VTS Reporting Solution

September 18, 2017

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Current Reporting Challenges

Reports not available before 9 AM	• Database restore and indexes takes a lot of time
Financial Reconciliation	• Difficulties in identifying problem bill; manual work
Report Timeout	• Difficulty in processing large amount of data
Duplicate Reports	• Exploring various reports to find required information
No User Consumable Query Tool	• Need vendor assistance
No Dashboard – KPIs	• Reports do not provide data for KPIs in one place
No Health Checker	• No alert or notifications if something went wrong

New Reporting Potential

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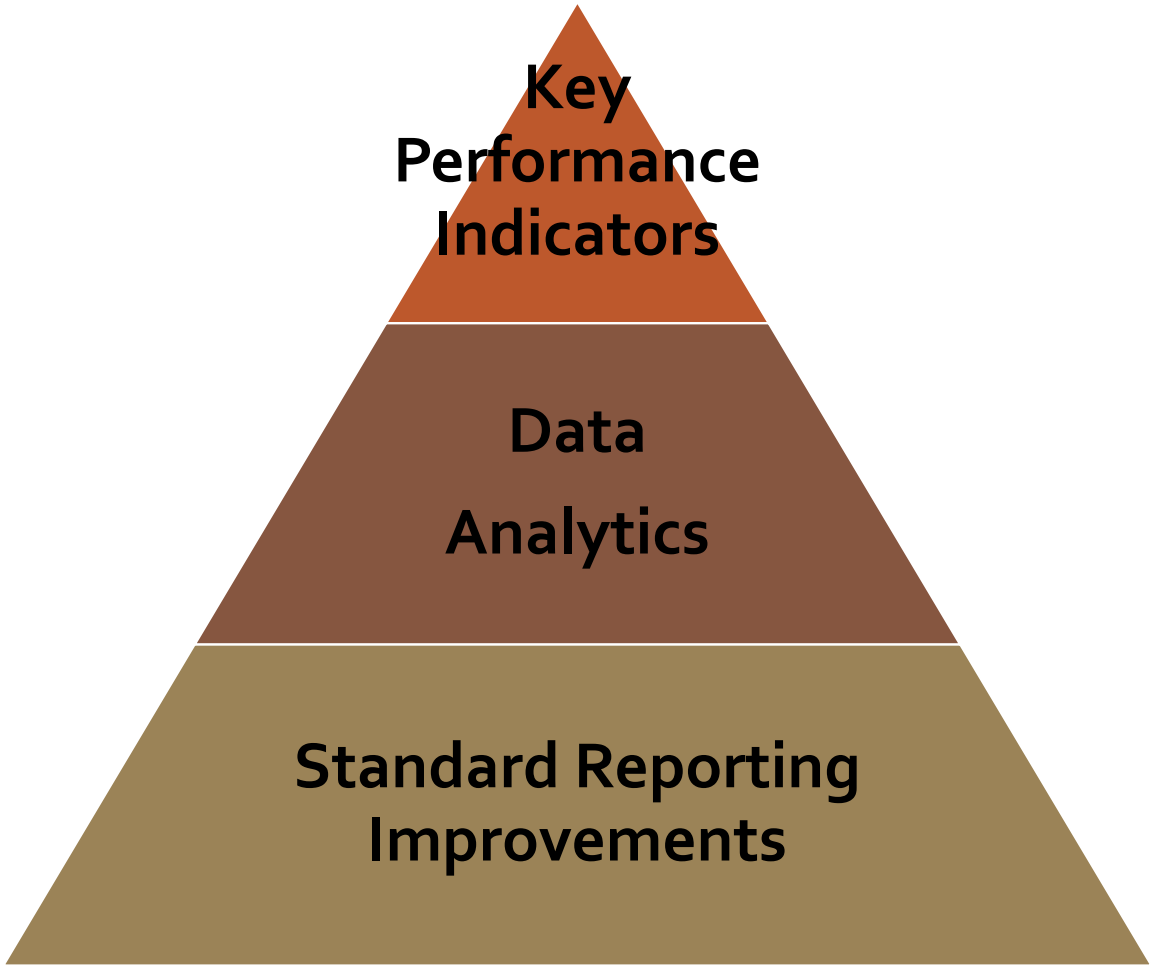
New Reporting Solution



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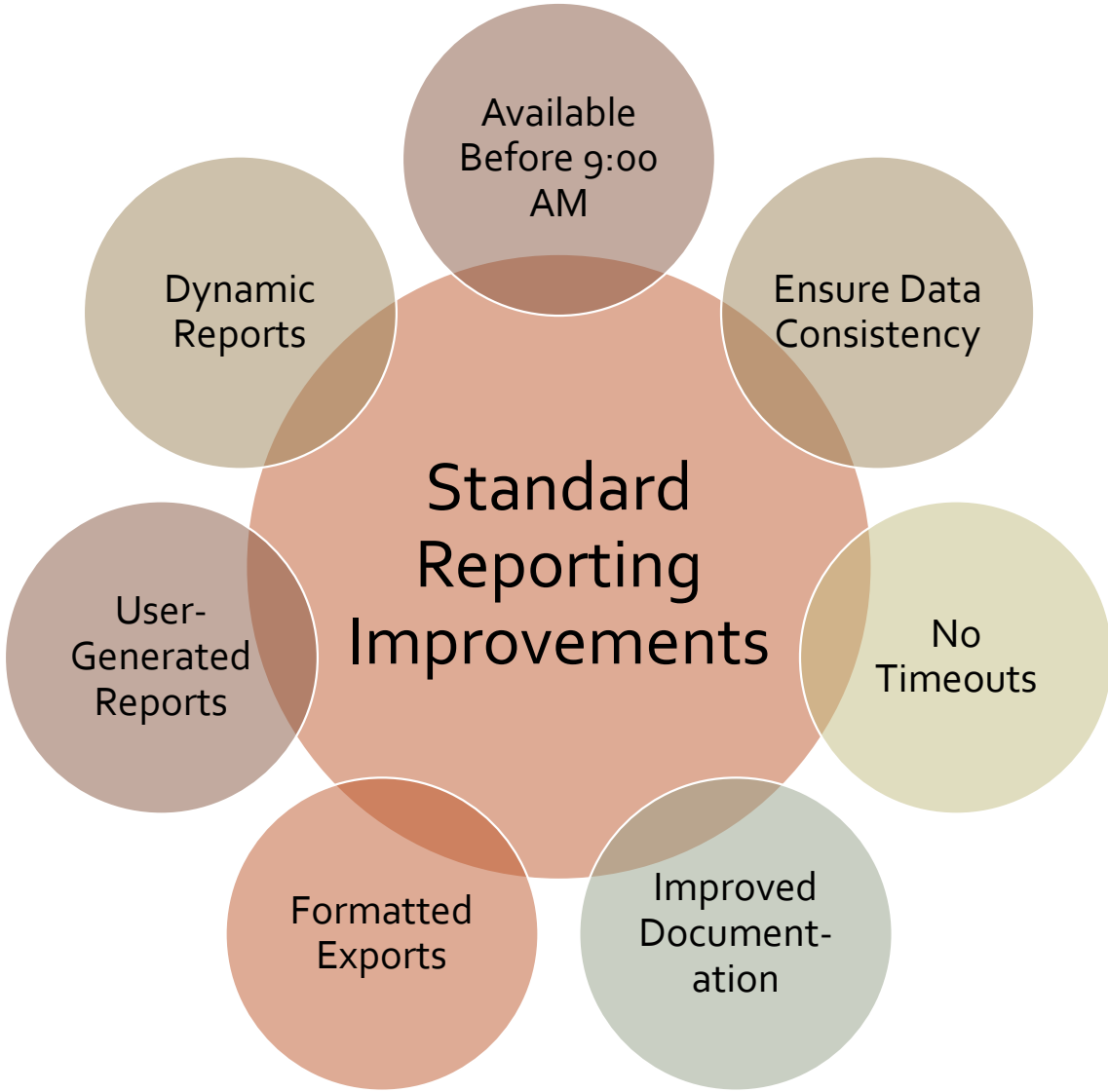
Standard Reporting Solution



