

# FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title                                        |
|----------------------|---------------------------------------------|------------|---------------------------------------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 1          | Re-class Clerks to bring salaries in Line with other county offices |

## Budget Category, FINAL Recommendation and Comments

| FINAL Budget Department Category | FINAL RECOMMENDATION for Funding | Comments (if any)                                                   |
|----------------------------------|----------------------------------|---------------------------------------------------------------------|
| G-Not Supported                  | Not Recommended                  | Requests for re-classifications are not part of the budget process. |

### WHY is this position Add/Delete request needed?

We are requesting that the clerks in the tax office be brought up to job classifications and pay levels that are in line with other clerks in the county and are reflective of the job they do, the number of tax payers they assist, and the money they are responsible for. Specifically, we are asking used to bring the job classifications in the tax office in line with other offices in the county such as the County Clerk and District Clerk's office. This office continues to fall behind the pay level of other clerks in the county and the staff in this office deserves to be fairly compensated for the work they do. We are requesting equal pay while performing far more transactions and collecting more money than the other offices. The estimated expense of \$168,000 to bring the Tax Office to equal pay as other clerks would be far less than the additional revenue in FY2027 from the increases in collecting property taxes and what the state pays the tax office to process vehicle registrations, vehicle titles and collecting sales tax on automobile transactions. The clerks in Collin County Tax office are currently paid between 5-10% lower than the clerks in the County Clerk's and District Clerk's office. Counties all across the state pay the clerks in the 3 offices on the same pay scale. Fact is that an entry level clerks in the Motor Vehicle department are the lowest paid clerks in the county and is in the second lowest job grade in the county with the Housekeeping day porter being the only lower paid employee in the county. This fact is unjust considering that this office processes more transactions, assist more tax payers and collects more money than all other county offices combined. In FY24 the Motor Vehicle department processed over 1 million registrations and over 275k titles and collected over \$450 million. In addition to that, the Property Tax department processed over 534,000 transactions and collected over \$4.3 BILLION. This is the third time I have made this request. Last year budget told me that this was an HR issue and I needed to submit the request to them. It was requested during the "reclass" process and was told by HR that they would not even consider it because it was a budget issue. I do request that I am allowed to be heard.

### HOW will this position Add/Delete benefit your office and/or the County?

The return on investment would be many. A staff that is appreciated and taken care of is a productive one. Appreciation comes in many forms and my team and I are doing everything we can to show them that they are appreciated but the one thing that we do not control is the appreciation that they can be shown in their paychecks. With the appreciation also comes better service, less turn over, reduced costs, and pride in their work. The Tax office is fully self-funded and contributes over twice as much to the general fund than it spends to operate. We are unable to put an actual revenue increase for this requests, we feel that this will help continue to create a better work environment which results in better service, greater efficiency and reduced costs related to turnover.

|                                                                                           |                                                                  |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Will this position be relocated to another department? Y/N <input type="text" value="N"/> | If yes, which department? (Department Name) <input type="text"/> |
| Is there statutory authority for this request? <input type="text"/>                       |                                                                  |

## CURRENT POSITION(S) TO BE DELETED

| Current Employee Name             | Current Employee Position Number | Current Grade | Part-Time (20 hrs.) Full-Time (40 hrs.) | Current Salary | Estimated Amount with Current Benefits | Current Employee Title | Recommendation | FY 2027 Recommended Amount (with next year benefits) |
|-----------------------------------|----------------------------------|---------------|-----------------------------------------|----------------|----------------------------------------|------------------------|----------------|------------------------------------------------------|
| Henry,Zuri Gynovel                | 00300262                         | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Sullivan Jr,Damian Anthony        | 00300265                         | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Milam,Meredith Rae                | 00300266                         | 530           | Full-Time                               | \$38,879.42    | -\$68,869.00                           |                        | ot Recommende  | \$0.00                                               |
| Butler,Olivia Frances             | 00300330                         | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| De Araujo Brown,Priscila Oliveira | 00300331                         | 530           | Full-Time                               | \$38,272.76    | -\$68,151.00                           |                        | ot Recommende  | \$0.00                                               |
| Lugo-Moye,Jadelynn Bianca         | 00300332                         | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Lytle,Samuel Preston              | 00300334                         | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Douglas,Alicia Marie              | 00300335                         | 530           | Full-Time                               | \$41,888.26    | -\$72,425.00                           |                        | ot Recommende  | \$0.00                                               |
| Denman,Shelby Lynn                | 201539                           | 530           | Full-Time                               | \$38,828.89    | -\$68,809.00                           |                        | ot Recommende  | \$0.00                                               |
| Fulgham,Taylor Elise              | 201540                           | 530           | Full-Time                               | \$38,222.81    | -\$68,093.00                           |                        | ot Recommende  | \$0.00                                               |
| Thomas,Geshia Kavette             | 201541                           | 530           | Full-Time                               | \$39,725.09    | -\$69,868.00                           |                        | ot Recommende  | \$0.00                                               |
| Hope,Alysa Nicole                 | 201542                           | 530           | Full-Time                               | \$38,352.24    | -\$68,246.00                           |                        | ot Recommende  | \$0.00                                               |
| Blackmon,Chloe Elizabeth          | 201544                           | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Estes,Maria Elisa Faith           | 201545                           | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Dang,Kayla Christine              | 201546                           | 530           | Full-Time                               | \$38,272.76    | -\$68,151.00                           |                        | ot Recommende  | \$0.00                                               |
| Rodriguez,Andrea V                | 201547                           | 530           | Full-Time                               | \$38,604.36    | -\$68,543.00                           |                        | ot Recommende  | \$0.00                                               |
| Galloway,Cami Lopez               | 201548                           | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Hardy,Justin Dennis               | 201549                           | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Wright Jr,Harold Mack             | 201550                           | 530           | Full-Time                               | \$38,411.29    | -\$68,316.00                           |                        | ot Recommende  | \$0.00                                               |
| Herrera,Adriana                   | 201551                           | 530           | Full-Time                               | \$38,067.00    | -\$67,909.00                           |                        | ot Recommende  | \$0.00                                               |
| Choudhury,Afsheen Ariana          | 201557                           | 530           | Part-Time                               | \$19,033.50    | -\$22,415.00                           |                        | ot Recommende  | \$0.00                                               |
| Flynt Jr,William Lynn             | 201559                           | 530           | Part-Time                               | \$20,431.69    | -\$24,061.00                           |                        | ot Recommende  | \$0.00                                               |
| Crawford,Erin Michelle            | 201560                           | 530           | Part-Time                               | \$23,869.41    | -\$28,108.00                           |                        | ot Recommende  | \$0.00                                               |
| Morales,Anabel                    | 201562                           | 530           | Part-Time                               | \$19,033.50    | -\$22,415.00                           |                        | ot Recommende  | \$0.00                                               |
| Moten,Deyonka Payne               | 201563                           | 530           | Part-Time                               | \$19,033.50    | -\$22,415.00                           |                        | ot Recommende  | \$0.00                                               |
| Guzman,San Juanita G              | 00300446                         | 531           | Full-Time                               | \$57,690.00    | -\$91,105.00                           |                        | ot Recommende  | \$0.00                                               |
| Smith,Alexis Marie                | 200463                           | 531           | Full-Time                               | \$41,449.26    | -\$71,907.00                           |                        | ot Recommende  | \$0.00                                               |
| Porter,Dawson Thomas              | 200464                           | 531           | Full-Time                               | \$41,844.11    | -\$72,374.00                           |                        | ot Recommende  | \$0.00                                               |

# FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program #         | Department Name / Program                   |                                         |           |             | Priority #      | Department Improvement Title                                        |                                          |        |        |
|------------------------------|---------------------------------------------|-----------------------------------------|-----------|-------------|-----------------|---------------------------------------------------------------------|------------------------------------------|--------|--------|
| 31001-0001                   | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |                                         |           |             | 1               | Re-class Clerks to bring salaries in Line with other county offices |                                          |        |        |
| Hall,Elizabeth Chenea        | 200465                                      | 531                                     | Full-Time | \$41,207.21 | -\$71,620.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Webster,Cynthia R            | 201552                                      | 531                                     | Full-Time | \$44,712.07 | -\$75,765.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Moncier,Tamera R             | 201553                                      | 531                                     | Full-Time | \$41,847.33 | -\$72,377.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Dunagan,Modesta G            | 201554                                      | 531                                     | Full-Time | \$41,574.10 | -\$72,055.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Sales Coronado,Keren Mahly   | 00300267                                    | 532                                     | Full-Time | \$44,607.00 | -\$75,639.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Day,Barbara M                | 00300327                                    | 532                                     | Full-Time | \$52,167.23 | -\$84,578.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Cervantes,Maria Guadalupe    | 00300329                                    | 532                                     | Full-Time | \$48,001.09 | -\$79,655.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Steinway,Athena Leilani Ann  | 00300447                                    | 532                                     | Full-Time | \$45,315.14 | -\$76,476.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Escamilla,Melissa Jean       | 00300551                                    | 532                                     | Full-Time | \$51,578.29 | -\$83,881.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Villa,Christy Lynn           | 00300596                                    | 532                                     | Full-Time | \$48,391.35 | -\$80,114.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Jones,Whitney Nicole         | 00300963                                    | 532                                     | Part-Time | \$29,311.28 | -\$34,517.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Kunz,Marcia J                | 00300964                                    | 532                                     | Part-Time | \$29,311.28 | -\$34,517.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| DeLoach,Mark Edward          | 201481                                      | 532                                     | Full-Time | \$47,748.92 | -\$79,352.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Estrada,Chris Lopez          | 201482                                      | 532                                     | Full-Time | \$48,429.71 | -\$80,158.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Zimmermann,Josephine Mojica  | 201483                                      | 532                                     | Full-Time | \$46,815.45 | -\$78,251.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Carpenter,Brenna Kathleen    | 201484                                      | 532                                     | Full-Time | \$51,478.29 | -\$83,764.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Conley,Theresa Lynn          | 201485                                      | 532                                     | Full-Time | \$62,392.57 | -\$96,666.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Bennett,Wylene A             | 201486                                      | 532                                     | Full-Time | \$53,741.60 | -\$86,438.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Kenton,Alan Michael          | 201487                                      | 532                                     | Full-Time | \$47,954.25 | -\$79,596.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Medina,Maria Isabel          | 201488                                      | 532                                     | Full-Time | \$53,613.84 | -\$86,287.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Stapleton,Dee Dee            | 201489                                      | 532                                     | Full-Time | \$50,927.86 | -\$83,111.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Rodriguez,Magda Melissa      | 201490                                      | 532                                     | Full-Time | \$49,147.22 | -\$81,006.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Salas Saucedo,Alondra        | 201491                                      | 532                                     | Full-Time | \$50,738.86 | -\$82,888.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Pontus,Galleon               | 201493                                      | 532                                     | Full-Time | \$61,392.16 | -\$95,484.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Vang,Angel Xia               | 201494                                      | 532                                     | Full-Time | \$46,443.86 | -\$77,810.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Rodriguez,Stephanie          | 201495                                      | 532                                     | Full-Time | \$44,607.00 | -\$75,639.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Bustamante,Zane Eduardo      | 201496                                      | 532                                     | Full-Time | \$51,129.85 | -\$83,350.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Valdez,Angelica              | 201497                                      | 532                                     | Full-Time | \$62,319.81 | -\$96,579.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Espinoza,Cintia Karina       | 201500                                      | 532                                     | Full-Time | \$47,434.32 | -\$78,982.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Utley,Shannon Noelle         | 201502                                      | 532                                     | Full-Time | \$49,260.55 | -\$81,141.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Bislig,Emelie Avilado        | 201503                                      | 532                                     | Full-Time | \$45,897.26 | -\$77,165.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Roshandel,Sara               | 201504                                      | 532                                     | Full-Time | \$44,607.00 | -\$75,639.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Leonard,Kaci                 | 201505                                      | 532                                     | Full-Time | \$44,607.00 | -\$75,639.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Arreola,Kimberly Riddlebaugh | 201506                                      | 532                                     | Full-Time | \$44,607.00 | -\$75,639.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| Felty,Rosalyn Renee          | 201507                                      | 532                                     | Full-Time | \$56,334.19 | -\$89,504.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 00300333                                    | 530                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201543                                      | 530                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201555                                      | 530                                     | Part-Time | \$0.00      | \$0.00          |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201556                                      | 530                                     | Part-Time | \$0.00      | \$0.00          |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201558                                      | 530                                     | Part-Time | \$0.00      | \$0.00          |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201561                                      | 530                                     | Part-Time | \$0.00      | \$0.00          |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 200462                                      | 531                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 00300328                                    | 532                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 00300595                                    | 532                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 00300965                                    | 532                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
| vacant                       | 201492                                      | 532                                     | Full-Time | \$0.00      | -\$22,903.00    |                                                                     | ot Recommend                             | \$0.00 |        |
|                              |                                             | Requested DELETED Position(s) Subtotal: |           |             | -\$4,624,964.00 |                                                                     | RECOMMENDED Delete Position(s) Subtotal: |        | \$0.00 |

# FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title                                        |
|----------------------|---------------------------------------------|------------|---------------------------------------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 1          | Re-class Clerks to bring salaries in Line with other county offices |

