

NASCIO 2007 Recognition Awards Entry Mt.gov Temporary Registration Permits

Executive Summary:

The Temporary Registration Permit (TRP) service gives Montana's law enforcement agencies instant access to vehicle registration information as soon as the vehicle is driven off of the dealership parking lot. Dealerships enter the customer and vehicle information online and print a temporary registration permit, with a unique letter and number identifier, which is put in a plastic sleeve and attached to the license plate area. The Temporary Registration Permit service provides easy and immediate access to vehicle registration information for dealerships, counties, and law enforcement.

Prior to the online service the information collected for a vehicle purchase was collected by the dealerships and manually entered at each county office. It took weeks for the counties to receive the information and enter the data into the state's database. This delay made it difficult for law enforcement officials to identify the owner and vehicle information on a vehicle with temporary license plates.

With the TRP service the dealership enters the customer's information into the system when a car is purchased updating the state's database immediately. The online service eliminates the paper forms and dealerships no longer have to order and inventory the paper permits which saves them time and money.

Immediately after the information is entered law enforcement officials can use the TRP number to look up the registration information in the Criminal Justice Information Network (CJIN). Having the purchaser and vehicle information instantly available provides a safer environment for officers when they are performing traffic stops.

The TRP service helps eliminate this fraud by tracking the information in real-time. When a TRP is issued on a vehicle the title work and fees must be taken care of before the vehicle can be traded in or sold.

The TRP process involves many key people, including state personnel, county personnel, auto dealers, auto dealers associations, law enforcement, vehicle purchasers/citizens, and financial institutions. This innovative service makes issuing a temporary registration permit easy, fast, and convenient for all of the parties involved.

NASCIO 2007 Recognition Awards Entry Mt.gov Temporary Registration Permits

Description of business problem and solution, including length of time in operation

The innovative Montana Temporary Registration Permit service is one of only two systems in the nation that automate the temporary registration permitting for vehicle registration.

Prior to the online service the information collected for a vehicle purchase was collected by the dealerships and manually entered at each county office. The vehicle purchaser was issued a paper temporary permit and allowed to drive the vehicle for thirty days before having to register the vehicle. It took weeks for the counties to receive the information and enter the data into the state's database. This delay made it difficult for law enforcement officials to identify the owner and vehicle information on a vehicle with temporary license plates.

The new Temporary Registration Permit is an intuitive and easy to use online service that provides information about the vehicle and the purchaser to the dealership. The service requires registration with mt.gov that provides the customer secure access with a username and password to issue the permits. Dealerships are also required to take training on the new TRP process to help eliminate any confusion and make sure that they are able to issue the TRP's correctly. A unique online training tool allows dealerships to take the training online and submit an email to mt.gov once this is complete. Mt.gov can verify that the training was taken before issuing the username and password. Once the dealership is registered to use the service they will be able to create permits, view their activity, search for vehicle identification numbers, and view their account history.

When the dealer chooses to create a temporary registration permit they are required to enter certain information such as vehicle identification number, title number, purchaser information, and a driver license number. Based on the information collected the system tries to pre-fill the vehicle information, such as make, model, and color, and purchaser information. The information is pulled from the state's database and it helps users issue the permit quickly and correctly. If the information is not available the dealer can still issue the permit but they will have to enter the information manually. The system also uses a zip code database to pre-fill the city, county and state for the user.

In addition to the time it took to get the information into the database the paper-based system was susceptible to fraud. A purchaser is responsible for the fees and taxes on the vehicle upon purchase. Should the purchaser trade in the vehicle prior to making these payments, the auto dealer then becomes responsible for the fees or the state loses the revenue. The TRP service helps eliminate this fraud by tracking the information in real-time. When a TRP is issued on a vehicle the title work and fees must be taken care of before the vehicle can be traded in or sold.

The new TRP service makes the vehicle registration process quick and more accurate information is being submitted due to training and pre-filled options for the dealerships. The information that is entered is available to law enforcement officials and the state in real time making the process safer and more secure.

Significance to the improvement of the operation of Government:

The new TRP service improved the operation of Government by making the vehicle registration process faster, more accurate and more transparent to all the parties involved. The TRP service gives Montana's law enforcement agencies instant access to vehicle registration information as soon as the vehicle is driven off of the dealership parking lot. The TRP service provides easy and immediate access to vehicle registration information for dealerships, counties, and law enforcement creating a significant improvement over the prior delay of the paper-based system.

