



Wichita County Tax Office News



“Enhancing the customer experience with better service and convenience”



*From the desk of
Tommy Smyth*

Well it took a year for Fall to get here and the cooler temperatures are certainly welcomed!! Another year has just about come and gone and again it has been a privilege for our staff to serve the approximately 132,000 citizens who make Wichita County their home. Since January of 2013 our goal has been to remain very self-consciously of providing great customer service to you and your family while constantly looking for anything that adds convenience and promotes a better experience with our (4) county wide offices. That was our intent from day one going on (7) years ago when we were fortunate to have the opportunity to begin to make a long awaited list of changes that were very much needed with the customer service image of this office. For close to two decades there had been no emphasis on enhanced custom service models or operational upgrades that added any additional convenience to the very services that this office was task with providing our citizens. We are extremely proud of what we have done since January of 2013 and we have done it with a great staff who knew what had to be done!! They do a great job day in and day out and I never get tired of bragging on them!! Just as importantly, we have had an insurmountable amount of support from our citizens who have taken advantage of long over-due amenities that we have added for their convenience. Most importantly that is what good county government should be all about!! We wish you and your family nothing but the best in 2020 and as always we wish you and your loved ones a very safe and joyful Holiday Season!!

Since January 1, of 2013:

- Last year our office’s collections totaled **\$173,257,813.05** equating to an hourly collection rate of \$90,616.01.
- Wichita County Property Tax Collection Statistics: (2012)- **98.54%**, (2013)- **98.47%**, (2014)-**98.60%**, (2015)-**98.65%**, (2016)-**98.49%**, (2017)-**98.47%**, (2018)-**99.14%**. Our stats will hold their own and then some up against any other collections in midsize markets in Texas!!
- In total calendar year delinquency since 2013 we have collected **\$6,806,690.60**.
- Last year we set an all-time single year delinquency collection’s record of **\$1,256,098.86** and this year’s numbers are trending even higher!!
- From (2013 to date) for Wichita County we have collected an additional **\$4,450,802.16** in penalties and interest above and beyond the adjusted levies for those calendar tax years.
- Since January 1, 2013, **234** properties have been taken to sale resulting in **\$2,043,000.03** being recovered and being placed back on the tax rolls!!
- Last year our total aggregate property tax collections equated to approximately **\$146,658,420.46**.
- Last year our total aggregate motor vehicle transactions equated to approximately **\$26,599,392.59**.
- Last year our motor vehicle division did **\$397,306.00** in vehicle title transactions, **\$9,155,993.15** in motor vehicle registrations and another **\$17,043,213.44** in sales tax. Certainly not lastly, our great on-site convenience of motor vehicle registration with our area United Supermarkets resulted in those (4) locations last year conducting **\$1,317,773.65** in motor vehicle registration transactions.
- Our Help Center established in 2014 continues to be our best customer service model for a multitude of complex motor vehicle issues, and is a great assistance to all of our area veterans and active military at SAFB. Often we are able to resolve issues with overseas vehicles before they ever get state side. We take a great deal of pride in that as there is no better way to welcome a SAFB family to our community than by greeting them with good service!!
- We have grown our “Quarter Payment Model” and very pleased that we now have **1483 individuals** taking advantage of that program!!
- Our Dealer’s Electronic Vehicle Titling Program continues to grow with (5) of our area’s largest motor vehicle and motorcycle franchise dealers participating in that program that encompass (23) motor vehicle and motorcycle lines. Last year approximately **40%** of all new and used vehicle sales were from participating dealers. It has been a huge success and has added so much operational efficiency to our participating franchise dealers and convenience to our citizens who take pride in purchasing a vehicle in Wichita County.
- We continue to be very proactive with utilizing our area media and social media with providing information and updates to our citizens. We are proud of our new website as it has bridged so many informational gaps that had existed for far too long. We have had nothing but great feedback!!
- We are also very proud that this past June our office completed the training prerequisites for (3) additional (C.T.O.P) Certified Tax Office Professional designations under Senate Bill 546. Collectively **(84) training modules** were completed for these designations. These professional designations are a very important part of our office meeting the prerequisites needed for making application for the Gold Level of the (PQRP) Performance Quality Recognition Program by the TX. State DMV. In June of 2018 our Motor Vehicle Division was only **(1 of 3)** motor vehicle offices in Texas achieving the Silver Level of the (PQRP) equating to our of Motor Vehicle Division being in the top (1% of 254) motor vehicle offices statewide. This was a first time occurrence in the history of Wichita County government for any county office to be accredited for it’s operational performance and business practices from a state regulatory agency.
- In 2016 we began to renegotiate all of our inter-local agreements that we had with the (7) taxing entities that our office collected ad valorem property taxes for at that time. Subsequently, resulting in an additional **\$110,499.00 annually** in revenue associated with our collections for those (7) taxing entities.
- It is certainly worth mentioning that the (4) staffing reductions that were mandated by our County Commissioner’s Court in the 2018 county budget went ultimately produced a reduction in the bottom operational line of our office by approximately **\$148,000.00 annually**. In 2018 no other office in county government had any more staff reductions than our office even though our office is responsible for somewhere in the neighborhood for **86 cents** of every dollar that operates county government.
- Last year our office operations continued to make very respectable strides with either increasing its revenue stream and or by decreasing its bottom line from an operational budgetary standpoint. The ability to operate leaner and increase revenues is always sought and seldom found. Both are common and admirable business practices in the private sector, but from time to time they do make an occasional cameo appearance in government. As such our office in 2018 and moving forward had a positive revenue swing not once, but annually of approximately **\$258,499.81**. A distinction that not any other office in county government can claim !! One that came with a price with an inconvenience to our citizens in Electra, Iowa Park and Burk Burnett as the hours of operations in those field offices had to be re-formatted. Even though the total aggregate volume of motor vehicle transactions and property tax collections had not changed in respect to what our (4) offices are task with annually.

Respectfully,

Tommy R. Smyth, TAC, MPA, CTOP

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

Contact us:

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

Property Tax Department:

PH: (940) 766-8200 Fax: (940) 766-8179
Delinquent tax: (940) 766-8200 EX 8600

Vehicle Registration:

PH: (940) 766-8200
Fax: (940) 766-8176
Main office hours:
Mon-Fri 8:00 A.M to 4:45P.M.

Main Location:

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

Satellite Offices:

Burkburnett : Hours: M-W-F 8:00 A.M. to 4:45 P.M.
Location: 100 W College
PH: (940) 569-3367 Fax: (940) 569-3368
Iowa Park: Hours: T-TH 8:00 A.M. to 4:45 P.M.
Location: 400 N Wall
PH: (940) 592-2022 Fax: (940) 592-9757
Electra: Hours: T-TH 8:00 A.M. to 4:45 P.M.
Location: 2023 SH 25N
PH: (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 a **Friday, January 31, 2020** or earlier U.S. postmark (not metered postage) will be considered timely. Please include your **account number** on your check.

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, 2020 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 and will be approved through the **Wichita Appraisal District**. Exemptions on your property for 2019 are shown on your tax statement.

Quarterly payments: With the over 65 and or disability exemption, the owner qualifies for installment payments. **1/4th** 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 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
PH: (940) 322-2435
Fax (940) 322-8190

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