



# Tarrant County Tax Office

## Compact With Citizens

### Customer Feedback

We collect customer feedback on a department-wide basis from information collected from a variety of sources including the motor vehicle contact center, feedback forms and comment cards, chat, and email. We regularly monitor the feedback so we know where and how we can improve the level of interactions with individuals and organizations that use our services. Fast and efficient *#servicewithasmile* is fundamental to our core beliefs whether you contact us by phone, email, chat or correspondence. All communications will be handled professionally, providing safe, fair and respectful treatment to everyone with each encounter.

Our contact centers will promptly handle all chat requests and incoming calls and transfer them to a specialist when necessary. If you contact us through email, we will respond to you within 48 business hours. All incoming mail requests will be handled within three business days when possible. You may experience a longer delay when there is a high volume.

### Contact Us by Phone

To discuss an issue or obtain information from a customer service representative, call us at 817-884-1100. Hours of Operation are consistent with branch hours of 8:00 am to 4:30 pm Central Standard Time, Monday through Friday except county holidays. We do not close for lunch.

### Contact Us by Email

For motor vehicle questions, you can reach us by email at [mvt@tarrantcountytx.gov](mailto:mvt@tarrantcountytx.gov). This email is regularly monitored during normal business hours. You may attach a copy of your paperwork if you feel that it would be helpful for us to provide you with specific information.

Please include the following information:

- Your name, mailing address, and phone number
- A description of your question or concern
- License Plate Number or Vehicle Identification Number, if applicable
- The specific action you are requesting from us

For property tax transactions, you can reach us by email at [taxoffice@tarrantcountytx.gov](mailto:taxoffice@tarrantcountytx.gov). Please include your name, mailing address, phone number, account number or property address, and a description of your question or concern.

### Contact Us by CHAT

You can reach us through the chat feature on our website. Visit the main Tax Office page at <https://www.tarrantcountytx.gov/en/tax.html>, or navigate to the Motor Vehicle or Property Tax page. Our very helpful staff will assist you with your questions.

### Contact Us by Drop Box or Mail

A drop box is located inside many of the Tarrant County Tax Office branch locations. A list of locations is on our website at <https://www.tarrantcountytx.gov/en/tax/about-us/maps-and-locations.html>. Please place your transaction or inquiry, with check or money order only if applicable, in the drop box. No cash or debit/credit cards in the Drop Box.

Branch Location	Drop Box Inside Building Available Normal Business Hours	Drop Box Outside Building 24/7	No Drop Box
Downtown Fort Worth		√	
Mansfield	√	√	
Arlington		√	
Southwest	√		
Northeast			√
Northwest			√
Poly			√
Southlake			√

Send motor vehicle or property tax transactions by U.S. Postal Mail or through courier to the following address:

Tarrant County Tax Assessor-Collector  
100 E. Weatherford Street  
Fort Worth, TX 76196

It is best to send motor vehicle title transactions through trackable mail. Please include the following information:

- Required documents for processing
- Check or Money Order made payable to Tarrant County Tax Assessor-Collector, if applicable
- Your name, phone number, and email address
- The specific action you are requesting from us

## Customer Satisfaction Survey

Consistent with our Mission Statement, we are committed to providing you with accurate and timely service. To continuously gauge how we are doing, we encourage you to complete a comment card when visiting any of our eight locations. You can also complete a Customer Feedback Form on our website at <https://www.tarrantcountytexas.gov/en/tax/about-us/customer-feedback.html> about the service you receive in any of our eight locations or at any Tom Thumb or Kroger grocery store. If you communicate through our chat application, please complete the survey at the end of your chat session.

## Customer Complaint

If you have a concern or complaint about any Tarrant County Tax Office location or electronic or phone communication that has not been resolved to your satisfaction, please request a supervisor to speak with you immediately. If a supervisor is not readily available, please request a supervisor to contact you. Make your request for a supervisor in person, through email, or through the Customer Feedback Form on our website. Please provide as much detail about the issue as you can, including date, time, the staff member you communicated with and any important information. Tax Assessor-Collector Wendy Burgess reviews all comment cards and survey responses. We appreciate hearing from you and value your feedback.

## Other Ways to Contact Us

Visit our Website at [www.tarrantcountytexas.gov/en/tax.html](http://www.tarrantcountytexas.gov/en/tax.html)

Social Media [facebook.com/TarrantCountyTAC](https://www.facebook.com/TarrantCountyTAC) and [twitter.com/TarrantCoTax](https://twitter.com/TarrantCoTax)

Find our verified pages for each Tax Office location on Google