TRANSPORTATION INTERIM COMMITTEE

May 8, 2024

VEHICLE SERVICES UPDATES

CARS Updates
- County Treasures spent 3 days in training, demos, and program verification
- VSB team continues to keep the project ahead of schedule

Challenges
- Staff training continues to be a challenge with resources pulled to the project

Successes
- VSB has implemented a new training structure adapting to the training resource shortage and has been successful
- New training structure allowed for large group training and is effectively addressing any transaction backlog
- Dealer compliance aided in the revocation of 13 dealers involved in fraudulent activity and successfully denied 3 dealer applications that had the potential to cause issues in the future.

APRIL VEHICLE SERVICES STATS

Transactions Processed	April '23 Total Completed	April '24 Total Completed	Backlog (days out)	Production Volume
Approved Titles	51,750	98,158	0	↑ 47%
Counter Customers	417	474	0	↑ 12%
Escrow	3,057	3,438	0	↑ 11%
Replacement Titles	1,733	1,942	8	↑ 11%
T&R / Dealer Title Only	1,270	1,970	3	↑ 35%
Add/Release Liens	7,344	2,341	24	↓ 68%
Salvage	478	1,437	9	↑ 67%
Total Transactions Completed	66,049	112,469	--	↑ 41%

APRIL VEHICLE SERVICES STATS

Customer Interactions	April '23	April '24	Variance
Email Business Partners	2,369	2,274	- 4%
Email Public	1,652	2,038	19%
Calls Taken	4,200	3,890	- 7%
VIN Inspections	122	185	34%

DRIVER SERVICES – CARS UPDATE

- Fully Launched CARS for Driver Services
  - Since Go Live
    - 148,000+ transactions
    - 8,100+ NCL Skills Tests
    - 45,000 Online Transactions
  - April
    - 28,976 transactions
    - 1,448 NCL Skills Tests
    - Transaction times continue to average between 5 and 7 minutes
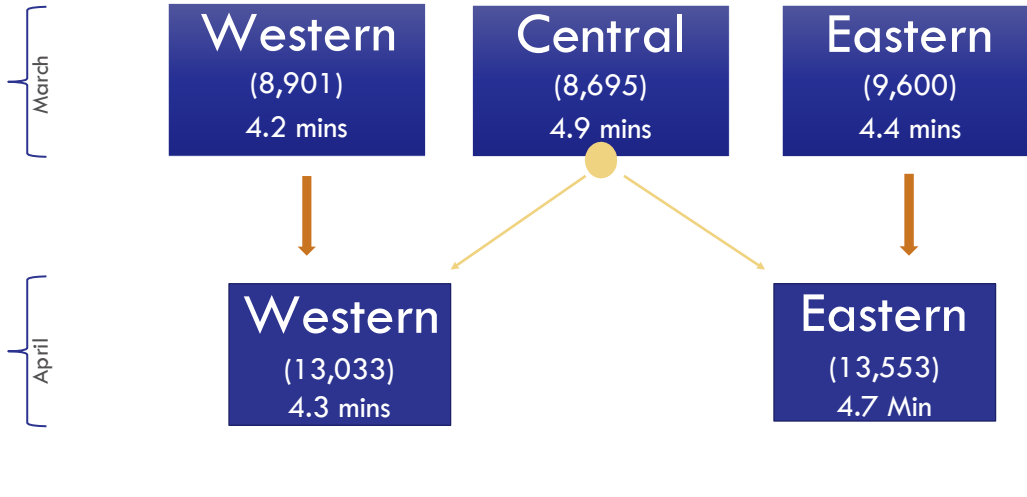   - 7,976 Online Transactions

DRIVER SERVICES – ADDITIONAL UPDATES

- Commercial Driver Licensing
  - 2,800+ Skills Tests
  - CDL unit running efficiently. Model: four testing days, one VIN inspection day
- Helena Exam Move
  - 2019 Cromwell Dixon Ln
- Mobile ID Project Kick-off
- Mobile Unit
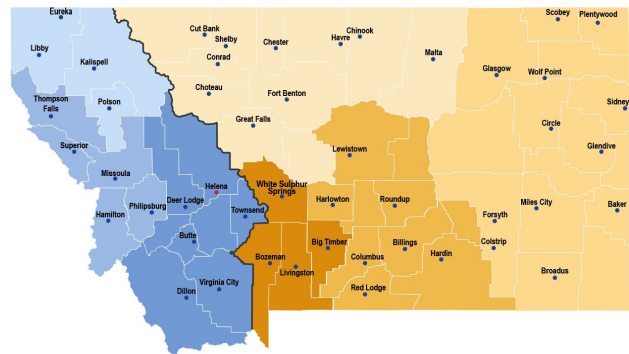 - First trip to Ennis week of May 6th

DRIVER SERVICES CHANGES

March

| Western (8,901) 4.2 mins | Central (8,695) 4.9 mins | Eastern (9,600) 4.4 mins |

April

| Western (13,033) 4.3 mins | Eastern (13,553) 4.7 Min |

BIG 7 SNAPSHOT

Stations (April)	Average Transactions per Day	Average Time per Transaction
East		
Great Falls	54	6.0
Bozeman	69	5.7
Billings	94	6.3
West		
Butte	41	5.7
Helena	46	6.6
Missoula	70	6.9
Kalispell	73	6.5
Overall	**64**	**6.2**

2024 DRIVER SERVICES STATS

Big 7 Exam AVG Days Out	April 2023	April 2024	Variance
Written	54	3	⬇ -94%
Drive	54	3	⬇ -94%
Renewal	49	0	⬇ -100%

Statewide Exam AVG Days Out	April 2023	April 2024	Variance
Written	54	5	⬇ -91%
Drive	54	5	⬇ -91%
Renewal	52	0	⬇ -100%

CDL Skills AVG Days Out	April 2023	April 2024	Variance
Pre-trip/Skills/Road	47	10	⬇ -77%
Skills/Road	47	10	⬇ -77%
Road	46	8	⬇ -83%

2024 DRIVER SERVICES STATS

Customer Surveys	March - April 2023	March – April 2024	Variance
Office Appearance	4.1	4.5	⬆
MVD Staff Appearance	4.3	4.5	⬆
Satisfaction with Wait Time for Appt	4.2	4.6	⬆
Friendliness	4.6	4.7	⬆
Knowledge	4.6	4.7	⬆
Overall	4.4	4.7	⬆

APRIL DRIVER SERVICES STATS

	April '23	April '24	Variance
Total Placards	4,017	3,469	-14%
Driver Records	418	4,367	+ 945%
Citations/Sanctions	11,287	10,642	- 6%
Mail-In	3,821	118	- 97%
Surrenders	3,052	4,531	+ 48%
Total Transactions	23,169	23,127	- %
RDC Phone Calls	12,102	11,382	- 5.9%
Call Center	7,574	6,303	- 17%
Avg Wait Times	9m 15s	2m 36s	- 82%

CARS 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