IBM

Travis County Tax Office develops a new way to vote and access other key government services.

Overview
Travis County Tax Office Austin, Texas, USA www.traviscountytax.org
Industry • Government
Software • IBM DB2 for AS/400 • IBM DB2 DataPropagator • IBM Rational Application Developer for WebSphere Software • IBM Rational ClearCase • IBM WebSphere Application Server for iSeries
IBM Business Partner • Hamer Enterprises

Making it easy for people to register to vote is a challenge facing communities around the world. Through a major transformation, citizens of Travis County can now register in just minutes via the Web.

Challenge

Texas' Travis County Tax Office, responsible for the management of voter registration plus billing, collecting and distributing tax revenue, was operating with a tight budget and limited resource. Their goal was twofold: to make voter registration easier for their large urban population as well as the outlying rural areas — and more time efficient. They normally took one to four weeks and considerable staff effort to process and confirm voter registrations. But, with an election approaching, they faced the challenge of registering a large number of voters in a short period of time – and ensuring the validity of the voters on Election Day. If they were to meet their goal and satisfy their citizens, they needed to leverage technology fast.

Solution

IBM Business Partner, Hamer Enterprises, implemented a Web-based application, eAccess, for the Travis County Tax Office, allowing citizens to register to vote in just minutes via the Internet. By providing critical voting information online – sample ballots, polling locations, directions, maps, forms that comply with the Americans with Disabilities Act – the solution greatly eases the Tax Office's administrative burden. On Election Day, precinct coordinators can now use wireless devices to instantly confirm voter eligibility. In addition, eAccess has enhanced the day-to day experience of its citizens by providing a convenient way to make tax payments, retrieve tax statements, file for property exemptions, and bid on properties for resale.

Benefits

• Enabled Travis County to register 35,000+ citizens in 30 days prior to elections

• Reduced incoming citizen calls to Tax Office by 30 percent, walk-ins by 40 percent

• Minimized voter fraud by using wireless devices that instantly confirmed voter eligibility

• Gave citizens instant access to information from home – no need to wait in line

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