



Annual Snapshot

2014 Governor's Sterling Award Recipient

Customer Focus

Accuracy & Accountability

Value #6

Demonstrate care for each customer and their family.

127,816
Face-to-Face Customers Served



98%
Customer Satisfaction Rate



Renevue generated per team member
\$103,703

Vehicle Transactions Processed

87,834



1120 LIKES

Average Wait Time
2.28 Minutes
Average Service Time
11.15 Minutes

41,481 PHONE CALLS
80% answered within 20 seconds



Taxes Collected

\$132,250,250.00

Taxes Distributed

\$129,802,098.00

Engaged & Empowered Workforce

Training & Development

\$14,764.56
community charity dollars raised and donated



77

Average training hours per team member

68%

Percentage of team members certified

\$36,251.79

Training dollars invested in team members

Team Members Recognized for Outstanding Service



Greg Padgett



Janea Burgess

Team Member of the Year 2015



Toma Rushing