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VEHICLE SERVICES UPDATES

- Online Services
 - Dealer titling
 - Fleet renewals
 - Title with security interest
- County approval of titles
- Additional Authorized Agents
- Automated junking of vehicles
- Process Updates
 - MV24 – removing correspondence bottleneck
 - MV1 - capturing alternative customer contact info
- Treasurer Convention – CARS Partnership

The CARS logo is a circular emblem with a mountain, sun, and the text "CARS" inside.

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AUGUST VEHICLE SERVICES STATS

| Transactions Processed | Aug '22 | Aug '23 | Backlog (days out) | Backlog Variance |
|------------------------|---------|---------|--------------------|------------------|
| Approved Titles | 52,478 | 71,983 | 0 | 27% |
| Replacement Titles | 1,757 | 2,386 | 0 | 26% |
| Counter Customers | 509 | 719 | 0 | 29% |
| Online Title | 104 | 10,551 | 0 | 99% |
| Add/Release Liens | 5,377 | 8,774 | 0 | 39% |
| Salvage | 669 | 477 | 30 | -33% |
| Escrow | 4,413 | 3,714 | 0 | -16% |



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DRIVER SERVICES UPDATE

- Added CDL Skills Testing to Hamilton
 - Testing started September 7th at Ravalli County Fairgrounds
- Group CDL Knowledge and Skills has been a primary focus for Driver Services this summer.
 - 300 CDL drivers tested through group CDL testing across the state.
- Mobile Unit Deployed
 - Red Lodge, Anaconda, Hamilton, Great Falls, Ennis
 - Serving 400 customers on the road
- ELDT starting November 13th – communicating with stakeholders



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2023 DRIVER SERVICES STATS

| Customer Surveys | Jan – Aug '22 | Jan – Aug '23 | Variance |
|----------------------|---------------|---------------|----------|
| Office Appearance | 3.9 | 4.25 | 9% |
| MVD Staff Appearance | 4.05 | 4.32 | 6% |
| Wait Time for Appt | 3.87 | 4.16 | 7% |
| Friendliness | 4.43 | 4.66 | 5% |
| Knowledge | 4.40 | 4.64 | 5% |
| Overall | 4.13 | 4.45 | 8% |

"Robert was friendly and efficient during the whole process. It was the best experience at the DMV I have had in 15 years. I appreciated it. Being nice and friendly goes a long way.."



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AUGUST DRIVER SERVICES STATS

| Customers Served | Aug '22 YTD | Aug '23 YTD | Variance |
|---------------------------------|-------------|-------------|----------|
| Eastern Region | 52,236 | 47,947 | -8% |
| Central Region | 74,541 | 72,094 | -3% |
| Northern Region | 48,348 | 53,786 | 11% |
| Western Region | 80,811 | 82,040 | 1.5% |
| Total Driver Services Customers | 255,936 | 255,867 | 0% |



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AUGUST DRIVER SERVICES STATS

| | Aug '22 | Aug '23 | Variance |
|-----------------------|-----------|----------|----------|
| Total Placards | 4,237 | 3,882 | -8% |
| Driver Records | 527 | 416 | -21% |
| Citations/Sanctions | 16,271 | 15,331 | -6% |
| Mail-In | 572 | 2,214 | 287% |
| Surrenders | 4,837 | 4,493 | -7% |
| Medical | 475 | 264 | -44% |
| Total Transactions | 29,919 | 26,600 | -11% |
| 2nd floor Phone Calls | 12,264 | 12,229 | -2% |
| Call Center | 7,335 | 5,456 | -25% |
| Avg Wait Times | 20 m 51 s | 9 m 41 s | -55% |



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MVD AUTHORIZED AGENTS

- AAA will be doing REAL ID with CARS launch
- Working on Contract for Big Sky Driving School



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AUGUST AUTHORIZED AGENT STATS

| Authorized Agents | Aug '22 Transactions | Aug '23 Transactions | Variance |
|--|-------------------------|-------------------------|----------|
| Total MVDE Transactions | 11,369 | 14,023 | 21% |
| Total AAA Transactions | 1,829 | 1,572 | -15% |
| Total CDL Testing Agents | 7 | 14 | 78% |
| | | | |
| Total Authorized Agent Transactions | 13,213 | 15,609 | 18% |



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CARS PROJECT OVERVIEW

(CREDENTIALING AND REGISTRATION SYSTEM)

