

Montana Tax Appeal Board Goals and Objectives, 2025

Goal: Improve the efficiency of resolving tax disputes.

Objectives:

- decrease turnaround time of appeals from 90 days.
- reduce staff and Board turnover to improve efficiency.

Goal: improve accessibility and information on the tax appeal process via our website.

Objectives:

- Drive customers and public to website for information.
- Update and streamline mtab.mt.gov to be more user-friendly.
- Use Service Now platform to allow Taxpayers to submit appeals online.

Goal: Ease access to training for county tax appeal boards.

Objective:

- Utilize technology like zoom to better reach the 56 county tax appeal boards for training in lieu of in-person training where travel is required.
- Provide and updated CTAB manual with appendixes