EXHIBIT 1
DATE 2-14-05
HB 671

Montana Motor Vehicle Division

TEAM261

Driving the Future

Montana Motor Vehicle Division

TEAM261

Driving the Future

TEAM 261 and You

Presenter:

Steve Tesinsky, Project Manager
TEAM 261

February 10, 2005

Motor Vehicle Division Statistics

- 1.75 Million Total vehicles titled in Montana
- 540,000 Vehicles titled per year
- 1.3 Million Vehicles registered per year
- 770,300+ Drivers in Montana
- 3.0 Million Transactions per year
- 4.1 Million Records in MVD databases
- 49 Driver licensing stations
  (eight are open M-F)
- 154 MVD employees (FTE)

Why TEAM 261

- To provide consistent, quality customer service
- To facilitate easy access for those who need information, while ensuring security
- To improve efficiency
- To establish a single source for motor vehicle and driver information
- To replace an aging data process system built in the early 1980s
- To address decreasing availability of resources to support aging system
- To address the increasingly complex legislated mandates that are getting harder to implement

Details

- House Bill 577 (2001) $4.5 million
- House Bill 261 (2003) $18 million
- Upgrade Motor Vehicle Division business processes and supporting technology
- Projected four-year project
- Board of Investments (BOI) 'Intercap Loan'
- 10-year term (loan & fees)
- Current adjustable rate 2.85 percent

What is Business Process Reengineering?

- Business Process Reengineering: a fundamental rethinking and redesign of business processes in order to bring about dramatic improvement in performance.

Our BPR methodology has three phases....

Phase 1: Current Process Model
(AKA "AS-IS")

- Analyzes what business processes are being performed
- Captures in detail the steps involved in each process

AS-IS in Action

Facilitated meetings with subject matter experts produce workflows of current business practices.

Phase 2: Future Process Model
(AKA "TO-BE")

- Based on the business processes defined in the AS-IS, the TO-BE creates the target for the BPR
- Defines and describes how these processes will look when the BPR is completed

During this phase, areas to be redesigned are identified and prioritized.

