



Annual Snapshot



Accuracy & Accountability



Tax dollars
collected

\$106,352,635.78



Tax dollars
distributed

\$104,250,752.38



Revenue

per
full-time
employee

\$85,259

Employee
of the Year
2013



Robin Braddam
EOY 2013

Employee of the Quarter



Jessica Laird
1st Quarter



Damian Tatro
2nd Quarter



Debby Stroud
3rd Quarter



Becky Nall
4th Quarter



66,157
vehicle
transactions
processed



774
LIKES



106,350
customers
assisted
face-to-face

Value #6

*Demonstrate
care for
each customer
and their family.*

10.44
minutes
Average Service Time
2.41
minutes
Average Wait Time



80%

Percentage of
phone calls
answered in under
20 seconds.

Number of
phone calls
answered

40,718

Customer Focus

Engaged & Empowered Workforce



Value #1

Hire, retain,
& celebrate
talent.

TRAINING

Training hours
per employee

77.56

% of employees
with certifications

53%

Education \$
invested in team

\$25,115.42