



E-GOVERNMENT EFFORTS FOR MONTANA

NIC Montana General Manager's Report

1st Quarter 2020

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Executive Summary

Non-Monetary Transactions

of transactions processed in 2020 2,046,036

Monetary Transactions (processed by NIC Montana)

of transactions processed in 2020 2,010,865

Gross amount collected in 2020 (includes agency identified statutory/rule and any add'l fees) \$114,263,702

Total Dollars Processed through all eGovernment Services offered by the State	\$114,263,702
Total Dollars Remitted to the State (statutory/rule fee)	(111,102,285)
Total Net Revenues to Montana Interactive before operating expenses	3,161,417

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	3,480
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	3,157,937
Total Portal Revenue	3,161,417

Payment Processing and Other Operating Costs (2,187,333)

Total Operating Income **974,084**

Total Provision for income taxes (272,124)

Net Income **\$ 701,960**

Other Monetary Transactions (payment info collected by but not processed by NIC Montana)

of transactions processed in 2020 (Business Tax Express) 35,784

Gross amount collected in 2020 (Business Tax Express) \$59,158,978

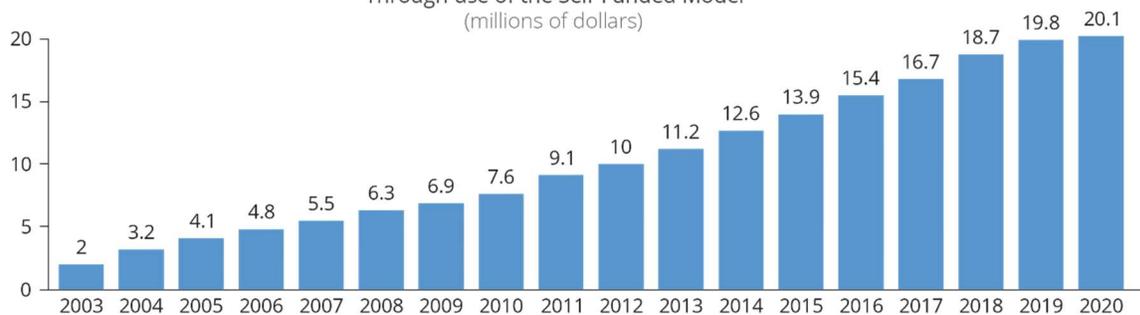
State Costs Avoided (since start of contract in 2001)

Cumulative cost savings to the state \$20,169,594

The “State Costs Avoided” of over \$20.1 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana

Through use of the Self-Funded Model
(millions of dollars)



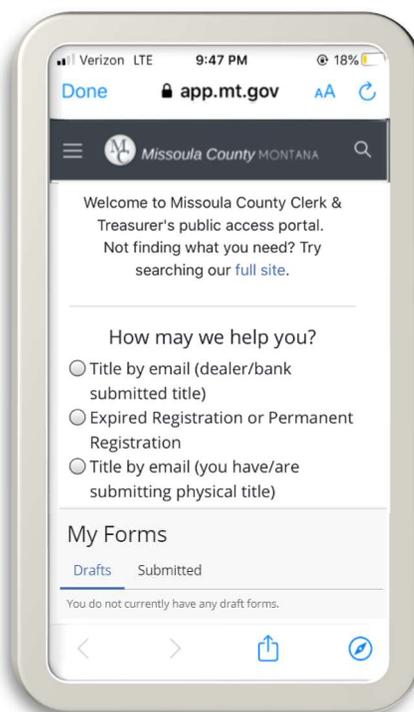
COVID-19 CLOSURES DRIVE ONLINE TRAFFIC: As the coronavirus spread across the United States in Q1, the State of Montana began to take important precautionary measures, including social distancing, to protect its citizens, businesses, and government employees. With most state and local government offices closed to the public, many Montanans – some for the first time – took advantage of the large number of applications available via mt.gov. At no point in history have citizens and businesses been able to perform so many required government duties online. This is illustrated by the unprecedented online mt.gov traffic volume in March, the first month that NIC Montana-partnered applications recorded more than one million visits, compared to 900,000 in March 2019. NIC Montana worked tirelessly in Q1 to support its partners, ensuring continuity of necessary systems to keep government accessible during this crisis so citizens have access to the crucial applications and information they need. The entire NIC Montana team is focused on helping state and local agencies serve citizens and businesses during a time when they need government the most.



