

Town of Auburn, MA

Tax Collector Kiosk

"The kiosk reduces the amount of incoming calls. The community has access to our information as well as the Tax services, etc."

Simply stated... I'm thrilled!"

- Terry Lolax, T/C Town of Auburn

Need

Auburn's Tax Collector spent hundreds of hours over the course of each year taking thousands of phone calls and hundreds of counter visits concerning tax issues. The critical need was to make the tax information available online, allowing the public to access the required data from any computer. The Auburn Tax Collector needed to reduce the hours spent responding to simple repetitive requests for tax information every day.

Solution

Auburn asked PeopleGIS to build a Public Information Kiosk that would allow the public to quickly and easily search for tax information by name, address, or parcel id, without having to come into the town offices. By updating a PeopleForm with MUNIS data, the Tax Collector controls how frequently data in the Kiosk is refreshed. Based on that data and close collaboration between the Town and PeopleGIS, a detailed tax receipt was created that displayed and calculated all the data necessary.

Result

In the first 3 months of operation, the Tax Collector Kiosk processed over 1800 requests for tax reports. Calls have dropped off by about 80%. Some residents have even taken to including a printout of the tax receipt when they send back their bill.

Benefits

Each tax report accessed from the Tax Collector Kiosk represents one phone call or office visit that no longer needs to happen, and one person whose questions are answered without any further cost to the town.

The cost and time savings are tremendous. I'm sure, as in other communities, there are some days that all the clerks are able to do is answer phone calls. Most calls originated from tax services or attorneys. Most all of these can be eliminated by using the kiosk allowing the clerks to complete other duties.

Town of Auburn Real Estate Tax Lookup
by PeopleGIS

Address: Street #, Street Name, Unit, Parcel ID, Owner: massachusetts ele

Address	Parcel ID	Owner	Fiscal Year Tax
15 BLAHER ST	85/040/0000	MASSACHUSETTS ELECTRIC CO, C/O PROPERTIES DEPT	11 12
71 CENTRAL ST	41/104/0000	MASSACHUSETTS ELECTRIC CO, C/O PROPERTIES DEPT	11 12
8 HARDCRABBLE RD	46/013/0000	MASSACHUSETTS ELECTRIC CO, C/O PROPERTIES DEPT	11 12
0 LEICESTER ST NEAR 230	39/028/0000	MASSACHUSETTS ELECTRIC CO, C/O PROPERTIES DEPT	11 12
0 LEICESTER ST NEAR 230	39/026/0000	MASSACHUSETTS ELECTRIC CO, C/O PROPERTIES DEPT	11 12
3 VES		TOWN OF AUBURN OFFICE OF THE TAX COLLECTOR 304 CENTRAL ST AUBURN, MA 01501	11 12
312 BR		PAY ON-LINE AT AUBURNGUIDE.COM APPLICATIONS FOR ABATEMENTS (DIR TO AUBURN'S OFFICE BY THE QUARTER DUE DATE)	11 12
74 WE		TOWN OF AUBURN FISCAL 2012 - Preliminary REAL ESTATE TAX REPORT	11 12

PRELIMINARY SUMMARY

Parcel ID: 41/ 0000
Property Location: CENTRAL ST
Name: MASSACHUSETTS CO
Address: WALTHAM RD WALTHAM, MA 02451

Owner of Record Acct #: 18027
Owner of Record: MASSACHUSETTS CO
Block/Page: DOC 0828
Class: 418

Total Special Assessments: \$0
Total Real Estate Tax: \$1448.73
Abatement/Exemptions: \$0
Tax & Special Assessments: \$1448.73
Interest Due: \$0

Collector of Taxes: Theresa M. Lolax	The Commonwealth of Massachusetts	Statement current to: Jul 05, 2011
Town of Auburn P O. Box 733 Reading, MA 01867-0401		BILL NUMBER: 4211 MAP/BLOCK/LOT: 4, 3000
PROPERTY DESCRIPTION	LOCATION: CENTRAL ST	Total Real Estate Tax & Special Assessments: \$1448.73
The Rate per \$1,000.00	Value	Preliminary 1st Q: \$724.37
Residential - \$17.31		Preliminary 2nd Q: \$724.36
Commercial - \$24.33		Preliminary Credits: \$0.00
Industrial - \$24.33		Preliminary Deductions: \$0.00
Energy Values		Distal Quarter Tax: \$0.00
Final Double Value		Fourth Quarter Tax: \$0.00
ACRES: 0.26346	CLASS: 418	Total paid to date: \$0
BOOK/PAGE: DOC 0828	Total Special Assessments	Special Deductions: \$1448.73
	Total Special Assessments	Total Real Estate Tax: \$1448.73
	Total Real Estate Tax	Abatement/Exemptions: \$0
	Abatement/Exemptions	Tax & Special Assessments: \$1448.73
	Tax & Special Assessments	Interest Due: \$0

For More Information:

PeopleGIS Inc.
500 West Cummings Pk,
Suite 5950
Woburn, MA 01801

617.625.3608 p
www.peoplegis.com
Info@peoplegis.com