MONTANA

Credentialing And Registration System by Fast Enterprises

Advantages:

- Processing customers 3 to 1 over old system.

- Same and Next day appointments compare to 2 to 3 months out

- Reports showing average CDL Skills testing times

- The new system automatically posts and evaluates 75-80 percent of the convictions and withdrawals received.

Credentialing And Registration System by Fast Enterprises

Training and Roll out:

- System took 2 years for development
  - Including training
  - Modifying it for Montana rules and laws
- Created Training Videos, modules, practice exercises.
- Subject mater experts, production team, and trainers on hand for first three weeks of roll out.
- Between training and access to experts increase in speed and time of transactions on day 1.

Modernized Skills Testing

Advantages:

- Even though we still give Testers 90 mins to complete the test we are seeing an average time of 60.7 minutes per test.

- The in-Vehicle portion of the Vehicle Inspection first, if a person fails the airbrake test, we can end the test.

- Smaller footprint of the skills testing area.

- Going to new system made it easier to transition to the new test.

  - All tests are recorded and available for review in the CARS system.

Modernized Skills Testing

Modernized test switch hiccups:

- Getting the word out

- Any testers that completed the vehicle inspection would have to redo the Vehicle inspection in the new test as you could not combine the 2005 and modernized test.

- Switching over all Testing sites to new footprint.