Arlington County Treasurer’s Office Wins Technology Innovation Award

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• ACE system cited for integrating County tax, fee collection
• Joint program of Treasurer, Technology Services and Commissioner of Revenue
• Second national honor for ACE

ARLINGTON, Va. -- The Treasurer’s Office spearheaded a technology program that created a single, integrated system to collect all County taxes and dozens of County fees is the recipient of a 2010-2011 Technology Solutions Award from the Public Technology Institute (PTI).

The County’s Assessment and Collection Enterprise System (ACE) was recognized in the Web and eGovernment category of the annual PTI competition for its innovation in eliminating separate systems and processes for collecting each tax. The system was developed and implemented jointly by the elected Treasurer’s Office, the Commissioner of Revenue’s Office and the County’s Department of Technology Services.

The ACE system has benefitted County residents and County government in many ways, including:

- By providing the County with an integrated view of all customer tax balances and related activities, it has reduced data redundancy and errors, increased accounting accuracy and timeliness, introduced new efficiencies and processes, and improved customer service.
- By automating and controlling the refund process, and making it auditable, it has increased efficiency, reduced interest payments by the County by about half, and decreased the likelihood of fraud.
- By identifying additional delinquencies, it has netted the County more than $30,000.

The Technology Solutions Award recognizes PTI members who demonstrate how they use technology to solve problems, reduce costs and improve services and internal operations. It was accepted by the Treasurer’s Office on behalf of all three County departments that participated in developing and implementing the system.

Treasurer O’Leary stated, “The Treasurer’s Office is gratified that our combined efforts over many years have twice received national recognition.” ACE, which was implemented in phases, also was recognized in 2008 by the National Association of Counties for its advanced design features. The Treasurer’s Office has won 10 national awards.

Read more about this year’s PTI award winners.

Arlington, Va., is a world-class residential, business and tourist location that was originally part of the "10 miles square" parcel of land surveyed in 1791 to be the Nation's Capital. It is the geographically smallest self-governing county in the United States, occupying slightly less than 26 square miles. Arlington maintains a rich variety of stable neighborhoods, quality schools and enlightened land use, and received the Environmental Protection Agency's highest award for "Smart Growth" in 2002. Home to some of the most influential organizations in the world - including the Pentagon - Arlington stands out as one of America's preeminent places to live, visit and do business.

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