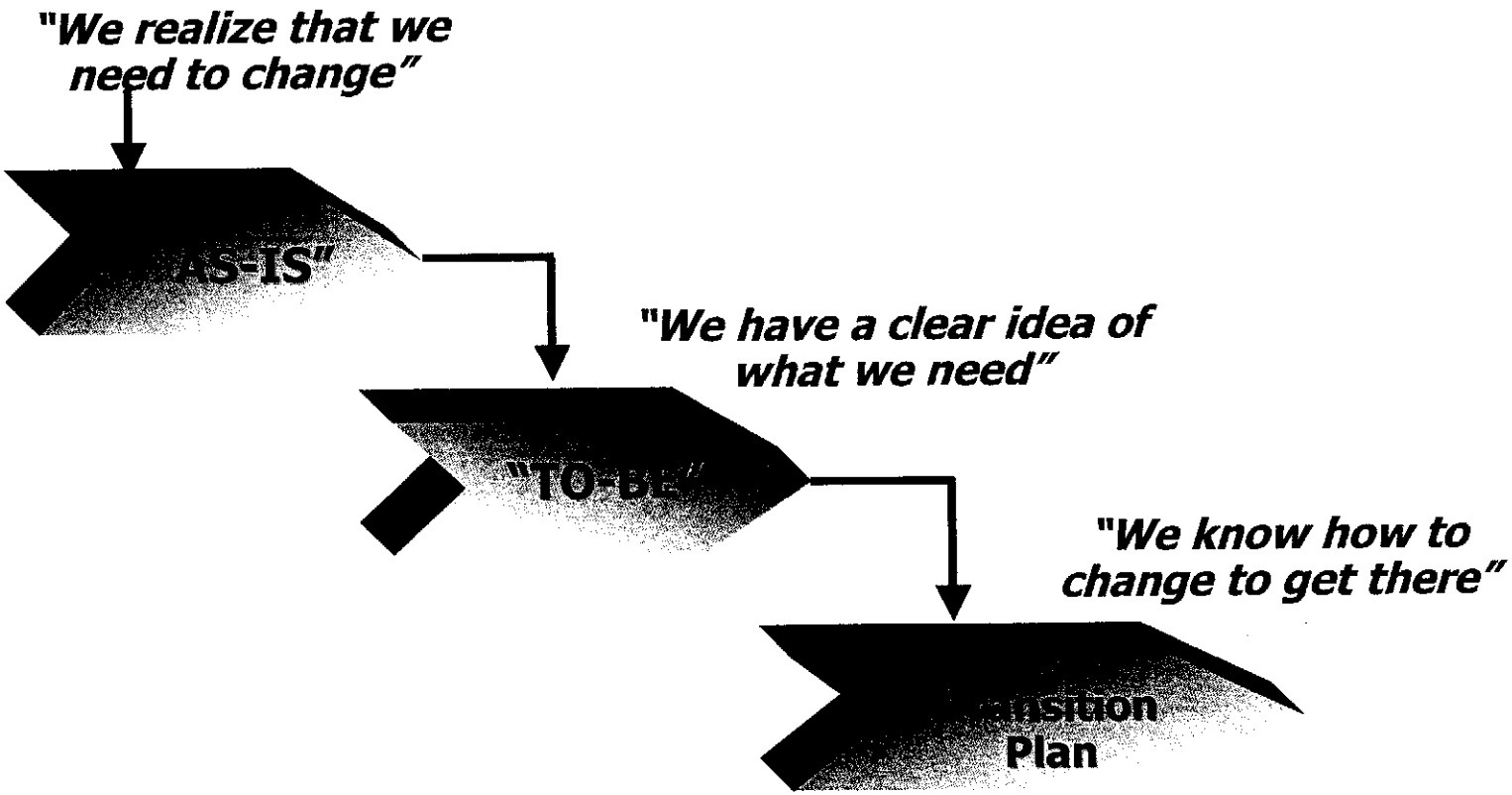
TO-BE in Action

TEAM 261 business analysts, technology staff and DMV staff review and process the visioning session summaries and stakeholder ideas to develop specific TO-BE goals.

Phase 3: Transition Plan

- Analyzes the gap between the AS-IS and the TO-BE
- Analyzes the impact of change on all support areas and entities
- Develops strategies for implementation

BPR, Summarized



At TEAM 261, We Added:

- Visioning Sessions with Key Stakeholders
- Guiding Principles
- Advisory Committee

Stakeholder Visioning

Stakeholder visioning sessions lay groundwork for the BPR.

Participants represented law enforcement, courts, county treasurers, banking, insurance, and more.