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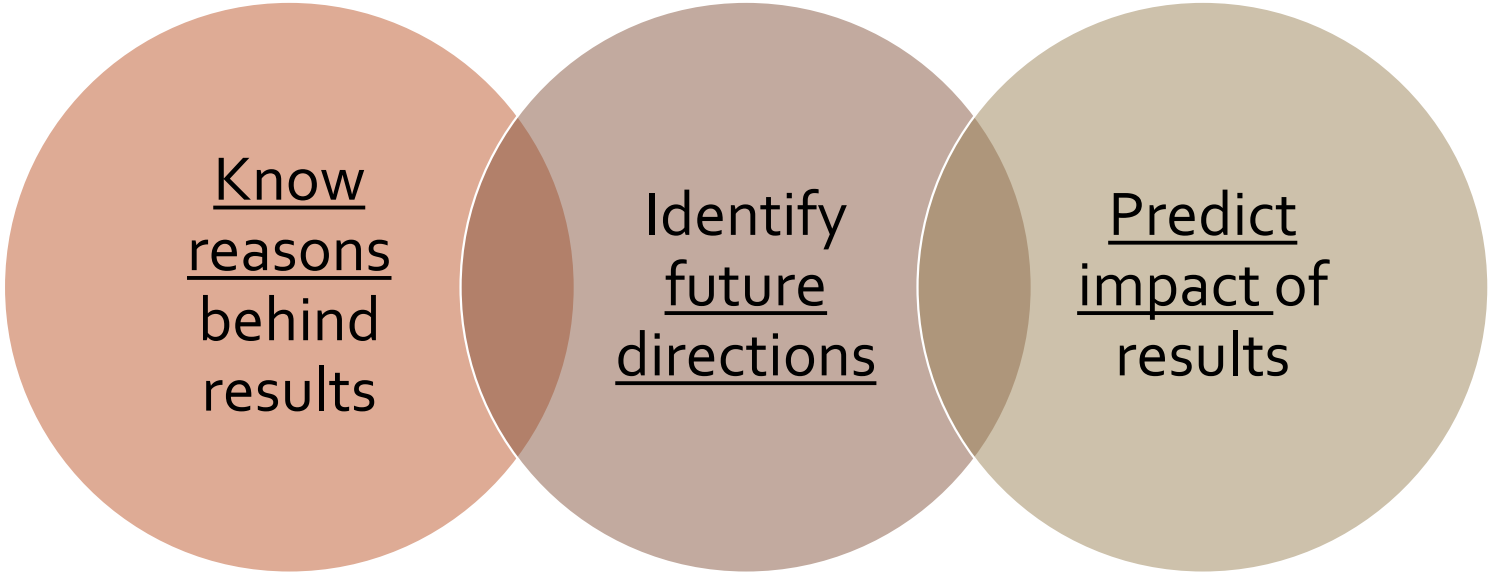
Data Analytics Solution



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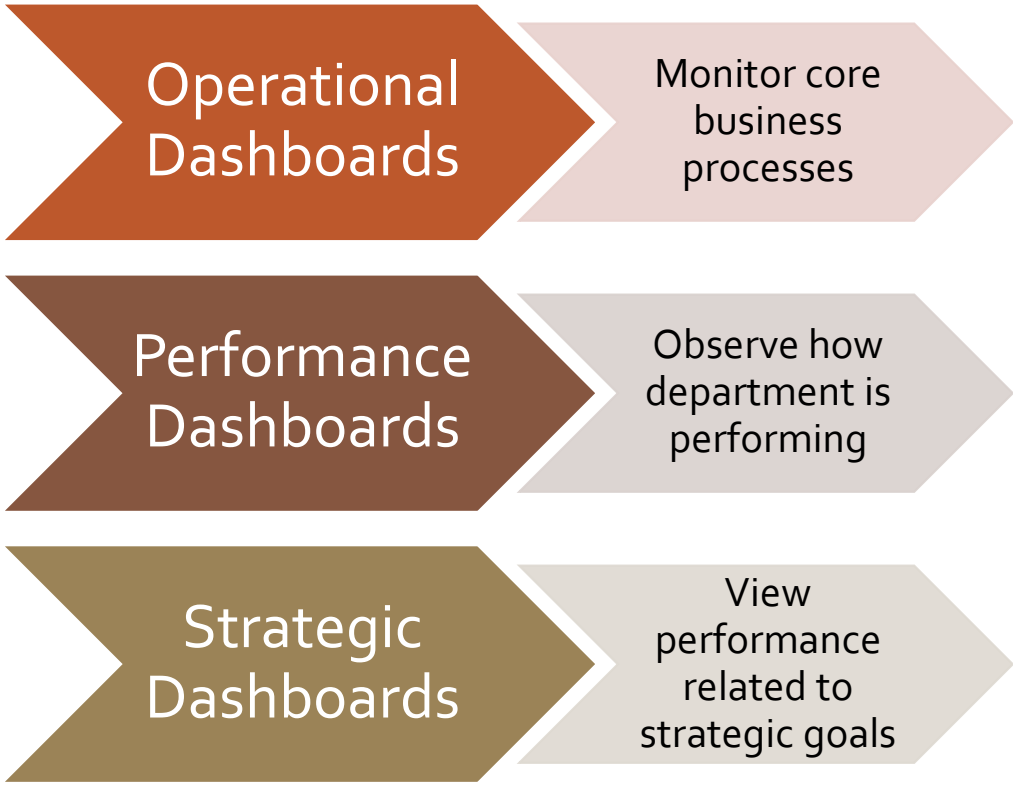
KPIs Solution



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Reporting Solution Preview

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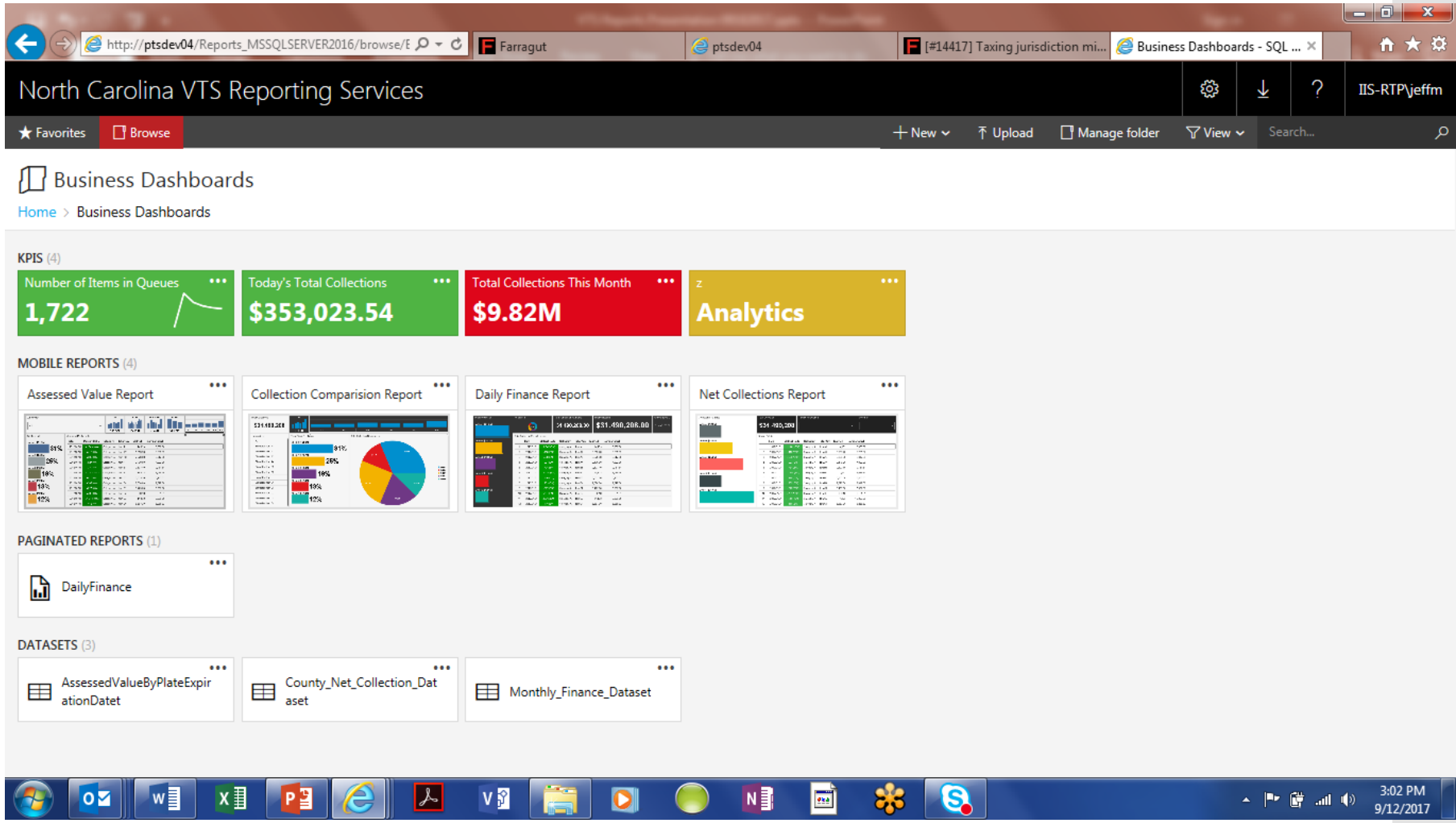
Business Dashboard