DOJ FOCUSES ON MODERNIZING DRIVER APPLICATIONS: The Montana Department Justice (DOJ) Motor Vehicle Division (MVD) and NIC Montana joined forces to update four motor vehicle driver-related applications as part of the DOJ's extensive Driver Modernization project. In Q1, the agency and NIC Montana conducted extensive testing and documented the changes to the Driver History Records (app.mt.gov/dojdrs), Driver Record Search Point to Point, Driver Monitor, and Driver License Renewal applications (app.mt.gov/driverlicense). NIC Montana invested more than 480 hours working on the updates affected by this initiative. The portal also worked closely with Driver Record Search Point to Point and Driver Monitor subscribers to inform them about the upcoming changes. The subscribers were required to develop new processes and procedures to be prepared to consume the driver history information when the updates are deployed in November. MVD and NIC Montana project stakeholders met regularly to keep lines of communication open, while NIC Montana worked closely with the subscribers to ensure that they will be ready to take advantage of these applications this fall.



MISSOULA COUNTY TREASURER HONORED FOR EFFORTS: Missoula County Clerk and Treasurer Tyler Gernant continues to rake in the honors for his role in launching several innovative solutions to help his constituents. NIC Montana learned in March that Gernant, its nominee for the international 2020 Service to the Citizen: Champions of Change Award, won for his efforts to make interacting with his department more efficient and save county funds at the same time. Missoula County partnered with NIC Montana late in 2019 to use the portal's AccessGov platform and Access Idaho's PromptPay application to help citizens register new motor vehicles, order titles, and pay for the transactions – all electronically. The award honors public servants for their leadership and dedication to delivering an outstanding experience to the public. In December, Missoula became the first county in Montana to offer an online motor vehicle titling application, available via desktop or mobile device. In Q1, clerks handled more than 1,600 AccessGov forms and sent approximately 767 bills to citizens using PromptPay, processing nearly \$267,000. The county was able to reduce long waiting lines by replacing the in-person process. Now, when a citizen submits a form, the county sends an invoice via email or text message which allows the citizen to pay online or via a mobile device with a credit or debit card, electronic check or PayPal, reducing the workload of county clerks. "Part of our office culture is to meet our customers where they are at," Gernant said. "While we don't always succeed, we appreciate getting some positive feedback that we are heading in the right direction." To view the ever-expanding Missoula County Clerk and Treasurer AccessGov portal, visit app.mt.gov/accessgov/missoula-clerk-treasurer. Most of the approximately 80 winners are federal, industry, or international employees; only 11 state/local government employees won awards.



Overview of eGovernment Activities

Achieved in 1ST Quarter 2020

47 eGovernment activities were launched and/or addressed in the 1st quarter 2020. This includes 1 Custom Application, 6 AccessGov applications, 22 Over the Counter payment applications, 2 Prompt Pay payment applications, 11 Conference & Training Registration applications, 1 ePass Service Provider integration, and 4 enhancements and additions to existing eGovernment services.

