Ways To Make (and Save) Your Community Money!

Presenters: Jason Perry – President

SAVE
Your Community Money!

Cooperative Purchasing Groups

- **National Intergovernmental Purchasing Alliance Company (National IPA):** National IPA is a cooperative purchasing organization, established through a collaborative effort of public agencies across the United States with the specific purpose of reducing procurement costs by leveraging group volume.

- **United Communities**: U.S. Communities is a government purchasing cooperative that pools the purchasing power of public agencies to provide lower cost of goods and services to local governments, public schools, and non-profit organizations.

- Cooperative procurement (or piggy-backing off another government agency's previously solicited contract) has been proven to reduce administrative and product costs, increase efficiencies and stretch shrinking budgets during difficult times. Cooperative procurement aggregates the purchasing power of multiple government agencies in order to entice the vendor community to offer deeper discounts on goods and services.

Cooperative Purchasing Groups Continued

▶ **Cooperating School District- Business Division**: The business division of CSD provides multiple financial services for school districts and other public entities in southern Illinois and Missouri area including cooperative purchasing.

▶ **GSA (General Services Administration):** Under the Cooperative Purchasing Program, state and local government entities may purchase a variety of Information Technology (IT) products, software, and services from contracts awarded under GSA Federal Supply Schedule 70, Information Technology, as well as from contracts under the Consolidated (formerly Corporate Contracts) Schedule containing IT special item numbers. State and local government entities may also purchase alarm and signal systems, facility management systems, firefighting and rescue equipment, law enforcement and security equipment, marine craft and related equipment, special purpose clothing, and related services from contracts awarded under GSA Federal Supply Schedule 84

Name	Description	Options
GSA Cooperative Purchasing*	Under the Cooperative Purchasing Program, state and local government entities may purchase a variety of Information Technology (IT) products, software, and services from contracts awarded under GSA Federal Supply Schedule 70, Information Technology, as well as from contracts under the Consolidated (formerly Corporate Contracts) Schedule containing IT special item numbers. State and local government entities may also purchase alarm and signal systems, facility management systems, firefighting and rescue equipment, law enforcement and security equipment, marine craft and related equipment, special purpose clothing, and related services from contracts awarded under GSA Federal Supply Schedule 84, Total Solutions for Law Enforcement, Security, Facility Management Systems, Fire, Rescue, Special Purpose Clothing, Marine Craft, and Emergency/Disaster Response.	Website Goods & Services Purchasing Instructions Requirements & Fees
GSA Disaster Recovery Purchasing*	Under the Disaster Recovery Purchasing Program, state and local government entities may purchase a variety of products and services from contracts awarded under GSA Federal Supply Schedules to facilitate recovery from a major disaster, terrorism, or nuclear, biological, chemical, or radiological attack.	Website Goods & Services Purchasing Instructions Requirements & Fees
GSA Public Health Emergencies*	When a Public Health Emergency (PHE) is declared, state, local, tribal and territorial governments can now benefit from the speed, savings, and ease of use of the Federal Supply Schedules. These eligible ordering entities are now authorized to access all Federal Supply Schedules for the purchase of supplies and services when expending federal grants funds in response to Public Health Emergencies (PHEs) declared by the Secretary of Health and Human Services under section 319 of the Public Health Services Act, codified at 42 U.S.C. § 247d.	Website Goods & Services Purchasing Instructions Requirements & Fees

Source: https://www.como.gov/finance/vendors/approved-cooperatives-list/

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Name	Description	Options
GSA 1122 Program*	Section 1122 of the fiscal year 1994 National Defense Authorization Act established the authority for states and units of local government to purchase law enforcement equipment through federal procurement channels, provided that the equipment is used in the performance of counter-drug activities.	Website Goods & Services Purchasing Instructions Requirements & Fees
US Communities*	U.S. Communities is a government purchasing cooperative that pools the purchasing power of public agencies to provide lower cost of goods and services to local governments, public schools, and non-profit organizations.	Website Goods & Services Purchasing Instructions Requirements & Fees
Public Sourcing Solutions (PSS)	PSS is non-profit cooperative purchasing organization that is a division of the Educational and Institutional Cooperative Purchasing. The PSS provides discounted contracts to public entities across the country.	Website Goods & Services Purchasing Instructions Requirements & Fees
Associated Purchasing Services (APS)	The APS is a group purchasing organization affiliated with Missouri Hospital Association and the Kansas Hospital Association. The APS serves organizations in Missouri and Kansas by providing members access to more than 50 contracts mainly focused on the needs of medical organizations.	Website Goods & Services Purchasing Instructions Requirements & Fees
Kansas City Regional Purchasing Cooperative (KCRPC)	The KCRPC is a local government purchasing cooperative and a partnership of the Mid-America Regional Council, the Mid-America Council of Public Purchasing (MACPP) and local governments. The KCRPC is managed under a steering committee made up of city and county managers and purchasing officials.	Website Goods & Services Requirements & Fees
HGACBuy (Houston Galveston Area Council)*	H-GAC is a regional council of local governments governed by board of officials from governments in the region. All of the contracts are awarded by the board then made available for any state, local government or qualifying non-profit. HGACBuy contracts focus on capital intensive goods and services ranging from emergency vehicles to financial consulting services.	Website Goods & Services Purchasing Instructions Requirements & Fees
BuyBoard*	BuyBoard is the result of collaboration between various state boards of education through the National School Board Association. The cooperative serves school districts and all other public entities as well by posting catalogs of vendors online and by assisting in the purchasing process.	Website Purchasing Instructions Requirements & Fees

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Name	Description	Options
TCPN (The Cooperative Purchasing Network)	TCPN is a national cooperative purchasing organization based out of Texas that serves educational and public institutions. TCPN post RFPs nationally, evaluates proposals, and then awards contracts.	Website Goods & Services Purchasing Instructions Requirements & Fees
TIPS/TAPS	The Interlocal Purchasing System (TIPS/TAPS) is sponsored by the Region VIII Education Service Center (ESC8) located at 2230 North Edwards, Mt. Pleasant, Texas and is governed by the Region 8 ESC Board of Directors. The Interlocal Purchasing System is available for use by all public and private schools, colleges, universities, cities, counties, and other government entities.	Website Goods & Services Purchasing Instructions Requirements & Fees
National Joint Powers Alliance	At its core, NJPA is a Member-driven service cooperative with a Membership now exceeding 30,000. NJPA offers a multitude of products, equipment and service opportunities to education, government and other non-profit entities.	Website Goods & Services Purchasing Instructions Requirements & Fees
Western States Contracting Alliance (WSCA)*	WSCA is a cooperative purchasing group composed of 15 states, that also allows states outside of the group to use their contracts. WSCA employs a "Lead-State" model, instead of providing a vendor list. One state takes the lead on the procurement process for a particular contract, owns the contract, and makes it available to other public entities.	Website Goods & Services Purchasing Instructions Requirements & Fees
Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP)*	MMCAP is a voluntary group purchasing organization operated by the State of Minnesota serving government-authorized healthcare facilities. The goal of MMCAP is to provide member organizations the combined purchasing power to receive the best prices available for pharmaceuticals, hospital supplies, and related products.	Website Goods & Services Purchasing Instructions Requirements & Fees
National Intergovernmental Purchasing Alliance Company (National IPA)*	National IPA is a cooperative purchasing organization, established through a collaborative effort of public agencies across the United States with the specific purpose of reducing procurement costs by leveraging group volume.	Website Goods & Services Purchasing Instructions Requirements & Fees
Purchasing Solutions Alliance (PSA)	The PSA is a purchasing cooperative based out of Texas that provides contracts to any public agency.	Website Goods & Services Purchasing Instructions Requirements & Fees
National Purchasing Partners (NPP)	The NPP is a group purchasing organization that serves both public and private entities. The NPP is owned by the Virginia Mason Medical Center, and partners with other regional and national associations to strength their purchasing power.	Website Purchasing Instructions Requirements & Fees

