

Frequently Asked Questions

Collector's Department FAQs

During Phase 1, Springfield City Hall will be open again on an appointment only basis. In order to ensure the health and safety of the public and the employees of the Collector/Treasurer Departments, new procedures for the payment of taxes/fees due the City, have been developed.

1. How can I pay my real estate, personal property, motor vehicle excise taxes and trash fee ON-LINE?

- a. On-line payments are made through the City's web site at:
 - i. www.springfield-ma.gov/paytaxes
- b. **CURRENT TAXES**
 - i. Select **Pay City Taxes, Fees & Tickets Online** from the menu on the left side of the homepage
 1. SELECT **PAY CURRENT FISCAL YEAR Springfield Taxes & Fees**
 - a. You will be directed to the CITY HALL SYSTEMS page
 - i. Select the Bill Type on the left
 1. Motor Vehicle Excise – enter your bill number and registration (license) plate number
 2. Real Estate Taxes
 - a. Enter – your bill number OR your first and last name OR your parcel number from your bill
 3. Personal Property
 - a. Enter your bill number, first & last name, street address or parcel number from your bill.
 4. Trash Fee
 - a. Enter the bill number and the last name of the party billed.
 - b. Click on "*Then click here to search*"
 - i. If you have entered valid search criteria, your bill for the current year will appear in the search results area of the screen.
 - ii. You can now choose to VIEW the bill in a PDF or ADD the bill to your payment cart.
 - c. When you have added all the bills you would like to pay to the cart, click on View Bill Cart.

- i. This will show you all the bills you have selected for payment.
 - ii. At this point you can remove bills you don't want to pay or continue on to make a payment.
 2. To make a payment click on "*Proceed to Checkout*"
 3. You will be taken to the payment screen where your options are to pay by direct transfer from your checking account for which there is no fee or by credit card for which there is a fee to the credit card company. The fee is based on a percentage of your bill and the following screen will show you the fee before you submit the payment. You have the option of canceling the transaction if you don't want to pay the fee.
 4. For ACH (checking account) transfer, the Bank Routing Information is verified for accuracy automatically but the account number cannot be verified. **Please take care in entering an accurate account number.**
 5. After your payment is processed, you will receive a confirmation number. Your payment has NOT been processed until you get your confirmation number. I recommend that you write your confirmation number on your bill for future reference if necessary.
 - ii. If you have difficulty with this, please call our call center at 311 (413.736.3111 outside of Springfield) and they can assist you.
- c. **DELINQUENT TAXES:**
1. Please go to www.springfield-ma.gov/paytaxes
 2. The second link at the top of the screen says "*Pay DELINQUENT Springfield Taxes and Fees*"
 - a. Click on that
 - b. You will be taken to our E - payment screen.
 - c. For Excise: Your Bill Type will be "Excise Tax", your Bill Year will be ____, your Bill Number will be ____, enter your last name, your plate number is _____
 - d. For Real Estate: Your Bill Type will be "Real Estate Tax", your Bill Year will be ____, your Bill Number will be ____, enter your last name, leave plate number blank.
 - e. For Personal Property: Your Bill Type will be "Personal Property Tax", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.
 - f. For Trash Fee: Your Bill Type will be "Refuse/Trash Bill", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.
 - g. For SBID Fee: Your Bill Type will be "Business Improvement", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.

- a. Due to the current health crisis, and to help ensure the safety of the taxpayers and City employees, the Collector ***STRONGLY*** recommends making payments on-line or by mailing them in.
- b. If these options are not available to a taxpayer, payments can be made in City Hall – **by appointment ONLY – no walk-ins will be accepted.**
 - i. Anyone coming into City Hall and the Collector Dept must wear a mask
 - ii. Only one person will be allowed into the Collector Dept to make a payment

4. What is the due date, and what happens if payment is received after the due date?

- a. On April 3, the due date was extended for real estate and personal property taxes from May 1st (5/1) to June 1st (6/1)
- b. Payments made and received AFTER 6/1/2020 are considered delinquent and are assessed interest.
- c. Demand fees (\$30) for real estate/personal property/motor vehicle excise and the trash fee will NOT be assessed until 7/15/2020. **Please note: Interest will continue to accrue from the respective due date until the payment is received.**

Springfield Police Department

FAQ

Contact information:

- Website: <https://www.springfield-ma.gov/police/>
- Added an email address for firearm appointments and firearm questions. LTCFID@springfieldpolice.net or by calling 787-6370.
- For record requests and other license information (Ice cream vendor etc.) and general questions, you can contact the clerks office by e-mail, phone, FAX, or mail
- Clerks_office@springfieldpolice.net
The e-mail address is clerks(underscore)office@springfieldpolice.net
- Phone: 413-787-6310
- FAX # 413-787-6519
- Address: Springfield Police Dept
Attention Clerks' office
130 Pearl Street
Springfield, MA 01105

Process Changes:

- New hours for New Firearm applicants are Tuesdays 9:00am – 12:00pm and 4:00pm – 6:00pm and Thursdays from 9:00 am – 12:00pm.
- Applicants for a renewal of firearms will not need to visit the SPD. We are taking applications via the mail.
- New LTC applicants are by appointment only. They can request an appointment or ask questions via the firearms e-mail or by calling the Clerks' office.
- Record requests can be obtained via our clerks email address, phone, mail, FAX or they can request an appointment if necessary.
- Hawker Peddler License applications can be mailed to the SPD-applications are on the SPD website.
- We require an appointment for fingerprints and photos for Taxi Drivers via the clerks' e-mail address or a phone call.

Office changes:

- Sign will be placed on the outside door regarding social distancing, facemasks and one person in the lobby at a time.
- A touchless intercom system will be installed so we no longer have to use the phone intercoms.
- Requesting plexiglass partitions between the 2 windows at the counter, both inside and outside the office.

Clerks' office is working with Brain Rossini to update any changes on the SPD website ASAP.

Springfield Parks FAQ

Parks will continue to be open for passive recreation.

- Picnics in the parks will be allowed but with restrictions. e.g., immediate family members only, appropriate face coverings
- Playgrounds will remain closed during Phase I

The Farmers Market in Forest Park will open with strict guidelines.

- No more than 35-40 in the market at one time.
- Hand washing stations as you enter market.
- Vendors will round-off pricing to whole dollar to limit change.
- Patrons will wait to enter the market on south side of Cyr Arena.

The Zoo in Forest Park will be allowed to open under strict guidelines, upon approval of public health sanitation staffing.

Golf Courses will remain open under current guidelines. Golf courses will offer take-out food services under the restaurant guidelines beginning Thursday May 21st. Carts and restrooms will be monitored and opened. Bath attendants will be hired to maintain restrooms to CDC guidelines.

Tennis courts will open with restrictions to be posted. e.g., each server uses own tennis balls, no doubles matches, etc.

Toll Booth will start accepting cash payments; attendants will wear gloves and masks. Season passes will be sold at the Info Center which has a glass partition; one customer at a time in the building.

Park and Golf Course Concessions are currently open, operating take-out only. Only pre-packaged ice creams and food. Safe Social distance guidelines to be followed.