DMV Annual Report — 2019

Investment Pays

463 Thousand

The DMV system has been stable, reliable, and secure for 15 consecutive months. In 2019, 463,387 driver license and identification card transactions were successfully completed, compared to 381,007 transactions in 2018. The driver license vendor contract was terminated and restructured into a fixed-term contract with a reduced cost and scope.

244 Thousand

More than 244,000 Idahoans now have a Star Card. The goal is for 500,000 Idahoans to have the card by the October 2020 deadline. Idahoans will need a Star Card or other accepted form of identification to fly commercially in the United States or enter certain federal facilities.

The 2019 goals of Idaho's Star Card program—the REAL ID—were achieved through an aggressive marketing campaign and a strong partnership with the county sheriffs' offices. The goals were:
- Growing public awareness of the program
- To prepare applicants to bring the appropriate documents to obtain a Star Card, and
- By October, to have more than 50 percent of Idaho applicants choosing the Star Card every month

Innovation = Savings and Efficiency Improvements

614 Thousand

The speed and accuracy of vehicle title delivery dramatically improved in 2019. County assessor employees are now scanning titles, which increases security, makes document retrieval easier, and allows titles to be mailed in one to three days. The old process had a minimum of 11 touch points and required seven to 10 days to print a title. Since the program started, 613,896 titles have been scanned.

11 Thousand

Nearly 11,000 Idahoans renewed or received duplicates of their driver's licenses or identification cards online rather than standing in line at a county office since the launch of the new Drive Idaho DMV website on May 28. The site brings all new and existing DMV services into one, easy-to-navigate page that is available 24-hours-a-day, seven-days-a-week, including holidays.

70 Percent

More than 70 percent of all over-legal trucking permits are now being initiated online after implementation of the new system. For the first time, all over-legal size and weight permits can be ordered and processed by customers on their own schedule. The system no longer operates on the mainframe. The new system resides on a more reliable and secure third-party vendor platform. Permits can still be obtained in person for those who may prefer that option.

Five-Year Idaho Growth Rates

	Idaho Population	Licensed Drivers	Vehicle Registrations	Annual Miles Driven	Tons of Freight Moved
	6.1%	10.2 %	9.4 %	9.7%	4.13%
2019	1.75 Million*	1.27 Million	1.86 Million	17.71 Billion*	224.8 Million*
2015	1.65 Million	1.15 Million	1.70 Million	16.15 Billion	215.5 Million
	*As of July 1, 2019				*On State Highways

DMV Accomplishments

Vehicle titling, registration moving off mainframe computer — Software development for the second phase of a project to transition DMV records and transactions from a 1980s mainframe to a safe, reliable, and secure system was nearly completed in 2019. Testing and training for the new vehicle titling and registration system will begin in 2020 with deployment planned for the spring. The first phase of the project, to move driver license records and transactions, was completed in 2018.

Steps being taken to implement "Drive Insured" law — Preliminary work to implement a new law requiring the DMV to suspend the vehicle registrations of owners who do not carry insurance on their vehicles was complete in 2019. There are an estimated 150,000 uninsured vehicles that are registered but not insured. The DMV delivered advance notices to vehicle owners who were not verified as having insurance in the initial data scans.

Keeping truckers on the road — A new commercial vehicle registration system was launched in 2019 that offers more online self-service options, quicker turnaround time, and better customer service. The registration software processes commercial vehicle registration types, hazardous material endorsements, and waste permits. Any type of transaction can be initiated by an established customer. In November 2018, the DMV processed 2,918 transactions online compared to 9,463 in November 2019. Enhancements are under way in response to user suggestions.

Increasing county engagement – The DMV is meeting its commitment to provide consistent, purposeful face-to-face communication with its county partners. In 2019, the DMV held 24 state and regional County Engagement Team meetings and the second DMV County Leadership Conference. A county liaison pilot project started in District 3, and county representatives participated in the development of a new DMV strategic plan. These efforts are improving communication, collaboration, and the sharing of best practices among the counties and ITD.

Sheriff's DMV Supervisor Satisfaction Survey shows substantial improvement — The level of satisfaction with the DMV system and services dramatically improved from 2018 to 2019. Sheriff's supervisors were surveyed in 2018 to evaluate their level of satisfaction with Gemalto (the vendor) and GEM systems. The 2019 follow-up survey showed:
• 70 percent of the sheriff's supervisors are satisfied or very satisfied with the direction of the DMV
• 79 percent are satisfied or very satisfied with enhancements to the GEM system
• 82 percent are satisfied or very satisfied with improvements to the DMV phone-support system

Counties now waiting less than a minute — The DMV continues to focus on improving call wait times for county support. The average time a county agent waits while attempting to reach the DMV Driver License, Driver Records, Titles or Registrations units is now less than one minute.

DMV meeting Governor's Red Tape Reduction Act — The DMV is meeting Governor Little's initiative to reduce the regulatory burdens on Idahoans and businesses. The DMV consolidated seven rules into two and 17 types of annual commercial trucking special permits into eight.

Onboarding program assists new county employees — A statewide program to train new county employees was launched in 2019. Developing onboarding training was one of the outcomes of the first DMV County Leadership Conference. Phase 1 of the training has foundational modules for DMV and county sheriffs' and assessors' employees including courses on protecting personal information and cybersecurity. Phase 2 will focus on training new sheriffs' employees and be launched in 2020. Phase 3 will focus on assessors' employees.

Driver Record Dashboard — An online service allowing businesses and government agencies to search and monitor employee driving records on demand has grown from two agencies using the tool to more than 150. Before the new service was launched, the DMV manually processed more than 21,000 driving records annually. The service is free for Idaho state agencies. Private employers must pay a small subscription fee to the online vendor, Access Idaho.

**Your Safety.   Your Mobility.
Your Economic Opportunity.**