

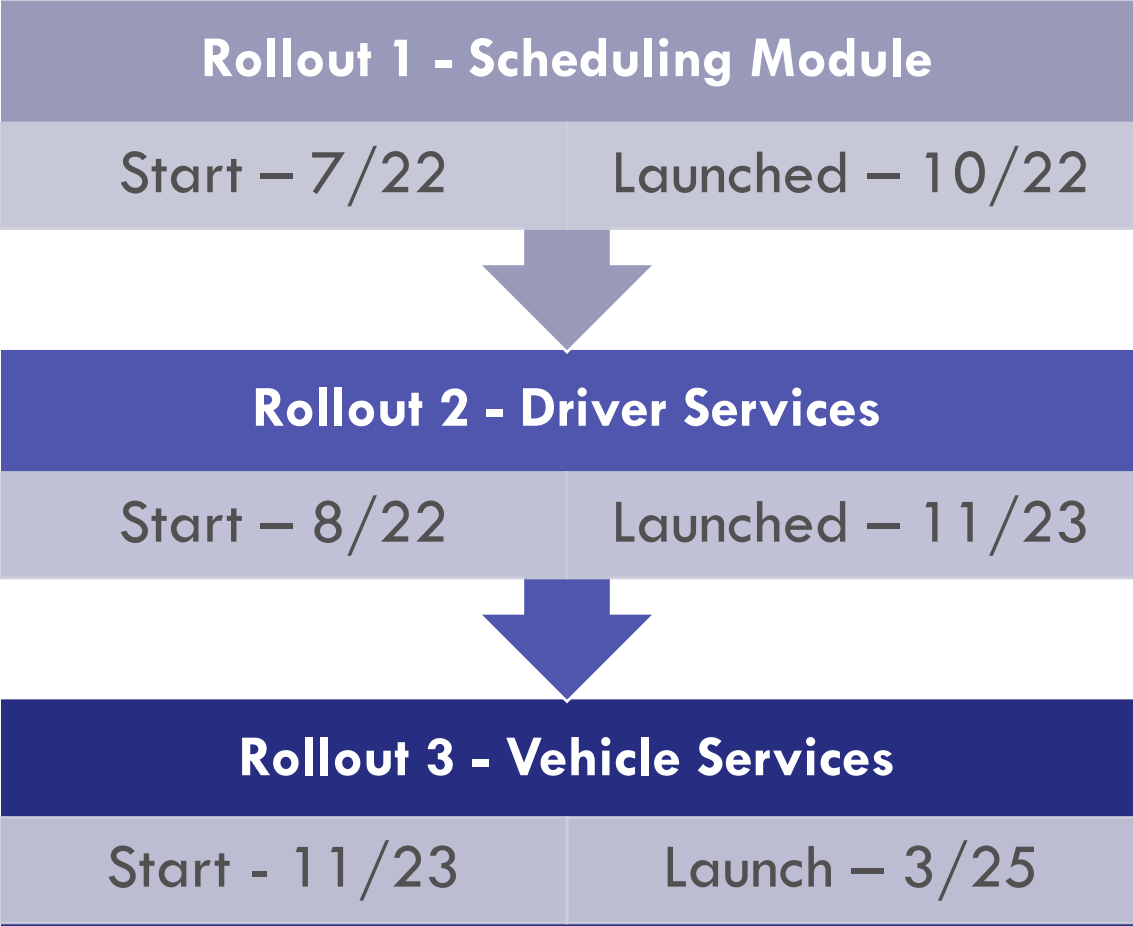


INTERIM BUDGET COMMITTEE

March 13, 2024

CARS PROJECT OVERVIEW

(CREDENTIALING AND REGISTRATION SYSTEM)