## REQUESTED POSITION(S) TO BE ADDED

| Current Employee Name             | Current Employee Position Number | Requested Grade | Part-Time (20 hrs.) Full-Time (40 hrs.) | Requested Salary | Estimated Amount with Current Benefits | Requested Employee Title |
|-----------------------------------|----------------------------------|-----------------|-----------------------------------------|------------------|----------------------------------------|--------------------------|
| Henry,Zuri Gynovel                | 00300262                         | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Sullivan Jr,Damian Anthony        | 00300265                         | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Milam,Meredith Rae                | 00300266                         | 532             | Full-Time                               | \$42,767.36      | \$73,465.00                            |                          |
| Butler,Olivia Frances             | 00300330                         | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| De Araujo Brown,Priscila Oliveira | 00300331                         | 532             | Full-Time                               | \$42,100.03      | \$72,678.00                            |                          |
| Lugo-Moye,Jadelynn Bianca         | 00300332                         | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Lytle,Samuel Preston              | 00300334                         | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Douglas,Alicia Marie              | 00300335                         | 532             | Full-Time                               | \$46,077.08      | \$77,378.00                            |                          |
| Denman,Shelby Lynn                | 201539                           | 532             | Full-Time                               | \$42,711.78      | \$73,400.00                            |                          |
| Fulgham,Taylor Elise              | 201540                           | 532             | Full-Time                               | \$42,045.09      | \$72,612.00                            |                          |
| Thomas,Geshia Kavette             | 201541                           | 532             | Full-Time                               | \$43,697.60      | \$74,563.00                            |                          |
| Hope,Alysa Nicole                 | 201542                           | 532             | Full-Time                               | \$42,187.46      | \$72,780.00                            |                          |
| Blackmon,Chloe Elizabeth          | 201544                           | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Estes,Maria Elisa Faith           | 201545                           | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Dang,Kayla Christine              | 201546                           | 532             | Full-Time                               | \$42,100.03      | \$72,678.00                            |                          |
| Rodriguez,Andrea V                | 201547                           | 532             | Full-Time                               | \$42,464.79      | \$73,106.00                            |                          |
| Gallaway,Cami Lopez               | 201548                           | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Hardy,Justin Dennis               | 201549                           | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Wright Jr,Harold Mack             | 201550                           | 532             | Full-Time                               | \$42,252.41      | \$72,857.00                            |                          |
| Herrera,Adriana                   | 201551                           | 532             | Full-Time                               | \$41,873.70      | \$72,408.00                            |                          |
| Choudhury,Afsheen Ariana          | 201557                           | 532             | Part-Time                               | \$20,936.85      | \$24,654.00                            |                          |
| Flynt Jr,William Lynn             | 201559                           | 532             | Part-Time                               | \$22,474.85      | \$26,466.00                            |                          |
| Crawford,Erin Michelle            | 201560                           | 532             | Part-Time                               | \$26,256.35      | \$30,919.00                            |                          |
| Morales,Anabel                    | 201562                           | 532             | Part-Time                               | \$20,936.85      | \$24,654.00                            |                          |
| Moten,Deyonka Payne               | 201563                           | 532             | Part-Time                               | \$20,936.85      | \$24,654.00                            |                          |
| Guzman,San Juanita G              | 00300446                         | 532             | Full-Time                               | \$60,574.50      | \$94,515.00                            |                          |
| Smith,Alexis Marie                | 200463                           | 532             | Full-Time                               | \$43,521.72      | \$74,357.00                            |                          |
| Porter,Dawson Thomas              | 200464                           | 532             | Full-Time                               | \$43,936.32      | \$74,846.00                            |                          |
| Hall,Elizabeth Chenea             | 200465                           | 532             | Full-Time                               | \$43,267.57      | \$74,055.00                            |                          |
| Webster,Cynthia R                 | 201552                           | 532             | Full-Time                               | \$46,947.67      | \$78,406.00                            |                          |
| Moncier,Tamera R                  | 201553                           | 532             | Full-Time                               | \$43,939.69      | \$74,849.00                            |                          |
| Dunagan,Modesta G                 | 201554                           | 532             | Full-Time                               | \$43,652.80      | \$74,511.00                            |                          |
| Sales Coronado,Keren Mahly        | 00300267                         | 533             | Full-Time                               | \$46,837.35      | \$78,277.00                            |                          |
| Day,Barbara M                     | 00300327                         | 533             | Full-Time                               | \$54,775.59      | \$87,661.00                            |                          |
| Cervantes,Maria Guadalupe         | 00300329                         | 533             | Full-Time                               | \$50,401.14      | \$82,490.00                            |                          |
| Steinway,Athena Leilani Ann       | 00300447                         | 533             | Full-Time                               | \$47,580.89      | \$79,155.00                            |                          |
| Escamilla,Melissa Jean            | 00300551                         | 533             | Full-Time                               | \$54,157.21      | \$86,931.00                            |                          |
| Villa,Christy Lynn                | 00300596                         | 533             | Full-Time                               | \$50,810.92      | \$82,974.00                            |                          |
| Jones,Whitney Nicole              | 00300963                         | 533             | Part-Time                               | \$30,776.84      | \$36,241.00                            |                          |
| Kunz,Marcia J                     | 00300964                         | 533             | Part-Time                               | \$30,776.84      | \$36,241.00                            |                          |
| DeLoach,Mark Edward               | 201481                           | 533             | Full-Time                               | \$50,136.37      | \$82,178.00                            |                          |
| Estrada,Chris Lopez               | 201482                           | 533             | Full-Time                               | \$50,851.19      | \$83,023.00                            |                          |
| Zimmermann,Josephine Mojica       | 201483                           | 533             | Full-Time                               | \$49,156.22      | \$81,017.00                            |                          |
| Carpenter,Brenna Kathleen         | 201484                           | 533             | Full-Time                               | \$54,052.20      | \$86,807.00                            |                          |

## FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program #                | Department Name / Program                   |     |           |             | Priority #     | Department Improvement Title                                        |
|-------------------------------------|---------------------------------------------|-----|-----------|-------------|----------------|---------------------------------------------------------------------|
| 31001-0001                          | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |     |           |             | 1              | Re-class Clerks to bring salaries in Line with other county offices |
| Conley,Theresa Lynn                 | 201485                                      | 533 | Full-Time | \$65,512.19 | \$100,355.00   |                                                                     |
| Bennett,Wylene A                    | 201486                                      | 533 | Full-Time | \$56,428.68 | \$89,614.00    |                                                                     |
| Kenton,Alan Michael                 | 201487                                      | 533 | Full-Time | \$50,351.97 | \$82,431.00    |                                                                     |
| Medina,Maria Isabel                 | 201488                                      | 533 | Full-Time | \$56,294.54 | \$89,457.00    |                                                                     |
| Stapleton,Dee Dee                   | 201489                                      | 533 | Full-Time | \$53,474.25 | \$86,123.00    |                                                                     |
| Rodriguez,Magda Melissa             | 201490                                      | 533 | Full-Time | \$51,604.58 | \$83,912.00    |                                                                     |
| Salas Saucedo,Alondra               | 201491                                      | 533 | Full-Time | \$53,275.80 | \$85,887.00    |                                                                     |
| Pontus,Galleon                      | 201493                                      | 533 | Full-Time | \$64,461.76 | \$99,112.00    |                                                                     |
| Vang,Angel Xia                      | 201494                                      | 533 | Full-Time | \$48,766.06 | \$80,557.00    |                                                                     |
| Rodriguez,Stephanie                 | 201495                                      | 533 | Full-Time | \$46,837.35 | \$78,277.00    |                                                                     |
| Bustamante,Zane Eduardo             | 201496                                      | 533 | Full-Time | \$53,686.35 | \$86,373.00    |                                                                     |
| Valdez,Angelica                     | 201497                                      | 533 | Full-Time | \$65,435.80 | \$100,264.00   |                                                                     |
| Espinoza,Cintia Karina              | 201500                                      | 533 | Full-Time | \$49,806.03 | \$81,786.00    |                                                                     |
| Utley,Shannon Noelle                | 201502                                      | 533 | Full-Time | \$51,723.58 | \$84,053.00    |                                                                     |
| Bislig,Emelie Avilado               | 201503                                      | 533 | Full-Time | \$48,192.13 | \$79,879.00    |                                                                     |
| Roshandel,Sara                      | 201504                                      | 533 | Full-Time | \$46,837.35 | \$78,277.00    |                                                                     |
| Leonard,Kaci                        | 201505                                      | 533 | Full-Time | \$46,837.35 | \$78,277.00    |                                                                     |
| Arreola,Kimberly Riddlebaugh        | 201506                                      | 533 | Full-Time | \$46,837.35 | \$78,277.00    |                                                                     |
| Felty,Rosalyn Renee                 | 201507                                      | 533 | Full-Time | \$59,150.90 | \$92,833.00    |                                                                     |
| vacant                              | 00300333                                    | 532 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 201543                                      | 532 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 201555                                      | 532 | Part-Time | \$0.00      | \$0.00         |                                                                     |
| vacant                              | 201556                                      | 532 | Part-Time | \$0.00      | \$0.00         |                                                                     |
| vacant                              | 201558                                      | 532 | Part-Time | \$0.00      | \$0.00         |                                                                     |
| vacant                              | 201561                                      | 532 | Part-Time | \$0.00      | \$0.00         |                                                                     |
| vacant                              | 200462                                      | 532 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 00300328                                    | 533 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 00300595                                    | 533 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 00300965                                    | 533 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| vacant                              | 201492                                      | 533 | Full-Time | \$0.00      | \$22,903.00    |                                                                     |
| Requested ADD Position(s) Subtotal: |                                             |     |           |             | \$4,835,543.00 |                                                                     |

