Transportation Interim Committee

July 7, 2022

May '22 Vehicle Services Stats

Transactions	May '21	May '22	Variance
Approved Titles	49,130	52,535	3,405
Replacement Titles	2,498	2,463	35
Counter Customers		474	
T&R / Dealer Title Only	1,875	1,217	658
Add Liens	2,036	1,175	861
Release Liens	6,660	5,126	1,534
Salvage	922	827	95
Escrow	4,541	4,181	360
Email Business Partners	NA/1,904	2,703/2,211	
Dealer Visits	45	9	36
VIN Inspections	35	148	113
Total VSB Transactions	**68,724**	**73,069**	

Vehicle Services Updates

- Dealer Title Only (DTO)
  - In production
- Approve Title – Yellowstone County
- Dealer licensing process
- Additional county efficiencies
- Staffing

2022 Driver Services Stats

Customer Surveys	Jan – Mar '22	Jan – May '22
Office Appearance	3.95	3.97
MVD Staff Appearance	4.05	4.05
Wait Time for Appt	4.02	**3.83**
Friendliness	4.37	**4.46**
Knowledge	4.46	4.44
Overall	**4.18**	**4.19**

"The person who assisted me was efficient, courteous and made the process enjoyable. Kudos to her."

2022 Driver Services Stats

June 15, 2022

"I don't know what kind of software you use, but it does seem that it takes an incredible amount of time to enter information for a new or to renew a driver's license. Maybe a new system is long overdue."

May '22 Driver Services Stats

Customers Served	May '21	May '22	Variance
Eastern Region	6160	5283	-5%
Central Region	6736	9291	38%
Northern Region	4276	6142	44%
Western Region	9283	9922	7%
Total Driver Services Customers	26,455	31,178	18%

May '22 Driver Services Stats

Transactions	May '21	May '22	Variance
Disability Placards	2,574	3,310	736
Driver Records	393	721	328
Citations/Sanctions	12,350	10,895	1,455
Mail In	3,070	1,425	1,645
Surrenders	9,267	3,020	6,247
Other Transactions	82,962	79,340	23,457
Total RDC Transactions	110,616	79,340	36,860
Phone Calls	11,293	10,522	771
Average Wait Time	15:15	10:57	4:18

Driver Services Updates

- Exam Stations
  - Days out
    - Renewal – 36
    - Road Test – 36
    - Written Test – 36
    - Smaller stations absorbing volume
  - Virginia City opening – June 17
  - Philipsburg additional day - August
  - Mobile Unit
    - Ennis (June 6 – 10) – 178 customers
    - Billings Fair – August
    - Bozeman – September
  - Staffing (averaging 4 on the line)
  - Miles driven in FY22

April '22 Authorized Agent Stats

Authorized Agents	June '21 Transactions	June '22 Transactions	Variance
Billings	5,830	6,421	591
Bozeman	0	1,198	1,198
Missoula	2,558	2,777	3,808
Total MVDE Transactions	**8,388**	**10,396**	**2,008**
Billings	88	249	161
Bozeman	466	221	245
Helena	160	305	145
Kalispell	425	531	106
Missoula	429	407	22
Total AAA Transactions	**1,568**	**1,713**	**145**
First Student	5	2	3
Helena College	0	29	29
Wilson Logistics	9	4	5
Total CDL Testing Agents	**14**	**35**	**21**
Total Authorized Agent Transactions	**9,970**	**12,144**	**2,174**

MVD Authorized Agents

- New 3rd party CDL testers
  - Highlands College
  - Miles College
  - Missoula College
- AAA New Driver's Course
- Vehicle and Driver Survey Requests

Introducing…CARS

(Credentialing and Registration System)

- Project Milestones
  - Contract Signed 7/5/22
  - Teams assembled and relocating
  - Scheduling Module
    - Start 7/6/22
    - Release October 2022
  - Drivers Module
    - Start August 2022