Montana State Legislature

Exhibit Number: 4

This exhibit exceeds 10-page maximum; therefore only a small portion of the exhibit is scanned for your research. The original exhibit is on file at the Montana Historical Society and may be viewed there

Montana Historical Society Archives, 225 N. Roberts, Helena, MT 59620-1201; phone (406) 444-4774. For minutes in paper format, please contact the Montana State Law Library, Justice Building, 215 N. Sanders, Helena, MT 59620; (406) 444-3660. Tapes and exhibits are also available at the Historical Society (tapes are retained for five years). Scanning done by: Susie Hamilton

EXHIBIT 4
DATE Feb. 1, 2005
HB 2; Dept. of Justice

Montana Department of Justice

MVD

Motor Vehicle Division

Safety • Efficiency • Dependability

CORRECTIONS AND PUBLIC SAFETY APPROPRIATIONS SUBCOMMITTEE

MOTOR VEHICLE DIVISION BUDGET PRESENTATION PUBLIC TESTIMONY

February 01, 2005

EXHIBIT 4
DATE Feb. 1, 2005
HB 2; Dept. of Justice

Montana Department of Justice

MVD

Motor Vehicle Division

Safety • Efficiency • Dependability

CORRECTIONS AND PUBLIC SAFETY APPROPRIATIONS SUBCOMMITTEE

MOTOR VEHICLE DIVISION BUDGET PRESENTATION PUBLIC TESTIMONY

February 01, 2005

DEPARTMENT OF JUSTICE
MOTOR VEHICLE DIVISION
59th Legislative Session -- 2005

Thank you for the opportunity to visit with you today.

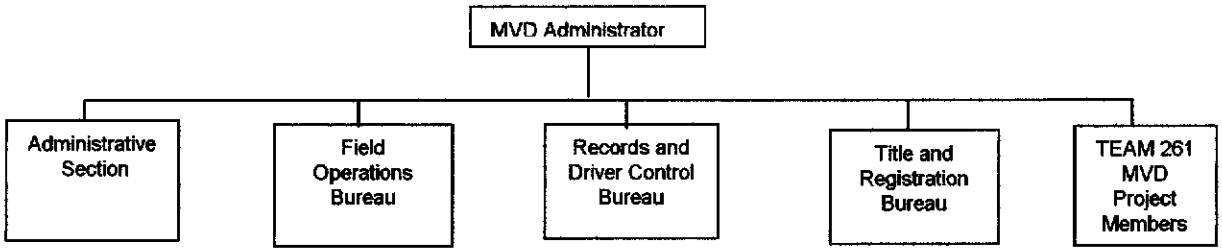
The mission of the Motor Vehicle Division is to pursue and promote efficient, cost effective programs that benefit the interests, safety, and well being of Montana citizens through licensing, registering, and regulating the motoring activities of the public.

Operating under Title 61 of the Montana Codes, the Department of Justice Motor Vehicle Division provides a wide range of services relating to driving in Montana including:

- Examination and licensure of all drivers – basic, commercial, and motorcycle
  - More than 770,300 drivers licensed in Montana
- Driver control, including license withdrawal, driver improvement and administrative sanctions that follow conviction for DUI or other specified offenses
- Titling and registration of all motor vehicles including boats, snowmobiles, ATV's
  - 1.75 million total vehicles titled in Montana
  - 1.3 million vehicles are registered each year
- Creation and maintenance of permanent driver and motor vehicle records
  - More than 3 million transactions are processed each year
  - 4.1 million records are maintained in the driver and motor vehicle data bases
- Motor vehicle theft and fraud prevention through verification of vehicle identification numbers
- Licensure and compliance audit control of motor vehicle dealers and manufacturers conducting business in Montana
- Training in the use of the automated title and registration system for county treasurers, motor vehicle dealers, financial institutions, and insurance companies
- Access for law enforcement to essential information contained in the driver and motor vehicle data bases
- Issuance of secure identification cards
- Motor voter registration services for the public
- Organ donor and traumatic brain injury program registration for the public

In performing these duties, the Division and its 159.50 FTE are organized into three bureaus – the Field Operations Bureau, the Records and Driver Control Bureau, and the Title and Registration Bureau.

