

Montana Enhanced Registration and Licensing Information Network (MERLIN) – agency to select a segment

Agency/Program #: 4110-12-I1
Division: 12-Motor Vehicle Division
Program: MERLIN system

Agency Name:	Department of Justice	
Agency Contact:	Larry Fasbender	444-9030
LFC Contact:	Representative Hiner, Senators Bales and Schmidt	
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Program or Project Description:

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

Fund Name:	2008		2009		Approp & Expenditure numbers are as of October 31, 2007
	Approp.	Expended	Approp.	Expended	
General Fund					
State Special					
Federal Funds					
Total:	\$0	\$0	\$0	\$0	

Goal(s):

Improve accuracy, efficiency and timeliness of the driver record system

Performance Measures :

- Name-based conviction recording processes are prone to error, but data compiled from July 2007 through October 2007 for electronic reporting show that an average of 60% 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%.
 - 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.
- In all of 2005 the Records and Driver Control Bureau (RDCB) processed approximately 82,000 in-state transactions with nine full-time employees. From January through October 2007, the RDCB has processed 102,245 transactions including more than 40,000 transactions through the electronic Full Court and E-Disposition system; this increased workload was managed by only six full-time employees. Therefore, the RDCB is completing more transactions with less expense to the State.
 - 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.
- 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 Montana Motor Vehicle Division to share crucial motor vehicle record information with other agencies and states, as necessary, in a more timely and efficient manner.
 - The ultimate goal is to process dispositions within 10 days, instead of 16 days, beginning from the day of submission by a Montana court.

2009 Biennium Significant Milestones:

Completion Dates

Target Actual

1		
2		

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Performance Report:

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LFD Narrative:**EXECUTIVE CHANGES:**

- Changes to goals/initiatives: Yes, as expected the goal statement was revised by the agency
- Changes to performance measures: Yes, performance measures provided, previous data indicated these were still in negotiation

LFD ASSESSMENT:

- Goal is measurable within the biennium: Yes, agency has some baseline data available
- Progress toward goal: On-track, information regarding the current status of some measures is included in the description of the performance measures.

APPROPRIATION ISSUES:

- Appropriation/expenditures provided: No
- Other Appropriation Issues: None

OPTIONS REGARDING GOAL/INITIATIVE AND PERFORMANCE MEASURES

- Since the LFC work group has not previously reviewed the performance measures selected with the agency, it may wish to do so at this time and consider whether or not to request additional or different performance measures



Version	Date	Author
AO-1	12/11/07	Gervais

Change Description
1st Report