



Transportation Interim Committee January 27, 2022



Vehicle Services Updates

- Aluminum Shortage
 - MCE received shipment 12/7/21
 - 3900+ vinyl plates distributed to be replaced
- New Services
 - Vehicle Registration Renewal (VRR)
 - Transactions – 73,885
 - Dealer Title Only (DTO)
 - In test
 - TRP



2021 Vehicle Services Stats

2021	Transactions
Titles Approved	595,685
Replacement Titles	28,783
Counter Customers	5,890
T&R / Dealer Title Only	19,514
Add Liens	17,312
Release Liens	40,627
Salvage	7,869
Escrow	50,501
Email Customers/Business Partners	31,655
Dealer Visits (4.69/5)	37
VIN Inspections (May-Dec)	1,342
Total VSB Transactions	799,215



Driver Services Updates

- Anaconda – Virginia City
- Call Center
 - Call Back Assist – 21% utilization
 - October – 793
 - November – 1003
 - December - 1225
 - Survey – 75% would hire the agent
 - Average Wait Time – 14 minutes
 - Average Calls per Agent – ~90/day
- Exam Stations
 - Extended Hours
 - Days out



2021 Driver Services Stats

Customer Surveys	YTD Nov Score	YTD Jan Score
Office Appearance	3.88	4.04
MVD Staff Appearance	3.94	4.11
Wait Time for Appt	3.74	4.05
Friendliness	4.33	4.47
Knowledge	4.3	4.3
Overall	4	4.51



2021 Driver Services Stats

2021	Issued
Standard Renewals	79,831
CDL Renewals	9,112
Replacements	5,890
T&R / Dealer Title Only	42,729
IDs	15,547
Real IDs	75,258
Mail In/Online Renewals	29,585
Total Licenses Issued	257,952

A close-up portrait of a woman with short, dark hair with grey highlights. She is wearing black-rimmed glasses and a pair of hoop earrings. She is smiling and wearing a dark, ribbed blazer over a green and white patterned top. A thin necklace with a small pendant is visible. The background is a bright room with a painting of flowers on the wall.

MVD New Addition

- **Annalee McCarthy**

"Annalee McCarthy is a communications professional with more than 25 years of experience in public relations, marketing communications, community outreach and technical writing. Annalee's experience spans numerous industries including, semiconductor technology, new homebuilding and senior living. She prides herself on having excellent interpersonal skills and enjoys collaborating with others. Never at a loss for words, she particularly enjoys taking the complex issues and translating them into easily understood messages. Outside of work, Annalee enjoys the amazing summertime recreational activities Montana has to offer - hiking, kayaking and trying to coerce one of her three dogs onto the paddle board with her."



MVD New Addition

- **Kyle Sampson**

“Kyle Sampson has experience in a variety of fields including commercial transportation, infrastructure management, training and development. Kyle relishes researching issues and working with others to solve complex issues. He has worked extensively with both private and Military agencies to facilitate cooperation between local emergency services and the National Guard. Originally from Ireland, Kyle graduated from the University of Stirling in Scotland and emigrated to the U.S. in 2010. He currently serves in the Montana National Guard, flying the UH-60 Blackhawk for A Co 1-189th GSAB. Kyle and his wife Beth have two boys, Isaac and Wyatt, who love everything outdoorsy. When not working he loves hiking, skiing, fishing, and camping.”



MVD Support Projects

- MERLIN maintenance
- Authorized Agents
 - MVD Express Bozeman
 - Driver's education training



2021 Authorized Agent Stats

2021	Transactions
MVDE	
Billings	62,738
Missoula	20,406
Bozeman	568
Total MVDE Transactions	83,712
AAA	
Billings	983
Bozeman	3815
Helena	1207
Kalispell	3601
Missoula	3962
Total AAA Transactions	13,568
CDL Testing Agents	
First Student	37
Helena College	6
Wilson Logistics	92
Total CDL Testing Agents	135
Total Authorized Agent Transactions	97,415



Merlin Replacement

- Project Milestones
 - RFP complete and being posted by SPB
 - Advisory team built to include county representatives
 - **Tentative** submit date – 4/7/22
 - **Tentative** selection date – 4/22/22
 - **Tentative** kick off date – 6/1/22