DEPARTMENT OF JUSTICE, MOTOR VEHICLE DIVISION



MVD / FIELD OPERATIONS BUREAU

The Field Operations Bureau conducts driver examinations and administers the distribution of basic driver licenses, commercial driver licenses, motorcycle operator licenses. It also issues identification cards. The bureau invests a significant effort in the verification of an individual's identity in compliance with the standards and requirements set forth in federal regulations and the mandates imposed by society. The bureau also provides vehicle identification number (VIN) inspections and investigates special driver licensing problems and motor vehicle titling and registration fraud.

The bureau's mission is to test driver's license applicants, issue and renew driver's licenses and identification cards, inspect vehicle identification numbers and provide investigative services for special driver's licensing problems. The bureau accomplishes this by:

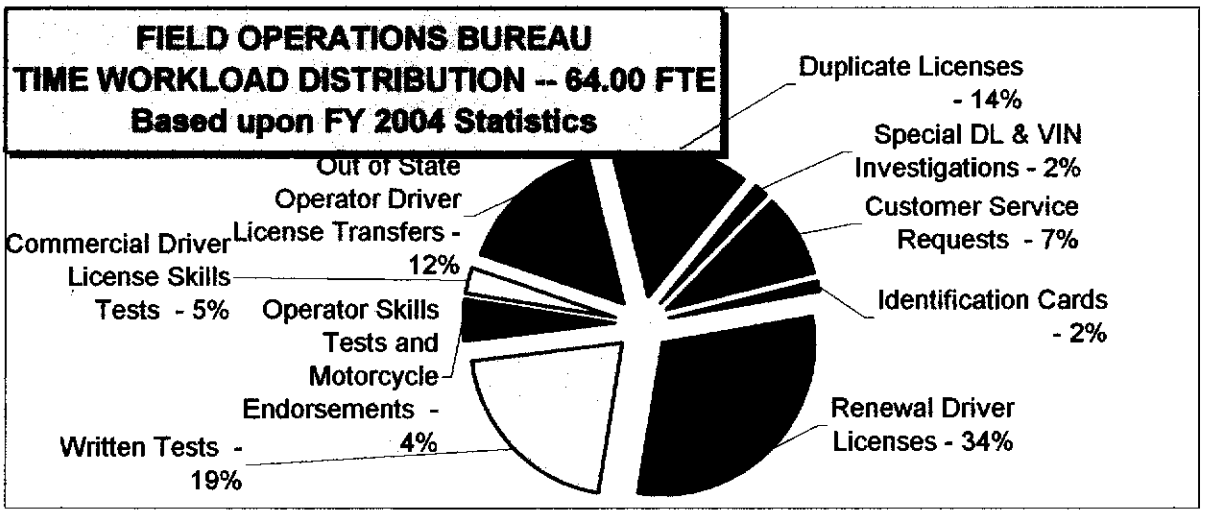
- Conducting driver's licensing tests and issuing new and renewal driver's licenses and identification cards. Investigating and re-testing as necessary in cases where a driver's ability to safely operate a vehicle may have changed (such as, medical condition has changed) .
- Verifying an individual's identity before issuing valid Montana driver licenses and identification cards – documents that the business community and society depend upon as proof of identity. The resources and timesaving made available through efficiencies have been consumed in compliance with the legal requirements to verify an individual's identity and to prevent identify theft for Montana citizens. Those laws require the division to obtain proof of the individual's identify, legal name, and legal residence, and to collect and verify the individual's social security number.
- Providing enhanced services to the public through the Cooperative Driver Training Program, which allows high school driver education instructors to test their students, and the Third Party Testing Program, which allows private

businesses to test their commercial drivers
- Providing training to driver examiners on a continuing basis to cover changes in licensing procedures and laws
- Registering voters and organ donors through the motor voter system
- Providing motor vehicle identification number (VIN) inspections

