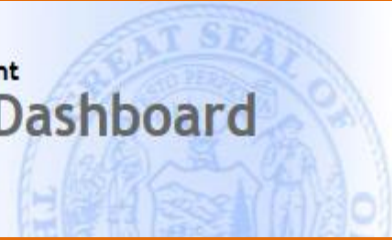


# IDAHO

Idaho Transportation Department

## Driver Record Dashboard



**Project Title:** Driver Record Dashboard

**Category:** Digital Government: Government to Business (G to B)

**State:** Idaho

**Contact:** Edward Pemble, Driver Services Manager

Idaho Transportation Department

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**Project Initiation:** 03/01/2014

**Project Completion:** 04/13/2015



## Executive Summary

The Idaho Transportation Department (ITD) utilized Access Idaho to develop the online Driver Record Dashboard (DRD) service—a comprehensive, interactive driver's license record safety monitoring service for small, medium and large sized businesses that hire drivers for their motor vehicle fleets.

The service, **an industry first**, provides a convenient alternative to the process of looking up driver's license records manually and calling ITD to check on driver medical certificates. In addition, it is designed to increase public safety and help companies mitigate risk, as it flags monitored drivers' records with convictions or suspensions so organizations can keep high-liability, potentially dangerous drivers out of their vehicles and off the road. DRD saves ITD hundreds of hours and thousands of dollars annually in phone calls and follow-up from businesses requesting medical certificate information, which is required for federal regulatory compliance.

The DRD initiative continues evolving to better serve its users. In the summer of 2016, thanks to industry feedback, the application will be enhanced to allow employers at any time to select a single new hire or their entire employee roster to download a driver's license record for Federal Motor Carrier Safety Administration reporting.

ITD partnered with Boise-based Access Idaho to build and maintain the service. The partnership operates under a self-funded model in which no tax dollars or state funds were used.

## Concept

Monitoring services of driver's records have been developed for large information aggregators, but they are not particularly user-friendly for the average employer. New federal mandates on medical card reporting and employer requirements to have current driver records on file gave rise to the idea for a driver record monitoring service known as the Driver Record Dashboard or "DRD."

Prior to DRD, there was no simple, direct way for companies to track or access driver safety data, especially information needed for federal requirements compliance. Many employers (in-state and out-of-state) have had a long-standing interest and need in becoming informed as soon as possible when drivers have a status change (a conviction or suspension of a license) and/or when requirements (like a medical certification to drive) have gone unmet, which would affect public safety and employer liability.

The Driver Record Dashboard combines two very distinct tools (Driver's License Record status and Medical Certification status) into one convenient application.

If a commercial driver does not have a valid medical certification, their employer cannot allow them behind the wheel in order to meet federal Department of Transportation regulations. If businesses don't comply, they risk a federal regulatory fine and liability in the event that the medically unfit/uncertified driver is in an accident. For taxi, parcel delivery or citizen transportation services (i.e. school bus driver) citizen safety and the business liability of having a driver behind the wheel with a revoked or suspended license are critical public safety issues the service is designed to address.

Moreover, this service was developed to reduce increasing mail and phone requests to ITD asking to verify that a driver's medical certificate is on file and valid, as well as when it expires.

ITD developed requirements for the DRD web application. Access Idaho provided development resources at no cost to the department or taxpayers. Access Idaho also examined statistics, created personas, and tested with different types of users to arrive at the final design. To maximize the service level among organizations, the application underwent thorough user testing by employees at a bus company, a utility company, and several motor carriers; however it is available to any organization that hires drivers licensed in Idaho.

DRD's comprehensive functionality includes:

- Organizations can build an unlimited list of Idaho driver's licenses to monitor for changes. Lists can be customized by locations or work groups as desired by the organization.
- Records are checked automatically twice a month for new convictions and suspensions associated with the drivers monitored. New notifications (status changes or expired medical cards) can be viewed when the organization logs in.
- Flagged driver's license records are available for immediate review.
- Medical certification issue/expiration dates (updated nightly) and driver's license expiration dates are viewable.
- Information is accessible via individual usernames and passwords by authorized personnel within each participating organization. All user activity is tracked for auditing purposes
- Simplified fleet management and data entry. Employers can manage an extensive driver roster by adding in bulk up to one thousand (1,000) drivers at one time. They can simply copy and paste a list of drivers from their internal systems from a text file, email, excel document, etc.

