TRANSPORTATION INTERIM COMMITTEE

SEPTEMBER 11, 2026

Presented to TIC 9/11/2026

DRIVER SERVICES UPDATES

Citizenship Marker Promo

Through September 30, 2026, Attorney General Austin Knudsen and MVD will waive license and identification card fees to encourage Montanans to get the new citizenship marker added to their cards.

At the start of the promotion, July 1st, we had 130,109 credentials with the marker.
As of September 3, 2026, we had: 173,509.

New Customer Initiatives

- Vehicle Services transactions will now be offered in exam stations: OOS transfers, replacements and renewals
- We've begun first steps in digital birth certificates and have partnered with AZ.
- Enhanced License: State issued credential that provides proof of identity and US Citizenship when crossing the US Border. Similar to a passport card and can only be used by land or sea. Only available to US Citizens and are Real ID.

Presented to TIC 9/11/2026

DRIVER SERVICES NUMBERS

Transactions

- Average transaction time: 5.9 minutes
- Total transactions: 17,799

Wait Times (days out)

Big 7
Written: 1
Road Test: 0
Renewal: 1

Statewide
Written: 4
Road Test: 3
Renewal: 2

Presented to TIC 9/11/2026

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.

EVTR

- MVD has completed development.
- Waiting on 3rd party Vendor to complete development.
- Go live implementation estimated for November 2026.
- Phase 1 will allow electronic submission of new vehicle purchases.

Presented to TIC 9/11/2026

VEHICLE SERVICES TRANSACTIONS BACKLOG

Transactions Backlog	August 2025	August 2026	Variance
Tier 1-3	4,806	881	-82%
VSB Tier 4	402	226	-44%
VSB Tier 5	281	305	8%
VSB Dealer	31	20	-35%
VSB Sponsor Certification	0	0	–
VSB Inventory	258	15	-94%
VSB Audit	3,100	437	-86%
TOTAL	**8,978**	**1,884**	-79%

Presented to TIC 9/11/2026

VEHICLE SERVICES E-SERVICES TRANSACTIONS

Transaction	AUGUST 2025	AUGUST 2026
Apply for a Disability Placard	25	46
Apply for a Perm Disability Placard	8	4
New Plate Request	632	542
Registration Renewal	100	86
Registration Replacement	23,612	21,772
Renew Placard	270	377
Replace Disability Placard	0	8
Replace Perm Disability Placard	11	7
Tab Replacement	1	6
Title Replacement	127	149
Update Vehicle Mailing Address	576	751
Vehicle History Search	776	817
TOTAL	**71**	**80**

Presented to TIC 9/11/2026

VEHICLE SERVICES STATS

TRANSACTION	AUGUST 2025	AUGUST 2026	VARIANCE
Title Info	1,386	1,850	28%
Dealer Info	938	432	-54%
Calls Taken	3,415	4,123	17%
Counter Customers	569	501	12%
TOTAL	**6,308**	**6,906**	

TRANSACTION	AUGUST 2025	AUGUST 2026	VARIANCE
Average Wait Time Calls	22	5	-77%
Title Info Reply Time	7	0	
Dealer Info Reply Time	5	0	
Average Transaction Time	2.4	2.1	
Completed Transactions	10,915	11,143	2%
Document Intake Created	15,995	14,033	-12%

Presented to TIC 9/11/2026

DRIVING CUSTOMER SERVICE

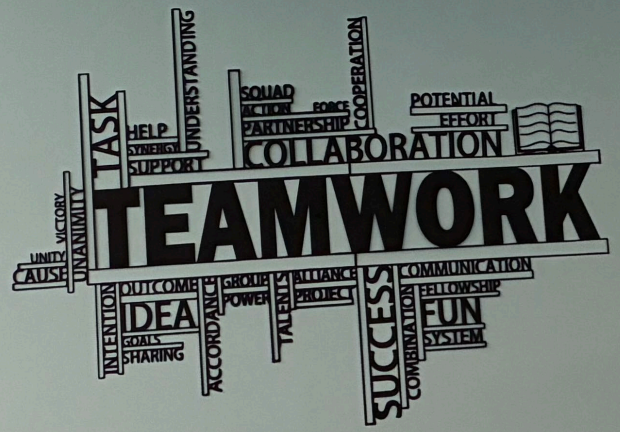
The Bridge

In our effort to improve all our customer touchpoints, MVD is introducing a state-of-the-art professional customer care center where we will strive to answer questions quickly, accurately, and with real solutions. We are happy to introduce **The Bridge.**

"The Bridge" isn't just a new name for our customer service assistants - it's a new philosophy. It represents the vital link we provide between the Montana Department of Justice and the citizens we serve.

Customer service experts from both Vehicle and Driver Services will provide support to customers of MVD. They have attended a rigorous and in-depth 6-week training course created by the Training Specialists within our Operations Bureau.

Presented to TIC 9/11/2026



Presented to TIC 9/11/2026



Presented to TIC 9/11/2026

QUESTIONS



Presented to TIC 9/11/2026