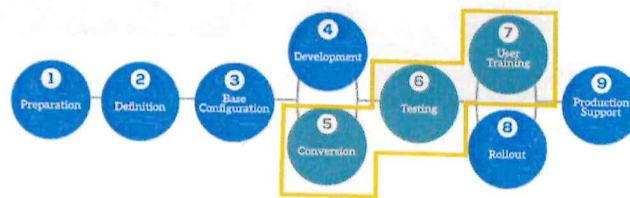
- Project Milestones
 - Scheduling Module
 - Started July 2022
 - Released October 2022
 - Drivers Module
 - Started August 2022
 - Release November 13, 2023
 - Vehicle Module
 - Starts November 2023
 - Release March 17, 2023



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CARS PROJECT UPDATE

- Currently in **Conversion, Testing, & Training** phases
 - Prep for Rollout and Production Support is also occurring
- 60 days until Rollout on **November 13th**



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TRAINING PLAN

Basics

- 8/7 – 9/1
- Fundamental modules
- Knowledge checks



Specifics

- 9/5 – 10/13
- Job specific modules
- Exercises
- Manager Assessments



Application

- 10/16 – 11/3
- Practice Exercises in Staging
- Manager Assessments



Support

- 11/13 – 11/24
- Virtual Support via MS Teams



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CUTOVER WEEKEND PLANS

- **Current** plan (subject to change)

| Date | Action/Tasks |
|---------------------------|--|
| Wednesday, November 8 | <ul style="list-style-type: none"> • Last day of transactions and reconciliation in MERLIN • MERLIN switches to read-only for DSB |
| Thursday, November 9 | <ul style="list-style-type: none"> • Exam Stations closed to the public • CARS Sandbox is open until 5pm • Complete new hardware set up • CARS Conversion and preliminary verification (evening) |
| November 10 – November 12 | <ul style="list-style-type: none"> • Conversion verification (8am November 10) • Connect interfaces |
| Monday, November 13 | <ul style="list-style-type: none"> • CARS Goes Live! |

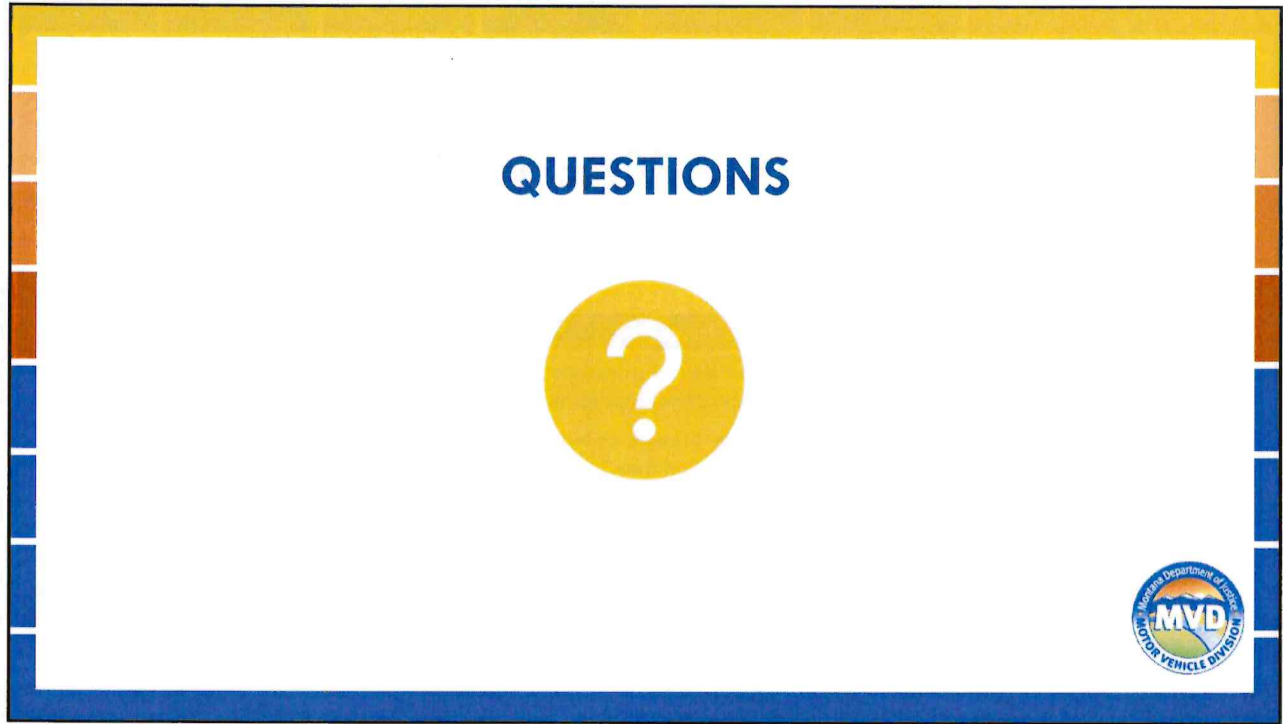


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HARDWARE HIGHLIGHTS



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