




Travis County Tax Office

Vital Statistics Record

Created	1845; Article VII, Section 29, Texas Constitution
Elected Official	Nelda Wells Spears: Tax Assessor-Collector and Voter Registrar
Mission	Accessible to all, provide consistently outstanding customer service; continually seek feedback on service quality
Main Location 7:30 – 5:30 Mon - Fri	5501 Airport Boulevard, 78751-1410; Building located between Koenig Lane and 53½ Street. Drive through located at south side of building; two drop boxes located in parking lot.
Branch Offices 8 – 5 Mon - Fri	<ul style="list-style-type: none"> • 4705 Heflin Lane, near Springdale Rd. & Martin Luther King Blvd. • 15922 Foothill Farms Loop in Pflugerville • 8656 Highway 71W in Oak Hill (no drive through service available) • 4011 McKinney Falls Parkway near the Austin-Bergstrom Airport
Operations	<ul style="list-style-type: none"> • collect / disburse \$2.1 billion in property taxes for 108 jurisdictions • register 675,934 vehicles annually • validate documentation, collect fees and sales tax for 204,000 vehicle title transfers, audit 132,000 others • register over 582,000 voters and support elections for 186 entities • collect court fees and fines for JP and county courts at law
Sample Daily Averages	<ul style="list-style-type: none"> • 800 lobby visitors • 250 drive through customers • 1200 telephone calls • 595 voter documents processed • \$8.1 million dollars collected • arrange for payment of fees and fines for courts
Success Measures	<ul style="list-style-type: none"> • 98.9% of 2008 property taxes collected (fiscal year begins October 1) • 94% of eligible population registered to vote • 95% average in targeted lobby service time (3-5 minutes) • 95% average targeted vehicle mail turnaround time (72 hours)

Innovation & Recognition	<ul style="list-style-type: none"> • Accessible website developed for visually impaired citizens – 2007 recipient of Computerworld Laureate award • Online services, such as property account and voter record access • Benchmarked customer service delivery – 2007 and 2009 recipient of Texas Association of Counties Leadership Foundation Best Practices Award
Service Access	<ul style="list-style-type: none"> * lobby and drive through open 7:30 - 5:30, Monday through Friday * www.traviscountytax.org -- order a tax bill, voter registration application or new resident packet online * register vehicles online at www.TexasOnline.com * public information email contact: tax_office@co.travis.tx.us * (512) 854-9473 is the main telephone number * drive-through service available for vehicle registration, tax payment, voter registration;
Public & Private Service Partnerships 	<p>24 Substations: HEB grocery store locations in Travis County and the City of Jonestown sell vehicle windshield stickers</p> <p>20 Bonded Dealers and 4 Title Services: 45% of Travis County's 132,000 titles are handled initially by the private sector. When the legal documents required to change ownership are a part of the sales transaction, the dealership and the customer enjoy convenience and efficiency. Also, the partnership saves tens of thousands in salary that would be required to staff for a huge increase in title transfer service.</p> <p>The Texas Department of Health and Human Services, City of Austin public libraries and the United States Postal Service partner to register eligible voters by displaying voter registration applications in offices and lobbies.</p> <p>The Texas Department of Public Safety registers new Texas residents and those updating their driver's license for voting.</p> <p>Volunteer Deputy Voter Registrars: Travis County's voter registration rate is tremendously successful due in large part to the volunteer efforts of several hundred deputies. Many, but not all, are affiliated with various organizations that routinely promote voter registration and voting.</p>
Staffing	125 positions; expertise range from skilled to professional; contact Travis County Human Resources (854-9165) or www.co.travis.tx.us about vacancy information
Philosophy	We pride ourselves in exceeding customers' expectations. After all, no one likes paying taxes or fees for vehicle registration and titles, so the least we can do is make sure our service is courteous and efficient.