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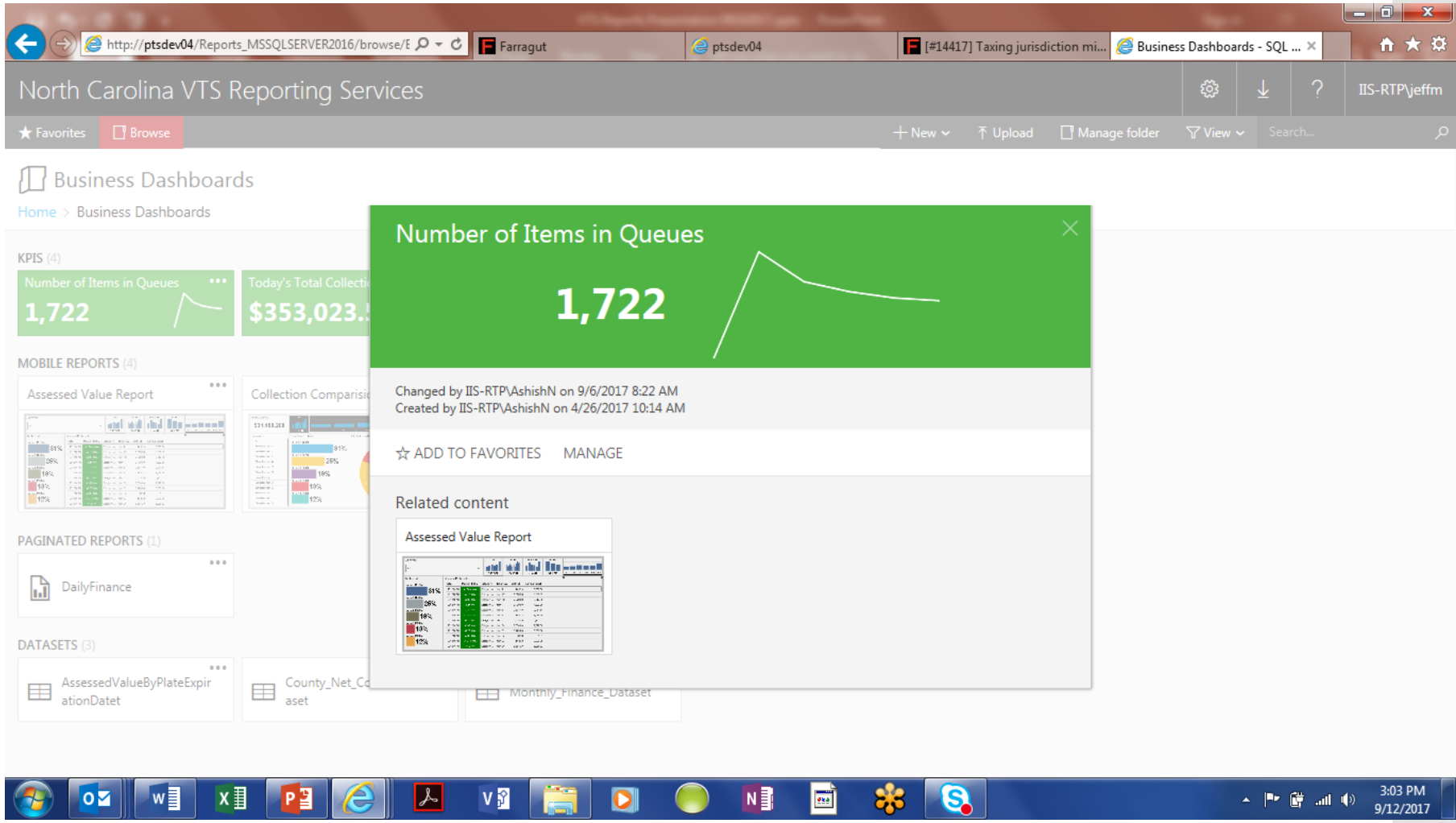
KPIs



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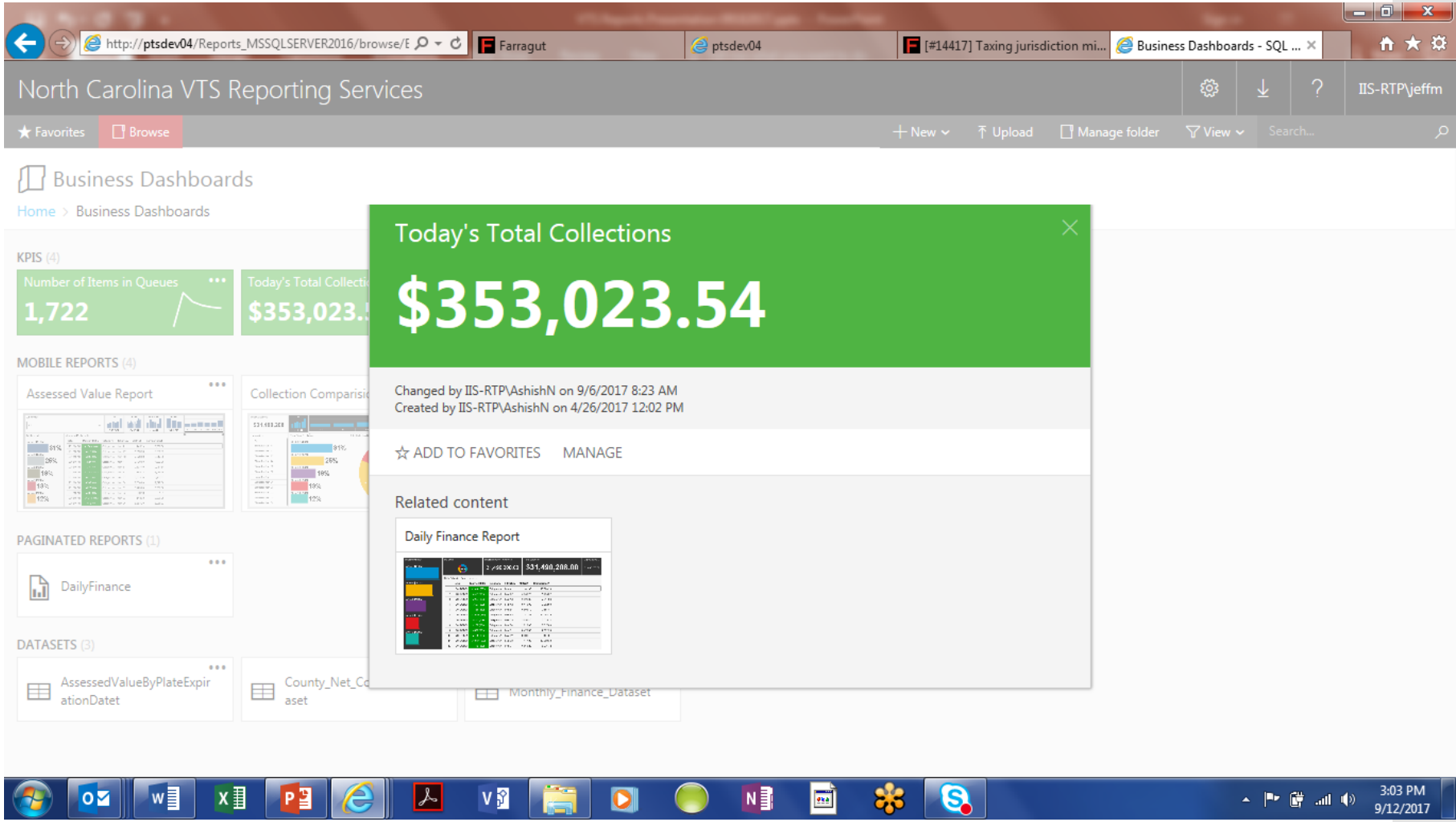
KPIs



