

**Undertaking #6**

MPI to file an update to Appendix 1 for the service centre revenue by line of business, which is Appendix 1 to IBAM Information Request 2-1.

**RESPONSE:**

Please refer to Appendix 1 and Appendix 2.

**Appendix 1:**  
**Figure IBAM 2-1(a) Service Centre Revenue by Line of Business**

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
<b>MPI Arborg Service Centre</b>					
Driver and Vehicle Licensing	21,650	18,909	16,475	20,636	19,305
Extension	(1,104)	(2,334)	(3,292)	1,977	9,664
Basic	28,051	15,984	81,635	81,527	127,556
<b>MPI Beausejour Service Centre</b>					
Driver and Vehicle Licensing	24,945	34,236	38,048	30,012	68,503
Extension	(6,401)	(1,739)	(4,013)	4,118	11,149
Basic	(5,573)	80,643	96,791	163,089	219,476
<b>MPI Bison Drive Service Centre</b>					
Driver and Vehicle Licensing	250,003	317,727	317,407	451,132	563,743
Extension	(63,765)	(20,440)	(52,823)	(51,371)	(23,213)
Basic	856,236	1,396,622	1,287,806	1,248,870	635,972
<b>MPI Brandon Service Centre</b>					
Driver and Vehicle Licensing	251,546	272,475	270,599	314,072	343,179
Extension	12,736	7,839	(36,554)	5,751	21,825
Basic	761,182	866,199	648,065	1,020,977	871,633
<b>MPI Cityplace Service Centre</b>					
Driver and Vehicle Licensing	389,706	492,308	475,197	495,293	502,339
Extension	119,804	140,206	141,014	180,239	187,646
Basic	2,780,061	3,036,883	2,536,386	2,393,076	1,812,773
<b>MPI Dauphin Service Centre</b>					
Driver and Vehicle Licensing	71,326	77,947	78,724	74,471	97,049
Extension	37,465	37,198	31,732	39,418	24,661
Basic	484,342	569,125	605,809	698,767	403,900
<b>MPI Gateway Road Service Centre</b>					
Driver and Vehicle Licensing	306,279	351,796	357,106	425,804	459,343
Extension	(116,563)	(78,098)	(106,581)	(84,162)	(96,012)
Basic	372,662	1,026,982	1,103,093	1,235,758	428,104
<b>MPI King Edward St Service Centre</b>					
Driver and Vehicle Licensing	191,795	264,076	204,304	256,381	408,964
Extension	(85,804)	(59,300)	(62,231)	(106,616)	(90,034)
Basic	1,425,340	2,336,474	2,753,426	2,683,591	1,353,439
<b>MPI Main Street Service Centre</b>					
Driver and Vehicle Licensing	353,880	410,750	485,645	496,208	651,720
Extension	(170,554)	(129,003)	(126,807)	(157,433)	(136,139)
Basic	(821,337)	(591,975)	(167,546)	83,783	(46,970)

**Appendix 1:**  
**Figure IBAM 2-1(a) Service Centre Revenue by Line of Business**

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
<b>MPI Pacific Service Centre</b>					
Driver and Vehicle Licensing	165,845	179,254	193,232	117,842	
Extension	(103,115)	(84,645)	(79,176)	(45,971)	
Basic	(583,721)	(377,805)	(223,231)	110,379	
<b>MPI Pembina Service Centre</b>					
Driver and Vehicle Licensing	159,709	196,429	86,129		
Extension	(28,485)	(8,122)	(9,665)		
Basic	(140,075)	26,640	(57,679)		
<b>MPI Portage La Prairie Service Centre</b>					
Driver and Vehicle Licensing	85,447	136,318	98,604	105,194	150,539
Extension	1,222	(12,648)	(1,309)	7,804	25,311
Basic	150,242	114,186	177,340	287,425	310,928
<b>MPI Selkirk Service Centre</b>					
Driver and Vehicle Licensing	55,838	86,579	97,386	112,963	143,087
Extension	(22,689)	(13,900)	(20,530)	(1,908)	(9,598)
Basic	60,620	143,117	149,957	253,542	232,666
<b>MPI St. Mary's Road Service Centre</b>					
Driver and Vehicle Licensing	203,315	278,838	255,828	270,314	361,380
Extension	(67,422)	(30,870)	(48,700)	(52,146)	(52,823)
Basic	(439,023)	(222,479)	(201,584)	(149,954)	(223,899)
<b>MPI Steinbach Service Centre</b>					
Driver and Vehicle Licensing	65,588	88,720	96,501	138,115	162,582
Extension	(64,085)	(72,303)	(63,166)	(41,510)	(38,190)
Basic	(213,759)	(206,027)	(163,269)	88,144	89,129
<b>MPI Thompson Service Centre</b>					
Driver and Vehicle Licensing	130,999	178,840	165,811	165,403	208,807
Extension	67,913	115,723	142,896	133,459	132,835
Basic	575,030	760,666	852,803	842,496	668,500
<b>MPI Winkler Service Centre</b>					
Driver and Vehicle Licensing	71,888	76,341	100,224	79,215	94,896
Extension	(14,374)	(23,044)	(42,808)	(24,283)	(61,731)
Basic	71,817	76,739	(2,761)	203,750	(58,224)