## Significance

The DRD site can be used to monitor both passenger vehicle and commercial vehicle drivers. Approximately 60 percent of driving record requests received by ITD are company-based. DRD has saved ITD approximately 1,250 hours in personnel time.

The service reduced the number of phone requests it receives for medical certificate information. Of the 1,200 calls per month Driver Services receives, half are from companies or drivers checking on a medical card status. The Driver Record Dashboard saves ITD more than 60 hours of personnel time and more than \$1,000 in expenses per month. The estimated cost of research and development totaled approximately \$186,500. However, the costs were absorbed by Access Idaho and will be recovered through transaction fees.

DRD complies with all standards, policies and guidelines created by the state's Idaho Technology Authority (ITA) for privacy and accessibility. The state is committed to the highest levels of openness to the public, customer support, and service. Every effort is made to remain compliant with current accessibility standards, which is under continual review. Access Idaho maintains an open line of communication with local resources, such as the Idaho Commission for the Blind.

“This new information tool provides immediate access to driver status changes for all classes of licenses,” said Ed Pemble, ITD driver services manager. “It also enables employers to more easily comply with federal requirements. Employers will quickly realize the value and convenience of this service.”

## Impact

The Driver Record Dashboard eliminates the need for companies to contact ITD for current medical certificates on their drivers, a process that can take anywhere from several hours to several days. With Driver Record Dashboard, businesses have immediate, 24-hour access to key medical certificate information, which is critical for complying with federal regulations. Any company that hires drivers licensed in Idaho is eligible and encouraged to use it. In addition to Idaho-based and national commercial motor carriers, a host of other organizations are prime candidates for using the application (i.e. school districts, tax companies, pizza delivery stores, title companies, etc.). In fact, the first organization that signed up for the service transports children in daycare as well as senior citizens.

The application also provides companies with the ability to monitor driver data automatically through one convenient online interface rather than through a time-consuming, highly-technical batch process.

Furthermore, the charges for the service can be conveniently billed on customer subscriber accounts, which most of ITD's business customers already have.

In-state and out-of-state organizations with drivers licensed in Idaho benefit from interactive functionality and a single point of access, as well as automatic driver monitoring. ITD personnel benefit from greater efficiencies and fewer customer calls with requests for medical certification information. And the public benefits from increased road safety since businesses can quickly remove high-liability and suspended drivers from behind the wheel.

With DRD, employers/organizations can easily meet federal recordkeeping requirements and have timely notification of driver status changes including when medical cards are filed, expiration dates and new driving events that may affect license validity. There is also cost savings to the organizations because changed driver records are flagged giving notification that a driver record should be re-ordered, removing guesswork.

Federal requirements on motor carriers have increased the volume of driver records that must be purchased and processed by the department. This service is expected to temper workload increases by offering a convenient, self-service option, with no loss in revenue. The DRD site has been lauded as Idaho government's best web application within the last year.

DRD Demo: [http://www.idaho.gov/demo/driver\\_dash/](http://www.idaho.gov/demo/driver_dash/)

DRD Application: <https://www.accessidaho.org/itd/monitoring/>

Dashboard Homepage:

A secure service from Idaho.gov Idaho.gov tsereduk Switch Sign out

# IDAHO Idaho Department of Transportation Driver Record Dashboard

Your Drivers ▾ Add Drivers Track Changes Receipts & History About ▾

## Your Driver List

**SUBSCRIBER INFORMATION**

Russell Co  
 999 Main St Suite 910  
 Russell Kuhns  
 Boise, ID 83702  
 18004IDEGOV  
 To change this information, contact Access Idaho at 208-332-0102.

**TEST PAGE**

[Add Drivers](#)