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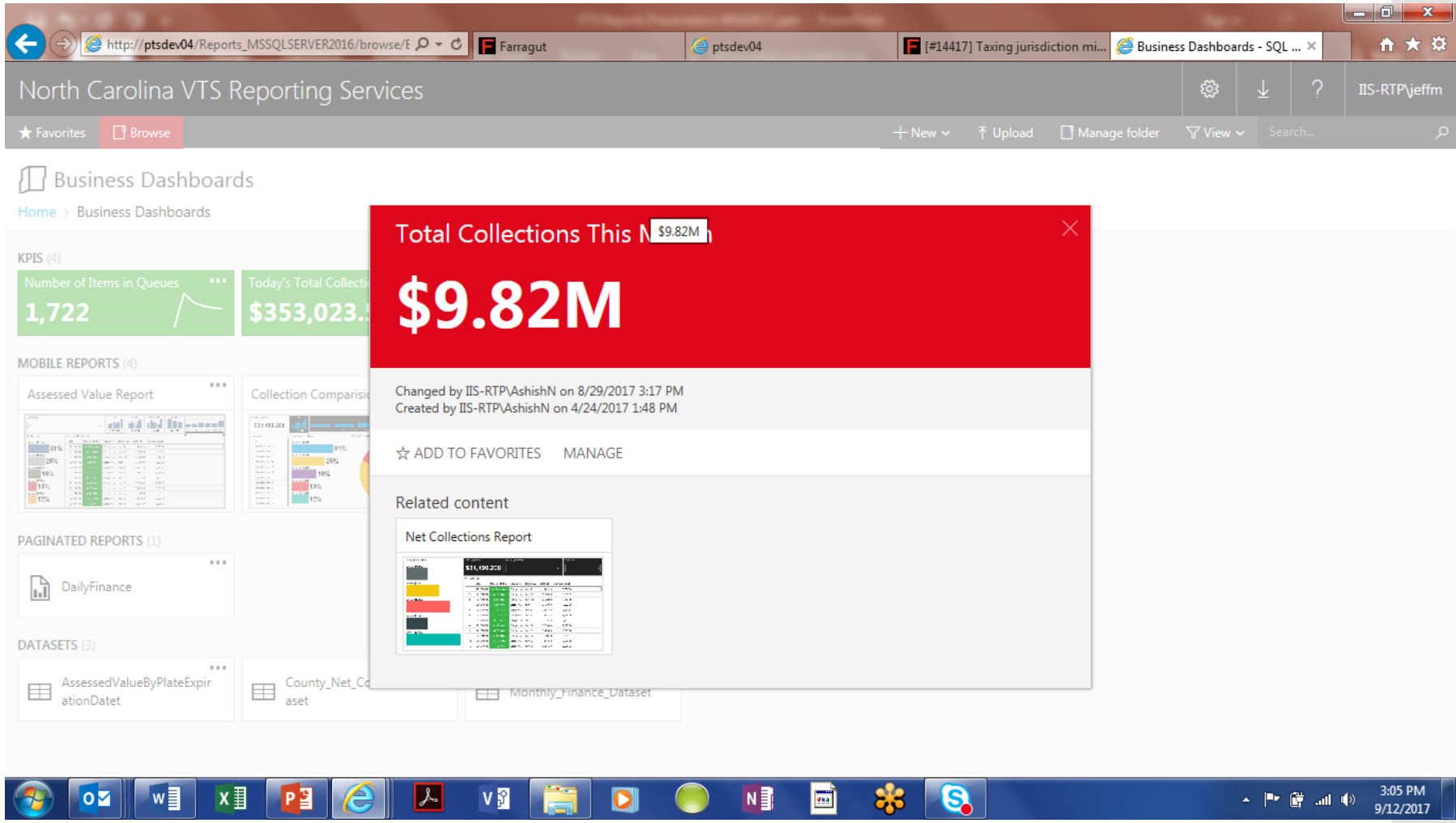
KPIs



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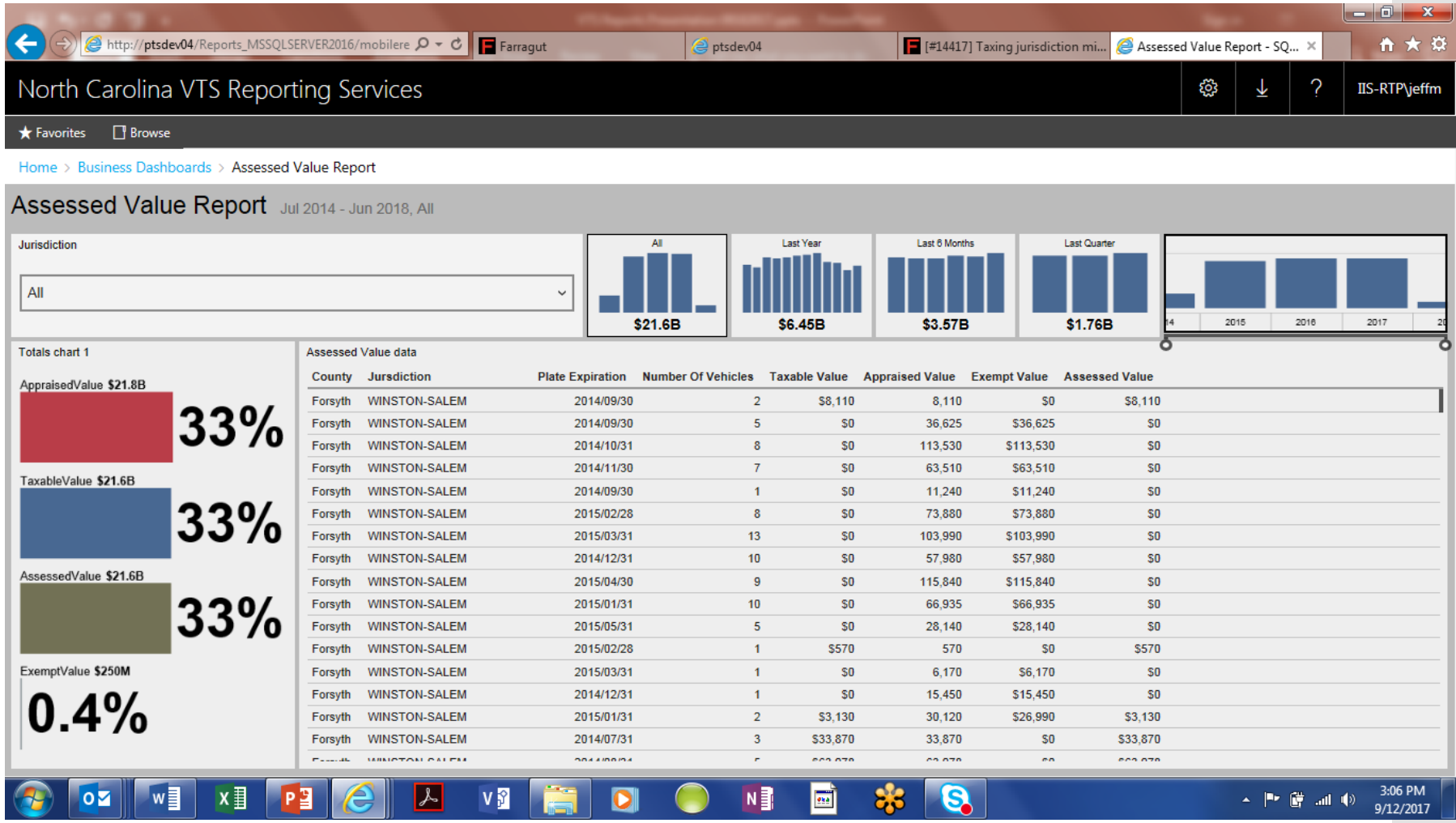
Dynamic Reports



