2007-2008 CPTAP
SENECA COUNTY CENTRALIZED COLLECTION DATABASE STUDY

20 March 2009

I. EXECUTIVE SUMMARY

INTENT AND SCOPE OF STUDY

The intent of this Tax Collection Study is to determine Seneca County's tax collection needs and resources, and inform the development of a centralized tax database system. Because of Seneca County's strong Home Rule culture and limited high speed internet availability, any proposed system will need to be flexible enough to permit municipalities to either only participate partially, or not at all. At a minimum, the system will need to provide tax status and tax payment history, and permit users to ascertain this information for every real property parcel in the county.

PRESENT STATUS

Seneca County is a rural community of 35,000 residents on 17,826 parcels organized into 10 towns, 5 villages, and four school districts. Home rule is very strong in Seneca County, and each community has their own process for tax collection. Seneca County uses Systems East's Total Collection Solution (TCS), and our communities use a variety of programs, spreadsheets, and manual systems.

Town tax collection starts in December, and runs until April 1st when the tax records are turned over to the County to collect the remaining delinquent taxes. The books turned over to the county are often hand-written, or printed reports from software that is incompatible with the Treasurer's office's TCS software, or its RPS file. Throughout April and May the Treasurer's office staff pours through each book and record and updates the TCS file manually. After this is complete, Seneca County IT converts the RPS 995T1 file to RPS v3, and then synchronizes that data with the TCS database.

Tax information is current available only by contacting the tax collector, or by using the public Terminal at the Seneca County Office building. The proposed Seneca County eParcel Data Hub presently shows assessment information for every parcel in the county, and will show tax status, tax amount, and tax history when it is populated with tax bill data in December 2009.

PROPOSED CENTRALIZED SYSTEM

In 2006, Seneca County received an ORPS RPTATIP B1 Grant to explore the feasibility of creating a Parcel Data hub –a centralized repository of all tax parcel information. In 2007, Seneca County received an A2 and B2 RPTATIP Grant to implement the design of the eParcel Data Hub, a central database solution that would display tax parcel information over the internet for the general public, automate some Assessor processes, and provide a solution to the County Treasurer's problem of the time-consuming manual data entry every April and May.

The eParcel Data Hub is a browser-based software that connects together local tax collection and property tax assessment, and automates several key tax collection processes. Physically, the system is a Database/File Server and a Web Server sitting behind the County's Internet firewall. The general public is able to view the information stored in the eParcel Data Hub provides through the County's website. This connection utilizes SDG's Image Mate Online (IMO) as the basic public "face" of the Hub, and provides the public viewer with a wide variety of assessment, tax, inventory, comparables, sales, and search information.

The private access to the eParcel Data by the tax collector, tax assessor, Seneca County Treasurer's Office, and Real Property Tax Office personnel is made through a secure login

through a standard web browser. This access point enables the Tax Collectors to note paid taxes directly into the Treasurer's master tax roll. For municipalities who wish to use their own software, or who do not have an internet connection or even a computer, the eParcel Data Hub includes a conversion module to take Excel or Comma-Separated-Values file and import them into the hub from any internet-connected computer.

For the Tax Collector, they connect to the eParcel Data Hub via a secure internet connection and are able to view and update the Taxable status, tax amount, and tax payment history for every real property parcel in their jurisdiction. The Treasurer's Office and Real Property Tax Office is able to view the same information for every parcel in the county.

PROPOSED IMPLEMENTATION

Seneca County signed a contract with the James A. Sewall Company to develop the eParcel Data Hub on July 9, 2008. Development of the public internet structure was completed in October 2008 with the integration of the of the database fields into the SDG Image Mate Online system, already designed to publish the RPS v4 file in an online viewable format.

The tax collector, tax assessor, Treasurer's Office, and Real Property Tax Office staff links into the hub and the associated web browser based interface was developed throughout November and December 2008, with beta-testing in January and February 2009. The product is essentially stable now, and is undergoing "real world" testing with a duplicate 2008 tax file to ensure that there are no major glitches.

