



PRESS RELEASE

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Williamson County Earns Best Practices Award

New, same-day appointments at Tax Assessor-Collector's Office reduce customers' wait times

FOR IMMEDIATE RELEASE

The Williamson County population boom caused growing lines at the Tax Assessor-Collector's Office. Often, the wait was over an hour and a half. To address this, Williamson County created Same-Day Appointments, which allows residents to schedule their appointments online and avoid the queue.

The Texas Association of Counties (TAC) has awarded Williamson County a 2016 County Best Practices Award in recognition of this innovative program.

Scheduling a same-day appointment for specific services — such as vehicle registration renewal, title changes or property tax payments — has reduced wait times to less than four minutes. More than 3,200 customers have used the online service in less than a year. Williamson County also posts live wait times online to let residents know what to expect.

"Williamson County's program has reduced wait times by 80 percent," said TAC Executive Director Gene Terry. "We hope this award will inspire other counties to follow suit with their own initiatives."

Williamson County was one of more than 15 counties across Texas selected by TAC to receive a Best Practices Award.

The TAC County Best Practices Awards Program recognizes county innovation, inspires county leaders to develop improved programs, and creates an avenue for promoting replicable and proven solutions to common county concerns.

TAC works to unite Texas counties in search of solutions for challenges faced by all counties and provides services to support county officials in the vital work they do for their local communities.

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