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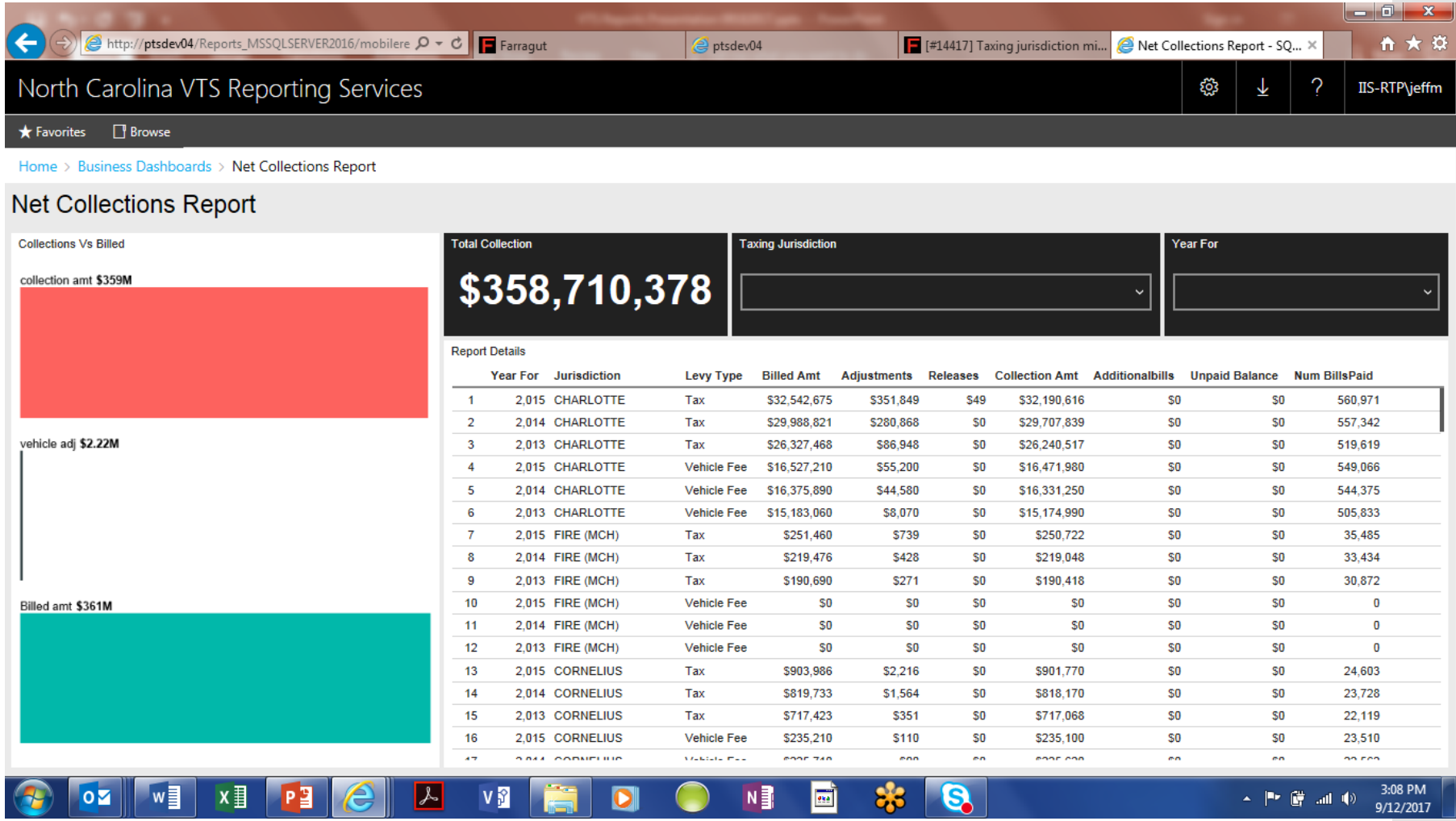
Dynamic Reports



	Year For	Jurisdiction	Levy Type	Billed Amt	Adjustments	Releases	Collection Amt	Additionalbills	Unpaid Balance	Num BillsPaid
1	2,015	CHARLOTTE	Tax	$32,542,675	$351,849	$49	$32,190,616	$0	$0	560,971
2	2,014	CHARLOTTE	Tax	$29,988,821	$280,868	$0	$29,707,839	$0	$0	557,342
3	2,013	CHARLOTTE	Tax	$26,327,468	$86,948	$0	$26,240,517	$0	$0	519,619
4	2,015	CHARLOTTE	Vehicle Fee	$16,527,210	$55,200	$0	$16,471,980	$0	$0	549,066
5	2,014	CHARLOTTE	Vehicle Fee	$16,375,890	$44,580	$0	$16,331,250	$0	$0	544,375
6	2,013	CHARLOTTE	Vehicle Fee	$15,183,060	$8,070	$0	$15,174,990	$0	$0	505,833
7	2,015	FIRE (MCH)	Tax	$251,460	$739	$0	$250,722	$0	$0	35,485
8	2,014	FIRE (MCH)	Tax	$219,476	$428	$0	$219,048	$0	$0	33,434
9	2,013	FIRE (MCH)	Tax	$190,690	$271	$0	$190,418	$0	$0	30,872
10	2,015	FIRE (MCH)	Vehicle Fee	$0	$0	$0	$0	$0	$0	0
11	2,014	FIRE (MCH)	Vehicle Fee	$0	$0	$0	$0	$0	$0	0
12	2,013	FIRE (MCH)	Vehicle Fee	$0	$0	$0	$0	$0	$0	0
13	2,015	CORNELIUS	Tax	$903,986	$2,216	$0	$901,770	$0	$0	24,603
14	2,014	CORNELIUS	Tax	$819,733	$1,564	$0	$818,170	$0	$0	23,728
15	2,013	CORNELIUS	Tax	$717,423	$351	$0	$717,068	$0	$0	22,119
16	2,015	CORNELIUS	Vehicle Fee	$235,210	$110	$0	$235,100	$0	$0	23,510

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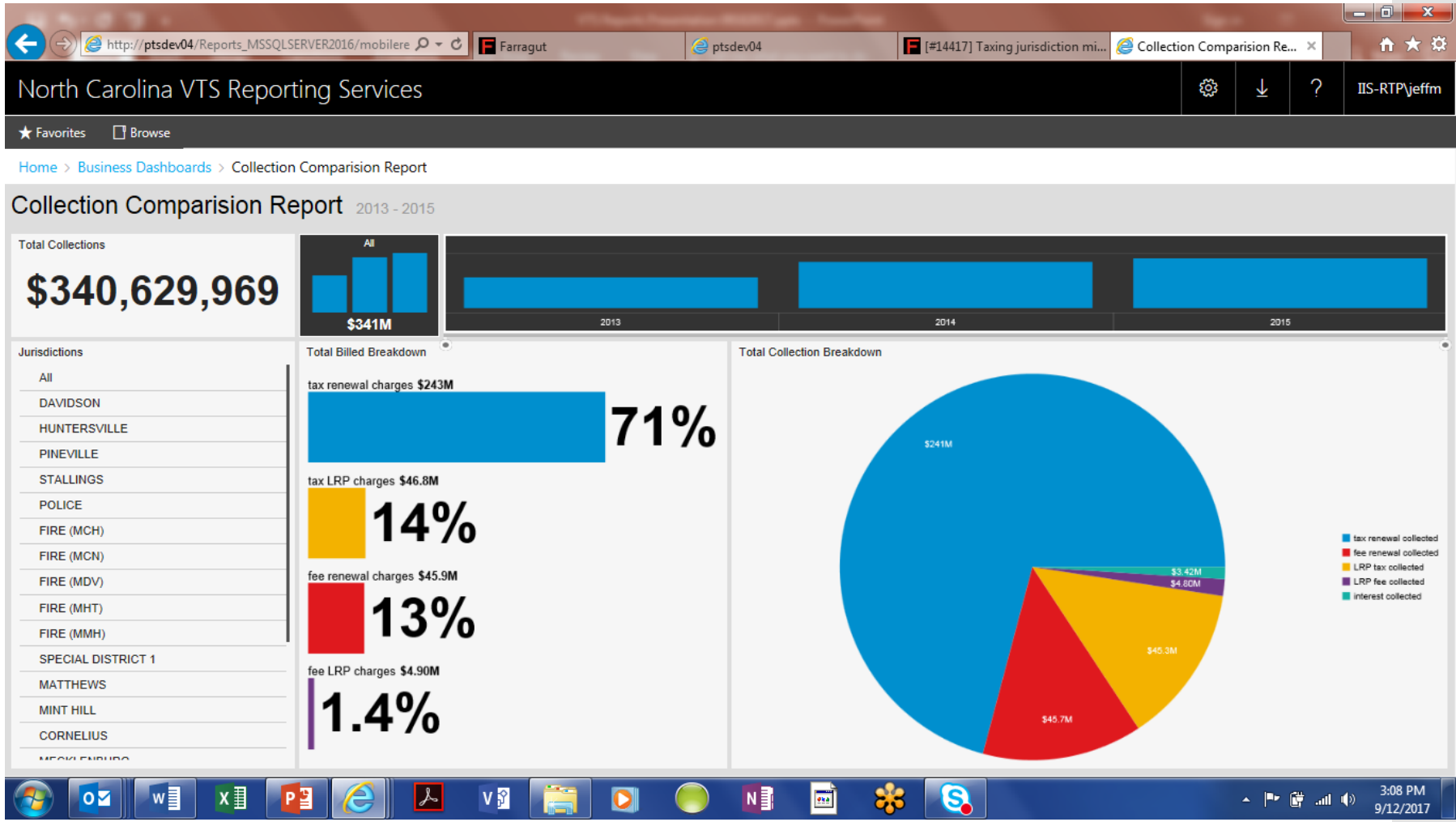
Dynamic Reports