With the TRP service the dealership enters the customer's information into the system when a car is purchased updating the state's database immediately. The online service eliminates the paper forms and dealerships no longer have to order and inventory the paper permits which saves them time and money. The paper TRP's required the state agency and the auto dealers to inventory their paper TRP stock. If the stock of paper TRP's do not add up correctly, it can take both the state and the auto dealers countless hours to reconcile.

Immediately after the information is entered law enforcement officials can use the TRP number to look up the registration information in the Criminal Justice Information Network (CJIN). Prior to the online service, the registration information could take days or weeks to be downloaded into the law enforcements databases. Having the purchaser and vehicle information instantly available provides a safer environment for officers when they are performing traffic stops.

Another innovative feature of the service is its ability to collect the information and issue a TRP even if the state's database is not available. The unique offline mode allows dealerships to enter the information and issue a permit regardless of the status of the state's mainframe database. The information is stored in an Oracle database and a listener is used to monitor the mainframe. When the mainframe goes back up the information is uploaded using a batch process. If there are any errors in the information then the record is held in a fall-out file that can be accessed by the state on their administration page.

Temporary Registration Permit service provides easy and immediate access to vehicle registration information for dealerships, counties, and law enforcement.

Benefits realized by service recipients, taxpayers, agency, or state:

The TRP service benefits the vehicle purchaser, the dealerships, the county offices, the state agency, and law enforcement officials by making the process easier, more accurate, and faster. The vehicle purchaser saves time at the county office because they don't have

to wait for the information to be entered into the database. The dealerships save time on the entry of the information and they save time and money on the paper permit inventory. The state saves time with the TRP service because the information that they receive is in real-time and is more accurate due to the pre-fill functionality. And law enforcement officials see a huge benefit in the speed in which they can access the vehicle and purchaser information.

Additionally the Vehicle Search gives dealerships vehicle information for free so that they have all of the information that they need. This allows them the ability to know all of the details on a vehicle they may be taking in on a trade-in.

The TRP process involves many key people, including state personnel, county personnel, auto dealers, auto dealers associations, law enforcement, vehicle purchasers/citizens, and financial institutions. This innovative service makes issuing a temporary registration permit easy, fast, and convenient for all of the parties involved.

Return on investment, short-term/long-term payback:

Mt.gov assessed the Department of Justice Temporary Registration Permit service without a formal return on investment method and focused on the cost benefit to the vehicle purchaser, cost benefit to the dealership, and cost benefit to the agency, and the value the service added.

There is a cost benefit to the vehicle purchaser because they no longer have to bring paperwork to the counties when they register the vehicle. The vehicle purchaser saves time because they don't have to wait for the county clerk to enter their information. They can also now register their vehicle the same day as their purchase which was never possible under the manual process. The dealerships see a cost savings in staff time. Dealerships do not have to take the time to inventory the paper permits and they don't have to send the paperwork to the counties for each vehicle sold. The Department of Justice and all of the 56 counties have seen a cost benefit from the service in their staff time. The Title and Registration Bureau spends less time tracking the paper permits. The counties will be able to spend less time on data entry because all of the vehicle and purchaser information is available to them when the purchaser registers the vehicle.

As with all of the services built by mt.gov, there is a value added benefit for the customers and for the agency. The TRP service is easy to use, more efficient, and is a more accurate way to track the permits that are issued in the state. Dealerships are able to use the system to track their sales and who issued the permit. The Department of Justice is able to view all of the temporary registration permits and because the information is entered online the information is more accurate.

There are over 1,700 dealer licenses in the state of Montana. Five dealerships piloted the service in 2005. Since the service was launched in March of 2005 over 191,248 TRPs have been issued.

By not paying development costs for the service, the Department of Justice saved over \$202,230.00. Maintenance and enhancements to the service are also provided at no charge through the lifetime of the service. Maintenance cost savings for the state is currently more than \$100,300.00.

The Temporary Registration Permit service was developed and maintained without the use of tax dollars or a state general fund appropriation. This is possible through a public/private alliance between the state of Montana and mt.gov.