



Wichita County Tax Office



From the desk of
Tommy Smyth

“Your customer doesn’t care how much you know until they know how much you care.”
Damon Richards

In March our office was extremely proud to announce our formal confirmation from Mrs. Whitney Brewster, Executive Director for the Texas Department of Motor Vehicles that our motor vehicle office had received it’s “Silver Level of Recognition” for our participation in their (PQRP) Performance Quality Recognition Program. Mrs. Brewster went on to cite that our office was in an “elite group among our peers as one of only three offices to achieve Silver Level Recognition.” Mrs. Brewster further cited our achievements in “providing quality registration and titling services to the motoring public having a positive impact in our county” and our office “having a culture of continuous improvement and embracing positive change”. The (PQRP) is composed of (3) levels: Bronze, Silver & Gold for compliance with statutory and administrative rule requirements, the use of effective and efficient office practices and a demonstrated commitment toward completing proper motor vehicle transactions, and customer service. Each level having performance criteria specific to but not limited to: Business Process, Fraud Prevention, Customer Service and Training. For the better part of six months our office underwent an extensive review of our office operations being in compliance with no less than thirty four performance benchmarks specific to meeting the criteria of the aforementioned categories for both Bronze and Silver Level Recognition. (PQRP) was established to recognize county tax assessor-collectors that go above and beyond in complying with Texas laws, agency rules and exceeding expected customer service and have established standards for uniformity and service quality for its citizens.

Only (3) motor vehicle office(s) statewide achieved “Silver Level,” equating to approximately only 1% of the 254 county motor vehicle offices in Texas having this level of performance recognition! This is a first time occurrence in the history of this office being accredited for it’s operational performance and business practices, and was a first in the history of Wichita County Government to have one of it’s offices achieve a best business practices accreditation from a state regulatory agency. And it is noteworthy, that our office as part of our making submission to the (PQRP) also received its certification of good standing from the Texas State Comptroller’s Office for its submission of all required reports and other obligations pursuant to our Motor Vehicle Sales & Use Tax. This recognition should be extended to our entire office staff as at the end of the day and more so at the end of the year approximately 116,000 motor vehicle registration renewals, 36,000 pieces of title work and the collection responsibilities associated with approximately 80,146 tax accounts will have come through our (4) county wide offices. On the basis of that alone, they are to be thanked for the level of positive engagement that they strive daily to have with our citizens. Having a great staff with the depth that can handle these enormous responsibilities simply perpetuates an operational culture that fosters and promotes a better customer experience and that is what good county government should be all about!! In closing and on a somber note, we want to sincerely thank so many of you who showed the Ramon and Guthrie family and our office family a very genuine outpouring of support with the very untimely loss of our “Sweet Shawn”. We were all so very lucky to have had her and we all have the solace and comfort of knowing where she is today.

Since January 1, 2013:

- We have recovered \$5,721,523.91 in DELINQUENT PROPERTY TAXES!!
- Wichita Co. Property Tax Collection Statistics: 2012 – **98.54%**, 2013 - **98.47%**, 2014 - **98.60%**, 2015- **98.65%**, 2016 - **98.49%** 2017 – **98.47%**
- We have taken **203** properties to sale resulting in **\$1,752,924.89** being recovered in back taxes and those properties being placed back on the tax rolls generating tax revenue.
- We have processed **\$15,185,292.81** in motor vehicle revenue that the county has retained.
- Last year our office(s) collectively were responsible for collections totaling **\$157,635,331.80**. Divided by approximately (239) work days in a county calendar work year and you end up with a daily fiduciary responsibility of **\$659,562.06**. That divided by an (8) hour work day and you end up with an hourly rate of **\$82,445.26**.