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Fire Rescue Group Purchasing	FireRescue-GPO is a group purchasing organization owned by Virginia Mason Medical Center that provides the benefits of group purchasing to fire departments nationwide.	Website Purchasing Instructions Requirements & Fees
Cooperating School District-Business Division	The Business Division of the CSD provides multiple finical services for school districts and other public entities in the Missouri and Southern Illinois area, including cooperative purchasing.	Website Goods & Services Purchasing Instructions Requirements & Fees
Keystone Purchasing Network (KPN)	KPN is a cooperative purchasing program that offers schools and other public entities nationally available contracts, regional contracts for the AEPA in Maryland, Pennsylvania, and West Virginia, and line item bids for Pennsylvania.	Website Goods & Services Purchasing Instructions Requirements & Fees
Family Planning Cooperative Purchasing Program (FPCPP)	The FPCPP is a cooperative purchasing program that focuses on providing public and reproductive health agencies and non-profits with access to discounted medical supplies and services.	Website Goods & Services Purchasing Instructions Requirements & Fees
Choice Facility Partners (CFP)	CFP focuses on contracts concerning facility construction, renovation, and maintenance for schools and other public entities.	Website Goods & Services Purchasing Instructions Requirements & Fees
Govmarket	Government Employees Marketplace is an online discount retailer for government employees, offering discounts and deals on a variety of personal goods and services.	Website Goods & Services Purchasing Instructions Requirements & Fees
Recycled Products Cooperative	The Cooperative started as a non-profit cooperative purchasing corporation selling recycled paper. Today the corporation is for profit and has extended its contracts to include numerous recycled and environmentally friendly products.	Website Goods & Services Purchasing Instructions Requirements & Fees

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Name	Description	Options
University of Missouri-Columbia Surplus Property	Surplus Property is a part of the Procurement Services Department that is responsible for the disposal, re-distribution, and/or sale of used equipment/property that the University of Missouri and other Mid-Missouri government agencies and educational institutions no longer use. The sale of this equipment is handled through public auctions, sales, or online.	Website Goods & Services
GovDeals*	GovDeals provides services to various government agencies that allow them to sell surplus and confiscated items via the Internet.	Website Goods & Services
USA.gov-State and Local Surplus Property	This website catalogs and provides hyperlinks to numerous states and large local governments' surplus websites.	Website Goods & Services
Federal Surplus Personal Property Donation Program	The Federal Surplus Personal Property Donation Program enables certain nonfederal organizations to obtain personal property that the federal government no longer needs.	Website Goods & Services Purchasing Instructions Requirements & Fees
Missouri Vocational Enterprises (MVE)	MVE is a section of the Department of Corrections that uses employment, work, and job skills trainings as a means of rehabilitating inmates and increasing their ability to find work when they are released.	Website Goods & Services Purchasing Instructions
Missouri Cooperative Procurement Service*	The State of Missouri's Office of Administration Purchasing Division is authorized to provide procurement services through a joint purchasing program to political subdivisions and quasi-public governmental bodies.	Website Goods & Services Purchasing Instructions Requirements & Fees

Source: https://www.como.gov/finance/vendors/approved-cooperatives-list/

Ways Local Governments Can Save Money

Review → Analyze → Cut Expenses / Cost

- Cuts are easy to find but do not necessarily save money. Reducing governmental costs does not usually involve doing less. It usually involves having better, more efficient processes.

- Cut transaction costs by offering a discount to those who pay by direct debit. Cash handling and banking checks is expensive. Encourage the use of internet banking.

- Review Energy Usage:
  - street lighting usage. Some municipalities have excessive street lighting. Aside from the cost, they cause light pollution and increase our carbon footprints. Elected officials should consult residents to see where the lighting is really needed or where it may be switched off 30 minutes or an hour earlier.

- Cut Printing Costs:
  - Publish documentation, forms and other authorized documentation and communication online
  - Use double-sided printing. Changing the default setting can save thousands on paper.

Ways to Save Money Continued

Change the way you do business → Modernize communication

- Electronic Communication and Transaction
  - Send tax demands by email. This is often more convenient for the taxpayer and saves postage.
  - Send Announcements, Notices and Reminders by email
  - Encourage ACH and other Internet Banking Transaction as opposed to checks
  - Automate Standardized Tax Forms and Transactions
- Share services, compare charges, and benchmark your municipality against others similar to yours.
- Join cooperative purchasing group

Ways to Save Money Continued

▶ Use double-sided printing. Changing the default setting can save thousands on paper.

▶ Earn extra revenue through private advertising.

▶ Share services, compare charges, and benchmark your municipality against others similar to yours.

▶ Join cooperative purchasing group

MAKE
Your Community Money!

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FINDING AND DISCOVERING HIDDEN REVENUES

Where to Start?

- ▶ Impose or Increase Local Taxes
- ▶ Maximize Current Rates
- ▶ Review Services Provided to ensure you are charging for proper rates
- ▶ Taxpayer Bill of Rights
- ▶ Automate Fees, Taxes, Permits, etc.

Resources

- Surveys
- Websites
  - Local Governments
  - State of Illinois
- Networking
- Seminars/Conferences
- Partners

Locally Imposed Taxes

Motor Fuel	Food & Beverage
Hotel/Motel	Towing Fees
Entertainment/Amusement	Vehicle Stickers
Licenses (Rentals, Bartender, Chauffer)	Stormwater
Real Estate Transfer Stamps	Video Gaming

Maximizing Current Tax Rates

- ▶ Home Rule and Non-Home Rule Sales Tax
- ▶ Electric Utility Tax
- ▶ Natural Gas Utility Tax
- ▶ Telecom Tax

Home Rule and Non- Sales Tax

- Retailers Occupation Tax / Sales Tax
  - of 6.25% state sales tax 1% is distributed to municipality
- Different rules for Home Rule and Non-Home Rule
- The maximum rate depends on home rule status
- The local tax rate must be made increments of .25%
- Local level taxes are not imposed on:
  - Items that are titled with an Illinois State agency
  - Qualifying food, drug, and medical appliances

Home Rule vs Non-Home Rule

- ▶ Home Rule
- ▶ Home rule tax can be implemented by ordinance without voter approval
- ▶ No maximum limit

- ▶ Non-Home Rule
- ▶ Non-Home rule tax may be imposed only after a voter referendum
- ▶ Maximum limit is 1%

Electric and Gas Utility Taxes

- Tax levied upon electric, gas consumption or sale (within corporate boundaries)
- General rates of taxation
  - Gas taxed upon sale - gross receipts (up to 5%) or per therm (MUT)
  - Electric taxed upon amount of kilowatt/hour used (MUT)
    - "Step Tax"

Electric Tax Old Rates

▶ Electricity Not For Resale: Persons engaged in the business of distributing, supplying, furnishing or selling electricity for use or consumption within the village limits and not for resale, at the rate of five percent (5%) of the gross receipts there from.

