



**TRANSPORTATION
INTERIM
COMMITTEE**

July 10, 2024


VEHICLE SERVICES UPDATES

Successes

- County partners spent 3 days in demos, and program verification
- CARS Rollout 3 Definition phase completed on June 14th and was a great success
- VSB team continues to keep the project ahead of schedule
- Hired 3 new staff filling all remaining FTE's
- New vendor contracts awarded to help relieve the title and registration bottleneck in county offices
- Began redesign of compliance unit to focus on fraud prevention

Challenges

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



JUNE VEHICLE SERVICES STATS

Transactions Processed	June '23 Total Completed	June '24 Total Completed	Backlog (days out)	Production Volume
Approved Titles	61,210	101,233	--	↑ 39%
Counter Customers	536	553	--	↑ --%
Escrow	3,520	3,565	--	↑ --%
Replacement Titles	2,149	2,007	3	↓ 7%
T&R / Dealer Title Only	1,073	1,421	3	↑ 24%
Add/Release Liens	4,589	4,720	18	↑ 3%
Salvage	317	676	14	↑ 53%
Total Transactions Completed	73,394	114,175	--	↑ 35%



DRIVER SERVICES UPDATES

Fully Launched CARS for Driver Services

- Check-in Kiosk Pilot Program
- Since Go Live
 - 259,000+ transactions
 - 12,100+ NCL Skills Tests
 - 63,300 Online Transactions
- June
 - 33,442 transactions
 - 1,781 NCL Skills Tests
 - Transaction times continue to average between 5 and 7 minutes
 - 8,375 Online Transactions



DRIVER SERVICES UPDATES

- **Commercial Driver Licensing**
 - 4,498+ Skills Tests since CARS release
 - 501 tests done in June 2024
 - CDL unit running efficiently.
 - Model: four testing days, one VIN inspection day
 - CDL Examiners are now able to assist non-CDL customers

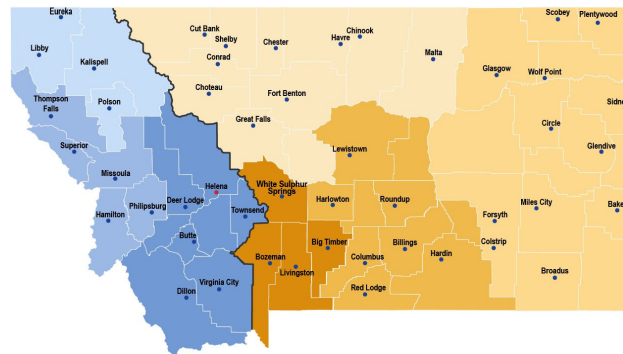
- **Mobile ID Project Kick-off**
 - Definition meetings
 - Vendor meetings
 - Timeline

- **Mobile Unit**
 - Ennis 05.24 – 47 Customers
 - Anaconda 06.24 – 36 Customers
 - West Yellowstone 06.24 – 73 Customers
 - Whitefish 06.24 – 72 Customers
 - Red Lodge – in progress



BIG 7 SNAPSHOT

Stations (June)	Average Transactions per Day	Average Time per Transaction
East		
Great Falls	102	5.7
Bozeman	132	6.0
Billings	205	6.0
West		
Butte	74	5.9
Helena	107	6.4
Missoula	135	6.6
Kalispell	158	5.8
Overall	130	6.6



2024 DRIVER SERVICES STATS

Big 7 Exam AVG Days Out	June 2023	June 2024	Variance
Written	25	2	↓ 92%
Drive	25	2	↓ 92%
Renewal	17	0	↓ 100%
Statewide Exam AVG Days Out	June 2023	June 2024	Variance
Written	43	8	↓ 81%
Drive	43	8	↓ 81%
Renewal	39	5	↓ 87%
CDL Skills AVG Days Out	June 2023	June 2024	Variance
Pre-trip/Skills/Road	28	14	↓ 50%
Skills/Road	24	13	↓ 46%
Road	15	13	↓ 13%



2024 DRIVER SERVICES STATS

Customer Surveys	May - June 2023	May - June 2024	Variance
Office Appearance	4.2	4.5	↑
MVD Staff Appearance	4.3	4.5	↑
Satisfaction with Wait Time for Appt	4.1	4.6	↑
Friendliness	4.6	4.7	↑
Knowledge	4.6	4.7	↑
Overall	4.4	4.6	↑








JUNE DRIVER SERVICES STATS

	June '23	June '24	Variance
Total Placards	3218	3174	1%
Driver Records	480	3670	665%
Citations/Sanctions	12746	8436	34%
Mail-In	1422	140	90%
Surrenders	3270	4422	35%
Total Transactions	21520	20401	5%
RDC Phone Calls	11688	9520	19%
Call Center	7100	5601	21%
Avg Wait Times	10 m 38 s	4 m 05 s	62%



CARS ROLLOUT 3 PROGRESS UPDATE

-  On Time – March 17, 2025 Rollout
-  On Budget
-  Definition Phase is Complete
-  Test Scenario Writing is In Progress
-  138 Business Process Changes for Vehicle



TRAIN-THE-TRAINER APPROACH

- Currently identifying MVD & County Trainers, will start September 16.
- Training modules developed with the assistance of CARS training team.
- Benefits:
 - MVD and County business processes incorporated in training
 - Provides additional opportunities for feedback and learning
 - Built-in expert available in offices during Rollout



MVD PUBLIC SERVICE ANNOUNCEMENT

- Filmed in June at the Helena Exam Station
- Highlighting
 - e-Services
 - Appointment availability
- Airs in August



LOW SPEED VEHICLE REGISTRATION

- § 61-3-301, MCA – Definition
- § 61-3-321, MCA – Registration Fees
- § 61-3-332, MCA – Disability Requirements
- § 61-8-378, MCA – Operating Requirements
- § 61-8-391, MCA – Unlawful Operation
- § 61-9-432, MCA – Low & Medium Speed Equipment



QUESTIONS