The User Guides for the tax collectors and assessors are in the process of being written now, and training is scheduled for late summer 2009. The tax collection and tax payment processing will go live in December when the new tax bill is published and tax collectors begin to collect taxes. At the moment, only the Town and County Tax collection is being implemented. Village and School Tax collection as yet is not being handled by the eParcel Data Hub, although the functionality to do so is there. The intent here is to roll it out to the Town Tax Collectors first because the bulk of the tax bills that must be manually entered lies with them. Once they are satisfied and comfortable with the system, then the Villages and School Districts will be invited to join the eParcel Data Hub.

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II. EXISTING TAX COLLECTION SYSTEM

1. PARCEL CENSUS

There are a total of 17,826 real property Parcels in Seneca County.

Breakdown by Jurisdiction:

TOWN	Parcels		VILLAGE	Parcels
Covert	1,529		Interlaken	308
Fayette	2,422		Lodi	183
Junius	871		Ovid	321
Lodi	1,226		Seneca Falls	2,679
Ovid	1,451		Waterloo	1,957
Romulus	1,243		**TOTAL**	**5,448**
Seneca Falls	3,999			
Tyre	676		**SCHOOL DISTRICTS**	**Parcels**
Varick	1,131		Romulus CSD	2,164
Waterloo	3,278		Seneca Falls SD	4,741
TOTAL	**17,826**		South Seneca SD	4,435
			Waterloo CSD	5,649
			TOTAL:	**16,989**

2. CURRENT DATABASE

Seneca County uses Systems East's TCS (Total Collection Solution) Software. However, each Town, Village, and School District use their own software as they see fit, and in some cases no computer is used – the tax records are kept and processed manually.

Once a year, the Seneca County Information Technology department collects the various local tax data and aggregates into TCS through a variety of data converters. Non-electronic tax information is manually data-entered into the TCS database by the Seneca County Treasurer's Office staff.

Because RPSv4 and Systems East Tax Delinquency Processing programs are not compatible, the Seneca County Information Technology (IT) department converts delinquent tax information into an RPSv3 995T1 file in order to sync the RPSv4 master file with the Systems East TCS software.

3. CURRENT DATA LOCATION

Physical tax information is kept at the individual town or village tax collector's office or home until April 1st, when it is all sent to the County. Once the Seneca County Treasurer's Office has received the data, it is kept within the Seneca County Computer Network.

4. CURRENT ACCESS, ANALYSIS, AND REPORTING SOFTWARE INVENTORY

Seneca County uses Systems East's TCS software. The Seneca County Real Property Tax Office uses RPSv4, and now the eParcel Data Hub. The Hub uses SDG's Image Mate Online to display the assessment data to the general public over the internet.

Seneca County's local governments use a variety of software, however.

Tax analysis and reporting Software Breakdown by Community:

TOWNS

Covert:	Williamson Law Books & MS Works Spreadsheets
Fayette:	No software – 3 box system
Junius	MS Excel spreadsheet
Lodi:	MS Excel spreadsheet
Ovid:	MS Excel spreadsheet
Romulus:	BAS Tax Collection software
Seneca Falls:	Phelps Tax Collection Software (DOS)
Tyre:	No software – 3 box system
Varick:	MS Excel spreadsheet
Waterloo:	Phelps Tax Collection Software (DOS)

VILLAGES

Interlaken:	MS Excel spreadsheet
Lodi:	MS Excel spreadsheet
Ovid:	MS Excel & Word
Seneca Falls:	Williamson Law Books & MS Works Spreadsheets
Waterloo:	Williamson Law Books & Phelps Tax Collection Software (DOS)

SCHOOL DISTRICTS

Romulus Central:	Manual System. Excel General Ledger
Seneca Falls Schools:	Manual System. Excel General Ledger
South Seneca Central:	Manual System. Excel General Ledger
Waterloo Central:	Manual System. Excel General Ledger

5. DATA ENTRY AND MAINTENANCE

The local tax collectors are responsible for keeping and maintaining tax collection records until April 1st when they hand off the tax bills to the Seneca County Treasurer's Office. The Treasurer's three clerks manually data enter the non-electronic tax information into the TCS database. The Seneca County Information Technology Department collects, imports, and coverts the various local electronic tax data and maintains the TCS database.

6. ACCEPTED PAYMENT TYPES

Tax collectors accept Cash, Money Orders, and Personal Checks. The Treasurer's office also accepts VISA/Mastercard/AMEX.

7. BAR CODING AND SCANNING

Seneca County does not used bar coding or bar code scanning techniques.