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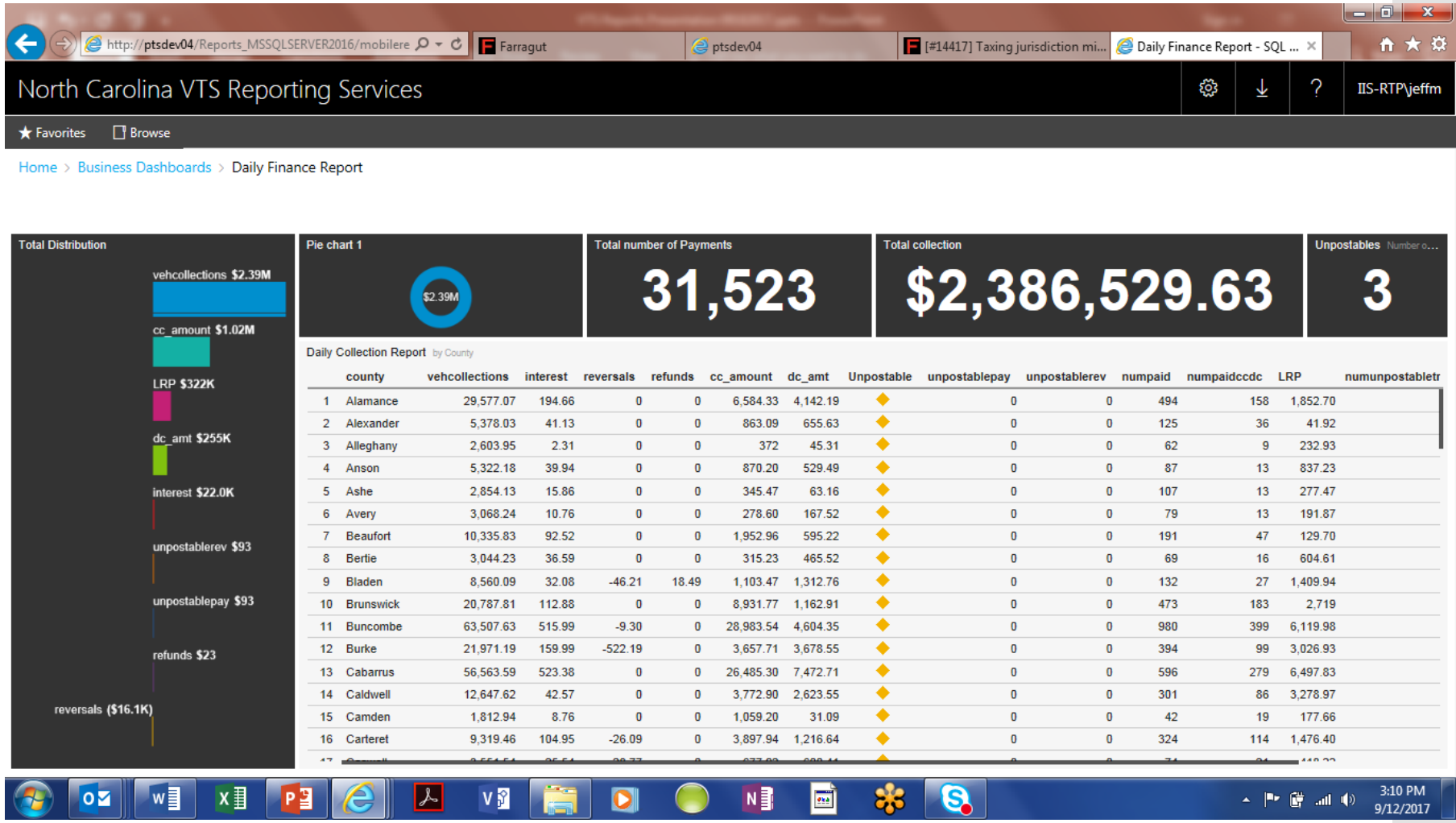
Dynamic Reports



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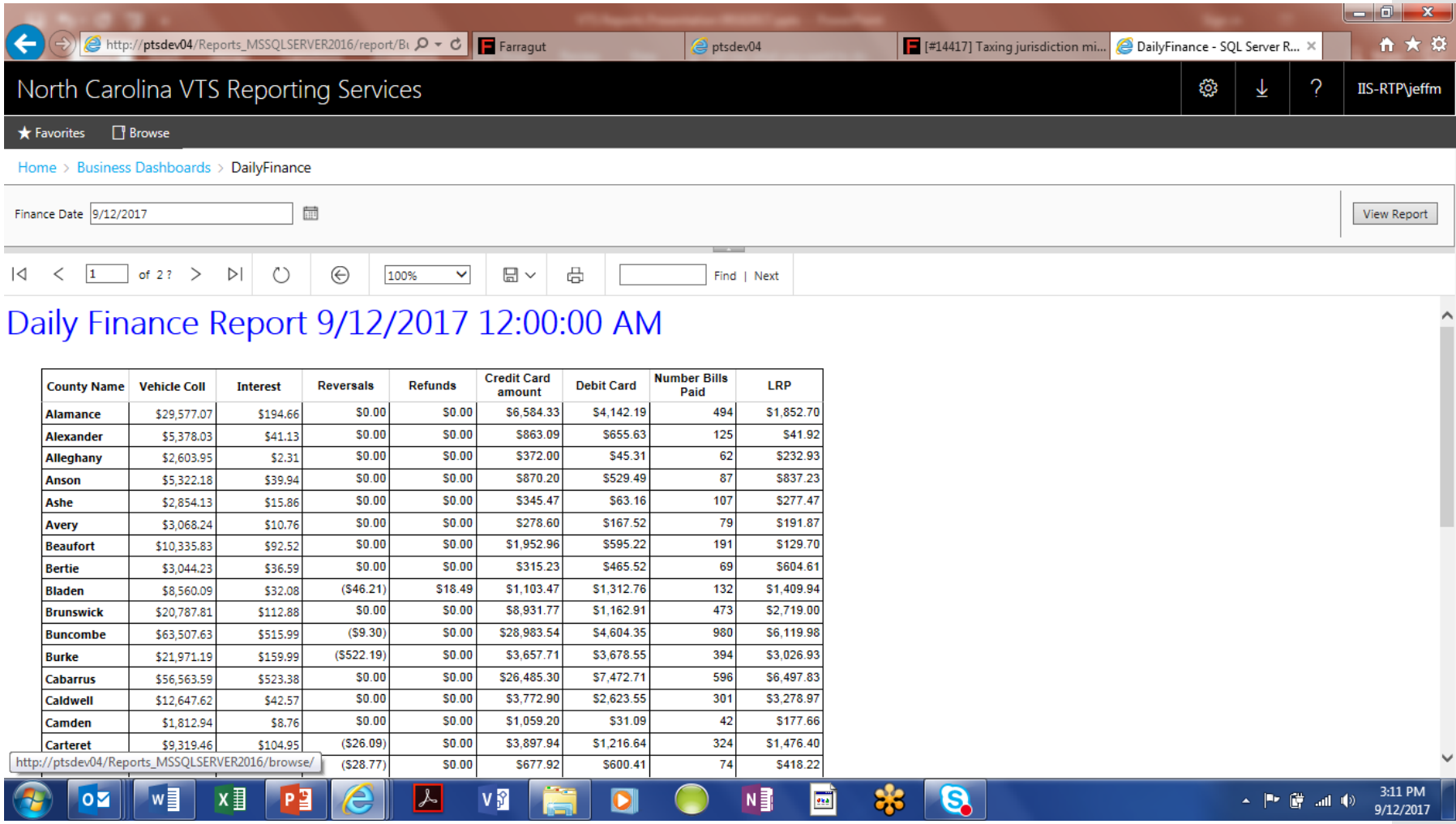
Standard Reports



