



DEPARTMENT OF JUSTICE

ANNUAL PLAN

FY2024



Motor Vehicle Division

Invest in Capable Technology to Improve Customer Experience and Expand Services

MVD is dedicated to reviewing all business processes to discover more streamlined methods of serving our customers and business partners.

We have revised numerous procedures to eliminate inefficiencies and outdated methodologies. These efficiencies will translate to reduced customer calls, email correspondence, and backlog of transactions.

Key Measures

- Reduce emails to Vehicle Services from 300/week to less than 200/week within six months
- Reduce average transaction times from 27 minutes (MERLIN) to 10 minutes (CARS)
- Increase transactions per day from 15/day (MERLIN) to 30/day (CARS) within the first 6 months of launch
- Reduce wait time for appointment times from 45 days to 15 days or less (within the first 3 months of launch)
- Reduce audit error findings from average of 19% to less than 6% (within the first 6 months of launch)



Forensic Science Division

Enhancing Efficiency to Support Law Enforcement and Strong Investigative Outcomes

The Forensic Science Division is committed to advancing forensic science processes to provide accurate and timely results to support law enforcement and assist in investigative outcomes.

Our focus is on continuous improvement, innovation, and adherence to accreditation requirements for the benefit of law enforcement agencies and the community.

Key Measures

- Achieve a 90% success rate in delivering forensic results within 90-120 days from the time of request.
- Deliver 90% of Medical Examiner's Office (MEO) reports within 90 days of autopsy performed.
- Embrace innovative technologies that align with industry best practices to enhance overall service delivery, monitoring impact of technology adoption on efficiency and accuracy in forensic analyses.



Montana
Highway
Patrol

Enhancing Efficiency to Support Law Enforcement and Strong Investigative Outcomes

The Montana Highway Patrol is dedicated to maintaining public safety and trooper safety through continuous improvement of our law enforcement tools.

Enhancing the Patrol's training capabilities will provide additional opportunities for interagency relationship building to support our shared goal of keeping the public safe.

Key Measures

- Replace all obsolete in-car video cameras with modern, up-to-date models and add body worn cameras, executing the replacement plan with a seamless transition to the new video camera devices.
- Utilize available space at Highway Patrol HQ to construct a K-9 training area to serve as a functional and safe space with obstacles and devices suitable for effective training for law enforcement agencies.
- Upgrade classroom and lodging facilities at Highway Patrol HQ to improve technology use and overall function, creating training opportunities for MHP and other law enforcement officers.