8. SYSTEM MAINTENANCE

The Seneca County Information Technology is responsible for system maintenance.   The data is backed up daily on the Seneca County Network.   A contract with Systems East provides maintenance support of the TCS software. The Treasurer's office maintains the individual data from the manual entry and correcting errors as they are found.

9. SYSTEM BACK-UP AND SECURITY PROCEDURES

All data in the Seneca County Network is stored behind the County's Netscreen NS-25 Firewall and other existing DTL infrastructure including Symantec Anti-virus Corporate edition.   All network servers have fault tolerant memory, dual power supplies, and RAID-5 arrayed SCSI drives in the event of catastrophic equipment failure. All data is backed up daily.

10. INDIVIDUAL PARCEL TAX BILL AND STATUS VIEWING

Individuals may view the tax bills and tax status of individual parcels, however access is limited. The public can access individual parcel tax bills by contacting their tax collector or the County Treasurer's office and requesting the information.

A single public terminal with the ability to view the TCS software is available in the County Treasurer's Office, but it obviously requires the viewer to visit the County Office Building in Waterloo during normal business hours.

11. DATABASE PUBLIC ACCESS

The Seneca County Treasurer's Office staff and the Seneca County IT Department have direct access to the TCS database. The General Public has access by calling the Treasurer's office, or by visiting the Treasurer's office during normal business hours and using the public terminal.

12. INTERNET ACCESSIBILITY TO THE DATABASE

There is currently no mechanism for accessing tax information stored in the TCS database via the Internet. That said, Seneca County's eParcel Data Hub provides parcel tax assessment information to the public via the Image Mate Online interface from the Seneca County website. Tax bill, tax status, and tax payment history is not yet available via the internet.

13. HIGH SPEED INTERNET ACCESSIBILITY SURVEY

Most local jurisdictions in Seneca County have high speed internet access, but a few do not. Four towns and one village have only dial-up internet access, and two Towns and a Village have no internet access at all.

High Speed Internet Users:	Dial-up Internet Connection
Seneca County	Town of Junius
Town of Covert	Town of Lodi
Town of Romulus	Town of Ovid
Town of Seneca Falls	Town of Varick
Town of Waterloo	Village of Lodi
Village of Ovid	
Village of Seneca Falls	**No Internet Connection**
Village of Waterloo	Town of Fayette
Romulus Central Schools	Town of Tyre
Seneca Falls Schools	Village of Interlaken
South Seneca Central Schools	
Waterloo Central Schools	

14. DATA INTEGRITY

The Seneca County Information Technology department and the Seneca County Treasurer's Office are responsible for ensuring tax data integrity.

15. USER SUPPORT

The Seneca County Treasurer's office provides customer support to the general public via phone or in person at the Seneca County Treasurer's office in the County Office Building in Waterloo, NY. The Seneca County Information Technology department and Systems East provide system support to the Treasurer's office.

16. SYSTEM COSTS

The cost to support the TCS system is roughly $17,500 a year, including $ 5,500 in software licensing, $ 2,000 in IT support, and roughly $ 10,000 in data entry costs. The data entry is the most onerous because IT cannot completely merge the Town data into TCS. Instead, all three Treasurer's office clerks spend most of April manually updating the County's file to show which bills are delinquent and which are not.

On the Town and Village level, there is a cost for maintaining internet connections and upgrading/updating computers and software. Some of the Towns -notably Tyre and Fayette, do not have internet connections because of the added cost.

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III. PROPOSED CENTRALIZED SYSTEM

1. PARCEL CENSUS

There are a total of 17,826 real property Parcels in Seneca County, and all parcels will be included in the proposed centralized eParcel Data Hub system.

2. PROPOSED DATABASE

In 2006, Seneca County received an ORPS RPTATIP B1 Grant to explore the feasibility of creating a Parcel Data hub –a centralized repository of all tax parcel information. In 2007, Seneca County received an A2 and B2 RPTATIP Grant to implement the design of the eParcel Data Hub, a central database solution that would display tax parcel information over the internet for the general public, automate some time consuming Assessor processes, and provide a solution to the County Treasurer's problem of the time-consuming manual data entry every April and May.

