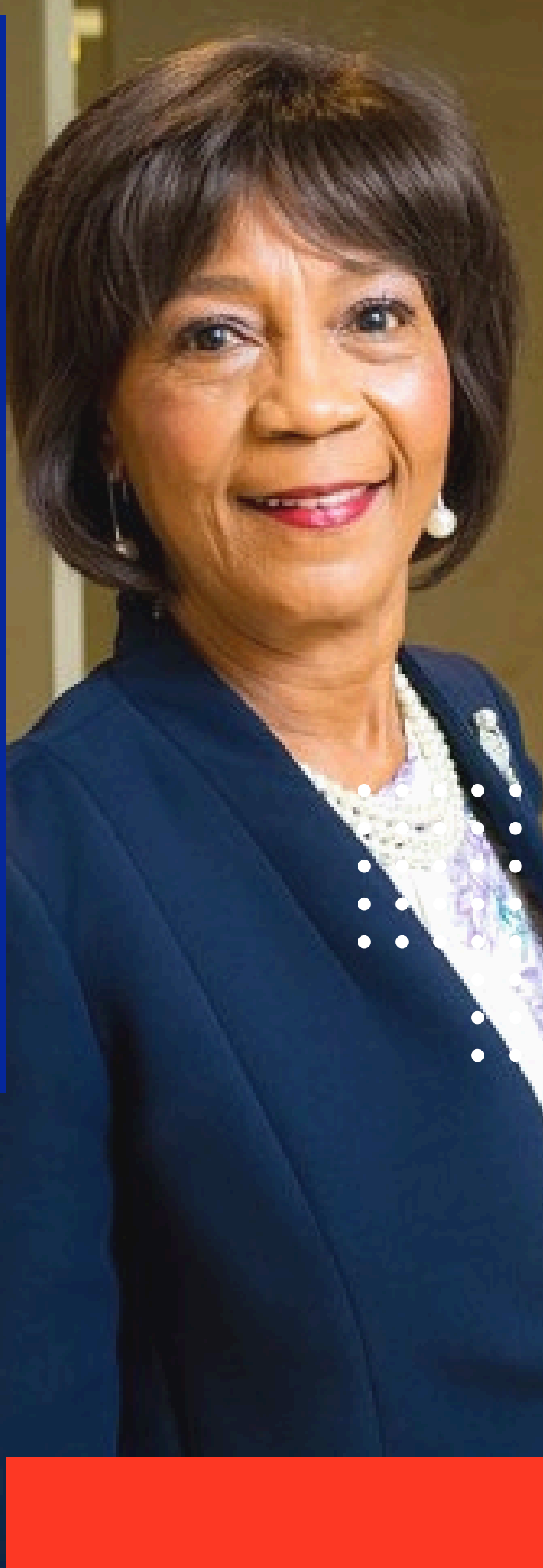




Harris County Tax Office

**HARRIS COUNTY TAX OFFICE
ACCOMPLISHMENTS UNDER
THE LEADERSHIP OF
HARRIS COUNTY TAX ASSESSOR-
COLLECTOR & VOTER REGISTRAR
ANN HARRIS BENNETT**

Published
October 22, 2024



Letter from the Tax Assessor-Collector and Voter Registrar

Dear Constituents,

I hope you are doing well. After almost 8 years serving as your Tax-Assessor-Collector and Voter Registrar, I have decided it is time to begin a new chapter in my life. It has been the honor of a lifetime to work in a role that directly impacts the lives of so many in our community. Together, we've made significant strides here at the Tax Office, some of which are highlighted below. We couldn't have advanced the office to where it is now without a continued shared vision, as I truly have had the pleasure of working with the most outstanding staff and partners here at the Harris County Tax Office. As I step down, I am confident that the strong foundation we've built together will continue to serve this community well.