▶ Revenue Neutral (*no change* with Municipal Aggregation)

Electric Tax Max Rates

- **Electricity Purchased At Retail:**
- a. Persons engaged in the privilege of using or consuming electricity acquired in a purchase at retail and used or consumed within the corporate limits of the village at the following rates, calculated on a monthly basis for each purchaser:
- (1) For the first 2,000 kilowatt hours used or consumed in a month; 0.6095 cent per kilowatt hour;
- (2) For the next 48,000 kilowatt hours used or consumed in a month; 0.3996 cent per kilowatt hour;
- (3) For the next 50,000 kilowatt hours used or consumed in a month; 0.3597 cent per kilowatt hour;
- (4) For the next 400,000 kilowatt hours used or consumed in a month; 0.3497 cent per kilowatt hour;
- (5) For the next 500,000 kilowatt hours used or consumed in a month; 0.3397 cent per kilowatt hour;
- (6) For the next 2,000,000 kilowatt hours used or consumed in a month; 0.3197 cent per kilowatt hour;
- (7) For the next 2,000,000 kilowatt hours used or consumed in a month; 0.3148 cent per kilowatt hour;
- (8) For the next 5,000,000 kilowatt hours used or consumed in a month; 0.3097 cent per kilowatt hour;
- (9) For the next 10,000,000 kilowatt hours used or consumed in a month; 0.3048 cent per kilowatt hour; and
- (10) For all electricity used or consumed in excess of 20,000,000 kilowatt hours in a month; 0.2997 cent per kilowatt hour

	Average Annual KWH	Average Monthly KWH	Average Annual Revenue by Class	Average Monthly Revenue by Class	Monthly Utility Tax Revenue @ Step Tax ~ 5%
Residential Customer	8,903	741.92	$857.26	$71.44	$3.57
Commercial Customer	435,447	36,287.25	$4,937.10	$411.43	$20.57
Industrial Customer	12,357,567	1,029,797.25	$610,682.32	$50,890.19	$2,544.51

Electric Tax – Users and Usage
How does this translate into Utility Tax?

Natural Gas Tax – Max Rate

- ▶ Persons engaged in the business of distributing, supplying, furnishing or selling gas for use or consumption within the village limits and not for resale, at the rate of five percent (5%) of the gross receipts therefrom.

- ▶ Except as otherwise provided by this Article, a tax is imposed on the privilege of using or consuming gas in the Village that is purchased in a Sale at Retail at no maximum cents per therm.

	Average Monthly Revenue	Average Monthly Therms	Monthly Utility Tax Revenue @ 5%	Monthly Utility Tax Revenue @ $0.04 / Therm
Residential Customer	$ 84.65	93.80	$4.69	$3.75
Commercial Customer	$ 288.19	323.75	$16.19	$12.95
Industrial Customer	$ 576.05	678.2	$33.91	$27.13

Gas Tax – Users and Usage
How does this translate into Utility Tax?

Utility Tax Notes

- **How is it collected?**
  - Utility collects, adds administrative fee (3%)
    - Remit Monthly/quarterly/yearly
- **Exemptions**
- **Free therms or kilowatts to some**
  - Municipal Buildings
    - Dependent upon franchise agreement
- **Non-home Rule OK**

Telecom Tax – Max Rate

- ▶ Most municipalities levy these taxes
- ▶ Collected by IDOR
- ▶ Remitted back to municipality quarterly
  - ▶ Administrative fee taken out
  - ▶ Data can be gotten from IDOR
- ▶ New System is part of "Simplified Municipal Telecommunications Tax Act"
  - ▶ Enacted in 2003
- ▶ If you had ordinance prior, grandfathered
- ▶ Rates cannot exceed 6% for municipalities with a population of 500,000 or less
  - ▶ Can be increased by .25% if you have not reached the cap

Cable Franchise Fees–Max Rate

- ▶ Local Franchise Agreement lays forth powers of municipality
  - ▶ 5-10 years in length (current practice)
    - ▶ Fee - right to do business on public ways
  - ▶ Lays forth how it is to be collected/remitted
    - ▶ Generally remitted quarterly
    - ▶ 5% of "gross revenues"
    - ▶ $ per premise (not recommended)
- ▶ Statewide Franchises

Partners That Can Help Find Revenue

There are partners that can maximize revenues for local governments by specializing in audits of utility, telecommunications, and cable fees and taxes, delivered by an experienced audit team on a contingency fee basis.

Partners That Can Help Maximize Revenue

- ▶ Audits
  - ▶ Sales Tax
  - ▶ Utility Tax
  - ▶ Cable Franchise Fees
  - ▶ Utility Bills
  - ▶ Other Taxes and Fees

INCREASE REVENUE

Audit Process

Sales Tax Reviews

- Monitor, Monitor, Monitor!! Help you ensure that proper controls are in place to prevent the future miscoding of addresses

- Standardize the format of address databases used to compute sales tax receipts

- Establish the most complete possible address lists

- Correct errors that plague address records

- Report back on lost revenue and determine outstanding monies owed

- Track trends in revenues from your local businesses

Gas and Electric Utility Tax Audits

- Checking the accuracy of the geographic data used by the utility provider

- Rooting out address coding errors-monitor and prevent them from reoccuring

- Working to recover past due tax revenues, interest, and penalties
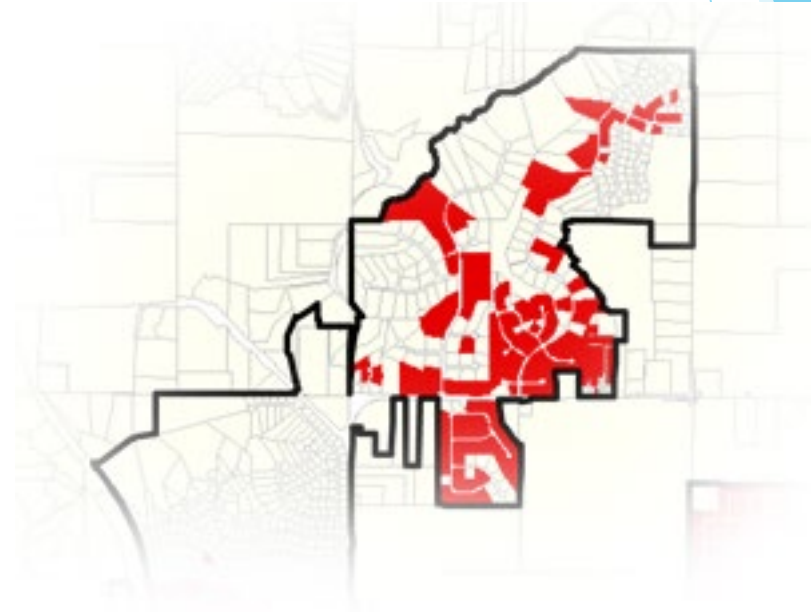
Cable Franchise Fee Audit

- ▶ Checking the accuracy of the geographic data used by the utility provider
  - ▶ Can kill two birds with one stone
- ▶ Gross Revenue Calculations
  - ▶ Includes
    - ▶ Subscriber
    - ▶ Advertising
    - ▶ Pay-per-View
    - ▶ Home Shopping
    - ▶ Examination of Debt Distributions
  - ▶ Does not include internet – bundled packages can be tricky!

