EXHIBIT 5
DATE 1/18/07
HB 180

Scheduling Pilot - Exit Survey Results Through 10/31/06

1		2		3		4		5		
Process		Did scheduling make appointment easier?		Would you schedule again?		Recommend?		How did you hear about it?		
Rate ease of scheduling		Was it easier?			If offered		Will you tell others?		Source?	Comments/Suggestions:
547										
Very Easy		Yes		Yes		Yes		TV		
57.04%	312	77.88%	426	86.84%	475	87.93%	481	5.48%	30	
Easy		No		No		No		Newspaper		
36.20%	198	12.25%	67	6.22%	34	2.93%	16	10.05%	55	
Undecided		Undecided		Undecided		Undecided		Website		
1.46%	8	9.69%	53	6.95%	38	9.32%	51	1.65%	9	
Difficult						Blank		Driver Exam Station		
5.12%	28						0	47.17%	258	
Blank								Other		
0.18%	1							34.92%	191	
								Blank		
								2.38%	13	
								Radio		
									6	

Relevant Comments:

- I liked not waiting in line. Thank You
- Simplify wording in exam. Driver's manuel isn't set up for studying ver well - it is
- Couldn't fine the phone number to make an appointment
- Very friendly people
- Very good.
- Fast service! Swiftly executed all in all.
- Had trouble finding it in the phone book for Helena.
- Wasteful, inefficient use of tax money.
- Very nice and easy, Thank you!
- Very fast and efficient
- I was late & they still got me in! Thank you!
- I'd prefer to be able to come in without an appointment, but because I made an appointment I didn't have to wait long. So it ended up being good.
- Thanks!
- Very quick, much better than past DMV experiences.
- Good move! Saves time and temper
- Very fast, but I suppose it is early...
- Quickly done

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Rate ease of scheduling	Was it easier?	If offered	Will you tell others?	Source?	Comments/Suggestions:
	We came to exam station without an appointment & were informed of the change. I would suggest Driver's Ed teachers be better informed so participants c				
	I like it!				
	Didn't like it took a week to get an appt.				
	They were very accomodating and patient with me. Rescheduling was quick and painless.				
	If you could improve the wait time for an appt. it might not be a bad system.				
	If appt would decrease wait time, then the people complaining about waiting should get here earlier, other states have 2-3 hour wait times.				
	I think it is difficult for some who need a license right away, like the lady today who needed it for a job interview and didn't know she needed an appt.				
	Walk-in had an extra 120 mile trip.				
	Tried to do walk in appt. Told to call for appt.				
	Scheduled for the 3rd at 3:00 and got down there on the third and said I was scheduled for the 2nd at 3:00.				
	Good service.				
	Assume they would already know. I like that you have an appt. so you don't have to wait for "your turn" seems a lot more efficient than like Drs. Office.				
	The process went very well.				
	This was prompt and easy!				
	Great idea - no waiting!				
	The problem was, we didn't know about this, came in to get my daughter's license (she was very excited) and then had to wait a week to actually get it.				
	They were very nice and very helpful.				
	Very good service and nice people.				
	Very nice service w/ appt. Please keep it!				
	It took a long time to make an appointment.				
	Wasn't on the list for testing even though appointment was scheduled.				
	Thank you very much!				
	Very pleasant experience.				
	Much preferable to waiting in line - especially with young children.				
	This is my 4th child to get a license. I waited 1.5 to 2.5 hours with the others. I waited 5 minutes this time. Thank you so much. The wait before didn't bothe				
	When I came to take the test & had to schedule and come back.				
	Scheduling is not customer convenient.				
	The wait was terrible.				
	Moved very fast once started. Very efficient.				
	Very inconvenient when first transferring from another state, but may make things more streamlined in the future.				
	Carla provided great service.				

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Rate ease of scheduling	Was it easier?	If offered	Will you tell others?	Source?	Comments/Suggestions:
	Very Good!				
	Very easy and fast.				
	Aggravation because didn't know about it until got clear down here.				
	They were real polite about the whole scheduling and needing to reschedule.				
	Thank you!				
	Finding a time that agrees with my schedule was difficult.				
	Had to be released from school				
	Not happy about this procedure.				
	Very helpful and patient!!				
	Fantastic service - scheduling an appointment made the process painless.				
	They set up the wrong appointment dates so it took a little longer.				
	Very positive!				
	In house/walk in appointment scheduling				
	Ann was very patient & informative in helping schedule my 2 boys back to back for the written & drivers test through multiple phone calls. Thank you.				
	Too few employees to adequately handle number of people seeking assistance/renewals, etc.				
	Everything went great it was fast and easy.				
	I prefer first come first serve. The wait time for testing is too long.				
	Great Job - Quick and easy. I love Montana.				
	Be able to complete transaction when you first come to the office.				
	Option for both				
	Did not know until we got here				
	Need more staff				
	Walk in is non convenient				
	Easy and efficient				
	Thank you!				
	Great service				
	Had wrong type of appt but they got us in				
	You need more staff				
	Line busy - couldn't get through to make appt				
	Answer phone!!				
	Very good idea. Keep up the good work.				