Driver Licensing Visioning Session - 2/10/05

Guiding Principles

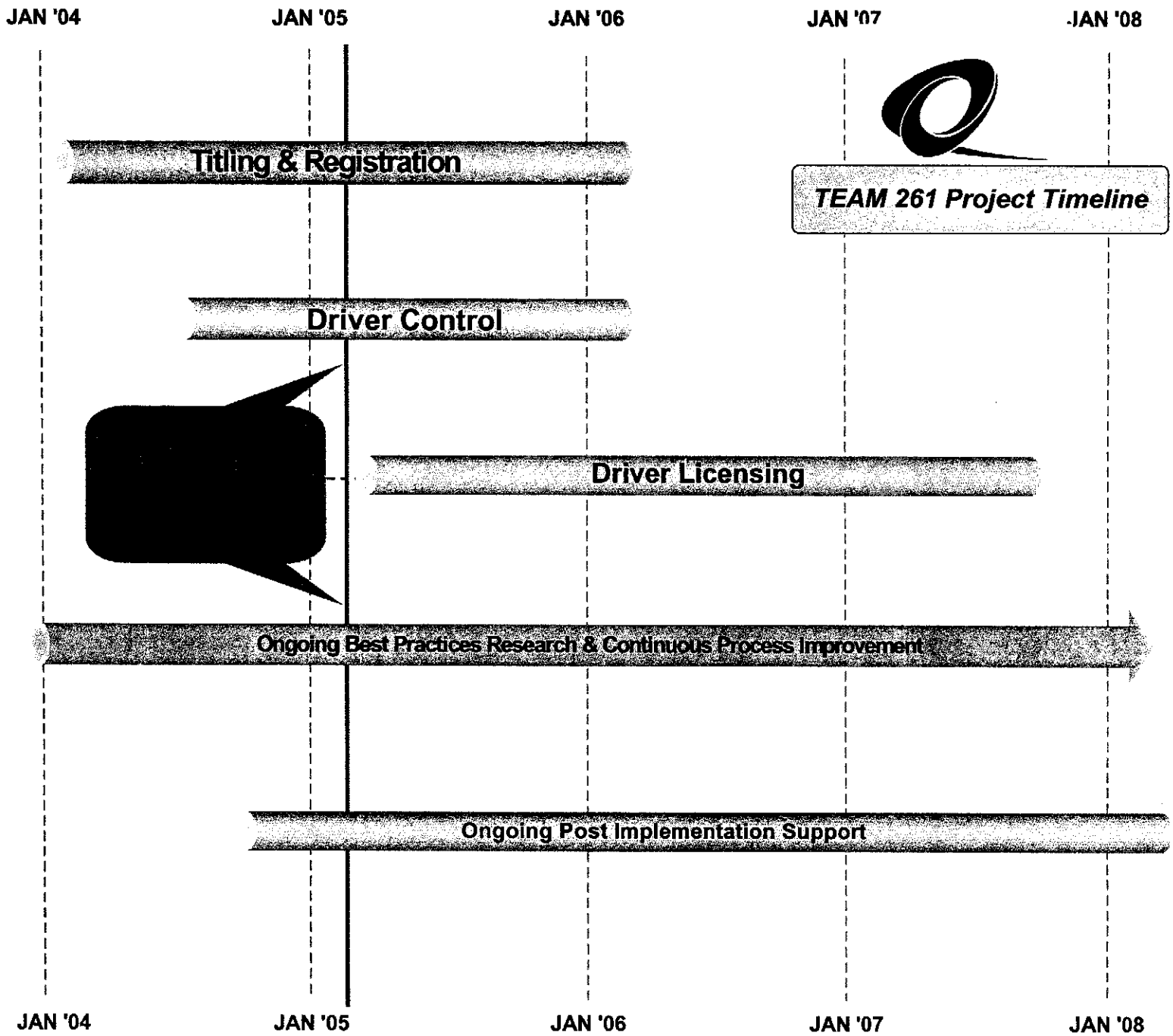
At TEAM 261, we've written, published and posted **Guiding Principles** that clearly and consistently state our vision and purpose.

Advisory Committee

Jess Anderson	Cascade County Treasurer	Montana County Treasurers
Jeff Brandt	State CIO	DOA ITSD
Marlene Davis	Employee Representative	Motor Vehicle Division
Phil Johnson	First Interstate Bank Manager	Banking Industry
Jean Malcom	Employee Representative	Motor Vehicle Division
Roger McGlenn	Independent Insurance Agency Association	Insurance Industry
Marilyn Olsen	Executive Vice President	Montana Automobile Dealers Association

Advisory Committee (cont.)

Bob Pyfer	Senior Vice-President	Montana Credit Unions League
James Reno	Yellowstone County Commissioner	Montana Association of Counties
Trudi Schmidt	State Senator, District 21	Montana Citizens
Jon Tester	State Senator, District 45	Montana Citizens
Steve Turkiewicz	President/CEO	Montana Bankers Association
John Witt	State Representative, District 89	Montana Citizens


JAN '04
JAN '05
JAN '06
JAN '07
JAN '08
TEAM 261 Project Timeline
Titling & Registration
Driver Control
Driver Licensing
Ongoing Best Practices Research & Continuous Process Improvement
Ongoing Post Implementation Support
JAN '04
JAN '05
JAN '06
JAN '07
JAN '08

TEAM 261 Notables To-Date

- Significant reduction in titling turnaround
- Moving from microfilm document storage to imaging
- Staggered timeline is leveraging resources and creating efficiencies, as anticipated
- Active participation of stakeholder groups (e.g., law enforcement, county treasurers, automobile dealers, insurance industry, financial institutions, etc.)
- Coming soon: new temporary registration permits will allow law enforcement to identify vehicles immediately

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