

**Title of Nomination: Electronics Wireless Collections Solution  
Project/System Manager: Albert Perez**

**Title:**

**Agency: Comptroller of Public Accounts**

**Department: Enforcement**

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**CATEGORY: Innovative\_Use\_of\_Technology**

**Person Nominating (if different): This is a revised document**

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## 2003 NASCIO Recognition Awards

### 1. Description of project, including length of time in operation.

The Enforcement Division of the Texas State Comptroller's office (CPA), in conjunction with Adea Solutions, have developed a wireless solution for field collectors responsible for collecting and administering taxes for the State of Texas. The first installment of the Enforcement Wireless Computing Solution (EWC) went online April 1, 2003.

The EWC encompasses a Fujitsu Tablet, Sprint wide-area wireless service for the State of Texas, and a battery operated BJC55 Bubble jet printer with infrared connectivity. A Global Positioning System (GPS) component is in the process of being secured to further automate and enhance field activities conducted by CPA field collectors. In addition to the hardware components, Adea Solutions is in the process of finalizing a custom application that will integrate the EWC components with the CPA mainframe.

Current processes supported by EWC as of April 1, 2003 include:

- downloading case information to the tablet (via network connection, wirelessly, or via dial-up modem) so that collectors can spend more time in the field contacting taxpayers;
- documenting taxpayer contacts on the spot;
- accessing tax rulings and tax laws from CPA website;
- accessing downloaded taxpayer information in an off-line mode in areas that do not have wireless coverage;
- accessing taxpayer records from CPA mainframe wirelessly
- connecting to email wirelessly;
- placing phone calls via wireless cards;
- receiving Web messages via Sprint Web messaging system;
- using templates to issue advanced collection notifications, such as freezes/levies, seizure forms, etc.

EWC processes currently under development and/or in the acquisition phase:

- GPS to automate tracking of mileage and travel voucher;
- "pre-filling" tax forms so that field collectors only collect missing data;
- printing tax forms;
- processing tax data to mainframe;
- printing receipts for payments received;
- processing payment information to State Treasury and CPA mainframe;

2. Significance of the improvement to the operation of government.

The EWC gives CPA Enforcement field collectors the ability to remotely:

- access taxpayer information;
- document collection activity; and,
- print vital tax information via a wireless tablet computer and bubble-jet printer.

As a result, field staff can effectively extend their field time in order to provide taxpayer service and improve tax compliance (i.e. increase revenue).

3. Benefits realized by service recipients, taxpayers, agency or state.

Agency benefits:

EWC makes the field collectors more efficient by increasing field time. Time previously spent in the office printing taxpayer information can now be used productively contacting taxpayers, collecting delinquent taxes, and providing taxpayer service.

Activities that can now be handled in the field include providing up-to-date account information, issuing controlled receipts, printing “on-the-spot” tax information, researching new storefronts (“cold stops”), and issuing temporary tax permits. Additionally, the tablets allow collectors to document their activities and update specific tax data without having to return to the office.

State benefits:

Due to the efficiencies gained by implementation of this technology, the State should realize increased revenue from delinquent tax collections and improved taxpayer compliance.

Taxpayer benefits:

Taxpayers will receive improved taxpayer service from our field staff because pertinent tax information is now available at a moment’s notice. Previously, it might have taken numerous follow-up visits or contacts to properly service an account. With the wireless capability of the EWC solution, taxpayers can now expect quick responses to their inquires when our staff is out in the field.

4. Return on investment, short-term/long term payback (include summary calculations).  
Projects must exhibit measurable operational benefit.

Since the EWC was only recently implemented, actual returns are not yet available. However, the funding to cover the cost of this solution (\$1.5 million) was appropriated by the Texas Legislature based on projected additional delinquent collections of \$9 million per year. The additional collections will result from increased field time by field collectors, who at the time of the projection were collecting \$1893 per enforcement-related hour. Conservative estimates at the time of the projection were that each of the 96 collectors would increase field time by 50 hours per year.