Telecom Taxes

- ▶ Can't be audited by local governments!
  - ▶ Administered by the State
- ▶ Can be monitored and managed by local governments under the simplified Telecommunications Tax Act
  - ▶ Sending address lists to telecom companies
  - ▶ Following up with telecom companies
  - ▶ Correcting miscoded addresses with each company
  - ▶ Financial data can be obtained from IDOR so you can identify trends among tax payers and which are impacting your telecom receipts
- ▶ Getting Results
  - ▶ Recovering 911 fees
  - ▶ Recovering future telecom taxes
  - ▶ Ensuring addresses stay correctly coded for the long-term future

Utility Bill Audits

- Errors in the initial account setup
- Incorrect customer charges
- Correct meter multipliers
- Billing inconsistencies with contractual terms
- Billing for equipment or service the City is not receiving
- Overcharges for regulatory charges or taxes
- Equipment and services
- Cost-effective options
- Demand charges and contracts
- Rate management

Other Taxes

- Food and Beverage – Making sure all your businesses are remitting the proper amounts and that your ordinance is consistent

- Hotel/Motel – Ensuring that all categories of gross revenue are accounted for

- Entertainment/Amusement - Ensuring that all categories of gross revenue are accounted for

- Motor Fuel – Can be identified and recovered as part of the sales tax review

Other Partners

- State of Illinois IDROP Program
  - Collection program that intercepts state income tax refunds
- Billing & Collection Agencies
  - Ambulance Bills
  - Parking Tickets
- Credit Card Processing Fees

Taxpayer Bill of Rights

- Most of you have it
  - "Locally Imposed Tax Rights and Responsibilities"
- Lays out roles and who is in charge
  - Administrator (Treasurer/Finance Director), authorities (Mayor, Council)
- Governs all taxes, but not fees
  - Exception is IMF (attached to Telecom Tax) and Property Tax (State/County)
  - Now cable franchise fees are affected
- Outlines regulatory powers of Municipality
  - Credits/Refunds
  - Audit rights/procedures
  - Interest/penalties
  - Appeals/hearings
  - Statutes of limitations
  - Liens

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Other Ways to Make Money?

- Earn extra revenue through private advertising

Three Learning Objectives

Understand what automation is and its importance in government

▶ Definition and brief background of automation

▶ How government processes are currently handled

Learn what and how to automate in government

▶ Tax Payments

▶ Revenue Tracking

▶ Document/Payment Processing

▶ Rebates

▶ Civic Engagement

Understand automation benefits for everyone

▶ Governments

▶ Business owners

▶ Residents

What is Automation?

Automation is defined as the technique of making an apparatus, a process, or a system operate automatically
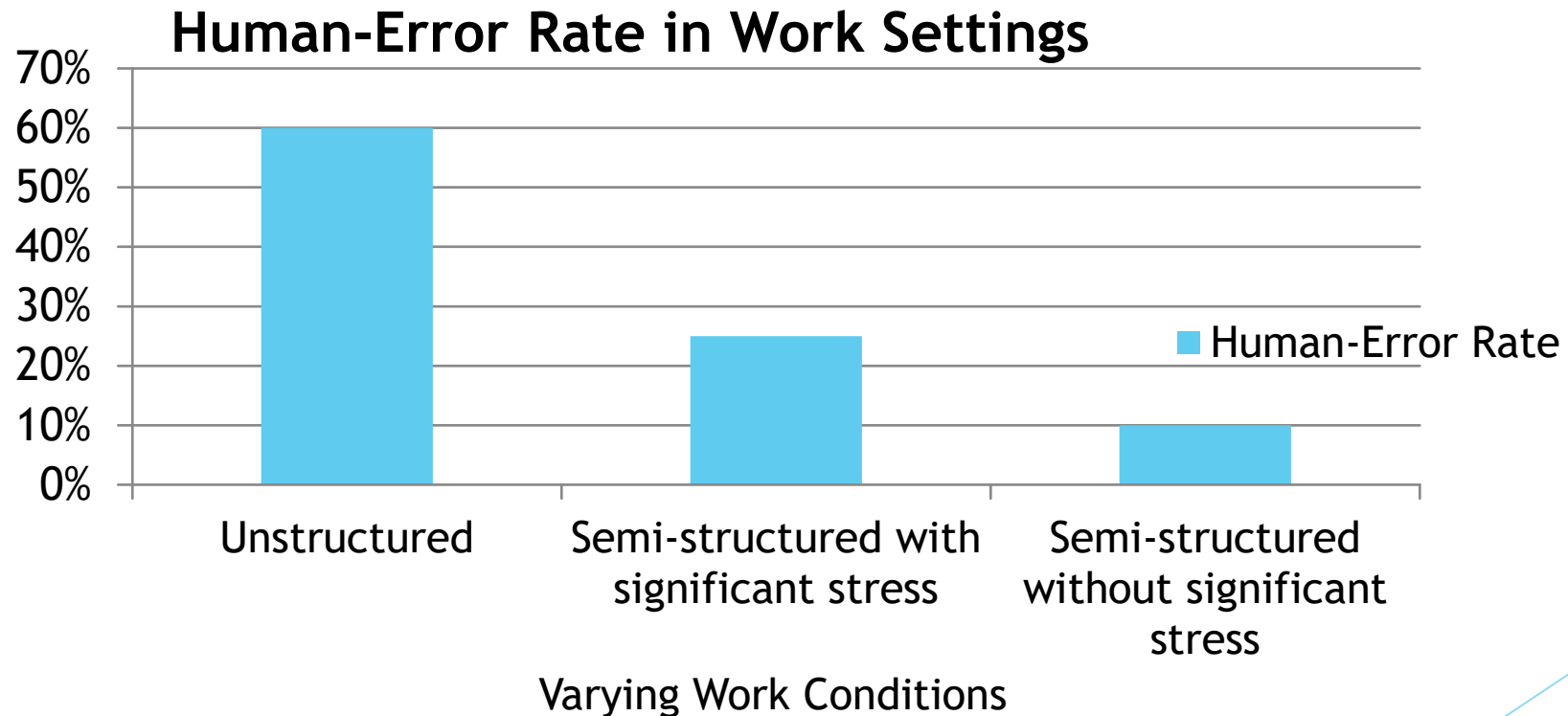
How did we get here?

A brief history of automation

▶ Ancient Greece – Early Greeks experimented with simple reaction motors powered by steam

▶ Middle Ages – Europeans and Middle Easterners create windmills, with mechanisms for automatically turning the sails

▶ 18th Century – John Watt perfects the steam engine allowing for automated valves

▶ 19th Century – Industrial Revolution creates special-purpose machinery, factories and mass production which affects transportation, communication, and banking.

▶ Mid-20th Century – ENIAC, UNIVAC, and integrated circuits allow for sophisticated and fast calculations and miniaturization of computer tech

