

2016 Williamson County Tax Assessor/Collector

Responsibilities and Initiatives

Georgetown, Taylor, Cedar Park and Round Rock Office Locations

58 Employees

Motor Vehicle

- 1) We have processed over 410,194 registrations and 109,544 title transfers in all our 4 tax offices in the past year
- 2) We have planned office space for growth
- 3) Several counties have or will replicate the office layout of our lobby and counters for their own tax offices
- 4) Initiated On-line registration renewals
- 5) Named the "Model Office" for TxDMV

Dealer Office

- 1) Services all the franchise and independent dealerships in the county
- 2) Title worked processed: 66,275
- 3) We have piloted with TxDMV on several new processes and products

Property Tax

- 1) Took office in 1997 when we collected for 13 taxing units. We now collect for 93.
- 2) We sent out 121,249 tax bills on almost 201,721 accounts. The remaining 80,472 accounts are collected from mortgage companies through wire transfers (program initiated by my office)
- 3) Our property tax collection percentage for tax year 2015 is 96%

Call Center

- 1) We have had the Information Services Department since 2007. They answer the calls for all 4 tax offices, answer email communications and maintain our website
- 2) They answer approximately 1,160 calls a week and 30-50 emails a week
- 3) All emails and voicemails are responded to the same day

Accounting

- 1) Distributed funds over \$137 million for Motor Vehicle and \$1,185 billion for Property Tax for a total of over \$1,322 billion in the past 12 months
- 2) Funds are distributed daily, weekly and monthly to over 100 entities
- 3) Process an average 375 refund checks per month
- 4) We have 1410 ACH customers that have funds automatically deducted from their accounts for Motor Vehicle and Property Tax
- 5) We offer quarter payments, annual and monthly ACH deductions.
- 6) Escrow program for property tax accounts has almost 352 participants

Mailroom

- 1) In the past 12 months, our office handled over 228,148 pieces of mail – 142,456 outgoing and 81,933 incoming

Nemo-Q

- 1) First tax office in the state to have Nemo-Q queuing system (first location Cedar Park annex) which allow for tracking of transactions and crowd control
- 2) Georgetown, Round Rock and Taylor offices also have the Nemo-Q system
- 3) We are the first tax office in the state to have live wait times by type of transaction available on our website
- 4) First tax office in the state to offer appointment times for your transaction
- 5) We serve approximately 289,000 walk in customers per year
- 6) Georgetown – 87,328; Cedar Park – 80,398; Round Rock – 89,239; Taylor – 32,254

RPS

- 1) Remittance Processing System of payments-Check 21 (same day money for the county)
- 2) Processed 79,293 PT checks totaling over \$591 million
- 3) Processed 47,932 MV checks totaling over \$8 million
- 4) First office in the state able to process mail-in registration renewals on RPS - Piloted for TxDMV
- 5) An entire day's work of mail-in registrations can now be processed in less than 2 hours