

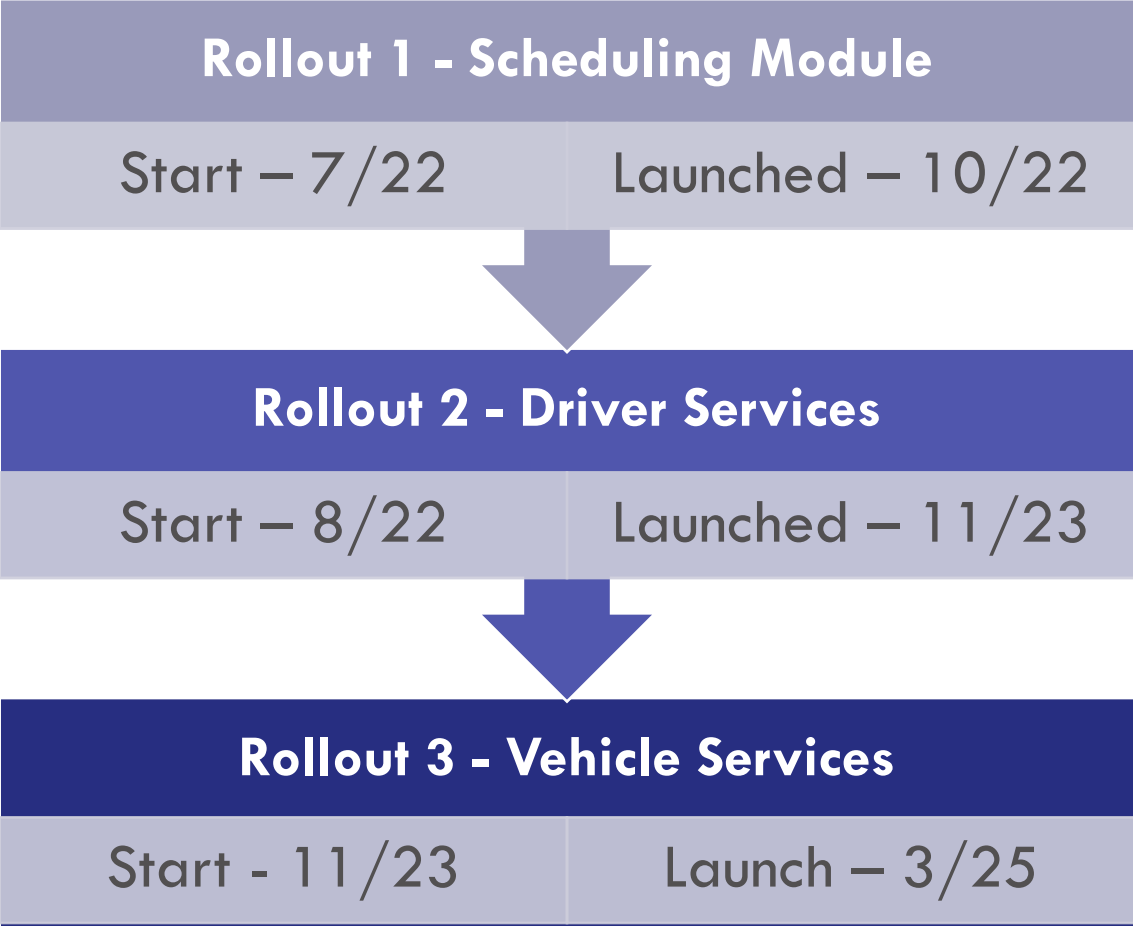


INTERIM BUDGET COMMITTEE

June 20, 2024

CARS PROJECT OVERVIEW

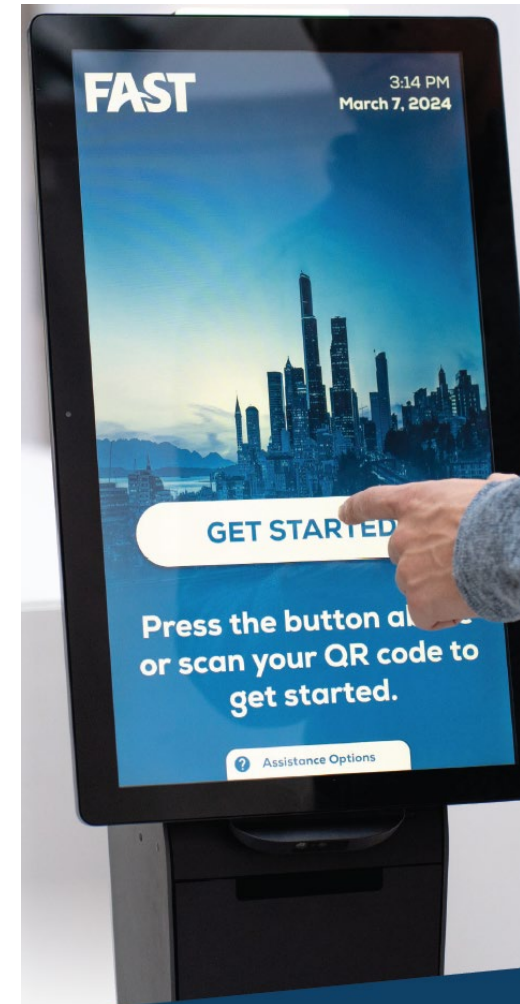
(CREDENTIALING AND REGISTRATION SYSTEM)



UPDATES

Check-in Kiosks

- Pilot Program
- Customer check-in
 - scheduled & walk-in
- Automatically prints queue ticket
- Appointment booking



ROLLOUT 2 CUSTOMER FEEDBACK

Best experience I have ever had at the DMV. I was just stopping by to ask what I needed to do for an address change, and they got me right in.
WOW! Great job

I'm 50. I've been to plenty of DMV appointments. This exceeded all my previous DMV by a wide, positive margin. I was in and out and everything went very, very efficiently.

Well organized, each station has their own camera and eye test system - so efficient, liked the new layout, was a very nice visit.

Many appointments were available at times and dates that I needed. Very short wait time. Very friendly staff. The actual "business" of renewing my license took not much more than five minutes!



ROLLOUT 2 CUSTOMER FEEDBACK

The overall experience was the fastest I've ever gotten in and out at any MVD. I'm very impressed!

By far the best experience I've had renewing or replacing my DL.

Best state government service I have ever received!

