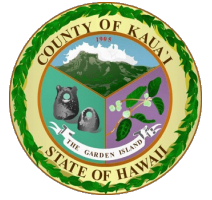


Application Review



Agency: **County of Kauai**

Project Name: **Real Property Tax Payments**

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## CONTENT OUTLINE



**Background**



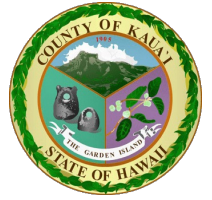
**Challenges & Objectives**



**Solution**



**Metrics & Successes**

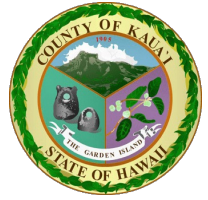


# Background

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## Overview

- The Fiscal Year begins July 1st
- Kauai Real Property Tax (RPT) Payments allows the public to pay their RPT online
- Property tax collection periods are twice a year with payments due in August (1<sup>st</sup> installment) and February (2<sup>nd</sup> installment)
- Delinquent payments can be made throughout the year



# Challenges & Objectives

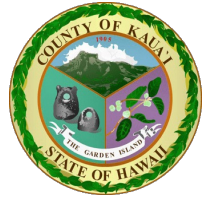
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## Challenges

- Prior to 2006, County of Kauai took payments manually in a paper-based system
- Customers could pay via paper check (walk-in or mail-in)
- Credit card payments were not an option
- County office only open during business hours to accept walk-in payments

## Objectives

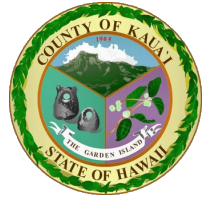
- Online site to take in real property tax payments securely
- 24/7 access for payments during the property tax collection period and throughout the year
- Provide a means for County to upload real property tax data
- Improve staff efficiency; reduce manual labor



## Solution

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- Online application built by Tyler Hawaii at no cost to the County
- Originally launched in 2006 for customers to pay for a single property tax bill
- Administrative function to allow the County to upload data file containing real property tax information
- Provide reports for County reconciliation and balancing
- Redesigned in 2017 to display a new look and feel, improved user input screens, multiple tax bill payments in one transaction, email reminder notifications, and new file handling capabilities for admins



