

**North Carolina Association of County Commissioners  
2009 Local Government Federal Credit Union Employee Productivity Awards Application**

**County:** Durham      **Employee:** Kimberly Simpson      **Email:** ksimpson@co.durham.nc.us

**County Department:** Tax      **Employee Title:** Tax Administrator

**County Phone:** 919-560-0306      **County Mailing Address:** PO Box 3397, Durham, NC 27702

**Is this project being submitted on behalf of two or more employees?**      **NO**       **YES**

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.

**EXEMPT:**       **NON-EXEMPT:**       **BOTH (if applicable to a team):**

<b>1.</b>	<b>Productivity Improvement Title:</b>	Remote Tax Payment Kiosk
<b>2.</b>	<b>Implementation Date (must be between January 1, 2008 and December 31, 2008):</b>	February 2009
<b>3.</b>	<b>Please describe the productivity improvement. (Please limit response to these 2 pages.)</b>	
<p>The Remote Tax Payment Kiosk is located within a few feet of the DMV "tag" office at North Gate Mall. This allows Durham County taxpayers the ability to pay their taxes without having to come to the main Durham County Tax office downtown. The kiosk collects payments in cash, credit or debit card and posts the payments in real time via an on-line web system. The on-line web kiosk also provides information for taxpayers who just want to find out their tax balance. On average the kiosk collects \$50,000 per month in taxes.</p> <p>The KIOSK operates during mall hours Sunday – Saturday and requires no additional County staff to keep the KIOSK operating. The Tax office has noticed a significant drop in taxpayer traffic in the Tax office since the implementation of the Kiosk System. So much so that a second Remote Tax Payment Kiosk has been installed in Durham County's main Tax office to allow walk in taxpayers the same ease of use and a reduction of wait time to pay taxes.</p>		

**4. Please describe why this project was initiated or what problem it addressed:**

Currently the Kiosk's main application is the NC Tag block application. If a tax payer owes taxes there is a block put on their vehicle tag number and the taxes must be paid before they can get new tags. The old way for renewing vehicle tags was for the taxpayer to find out from the DMV office that they owed taxes and then they would come downtown to the main Durham County Tax Office, find a parking space, wait in line to pay, and then drive back to the DMV office and get in line again to get their tags. The new way is they check their tax status at the kiosk and if they owe taxes they can pay them instantly at the kiosk, the kiosk prints them a receipt, they then get their tags from the DMV. The Kiosk is good for the County and good for the taxpayer.

The Kiosk also provides a payment vehicle for taxpayers that do not have checking accounts and that deal strictly in cash for payments. The Kiosk also has a selection key that allows it to display Tax information in Spanish and could be expanded to other languages in the future if required.

**5. Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.**

*(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).*

Durham County's Tax payment counters are manned by full time employees. As the County's population grows the amount of taxpayer traffic at the Tax office increases and full time employees are required to provide adequate services to taxpayers. The total Kiosk system implementation costs less than 1 years salary of a full time employee and the ongoing expense for support and web hosting services are less than 10% of a full time employees salary. The Kiosk system doesn't require vacation or sick time and doesn't need a health care plan. This is the only Remote Tax Payment Kiosk in North Carolina and the pilot has been a huge success for Durham County. There are plans to expand on the Kiosk investment by adding other County applications and maybe sharing the Kiosk with the City of Durham by adding some City applications that could benefit from a remote payment system.

**6. Please provide any other descriptive information you would like to be considered by the review committee.**

In today's information world, taxpayers expect the convenience of accessing and paying their Tax information on-line. Today information about a County gathered via The World Wide could make the difference on whether or not a company decides to move to that County. Having the only Remote Tax Payment Kiosk systems in North Carolina speaks volumes about Durham County's commitment to supporting their taxpayers with innovative technological solutions that solve real problems. The remote payment Tax Kiosk is also a model for how digital information systems can help our world by not cutting down trees to print paper Tax payment forms. The additional value of the remote Tax payment Kiosk will continue to be discovered as it's use is expanded.

<b>County Manager's Name:</b>	Michael Ruffin	<b>Supervisor's Name:</b>	Wendell Davis
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Return by June 19, 2009 via email to [ncacc@ncacc.org](mailto:ncacc@ncacc.org).