

WE MOVED!!!!

THE TAX AND ASSESSOR'S OFFICE IS NOW LOCATED IN THE FRONT OF THE BUILDING!



With the overall goal of enhancing the taxpayer experience at town hall, the Tax Collector and Assessor undertook an effort to implement major improvements to customer service. Working collaboratively, they successfully co-located and relocated their respective offices, while maintaining the segregation of duties of the two departments. To accomplish this, the initiative was structured to deliver improvements in three primary areas: departmental synergies, process efficiencies, and customer service. The project not only included their departments, but was a greater collaboration involving several town departments.

In the past, when a taxpayer arrived at town hall to pay their taxes in person or to visit the Assessor, they were greeted with a challenging route, navigating through winding corridors, to arrive at the Tax and Assessor's offices tucked away in the rear corner of the building. After the move, these offices are now the first to greet residents upon entering town hall. The new up-front location not only enhances visibility, it promotes a more welcoming and secure environment resulting in easier access for all and a more accommodating path for the elderly and disabled. Self-serve kiosks for both assessment and tax have also been set up for those wishing to use.

The end result of this initiative has created a positive impression on the community by exceeding their customer expectations. Assessment and Taxation issues have been clarified and simplified; carried out with greater efficiency; resolved more quickly-accomplished in a one-stop visit; and in a convenient and responsive setting.

WE LOOK FORWARD TO SEEING YOU SOON!!!!



Pictured Left to Right: **Walter Topliff**, Assessor; **Karen Neal**, Assistant Assessor; **Patricia (Trish) Thomas**, Tax Clerk, **Lisa Madden**, Tax Collector