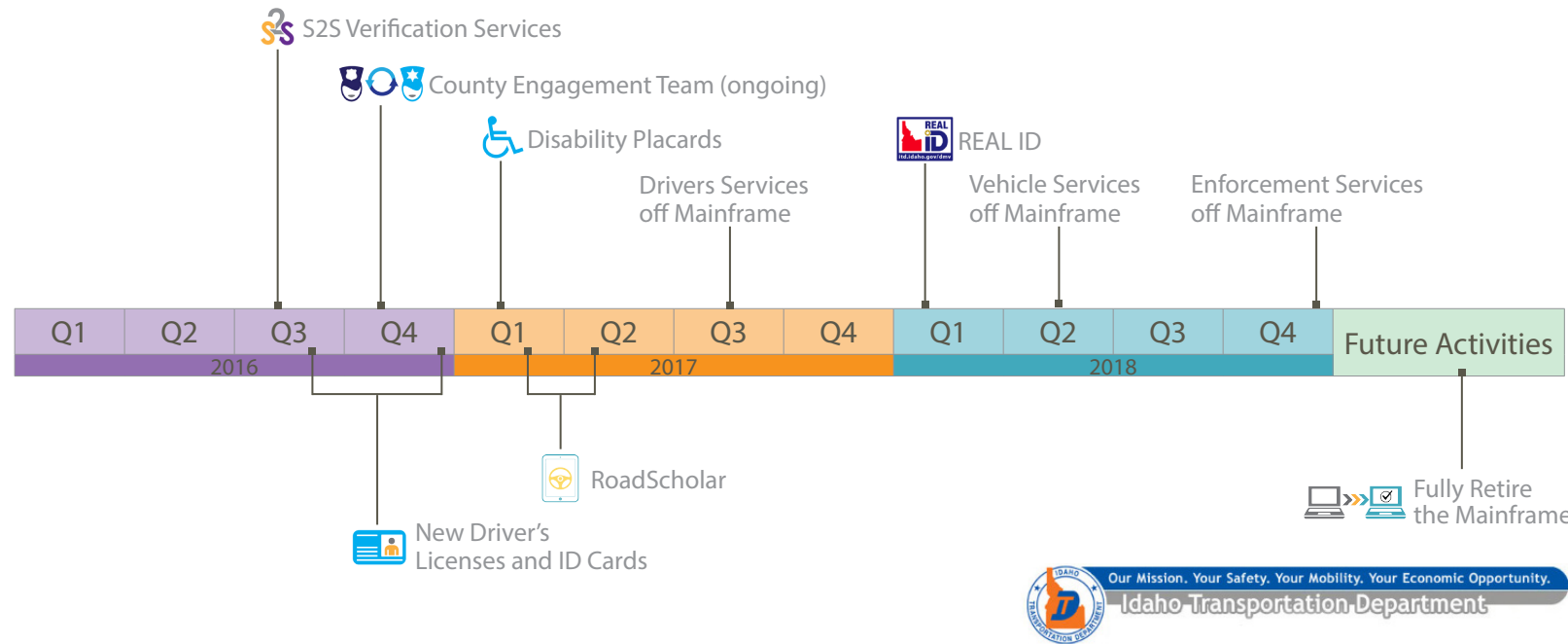
ONGOING



# Past Accomplishments

Improvement	Benefit
Cash Drawer	Streamlines process for credit card transactions.
Collaborative Online Archival Library (COAL)	Allows DMV to easily retrieve and analyze data.
Data Cleansing	Improves DMV processing time by resolving data issues such as invalid addresses, zip codes, and duplicate names.
Medical Certification Submission	Reduces paperwork on CDLs through electronic submission of information by medical providers.
Port of Entry (POE) Security Camera Upgrade	Improves security at the Port of Entry.
POE Weigh-in-Motion	Keeps freight moving by automatically verifying information (weight, height, length, credentials).
Sample Plates	Allows customers to buy souvenir plates online.

# Timeline for Projects and Mainframe Retirement



Idaho Transportation Department



2017 Legislative Report