



2014

Annual Snapshot

2014 Governor's Sterling Award Recipient

Accuracy & Accountability

\$ Tax dollars collected
\$119,824,317.41

\$ Tax dollars distributed
\$117,602,268.40



Revenue per full-time employee
\$95,288

Value #1
Hire, retain, & celebrate talent.

Employee of the Year 2014



Damian Tatro
EOY 2014

Employee of the Quarter



Ashleigh Simmons
1st Quarter



Jonathan Rhodes
2nd Quarter



Traci McVay
3rd Quarter



Katie Grimm
4th Quarter



79,244 vehicle transactions processed

99% Customer Satisfaction



112,145 customers assisted face-to-face



856 LIKES

Value #6

Demonstrate care for each customer and their family.

9.75 minutes Average Service Time
3.66 minutes Average Wait Time



80% Percentage of phone calls answered in under 20 seconds.

Number of phone calls answered
44,619

Engaged & Empowered Workforce

Value #8 Seek opportunities to serve others.

\$ Community Charity \$ raised
\$15,712.76

TRAINING

Training hours per employee **79.25**

% of employees with certifications **53%**

Education \$ invested in team **\$37,635.64**

Customer Focus