Title: Driver Record Dashboard

Category: Emerging and Innovative Technologies

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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 monitoring service for small to medium 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 driver's records with convictions or suspensions so organizations can keep high-liability, potentially dangerous drivers off the road. DRD is also expected to save 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.

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.

Business Problem and Solution Description

Monitoring services 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 Driving Record Dashboard or "DRD."

Prior to DRD, there was no simple way for small and medium companies to track or access data for its drivers, 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 and/or when requirements have gone unmet, which would affect driver safety and employer liability. The driver record has never contained employer information and does not integrate with Idaho Department of Labor information; but even if such an integration existed, some employers would be excluded since they are out-of-state.

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

To promote DRD, a press release announcing its launch was distributed nationally to *Business Wire*, the *AASHTO Daily Transportation Update*, *Roads & Bridges* magazine, and *Autoblog,* as well as to media outlets in Idaho including KMVT, KBOI, KBSX and KIVI. Furthermore, Boise's public radio station aired an interview with ITD personnel, which garnered healthy interest in the service. In addition to ITD's quarterly newsletter (*E-Trails*) and a presentation at the Idaho Trucking Advisory Council meeting, DRD will be presented to county driver license examiners during their annual training as well as to trucking companies at ITD's annual industry training. ITD plans to include DRD information in their Commercial Driver's License Manual and on posters at driver license offices statewide.

ITD developed requirements for the DRD web service. 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 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 trackable for auditing purposes.

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 the potential to save about 1,250 hours in ITD personnel time.

ITD is optimistic the service will significantly reduce 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 is expected to save 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 about $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 Information Technology Resource Council for privacy and accessibility. The state is committed to the highest level 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."

Benefits of the Project

Driver Record Dashboard eliminates the need for companies to contact ITD for current medical certificates on their drivers, a process that can take several hours to a couple days. With Driver Record Dashboard, businesses have immediate, 24-hour access to key medical certificate information, which is critical for complying with federal regulations.

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, currently used by many of ITD's business customers.

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 increase 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.