

May 17, 2011

VACo Achievement Awards
1207 East Main Street
Suite 300
Richmond, Virginia 23219-3627

Dear Sir or Madam:

Please find enclosed Isle of Wight County's application for the 2011 VACo Achievement Awards in the category of Customer Service. This application represents the significant efforts undertaken by Isle of Wight County through its Isle Pre-pay Program to address the impact of our December 5th tax due date on the citizens of Isle of Wight.

Through the Isle Pre-pay Program, the County has addressed and alleviated some of this burden without the significant cost of increasing its tax assessments to a bi-annual process. Rather than face the full payment amount in December, Isle Pre-pay encourages tax payers to make prepayments of their taxes in installments through the use of a payment coupon book. Isle of Wight is at the forefront of tax prepayment promotion in the Commonwealth of Virginia and is the first to utilize payment coupon booklets. In addition to the benefits of the Program enjoyed by taxpayers, Isle Pre-pay has enhanced the County's cash flow timing, reduced its tax billing and collection costs, generated a significant amount of goodwill, and has created an additional revenue source for the County. Isle Pre-pay has increased the County's cash flow timing during the year by more than \$4.3 million dollars and personal property tax delinquency rates have decreased six percent (6%).

Please do not hesitate to contact my office at (757)365-6203 for any questions you have relative to the application.

Sincerely,

W. Douglas Caskey
County Administrator

Enclosures

cc: The Honorable Board of Supervisors
The Honorable Judith C. Wells, Treasurer
The Honorable Gerald W. Gwaltney, Commissioner of Revenue
Mr. Donald T. Robertson, Director of Information Resources and Legislative
Affairs
Ms. Andrea S. Clontz, Assistant to the County Administrator