*Warm regards,
Ann Harris Bennett
Tax Assessor-Collector
and Voter Registrar*



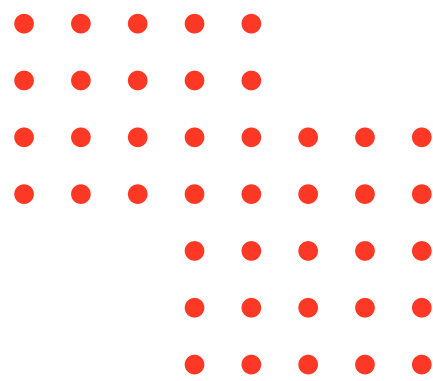
Tax Office

Tax Office Auto Division Notable Accomplishments

- Under Ann Harris Bennett's leadership, the number of completed commercial transactions per day has remarkably increased, from nine to 60 in just one day. Average processing time for commercial title registrations has decreased from two months to two weeks.
- Ann Harris Bennett created a special investigation unit to research commercial companies and reduce the risk of fraudulent transactions. This unit has recovered thousands of dollars for the state.
- New commercial packets were created which provide auto customers with faster processing times.
- The Tax Office developed WebDealer auto training which provides online services to an increased number of commercial customers.
- Smart lockers, similar to Amazon lockers, were added to improve to reduce wait times for commercial customers.
- The Tax Office installed the Nemo-Q System which provides a queuing network that reduces customer waiting times.



Tax Office Property Division Notable Accomplishments



The Tax Office successfully updated payment plan procedures to allow more flexibility for all property owners to enter into payment plans. Ann Harris Bennett is the only Tax Assessor-Collector to increase the time allotted for the payment of property tax installment plans from 12 - 24 months to 36 months.



A Tax Office Outreach Department was created to host property tax workshops for community organizations to teach residents about the property tax process. The department also conducts workshops in Spanish and Vietnamese.



TAC Bennett created the Tax Advocacy Group to advise property owners about their unpaid property tax balances and the many options to pay.



In recognition of Property Tax Assistance Week, the Tax Office conducted in-person property tax assistance events to help property owners enter into property tax payment agreements before the state's July 1 deadline. Precinct Three Commissioner Tom Ramsey recognized Property Tax Assistance Week for the beneficial services it provides property owners of Harris County.



The Tax Office successfully updated payment plan procedures to allow more flexibility for all property owners to enter into payment plans.



Ann Harris Bennett was the first Tax Assessor-Collector to produce a frequently asked questions brochure for inclusion in the office's annual property tax statements.



Tax Office Voters Division Notable Accomplishments



Under Ann Harris Bennett's leadership, the Voter Registration Research Department was established. This department plays a crucial role in enhancing the efficiency of voter registration processes by identifying deceased voters, verifying address changes, and ensuring the citizenship of voter registration applicants.



Ann Harris Bennett is responsible for the Tax Office offering Volunteer Deputy Voter Registrar (VDVR) training in multiple languages. In addition to English, VDVR training is available in Spanish, Chinese, and Vietnamese.



Under Ann Harris Bennett's leadership, the Tax Office has conducted 38 VDVR trainings a month while the Secretary of State only requires one per month.

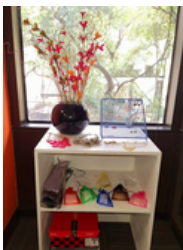


The voters outreach team hosted 450 events over the past year and deputized 6,824 VDVRs for the 2023-2024 term. In August, a record-breaking 1,091 individuals were deputized.