County Name	Vehicle Coll	Interest	Reversals	Refunds	Credit Card amount	Debit Card	Number Bills Paid	LRP
Alamance	$29,577.07	$194.66	$0.00	$0.00	$6,584.33	$4,142.19	494	$1,852.70
Alexander	$5,378.03	$41.13	$0.00	$0.00	$863.09	$655.63	125	$41.92
Alleghany	$2,603.95	$2.31	$0.00	$0.00	$372.00	$45.31	62	$232.93
Anson	$5,322.18	$39.94	$0.00	$0.00	$870.20	$529.49	87	$837.23
Ashe	$2,854.13	$15.86	$0.00	$0.00	$345.47	$63.16	107	$277.47
Avery	$3,068.24	$10.76	$0.00	$0.00	$278.60	$167.52	79	$191.87
Beaufort	$10,335.83	$92.52	$0.00	$0.00	$1,952.96	$595.22	191	$129.70
Bertie	$3,044.23	$36.59	$0.00	$0.00	$315.23	$465.52	69	$604.61
Bladen	$8,560.09	$32.08	($46.21)	$18.49	$1,103.47	$1,312.76	132	$1,409.94
Brunswick	$20,787.81	$112.88	$0.00	$0.00	$8,931.77	$1,162.91	473	$2,719.00
Buncombe	$63,507.63	$515.99	($9.30)	$0.00	$28,983.54	$4,604.35	980	$6,119.98
Burke	$21,971.19	$159.99	($522.19)	$0.00	$3,657.71	$3,678.55	394	$3,026.93
Cabarrus	$56,563.59	$523.38	$0.00	$0.00	$26,485.30	$7,472.71	596	$6,497.83
Caldwell	$12,647.62	$42.57	$0.00	$0.00	$3,772.90	$2,623.55	301	$3,278.97
Camden	$1,812.94	$8.76	$0.00	$0.00	$1,059.20	$31.09	42	$177.66
Carteret	$9,319.46	$104.95	($26.09)	$0.00	$3,897.94	$1,216.64	324	$1,476.40
			($28.77)	$0.00	$677.92	$600.41	74	$418.22

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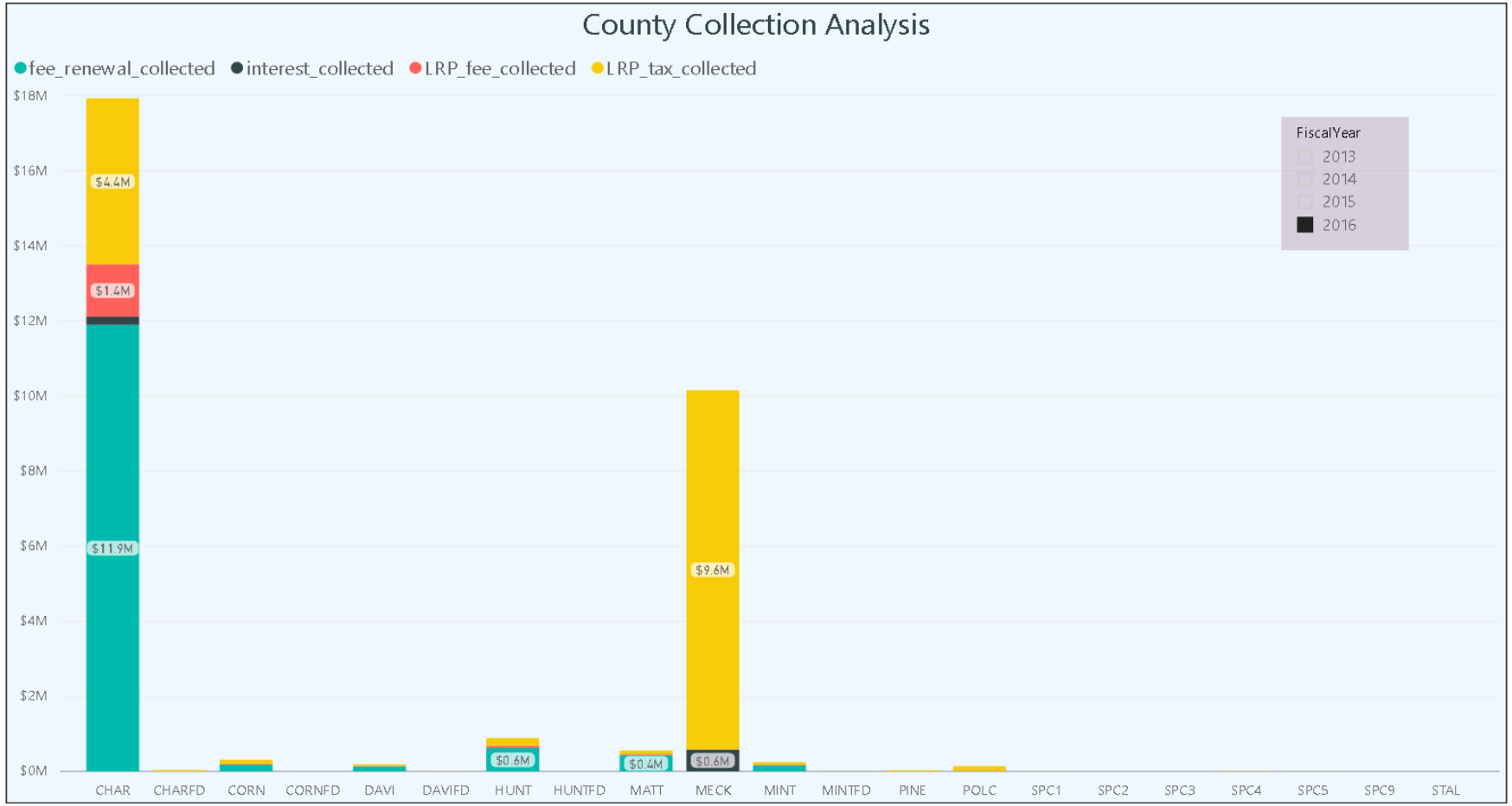
Data Analytics



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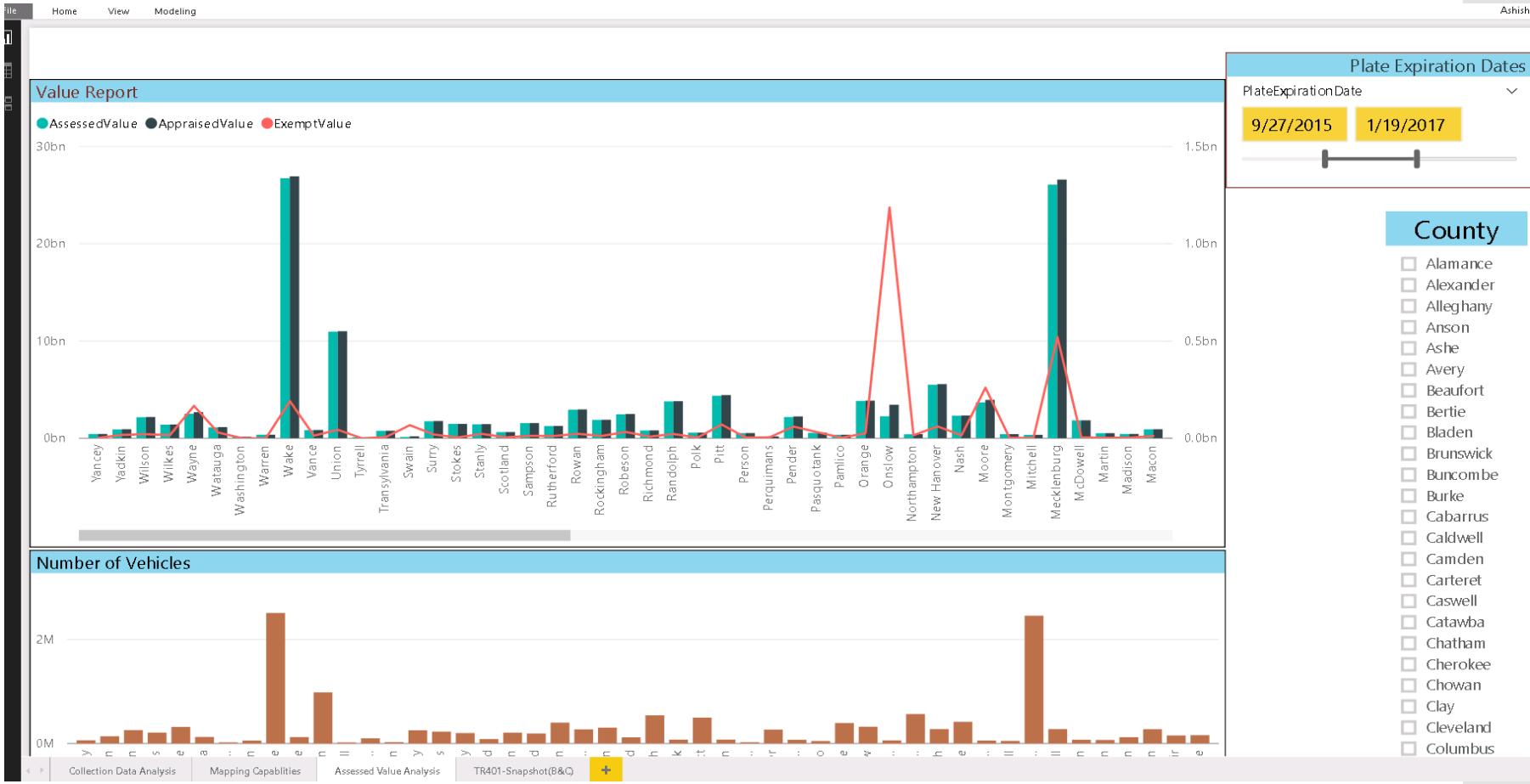

