



Wichita County Tax Office News



From the desk of
Tommy Smyth

Since March we have all had to contend with an ever evolving set of health and safety circumstances that has effected our daily lives as never seen before. The everyday routine things that we all take for granted have all been re-defined with either their availability or how they have been modified. We have seen friends and family endure the health issues associated with this crisis and even the untimely passing of their loved ones. Our business community both in the private and public sector have had operational models that have stayed in a constant state of evolution since March. Leaders and administrators at every level of government have been caught between *economics and public safety* and that is a very narrow and contentious piece of real estate to be making decisions on. Using a very broad paint brush to make *"one size fits all"* decisions has only lead to a gross disparity as to what businesses have remained open and what good family businesses have been involuntarily closed. Our hometown businesses have put their hearts and souls into their businesses through tornadoes, floods, droughts and now they can add a pandemic to their resume. Our family operated business owners are *"The Salt of The Earth"* and they have literally redefined the definition of *"tenacity"*. Our business community has never seen a set of lingering circumstances that has been as detrimental to their existence as to what they have endured since March. And since March we have all found out there is some other way to do what we have been doing the same way for so long. This life lesson has tested our patience as never before and has come with a price with our personal liberties being restricted for what seems way too long. To say that this year has been just a little different is a gross understatement, but as always we wish you and your family nothing but the best in 2021. You and your loved ones have a *very safe and joyful Holiday Season!!*

2019 Tx. State DMV (PQRP) Performance Quality Recognition Program Gold Level Business Accreditation

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) placing us **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. **On January 31, 2020, our office was awarded it's Gold Level (PQRP) accreditation and was THE ONLY OFFICE to achieve this level out of 254 counties in 2019.** We are also **very proud** that our staff recently completed approximately 835 hours of mandated TX. State DMV Training Modules. Our entire staff is deserving of all the recognition that this office has received in the last two years, as we could have not reached this level of accreditation without their commitment to providing enhanced customer service. Their willingness to embrace operational upgrades and service models have had far reaching positive consequences to the customer service aspects of our office serving the public in a courteous and efficient manner.

Since January 1, of 2013:

- 2019 Total Aggregate Transactional Volume totaled **\$177,155,174.84** equating to an **HOURLY COLLECTION RATE of \$92,654.38.**
- 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%**, (2019)-**98.22%** Since 2013 we have collected **\$8,235,321.17 in delinquency.**
- Last year we set an all-time **single year** delinquency collection's record of **\$1,350,373.76** and this year's numbers are trending even higher!!
- From **(2013 to date)** for Wichita County we have collected an **additional \$4,879,634.66** in penalties and interest **above and beyond** the adjusted levies for those calendar tax years.
- Since Jan.1, 2013, **259** properties have been taken to sale resulting in **\$2,229,964.79** being recovered and being placed **back on** the tax rolls!!
- Last year our total aggregate property tax collections equated to approximately **\$149,361,807.46**
- Last year our total aggregate motor vehicle transactions equated to approximately **\$27,793,367.38**
- Last year our office did **\$402,350.00** in vehicle title transactions, **\$9,143,933.67** in vehicle registrations and **\$18,244,128.71** in sales tax.
- Our **Dealer's Electronic Vehicle Titling Program** continues to grow with (6) of our area's largest motor vehicle and motorcycle franchise dealers participating in this program that encompass (24) motor vehicle and motorcycle lines. It has been a **huge success** and has added so much operational efficiency to our franchise dealers and convenience to our citizens who purchase a vehicle here in Wichita County.
- **Since March** we have been strongly advocating for our citizens to take advantage of **(4) other** alternative service and payment methods other than visiting our lobbies. They are as follows: By Internet, By Mail, By utilizing any (1 of 4) of area United Supermarket and Market Street locations here in Wichita Co. and we have installed a Drop Box just inside our utmost Southern entrance on Scott Street.

Respectfully,



OFFICE HOURS SUBJECT TO CHANGE DUE TO COVID-19

Tommy R. Smyth, *TAC, MPA, CTO*

Wichita County Motor Vehicle Registration & Titling

*"All Fair Weather Politicians Perform Fairly Well in Fair Weather, But Decisive Leadership Will Either Evolve or Not Evolve In Adverse Circumstances"-
The Late Midwestern State University Political Science Professor, Dr. Michael Flavin*

Contact us:

Wichita County Tax Office:
Main number: (940) 766-8200
Website: 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 1:00 P.M. 2:30 to 4:30 P.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 4:30 P.M.
Location: 100 W College
PH: (940) 569-3367 Fax: (940) 569-3368
Iowa Park: Hours: T-TH 8:00 A.M. to 4:30 P.M.
Location: 400 N Wall
PH: (940) 592-2022 Fax: (940) 592-9757
Electra: Hours: T-TH 8:00 A.M. to 4:30 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 **Monday, February 1, 2021** 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 February 1, 2021 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 2020 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 .

Wichita Appraisal District:

600 Scott Ave 3rd floor
Wichita Falls TX 76301
PH: (940) 322-2435

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.

Web address: www.wadtx.com

Wichita Appraisal District
PO Box 5172
Wichita Falls TX 76307