



# Interim Budget Committee

## September 14, 2022

MVD Operations  
Will Selph, COS  
Laurie Bakri, Administrator MVD

# COVID-Related Challenges

- License Renewal
  - 2020 Executive Order
    - Allowed mail-in renewal (valid for two years)
  - 29,585 mail-in renewals were issued in 2020
  - Two-year renewals are now due
    - Compounds current renewal demands
  - Current status
    - Renewal cards mailed 6 months prior to expiration
    - Appointments are available prior to expiration

# COVID-Related Challenges







- Student Driver Relief Program
  - Increased demand for in-person appointments
  - Required 2 appointments per new driver, instead of 1
  - Current status
    - More school programs available
    - Continue to provide relief as needed

Year	Learner Licenses Issued
2020	130
2021	2396
2022	1366

# COVID Related Challenges

- 90-day extension on new vehicle title and registration requirements
  - Dealers allowed 90-day extension to submit paperwork
- Extended ability to renew online
  - 1-month window expanded to an 11-month window
- Current status
  - Online vehicle renewal is current and working well
  - Title and Registration paperwork 90-day extension is expired
  - Continues to be a backlog of scanning at the county level

# Customer Service Satisfaction

November 2021		May 2022	
Office Appearance	3.8	Office Appearance 	4.3
Staff Appearance	3.9	Staff Appearance 	4.1
Wait Time	3.7	Wait Time 	3.6
Friendliness	4.3	Friendliness 	4.5
Knowledge	4.3	Knowledge 	4.4
Initial Overall Experience	4.0	Initial Overall Experience 	4.3

# Driver Services Successes

- Implemented customer call back system
- Increased Customer Service training
- Applied universal MVD branch office standards
- Piloted a quick-service lane
- Deployed Mobile Unit across the state
- Streamlined Forms
- Improved efficiencies in business standards

# Driver Services – January 2021

- Slow transaction times
  - MVD compared to other states
- Extended wait time for appointments
  - MVD customers wait 5-6 weeks for a license renewal
    - Benchmark for other states is less than 2 weeks
    - Some states are same day or same week