Very easy and straightforward to obtain my REAL ID. Staff was great - courteous, helpful and made the appointment a quick and painless process. Excellent work!

15 minutes at DMV? Are you kidding me? You guys do it right! Thank you!



KEY UPCOMING DATES

Milestone	Date	Description
Requirements Deadline	June 14, 2024	Define all processes to be supported in CARS
Testing Start	July 15, 2024	Start testing vehicle and driver scenarios
Training Start	November 18, 2024	Start training <u>all</u> users – 100% virtual
Rollout 3 Launch	March 17, 2025	All vehicle functions in production



POTENTIAL RISKS

- Lack of stakeholder engagement
 - Mitigation: Regular demonstrations and outreach to counties, dealers, and interface partners
- Legacy data issues cause issues in CARS
 - Mitigation: Early review and cleanup of data from MERLIN.
- Resistance to change from current processes
 - Mitigation: Built-in change management activities to gather feedback and enhance communication of CARS benefits.



TRAINING PLAN

Basics



- 11/18/24 – 1/3/25
- Fundamental modules
- Knowledge checks

Specifics



- 1/6/25 – 2/14/25
- Job specific modules
- Module Exercises

Application



- 2/18/25 – 3/7/25
- Practice Exercises in Sandbox

Support



- 3/17/25 – 3/28/25
- Virtual Support



QUESTIONS