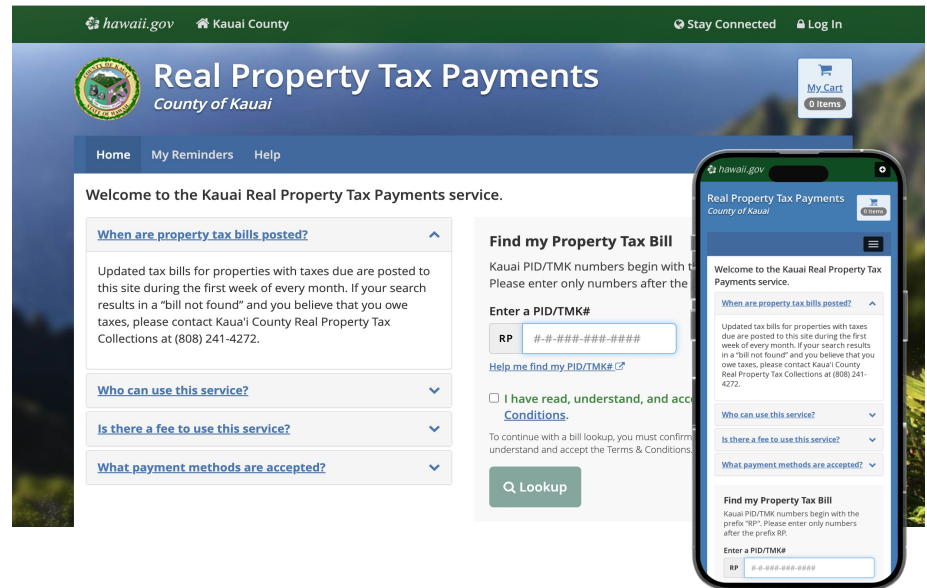
## Solution

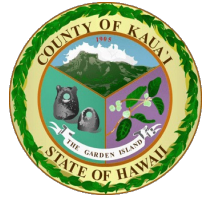
### Site Launch & Redesign

2006



2017





# Metrics & Successes



**95,689**

Transactions Processed  
FY 2006 - 2022



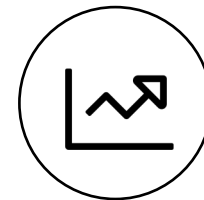
**\$315M**

Kauai RPT Payments Collected  
FY 2006 - 2022



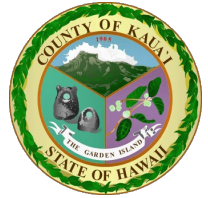
**\$3,518**

Average RPT Payment  
FY 2006 - 2022



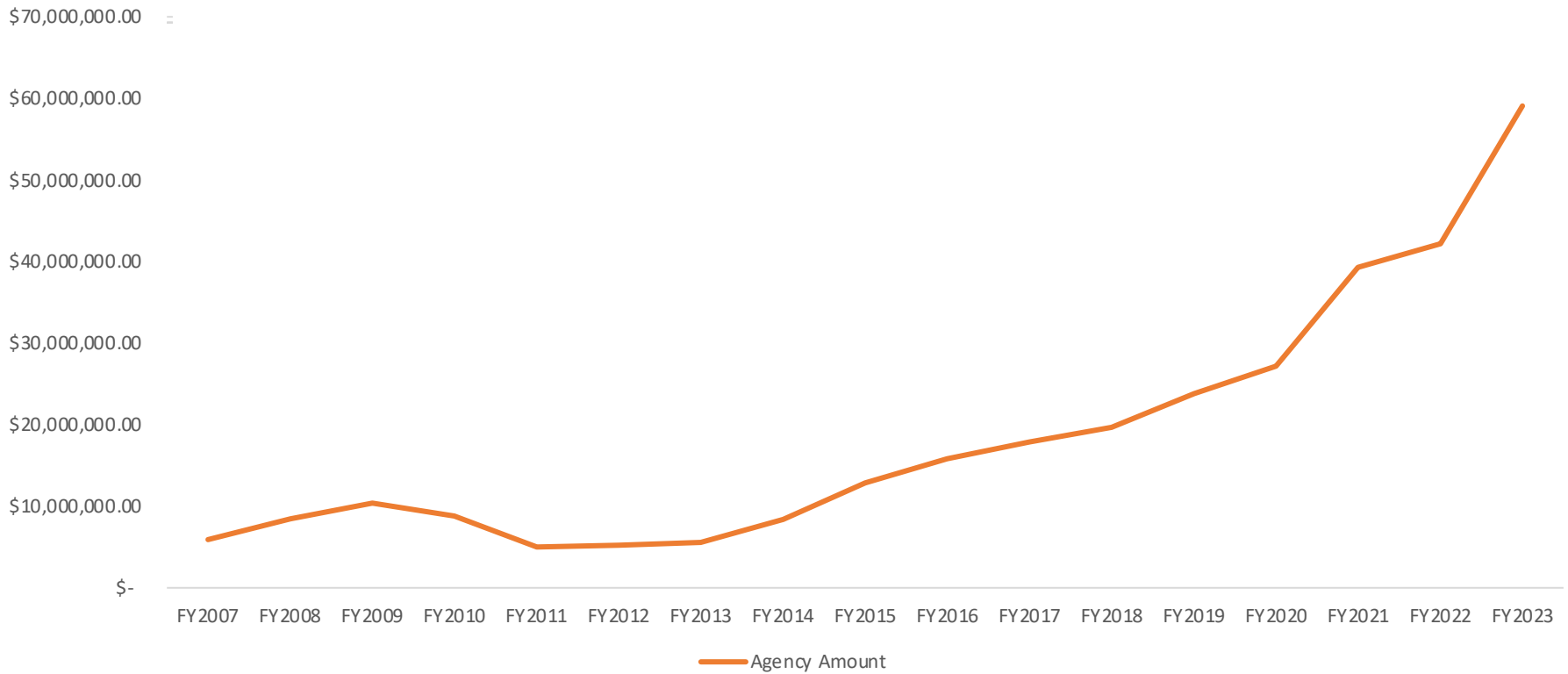
**53.7%**

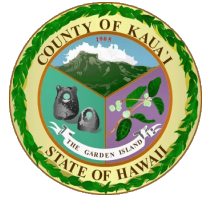
Transaction Adoption Rate  
FY 2023



# Metrics & Successes (continued)

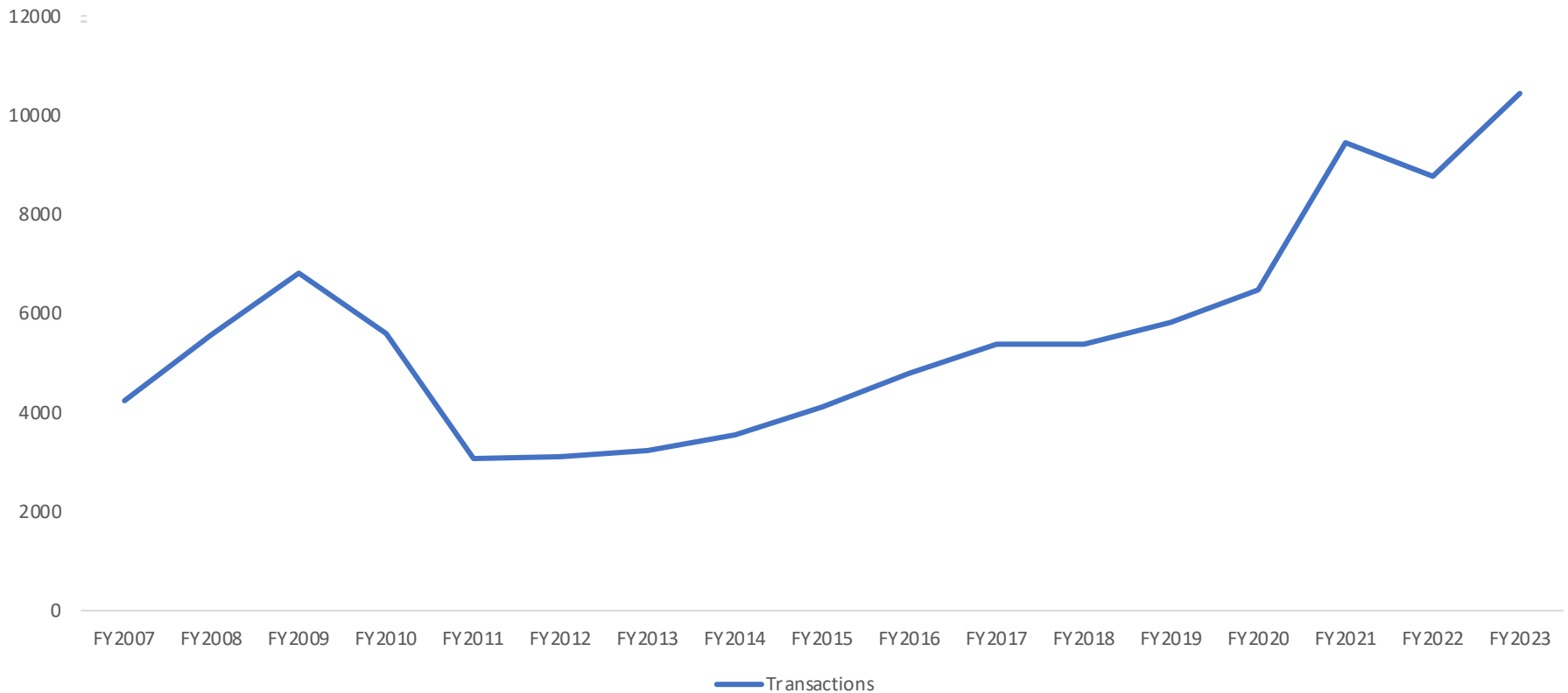
Kauai Real Property Tax Online Payments  
Funds Disbursed to Agency  
FY 2006 - 2022



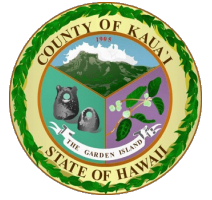


# Metrics & Successes (continued)

**Kauai Real Property Tax Online Transactions**  
FY 2006 - 2022







# Metrics & Successes (continued)

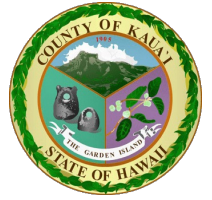
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## Success Measures

- Accessibility to make payments 24/7 any time of the year
- Easy process for public to pay for their real property tax
- Notifications increase efficiency & promote on-time payments
- Improved staff efficiency
  - County receives file with successful transactions
  - Decrease in cash and paper check handling
  - Reduction in walk-ins / foot traffic in County office

Application Review  
County of Kauai – Real Property Tax Payments

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Thank you

**Tyler Hawaii**

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Honolulu, HI 96813

