Assessors Abatement Application

"The application has made the abatement tracking process much smoother. ... Multiple people can be working on applications without duplicating data or running multiple spreadsheets."

– Steve Poulos, Assessor

Need

Every year, towns receive citizen requests to revaluate or abate their taxes. These applications are usually completed by hand and passed from citizen to assessor with no tools for tracking applications, confirming values, or accessing applications online. Due to the changing nature of abatement calculations and the varying availability of the most recent assessing values, hand-written applications were subject to a large margin of error. The Town of Bedford suffered with this lack of organization each year and turned to PeopleGIS for a solution.
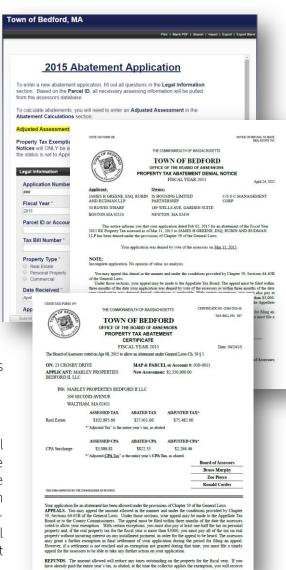
Solution

PeopleGIS created an application to store and process all of Bedford's incoming abatement applications. The Assessors Abatement Application (A3) pulls values directly from the assessor's database to ensure that each application includes the most current values. Each abatement calculation is stored in the form, and the Town of Bedford is able to easily update tax rates each year. The Town can also print a Denial Notice or Exemption Certificate directly from the app based on the Board's final decision.

Result

Every abatement application submitted to the Town of Bedford will be entered into A3. Because values are pulled directly from the Assessor's database, employees can be confident that they are entering the most accurate and current information. When an abatement request is approved or denied, the appropriate state-approved form is made available to print for the applicant. A3 will serve as an online, centralized location for all abatement applications going forward in the Town of Bedford.

Benefits

The Assessor's office now has an efficient, easy-to-use tool for entering, accessing, and managing abatement applications. This data was previously entered by hand, and each abatement took valuable time to process. A3 pulls all relevant information from the assessing database by parcel ID and performs abatement calculations automatically – providing results in seconds. Everything is stored in a searchable, centralized location, and multiple staff members can work on applications without duplicating data or running multiple spreadsheets.

For More Information:

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