**!** You have drivers with convictions/suspensions.

**i** You have drivers with expiring medical certifications and driver licenses.

**VIEW/UPDATE YOUR DRIVERS** [Export to CSV](#)

Search:  Show  entries

Select	Name	Group Name	D.L. Number	D.L. Exp.	Cert Code	Med Cert	M.C. Expires	Con./Sus.
<input type="checkbox"/>	FUNKHOUSER, ZACHARY ALAN	#Truck Drivers	****906G	04/22/2016	-	-	-	-
<input type="checkbox"/>	CLAYTON, ZACHARY RAY	#Truck Drivers	****633G	05/06/2016	-	-	-	-
<input type="checkbox"/>	BOURNE, WILLIAM WALLACE	#Truck Drivers	****896I	05/29/2019	NI	Med Cert	03/09/2017	-
<input type="checkbox"/>	GERBACK, WALTER L	#Truck Drivers	****394H	10/22/2016	NI	Med Cert	02/11/2017	-
<input type="checkbox"/>	DUTT, WADE LEWIS	#Truck Drivers	****863A	03/19/2016	NI	Med Cert	04/24/2016	-
<input type="checkbox"/>	KIMBALL, VAUGHN ROBERT	#Truck Drivers	****568E	02/17/2016	-	-	-	-
<input type="checkbox"/>	TURBEVILLE, VANCE WAYNE	#Truck Drivers	****729G	04/16/2016	NI	Med Cert	07/29/2015	-
<input type="checkbox"/>	POE, VANCE TRAVIS	#Truck Drivers	****751A	08/28/2018	NI	Med Cert	02/26/2016	-
<input type="checkbox"/>	BROWN, THOMAS VANCE 3RD	#Truck Drivers	****812F	04/20/2016	NA	Med Cert	03/13/2016	-
<input type="checkbox"/>	CORN, TYRONE LANE	#Truck Drivers	****741I	01/31/2016	-	-	-	-

Showing 1 to 10 of 457 entries

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A secure service from Idaho.gov

Monitoring dashboard for an employee with a conviction or suspension:

**IDAHO** Idaho Department of Transportation  
Driver Record Dashboard

Your Drivers ▾ Add Drivers Track Changes Receipts & History About ▾

### Convictions/Suspensions

**SUBSCRIBER INFORMATION**

Russell Co  
999 Main St Suite 910  
Russell Kuhns  
Boise, ID 83702  
18004IDEGOV  
To change this information, contact Access Idaho at 208-332-0102.

**CURRENT CONVICTIONS** [Export to CSV](#)

Find In List:  Show 10 entries

Group Name	Name	D.L. Number	M.C. Issued	M.C. Exp.	D.L. Exp.	Con./Sus.
#Truck Drivers	IDAHO, DRIVER NINE	****009J	--	--	05/05/2016	<a href="#">View DLR</a>
#Truck Drivers	ZALLTHREE, DARLENE TEST	****055G	--	--	03/12/2018	<a href="#">View DLR</a>
#Truck Drivers	COLE, NATHAN WAYNE	****001C	--	--	06/15/2019	<a href="#">View DLR</a>

First Previous 1 Next Last

Monitoring dashboard for a medical certification:

**IDAHO** Idaho Department of Transportation  
Driver Record Dashboard

Your Drivers ▾ Add Drivers Track Changes Receipts & History About ▾

### Expiring Medical Certs

**SUBSCRIBER INFORMATION**

Russell Co  
999 Main St Suite 910  
Russell Kuhns  
Boise, ID 83702  
18004IDEGOV  
To change this information, contact Access Idaho at 208-332-0102.

**EXPIRED & EXPIRING WITHIN 30 DAYS** [Export to CSV](#)

Find In List:  Show 10 entries

Group Name	Name	D.L. Number	M.C. Expires	Cert Code	Med Cert
#Truck Drivers	COLWELL, WILLIAM J	****711A	01/28/2016	NI	<a href="#">Med Cert</a>
#Truck Drivers	COMBE, WAYNE BLAIR	****805I	07/25/2015	NI	<a href="#">Med Cert</a>
#Truck Drivers	WALKER, BLAIR ONA	****064G	12/19/2015	NI	<a href="#">Med Cert</a>
#Truck Drivers	LORDS, BRADLEY THOMAS	****818H	01/29/2016	NI	<a href="#">Med Cert</a>
#Truck Drivers	HARDING, BRUCE WILLIAM	****354H	03/23/2016	NI	<a href="#">Med Cert</a>
#Truck Drivers	GILBERT, COLTEN WESLEY	****672C	07/03/2015	EA	<a href="#">Med Cert</a>
#Truck Drivers	INGRAM, COLTER CORWIN	****790E	11/14/2015	NA	<a href="#">Med Cert</a>
#Truck Drivers	TAYLOR, ERIC ADAM	****829H	01/23/2016	NI	<a href="#">Med Cert</a>
#Truck Drivers	BESWICK, GRAHAM HENRY	****363K	12/26/2015	NI	<a href="#">Med Cert</a>
#Truck Drivers	MERCADO, ISMAEL VILLARREAL	****179K	07/03/2015	NI	<a href="#">Med Cert</a>

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