**Appendix 2:**  
**Figure IBAM 2-1(c) Service Centre Customer Counts by Line of Business**

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
<b>MPI Arborg Service Centre</b>					
Driver and Vehicle Licensing	504	594	701	730	795
Extension	970	972	1,245	1,440	1,279
Basic	629	654	830	959	936
<b>MPI Beausejour Service Centre</b>					
Driver and Vehicle Licensing	1,230	1,469	1,435	1,613	1,751
Extension	1,371	1,614	1,744	1,724	1,867
Basic	859	1,058	1,203	1,254	1,360
<b>MPI Bison Drive Service Centre</b>					
Driver and Vehicle Licensing	10,600	11,465	11,668	14,084	14,817
Extension	9,880	10,251	11,229	13,160	12,721
Basic	5,669	5,984	6,579	7,433	7,158
<b>MPI Brandon Service Centre</b>					
Driver and Vehicle Licensing	7,245	7,633	7,535	7,637	7,981
Extension	6,095	6,805	7,387	7,276	7,421
Basic	4,128	4,608	4,968	4,920	5,043
<b>MPI Cityplace Service Centre</b>					
Driver and Vehicle Licensing	5,619	6,078	6,778	7,983	7,782
Extension	6,532	6,031	6,754	8,104	7,889
Basic	4,051	3,737	3,847	4,210	4,010
<b>MPI Dauphin Service Centre</b>					
Driver and Vehicle Licensing	2,016	1,977	1,857	1,870	1,779
Extension	2,620	2,694	2,906	2,857	2,825
Basic	1,787	2,074	2,185	2,241	2,222
<b>MPI Gateway Road Service Centre</b>					
Driver and Vehicle Licensing	10,183	10,479	10,459	12,384	11,933
Extension	8,283	8,406	8,650	9,194	9,458
Basic	5,499	5,948	6,319	6,456	6,476
<b>MPI King Edward St. Service Centre</b>					
Driver and Vehicle Licensing	4,268	5,188	5,798	6,451	5,866
Extension	5,707	5,628	5,982	7,530	8,368
Basic	5,225	5,354	5,432	6,393	6,633
<b>MPI Main Street Service Centre</b>					
Driver and Vehicle Licensing	10,034	11,163	10,466	12,267	13,036
Extension	10,748	9,875	11,024	12,858	12,717
Basic	5,647	5,154	5,896	7,069	7,236

**Appendix 2:**  
**Figure IBAM 2-1(c) Service Centre Customer Counts by Line of Business**

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
<b>MPI Pacific Service Centre</b>					
Driver and Vehicle Licensing	4,215	4,428	4,439	3,230	
Extension	5,243	5,072	5,074	3,063	
Basic	2,707	2,652	2,686	1,726	
<b>MPI Pembina Service Centre</b>					
Driver and Vehicle Licensing	5,114	5,163	1,891		
Extension	4,835	4,579	1,928		
Basic	2,391	2,321	971		
<b>MPI Portage La Prairie Service Centre</b>					
Driver and Vehicle Licensing	2,659	3,211	3,183	3,303	3,216
Extension	2,135	3,149	3,813	3,725	3,680
Basic	1,552	2,131	2,556	2,526	2,477
<b>MPI Selkirk Service Centre</b>					
Driver and Vehicle Licensing	2,700	2,883	3,126	2,942	2,725
Extension	2,784	3,086	3,162	3,239	3,178
Basic	1,862	2,083	2,211	2,379	2,353
<b>MPI St. Mary's Road Service Centre</b>					
Driver and Vehicle Licensing	7,518	7,337	8,767	9,512	9,482
Extension	6,798	7,057	7,253	8,131	7,381
Basic	3,517	3,650	3,633	4,150	3,700
<b>MPI Steinbach Service Centre</b>					
Driver and Vehicle Licensing	4,049	3,680	3,999	4,397	4,320
Extension	3,651	4,214	4,333	4,106	3,650
Basic	2,689	3,029	3,088	2,927	2,834
<b>MPI Thompson Service Centre</b>					
Driver and Vehicle Licensing	3,597	4,193	4,253	4,282	4,139
Extension	3,983	4,816	5,684	5,929	6,254
Basic	1,965	2,475	2,842	2,814	2,998
<b>MPI Winkler Service Centre</b>					
Driver and Vehicle Licensing	3,569	3,524	3,794	4,059	3,815
Extension	1,848	2,280	2,839	2,194	3,215
Basic	1,692	2,017	2,479	2,321	3,023