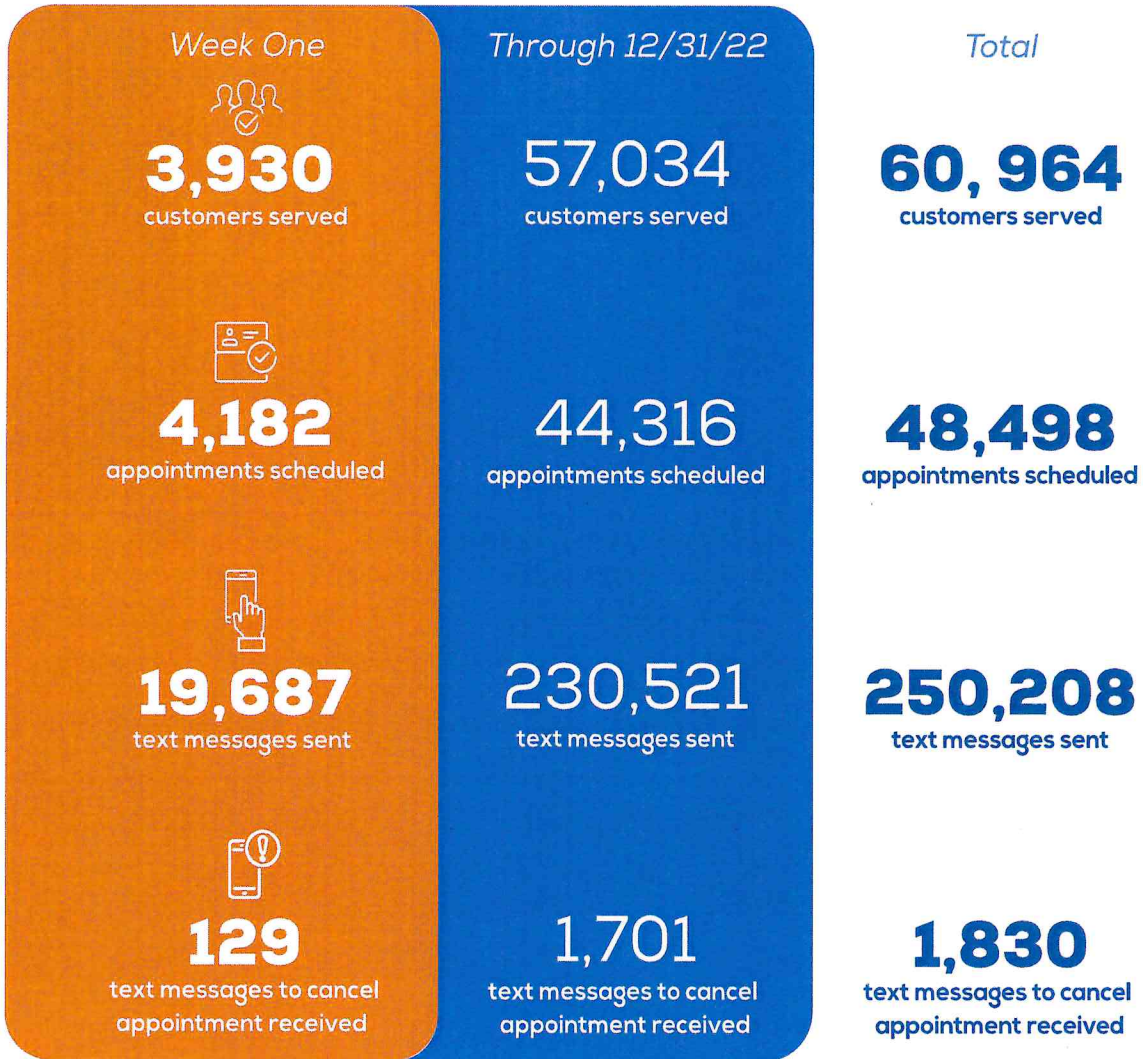




MONTANA DEPARTMENT OF JUSTICE – MOTOR VEHICLE DIVISION  
**ONLINE SCHEDULING SYSTEM**

Launched October 11, 2022



**30%**  
fewer calls to  
customer service



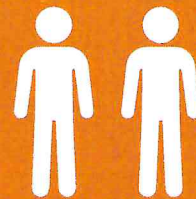
**BEFORE LAUNCH**

**30%**  
average no-shows  
statewide



**AFTER LAUNCH**

**<12%**  
average  
no-shows  
statewide



**2 additional  
customers**

served per staff  
member per day



*Please join us for a  
demonstration of  
the new CARS system*

*Thursday, February 2nd @ 5pm*

*~OR~*

*Friday, February 3rd @ noon*  
*(lunch will be provided)*

*Mike Cooney Conference Room  
Capitol Building, Second Floor*

