



Tammy J. McRae

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***** Press Release *****

MONTGOMERY COUNTY TAX OFFICE IMPLEMENTS QUEUING SYSTEM

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Immediate Release

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Quotes provided by: Tammy McRae, Tax Assessor-Collector

“I am excited to introduce a customer queuing system as our newest enhancement in our ongoing search for ways to improve customer service and maximize efficiency in the tax office”, stated Tammy McRae, Montgomery County Tax Assessor-Collector.

The queuing system is designed to allow customers to check in and secure a place in line. The system simplifies the process. Customers check in at a kiosk, select the type of service they need, receive a number, take a seat and wait for their number to be called. The number and service window is announced over a speaker system and also displayed on a monitor. The seating will be especially beneficial for disabled and senior citizens as it eliminates standing and waiting in long lines.

“The system has detailed reports available that enables us to track our customer flow, identify the services that have the greatest need, be better prepared for peak hours and develop statistical data to project the future needs of our growing County”, states McRae.

Further enhancements to the system will begin next month by adding an appointment scheduler to the Tax Office website at mctx.org/tax. Customers will be able to schedule an appointment online which will further help to reduce wait times. The approximate wait times will be displayed on the website for The Woodlands and Conroe offices.

This system was installed at the Conroe location last week and will be installed in The Woodlands branch office next month.