Automation in the World

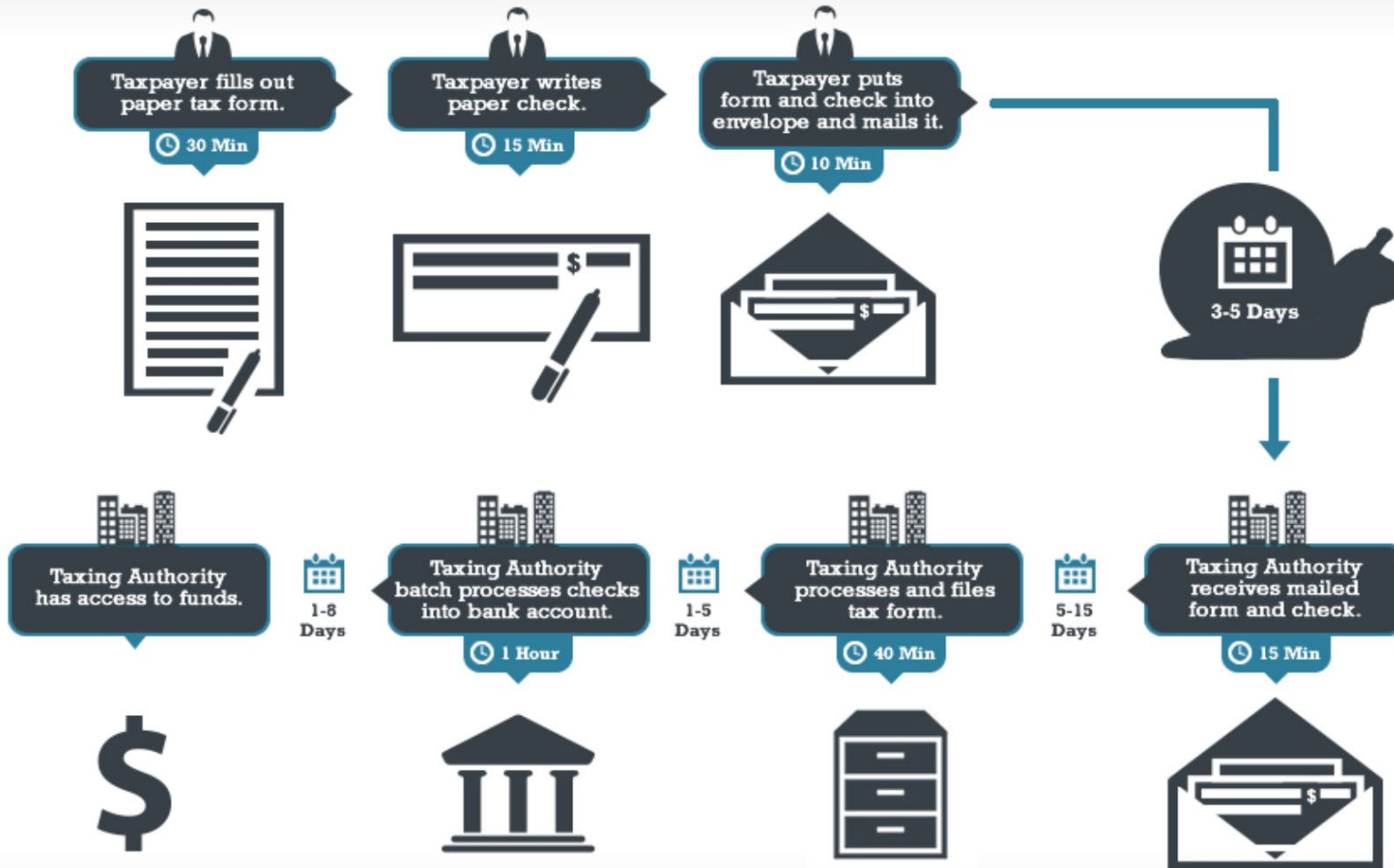*Automation has grown increasingly common in organizations*

▶ **60%** of organizations currently rely on automated processes

▶ **11%** of organizations plan to implement automated processes in the near future

▶ But why is automation speeding up?

Human-Error Rate in Work Settings

Varying Work Conditions

- Legend: ■ Human-Error Rate

Categories (approximate values):
- Unstructured: 60%
- Semi-structured with significant stress: 25%
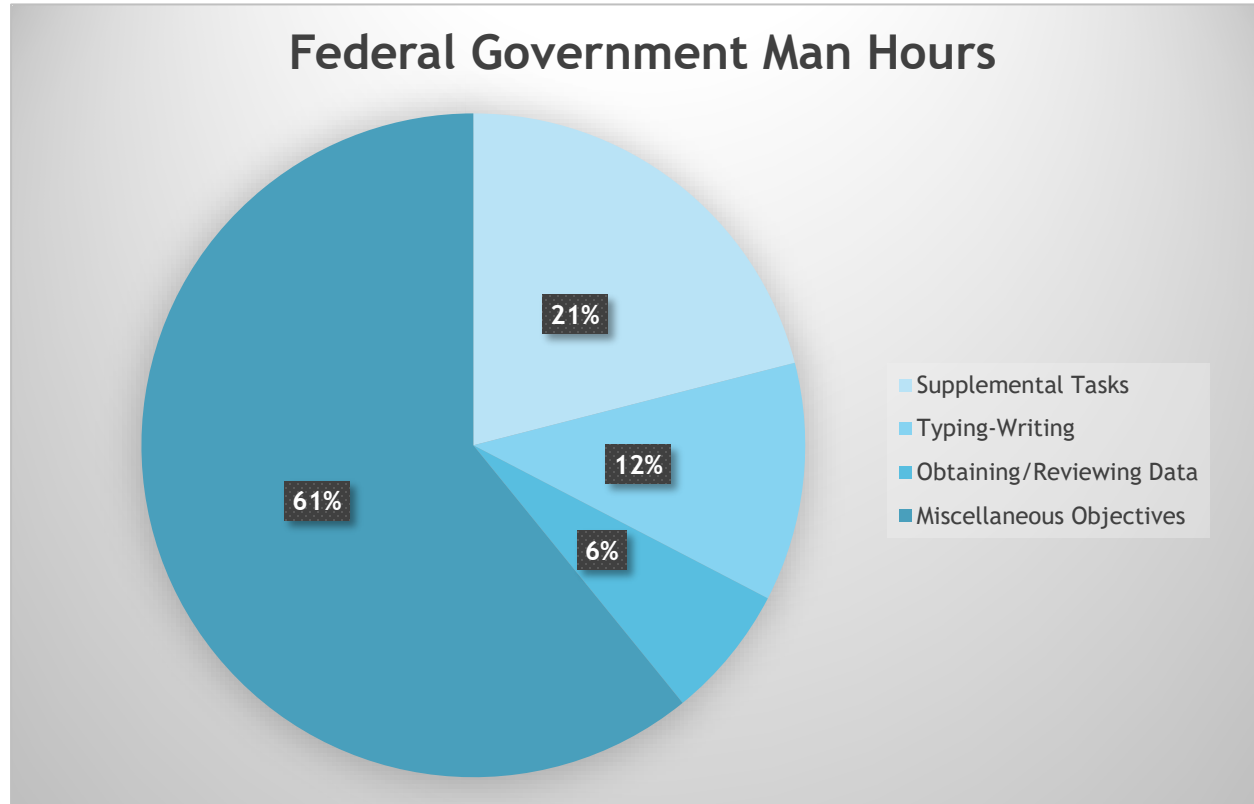- Semi-structured without significant stress: 10%

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How Government Processes are Currently Handled

