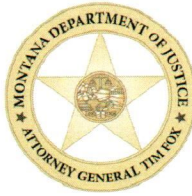


# ATTORNEY GENERAL

## STATE OF MONTANA

Tim Fox  
Attorney General



Department of Justice  
Joseph P. Mazurek Justice Building  
215 North Sanders  
P.O. Box 201401  
Helena, MT 59620-1401

June 26, 2020

Lewis and Clark County Commissioners  
316 N Park  
Helena, MT 59623

### SENT VIA U.S. MAIL AND ELECTRONIC MAIL

Dear Commissioners:

Thank you for your letter dated June 16, 2020, wherein you expressed difficulty providing necessary title and registration services to Lewis and Clark County's citizens. Open communication is important to keeping our partnership strong and I appreciate you bringing your concerns to me.

We are proud of our partnership and collaboration with Lewis and Clark County to enhance customer service and continue improving title and registration processing. Over the last several years, the Motor Vehicle Division (MVD) has made significant improvements to serve a growing population and meet increased demand for services. Among other things, MVD has:

- Worked with local dealerships to ensure they submit paperwork accurately
- Conducted onsite visits with Lewis and Clark County, including with technical and business process staff, to review the county's processes and recommend efficiencies
- Provided MVD staff to process the county's backlogged transactions
- Provided an overview of historic transaction counts to help the county forecast staffing and schedule needs
- Provided MVD staff to Lewis and Clark County to triage paperwork prior to the county hiring a triage clerk
- Offered annual training opportunities for county treasurers

Lewis and Clark County rejected the following offers of assistance from MVD:

- Have State Print and Mail scan title and registration paperwork during COVID-19 backlog timeframe (estimated time savings for county staff: approximately two hours per day until county clears its backlog)

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#### MONTANA DEPARTMENT OF JUSTICE

Legal Services Division \* Division of Criminal Investigation \* Highway Patrol Division \* Forensic Science Division  
Gambling Control Division \* Motor Vehicle Division \* Information Technology Services Division \* Central Services Division

- Have MVD's authorized agent process Limited Liability Company transactions (estimated time savings for county staff: approximately eight hours per week)
- Send vehicle registration renewal transactions to State Print and Mail to be completed (estimated time savings for county staff: approximately 3 hours per day if implemented temporarily during peak season and COVID-19 response. The county would incur a cost to implement this option.)

MVD is continually exploring innovative solutions to improve customer service and transaction processing. These include:

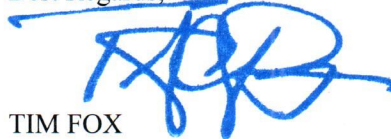
- Broadening the scope of work that authorized agents can perform and increasing the number of agent locations throughout the state
- Providing more electronic solutions, including
  - Redesigning vehicle registration renewal and temporary registration permit services
  - Creating an online portal for lenders to file their security interests

As always, we want to continue expanding our partnership with Lewis and Clark County. We welcome discussion with you on how we can work together to:

- Improve your internal processes
- Improve overall title and registration processes
- Expand and strengthen electronic/online solutions
- Better inform your customers of alternatives to in-person title and registration processing

Again, thank you for your willingness to address these concerns and to work together to improve service to Montanans.

Best Regards,



TIM FOX  
Attorney General