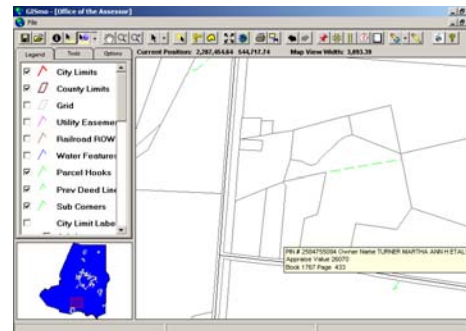


Sharing Tax Data Made Easy

Wayne County, North Carolina



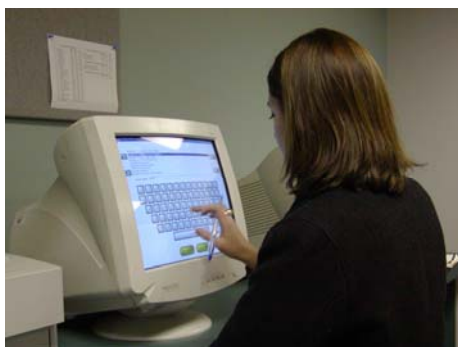
Like all tax offices in North Carolina, Wayne County's tax office spends a large amount of time accessing tax data for the public and for internal use. David Ward, Tax Administrator for Wayne County, knew that the appropriate GIS tools would allow staff to operate more efficiently. Mr. Ward points out that; "Our mapping staff were spending 10-20 hours a week helping the public acquire the map information they needed. We were finding it difficult to spend all of this time with the public and keep our tax maps up-to-date. Also, our internal staff were continually having to walk back and forth to map cabinets to find information they needed on properties." Wayne County decided to employ two tools to assist in streamlining their operations, GISmo and MapTouch, from GTG. GISmo, an easy-to-use data browser, allows all tax office staff to quickly query the GIS tax layer for the information they need. All pertinent GIS layers are readily available for viewing and querying. Mr. Ward points out that; "GISmo is invaluable to our daily operations. Our staff relies on it heavily and we cannot imagine not having this tool for conducting our daily tasks." Many staff hours are saved due to the quick and easy access to data. Wayne County staff are now more efficient and can accomplish much more than they could before the implementation of the technology.



**Quick and Easy Access to Tax Maps
Has Increased Staff Effectiveness**

GISmo has significantly reduced the amount of time spent trying to find desired information. "Information is more accessible to everybody," said Angela Lancaster, Wayne County Tax Department. Everything is up-to-date, so current changes are available to users.

The next piece of the puzzle for Wayne County was how to serve the public need for data much more quickly. David Ward had seen a demonstration of MapTouch from GTG and saw the utility of the tool as a public access front-counter solution.



**The Public Now Prints their Own
Maps Saving Many Staff Hours**

David Ward states; "MapTouch has been a resounding success at Wayne County. The public love the tool and our staff are now freed up to do their daily tasks. We are purchasing our third touch screen. Our biggest problem now is that we often see the public lining up to utilize MapTouch. The demand has been great. We have had to roll out more copies of the application just to meet the demand."