TRANSPORTATION INTERIM COMMITTEE

March 13, 2023

VEHICLE SERVICES UPDATES

- CARS Updates
  - County partners are involved and continue to be engaged in the CARS project
  - CARS Project definition phase is ahead of schedule

- Process Updates
  - Historically there has been a backlog of 330,000 vehicles to be reported as Junked dating back to 2009. This backlog has been resolved and is now current.
  - Manufactured home De-title process and MV72 form related to the process has been updated and simplified for ease of use.

JANUARY VEHICLE SERVICES STATS

Transactions Processed	Jan '23	Jan '24	Backlog (days out)	Backlog Variance
Approved Titles	40,611	82,634	0	⬆ 51%
Counter Customers	310	454	0	⬆ 32%
Escrow	2,793	3,102	0	⬆ 10%
Replacement Titles	180	90	2	⬇ -50%
T&R / Dealer Title Only	13	8	2	⬇ -38%
Add/Release Liens	12,473	1,063	3	⬇ -91%
Salvage	203	1,305	60	⬆ 84%

JANUARY VEHICLE SERVICES STATS

Transactions	Jan '23	Jan '24	Variance
Email Business Partners	1,888	2,030	⬆ 7%
Email Public	1,664	1,620	⬇ -3%
Calls Taken	3,406	3,703	⬆ 8%
Dealer Visits	36	32	⬇ -11%
VIN Inspections	173	201	⬆ 14%

HB 60 UPDATE

Fees Collected 7/1/23 – 2/29/24	
EV Registration Fee	$449,850
EV Permanent Registration Fee	$1,560
Hybrid Registration Fee	$37,480
Hybrid Permanent Registration Fee	$130
Total Collected	**$489,020**

DRIVER SERVICES UPDATE

- Fully Launched CARS for Driver Services
  - 102,000+ Transactions. Transaction times decreased from 22 minutes to 7 minutes or less
    - Average range is 5 minutes to 7 minutes
    - 1100+ skills tests
  - 31,000+ Online Transactions
- Commercial Driver Licensing
  - Efficiencies are allowing us to be able to add more days to our CDL Skills sites
  - Additional days include Bozeman, Butte, Kalispel, Missoula
  - CDL unit running efficiently. Model: four testing days, one VIN inspection day
- Helena Exam location move
- Mobile ID Project Kick-off
- Mobile Unit
  - Planning now for summer months
  - Missouri will be visiting in April to see the mobile unit and CARS in production

2024 DRIVER SERVICES STATS

Big 7 Exam AVG Days Out	Nov 2023	Feb 2024	Variance
Written	79	6	⬇ 92.4%
Drive	79	6	⬇ 92.4%
Renewal	45	0	⬇ 100%

Statewide Exam AVG Days Out	Nov 2023	Feb 2024	Variance
Written	47	9	⬇ 80.8%
Drive	46	9	⬇ 80.4%
Renewal	36	5	⬇ 86.1%

CDL Skills AVG Days Out	Nov 2023	Feb 2024	Variance
Pre-trip/Skills/Road	47	13	⬇ 72.3%
Skills/Road	47	13	⬇ 72.3%
Road	46	12	⬇ 73.9%

2024 DRIVER SERVICES STATS

Customer Surveys	Jan – Feb '23	Jan – Feb '24	Variance
Office Appearance	4.2	4.5	⬆
MVD Staff Appearance	4.3	4.5	⬆
Satisfaction with Wait Time for Appt	4.3	4.6	⬆
Friendliness	4.7	4.7	▬
Knowledge	4.6	4.7	⬆
Overall	4.5	4.7	

DRIVER SERVICES CHANGES

| Western (18,779) | Northern (13,751) | Central (16,464) | Eastern (12,491) |

| Western (16,710) 4.5 mins | Central (16,998) 4.5 mins | Eastern (17,084) 4.8 mins |
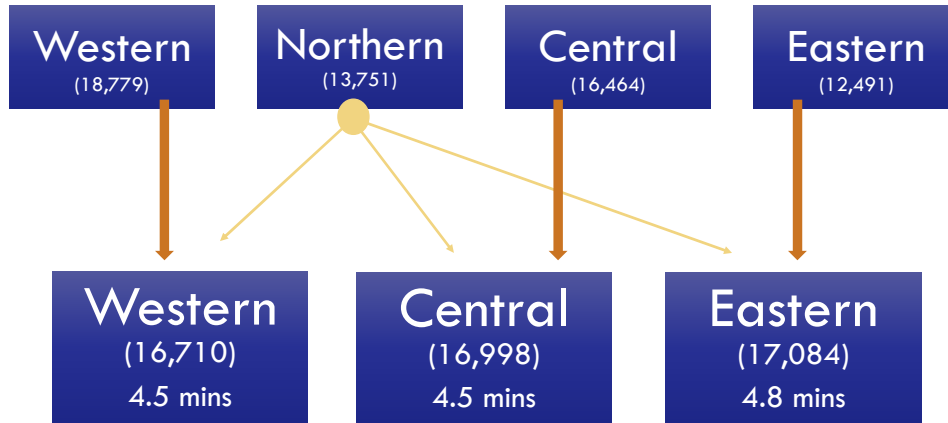
JANUARY DRIVER SERVICES STATS

	Jan '23	Jan '24	Variance
Total Placards	2,448	2,464	+ .6%
Driver Records	501	3,945	+ 689%
Citations/Sanctions	11,750	10,904	- 7.2%
Mail-In	1,447	248	- 81%
Surrenders	3,608	4,671	+ 32%
Total Transactions	20,093	22,595	+ 13%
RDC Phone Calls	13,635	10,903	- 20%
Call Center	8,096	5,969	- 26%
Avg Wait Times	9 m 23 s	4 m 49 s	- 49%

CARS UPDATE
(CREDENTIALING AND REGISTRATION SYSTEM)

- Project Milestones
  - Scheduling Module Released October 2022
  - Drivers Module Released November 2023
  - Vehicle Module
    - Started November 2023
    - Release March 17, 2023

ROLLOUT 3 TIMELINE

Milestone	Date	Description
Definition Start	January 8, 2024	Start meetings to discuss business processes
Base Configuration Complete	May 3, 2024	Complete setup of basic functionality
Testing Preparation Complete	July 12, 2024	Ready to start testing CARS
Training	November 18, 2024	Training for Counties & 3rd Party Partners
Production Rollout	March 17, 2025	Use CARS in production

QUESTIONS