Each year, the Bureau:

- ✓ Operates 49 driver-licensing offices in 48 counties
  - 21 permanent and 28 travel locations
  - Eight driver licensing offices are open Monday through Friday
  - Employees travel more than 375,000 miles to provide driver-licensing services
- ✓ Issues more than 120,000 new and renewal driver licenses and 31,000 duplicate driver licenses and verifies the identify of the individual for each transaction
- ✓ Administers over 40,000 driver licensing written tests and 600 oral driver license knowledge examinations for special needs customers
- ✓ Conducts more than 18,000 basic operator; 9,800 commercial; and 1,900 motorcycle driving skills tests
- ✓ Transfers over 20,000 out-of-state driver licenses
- ✓ Conducts more than 400 special driver licensing investigations (for medical impairments and other factors affecting safe driving abilities)
- ✓ Licenses more than 12,000 students who participate each year in the cooperative driver training program (CDTP)
- ✓ Issues more than 15,000 secure ID cards
- ✓ Registers more than 20,000 citizens to vote and 72,000 individuals as organ donors
- ✓ Responds to daily walk-in and telephone customer requests for specialized services
- ✓ Updates more than 12,000 driver records to reflect changes in names and addresses

The Field Operations Bureau's workload time distribution chart reflects the current utilization of staff time to complete primary driver licensing services, including identify verification.



MVD / RECORDS AND DRIVER CONTROL BUREAU

The mission of the Records and Driver Control Bureau is to assure that only qualified drivers may legally operate a motor vehicle on Montana roads.

The bureau accomplishes this by:

- Maintaining records of all drivers including records of examination, license issuance or denial, violations, accidents, correspondence, changes of name or address, actions taken against the license or privilege to drive and medical or visual information. More than 10,000 pages of imaged documents are added to driver license files each and every month.
- Exchanging driver record information with other jurisdictions and with federal agencies to ensure that the division licenses only those people who are qualified to operate a motor vehicle in the State of Montana.
- Administering suspensions, revocations, cancellations and reinstatements of driver's licenses and privileges or suspensions of vehicle registrations after convictions for violation of state laws. More than 8,500 convictions are recorded every month.

The Records and Driver Control Bureau acts to reduce traffic accidents and keep Montana drivers and passengers safe.

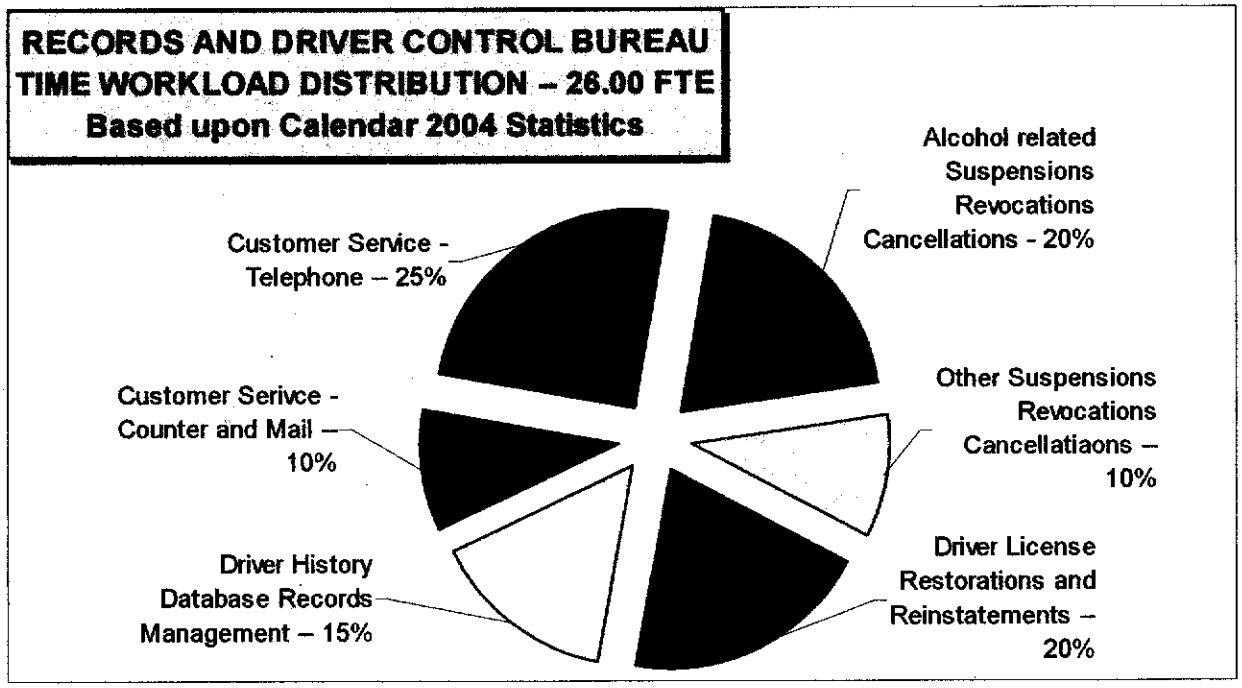
Each year, the Bureau:

- ✓ Maintains more than 1.5 million driver records, tracking all Montana driver records and their driving histories. These records are maintained and shared as a means of addressing the requirements of commerce and the regulatory aspects that support and uphold minimum standards.
- ✓ Suspends, revokes, or cancels over 22,000 driver licenses, including more than 2,400 vehicle registration cancellations for failure to have liability insurance
- ✓ Issues more than 1,800 probationary driver licenses
- ✓ Files in its records more than 400,000 traffic tickets and 190,000 other documents related to driver history files
- ✓ Furnishes more than 400,000 records to authorized agencies and provides more than 10,000 certified driver license records for criminal justice agencies and courts
- ✓ Reinstates the licenses of more than 20,000 drivers whose driving privileges have previously been suspended, revoked, or canceled
- ✓ Collects more than 5,000 driver reinstatement fees

Through business partners, the Bureau provides:

- ✓ On-line driving records – Through DiscoveringMontana.com Montana Interactive (MI) provides more than 17,300 driving records per month to insurance companies, employers and other authorized parties on behalf of the State.. These on-line transactions generate over $830,000/year in general fund revenue to the State. An additional $516,000/year flows back into the Montana economy as a result of the on-line exchange of motor vehicle records through MI.
- ✓ Contracted mailing services – An average of 8,500 renewal notices are mailed

each month to Montana drivers whose driver licenses will expire within 60 days (61-5-111, MCA). By contracting to perform mailing services, the state's cost has dropped from 35 cents plus state employee time per renewal notice to 27.5 cents with labor included per notice. Such a reduction is possible because the vendor has access to technical software and sophisticated mailing resources that reduce the costs for both postage and handling. Additionally, through coordination between the vendor, the US Postal Service and the Division, the volume of notices that are returned to the State due to bad addresses has also been reduced by half.



MVD / TITLE AND REGISTRATION BUREAU

The Title and Registration Bureau's mission is to issue vehicle titles and registrations to protect Montana vehicle owners and lien holders, investigate odometer fraud and vehicle theft, license and regulate motor vehicle dealers and manufacturers, and maintain vehicle-related records.

The bureau:

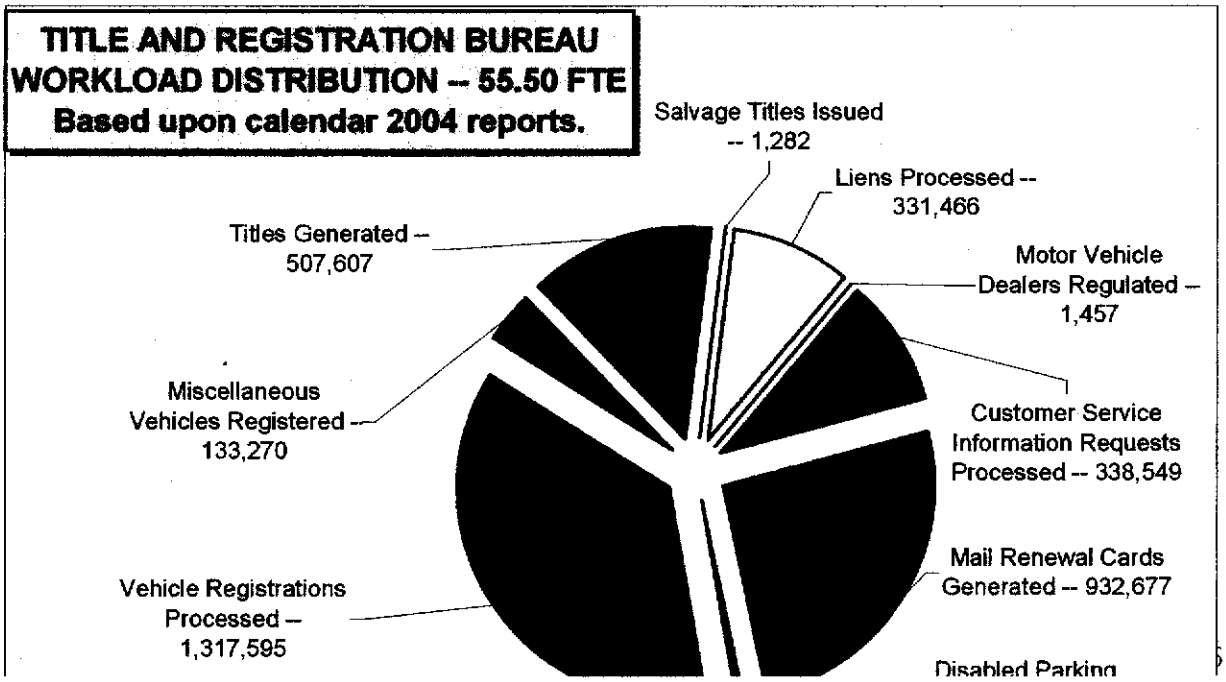
- Issues titles for new and used vehicles, to both individual vehicle owners and licensed motor vehicle dealers
- Licenses and regulates motor vehicle, snowmobile, boat and off-highway vehicle dealers, including investigating complaints and conducting audits of records
- Values all motor vehicles for taxation purposes and sending motor vehicle registration renewal notices to vehicle owners each year
- Complies with laws governing odometer disclosure, inspecting vehicle identification numbers for rebuilt salvage vehicles and vehicles without valid

identification numbers, and assigns vehicle identification numbers to vehicles that are missing them or to homemade vehicles

- Files motor vehicle liens and notices of lien filings
- Provides county treasurers, motor vehicle dealers and financial institutions with materials and training for titling vehicles, filing liens and carries out registration laws
- Provides information and training to local law enforcement agencies and assists with in-depth investigations of motor vehicle fraud, odometer fraud, theft cases and consumer complaints
- Issues parking permits to people with disabilities
- Maintains records of all vehicles titles and registered in Montana

Each year, the Title and Registration Bureau:

- ✓ Maintains more than 2.5 million vehicle records
- ✓ Registers, through a partnership with the county treasurers, more than 980,000 passenger cars, light trucks, trailers and commercial vehicles and more than 75,000 boats, snowmobiles, off-highway vehicles and campers
- ✓ Generates more than 500,000 titles and issues more than 2,800 salvage titles, inspection certificates and junk receipts
- ✓ Files or releases more than 327,000 liens on vehicles
- ✓ Licenses and regulates over 1,450 motor vehicle dealers and manufacturers
- ✓ Responds by telephone and in writing to more than 107,000 requests for information about ownership of vehicles
- ✓ Generates more than 930,000 mail renewal cards
- ✓ Issues and maintains records of more than 17,000 parking permits for people with disabilities
- ✓ Supplies license plates, decals, and motor vehicle forms the county treasurers
- ✓ Maintains the motor vehicle valuation system for county option tax calculations
- ✓ Generates a significant number of reports for other state agencies including the Legislative Fiscal Analysts and the Department of Revenue