eGovernment Activities – 1st Quarter

Service	Agency	Entity Type	Service Type	Launched
AccessGov - Lewis and Clark County	Lewis and Clark County	County	AccessGov	03/30/2020
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	Prompt Pay	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	AccessGov	03/27/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	Prompt Pay	03/27/2020
Conference - 41st Annual NW Shuttle Conference	Corrections	State	Conferences	03/13/2020
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	OTC	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	OTC	03/11/2020
Vehicle Registration Renewal - Text Update and jQuery Update	Justice	State	Enhancement Request	03/10/2020
AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	AccessGov	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	AccessGov	03/05/2020
AccessGov – Online Marriage License Application - Powder River County	Powder River County	County	AccessGov	03/05/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	Conferences	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	AccessGov	03/05/2020
Conference - Western International Forest Disease Conference	Natural Resources and Conservation	State	Conferences	02/28/2020
ALS- Hunting and Fishing - Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	Enhancement Request	02/26/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging, Butte	Public Health	State	Conferences	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	Conferences	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	Conferences	02/25/2020
Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	Enhancement Request	02/13/2020
Conference - Spring 2020 Career Fair	University of Montana	University	Conferences	02/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	OTC	02/03/2020
Conference - MEDA 2020 Conference	Commerce	State	Conferences	01/31/2020
ePass Service Provider - Senior and Long-Term Care Division (SLTC)	Public Health	State	ePass Service Provider	01/31/2020
Asthma - Retire Service	Public Health	State	Custom Application	01/30/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020

Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Conference - Investigating Sexual Assault	Justice	State	Conferences	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	Conferences	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	Conferences	01/02/2020
Vehicle Registration Renewal - State Park Fee Change	Justice	State	Enhancement Request	01/01/2020

2020 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2020. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by NIC Montana and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements

A customized eGovernment service is a service developed by NIC Montana in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

1 - new Custom eGovernment Services & Major Enhancements launched in the 1st Quarter 2020

1 – Custom eGovernment Services & Major Enhancements launched in 2020

297 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Asthma – Retire Service	Public Health	State	01/30/2020

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

0 – new Payment Processor Integration(s) occurred in the 1st Quarter 2020

0 - Payment Processor Integrations occurred in 2020

47 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
<i>No new Common Checkout Page Integrations in Q1 2020</i>			

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

22 - new OTC Payment Solutions launched in the 1st Quarter 2020

22 – OTC Payment Solutions launched in 2020

143 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	03/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	02/03/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	01/29/2020

Prompt Pay Payment Applications

Prompt Pay allows government employees to send a prepopulated payment link by SMS text message and/or email to citizens, which eliminates over the phone or fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of their customer service clerks.

2 – new Prompt Pay Payment Application(s) launched in the 1st Quarter 2020

2 – Prompt Pay Payment Applications launched in 2020

3 – Prompt Pay Payment Applications have launched throughout our partnership since 2001

* this platform service launched in 2019

Service	Agency	Entity Type	Launched
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	03/30/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	03/27/2020

OnTheGo Pay (OTG Pay) Payment Applications

The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Pay Mobile Payment Application(s) launched in the 1st Quarter 2020

0 – OTG Pay Mobile Payment Applications launched in 2020

5 – OTG Pay Mobile Payment Applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OnTheGo Pay Applications in Q1 2020			

On the Go (OTG) Mobile Payment Applications

OnTheGo Mobile eliminates the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

0 – new OTG Mobile Payment Solution(s) launched in the 1st Quarter 2020

0 – OTG Mobile Payment Solutions launched in 2020

2 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OnTheGo Mobile Applications in Q1 2020			

AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

6 – new AccessGov Solution(s) launched in the 1st Quarter 2020

6 – AccessGov solution launched in 2020

48 – AccessGov Solutions have launched throughout our partnership since 2001

* this platform service launched in 2018

Service	Agency	Entity Type	Launched
AccessGov - Lewis and Clark County	Lewis and Clark County	County	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	03/27/2020
AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	03/05/2020
AccessGov - Online Marriage License Application - Powder River County	Powder River County	County	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	03/05/2020

AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 1st Quarter 2020

0 – AppEngine solutions launched in 2020

20 – AppEngine Solutions have launched throughout our partnership since 2001

* this platform service launched in 2018

Service	Agency	Entity Type	Launched
No new AppEngine Solutions in 2020			

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 1st Quarter 2020

0 – Shopping Cart Solutions launched in 2020

8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2020			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

