TRANSPORTATION INTERIM COMMITTEE

July 13, 2023

MONTANA MOTOR VEHICLE DIVISION

LAURIE BAKRI
MVD ADMINISTRATOR

VEHICLE SERVICES UPDATES

Michael Walker
VSB Bureau Chief

- 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 notary requirement
  - MV1 capturing alternative customer contact info

JUNE VEHICLE SERVICES STATS

Transactions Processed	June '22	June '23	Backlog (days out)	Backlog Variance
Approved Titles	54,977	61,210	---	10%
Replacement Titles	2,498	2,463	3	-76%
Counter Customers	533	474	---	-3%
T&R / Dealer Title Only	2,667	2,149	0	-93%
Add/Release Liens	5,546	4,446	4	-99%
Salvage	514	317	9	-76%
Escrow	4,161	3,520	0	-15%

JUNE VEHICLE SERVICES STATS

Transactions	June '22	June '23	Variance
Email Business Partners	4,474	4,625	3%
Dealer Visits	20	31	35%
VIN Inspections	173	164	-5%
Other Compliance Unit Tasks	73	52	-29

DRIVER SERVICES UPDATE

Rebecca Connor
DSB Bureau Chief

- Last fall launched Phase I of CARS.
  - Decreased phone wait times.
  - Improved interface with customer scheduling.
  - Station queuing helps notify customer of wait times.

- Station Real Estate
  - Havre relocated to better office in-town.
  - Relocated Stevensville to Hamilton.
  - Great Falls relocated to improved office space in-town.

- Modernized Commercial Driver Testing
  - June 5 successfully launched new commercial skills testing.
  - Testing if more efficient, smaller testing footprint.

- Mobile Unit
  - 2023 Tour includes: Anaconda, Ennis, Great Falls, Hamilton, Red Lodge, and Billings.

2023 DRIVER SERVICES STATS

Customer Surveys	Jan – May '22	Jan – May '23	Variance
Office Appearance	3.97	4.22	6%
MVD Staff Appearance	4.05	4.30	6%
Wait Time for Appt	3.83	4.22	10%
Friendliness	4.46	4.66	4%
Knowledge	4.44	4.64	4.5%
Overall	**4.19**	**4.47**	**7%**

"First time I have ever been to the DMV and left with a smile on my face. I even said that was a pleasant experience."

JUNE DRIVER SERVICES STATS

Customers Served	June '22 YTD	June '23 YTD	Variance
Eastern Region	38,010	41,682	10%
Central Region	56,307	54,437	-3%
Northern Region	35,850	41,392	15%
Western Region	60,325	60,825	1%
Total Driver Services Customers	190,492	198,336	4%

JUNE DRIVER SERVICES STATS

	June '22	June '23	Variance
Total Placards	3136	3218	3%
Driver Records	772	480	-37%
Citations/Sanctions	16953	12746	-24%
Mail-In	1388	1422	2%
Surrenders	3871	3270	-15%
Medical	793	384	-51%
Total Transactions	26913	21520	-20%
2nd floor Phone Calls	11,340	11688	5%
Call Center	6,702	7,100	6%
Avg Wait Times	15 m 30 s	10 m 38 s	-32%

MVD AUTHORIZED AGENTS

- New 3rd party CDL testers
    - Highlands College
    - Miles College
    - Missoula College
    - Office of Public Instruction
    - MDT

- AAA New Driver's Course

- Alternative Driver Training (Big Sky Driving School)

JUNE AUTHORIZED AGENT STATS

Authorized Agents	June '22 Transactions	June '23 Transactions	Variance
Total MVDE Transactions	10,396	12,893	2,497
Total AAA Transactions	1,713	1,561	152
Total CDL Testing Agents	35	24	11
Total Authorized Agent Transactions	12,144	14,478	2,334

CARS UPDATE
(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

TRAINING TIMELINE

Basics Tier

Specifics Tier

Application Tier

Support Tier

- 8/7 – 9/1

- 9/5 – 10/13

- 10/16 – 11/3

- 11/13 – 11/24

WHAT'S NEXT?

Interface Development Deadline – July 10, 2023
- Developer to developer testing complete, ready for users

Training and Development Freeze – July 17, 2023
- Cease most development in CARS.
- Focus on stability for training – building data and recording.

End-to-End Testing Start – July 31, 2023
- Full production volumes of data and regular processing in staging

Hardware Deployment Deadline – Sept. 1, 2023
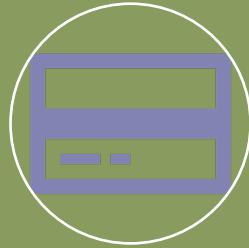- New hardware delivered

HARDWARE HIGHLIGHTS

Mini PC or laptop

Fast Station Camera

Kodak S2070 Scanner

Clover Mini 2

Dell OptiPlex All-in-One

Samsung Galaxy Tab S8+

CARS

WHAT'S NEXT?

Sandbox/Specifics Tier – September 5, 2023
- Non-project users gain access to staging

Rollout 'Dress Rehearsal'/Mock Cutover – Approx. September 28 – October 2, 2023
- Run through all cutover tasks as if it were rollout

Rollout 2 – November 13, 2023!
- Veteran's Day weekend
- Offices closed November 9

Rollout 3 – March 17, 2025
- Vehicle Services

CUTOVER DETAILS

Last Day in MERLIN (DSB) – November 8, 2023
- Mark read-only after end of day
- Shut down most online services

Exam Stations Closed – November 9, 2023
- VSB/Counties expected to remain open.

Extracts/Conversion – November 9-10, 2023
- Get data from MERLIN, run CARS load and conversion.

Verification – November 10, 2023
- Like conversion verification, except in production.

CARS

CUTOVER DETAILS

**Interface Cutover –
November 11-12,
2023**
- Point to CARS from MERLIN

**"Soft launch" –
November 12, 2023**
- Run real transactions in
production

**Offices Open –
November 13, 2023**
- Offices open regular hours
- Appointments reduced first
week

**Support Tier –
November 13-24,
2023**
- "All hands on deck"

QUESTIONS