### CORRECTED POSITION(S) TO BE ADDED (match job duties above to compensation plan)

| Current Employee Name             | Current Employee Position Number | CORRECTED Grade by HR | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | CORRECTED Salary | Estimated Amount with Benefits | CORRECTED Position Title by HR<br>(match compensation plan) | Recommendation | FY 2027 Recommended Amount (with next year benefits) |
|-----------------------------------|----------------------------------|-----------------------|--------------------------------------------|------------------|--------------------------------|-------------------------------------------------------------|----------------|------------------------------------------------------|
| Henry,Zuri Gynovel                | 00300262                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Sullivan Jr,Damian Anthony        | 00300265                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Milam,Meredith Rae                | 00300266                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Butler,Olivia Frances             | 00300330                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| De Araujo Brown,Priscila Oliveira | 00300331                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Lugo-Moye,Jadelynn Bianca         | 00300332                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Lytie,Samuel Preston              | 00300334                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Douglas,Alicia Marie              | 00300335                         |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Denman,Shelby Lynn                | 201539                           |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Fulgham,Taylor Elise              | 201540                           |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Thomas,Geshia Kavette             | 201541                           |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Hope,Alysa Nicole                 | 201542                           |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |
| Blackmon,Chloe Elizabeth          | 201544                           |                       | Full-Time                                  |                  | \$22,903.00                    |                                                             | ot Recommende  | \$0.00                                               |

## FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program #        | Department Name / Program                   |  |           |  | Priority #  | Department Improvement Title                                        |               |        |
|-----------------------------|---------------------------------------------|--|-----------|--|-------------|---------------------------------------------------------------------|---------------|--------|
| 31001-0001                  | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |  |           |  | 1           | Re-class Clerks to bring salaries in Line with other county offices |               |        |
| Estes,Maria Elisa Faith     | 201545                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Dang,Kayla Christine        | 201546                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Rodriguez,Andrea V          | 201547                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Galloway,Cami Lopez         | 201548                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Hardy,Justin Dennis         | 201549                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Wright Jr,Harold Mack       | 201550                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Herrera,Adriana             | 201551                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Choudhury,Afsheen Ariana    | 201557                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Flynt Jr,William Lynn       | 201559                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Crawford,Erin Michelle      | 201560                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Morales,Anabel              | 201562                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Moten,Deyonka Payne         | 201563                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Guzman,San Juanita G        | 00300446                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Smith,Alexis Marie          | 200463                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Porter,Dawson Thomas        | 200464                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Hall,Elizabeth Chenea       | 200465                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Webster,Cynthia R           | 201552                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Moncier,Tamera R            | 201553                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Dunagan,Modesta G           | 201554                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Sales Coronado,Keren Mahly  | 00300267                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Day,Barbara M               | 00300327                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Cervantes,Maria Guadalupe   | 00300329                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Steinway,Athena Leilani Ann | 00300447                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Escamilla,Melissa Jean      | 00300551                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Villa,Christy Lynn          | 00300596                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Jones,Whitney Nicole        | 00300963                                    |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| Kunz,Marcia J               | 00300964                                    |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| DeLoach,Mark Edward         | 201481                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Estrada,Chris Lopez         | 201482                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Zimmermann,Josephine Mojica | 201483                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Carpenter,Brenna Kathleen   | 201484                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Conley,Theresa Lynn         | 201485                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Bennett,Wylene A            | 201486                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Kenton,Alan Michael         | 201487                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Medina,Maria Isabel         | 201488                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Stapleton,Dee Dee           | 201489                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Rodriguez,Magda Melissa     | 201490                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Salas Saucedo,Alondra       | 201491                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Pontus,Galleon              | 201493                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Vang,Angel Xia              | 201494                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Rodriguez,Stephanie         | 201495                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Bustamante,Zane Eduardo     | 201496                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Valdez,Angelica             | 201497                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Espinoza,Cintia Karina      | 201500                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Utley,Shannon Noelle        | 201502                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Bislig,Emelie Avilado       | 201503                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Roshandel,Sara              | 201504                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |

## FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program #                | Department Name / Program                   |  |           |  | Priority #  | Department Improvement Title                                        |               |        |
|-------------------------------------|---------------------------------------------|--|-----------|--|-------------|---------------------------------------------------------------------|---------------|--------|
| 31001-0001                          | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |  |           |  | 1           | Re-class Clerks to bring salaries in Line with other county offices |               |        |
| Leonard,Kaci                        | 201505                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Arreola,Kimberly Riddlebaugh        | 201506                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Felty,Rosalyn Renee                 | 201507                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 00300333                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201543                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201555                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201556                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201558                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201561                                      |  | Part-Time |  | \$0.00      |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 200462                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 00300328                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 00300595                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 00300965                                    |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| vacant                              | 201492                                      |  | Full-Time |  | \$22,903.00 |                                                                     | ot Recommende | \$0.00 |
| Requested ADD Position(s) Subtotal: |                                             |  |           |  |             |                                                                     |               | \$0.00 |

Total Estimated Department Request: \$210,579.00

Updated Total Department Request: (\$1,216,881.47)

RECOMMENDED Total Department Request Utilizing FY 2027 Funds: \$0.00

RECOMMENDED Total Department Request Utilizing FY 2026 Funds: \$0.00

### ANALYSIS

#### Q & A Discussions with Department

| Sent To:                                                                                                                                                                                                                                      | Date Sent | Comment | Date Received                                                                                  | Responder's Name | Comment |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|------------------------------------------------------------------------------------------------|------------------|---------|
| Scott G. and Andrea M.                                                                                                                                                                                                                        | 3/23/2026 |         | 3/23/2026                                                                                      | Scott G.         |         |
| Questions TO Department                                                                                                                                                                                                                       |           |         | Response From Department                                                                       |                  |         |
| I noticed on your budget packet you have two Priority #1's. Do you want to delete the first tab since this tab is regarding "Funding Request" and the correct tab is the one for a "Position Add/Delete which you have all the employees on?" |           |         | I left them both until I got approval that everything was put in the add/delete form properly. |                  |         |
| We just can't have two of the same Priority numbers.                                                                                                                                                                                          |           |         |                                                                                                |                  |         |

## FY 2027 Department Funding Request for a Position Add/Delete

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title                                               |
|----------------------|---------------------------------------------|------------|----------------------------------------------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 2          | Correction of Chief Deputy Salary into Commissioners' Court Approved Range |

### Budget Category, FINAL Recommendation and Comments

| FINAL Budget Department Category | FINAL RECOMMENDATION for Funding | Comments (if any)                                                                                   |
|----------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------|
| G-Not Supported                  | Not Recommended                  | Job grade is appropriate according to HR. Tax Assessor has been supplementing salary with SIT Fund. |