Manual Tax-Filing Process

How Government Processes are Currently Handled

Federal governments work an estimated 4.3 billion hours each year

Federal Government Man Hours

- Supplemental Tasks
- Typing-Writing
- Obtaining/Reviewing Data
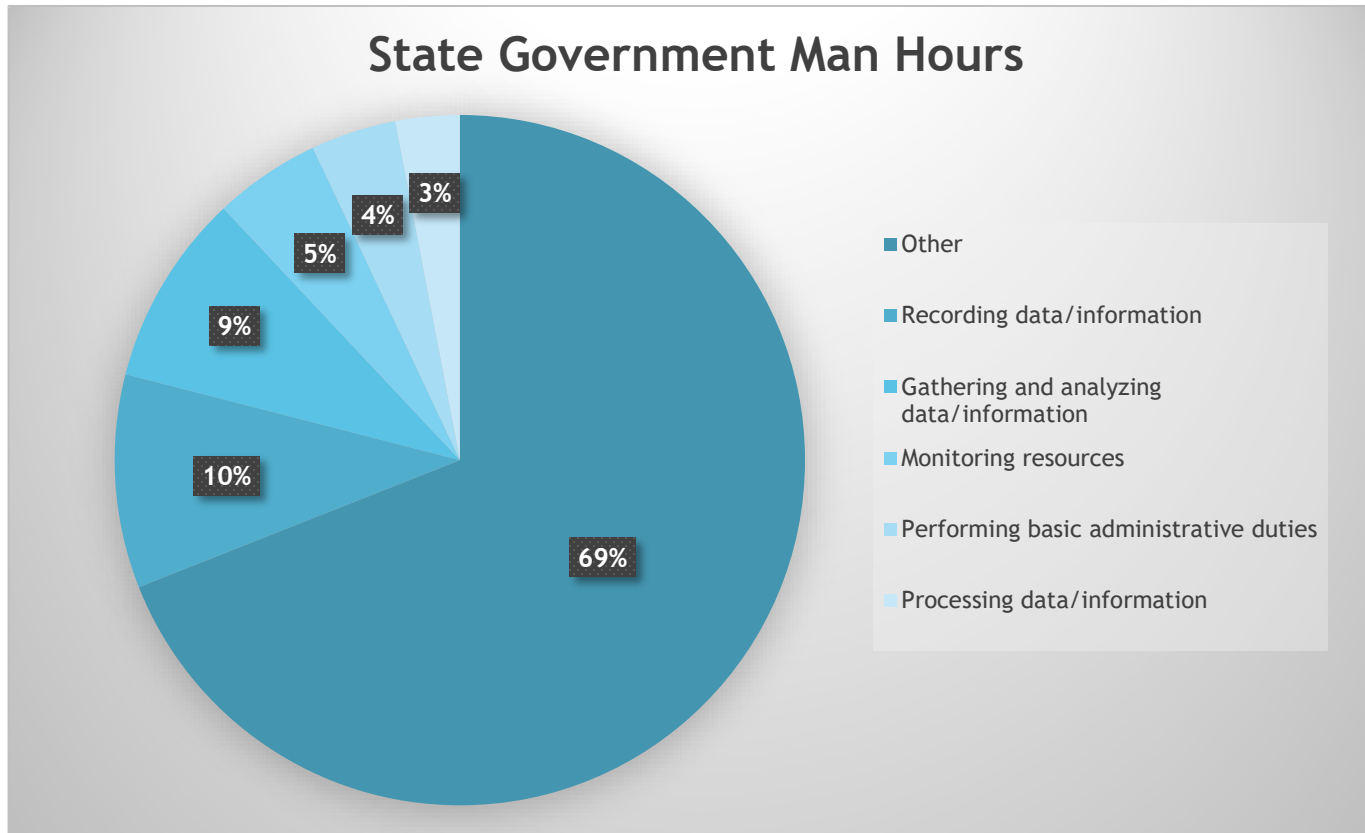- Miscellaneous Objectives

21%
12%
6%
61%

▶ Through automation, federal governments can save between ***96.7 million*** and ***1.2 billion*** man-hours each year

How Government Processes are Currently Handled

State governments work an estimated 108 million hours each year

▶ 31% of these hours are spend on mundane, unrewarding tasks

  ▶ These hours could be allocated towards more important, rewarding government objectives

State Government Man Hours

Legend:
- Other
- Recording data/information
- Gathering and analyzing data/information
- Monitoring resources
- Performing basic administrative duties
- Processing data/information

Pie chart values: 69%, 10%, 9%, 5%, 4%, 3%

How Government Processes are Currently Handled

Local government employees have become increasingly frustrated in their roles

- *71%* of local government employees feel 'disengaged' while at work
  - Disengaged local government employees account for *17%* of all disengaged employees across America
- *40%* of local government employees feel overworked and underappreciated
  - Energy levels and morale decrease
  - Quality of work declines
  - Deadlines are not met
- *3.6%* local government employee turnover rate is higher than usual

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Benefits of Automation in Government

Benefits of Automation in Government

Many federal and state government man-hours can be saved through automation, in accordance with three different levels of resourcing and investment

▶ Depending on the level of automation investment, governments can free up anywhere from 2% to 30% of man-hours within five to seven years

Level of investment	Savings category	Federal	State government
Low	Annual person-hours	96.7 million	4.3 million
	Hours as percentage of total	2.23%	3.94%
Medium	Annual person-hours	634 million	15.3 million
	Hours as percentage of total	14.63%	13.93%
High	Annual person-hours	1.2 billion	33.8 million
	Hours as percentage of total	27.86%	30.84%

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What and How Can You Automate in Government?

- Tax Payments
- Payment Processing
- Accounting
- Revenue Tracking
- Rebates
- Document Processing
- Civic Engagement

Benefits of Automation in Government

Automate Tax Filings and Payments

▶ Taxpayers file and remit locally imposed and locally administered taxes online

▶ Paperwork is eliminated, no need to manually input data or interpret handwriting

▶ Exact interest and penalties auto-calculated for late filings/payments

▶ Track and monitor delinquent taxpayers, eliminating need for audits

▶ Staff can marry data sets to automatically locate any non-paying businesses

▶ Onsite kiosks available for use by walk-in taxpayers

▶ *56%* of finance professionals feel that automation helps them work more productively
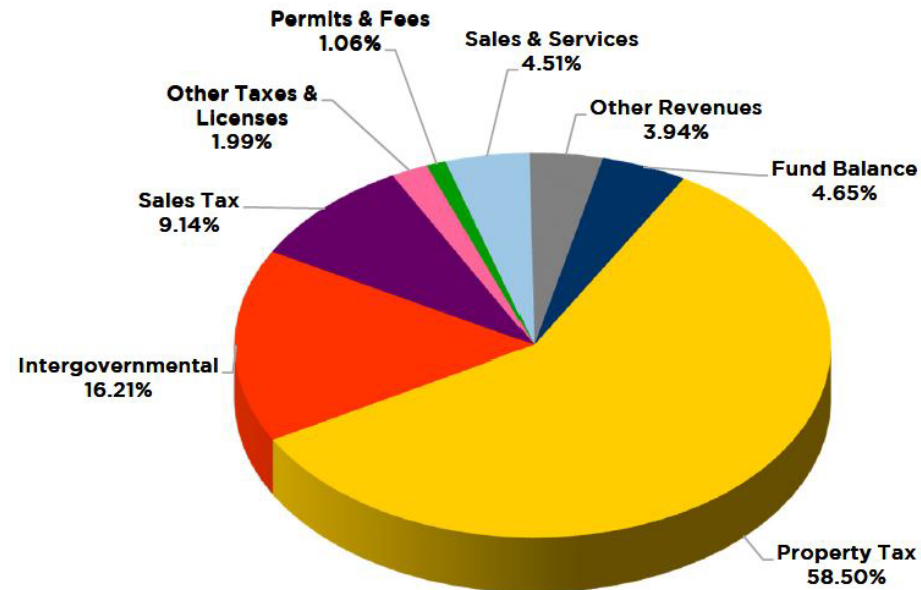
Benefits of Automation in Government

Automate Payments

▶ No need to process paper checks or deliver them to a financial institution

▶ No need to manually calculate money received or owed

▶ Payment instantly received though credit card or ACH payment

  ▶ Exact dollar/cent amount

  ▶ Remitter's name and contact information

  ▶ Date and time of payment submission

▶ Payments transmitted directly into ERP software

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Benefits of Automation in Government