The eParcel Data Hub is a browser-based system that connects local tax collection data with property tax assessment data, and automates several key tax collection processes. Physically, the system is a Database/File Server and a Web Server sitting behind the County's Internet firewall. The general public is able to view the information stored in the eParcel Data Hub through SDG's Image Mate Online (IMO). IMO is the basic public "face" of the Hub, and provides the public viewer with a wide variety of assessment, tax, inventory, comparables, sales, and search information.

The other key aspect is that the eParcel Data Hub creates a data-pool from which other software is able to report to and draw from. For example, the Hub does not replace the TCS or RPS programs, but rather draws data from them for publishing on the internet. When the tax bills are paid, the hub will retain the payment information, and when the TCS and RPS files are merged and synchronized after April 1st, it will provide tax payment information to TCS.

The tax collector, tax assessor, and Seneca County Treasurer's Office, and Real Property Tax Office personnel access the eParcel Data is through a secure web browser login page. This access points enables the Tax Collectors to note paid taxes directly into the Treasurer's master tax roll. For municipalities who wish to use their own software, or who do not have an internet connection or even a computer, the eParcel Data Hub includes a conversion module to take Excel or Comma-Separated-Values file and import them into the hub from any internet-connected computer.

For the Tax Collector, they connect to the eParcel Data Hub via a secure internet connection and are able to view and update the Taxable status, tax amount, and tax payment history for every real property parcel in their jurisdiction. The Treasurer's Office and Real Property Tax Office is able to view the same information for every parcel in the county.

3. CURRENT DATA LOCATION

Tax information is physically kept at the individual town or village tax collector's office or home until April 1st, when it is all sent to the County. Once the Seneca County Treasurer's Office has received the data, it is kept within the Seneca County Computer Network.

This data is stored on two servers physically located in the Seneca County Information Technology Department – one as a web server and the other file/database server.

4. PROPOSED ACCESS, ANALYSIS, AND REPORTING SOFTWARE INVENTORY

Seneca County will continue to use its Systems East's TCS and RPSv4 software in addition to the eParcel Data Hub, which will operate in parallel to these two programs. The tax information will be made available to the general public via SDG's Image Mate Online. Public users will simply use their personal computer's internet web browser to view the assessment data.

Local tax collectors will be able to continue to use their own software for tax collection and reporting. They will also have direct access to the eParcel Data Hub via their personal or work computer's internet web browser. Access into the Hub's data to modify the data (ie, record tax payments) will be restricted to authorized users with a login and password, and tax collectors will only have access to the tax bills within their jurisdiction. However, tax collectors who use the hub will be able to mark a tax bill as paid and print a receipt in a few short clicks.

5. DATA ENTRY AND MAINTENANCE

The local tax collectors will continue to be responsible for keeping and maintaining tax collection records until April 1st when they hand off the tax bills to the Seneca County Treasurer's Office. The main difference is that if they use the eParcel Data Hub's web access they'll be maintaining the tax payment status in real time. Collectors who use their own software will be able to export a .csv or .xls file that can be readily imported directly into the eParcel Data Hub either from their homes, or by emailing the file to Seneca County IT for import.

The Treasurer's three clerks will continue to manually data enter non-electronic tax information from collectors who do not wish to participate, or who do not have access to a computer. The Seneca County Information Technology department will continue to collect, import, and convert the various local electronic tax data, and maintain the TCS database.

6. ACCEPTED PAYMENT TYPES

Tax collectors will continue to accept Cash, Money Orders, and Personal Checks. The Treasurer's office also accepts VISA/Mastercard/AMEX. However, there is no provision made for "online payment" of tax bills at this time. The eParcel Data Hub simply provides the tax collector with a paid tax bill receipt in exchange for updating the Hub's tax status database in real time.

7. BAR CODING AND SCANNING

Bar coding and scanning will not be part of the eParcel Data Hub. Our tax bill volume is sufficiently small enough that bar coding will provide no benefit.

8. SYSTEM MAINTENANCE

The Seneca County Information Technology is responsible for system maintenance. The data is backed up daily on the Seneca County Network. A contract with Systems East provides maintenance support of the TCS software, and a contract with James A. Sewall will provide for ongoing software maintenance. The Treasurer's office maintains the individual data from the manual entry and correcting errors as they are found.

9. SYSTEM BACK-UP AND SECURITY PROCEDURES

No further system back-up or security measures will be necessary. All data in the Seneca County Network is stored behind the County's Netscreen NS-25 Firewall and other existing DTL infrastructure including Symantec Anti-virus Corporate edition. All network servers have fault tolerant memory, dual power supplies, and RAID-5 arrayed SCSI drives in the event of catastrophic equipment failure. All data is backed up daily.