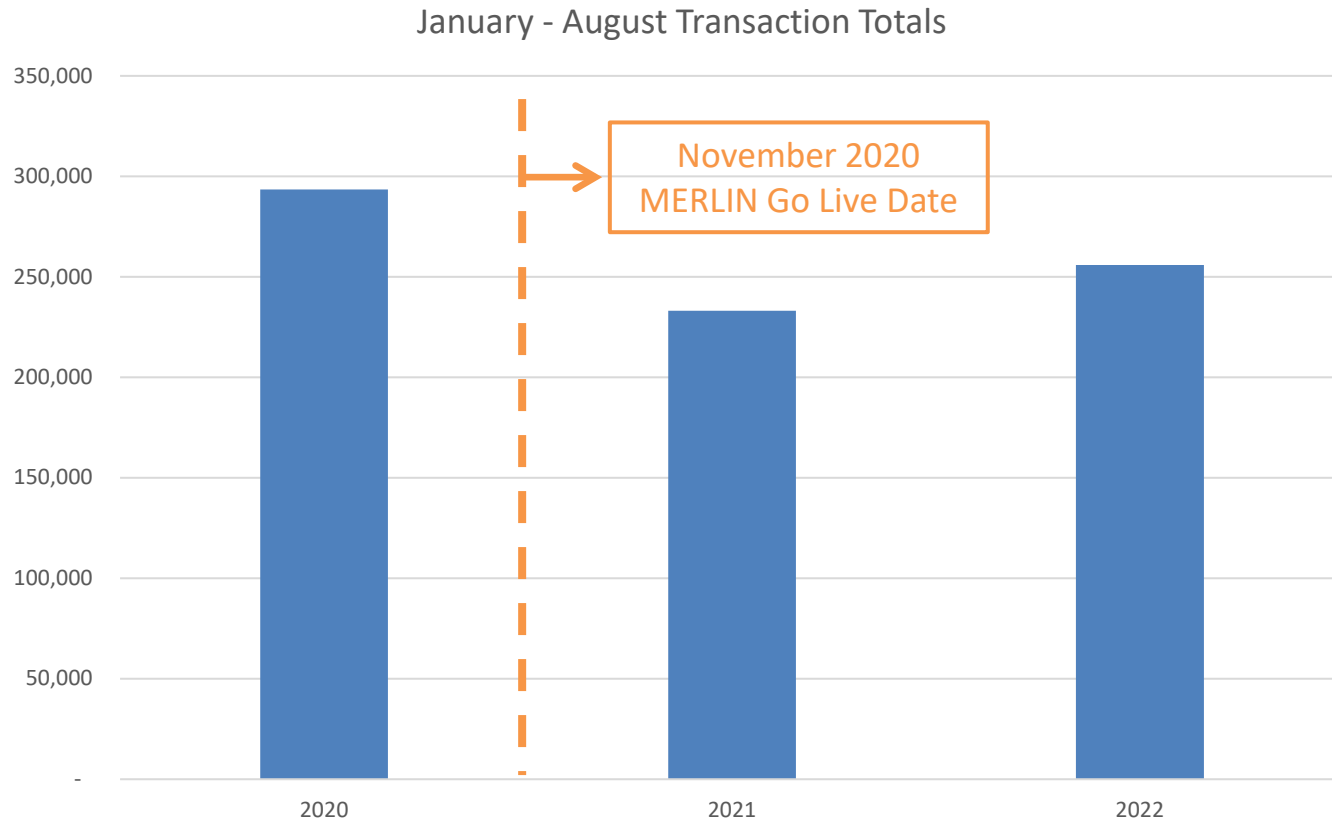
# Driver Services – Transaction Times

Average number of transactions examiners were able to produce in **January 2020** compared to **present day** in MERLIN.

	AVG Transaction Length (minutes)	Transactions per Examiner per Day
j900	15	30
MERLIN 2021	35	13
MERLIN 2022	27	17



# Driver Services – Total Transactions



# Vehicle Services - Registrations

## Registrations for Big 8 Counties

County	2019	2020	2021
Yellowstone	344,996	353,619	367,305
Flathead	329,850	347,938	378,529
Gallatin	253,977	264,929	281,500
Lewis and Clark	197,629	191,536	200,765
Cascade	184,858	189,971	196,540
Silver	83,399	85,904	89,752
Missoula	284,596	287,417	301,704
Ravalli	132,075	139,610	149,542
Lake	90,389	94,327	99,067
All Counties	2,945,929	3,117,253	3,493,397

# Vehicle Services – Transactions

## Large Volume Transactions Completed

VSF Transaction	2019	2020	2021	(Jan-Oct) 2022
Completed	279,000	291,170	607,639	497,257

## Average Transaction Backlog

VSF Transaction	2019	2020	2021	2022
Replacement Title Request	250	250	600	900
Salvage Applications <15	200	200	350	600
Break In Ownership	5	62	300	500

## Title Delivery (weeks)

Product	2019	2020	2021	2022
Title (in weeks)	3	4	6	8

# Vehicle Services – Successes

- Efficiency improvements for MVD customers
  - Expanded flexibility for registration renewal
  - Streamlined processes for decreased transaction times
    - Break-in-ownership
    - Dealer licensing
  - Centralized print, mail, and sort services to gain efficiencies
  - Redesigned customer service windows to increase customer access
  - Increased phone staff from 3 to 5 to decrease customer wait times
- Improved training processes
  - Reevaluated training system to address highest priority needs
  - Streamlined training materials
  - Added staff to support dealer licensing needs

