



Douglas County Treasurer

John W. Ewing, Jr.

Douglas County Treasurer

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**** PRESS RELEASE ** PRESS RELEASE ** PRESS RELEASE ****

FOR IMMEDIATE RELEASE

Wednesday, March 18, 2020

**TREASURER'S OFFICE IS EXPERIENCING A VERY HIGH VOLUME
OF PHONE CALLS**

The Douglas County Treasurer's Office is experiencing a very high volume of phone calls from customers, due to the lobbies being closed to walk-in traffic. We apologize to those who have not been able to get through. We added four additional staff members to handle the calls when we implemented our continuity of operations plan. Every available phone line is staffed with a Customer Service Technician at all times.

We strongly encourage our customers to refer to our website, dctreasurer.org, for the continuity of operations plan to find their answer before calling us. If customers have a registration renewal, the plan includes "Zones" and a map which tells customers where to mail the renewals.

The "Zones" are as follows:

Zone 1: 15335 West Maple, Omaha, Nebraska 68116, Suite 102 north of Dodge, west of 108th St.
Email: dcto.maple@douglascounty-ne.gov

Zone 2: 7414 North 30th St., Omaha, Nebraska 68112, north of Dodge, east of 108th St.
Email: dcto.north@douglascounty-ne.gov

Zone 3: 4202 South 50th St., Omaha, Nebraska 68117, south of Dodge, east of 84th St.
Email: dcto.south@douglascounty-ne.gov

Zone 4: 411 North 84th St., Omaha, Nebraska 68114, east of 108th St., west of 84th St.
Email: dcto.midtown@douglascounty-ne.gov

Zone 5: 5730 South 144th St., Omaha, Nebraska 68137, south of Dodge, west of 108th St.
Email: dcto.millard@douglascounty-ne.gov

If they have a property tax payment, they should mail it to 1819 Farnam Street, Omaha, Nebraska Suite H-03 68183, and mark “property tax” on the envelope.

Please utilize these instructions to avoid unnecessary delays.

The following locations have drop boxes, where payment can be dropped off:

Downtown, City-County Building, Harney Level, 1819 Farnam St.

Maple Customer Service Center, 15335 West Maple St.

South Customer Service Center, 4202 S. 50th St.

Authority: Chief Deputy Treasurer Tim Cavanaugh