

CITY OF EL PASO TAX OFFICE

December – February 2021

Strategy 6.11 - Provide efficient and effective services to taxpayers.



SNAPSHOT

25,330 CALLS HANDLED

AVERAGE QUEUE TIME - 1:17 MIN

152,387 TRANSACTIONS

\$1.2 BILLION COLLECTED

Social Distant County Tax Offices

October – February 1, 2021

- Collected **\$69.3 million**
- **27,547** transactions

Social Distant Mobile Bank at CAD

January 25 - 29, 2021

- Collected **\$2.3 million**
- **1,026** transactions



Payment Drop Box Delinquent Law Firm

January 25 - February 1, 2021

Our law firm accepted property tax payments and provided information for our taxpayers.