Revenue Tracking

▶ Reporting – Accurate, detailed data outlines your organization's current revenue streams

▶ Large and decentralized revenue streams automatically tracked and monitored

▶ Identify gaps and trends in tax remittance to your municipality

▶ Combine data sets to reveal unknowns about your community

▶ Automated revenue-collection processes are completed *80%* faster than manual ones

Benefits of Automation in Government

Rebates

▶ Applications instantly received through online portal

▶ Machine learning identifies is application is approved or not approved

▶ Refund amount auto-calculated and documented online

▶ Refund instantly credited to claimant's bank account after being processed through ERP

▶ Staff time is freed-up and paperwork is a thing of the past

Promote   Enroll / Submit   Trap Exceptions   Approve / Pay   Report / Analyze

Benefits of Automation in Government

Document Processing

▶ Scan, OCR, and file documents on SaaS-based solutions for simple retrieval

▶ Gather documents for FOIA requests with minimal effort

▶ Quickly submit digital documents internally or externally

▶ Digital documents never lost nor misrouted

▶ *41%* of government employees believe they work more productively thanks to automated document-processing

Business List Report
Delinquency Report
Payment History Report

Business List Report

Make your selections for the report criteria below. Then, select preview to view your report on this page or download to open the report in a .csv file.

Business Status : Active ▼

As of Date : MM/DD/YYYY 📅

PREVIEW   DOWNLOAD

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Benefits of Automation in Government

Civic Engagement

▶ Use cloud-based applications to communicate with local business owners and residents

- ▶ Communicate with residents and businesses through social media and apps

- ▶ Provide easy, direct communication to elected officials

- ▶ Send out emergency alerts to residents and businesses

- ▶ Announce local community events

- ▶ Get notifications quickly about issues in your community from residents

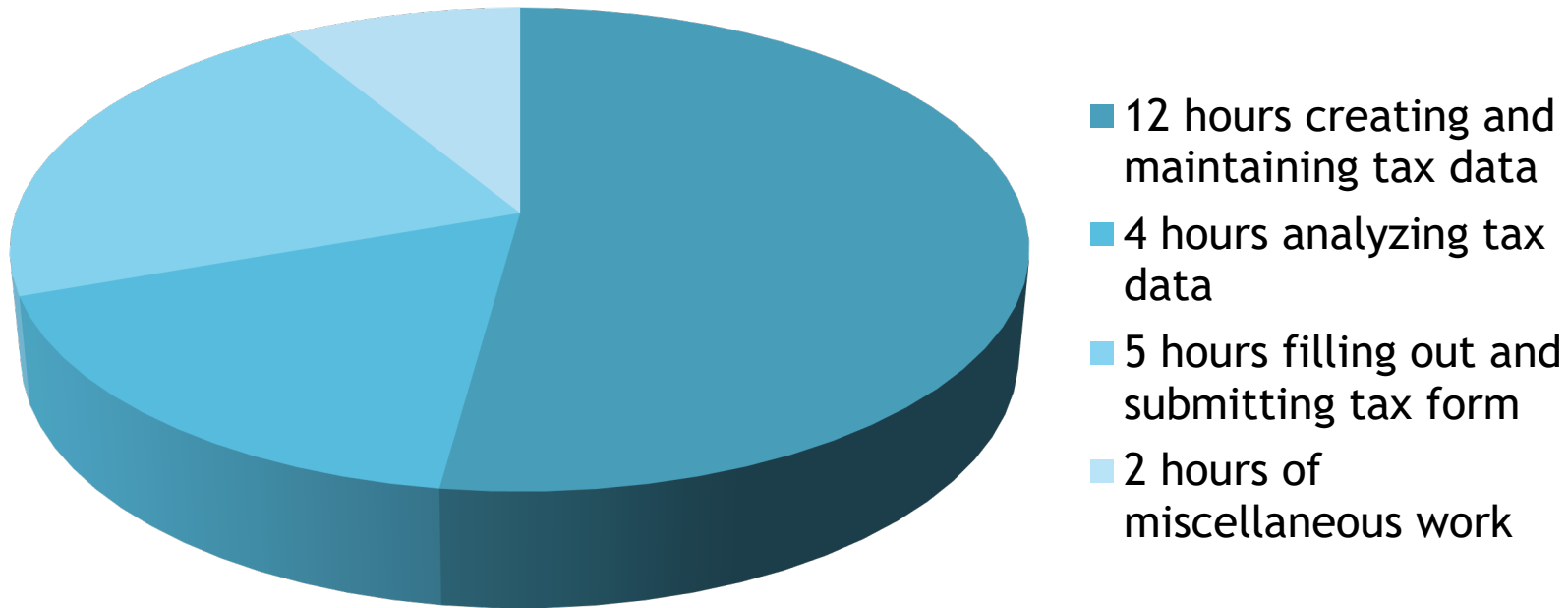 - ▶ Respond to resident issues and provide continuous updates via push notifications
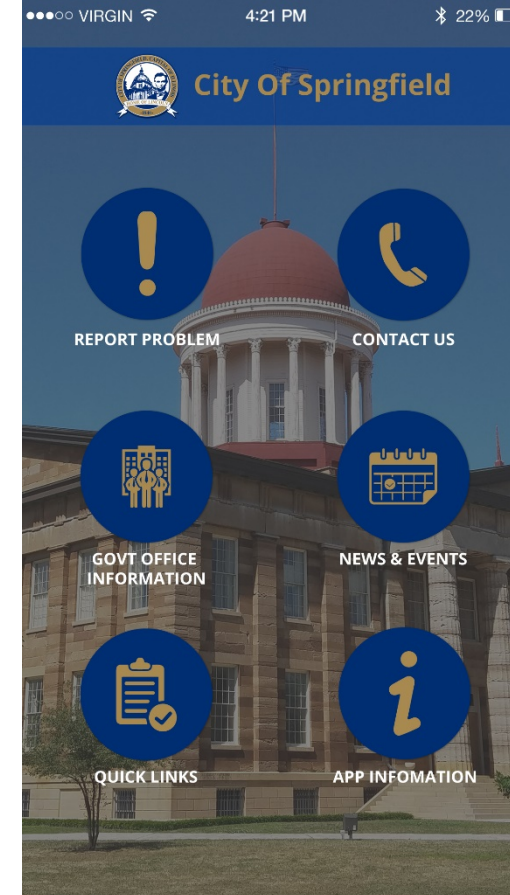
Benefits of Automation for Local Businesses

Benefits of Automation for Local Businesses

On average, a business owner spends 23 hours manually preparing and filing a tax form

Manual Tax-Filing Process for Business Owner

- 12 hours creating and maintaining tax data
- 4 hours analyzing tax data
- 5 hours filling out and submitting tax form
- 2 hours of miscellaneous work

Benefits of Automation for Local Businesses

Food/Beverage and Hotel/Motel Tax Forms

- On average, it takes *27 minutes* to manually prepare and file a food/beverage tax form

  - *90%* of food/beverage taxpayers would rather prepare and file their taxes through an automated, online platform

- On average, it takes *81.5 minutes* to manually prepare and file a hotel/motel tax form

  - *73.7%* of hotel/motel taxpayers would rather prepare and file their taxes through an automated, online platform

  - *68.4%* of hotel/motel taxpayers find they don't receive adequate assistance from municipalities lacking automation

  - *36.8%* of hotel/motel taxpayers find it challenging to manually fill out and mail tax remittance checks

