

National Association of State Chief Information Officers

Nomination for 2003 Recognition Awards for Outstanding Achievement
in the Field of Information Technology

1. Nomination Form

Title of Nomination: **Court Access to Driver License Records**

Project/System Manager: Chris Atwood

Title: DMV Automated Systems Manager

Agency: Division of Motor Vehicles

Department **Idaho Transportation Department**

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Category of Judging: Digital Government: Government to Business (G to B)

Person Nominating: Morris Detmar

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2. Executive Summary

The Idaho Transportation Department, Division of Motor Vehicles (DMV) established a goal that would offer on-line driver records inquiry capability to state government entities using Internet technology at a “no cost” fee. Included in this goal was the simplification of the court packet request process by providing on-line request capability, with specific focus on Idaho’s state courts.

Previously, courts accessed DMV’s Driver Records System using a national motor vehicle communications network, AAMVAnet, maintained by the American Association of Motor Vehicle Administrators (AAMVA). The AAMVAnet network was, at one time, the only means by which someone outside ITD’s internal network could access DMV’s Driver Records System. Due to the complexities and costs associated with this type of connectivity, only a few courts and County Prosecutor offices utilized this solution.

Making driver Records available to state agencies, including the courts, using Internet technology provided a convenient, user-friendly solution.

3. Written Justification (A through D)

a) Description of project, including length of time in operation:

In 2001, Drivers Services printed 6,461 certified driver license records, 7,343 court packets, and endless copies of non-certified Driver License Records for qualified recipients.

The first phase of this project focused on batch and interactive inquiry of driver license records, with specific target audience focus for insurance companies and large vendor presence such as Choice Point and TML Information Services, Inc. Automated processes were already in place at ITD, which supported these services; however with the event of the State of Idaho entering into an agreement with Idaho's state portal provider Access Idaho, these services were required to be shifted from existing processes to the Internet.

The remaining phases created new services and access capabilities that were not present using any other method. DMV and the portal provider worked together to develop these services for driver's license records access to better serve customers interests for individual Idaho drivers, government entities, and qualified business entities. The project has been operational since May 3, 2002.

b) Significance to the improvement of the operation of government:

Idaho has dramatically increased in population during the last 10 years, and drivers' license issuance activities have soared. In 1992, Idaho's base population was estimated to be 1,068,100. In 2002, Idaho's base population was estimated to have increased by 252,902 to a total of 1,321,002. Additionally, in 1992 68.2% of Idaho's citizens were issued driver's licenses/permits, where in 2001 73.2% of Idaho's citizens were issued driver's licenses/permits. In comparison, in 2002 Idaho's DMV has 238,529 more drivers than were present in 1992. As a result of the population increase, the amount of work for Idaho's DMV, state court systems, and law enforcement in regards to driver citations, convictions, and privilege suspensions administration has been on the rise.

Any authorized state government entity can now utilize the Internet application to access Idaho drivers license information, providing a convenient access method which provides significant time savings to both the end-user and Idaho's DMV. The DMV anticipates that 100% of all state prosecutors and state courts, 50% of local/state law enforcement entities, and 25% of other state government entities (for example, The Fish and Game Department) will utilize this system to inquire on driver records.

c) Benefits realized by service recipients, taxpayers, agency or state:

Since the May 3, 2002, implementation of this project, 19 Courts has signed up with Access Idaho, our state portal provider, for Internet access to DMV's driver license records. With more courts performing many of their own driver record inquiries, the DMV has been able to provide improved, personalized customer service to public and private requestors and courts that do not have Internet access. Internet access to Driver Records provides the courts with a time-saving

convenient method to access timely, up-to-date information to aid them in their decision-making process.

Courts can expect shorter turnaround times for the court packet requests received by DMV. With on-line access to a person's driving record, DMV expects courts will reduce the number of court packets requested by 10%. Courts will have the ability to make more specific requests on documents needed rather than requesting the entire packet, which will reduce the amount of time DMV spends retrieving and assembling required documentation. DMV has been promoting state legal system acceptance of on-line DMV documentation as a "certified" record of Idaho's DMV, with many courts and judges already accepting records retrieved and printed locally as legal documentation, rather than requiring "certified" records from the DMV in Boise.

d) Return on investment, short-term/long-term payback

The primary benefit of this application is customer convenience; however, the financial benefits are also important:

- Approximately 7,350 court packets are mailed out to courts each year.
- It takes approximately 20 minutes for a DMV staff employee to retrieve a packet.
- It costs approximately \$1.00 for each packet mailed.
- DMV's goal is to reduce the number of court packets it processes by 10%.
- The average salary cost of staff performing this activity, benefits included, is \$12.00 per packet.

$$(((7350 * .10) * .3) * \$12.00) + ((7350 * .10) * \$1.00) = \$3,381/\text{year}$$

In addition, DMV anticipates that more state government agencies will be utilizing this application due to the information now being more readily available.