

# APPLICATIONS:

## WASHINGTON COUNTY

- Dog Licenses; will go “live” in the March-April 05 timeframe
- Property Tax Bills will go “live” for the 2005 tax bill processing

# WHO SPONSORED?

- Primarily ITS for Dog Licenses and the Board of Commissioners for Property Taxes
- It was not initially a priority for Animal Services nor for our Assessment and Taxation Dept.
- Needed to provide these services to serve the public

# BENEFITS

- Service to Customers/Tax Payers
- Improve internal productivity
- Be competitive with Private Sector
- Address concern of auditor who identified several e-government opportunities
- Opportunity to move to new business & technology environment

# IN-HOUSE VS THIRD PARTY FOR PROCESSING

- Secure Site Processing is Third Party
- Easy decision as we did not want the risk
- Interfaces to existing applications & web interface designed by in-house staff
- Contracted with Link-2-Gov to provide 3<sup>rd</sup> party support
- 3<sup>rd</sup> party allows for ability to charge fees & ability to segment credit card fees from e-check fees

# ISSUES TO ADDRESS

Address concerns of Finance:

- Detailed audit trail from 3<sup>rd</sup> party
- Timing of receiving money
- Interfacing to County's bank

Address concerns of Assessment & Tax:

- Concerned about risk
- Question how much service will be used
- Believe that users will not want to pay service fee