  - *31.6%* of hotel/motel taxpayers are dissatisfied with the manual process of filing and remitting taxes

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Benefits of Automation for Local Businesses

Tax Filings and Payments

▶ Convenient online filing and remittance portal

▶ Enter taxpayer contact information ONCE

  ▶ Contact information can be auto-populated

▶ No need to manually fill out a form or mail check

▶ No need for manual calculations

  ▶ Amount due is auto-calculated

▶ No need to visit municipality, documents can be filled out and submitted from anywhere. Anytime

▶ Accountant assistance not necessary

  ▶ Savings on accountant fees could be as high as **_4-6%_**

▶ Freed up time can be allocated towards business objectives

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Benefits of Automation for Residents

Benefits of Automation for Residents

Civic Engagement

- Use cloud-based applications to interact with local government
  - Reach out to elected officials and staff
  - Learn about community events and opportunities
- Avoid lines and save time by applying for permits and licenses online
  - Building Permits
  - Parking Permits
  - Business Licenses
  - Pet Licenses
  - Vehicle Stickers
- Efficiently report public issues
  - Missing STOP signs
  - Malfunctioning traffic lights
  - Potholes/sidewalk cracks
  - Vandalism

Benefits of Automation for Residents

Online Bill Payments

▶ Can be submitted 24/7 from anywhere, using any device with internet access

  ▶ Computer

  ▶ Mobile phone

  ▶ Tablet

▶ Contact information entered once and securely stored online

▶ Eliminate extra work while remaining compliant using autopay feature

▶ No need to manually fill out or mail paper checks

Benefits of Automation for Residents

Rebates

▶ Conveniently fill out and submit rebate applications through secure portal

▶ Check application status online

▶ Receive notifications

  ▶ Approved or Not Approved

  ▶ Rebate amount

▶ Receive automated refund

▶ Can be done any time, any where for maximum convenience

Improved Experience for Everyone

Governments free up time by eliminating manual tasks

▶ Dedicate time to high-priority, professionally-rewarding objectives

▶ Greater focus and less stress allow for improved performance, results, and overall morale

Business owners allocate time and energy elsewhere

▶ Place greater focus on the success of their business

▶ Become more active in economic development
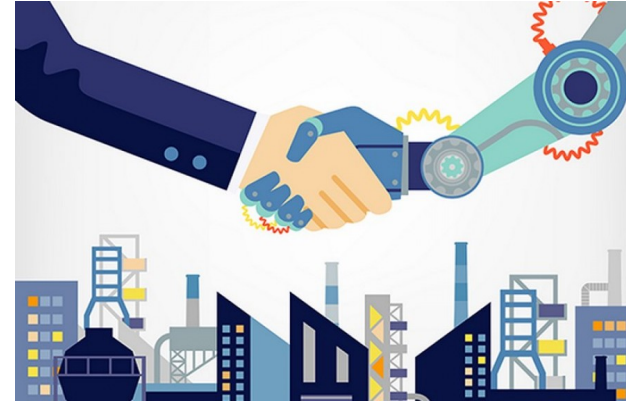
Residents become more involved

▶ Use municipal website more frequently

▶ Learn more about their community while participating in local events

Automation promotes general energy and excitement among governments, business owners, and residents

Overcoming Potential Pitfalls

Employee pushback

▶ Staff should hold frequent training seminars to educate on automation while showing its value

Community is unaware of the automation option

▶ Increase awareness through communication and information campaigns

Unwillingness to use automation, instead preferring traditional, manual methods

▶ Hold workshops to walk them through automation processes, providing clear, simple explanations of how automation makes life EASIER for them

Difficulty in learning the technology

▶ Set up kiosks and have and be ready to walk them through the process

  ▶ If necessary, partner with other government entitles to host seminars

Untrusting of technology, preferring their information and finances to be handled by humans instead of machines

▶ Develop a reputation for protecting taxpayer data

▶ Provide transparency about how data is collected and stored

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Summary of Automation

Governments, business owners, and residents save time through various automated processes

- ▶ Tax Payments
- ▶ Revenue Tracking
- ▶ Accounting
- ▶ Document Processing
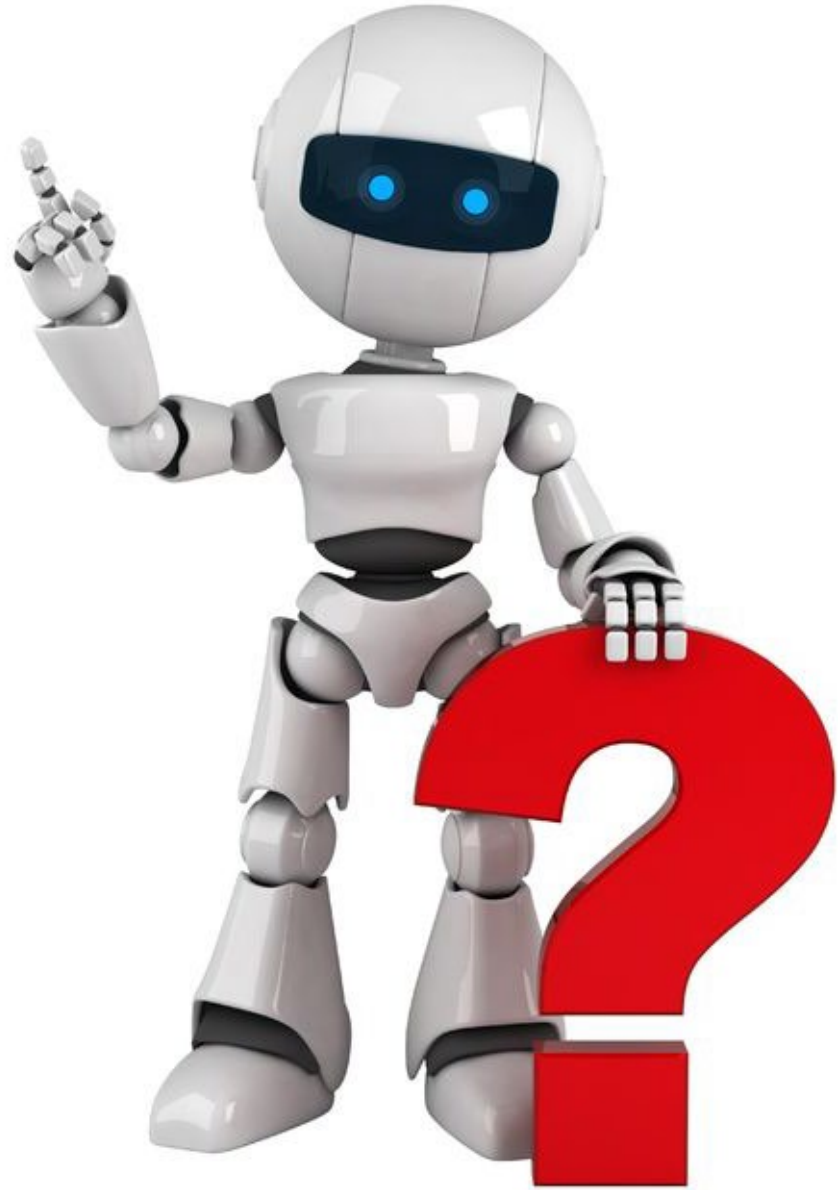- ▶ Payment Processing
- ▶ Rebates
- ▶ Civic Engagement

Automation provides an improved overall experience for everyone

- ▶ Governments
- ▶ Business owners
- ▶ Residents

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Questions?

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