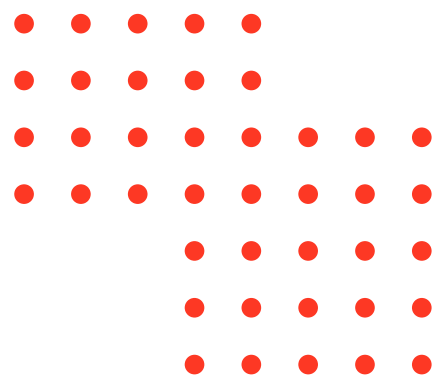


Other Tax Office Notable Accomplishments

- ◆ Ann Harris Bennett was the first elected official in Harris County to raise the minimum wage to \$15 an hour. By the end of her administration, she had increased it to \$18.46 an hour.
- ◆ Ann Harris Bennett conducted the first Tax Office Town Hall meetings in Harris County. County residents have the opportunity to meet one-on-one with Tax Office employees to discuss their auto, voter registration and property tax situations.
- ◆ Ann Harris Bennett increased law enforcement presence in all Tax Office branches due to the security risks that staff face managing cash transactions.
- ◆ Under Bennett's instructions, the Tax Office created a compliance division. A CPA was hired to manage the division, which identified nine hotels who were not previously reporting hotel occupancy tax to the County and recovered over \$500,000 in unpaid taxes to the County. Hotel occupancy tax collections have increased by over \$2 million over 2023. Additionally, the compliance division led the investigation which resulted in the arrest of three former window tellers for processing fraudulent transactions.
- ◆ Ms. Bennett implemented dashboards, a powerful tool that provides management with real-time insights into the daily performance of all Tax Office departments, thereby enhancing transparency and accountability.
- ◆ The Tax Office created the office's first Empowering Boutique modeled after Dress for Success. Gently worn business attire is donated by executive management for distribution among employees who find themselves in need of support.
- ◆ A private "Mommy Room" was created for new working mothers.



Other Tax Office Notable Accomplishments Continued



- During the COVID-19 lockdown period, Ann Harris Bennett established a scanning department that prevented document loss and streamlined digital information storage.
- A management training program was designed and implemented for current employees. The training is offered on a continual basis.
- Ann Harris Bennett created commercial branches with dedicated employees to reduce processing times for customers.
- New email and voicemail systems were implemented to further reduce customer wait times.
- A new mega-office, the Cypress Hill Tax Office in Harris County's northwest side, was opened.
- TAC Bennett was the first Tax Assessor-Collector to provide Active Shooter Training for their staff.





Ann Harris Bennett
Harris County Tax Assessor-Collector



DEALERS/TITLE SERVICE CONVENIENCE PACKAGES

Drop-off Procedures

- Drop-off services are available at three (3) of our Harris County Tax Office locations.
 - Distribution Center: 11525 Todd Road, Houston, TX 77055
 - Cypress Hill: 4290 Cypress Hill Drive, Houston, TX 77055
 - Kyle Chapman: 7320 Spencer Highway, Pasadena, TX 77005
- Drop-off services are available Monday - Wednesday: 8 a.m. - 9:20 a.m.
- Pick-up services are available Monday - Friday: 1 p.m. - 4 p.m.
- Please include the HT-552 form (Convenience Package Cover Sheet) when dropping off work.
 - Ensure that the sheet is filled out completely before dropping off a package.
- Questions are answered Monday - Friday 1:00 pm - 4:00 pm at all pick up locations or via email at assessor@hctx.net. Please include a copy of the drop-off receipt with email.
- Forms (POA, DEALER, REALTOR/CHEVY, POB): Pick up Monday and Tuesday 9:20 am - 4 p.m.
 - This only applies to the Distribution Center, Cypress Hill Branch.

Once your package has been dropped off, our office will not be able to pull it for any reason.

- Make sure the sale/deal is final before preparing/submitting the transactions.
 - Make sure all the necessary forms/documents are included for each transaction.
 - Ensure that the forms are filled out completely.
 - Include the registration/plate type on your HT-552 application to avoid any errors with registration class/plates.
 - Ensure the fees are correct.
 - Find fees to provide a Fee Sheet for each transaction based on the fees you should be paying to avoid collecting penalties in error. (Email assessor@hctx.net for fees).
- Please make a notation of the transaction type: Title Transfers/Registrations/Permits/etc.
 - Please make a notation on the outside of your package when dropping off the following transactions. These types of transactions are easier to process and have a faster turnaround processing time.
 - Registrations/Sliders
 - Replacement Plates
 - Buyer Tags
 - Permits/Temporary Tags (Please include money orders or cashier checks only for Permits/Temporary Tags)
 - Special Plates
 - Title Corrections (NO CHANGE IN OWNERSHIP)



ANN HARRIS BENNETT
Harris County Tax Assessor-Collector & Voter Registrar



Home Property Tax - Automobile Services - Rentals & Special Taxes - Motor Registrations - Dealer Services - Motorists

*Automobile payments are subject to credit review and are subject to the lender's, Government's, and various entities that have been approved by Texas. An agreement is not required for certain registration services, special plates, replacement registrations, dealer plates, or dealer tags.
*The Texas Department of Motor Vehicles (TDMV) handles all vehicle registrations, but not dealer vehicle tags, and nonresident/motorist permits. Please visit www.tdmv.state.tx.us or call 1-800-344-4400.
*If you have questions pertaining to commercial transactions, please visit www.hctx.net/harriscounty/taxassessor/.