Respectfully,

Tommy R. Smyth, TAC, MPA

Wichita County Motor Vehicle Registration & Titling
Services & Property Tax Division

**“Enhancing the Customer Experience with Better
Service and Convenience”**

Contact us:

Wichita County Tax Office:
Main number: (940) 766-8200
Email: wichitatax.com

Property Tax Department:
(940) 766-8200 fax (940)766-8179

Vehicle Registration: (940)766-8200 fax
(940)766-8176

Main office hours: Mon-Fri 8am to
4:45pm.

Main Location: County Court House
Annex first floor, 600 Scott Ave Suite 103,
Wichita Falls, TX 76301

Field Offices:

Burkburnett: Hours: M-W-F 8:00am -
4:45pm Location: 100 W College, (940) 569-
3367, fax (940)569-3368

Iowa Park: Hours: T-TH 8:00am - 4:45pm
Location: 400 N Wall, (940)592-2022 fax (940)
592-9757

Electra: Hours: T-TH 8:00 - 4:45pm Location:
2023 SH 25N, (940)495-2016 fax (940)495-4098

About our web site

Web address: <http://www.wichitatax.com>

For **property tax information** choose “**online taxes**”

Enter the property account number or property location address

Click on your record shown to open the record

Click on “all years” to see if any delinquent balances are due or verify past tax year amounts

Click on “e payment” and follow the instructions to pay your taxes on line

Using a debit or credit card will incur a convenience fee charged by the servicing company of 2.35% times the amount you pay by card. An “e check” has a flat \$1.00 fee regardless of amount paid

For **motor vehicle information** choose “**auto registration on line**”

You will be “redirected” to the State of Texas Department of Motor Vehicle web site

Choose “Wichita County” of residence and enter your license plate information

Using a debit or credit card on line will incur a \$2.00 electronic processing fee and a \$1.00 mail fee for on line registration renewal. The \$3.00 is non refundable from the State.

Property Tax Helpful Hints

Payment deadline: Property taxes are due upon receipt. All payments showing **Thursday, January 31, 2019** or earlier U.S. postmark (not metered postage) will be considered timely. Please include your **account number** on your check. (January 31st is a Thursday in 2019)

Payment by phone: Toll-free **1-866-511-6677**. If you choose a live representative for assistance, you will need the bureau code of **7580933** and your 6 digit account number.

Difficulty paying your taxes: We accept partial payments. Pay as much and as often as you decide until January 31, 2019 and then contact the tax office for a payment plan on any remaining delinquent balance.

Exemption applications: All applications for property tax exemptions must be submitted to the **Wichita Appraisal District**. Exemptions on your property for 2018 are shown on your tax statement.

Quarterly payments: With the over 65/disability exemption, the owner qualifies for installment payments. **A quarter of** the tax amount is required to be paid **before** the February 1 delinquency date to participate.

Address changes: Statements are mailed to the address we have on record. It is **your responsibility** to notify the appraisal district or tax office in writing with any new mailing information for your account .

Motor Vehicle Helpful Hints

Avoid the lines: Conduct business in the middle of the month, avoiding the lunch hour.

Bring your I.D.: Titling a vehicle in your name requires your I.D.

Need a cost estimate: General fee information concerning title, registration, sales tax, penalties and standard presumptive value can be located at txdmv.gov and comptroller.texas.gov. Exact fees cannot be given over the phone. We must **see** all of your documents to be accurate.

Insurance: Bring your proof of insurance. Some records must be verified manually.

Title work: All title transfers require an ownership document and title application Form 130-U.

Debit or credit card use: Card use in our office will incur a convenience fee by the servicing company of 2.50% times the cost of your registration fee. Online registration, see fees above.

Driver’s License information: Contact the Dept. of Public Safety. (940) 851-5600

Certified Copy of a Texas Title: Contact Texas Department of Motor Vehicles. (940) 235-4800.

Wichita Appraisal District:
600 Scott Ave 3rd floor
Wichita Falls TX 76301
(940)322-2435 fax (940)322-8190

Web address: www.wadtx.com
Wichita Appraisal District
PO Box 5172
Wichita Falls TX 76307