Public access to the eParcel Data Hub is via the SDG Image Mate Online, and is simply a read/print-only display, and there is no possibility of intrusion or data modification via IMO.

Direct access into the eParcel Data hub is protected by login, user permissions, and passwords. A tax collector is able to view only their jurisdiction's tax bills, and is only able to edit certain fields (Payment Date, Payment Type, Amount Paid). All other data is read by the Hub from RPS and TCS, and is not editable.

10. INDIVIDUAL PARCEL TAX BILL AND STATUS VIEWING

Individuals may continue to view the tax bills and tax status of individual parcels, through the traditional limited methods. The Tax Collector is able to view and print tax bills and receipts on demand, and through the IMO webpages, the general public will be able to access individual parcel tax bills by searching on address or name, or through comparables reports.

11. DATABASE PUBLIC ACCESS

Read/view only public access to the eParcel Data Hub is via the SDG Image Mate Online (IMO). IMO takes the data from the RPS v4 file and displays them on the internet, viewable through any standard web browser. Note that the information displayed by the IMO is read/print only. The General public will have no method of modifying that data within the database.

One issue that will remain for a couple of years is that tax history prior to 2009 will not be available. It is not cost effective to go back and collect tax bill and tax payment history information, and store it in the eParcel Data Hub. However, beginning in late 2009 and early 2010, this information will automatically be saved each year, and be available for display through the Image mate system.

12. INTERNET ACCESSIBILITY TO THE DATABASE

Read/view only public access to the eParcel Data Hub is via the SDG Image Mate Online (IMO). IMO takes the data from the RPS v4 file and displays them on the internet, viewable through any standard web browser. Note that the information displayed by the IMO is read/print only. The General public will have no method of modifying that data within the database.

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13. DATA INTEGRITY

The Seneca County Information Technology department and the Seneca County Treasurer's Office are responsible for ensuring tax data integrity.

14. USER SUPPORT

The Seneca County Treasurer's office provides customer support to the general public via phone or in person at the Seneca County Treasurer's office in the County Office Building in Waterloo, NY. The Seneca County Information Technology department and Systems East provide system support to the Treasurer's office. Seneca County Information Technology will provide eParcel Data Hub user support to tax collectors and Assessors, and the Seneca County Real Property Tax Office will administer user permissions and passwords.

15. PROPOSED SYSTEM COSTS

The development of the eParcel Data Hub had a cost of $215,000, and was fully funded via New York State ORPS A2 and B2 RPTATIP grants. The A2 grant funded the development of the web portions of the project, including the cost of implementing/licensing the full County RPS file into the SDG Image Mate Online System, as well as developing the hub-only reports that the IMO uses. The B2 grant funded the development of the central database itself, the tax collector access and tax collection update system, and the Assessor documentation package delivery system. These costs included the purchase of two servers and a desktop scanner.

Due to circumstances beyond our control, the project was partially developed in early 2008 and we were forced to change vendors. The new vendor, James A. Sewell Co., was unable to utilize the work that had been done and rebuilt the project from square one.

Seneca County is currently negotiating long term maintenance and licensing contracts with James A Sewall, Co. We are confident that we will come to an equitable agreement for both sides, but as of this date we do not even have a ball park for annual service and licensing costs.

16. OWNER NAME AND ADDRESS CORRECTIONS

The eParcel Data Hub does not address this issue. Seneca County Assessor continually update their file, which are then sent to the County each Quarter. The master file is updated prior to Seneca County printing the tax bills.

17. PROCESSING UNPAID COUNTY/TOWN AND SCHOOL BILLS

The process will remain unchanged. Town, Village, and School District tax collectors will collect taxes until April 1st, when the unpaid list is turned over to Seneca County. The benefit of the eParcel Data Hub will be to reduce the data entry time of the Town tax payments and the anticipated data entry errors by providing a means whereby tax collection data is transferred to the County electronically.

18. WEB SERVICE AND TAX PAID BILL INFORMATION

Web services delivery for tax roll information beyond what is displayed on the IMO will not be available. Tax paid status for the 2010 and beyond tax bills will be available to the general public via the IMO web pages.

