

<b>Montana Enhanced Registration and Licensing Information Network (MERLIN) – agency to select a segment</b>	<b>Agency/Program #: 4110-12-I1</b>	
	<b>Division:</b>	<b>12-Motor Vehicle Division</b>
	<b>Program:</b>	<b>MERLIN system</b>
<b>Agency Name:</b>	Department of Justice	
<b>Agency Contact:</b>	Larry Fasbender	444-9030
<b>LFC Contact:</b>	Representative Hiner, Senators Bales and Schmidt	
<b>LFD Liaison:</b>	Pat Gervais	444-1795
<b>OBPP Liaison:</b>	Brent Doig	444-4118

**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 April 15, 2008
	2008		2009		
	Approp.	Expended	Approp.	Expended	
General Fund	144,793	100,803	145,453	0	
State Special	96,683	67,212	96,969	0	
Federal Funds	364,806	269,709	35,240	0	
<b>Total:</b>	<b>\$606,282</b>	<b>\$437,724</b>	<b>\$277,662</b>	<b>\$0</b>	

**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 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%.
  - 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. 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.
  - 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 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.
  - 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.

	<b>2009 Biennium Significant Milestones:</b>	Completion Dates	
		<b>Target</b>	<b>Actual</b>
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:**

\*\*Conviction reporting for offenses regulating the operation of motor vehicles on highways is an important public safety process in Montana. The compilation of individual Montana driver records (including traffic convictions reported for the person – MCA 61-11-102) essential to promote highway safety and commerce.

\*\*On a routine basis, electronic transmission of conviction information (dispositions) between Montana Courts and the Motor Vehicle Division commenced in April 2007. System development and implementation is complete for the Justice Court Reporting System. Standardized operations are in the process of being finalized. From July 2007 to April 2008 (FY08), there have been 58,988 disposition records successfully applied electronically to individual Montana driver records.

\*\*According to the Montana Supreme Court Office of Court Administration, there are 158 Courts of Limited Jurisdiction in Montana. There are only 15 courts transmitting dispositions electronically. The original goal was to have all Montana Courts reporting electronically during 2008. Limited resources at both the state and local level have slowed down this process.

\*\*Since January 2008 approximately 6,000 dispositions are being transferred to the Motor Vehicle Division each month. This represents an increase. It appears that Montana Courts reporting electronically are transmitting approximately 15 – 20% more dispositions than those Courts who still report dispositions on paper.

\*\*An "initial match rate" of 59.25% has been sustained throughout the first year of the electronic disposition transfer project. But this match rate is lower than the 80% match that was anticipated. In spite of error reporting processes that are built-in to the electronic system, the initial match rate does not appear to be improving. The percentage of mismatched records may be attributed to the challenges faced by individual organizations that operate within separate and distinct name-based records keeping systems.

\*\*Identifying data is collected by law enforcement during the issuance of a citation. This information is subsequently processed and transferred by the Court to the Motor Vehicle Division. A person-based record that is initially created at the time of a traffic arrest may be incomplete or accurate.

**Other Performance Shortfalls:**

- Significant backlogs have been encountered for out-of-state convictions that are reported on paper.
- Those state and local agencies that are involved in the electronic data transfer process are increasingly interdependent.
- All of the agencies that are involved in electronic reporting must recruit and retain highly qualified staff.
- Impending Federal standards will require a further reduction in the time allotted between the date of conviction and the date of the disposition report to an individual driver record.

**LFD Narrative:**

LFD ASSESSMENT – Critical, Only 15 of 158 Courts of Limited Jurisdiction are reporting electronically. The initial match rate does not appear to be improving, pending federal standards will further reduce the time allowed between the date of conviction and date of the disposition report to the individual driver record.

DATA RELEVANCE - Performance measures reported

APPROPRIATION STATUS - About 72 percent of the FY 2008 appropriation has been expended.

COMMENTS/ISSUES - The work group may wish to :

- A. Recommend that an update be provided in October and be reviewed jointly by the Section A and Section D workgroups
- B. Ask for information on what if any collaboration efforts are being undertaken with stakeholders to resolve issues related to electronic reporting and methods to improve initial data matching
- C. Refer portions of this report to Section A to obtain feedback from the Judiciary regarding electronic reporting of offenses from courts of limited jurisdiction

The workgroup may also:

1. Accept this report and receive update in October
2. Accept this report and do not receive update in October
3. Change LFD assessment to On- track or Warning

Version	Date	Author
AO-1	12/11/07	Gervais
DC-2	5/16/08	Gervais

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