

2018 NACo Achievement Awards
Sept. 18, 2018 BOCC Meeting

1. Information Technology: **Information Technology Services/EPMO/Criminal Justice Services CRM Pre-Trial Project:** Mecklenburg County Information Technology Services (ITS) and Criminal Justice Services Pre-Trial Release program worked to develop a new system to manage pre-trial release. The program is designed to determine eligibility and potentially enroll and divert arrestees from serving jail time. Previously, staff used a vendor-developed system that no longer fit their business process flow and was difficult to report against. There were also annual maintenance costs associated with keeping a system that functioned but did not truly meet the business need. ITS partnered with Microsoft and the business to build a new system using Microsoft Dynamics/CRM in the cloud (or “365”). The system was implemented and went live in May 2017.
2. LUESA: **Creating Space for Citizen Science:** Mecklenburg County Air Quality is helping citizen scientists understand personal air sensors and use them in a way that takes advantage of the high-quality regulatory data that our agency is collecting. Recently, there has been a surge of small portable personal air sensors in the marketplace designed to put air pollution science in the hands of the average citizen. However, many of the sensors are not accurate and we have limited scientific evidence about how to interpret this data.

Air Quality has embraced a balanced approach to the emerging personal sensor technology through research, communication and creating a physical space alongside our regulatory air monitoring station for citizen scientists explore this new technology.

3. LUESA: **Small Quantity Business Hazardous Waste Program:** The Solid Waste Department hosts a quarterly Business Hazardous Waste Collection Day through the program. The event was launched in July 2017 in response to a need to provide County businesses with affordable options to properly and legally dispose of their hazardous waste. The event was the first of its kind to be offered in North Carolina.
4. LUESA: **Using Web GIS to Aid Interagency Collaboration in Mecklenburg County:** By specifically utilizing a web GIS application solution in service of collaboration, end users have a universally accessible and readily available solution that enables stakeholders to visually assess where current and potential overlaps, conflicts and synergies occur with each agency’s current and potential projects. Additionally, this use case of a web GIS

platform provides benefits such as security, practicality, accessibility and leverage to enhance collaboration and decision making among these different organizations.

5. Tax Collector: **Customer Appreciation Initiative:** The Office of the Tax Collector (OTC) wanted to demonstrate its appreciation of its customers by enacting an initiative to give a thank-you note to each customer who visited its office or interacted with its employees. Often, the Tax Office is the only interaction residents have with their local government, and the OTC strives to ensure quality customer service in each interaction.
6. Tax Collector: **Delinquent Tax Credit Reporting:** Good credit is an asset in today's economy, and currently data reporting is a highly effective tool for maximizing collections. Credit reporting of delinquent taxes can encourage taxpayers to satisfy their tax debt and pay their taxes timely in the future. The Mecklenburg County Office of the Tax Collector has partnered with a collections agency, Datamax Corporation, to collect delinquent real and personal property taxes where no applicable prescribed enforced collection remedy existed.
7. Tax Collector: **Innovative Online Publication:** The Office of the Tax Collector (OTC) has implemented innovative online publications to notify delinquent taxpayers and to collect delinquent taxes. The OTC developed three lists that are published on its website identifying delinquent taxpayers. The three lists are the Annual Tax Advertisement (current tax year delinquencies), Top 100 Delinquent Taxpayer List (top 100 current year delinquencies) and Delinquent Taxpayer Publication (prior year delinquencies). Delinquent taxpayers are mailed notices informing them of the tax delinquency and providing a period in which to pay to avoid their name being published in a local newspaper or on the OTC's website.