

@ WORK FOR THE CLERK

Knox County Clerk's Office

Spring 2014



Foster D. Arnett Jr.

<http://www.knoxcounty.org>

CLERK'S OFFICE

MISSION

STATEMENT

The Knox County Clerk's office is dedicated to making the taxpayer experience in our offices as easy and pleasant as possible. Service with honor, integrity and friendliness will be our hallmark.

Clerk's Corner

Keep Up the Good Work!

If Spring ever arrives, (fingers and toes crossed) we will enter into my favorite time of the year in East Tennessee. It brings so many fond memories of new beginnings with new and old friends alike, upcoming summer vacations, and just an all around good time.

I don't think I can ever tell you enough how much I appreciate you and what you do. We continue to receive daily positive feedback from our taxpayers and our auto dealers as well. I realize sometimes you may feel like everyone you interact with is mad at the world, but we just have to keep on with a positive, can-do attitude.

We are on the right track, continuing to work hard, still renovating offices, (Halls is next) and striving to have some fun at the same time! Remember folks, we have a tough job to do but if you come to work with a positive attitude, you WILL notice a difference in your co-workers and taxpayers. It really does work.

As always, I am here for you should you want to talk. I will continue my satellite office visits and PLEASE take time to chat if you have questions or concerns!

All my Best and Happy Spring!

Foster

Amy Ballon: Employee of the Quarter

Knox County Clerk, Foster D. Arnett, Jr. has announced that **Amy Ballon** is the Employee of the Quarter for Spring, 2014. Amy is a motor vehicle clerk in the Old Courthouse. She was nominated by a couple of her co-workers. Their nomination form said:

“Amy is very professional and goes above expectations when dealing with customers and co-workers. Amy is instrumental within the office. She wears many hats. A few examples of why she is employee of the quarter are: She helps with training new employees, she re-organized fleet work and took ownership by establishing a log of fleet work for offices to use, and she is cross trained in both driver’s license and motor vehicle. She is quick to step-in and offer help whenever and wherever needed. Amy is also proving to be an excellent Saturday team captain. “

Ballon celebrates 2 years with the clerk’s office April 23.



\$4,665.80 For Donor Services

Winter quarter collections for Tennessee Donor services totaled \$65,951.85. Of that total, \$4,665.80 came from Knox County taxpayers doing business in our 6 offices. Monthly totals for early 2014 look like this:

January

\$1,516.24

February

\$1,065.15

March

\$2,084.41

Words of Wisdom

“Be more concerned with your character than your reputation, because your character is what you really are, while your reputation is merely what others think you are.”

“The best competition I have is against myself to become better.”

Coach John Wooden, UCLA

Coming and Going



Cathi Myers is a motor vehicle clerk assigned to Halls. She was hired in January. Cathi is a former teacher at Brickey McCloud Elementary school. She loves yoga, running and spending time with her daughters.



Jan Rutherford, motor vehicle clerk in the Farragut office, retired on Friday, March 21. She served the Knox County Clerk's office nearly 14 years. Jan plans to travel in her leisure time. "Allegiant Air is my new best friend", she says.

Spotlight on Halls



During the week of April 14 through the 18th, the Halls satellite office will close for more renovations. Watch this space in the Summer Quarter newsletter for pictures of the new lobby and entrance.

Get a good look. The lobby of the Halls office will be very different when you see it in the summer newsletter.

Motor Vehicle Decal Pilot Project

Tennessee's Department of Revenue is testing a new procedure for issuing motor vehicle registrations. Sumner County has been doing the test since December.

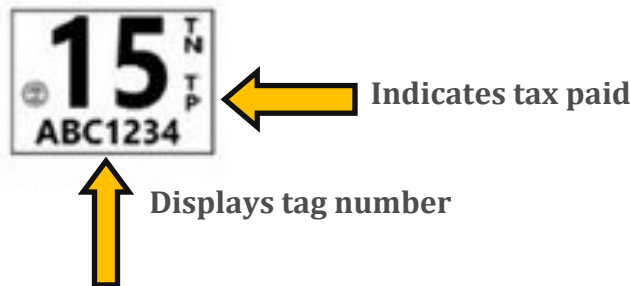
The pilot program involves a special printer that puts the decal right on the printed registration form for the customer to peel off and put on their plate (see below).

Tennessee Department of Revenue		CERTIFICATE OF VEHICLE REGISTRATION																		
Invoice	13295	License No	ABC1234	Validation	POO	Date of Issue	8/22/2013	Expiration Date	8/31/2014	Renewal	\$24.00									
Timestamp	14:22:03	Plate No	12345678	Make	CHEV	Model	IMP	Year	2013	Class	BU	Color	A	Class	1000	Issue Yr	2006	County Fee	\$54.50	
Customer No	3	Vin	ABC123WWW888000999										Plate	1	Prev License No		Driver License	TN1234578	City Fee	\$0.00
Drawer	17	Emission No	1234567890123456	Vehicle No	88	Reg Mt Iss	0	Reg Mt Last Change	0	Donor		Mail Fee	\$0.00							
Cash	\$0.00	County Station	A121212	City Station	B343434	County	Sullivan	County Clerk	Jeanie F. Gammon	Total Fee	\$79.50									
Check	\$0.00	John Quincy Adams										Owner's Phone		423-555-5555						
Credit	\$79.50	123 Independence Avenue																		
Credit #	\$6.78	Kingsport, TN 37664																		
CC Auth #	1234567890																			
Charge	\$0.00																			

RENEW ONLINE AT www.tncountyderk.com

Application Instructions
1. Clean the delimiting area in the upper right corner of plate. 2. Remove decal by holding at edge of decal and separate from registration. 3. Rub firmly to apply decal to upper right corner of plate. 4. Keep registration with vehicle.

The printed decal also looks different. It displays the license plate number instead of a different 7-digit decal number and indicates if the wheel tax has been paid (see image below).



What it means for taxpayers: reduces the chances their decal will be stolen and it eliminates any confusion over which decal goes on what plate.

What it means for motor vehicle clerks:

- no more stapling decal to registration form
- no separate handling and accountability of packs of decals
- no more triple-printing of registration forms

The Department of Revenue will review the success of the pilot project and consider expanding it in counties across the state. No timetable has been set for those changes.