TRANSPORTATION INTERIM COMMITTEE

January 31, 2024

CARS PROJECT OVERVIEW
(CREDENTIALING AND REGISTRATION SYSTEM)

Rollout 1 - Scheduling Module

Start – 7/22	Launched – 10/22

Rollout 2 - Driver Services

Start – 8/22	Launched – 11/23

Rollout 3 - Vehicle Services

Start - 11/23	Launch – 3/25

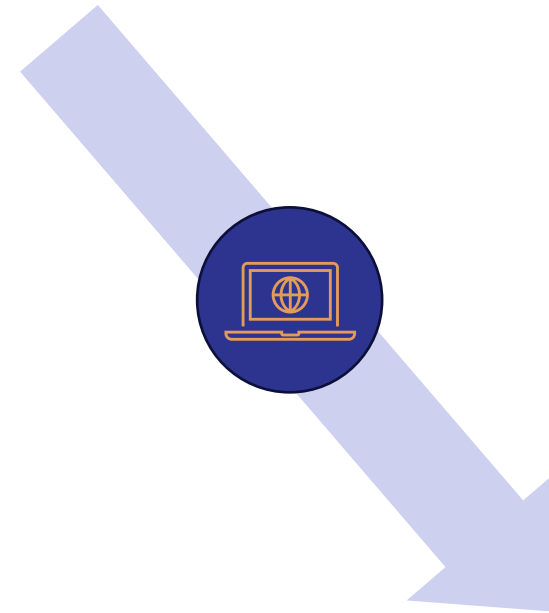# ROLLOUT 2 OUTCOMES

Online Transactions

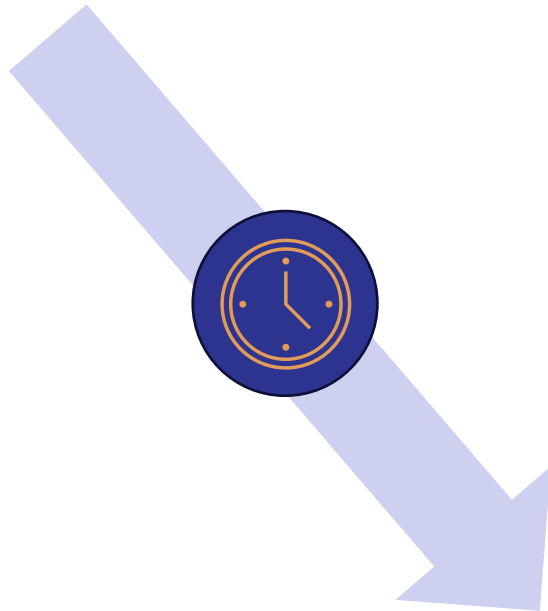- More than 20,000 transactions to date.

- Driver License Renewals

A NEW WAY TO NAVIGATE

MVD

MVDMT.GOV

4-6 weeks

1-2 weeks

CARS

ROLLOUT 2 OUTCOMES

Transaction Times

22-25 mins

< 7 mins

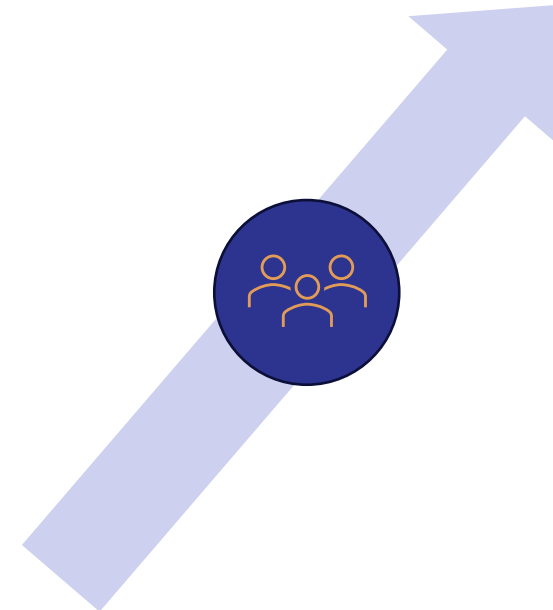Customers per Examiner
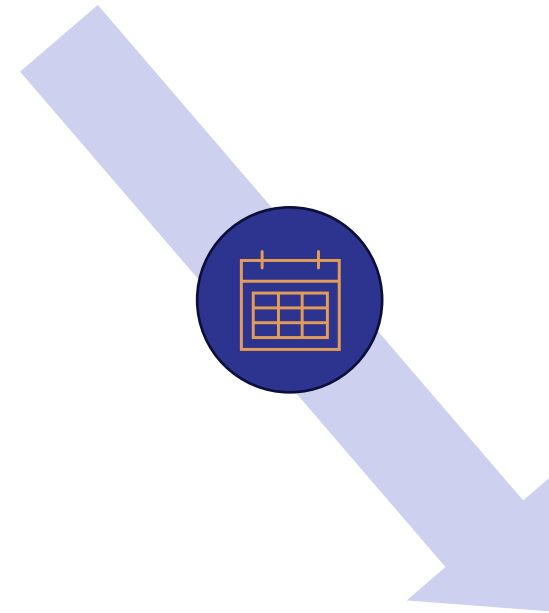
25-30/day

12-15/day

ROLLOUT 2 OUTCOMES

Appointment Availability

- Written Test
- Drive Test
- Renewals
- Unlimited walk-in availability

40+ days

< 7 days

CUSTOMER FEEDBACK

I was very impressed with the entire process. When I first went online to make an appointment, I was anticipating a multi-week wait, and was very surprised to get one the next day. I showed up 10 minutes early, received my # from a very pleasant receptionist, and then my number was called almost immediately. The digital interface was easy to use, and the entire process took less than 10 minutes. You have a great team doing a great job!

I was very impressed with t... made since my l... Very profession...

CUSTOMER FEEDBACK

Fast and e[...]

I was very happy with services provided by MVD Bozeman. I was early for my appointment; the wait time was minimal. The staff were friendly and knowledgeable. The staff competed my transaction in a timely manner. I believe the fees charged were reasonable.

BENEFITS OF IMPLEMENTATION

- Creation of CDL Unit

- Elimination of Temporary Employees

- Happy Staff
  - Improved training
  - Decreased learning curve
  - Less stress

- Monitoring Retention

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

ROLLOUT 3 EXPECTATIONS

More online transactions	Faster title Turnaround	Easier and more consistent training	Improved and simplified processes	Track work in CARS and not spreadsheets and paper

KEYS TO SUCCESS

THE SUPPORT OF THE TRANSPORTATION

COMMITTEE MADE THIS POSSIBLE

Thank you!

QUESTIONS