4 – Enhancements launched in the 1st Quarter 2020

4 – Enhancements have launched in 2020

631 – Enhancements have launched throughout our partnership since 2006*

* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Enhancement Request - Text Update and jQuery Update	Justice	State	03/10/2020
ALS - Hunting and Fishing Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	02/26/2020
Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	02/13/2020
Vehicle Registration Renewal - State Park Fee Change	Justice	State	01/01/2020

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

11 - new Conference and Training Registrations launched in the 1st Quarter 2020

11 – Conference and Training Registrations launched in 2020

849 – Conference and Training Registrations have launched since 2006*

* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - 41st Annual NW Shuttle Conference	Corrections	State	03/13/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	03/05/2020
Conference -Western International Forest Disease Conference	Natural Resources and Conservation	State	02/28/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging - Butte	Public Health	State	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	02/25/2020
Conference - Spring 2020 Career Fair	University of Montana	University	02/11/2020
Conference - MEDA 2020 Conference	Commerce	State	01/31/2020
Conference - Investigating Sexual Assault	Justice	State	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	01/02/2020

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 1st Quarter 2020

0 – new instances of the Mobile Event Agenda application launched in 2020

3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2020			

ePass Montana – the State’s Single Sign-on Solution

ePass Service Providers

ePass Montana is the state’s single sign-on initiative offered by DOA in partnership with NIC Montana. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. NIC Montana provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

1 - new ePass Service Provider was configured in the 1st Quarter 2020

1 – ePass Service Providers were configured in 2020

181 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Senior and Long-Term Care Division	Public Health	State	01/31/2020

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of NIC Montana’s alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and NIC Montana serves as the contract oversight as the agency’s contract is with NIC Montana. The alliance partner serves as a sub-contractor under NIC Montana via the master contract with the state.

No new Alliance Partnership Services launched in the 1st Quarter 2020

0 - Alliance Partnership Services launched in 2020

8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services since 2016			

Other Related eGovernment Activities

Other eGovernment related services offered by NIC Montana include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 1st Quarter 2020

0 – new Other eGovernment Related Activities were performed in 2020

4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

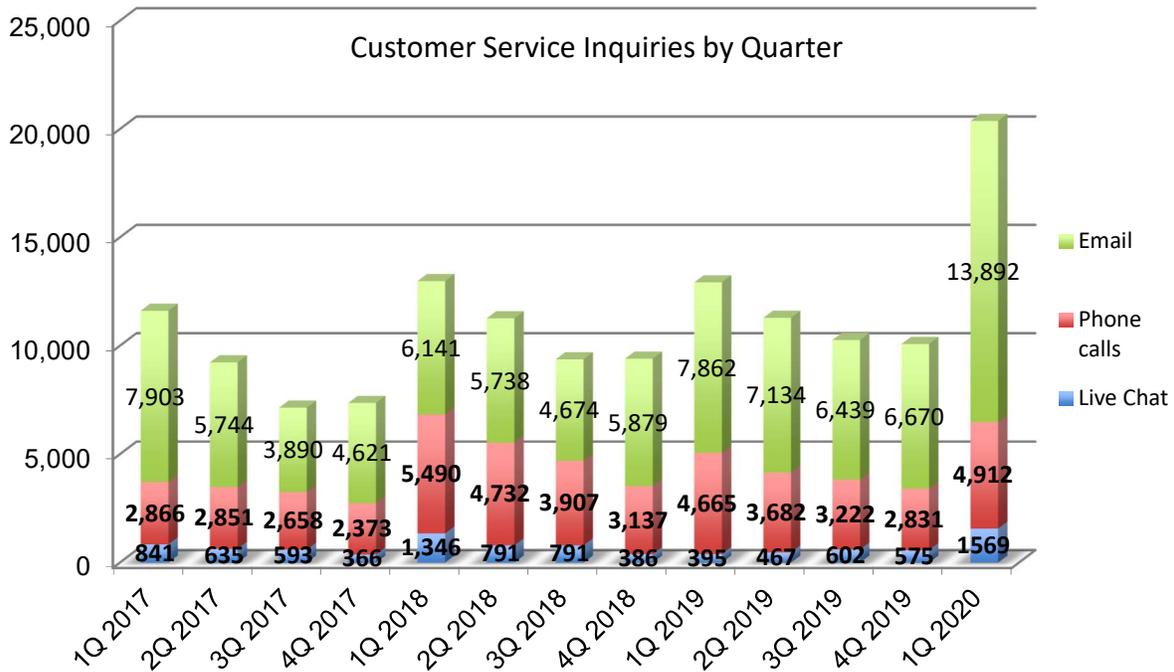
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2019 to date			

SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The NIC Montana Helpdesk handled 20,373 customer inquiries in the 1st Quarter 2020
 A total of 20,373 customer inquiries handled by the NIC Montana Helpdesk in 2020



SERVICE ACCESSES

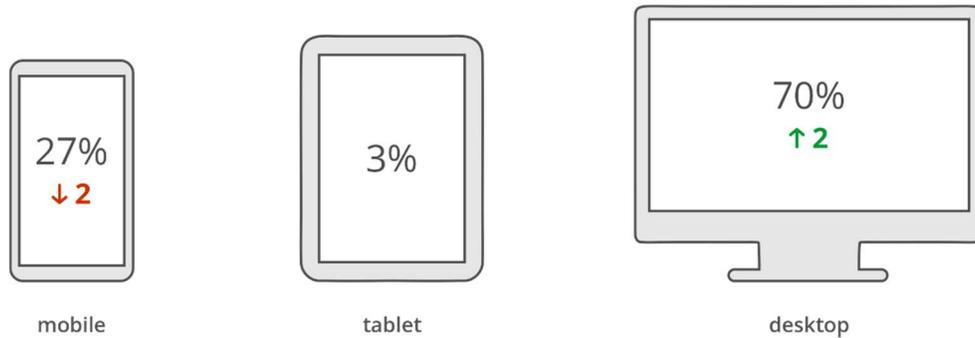
Services with highest visits on app.mt.gov for 2020

Service	Visits	Month	Visits 2019	Visits 2020
ePass Montana	966,857	January	894,591	779,104
Correctional Offender Network	354,801	February	785,209	765,379
Hunting and Fishing Licenses	329,688	March	922,359	1,050,241
Child Support Lookup	164,702	April	860,937	
My Revenue	139,774	May	780,556	
Vehicle Registration Renewal (VRR)	129,204	June	696,370	
Prescription Drug Registry	87,447	July	757,377	
Temporary Registration Permit (TRP)	77,973	August	719,726	
Business Tax Express	41,451	September	636,726	
Burn Permits	31,547	October	684,639	
Made in Montana	27,183	November	574,858	
Online Driver License Renewal	26,255	December	606,626	
		Total	8,919,974	2,594,720

USER SESSIONS

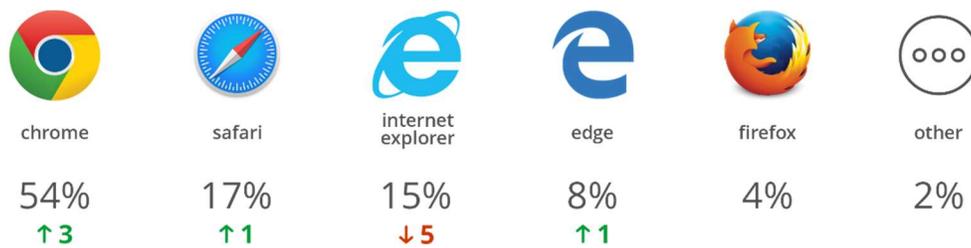
In Q1, there were 2,607,420 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by Montana Interactive.

User sessions by device for Q1 2020



This represents the percentages of the 2,607,420 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q1.

User sessions by browser for Q1 2020



This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,607,420 total user sessions in Q1. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.



IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback. I can be reached at 449-3468 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

Fred Sargeson
General Manager



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