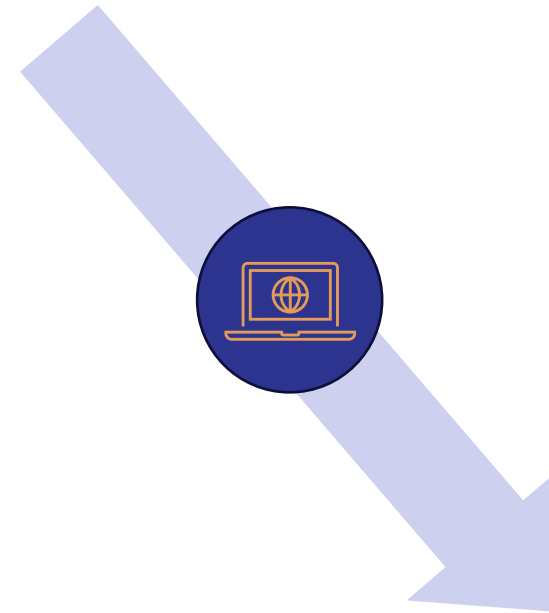


ROLLOUT 2 OUTCOMES

Online Transactions

- More than 25,000 transactions to date.
- Driver License Renewals

4-6 weeks



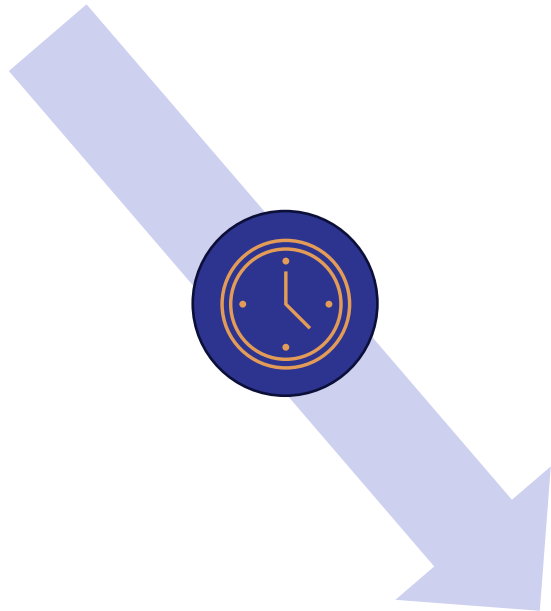
1-2 weeks



ROLLOUT 2 OUTCOMES

Transaction Times

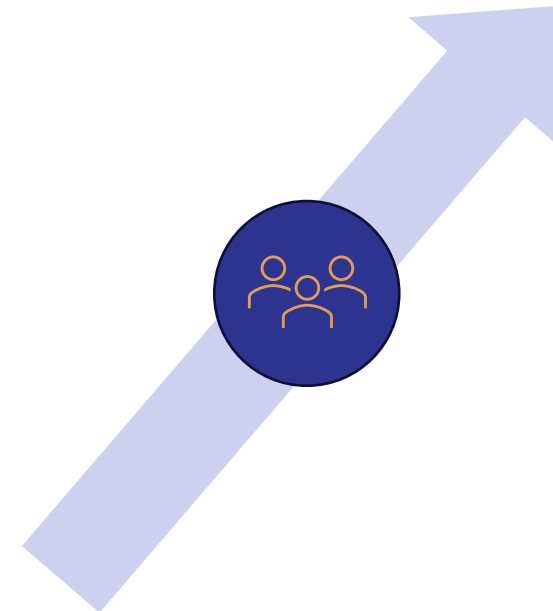
22-25 mins



< 7 mins

Customers per Examiner

25-30/day



12-15/day

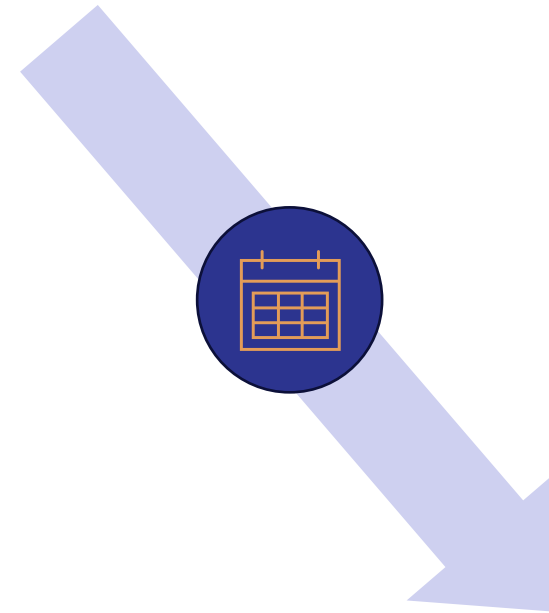


ROLLOUT 2 OUTCOMES

Appointment Availability

- Written Test
- Drive Test
- Renewals – 0 days out

70 days



7 days



CUSTOMER FEEDBACK

I was very impressed with the process made since my last appointment. Very professional.

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!



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 completed 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 Preparation Complete	November 18, 2024	Training for Counties & 3 rd Party Partners
Production Rollout	March 17, 2025	Use CARS in production



ROLLOUT 3 EXPECTATIONS



KEYS TO SUCCESS



County
Involvement



Stakeholder
Communication
and Engagement



Constant
Feedback



Changing Course



QUESTIONS

