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

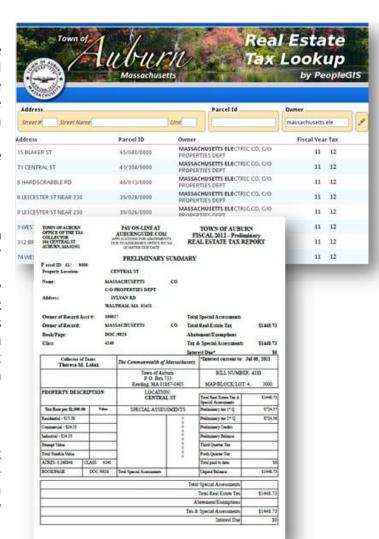
Auburn's Tax Collector spent hundreds of hours over the course of each year taking thousands of phone calls and hundreds of counter visits concerning tax issues. The critical need was to make the tax information available online, allowing the public to access the required data from any computer. The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

For More Information:

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