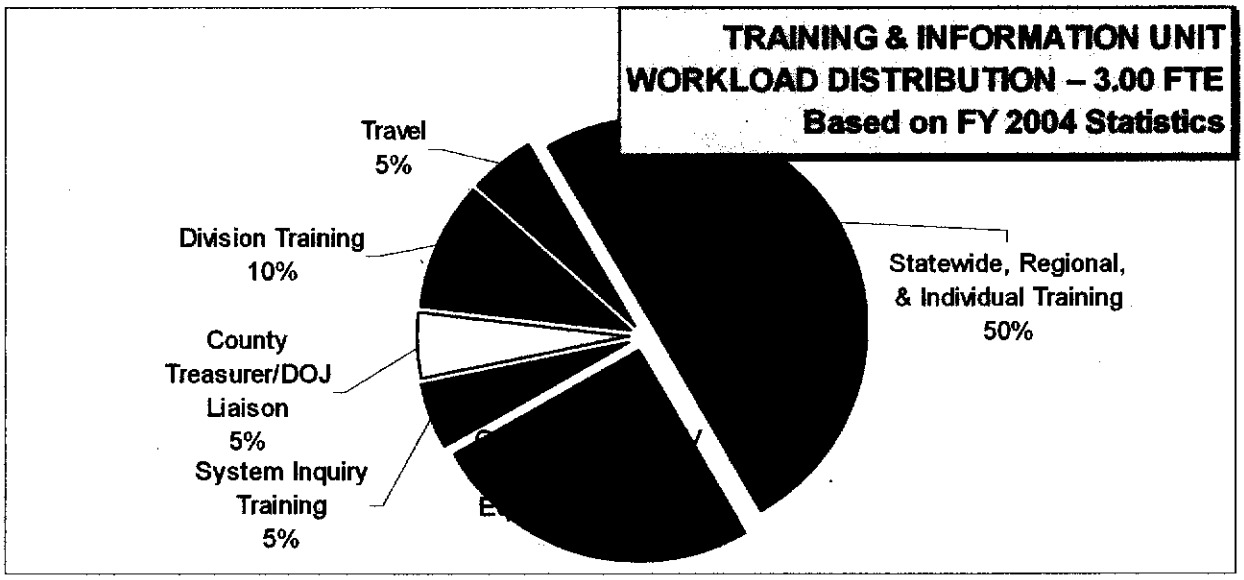


17,000

TITLE AND REGISTRATION BUREAU -- TRAINING UNIT

The Title and Registration Bureau Training Unit, established in 1991 (HB 579):

- Provides an essential connection between the Division, the 56 county treasurers who perform local motor vehicle functions for the motoring public, automobile dealers, financial institutions, insurance companies, other state agencies, and private businesses.
- Recommends system improvements, tests system processes, and develops and presents statewide training in motor vehicle title and registration processes.
- Compiles title, registration, and dealer manuals that help standardize the motor vehicle title and registration processes to benefit the citizens of Montana.

Each year, the Training Unit:

- ✓ Develops and presents more than 70 statewide training programs in titling, registration, and dealer law and procedures for --
  - 56 county training and communications coordinator (TAC) personnel,
  - more than 325 county treasurers and clerical staff,
  - members of the Montana Auto Dealers,
  - more than 290 members of the Montana Independent Auto Dealers Association, Montana Banking Association, credit unions, and
  - more than 2,200 state motor vehicle system users (including the OPI, MDT, DOE, DLI, CIB, IRS, FWP, DOA, DEQ, FRAUD, DPHHS, & DOR)
- ✓ Assists the counties with motor vehicle computer system equipment installation and troubleshooting
- ✓ Consults with the counties on matters of concern including motor vehicle work flow design, remodeling/relocation, equipment system design, identified and investigates possible fraud (with referral of findings to enforcement personnel), and system problems and provides recommendations for resolution of problems.
- ✓ Analyzes county motor vehicle system reports to resolve difficulties.