

RP 296 – Division of Motor Vehicles Service Delivery Model Study

○ Project Description:

The Idaho Transportation Department's (ITD) Division of Motor Vehicles (DMV) is responsible for the oversight and delivery of all DMV-related credentialing and vehicle services provided to residents and businesses in the state of Idaho. As outlined in Idaho Statute, many of these services are provided to the public through ITD's DMV partners, which include both county Sheriff and Assessor's DMV offices. Each elected Sheriff or Assessor manages their county DMV offices. Idaho has 44 counties with over 100 DMV offices located throughout the state.

Service delivery varies among counties and is not consistent statewide. County employees manage all county offices. County personnel set office hours. Each county determines how they will provide services. County offices can choose times of day to offer knowledge tests, when services cease during the day, and some choose not to provide vision screening. Additionally, some counties will only transact with their own county residents or prioritize who is served based upon county of residency. The current business model makes service delivery standardization, streamlining, consolidating services, training, and compliance among other examples more difficult to implement for the citizens of Idaho.

This study will examine DMV service delivery in Idaho and compare Idaho's model with models used in other states. The study will provide recommendation for improving the delivery of services to the traveling public in Idaho.

○ Project Objective:

The objectives of this project include:

- Identifying the best delivery model for DMV services for Idaho.
- Providing recommendations to ITD on best practices and/or changes that were identified from other states that would improve service delivery and remedy the current challenges for Idaho.

○ Completion Date: November 30, 2021

○ Budget: \$62,661

○ Project Manager: Lisa McClellan, (208) 334-8725 lisa.mcclellan@itd.idaho.gov

○ Principal Investigator: Gabe Osterhout, MA (208) 426-5489 gabeosterhout@boisestate.edu

○ TAC Members:

Alberto Gonzalez, (208) 334-8234 alberto.gonzalez@itd.idaho.gov

Brian Goeke, (208) 344-8687 brian.goeke@itd.idaho.gov

Jeff Stratten, (208) 334-8072 jeff.stratten@itd.idaho.gov

○ FHWA Advisor: Maureen Gresham, 208-334-9180 maureen.gresham@dot.gov