

Williamson County Tax Assessor/Collector

Responsibilities and Initiatives

Georgetown, Taylor, Cedar Park and Round Rock Office Locations

55 Employees

Motor Vehicle

- 1) We have processed over 402,000 registrations and 104,000 title transfers in all of 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) Processed several record setting months in 2014 – January-5,565; April-5,362; June-5,179; July-5487
- 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 85.
- 2) We sent out 114,000 tax bills on 192,000 accounts. The remaining 78,000 accounts are collected from mortgage companies through wire transfers (program initiated by my office)
- 3) Our property tax collection percentage is routinely more than 100%

Call Center

- 1) We have had the Information Services Department since 2007. They answer the calls for 3 of our 4 tax offices (CP,GT,RR), answer email communications and maintain our website
- 2) They answer approximately 1,100 calls a week and 30-60 emails a week
- 3) They are committed to returning all emails and voicemails within 2 hours

Accounting

- 1) Distributed funds in the amount of \$120 million for Motor Vehicle and \$637 million for Property Tax for a total of \$757 million in the past 12 months
- 2) Funds are distributed daily, weekly and monthly to over 85 entities
- 3) Process an average 317 refund checks per month
- 4) We have 1,042 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 is also available for property tax accounts

Mailroom

- 1) In the past 12 months our office handled 324,429 pieces of mail – 170,163 outgoing and 172,266 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) We serve approximately 256,000 walk in customers per year
- 5) Average customer volume of 100-400 people per day in each office, peaking at more than 600 in a single day in our Georgetown office
- 6) Serve over 1,000 customers a day/5,000 a week combined in all 4 offices

RPS

- 1) Rapid Processing System of payments-Check 21 (same day money for the county)
- 2) Processed 67,768 PT checks totaling over \$343 million
- 3) Processed 82,987 MV checks totaling over \$15 million
- 4) First office in the state able to process mail-in registration renewals on RPS-Pilot for TxDMV
- 5) An entire day's work of mail-in registrations can now be processed in less than 2 hours