# Vehicle Services – MERLIN Challenges

- Dealer Licensing
  - Difficult workflow, managing dealer inventory orders, correspondence, and historical record access
- Fleet Management (100+ vehicles)
  - Large staff resource allocation, manual data and transaction management
- Transaction Times
  - Increased volume, manual transaction entry, increased wait times
- Approving Titles
  - Manual approval, scanning integration constraints
- Inventory
  - System instability when managing multiple items, daily crashes requiring multiple restarts
- Customer Records
  - System constraints for managing duplicate customer records and inaccurate data

# MERLIN Technology Challenges

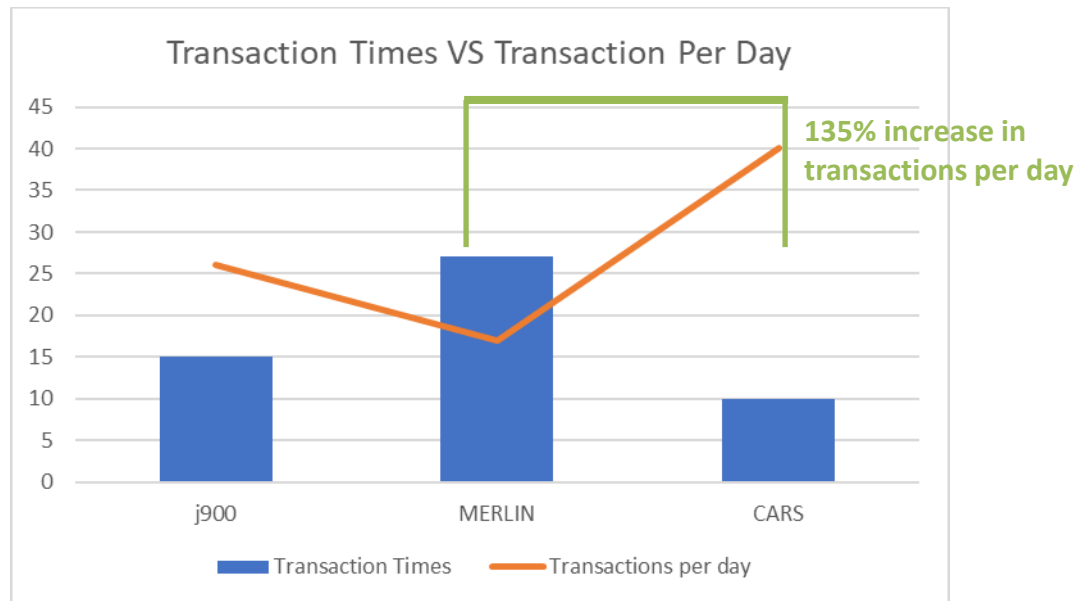
- Requires specialized resources
  - Team of 7 people devoted to supporting MERLIN
- Error resolution is outpaced by new errors
- Security concerns
  - Using outdated C# Winform technology

