

Rev-A-News

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About the Agency

Department Undergoes Reorganization

The Montana Department of Revenue is reorganizing to provide enhanced service, improved efficiency and greater equity to the citizens of Montana.

"The new structure will enable us to improve our service to the public. It will be simpler for the public to understand," said director Dan Bucks.

The plan streamlines department management by reducing the number of division administrator positions from seven to five. The five divisions of the department and their leadership will be:

Citizen Services and Resource Management: Steve Austin, Administrator
Information Technology and Processing: Margaret Kauska, Acting Administrator
Business and Income Taxes: Gene Walborn, Administrator
Property Assessment: Randy Wilke, Acting Deputy Director for Reappraisal
Liquor Control: Shauna Helfert, Administrator

Bucks also noted that department activities will now be grouped around common goals and subjects to ensure greater accountability for achieving results.

"Through a more efficient structure, the department will continue to improve its efforts to ensure that all citizens and businesses pay a fair share of taxes under the law," said Bucks.

Other features of the plan include:

- Citizen services activities will be elevated to a higher level in the department. Information technology and processing resources will be combined. This will enhance electronic tax services to make the tax system more convenient, timely and responsive for all citizens and businesses.
- All tax compliance activities will be unified in the Business and Income Taxes Division. This will help ensure the fair and consistent application of all of Montana's tax laws.
- The Property Assessment Division, which formerly had dual management, will now have one administrator. This will help achieve uniform property assessment practices throughout the state.
- The liquor distribution and liquor licensing functions will be combined.

In addition, the department's human resource director position, which was formerly half-time, will be upgraded to full-time. This will help improve training and support for the more than 600 employees of the department.

Business Tax Express wins "Best of the Web" Nationwide Competition

It's official: the Department of Revenue's Business Tax Express is among the best online services in the nation. Business Tax Express won the government-to-business category of the 2005 Best of the Web competition for Digital Government Achievement.

Business Tax Express, which enables businesses to pay up to eight different taxes in minutes, was recognized as the best out of more than 250 entries in its category. The online service is available on our website as well as on www.mt.gov, the official state website.

"We want to make paying taxes as easy as possible, and Business Tax Express does just that," said

director Dan Bucks. He emphasized that we intend to continuously improve our e-services to taxpayers.

Business Tax Express is a result of an alliance between state government and the private sector. The service was cooperatively developed by the Department of Revenue, the Department of Administration's Information Technology Services Division, and Montana Interactive.

The 2005 Best of the Web competition was conducted by the Center for Digital Government, an international research and advisory institute on the use of information technology in government. Now in its tenth year, Best of the Web evaluates government Web sites based on their innovation, Web-based delivery of public services, efficiency, economy, and functionality. The Digital Government Achievement Awards recognize outstanding agency and department services that enhance how governments interact and transact business online with constituents.