#### WHY is this position Add/Delete request needed?

The Chief Deputy of the tax office is doing an amazing job and works as hard and has equal responsibilities as others in the same position in the county, but has been forced to do so at a significantly lower salary. After the TAC was given a salary amount that could be used to offer the new Chief Deputy the job from the Human Resources department, The director of HR came back after the fact and forced the TAC to either bring her on at a reduced salary or not at all. She further reported to the TAC that she had the full support of the Commissioner's Court after she went to each of them to sway them to her side and the TAC was never given the chance to discuss it or present the truth. This is outside of the policy approved by the Commissioners' court and sets a dangerous precedent to allow HR to operate outside of county policies and against the laws of Texas. AG opinion A.G. JC-214 is clear that "the commissioner's court is expressly forbidden to attempt to influence the appointment of any person to an employee position authorized by the court", and that the elected official has the authority over naming the individuals to be appointed. The Court has approved the position and the pay range for that position and the Tax Assessor-Collector appointed a highly qualified individual and is asking that they follow the laws of Texas and their own approved policies. HR used the court to attempt to influence who the elected official hired. The biased decision to cut the salary was made without speaking to the Chief Deputy, any of the elected officials she has worked for or with and without discussing it with the TAC. Ms. Martinez is far more qualified than 2 of the last 3 prior Chief Deputies and has letters of reference from 4 elected officials, 5 if you count the TAC. This action also shows a prejudice against the newly elected TAC because this was never done to the prior TAC despite him hiring many into management roles that were not qualified, including one that was done 100% for political reasons to an individual that had zero experience, no qualifications, or the abilities to be a manager in motor vehicle. Furthermore, HR has presented any plan of action to ensure that the Chief Deputy is every paid within the Commissioner's Court approved salary range.

#### HOW will this position Add/Delete benefit your office and/or the County?

We are asking that the bias, unjustified decision to cut the salary below approved salary range be corrected. We are asking for \$50,904.00 to bring her salary in line with others (this includes salary and benefits). The funds we are requesting are to be used to bring the salary of the Chief Deputy into the salary range approved by the Commissioners Court on January 12, 2026 and in compliance with a long standing policy that every position has a minimum and maximum salary and that all employees will be compensated within that range. The Tax Office Chief Deputy is the only Chief Deputy in the only county that is not paid within the approved range and she has the same responsibilities and in many areas more since this office has more employees, serves more tax payers and collects more money than anyone other office in the county. The role of the Chief Deputy is a crucial part of the daily operations of the tax office and for serving the tax payers of Collin County at the level that this office strives for and that Collin County deserves.

|                                                            |   |                                             |  |
|------------------------------------------------------------|---|---------------------------------------------|--|
| Will this position be relocated to another department? Y/N | N | If yes, which department? (Department Name) |  |
| Is there statutory authority for this request?             |   |                                             |  |

### CURRENT POSITION(S) TO BE DELETED

| Current Employee Name | Current Employee Position Number | Current Grade                           | Part-Time (20 hrs.) Full-Time (40 hrs.) | Current Salary | Estimated Amount with Current Benefits | Current Employee Title | Recommendation                                  | FY 2027 Recommended Amount (with next year benefits) |
|-----------------------|----------------------------------|-----------------------------------------|-----------------------------------------|----------------|----------------------------------------|------------------------|-------------------------------------------------|------------------------------------------------------|
| Andrea Martinez       | 200141                           | 518                                     | Full-Time                               | \$76,939.76    | -\$113,861.00                          |                        | ot Recommended                                  | \$0.00                                               |
|                       |                                  | Requested DELETED Position(s) Subtotal: |                                         |                | -\$113,861.00                          |                        | RECOMMENDED Delete Position(s) Subtotal: \$0.00 |                                                      |

### REQUESTED POSITION(S) TO BE ADDED

| Current Employee Name               | Current Employee Position Number | Requested Grade | Part-Time (20 hrs.) Full-Time (40 hrs.) | Requested Salary | Estimated Amount with Current Benefits | Requested Employee Title |
|-------------------------------------|----------------------------------|-----------------|-----------------------------------------|------------------|----------------------------------------|--------------------------|
| Andrea Martinez                     | 200141                           | 518             | Full-Time                               | \$120,000.00     | \$164,765.00                           |                          |
| Requested ADD Position(s) Subtotal: |                                  |                 |                                         |                  | \$164,765.00                           |                          |

### CORRECTED POSITION(S) TO BE ADDED (match job duties above to compensation plan)

| Current Employee Name | Current Employee Position Number | CORRECTED Grade by HR | Part-Time (20 hrs.) Full-Time (40 hrs.) | CORRECTED Salary | Estimated Amount with Benefits | CORRECTED Position Title by HR (match compensation plan) | Recommendation | FY 2027 Recommended Amount (with next year benefits) |
|-----------------------|----------------------------------|-----------------------|-----------------------------------------|------------------|--------------------------------|----------------------------------------------------------|----------------|------------------------------------------------------|
| Andrea Martinez       | 200141                           | 518                   | Full-Time                               | \$76,939.76      | \$113,861.00                   | Chief Deputy Clerk                                       | ot Recommended | \$0.00                                               |
|                       |                                  |                       |                                         |                  |                                | Requested ADD Position(s) Subtotal:                      |                | \$0.00                                               |

Total Estimated Department Request: \$50,904.00

Updated Total Department Request: \$0.00

RECOMMENDED Total Department Request Utilizing FY 2027 Funds: \$0.00

RECOMMENDED Total Department Request Utilizing FY 2026 Funds: \$0.00

### ANALYSIS

#### Q & A Discussions with Human Resources

| Sent To:                     | Date Sent | Comment | Date Received                                             | Responder's Name | Comment |
|------------------------------|-----------|---------|-----------------------------------------------------------|------------------|---------|
|                              |           |         | 5/14/2026                                                 |                  |         |
| Questions to Human Resources |           |         | Response From Human Resources                             |                  |         |
|                              |           |         | Salary reviewed and consistent with the individual hired. |                  |         |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |
|----------------------|---------------------------------------------|------------|------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 3          | Property Tax Clerk III       |

### Budget Category, FINAL Recommendation and Comments

| FINAL Budget Department Category | FINAL RECOMMENDATION for Funding | Comments (if any)                                                       |
|----------------------------------|----------------------------------|-------------------------------------------------------------------------|
| G-Not Supported                  | Not Recommended                  | Per HR, job duties match the current Compliance/QC/Audit Lead position. |

#### WHY is this position needed?

The property tax department is in need of a Clerk III which will serve in the capacity of a backup supervisor for that office. Currently the office functions with only a supervisor and when that person needs to be out of the office there is no one to handle the responsibilities of managing the daily operations of the office. The Tax Office currently utilizes a Clerk II that has taken on the responsibilities of being the back-up supervisor for over a decade without proper compensation. She does much of the training, manages the staff when the supervisor has to be out, answers questions of the staff daily, helps with supplements, manages the SIT program as well as all other responsibilities of a Clerk II. There is currently a TSII position that has been approved for the department and the tax office would be willing to give that position up in exchange for adding this position.

