

## **A LETTER FROM THE TREASURER**



Dear Citizens of Adams County,

You asked for change, and we listened. In addition to Adams County reforms (Open Adams), the Treasurer's Office has implemented significant reform. With attention to every detail, we are offering more for less. And as promised, our office has implemented overdue improvements to provide you with improved customer service.

We are now open 7 am -5 pm, Monday through Friday, resulting in **7.5 additional** hours to serve you every week. These extended service hours come to you at no additional cost. Our new multiple levels of cross training allow you to be served in full, anytime you contact us.

**New scanning hardware** to process tax payments was also overdue. We are happy to announce that we have replaced that hardware, now processing twice the work in half the time. This upgrade was possible due to reduced departmental spending during 2011.

2012 looks to be an exciting year for those who favor electronic options. With **software upgrades**, also overdue, we are able to offer additional online options for taxpayers. We look forward to offering more "self serve" capability and real time results.

For those who prefer a more personal touch, you may still contact us at 720-523-6160. We have implemented **voicemail** that allows you to call after hours and receive results early the following business day.

Our **free income tax preparation program** continues to draw increased participation. We are happy to announce that we have grown the program and now offer two additional sites, for a total of six locations. We implemented a new feature that includes electronic filing at the time of preparation. This speeds up processing and avoids delays in transmitting. Please see our website for additional details at [www.adcogov.org](http://www.adcogov.org).

2012 will be a very busy year for our office and we look forward to keeping you informed of continued improvements. Our commitment to serving you is top priority. I encourage and welcome your input on how we can serve you better.

Sincerely,

**Brigitte Grimm**

Adams County Treasurer  
4430 S. Adams County Parkway, 2<sup>nd</sup> Floor  
Brighton Colorado 80601-8219  
720-523-6160