# MERLIN Cost

- Reported cost of MERLIN \$47M

# Driver Services – Transactions Future

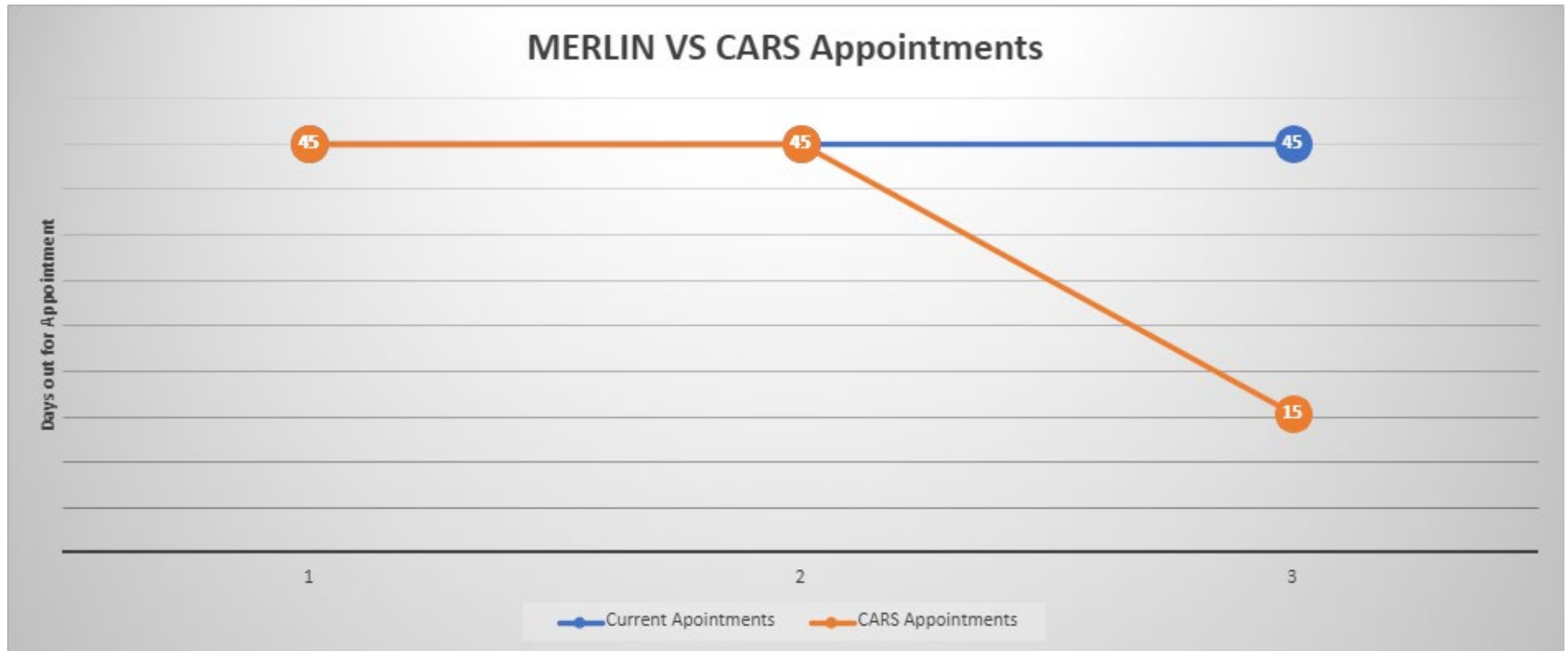
	Transaction Times	Transactions per day
j900	15	26
MERLIN	27	17
CARS	10	40