#### HOW will this position benefit your office and/or the County?

All property tax clerks are expected to capably handle property tax transactions as well as answer questions from taxpayers over the phone and in person. However, these transactions don't always go smoothly, and the questions are often asked in anger. Supervisor involvement is still regularly necessary. In addition to typical customer service skills, supervisors are called on to answer difficult questions from angry taxpayers, de-escalating tense situations while freeing up front-line clerks to continue their duties. Additionally, backup supervisors have familiarity with all tax office duties, allowing them to temporarily step into any role if someone is absent. This helps the office run smoothly.

While a backup supervisor is not necessarily the formal trainer, they are deeply experienced enough to provide training when necessary. They are approachable and are happy to provide direction when asked—and observant enough to know when direction is necessary. The benefit to the office is consistency of training and message, so clerks always know “the right way” to handle situations rather than getting inconsistent information from other clerks. This also benefits the taxpayers, as they can be confident in the information they are receiving from our office.

Although the Texas Property Tax Code makes provision for many situations, supervisors are still regularly called on to make judgment calls. There is incredible value in having another person to make such calls when the supervisor is not in the office. The benefit to the supervisor is being able to take time off without worrying about these decisions (or getting work calls while scheduled off). The benefit to other clerks is having a clear “chain of command” and knowing someone is available to make those decisions. This benefit of a backup supervisor can't be overstated. The peace of mind they provide to the supervisor and other clerks is palpable.

Given the tax office's history of internal promotion as well as the inevitability of attrition and turnover, a backup supervisor also provides stability to the office. They are trusted by both clerks and tax office administration to step into a larger role when necessary with minimal transitional turmoil.

|                                                |     |                             |    |                           |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|
| Is there statutory authority for this request? | yes | Will this generate revenue? | no | If Yes, potential amount? |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|

#### Job Duties of NEW Position

Provide guidance and support for staff when Director and Lead Clerk are not available. Provide customer service to tax payers that have issues that the clerks can't address in the absence of the Director and Lead Clerk. Help train new clerks in all property tax functions. Complete any job functions as needed or assigned by the Director or Lead Clerk in addition to all responsibilities of a Deputy Clerk I or II.

### NEW POSITION(S) REQUEST

| Requested Position Title            | Requested Quantity | Requested Grade | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | Requested Salary Per Position | Total Estimated Amount with Benefits | CORRECTED Salary                      | CORRECTED Position Title/Grade<br>(match to job duties detailed above) | CORRECTED Salary with Benefits | FY 2027 Recommend Quantity | FY 2027 Recommended Amount |
|-------------------------------------|--------------------|-----------------|--------------------------------------------|-------------------------------|--------------------------------------|---------------------------------------|------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------|
| DTC3                                | 1                  | 534             | full-time                                  | \$62,000.00                   | \$96,198.00                          | \$79,216.00                           | Compliance/QC/Audit Lead/535<br>(Jennifer Baker)                       | \$116,554.00                   | 0                          | \$0.00                     |
| Requested NEW Position(s) Subtotal: |                    |                 |                                            |                               | \$96,198.00                          | CORRECTED New Position(s) Subtotal:   |                                                                        |                                |                            |                            |
|                                     |                    |                 |                                            |                               |                                      | RECOMMENDED New Position(s) Subtotal: |                                                                        |                                |                            |                            |
|                                     |                    |                 |                                            |                               |                                      | \$116,554.00                          |                                                                        |                                |                            |                            |
|                                     |                    |                 |                                            |                               |                                      | \$0.00                                |                                                                        |                                |                            |                            |

### TRAINING INCREASE REQUESTS

| Name of Attendee             | Purpose for Conference Attendance<br>(CLE, CE, etc. as required) | Estimated Travel Expense* | Requested Quantity | Total Requested | Budget Dept. Comments | Recommend Amount               | FY 2027 Recommend Quantity | FY 2027 Recommend Total |
|------------------------------|------------------------------------------------------------------|---------------------------|--------------------|-----------------|-----------------------|--------------------------------|----------------------------|-------------------------|
|                              |                                                                  | \$1,200.00                | 1                  | \$1,200.00      |                       | \$0.00                         | 0                          | \$0.00                  |
| Training Requested Subtotal: |                                                                  |                           |                    |                 |                       | Recommended Training Subtotal: |                            |                         |
|                              |                                                                  |                           |                    |                 |                       | \$0.00                         |                            |                         |

\*Include registration, mileage, airfare, hotel, taxi/Uber/Lyft, airport parking, hotel parking, per diem, etc.

### FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED)

| Item Detailed Description               | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing                              | Updated Item Description (if applicable) | Recommend Quantity | FY 2027 Recommend Amount | FY 2026 Recommend Amount |        |
|-----------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|---------------------------------------------------------------|------------------------------------------|--------------------|--------------------------|--------------------------|--------|
| Computer - Desktop                      | New           | 1                  |                            | \$1,592.00          | \$1,592.00                | \$2,630.00                                                    |                                          | 0                  | \$0.00                   | \$0.00                   |        |
| Software - EA                           | New           | 1                  |                            | \$624.00            | \$624.00                  | \$624.00                                                      |                                          | 0                  | \$0.00                   | \$0.00                   |        |
| Scanner - Top Feed                      | New           | 1                  |                            | \$999.00            | \$999.00                  | \$999.00                                                      |                                          | 0                  | \$0.00                   | \$0.00                   |        |
| SpindleMedia license                    | New           | 1                  |                            |                     | \$0.00                    | \$0.00                                                        |                                          | 0                  | \$0.00                   | \$0.00                   |        |
| RT Lawrence license                     | New           | 1                  |                            |                     | \$0.00                    | \$3,190.00                                                    |                                          | 0                  | \$0.00                   | \$0.00                   |        |
| Estimated Requested Equipment Subtotal: |               |                    |                            |                     | \$3,215.00                | Recommended Equipment Subtotal:                               |                                          |                    | \$0.00                   | \$0.00                   |        |
| Total Estimated Department Request:     |               |                    |                            |                     |                           | \$100,613.00                                                  | Updated Total Department Request:        |                    |                          | \$125,197.00             |        |
|                                         |               |                    |                            |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2027 Funds: |                                          |                    |                          |                          | \$0.00 |
|                                         |               |                    |                            |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2026 Funds: |                                          |                    |                          |                          | \$0.00 |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |
|----------------------|---------------------------------------------|------------|------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 3          | Property Tax Clerk III       |

### ANALYSIS

#### Q & A Discussions with Department

| Sent To:               | Date Sent | Comment | Date Received | Responder's Name | Comment |
|------------------------|-----------|---------|---------------|------------------|---------|
| Scott G. and Andrea M. | 4/1/2026  |         | 4/7/2026      | Andrea           |         |

| Questions TO Department                                                                                                                                                                                                                                                              | Response From Department                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Which location would this position be located at?                                                                                                                                                                                                                                    | Our only "Property Tax" location is in McKinney, so McKinney. We have stations set up at Frisco and Plano to only take payments— not a full department. All other business is handled in McKinney.                                                                                                                             |
| Is there a Property Tax Supervisor at all property tax locations? Mckinney, Plano and Frisco?                                                                                                                                                                                        | No- only McKinney- see explanation above.                                                                                                                                                                                                                                                                                      |
| If this position needs any training, office supplies, equipment please list them. Currently this position does not have anything for them if it was to get adopted such as a computer, desk, phone, etc. Feel free to look at the "2026 Pricing Estimates" tab for more information. | This person will need to attend training. We would rotate this person and their supervisor, so they're not both gone at the same time. Approx. \$1200 for their first year to attend the VG Young Conference, as the Supervisor won't be attending that one and as a part of the management team, they will need the training. |

| Sent To:               | Date Sent | Comment | Date Received | Responder's Name | Comment |
|------------------------|-----------|---------|---------------|------------------|---------|
| Scott G. and Andrea M. | 4/7/2026  |         | 4/7/2026      | Andrea M.        |         |

| Questions TO Department                                                                                                          | Response From Department |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| DI#3 - Do you want me to add \$1,200 for Education and Conference? This will be recurring and added to your department's budget. | Yes, please.             |

| Sent To:               | Date Sent | Comment | Date Received | Responder's Name | Comment |
|------------------------|-----------|---------|---------------|------------------|---------|
| Scott G. and Andrea M. | 4/17/2026 |         | 4/17/2026     | Andrea M.        |         |

| Questions TO Department                                                                                            | Response From Department                     |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| For any of the new positions requested on your packet, will any of them need SpindleMedia or RT Lawrence licenses? | Yes, they will need access to these systems. |

