Memorandum

MIAMI-DADE COUNTY

Date: February 26, 2010

March 2, 2010
Supplement to
Agenda Item No: 801G

To: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

From: George M. Burgess
County Manager

Subject: Efficiencies Gained by Implementing a New Tax Collection System

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In response to the request from Commissioner Gimenez during the Budget, Planning and Sustainability Committee Meeting held on February 9, 2010, this memorandum presents a summary of the anticipated cost savings and efficiencies of implementing a new tax collection and distribution system.

Until the new system is implemented, it is difficult to quantify the number of positions that may be redeployed to other critical areas such as enforcement, collections and customer service. The new tax system is expected to result in significant efficiencies in the County's tax collection and distribution through process automation and streamlining. Additionally, the negotiated cost is $1.16 million less than the initial estimate.

The current tax collection and reporting system is a twenty-five year old legacy application comprised of a number of separate modules, none of which are integrated. This lack of integration often requires data to be entered and verified in multiple subsystems. This reduces productivity, delays the tax collection processes and is prone to errors. The proposed new system provides an integrated solution that seamlessly links applications such as current and delinquent real estate taxes, local business taxes, tangible personal property, convention and tourist taxes, and the cashiering systems into a single application where all the data is shared and easily accessible. This ease of access to all historical data and information for each account eliminates the need for staff to switch systems to research the different categories of taxes impacting a single account. The application also enhances customer service by reducing wait time, time spent per transaction and data and information errors. The new application will also aid in collecting on past due accounts since all components of the customer's account information are viewable at once. Therefore, if a customer is making a current year tax payment and has an outstanding balance due on prior year taxes, staff will be able to view all the information in the system and inform the customer about the delinquent taxes and to pursue collections.

Regarding research and reporting, the existing application requires significant software programming by internal County technology staff every time a new report is needed. The new system will allow the uses to create any ad-hoc reports without the need for additional and extensive software programming. Additionally, because the existing system is incapable of managing the annual tax distribution process (over $6 billion in distributions) the process requires manual intervention and the use of external data handling processes which will inevitably have errors. The proposed new application will add significant efficiencies in tax distribution.

In addition to the above advantages, the new tax collection system is web-based and with appropriate security permissions, can be accessed from any computer or web-enabled mobile device and will provide real-time account information for field enforcement officers. It also makes the use of mainframe computers obsolete and over time will eliminate the associated mainframe computer maintenance costs. Additionally, required enhancements and upgrades will be performed via the web and will eliminate the need for in-house technical staff support. Included with the program is a "training package" to facilitate online user training thereby reducing in class training costs.

Together the above efficiencies could save more than $2 million over the next five years.

c: County Executive Office Senior Staff
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