



Cook County Treasurer Maria Pappas

**FY2025 Strategic Plan
February 3, 2025**

FY2025

Integrated Property Tax System

Description:

The Treasurer's Office continues to support the President's initiative to replace the MIS Mainframe with the Integrated Property Tax System.

The office has provided significant resources to the project effort, and joined with the other elected officials several times to express concern for the direction of the project with Tyler Technologies and the delayed go-live dates.

The project was approved by the County Board on September 9, 2015. The Statement of Work indicated the project would take 4½ years to complete.

Benefits:

- Eliminates the antiquated MIS Mainframe and its limited functionality
- Combines all data for each parcel into one unified system
- Will update in real-time instead of nightly batch jobs

FY2025

Implement New Cashiering System

Description:

The Treasurer's Office will convert to the Tyler Cashiering system as part of the go-live for the Integrated Property Tax System project.

Bulk, wire payments from mortgage companies, online payments made at cookcountyrtrreasurer.com and payments made at Chase Bank branches far exceed the volume of in-person property tax payments. The system, though, will enable the office to have a direct interface to the iasWorld system.

Benefits:

- Eliminates the need to separately interface with the MIS Mainframe
- Pull data in real-time instead of nightly batch jobs
- In-person Credit/Debit Card Payments

FY2025

Artificial Intelligence (AI) Development

Description:

The Treasurer's Office continues to develop in-house AI functionality that runs on data organized in a highly specialized database designed by our AI team.

The office will increase AI functionality within the Treasurer's Office and outward facing for the public, such as an external chatbot to provide answers to user prompts regarding their property tax status and data.

Benefits:

- Deploy interactive chat bots to provide taxpayers important property tax data
- Employees will leverage AI's chat and reporting capabilities to do their jobs more efficiently
- Automate and streamline processes that are currently highly manual or impossible by developing machine learning systems
- Utilize predictive analytics to produce additional research studies that will educate the public and assist policymakers

FY2025

Genesys Cloud IVR

Description:

The Treasurer's Office is participating in a countywide upgrade to the Interactive Voice Response (IVR) system.

The system will overhaul and upgrade the current phone system used by Cook County residents to obtain property tax data and answers to frequently asked questions regarding their property index number (PIN).

Additionally, the Calabrio Quality Management (QM) system will enhance the Cook County Treasurer's Office by improving call monitoring, evaluation, and agent performance management.

Benefits:

- Directly sync up to the Integrated Property Tax System to deliver real-time data to taxpayers via user prompts
- Streamline monitoring and quality assurance of phone calls from staff
- Identify trends and areas for improvement to ensure better service delivery
- Provide flexibility to sync to AI-driven functions, including voice prompts in multiple languages

FY2025

Online Payment “Shopping Cart” Enhancements

Description:

Create functionality within the online payment channel that will allow non-mortgage/title company taxpayers who own multiple properties to pay online in one single, easy transaction.

Benefits:

- Provide a convenient, efficient method for the owner of two or more properties in Cook County to remit a single payment

FY2025

Bulk Refunds via ACH

Description:

Create the ability for a single ACH transaction to pay out for multiple refunds.

Allow for a feature where taxpayers can enter routing and account numbers into a secure site through a banking partner to have refunds directly deposited to their accounts.

Benefits:

- Eliminates the need to rely on mail delivery of refund checks
- Reduces the time for taxpayers to receive a refund as funds can be transferred as directed by the taxpayer

Questions?



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