



Montana County Treasurers' Association

December 2, 2011

Chairman Shockley and members of the Interim Committee on Law and Justice,

We are pleased to have the opportunity to give you an update on the MERLIN situation from the County Treasurers' perspective.

As you are aware, in the initial roll-out of MERLIN, the vendor fell far short of meeting the expectations of both the Treasurers and the Department of Justice. After the initial confusion, DOJ and the Treasurers worked together to create solutions that are working.

In the beginning, DOJ simply needed to respond to each crisis as it occurred. Since that time, we have established a committee of County Treasurers that meet monthly with the Department via conference call. At these calls we discuss problems that the Treasurers are experiencing at the customer level and the proposed DOJ solutions to those problems. This methodology is working very well.

Please know that all of the major operational issues with MERLIN have been addressed and we are now down to simply working out little detail bugs within the program and implementing changes and updates as necessary to comply with new law.

As we mentioned during the legislative session, we are still struggling with the issue of printer reliability. However, DOJ is working with us to find workable solutions.

Overall, we appreciate the legislature's quick response to the problems we faced with MERLIN in 2009. Your involvement encouraged all parties to find solutions to make the new computer program successful.

Merry Christmas,

Ronda Wiggers

Lobbyist for the Montana County Treasurers' Association