



Annual Snapshot

Customer Focus

Accuracy & Accountability

Value #7

Comprise a dynamic team of family who do work and life...together

131,946
Face-to-Face
Customers Served



99.7%
Customer
Satisfaction Rate

Average Wait Time
4.7
Minutes
Average Service Time
11.5
Minutes



Revenue
generated
per team
member
\$115,449

Vehicle
Transactions
Processed

104,436



1,293
LIKES



45,499
PHONE CALLS
80% answered
within 20 seconds



Taxes Collected and
Distributed to Taxing Authorities
\$143,870,462

Engaged & Empowered Workforce

Training & Development



\$1,783
community charity
dollars raised
and donated

40

Average training
hours per team
member

68%

Percentage of
team members
certified

\$23,435

Training dollars invested
in team members

Team Members
Recognized for
Outstanding
Service



Kerry Mixon



Daniel Newsome



Katie Grimm

Team
Member
of the Year
2016



Janea Burgess