

Digital-first and customer-focused mindset for Lansing

Lansing, the Capitol City of Michigan, has historic roots, and now, leadership is positioning it as a future-forward, full-service place to live — providing everything that people would expect from a modern, growing city.

Andy Schor, Mayor of the City of Lansing, recognized that although people don't necessarily want to pay government bills, it is necessary. And it's in the agency's best interest to make it as simple as possible for residents to interact with their government.



The right vendor becomes a partner for City staff

Lansing’s experience with a previous vendor hadn’t been so stellar, but after PayIt started handling payment processing for a few departments, it was clear this was a solution (and a productive partnership) for the whole city.

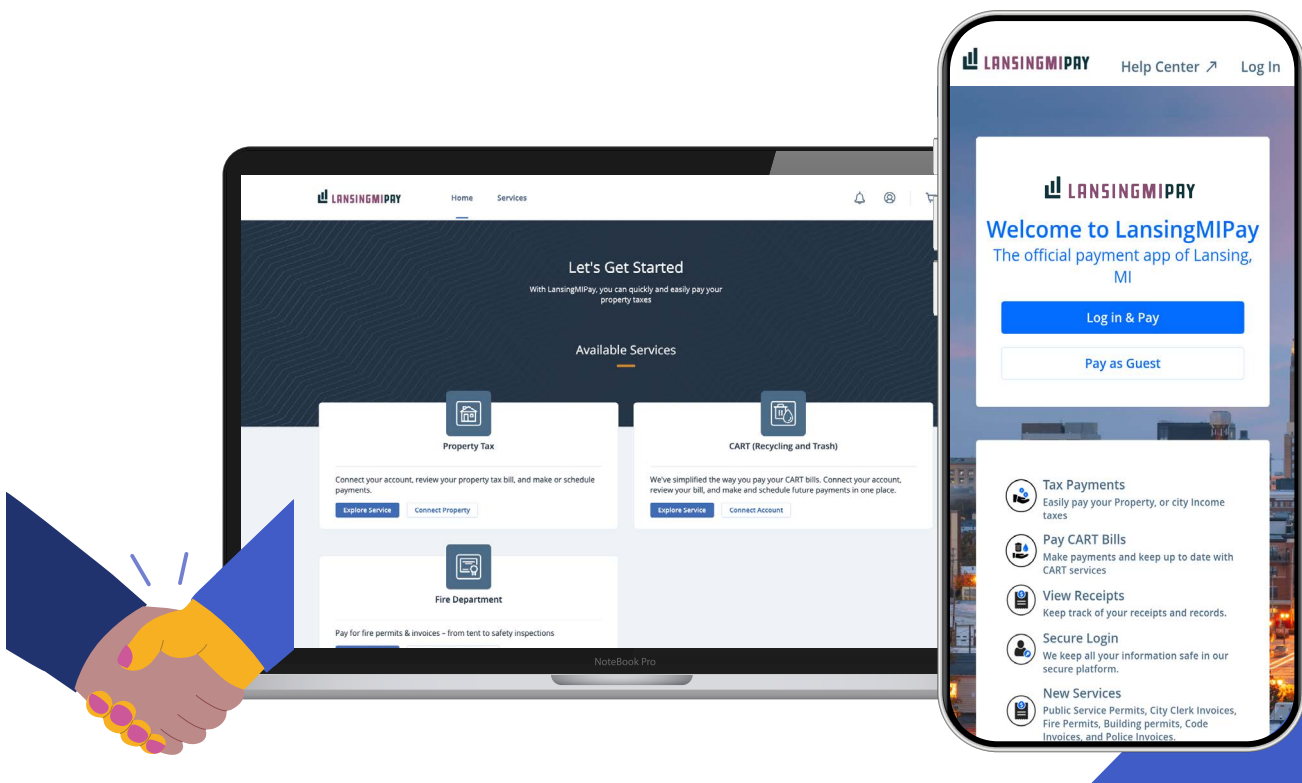
It’s been great for Lansing government, making it more efficient internally while also providing a necessary service to customers. Since launching its solution with PayIt, Lansing has collected more than \$12 million in digital payments, and the platform has made the reconciliation process easier for staff.

It’s a partnership and a relationship that’s constantly growing. “We can see that it could be long-term and beneficial for the city,” said Desiree Kirkland, Chief Financial Officer for the City of Lansing.



“They’ve been nothing but supportive, and it’s been a partnership instead of just an outside vendor – and honestly, sometimes I also feel like [PayIt] is part of the city of Lansing.”

– Jackson Mills
Budget Analyst, City of Lansing



The right solution makes engagement easier for residents

During Lansing’s search for appropriate technology partners, PayIt was identified as a potential solution to make it easier for residents to pay their bills.

“They provide [user]-focused solutions, especially to our customers externally but also internally for the finance department – whether that’s customer service for us, providing reports for us, or in terms of reconciling our bank accounts,” noted Mills.

Residents have definitely taken a liking to LansingMIPay: In 2023 alone, PayIt has processed more than 26 thousand transactions for Lansing across its online and IVR options. **And between IVR, point-of-sale, and web, online transactions accounted for 99% of transaction volume.**

As more residents take their government engagement and transactions online, Lansing’s Q1 2024 collections saw in-person payments below industry standards.

“[It’s] a platform where the customers can go out and see not just a trash bill but also a property tax bill and their income tax bill (or if there’s something else that they have) – all in one place,” said Kirkland.



“Super easy and seamless. Thank you for using this platform! Easiest one I have ever been on.”

– Real quote from 2024 Customer Satisfaction Survey

“By far, easier than previous payments”

– Real quote from 2024 Customer Satisfaction Survey



About PayIt

PayIt enables state and local government agencies to deliver a great resident payments experience that accelerates the shift to digital. Agencies choose PayIt to better achieve their mission through improved operational efficiency, customer support, and resident satisfaction. Our solutions span property tax, courts, utilities, DMV, outdoors, and more. PayIt provides a single resident profile across agencies and jurisdictions, integrates into back-office and adjacent systems, and our team helps clients drive adoption of digital channels. Serving more than 100 million residents in North America, we have received awards from Fast Company and StateScoop, and have been listed in the GovTech 100 for 9 years and counting.



Smarter for government.
Easier for everyone.

To learn more, visit www.payitgov.com

