



TRANSPORTATION INTERIM COMMITTEE

JULY 8, 2026



DRIVER SERVICES UPDATES

Citizenship Marker Promo

During the month of July, AG Knudsen & MVD will waive license and identification card fees to encourage Montanans to get the new citizenship marker added to their cards. There is still a lot of availability for the month of July and still time to make an appointment.

Starting July 1st, we had 130,109 credentials with the marker.



Mobile Driver License (mDL)

mDL is available in all major wallets: Apple, Google, and now Samsung



DRIVER SERVICES NUMBERS

Transactions

- Average transaction time: 5.9 minutes
- Total transactions: 15,639

Wait Times

Big 7

Written: 1
Road Test: 1
Renewal: 0

Statewide

Written: 6
Road Test: 4
Renewal: 3



VEHICLE SERVICES UPDATES

Efficiencies of CARS R3 Rollout

- **31% decrease** in individual customers reaching out for assistance.
- **53% decrease** in Montana licensed dealers reaching out for assistance.
- **71% decrease** in phone call wait times.

Business Partner Interface Transactions for May 2026

- **121,000** online dealer **title requests** completed - that did not need staff to manually complete.
- **3,015** lending institutions **lien requests** - that did not need manual entry.



VEHICLE SERVICES – PRODUCTION DATA MAY 2026

**11,070 backend
tasks completed**

- Duties to keep products and services moving.
- Tasks are audit driven to verify information, prevent fraud, correct data, alert customers and business partners, take actions on vehicle records etc.

**11,282 manual
transactions**

- Requests that do not require additional information are completed and shipped to customers in as little as 1 day. Before it may have taken 60 days to complete this same task.
- More complex requests that require in depth knowledge take as little as 14 days to complete. Before it may have taken 60 days to complete this same task.



VEHICLE SERVICES TRANSACTIONS BACKLOG

Transactions Backlog	June 2026	June 2025	Difference
Tier 1-3	848	7,298	-88%
VSF Tier 4	90	5,846	-98%
VSF Tier 5	86	480	-82%
VSF Dealer	20	110	-82%
VSF Sponsor Certification	0	0	-----
VSF Inventory	29	110	-74%
VSF Audit	1,004	3,200	-69%
Total	2,077	20,327	-90%



VEHICLE SERVICES E-SERVICES TRANSACTIONS

E-Service Usage
Trend +9%

Transaction	May 2026	May 2025
Apply for a Disability Placard	23	22
Apply for a Disability Placard (Perm)	9	13
New Plate Request	80	86
Registration Renewal	23,007	20,755
Registration Replacement	368	246
Renew Your Placard	3	2
Replace Your Disability Placard	5	5
Replace Your Disability Placard (perm)	6	9
Tab Replacement	146	159
Title Replacement	582	475
Update Vehicle Mailing Address	539	682
Vehicle History Search	46	44
Total	24,814	22,498



VEHICLE SERVICES STATS

Transactions	May 2025	May 2026	Difference
Title Info	2,349	1,610	-31%
Dealer Info	880	415	-53%
Calls Taken	3,770	3,777	-
Counter Customers	624	569	-9%
Total Customer interactions	7,623	6,371	-16%
Average Wait Time Calls	18.46 Min	5.33 Min	-71%
Title Info Reply Time	7 Days	0 Days	-
Dealer Info Reply Time	4 Days	1 Day	-
Average Transaction Time	2.4 min	2.1 min	-
Completed Transactions	8,950	11,282	-21%
Document Intake Created	5,821	3,578	-39%



SPONSORED SPECIALTY PLATES

Program Overview

Montana has seen tremendous growth in the specialty plate area since the program's 2001 inception.

The program allows 501c3 nonprofit organizations to collect donations with every sale of a specialty plate.

The program has strict requirements and regular recertification processes to ensure funds are prominently spent in Montana and verify nonprofit organizations are still active and in good standing.

The program also allows Montanans to add a little something extra to the look of their vehicles while promoting a cause they believe in.



SPONSORED SPECIALTY PLATES

Program Numbers

- **234** different specialty **plates available**.
- **194,645** specialty plates with **permanent** registration.
- **262,810** specialty plates with **renewable** registration.

Program Growth

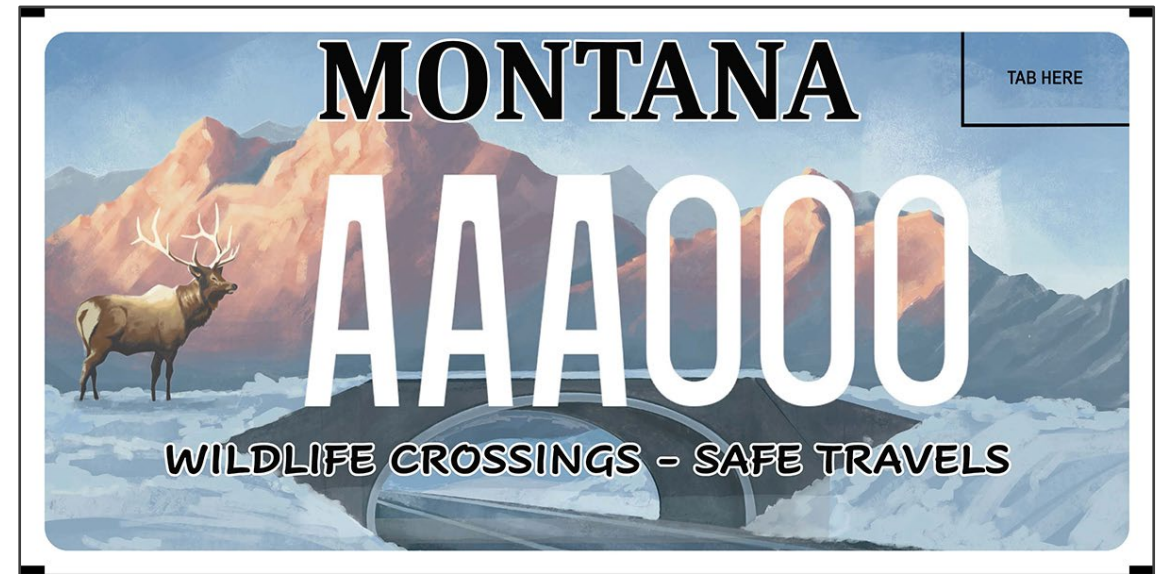
- **2020: 21,693** specialty plates were issued.
- **2025: 106,826** specialty plates were issued.
- **2026: 60,283** specialty plates have been issued as of June 29, 2026.
This is a **35% increase over last year.
- From January 1 to June 29, 2026 - **\$1,598,296** have been collected for nonprofit organizations across Montana.



SPONSORED SPECIALTY PLATES

New Sponsored Specialty Plates available to public on July 1, 2026.

- Glendive Police Association
- Laurel Youth Soccer Club
- Foundation for Wildlife Management
- Montana Chiefs of Police Foundation
- Montana Law and Liberty
- Montana Trucking Association Foundation
- Southeast Montana Area Revitalization Team
- Wildlife Crossings - MT FWP



To view all Sponsored Specialty Plates: mvdmt.gov/license-plate-lookup/type-plate-sponsored



QUESTIONS