#### Q & A Discussions with IT

| Sent To: | Date Sent | Comment | Date Received | Responder's Name | Comment |
|----------|-----------|---------|---------------|------------------|---------|
|          | 3/30/2026 |         | 4/16/2026     |                  |         |

| Questions to IT                                                    | Response From IT                                                                      |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Any IT related items that IT would suggest adding to this request? | DM: I would say they at least would need a desktop computer and Microsoft EA license. |

## FY 2027 Department Funding Request

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |
|----------------------|---------------------------------------------|------------|------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 4          | County Computers             |

| Budget Category, FINAL Recommendation and Comments |                                  |                                                                                                                                                                                                                                                                     |
|----------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding | Comments (if any)                                                                                                                                                                                                                                                   |
| E-Workshop Discussion                              | Neutral                          | During last outage (on the state system), IT provided 6 laptops for the Tax Office to use to continue to make payments. Possibly consider purchasing 6 basic laptops (below county standard) for the Tax Office to have on hand if/when the State system goes down. |

**WHY is this request needed?**

We live in a time that most payments are made using a credit or debit card and the tax office does not have the equipment necessary to ensure that this option is available at all times. We also are unable to utilize the highest security card readers with the current equipment we have available in the Motor Vehicle Department. Our department currently has 46 workstations (mostly in our Motor Vehicle Departments) that do not have county computers. This means that almost half of our staff does not have regular access to county email, Peoplesoft, county memos/ announcements posted on the county intranet system and other important tools the web may provide. The members of our team that do not have access to these tools are forced to rely on other staff to connect them to the web to meet the needs of the tax payers and their own needs as a Collin County employee. \*\*\*JUST IN THE PAST TWO WEEKS, THE MCKINNEY OFFICE HAD 4 SEPARATE OUTAGES, PREVENTING US FROM FUNCTIONING AT 100%. THIS EFFECTED APPROXIMATELY 2560 CUSTOMERS. SOME OF THESE TIMES, THE BUILDING'S ATM MACHINES WAS DEPLETED OF CASH. \*\*\*

**WHAT are you requesting?**

46 county computers. Computer only, monitor, key board and mouse not required. Please note. We need this, so however we get it, we will take it. We've priced a brand new computer for budget, but we do not have to have brand new.

**HOW will this benefit your office and/or the County?**

Each of our 3 locations are statutorily required to process Motor Vehicle transactions for tax payers. The state has provided every Motor Vehicle workstation with a state computer and access to their network. The county has invested in other programs, such as Nemo-Q and Certified Payments that work with RTS- the state system. Nemo-Q and Certified Payments are essential to the function of each location, so we are very fortunate that we are able to use the state network to access these tools. However, we have been warned by txdmv staff that we should not be using their network for non-state-provided web-based programs, but our hands are tied. We have to in order to use our queueing system or process credit card payments. The state computers that Certified Payments is currently running on is slow and outdated. The secure (according to EMV standards) credit card readers cannot be connected to these state computers. These points combined leaves them lagging and more vulnerable to security threats, thus impacts productivity, efficiency and the safety of our tax payers. County computers at every workstation would ensure compatibility with Certified Payment's updated operating systems and applications, making transactions more efficient and secure. Often times, we get kicked out of Nemo-Q and Certified Payments for hours or days at a time. When this happens, we have to remove a team member from their window and manually determine the order of customers. When our window clerks are ready for a new customer, they raise their hand and that prompts the clerk out in the lobby to call the next number in line that matches up with the functions the available clerk can perform (not all clerks can perform title work etc.). This is a strenuous task and delays the process, causing our wait times to worsen. When Certified Payments is down, we cannot take credit card payments. The customers that can, will go pull out cash from our ATMs in the building— until it runs out of cash every time. If this happens, the customer has to leave altogether and come back, further complicating and extending the calling process. In 2026, this is not a service level that Collin County should be ok with providing—we certainly are not. This happens at each location multiple times a month. When the state does their regular updates, this usually causes an issue with the slow and outdated network. Since it's the state's network, we put in a work order ticket with them but as long as RTS is working (and it usually is), they will not provide any support. Why would they? They've asked us not to use other programs on their network. This is the most immediate and obvious side effect to providing Collin County CLERKS with a fully functioning county computer. If we had a county pc at each MV window, we would be able to continue business as usual during these outages. Things get so backed up when this happens, that we reached out to the Deputy County Manager to come witness the chaos. As stated before, the lack of access to Microsoft Outlook is another huge set-back that the largest department, that processes the most transactions, has to endure. We have over 100 staff members spread out between our three locations, so good communication is extremely important to the day to day operations here. There is only one way to get a memo out to all staff simultaneously— email. We do not have that option, since almost half of our staff doesn't have regular access. Our staff has to interrupt another workstation in order to check their emails during slower times— those times are not as common anymore with the increase in foot traffic— most days don't a lot for the time to do this. We cannot hold our staff accountable for not checking their emails when we don't provide them with the tools to do it. Additionally, another important reason these are needed is the inability to use the most secure credit card readers. Tap to pay is not supported on the state network.

|                                                |     |                             |     |                           |                    |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------------|
| Is there statutory authority for this request? | yes | Will this generate revenue? | yes | If Yes, potential amount? | unable to quantify |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------------|

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                                            |                     |                           |                                  |                                           |                  |                        |                            |
|-------------------------------------------------------------------------------------|---------------|--------------------|--------------------------------------------|---------------------|---------------------------|----------------------------------|-------------------------------------------|------------------|------------------------|----------------------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title                 | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing | Updated Item Description (if applicable)  | Neutral Quantity | FY 2027 Neutral Amount | FY 2026 Recommended Amount |
| Computer- Standard                                                                  | New           | 46                 | Registration Clerk, Registration Clerk II, | \$1,332.03          | \$61,273.38               | \$1,998.00                       | Standard Desktop only with no peripherals | 0                | \$0.00                 | \$0.00                     |
| Microsoft EA Operating System License                                               | New           | 46                 | Registration Clerk, Registration Clerk II, | \$158.14            | \$7,274.44                | \$624.00                         | Microsoft EA                              | 6                | \$3,744.00             | \$0.00                     |
| Microsoft EA Office License                                                         | New           | 46                 | Registration Clerk, Registration Clerk II, | \$408.52            | \$18,791.92               |                                  |                                           | 0                | \$0.00                 | \$0.00                     |
|                                                                                     |               |                    |                                            |                     |                           | \$2,084.00                       | Basic Laptop with no peripherals          | 6                | \$12,504.00            | \$0.00                     |
| <b>Estimated Requested Equipment Subtotal:</b>                                      |               |                    |                                            |                     |                           |                                  |                                           |                  | <b>\$16,248.00</b>     | <b>\$0.00</b>              |
| <b>Total Estimated Department Request:</b>                                          |               |                    |                                            |                     |                           |                                  |                                           |                  | <b>\$120,612.00</b>    |                            |
| <b>NEUTRAL Total Department Request Utilizing FY 2027 Funds:</b>                    |               |                    |                                            |                     |                           |                                  |                                           |                  | <b>\$16,248.00</b>     |                            |
| <b>RECOMMENDED Total Department Request Utilizing FY 2026 Funds:</b>                |               |                    |                                            |                     |                           |                                  |                                           |                  | <b>\$0.00</b>          |                            |