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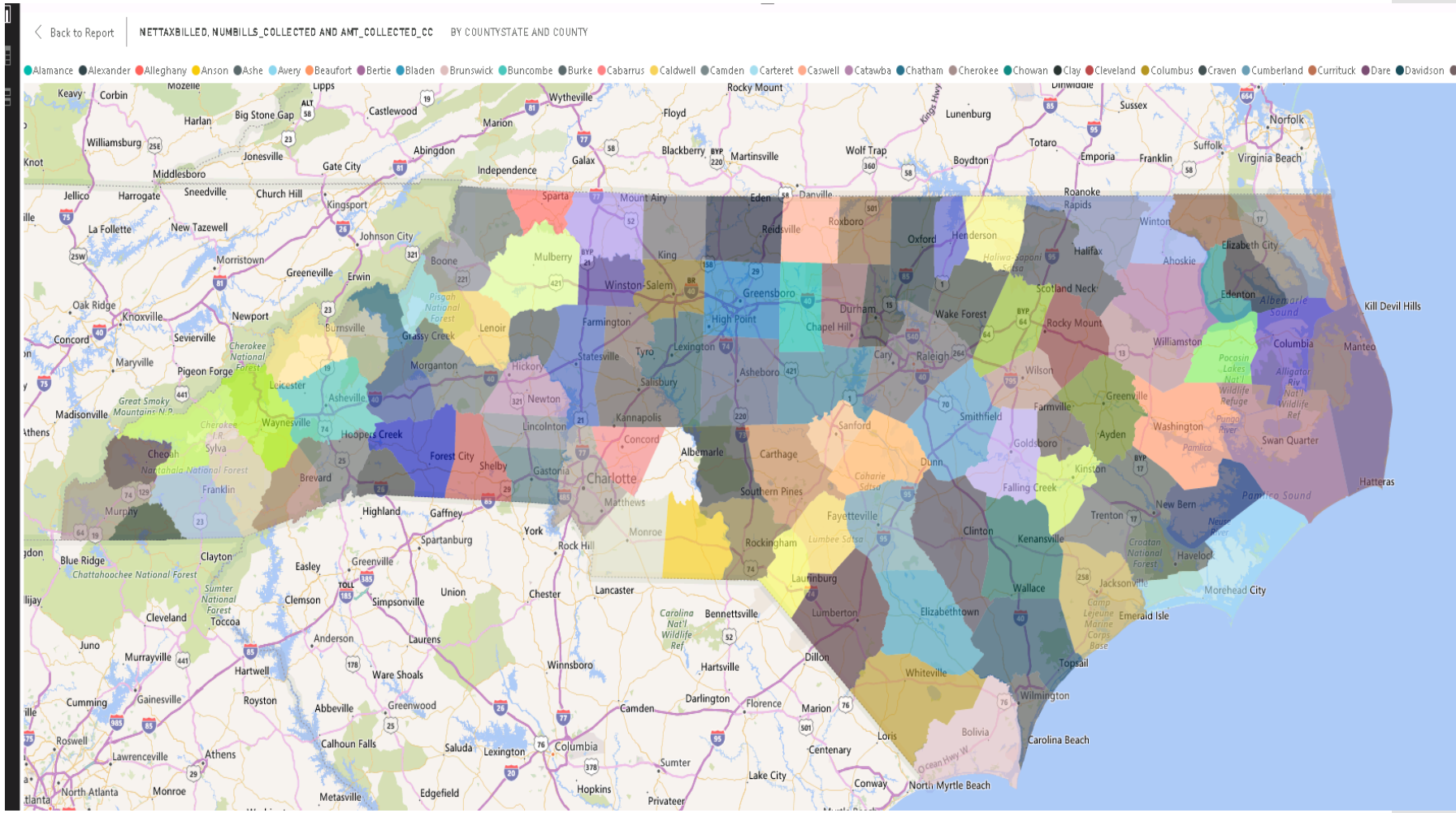
Data Analytics



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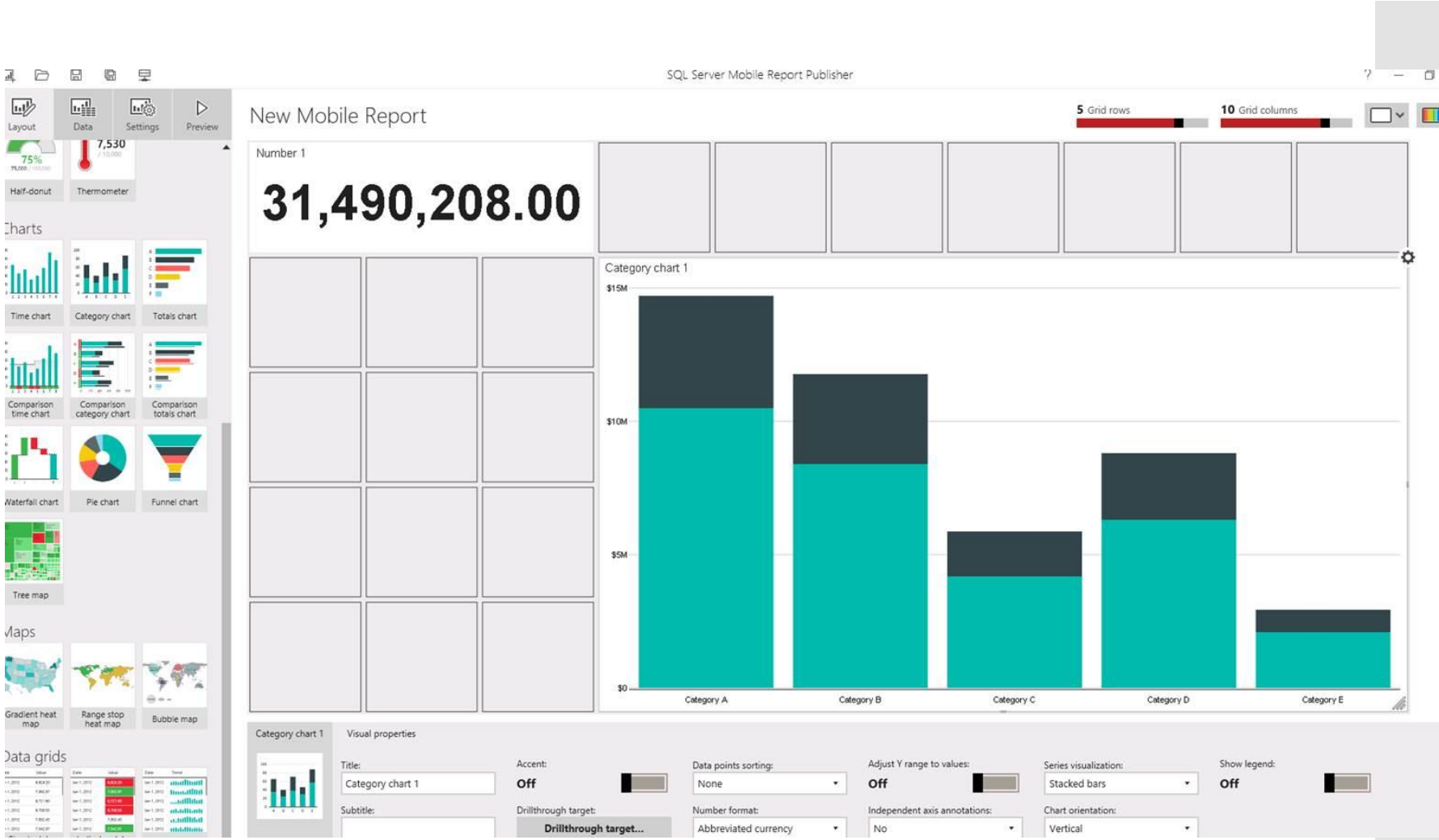
User-Generated Reports



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Next Steps

Standard Reports Improvements	• User Requirements • Development & Deployment
Data Analytics	• User Requirements • Development & Deployment
Key Performance Indicators	• User Requirements • Development & Deployment

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Questions and Comments

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