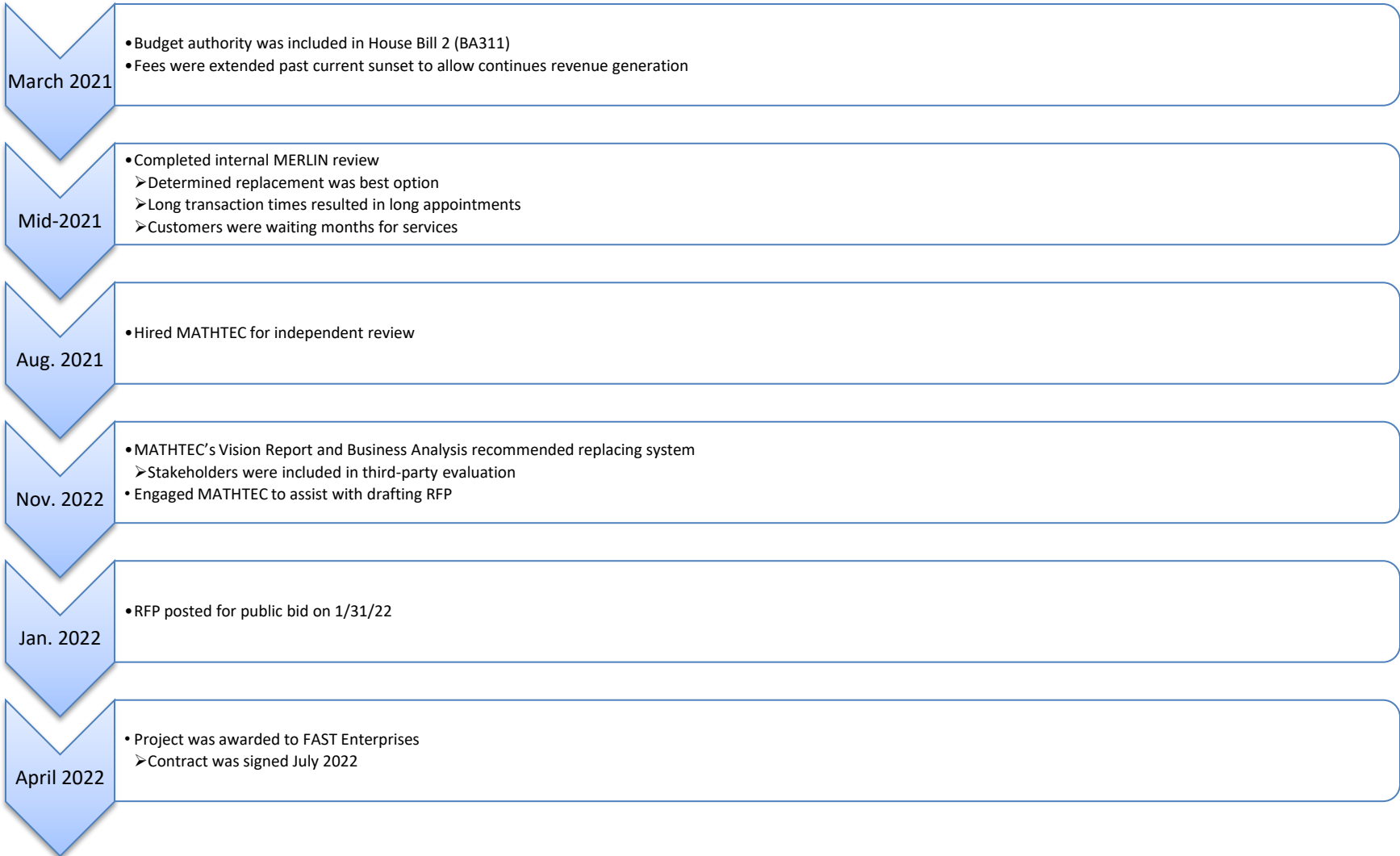


# Driver Services - Impact

Within 3 months wait times for an appointment would be less than 2 weeks



# Moving Forward



# Project Update

## Project Key Dates

Phase/Rollout	Start	Implementation Date	Systems Impacted
Rollout 1 – Scheduling	July 5, 2022	October 11, 2022	ITI/STS Appointment Scheduling
Rollout 2 – Driver Services	August 1, 2022	November 13, 2023	MERLIN – Driver Services
Rollout 3 – Vehicle Services	December 4, 2023	March 17, 2025	MERLIN – Vehicle Services

# Project Timeline

## Rollout 2 Key Milestones

The below table shows key dates as they relate specifically to Rollout 2 for Driver Services.

Milestone	Date	Description
Base Configuration Verification	January 3-13, 2023	Involve MVD users in verifying that configuration of CARS is proceeding as expected, pre-run of procedures for testing
Business Testing Start	March 20, 2023	MVD staff begin testing with made-up data and targeted scenarios
Interface Development Deadline	July 10, 2023	All partners have completed sufficient interface development and setup to permit testing by end users and for End-to-End Testing.
End to End Testing Start	July 31, 2023	MVD users and outside partners test with full production volumes and business processes.

# Project Cost

- CARS Cost \$55M over 10 years
  - Software
  - People
  - Support
  - Hosting
- Beyond 10 years
  - Cost will depend on level of support required