

North Carolina Association of County Commissioners
2005 Ralph W. Ketner Employee Productivity Awards Application

County:	Davidson	Employee:	Joseph O. Silver	Email:	jsilver@co.davidson.nc.us
County Department:	Tax	Employee Title:	Tax Administrator		
County Phone:	336-242-2244	County Mailing Address:	P.O. Box 1067, Lexington, N.C. 27293		
Is this project being submitted on behalf of two or more employees?				No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director

EMPLOYEE IS EXEMPT.

1.	Productivity Improvement Title:	Property Tax Payment Booklets			
2.	Implementation Date (must be between January 1, 2005 and December 31, 2005)	July 25, 2005			
3.	Please describe the productivity improvement. (Please limit response to these 2 pages.)				
Payment schedules for property owners who owed delinquent property taxes were being utilized by my staff to assist the taxpayers in getting their taxes paid, rather than utilizing other methods allowed by law to collect them. However there was not an audit trail to track payments or any way to remind the taxpayer of their monthly obligations. I designed a payment booklet that allowed the taxpayer to tear off each monthly payment, plus the back of the payment book had mailing labels to assist the taxpayer in mailing the payment in.					
Additional information was also provided in the book to assist the taxpayer. These included the names and phone numbers of Tax Department personnel (i.e. mapper appraiser, and collector) to assist them with any problems or questions they may have. Also information supplied to the taxpayer included parcel I.D. number, account number, hours of operation, amount of payment sent, etc.					
Information supplied by the taxpayer for our office consisted of full name of owner, correct mailing address, telephone number, and place of employment.					

4.	Please describe why this project was initiated or what problem it addressed:		
<p data-bbox="113 269 1927 431">For a number of years our Davidson County Tax Department had worked with delinquent taxpayers by setting up a payment schedule for them. We realized that in a lot of cases these payment schedules were adhered to for a month or two and then would stop. This would require that numerous hours were being utilized in trying to contact these taxpayers to remind them of their payment agreement. In a lot of these cases the reason we were told that the taxpayer hadn't made the payment was that they had forgotten. I came to the conclusion that there needed to be a better way for the taxpayer to be reminded each month of their obligation to make payments to the Tax Department.</p> <p data-bbox="113 435 1948 532">Note: These payment plans were began to help the taxpayer meet his responsibilities in paying his property taxes, rather than go through the other methods allowed by N.C. General Statutes (garnishment of wages, attachment of bank accounts, and foreclosure). These other methods are very time consuming, tedious, and expensive to initiate.</p> <p data-bbox="113 535 1915 665">I made a trip to our outsourcing agency and while being given a tour of the facilities I noticed some monthly payment books that they were printing for a local bank. I asked for a copy and brought it to my office to re-design it to fit our needs. I designed two booklets. One is used for delinquent tax accounts and the other is for regular, current year tax payments. In providing two choices we are able to document and keep an audit trail of those taxpayers who are paying regular, current year tax bills, and those that are paying delinquent, prior year tax bills.</p>			
5.	Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.		
<i>(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).</i>			
Since the inception of these new payment booklets in late July, 2005, we have had 183 taxpayers request to make payments on current year tax bills.			
This has generated \$29,525.00 per month in revenue our County receives in property tax payments.			
Since January, 2006 we have authorized 25 delinquent taxpayers to make payments via our Delinquent Payment Booklet. This has generated \$2,543.00 per month in revenue collections. The total additional revenue to our County from both booklets is \$32,068.00 per month.			
The number of phone calls and delinquent reminder letters to these taxpayers concerning their monthly payments has been reduced by 75%. This time savings has been utilized by my staff in other areas to increase the overall collection percentage and the public service we provide our citizens.			
This is documented by the increase in our annual collection percentage which is .4% higher than for the same time period last year.			
Note: The cost to our office for each booklet used is \$1.35 (cost of printing). As of this date we have spent a total of \$675.00 for the booklets and still have approximately 250 booklets to use. They are not pre-dated so therefore we can use the same booklets year after year.			
6.	Please provide any other descriptive information you would like to be considered by the review committee.		
Davidson County has been beseiged with plant closings and jobs lost. These Current Year Tax Payment Booklets have allowed many of our citizens who have lost their jobs, plus many senior citizens and others on fixed incomes, to make monthly payments rather than one large payment.			
We have had nothing but compliments from the 183 current and 25 delinquent taxpayers. The number of taxpayers utilizing these payment books and the monthly amount of revenue collected should increase year by year. This method of using these bookelts and setting up tax payments can easily be utilized by any other governmental agency in their collections, (ie. Tax, Utility, Ambulance, etc.).			
County Manager's Name:	Robert Hyatt	Supervisor's Name:	same

Return by July 21, 2006 via email Rebecca.Troutman@ncacc.org.