



SHERIFF KOOTENAI COUNTY



SHERIFF **BEN WOLFINGER**

UNDERSHERIFF **DAN MATTOS**

Media Release

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Contact: PIO Det. D. Stinebaugh
208-758-1045 / 208-446-2236
Sopio@kcgov.us

Driver's Licensing Computer Issues Persist, Offices Remain Open

Coeur d'Alene, Idaho: The Kootenai County Driver's Licensing Offices continue to face computer issues, due to technical issue with Idaho Transportation Department (ITD) computer systems. This issue is causing longer than normal delays.

ITD has stated they are continuing to work around the clock to identify and correct issues facing driver's license computer systems and is keeping county offices open with limited service.

ITD is working closely with its card issuing vendor, Gemalto, and bringing in additional resources to troubleshoot these issues. Several attempts to identify the root cause have proven unsuccessful and further efforts continue.

In order to search for the problem, transactions by the public must be processing. This requires county offices to continue operations. Service during this time may be intermittent and cause delays to customers.

ITD will continue to offer daily updates through press releases. For the most recent information, follow ITD on Facebook, Twitter, or our News and Information blog.

ITD has encouraged patrons to please contact them directly at (208) 334-8736 for updates regarding system outages and complaints.

We understand this technical issue may be frustrating, but we greatly appreciate your patience as we diligently work to resolve the issue