

Montana courts to MVD - Electronic Disposition Transfer (Montana Enhanced Registration and Licensing Information Network (MERLIN))		Agency/Program #: 4110-12-I1	
		Division: 12-Motor Vehicle Division	
		Program: MERLIN system	
Agency Name:	Department of Justice		
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LFC Contact:	Senator Bales, Senator Gallus		
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Program or Project Description:

Motor Vehicle Division: Montana Courts to Motor Vehicle Division - Electronic Disposition Transfer

Fund Name:	Appropriation, Expenditure and Source				Approp & Expenditure numbers are as of June 30, 2009
	2008		2009		
	Approp.	Expended	Approp.	Expended	
General Fund	144,793	145,293	145,453	147,738	
State Special	96,683	96,863	96,969	98,664	
Federal Funds	364,806	313,339	35,240	0	
Total:	\$606,282	\$555,495	\$277,662	\$246,402	

Legislative Goal(s):

Improve accuracy, efficiency and timeliness of the driver record system

Legislative Performance Measur

1. Name-based conviction recording processes are prone to error, but data compiled from July 2007 through September 2008 for electronic reporting show that an average of 58% of the dispositions received electronically from Montana courts are successful in the initial match rates to motor vehicle records. Work queues for routing non-matching records raise accuracy to more than 98%.
 - a. The ultimate goal is to increase the initial match rate to 80% of dispositions that are received electronically from Montana courts. An increase in the initial match rate on electronic dispositions will allow the Motor Vehicle Division (MVD) to redirect some FTE, who were previously needed for the manual follow-up process, to more critical processes, such as driver licensing and driver records.

2. In all of 2005 the Records and Driver Control Bureau (RDCB) processed approximately 82,000 in-state transactions with nine full-time employees. In FY 2008, the RDCB has processed 140,000 transactions including 111,244 in-state tickets of which 85,714 transactions were processed through the electronic Full Court and E-Disposition system. This increasing workload has been managed by only six full-time employees. Therefore, the RDCB is completing more transactions with less expense to the State.
 - a. The ultimate goal is to maintain minimal expense to the State by redirecting current FTE to more critical functions, such as driver licensing and driver records.

3. The paper-based conviction process took approximately 45 days for a disposition sent by a Montana court to be manually entered into a motor vehicle record. Full Court allows the same process to occur electronically in only 16 days—cutting the timeframe by more than half. This allows the MVD to share crucial motor vehicle record information with other agencies and states, as necessary, in a more timely and efficient manner.
 - a. The ultimate goal is to process dispositions within 10 days, instead of 16 days, beginning from the day of submission by a Montana court. Legislative changes will be required.

2009 Biennium Significant Milestones:

		Completion Dates	
		Target	Actual
1	Initial match rate of 80% of dispositions received electronically from Montana courts	Dec-09	
2	Process an increasing number of convictions with existing staff of 6.00 FTE	Apr-07	Dec-07
3	Process 95% of dispositions within 10 days of receipt	Sep-09	

Agency Performance Report:

To date, the electronic transfer of dispositions has demonstrated success in improving the accuracy, efficiency and timeliness of the driver record system.

During FY 2008, 111,244 conviction dispositions were recorded by the MVD RDCB, Driver History Section; 85,714 of which were electronically transferred (77% of total) and 25,530, by manual means (23%). Monthly average for electronic transfer = 7,142. During FY 2009, 106,499 conviction dispositions were recorded; 70,370 electronically (66%) and 36,129 manually (34%). Monthly average for electronic transfer = 5,864.

The difference between the FY 2008 and FY 2009 disposition levels and electronic transfer percentage may be attributed to (1) a backlog of older convictions being transmitted from a court to the MVD when the court came online in FY 2008, it being the first full year of electronic reporting, and (2) a change in the law that eliminated the requirement for court reporting of certain deferred imposition of sentence convictions.

From deployment of the Full Court system through October 2009, a total of 183,418 conviction dispositions have been recorded electronically, with 12 major courts reporting. The Montana Supreme Court - Office of Court Administration is proceeding with Full Court software upgrades and it is anticipated that all 158 courts will be electronically reporting by fiscal year-end. Although the proportion of electronic to manual reports actually decreased from FY 2008 to FY 2009, the six full-time staff members assigned to RDCB, Driver History Section, successfully managed the increase in manually reported dispositions without backlogs developing. It is the availability and use of electronic disposition transfer that has enabled the MVD to reallocate staff from the RDCB, Driver History Section, that records dispositions, to create a 3 FTE call center necessary to expand appointment scheduling in driver examinations from Helena and the Bozeman area into Billings.

The "Initial Match" rate has increased to 63% and will continue to improve with system refinements for error reporting and driver license scanning. Almost all electronically transmitted dispositions are processed within five days of date of receipt. Some out-of-state processes are longer. Except for driving under the influence (DUI) / blood alcohol content (BAC) convictions, the great majority of convictions are not recorded within ten days of conviction. The underlying legal issue behind this is scheduled to be discussed as part of the Federal Motor Carrier Safety Administration (FMCSA) compliance plan.

One legislative change was implemented in 2009 (Non-CMV Deferred Imposition of Sentence) and other changes are envisioned following the 2009 FMCSA CDL Compliance Review (15 Day Final Finding of Guilt). The final expenditure of allocated federal funds awaits final invoicing and completion of work in-progress.

LFD Narrative:

LFD Assessment: On track

Data Relevance: Yes

Appropriation Status: Provided

Comments/Issues: The goal of an initial match rate of 80% has not been achieved. However, the initial match rate has improved from 58% to 63%. The goal of processing 95% of dispositions within 10 days of receipt has not yet been achieved. However, processing time has decreased since implementation of electronic records transfer and additional improvements in processing time are expected.

Options:

- Change LFD assessment
- Release from reporting
- Determine the date of future reporting

Version	Date	Author
AO-1	12/11/07	Gervais
DC-2	5/16/08	Gervais
DP-3	10/1/08	Gervais
DO-4	11/18/09	Gervais

Change Description
1st Report
June 2008 update, change version to reflect section D
Sept 2008 update
November 2009 update