



BOARD OF COUNTY COMMISSIONERS

Andy Hunthausen

Jim McCormick

Susan Good Geise

City County Building 316 North Park Helena, Montana 59623 406.447.8304 Fax: 406.447.8370

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Attorney General Tim Fox
215 N Sanders St.
Helena, MT 59601

Dear Attorney General Fox:

We write you today to respectfully ask you to consider taking further steps to help to improve the quality and efficiency of vehicle title and registration services across Montana. Despite our best efforts in Lewis and Clark County and many other counties around the state, we continue to experience long lines, an inefficient computer system and outdated methods of completing title and registration transactions.

Lewis and Clark County has taken many steps to try and improve customer service with the tools and systems and resources we have. We have increased staff to triage for proper paperwork prior to getting in line, added an appointment option for customers, improved the physical layout for better efficiency, added a public camera so customers can monitor the lines and come when it is less busy. Despite these efforts we continue to experience long lines and slow transactions.

It is counterproductive for citizens to have to take time off work to pay vehicle taxes and fees. Long wait times punish not only our elderly, but you parents and children. There must be a better way.

When we look to other states for examples of more efficient systems, it is clear that we in Montana are not on the cutting edge of customer service and efficiency. For example, states like Michigan, Oregon, and Texas complete nearly all their title and registration transactions online. These systems have been well tested and seem to work well. In addition, many states complete all original title work at the dealership where the vehicle (boat, trailer, recreation vehicle etc.) purchase was made. Third party providers are also offered as an option in many states. All these methods can improve service to the tax paying public while improving efficiencies at local county offices.

Please consider these and other methods to improve service to our citizens. We are willing to work hand in hand with you to make changes, test new systems, and to engage our lawmakers to assist in discovering State-wide solutions.

The current system does not show any promise for future long-term success and we believe action by our state must happen soon. Thank you for your willingness to address these concerns and to work together to improve service to Montanans.

Sincerely,

Susan Good Geise

Andy Hunthausen

Jim McCormick