19. SUGGESTED RPS IMPROVEMENTS

The main improvement that Seneca County would like to see is the resolution of the RPSv4 Prior Parcel ID issue on the 160 Extract file. Without this, tour TCS and RPS v4 databases cannot by synchronized without first reverting the data to RPS v3. Solving this issue would remove this extra, time-consuming step.

20. BANK CODE PROCESS IMPROVEMENTS

Our Assessors code each parcel with a two-digit bank code. While this must be manually entered, it is only two digits and the error propagation rate is low. This current process is as efficient as we can get, and we do not anticipate that any improvement will be needed.

21. UNIVERSAL TAX BILLS

Seneca County supports the concept of a single, universal tax bill for all taxing entities. However, the County cannot mandate a single universal form, as each village, Town, and School District may select the process and form that is best for them. The eParcel Data Hub system is set-up to allow this functionality, once the policy issues are resolved.

22. BANK PROCESSING STRATEGY

We do not anticipate using a single bank to process every community's tax payments. Each town, village, and school district chooses the bank they wish work with, and at any rate, there are no banks in Seneca County that are represented in every community.

IV. IMPLEMENTATION PLAN

1. IMPLEMENTATION PLAN

The original eParcel Data Hub was developed in a partnership between MPR Technologies and Seneca County through an ORPS RPTATIP B1 Grant. Development with MPR began in 2007 until they were unable to continue the project. James A. Sewall Co. was on the New York State Contractor list for database software development, and familiar with the development and Seneca County. We had used Sewall in the past for GIS work and for tax map digitization so we were comfortable with their professionalism and capability in this project. They were willing to pick up the project with only six months of development time left.

2. SCHEDULE

The project began in July of 2007 with RPTATIP A2 and B2 awards to Seneca County. Sewall took over the project in July 2008, and completed the primary portions of the eParcel Data Hub in December, 2008. Beta-testing occurred throughout January and February 2009, and the demonstration version was released on 18 March, 2009. Some minor changes will be made and the final project will be ready by the end of May, 2009.

We anticipate that staff training will occur this summer and that the database will be fully live by December when the tax bill is generated and the tax portion of the eParcel Data Hub is populated from that bill. Currently, the assessment information through IMO is available for public view, and has been since November, 2008.

April 2010 will be the "completion" date when the delinquent tax roll is given to Seneca County. After that point, the eParcel Data hub will be fully operational and populated with data.

3. LOCAL COLLECTION ACCESS

A couple of local collection offices will be recruited for the testing of the browser-based system in late Spring, 2009, and then all Collectors recruited during the Summer for training on the system. Full access to the system will be granted at that time, but no data will be available to them until the tax bill is finalized and mailed out to property owners.

4. STAFFING REQUIREMENTS

We anticipate no additional staff requirements. Certainly, IT and tax collection staff will need training, and IT staff will be necessary for product installation and integration.

5. IMPLEMENTATION COSTS

The eParcel Data Hub has been fully funded and paid for in full through the RPTATIP A2 and B2 grants. There are no further costs associated with the eParcel Data Hub at this time. That said, there could be costs to improve computer access at the Towns and Villages with obsolete computers, or the communities without computers. However, as of this time there are no further implementation costs.

6. COMMUNICATION PLAN

The implementation of the project will be advertised to the general public through the Seneca County Website and on the Tax bills. Tax collectors will be approached throughout 2009 for upgrade development design and testing, and then again once the system is operational. Since several of the Tax Collectors expressed interest in the project in the past, we anticipate that

several will come forward for testing and using the system once implemented. We also anticipate that other tax collectors will become interested after their peers has some experience with the system.

7. TAX COLLECTOR BUY-IN

Considerable effort though has gone into designing the eParcel Data Hub to be easier for the Tax Collector to use than their current system, while providing the same checks and balances, and adding the ability to create receipts on the fly for the Collector and the tax payer. However, many Collectors will want to continue to use their current systems.

The eParcel Data Hub has been designed to take advantage of the Collector's software export capabilities, in order to be able to load an export file effortlessly into the Hub.

The benefits gained by the County from the Tax Collectors who do use the eParcel Data Hub will far outweigh those who chose not to use it.

8. PROJECT CONTACTS

SENECA COUNTY REAL PROPERTY TAX OFFICE
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