



**COMMUNITY  
TAX CENTERS**

[www.dallastaxcenters.org](http://www.dallastaxcenters.org)

# **DALLAS COMMUNITY TAX CENTERS**

**SERVING THE COMMUNITY ONE TAX RETURN AT A TIME**

# Our Services



- We are the largest Volunteer Income Tax Assistance (VITA) program in North Texas.
- We have 7 locations during tax season as well as 21 mobile sites and 2 year-round sites
- We prepared 140,000+ tax returns, resulting in over \$200 million in refunds and \$55 million in Earned Income Tax Credit for our clients in the Dallas-Fort Worth area since 2009.
- Tax Time-Saving Opportunities include our tiered match savings program, Dallas Saves, and incentives

# Tempo Kiosk (QLess)

## Queue/Line Management



### Why Incorporate a Queue Management System

1. Efficiency and Reduced Wait Times
2. Enhanced Client Experience
3. Manage High Traffic
4. Optimized Staff Utilization

### Why We Chose QLess:

1. User-Friendly
2. Virtual Line
3. Customization
4. Proven Reliability
5. Discounted Rates for Nonprofits!

**Want to Interact with the system?**



**QLess helps us provide a more organized, efficient, and client-friendly service, enhancing our ability to serve the community effectively.**



# QLESS IN ACTION



EC...

Queued  
**5** **100%** vs. last Thursday

Served  
**1** **100%** vs. last Thursday

Dallas Community Tax Centers Mobile Unit  
**Station 5**

**4:41 am**  
Thu, Jun 13

Service Status Language

**Walk-ins** 5 + Add walk-in

**Summon next**

**JOHN D 4363** **4:39 am**  
Quality Review Over 2 min  
**CHECKED IN** 15 min

**JANE D 4443** **4:55 am**  
Tax Preparation In 13 min  
**IN LINE** 40 min

**ANAKIN S 3246** **5:36 am**  
Amendments  
**IN LINE** 40 min

**MICHAEL M 4092** **6:09 am**  
ITIN Applications or Renewals  
**IN LINE** 5 min

**MARIA P 3004** **6:23 am**  
Tax Questions

# What We Learned

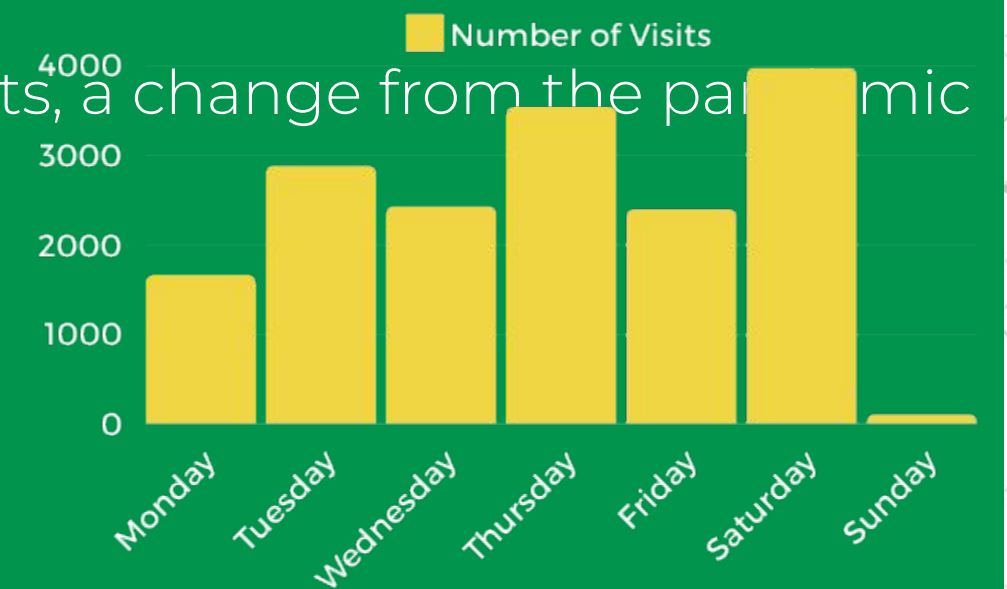


- With real-time data on queue status, staff could allocate resources more effectively, ensuring prompt service without overburdening personnel during slow periods.
- Over 400 clients (who did not file a tax return) were helped by either answering tax questions OR helping them respond to an IRS letter.

- We can see the new trends in visits, a change from the pandemic years.

- **Challenges and Improvement:**

- Training Needs
- System Glitches



# Thank

CONNECT WITH US!

# You!



@DallasCTC



@DallasTax



[www.DallasTaxCenters.org](http://www.DallasTaxCenters.org)



Text "TAXCENTERS" to (855) 697-7088



COMMUNITY  
TAX CENTERS

[www.dallastaxcenters.org](http://www.dallastaxcenters.org)