| ANALYSIS                  |           |         |               |                  |         |
|---------------------------|-----------|---------|---------------|------------------|---------|
| Q & A Discussions with IT |           |         |               |                  |         |
| Sent To:                  | Date Sent | Comment | Date Received | Responder's Name | Comment |
|                           | 3/30/2026 |         | 3/31/2026     | Greg Elliott     |         |

| Questions to IT                                                                                                                                                                                                                       | Response From IT                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The department mentioned above that "We've priced a brand new computer for budget, but we do not have to have brand new." Does IT have 46 loaner computers available?                                                                 | GE - Even IF the number of loaner systems was available, the tax office will have to purchase EA licenses for the systems. DM: This would be a nightmare to give them this many five year old computers. We would constantly be swapping out systems that would have issues. |
| Can you provide us with an updated number on how many state only systems are located at the windows in McKinney and Plano. Last year, the number that was provided to us was 14 for McKinney and 18 for Plano. Is this still correct? | DM: The numbers should be the same as last year. They only received one additional computer in the FY25 budget and it was for a title specialist.                                                                                                                            |

## FY 2027 Department Funding Request

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |  |  |
|----------------------|---------------------------------------------|------------|------------------------------|--|--|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 4          | County Computers             |  |  |

  

| Sent To:       | Date Sent | Comment | Date Received | Responder's Name | Comment |
|----------------|-----------|---------|---------------|------------------|---------|
| Greg and David | 6/16/2026 |         | 6/16/2026     | David M.         |         |

  

| Questions to IT                                                                                                                                                                                                                | Response From IT                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| On the Tax Office request for (46) computers, Scott mentions in his packet that the McKinney office had 4 separate outages. Are these outages a problem with the state system or would using a county computer fix this issue? | I know the most recent was the state system outage and we had to take a few laptops over so they could take payments that way. But that is all I know. |

  

| Sent To:       | Date Sent | Comment | Date Received | Responder's Name     | Comment |
|----------------|-----------|---------|---------------|----------------------|---------|
| Greg and David | 6/24/2026 |         | 6/24/2026     | Greg E. and David M. |         |

  

| Questions to IT                                                                                                                                                                   | Response From IT                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Is there a dumbed down cheaper computer that we could purchase since it is only needed for this one purpose?                                                                      | Greg: We could get a less robust system than the county standard desktop<br><br>David: 1.Yes there are "dumbed down" systems we could purchase for this. Earlier this year the state system was down for multiple days and Scott asked Caren to borrow some laptops to set up for payments. We loaned them six laptops for a couple of days so they could take payments. I am not sure how that system works, but they were able to take payments while the state system was down. |
| Would it still be the full cost of the EA license with a dumbed down computer?                                                                                                    | Greg & David: Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| What are your thoughts on possibly having a few computer stations setup near the front counters that could service as this purpose?                                               | Greg: We could certainly put in a kiosk type system for every X number of employees. They will probably want to have a generic login to the computer and that would be a no go from a security standpoint.<br><br>David: there are lots of laptops not being used at Elections and those are "dumbed down" laptops. I would suggest purchasing six EA licenses and give them six of the Election laptops as a backup for when the state system is down.                            |
| I'm assuming it is ok to process payments on a county computer and not through the state system? I thought the state had an issue with that at one point. Is this an ok solution? | Greg: I have the same recollection you do. If the issue is the state payment system is down, how would county computer solve the issue?<br><br>David: I have no idea how that works, but I know they collected payments while the system was down earlier in the year.                                                                                                                                                                                                             |

  

| Q & A Discussions with Purchasing |           |         |               |                  |         |
|-----------------------------------|-----------|---------|---------------|------------------|---------|
| Sent To:                          | Date Sent | Comment | Date Received | Responder's Name | Comment |
| Michelle C. and Lera M.           | 6/25/2026 |         |               |                  |         |

  

| Questions to Purchasing                                                                                                                                                                                                                                                                                                                | Response From Purchasing |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| What is the cost of a basic laptop (not county standard)? Something that would only be used to process payments. Similar to elections voter registration but without the router. We can use county WiFi. wUse the same specs that we ordered on the 3550 Latitudes for elections and just ask that they do not add the GOBI card to it | Pricing noted above      |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program #                               | Department Name / Program                   | Priority #                                                                                                                                                                                                   | Department Improvement Title |
|----------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 31001-0001                                         | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 5                                                                                                                                                                                                            | Title Specialist- Operations |
| Budget Category, FINAL Recommendation and Comments |                                             |                                                                                                                                                                                                              |                              |
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding            | Comments (if any)                                                                                                                                                                                            |                              |
| F-Supported                                        | Supported                                   | Operations is receiving approximately 10,000 calls a quarter in FY 2025 compared to FY 2024. Average wait times have also increased in McKinney. Support adding 2 this year to see the impact on wait times. |                              |

### WHY is this position needed?

For forty years, the TAC office policy is all staff must answer their phone if it rings, regardless of whether or not you have a customer in front of you. We'd like to change that, but we need support. These positions are requested in order to support the needs of the tax payers and again, for several data driven reasons. 1) Our wait times have gone up 62.5%, from 12:09 in FY24 to 19:45 in FY25. Our staff productivity went up 17.9% in FY25— we're getting more done per staff member, but we can't keep up with the tax payers walking in the door. 2) We have also experienced an increase in transaction times due to recent (unexpected) changes made by the state in November 2025. One of those being the ID requirements we have to follow that slows down our transactions by a minimum of 3-5 minutes. Furthermore, in mid-February 2026, txDMV announced they are adding even more restrictions on March 5, 2026. We anticipate this to impact transaction and wait times as well. Another change made by the state: to the Texas online vehicle registration renewal system. It now requires taxpayers to create an online account using personal identifiers such as a SSN and DL number. Additionally, several transaction types cannot be completed online in Texas, including address changes, certain trailer renewals, business fleet vehicles, trust or government-owned vehicles, and other miscellaneous issues that were previously eligible for online processing. Compounding the issue, the state's helpdesk routinely refers callers back to the counties—even when the issue may be technical and related to the state's website. As a result of all this, many taxpayers are choosing not to complete the online process and are instead visiting our offices or mailing in their renewals.

These changes have already led to a noticeable increase in walk-in traffic, mail processing and phone inquiries. This increased demand directly impacts both our counter clerks and our Operations back-office staff, reinforcing the need for additional clerks to maintain service levels and reasonable wait times for the public. Why at TS vs a Reg. Clerk? These calls that are being answered involve title questions. A Registration Clerk that's not trained on titles can't process that call.

### HOW will this position benefit your office and/or the County?

By removing all calls from the Motor Vehicle counters throughout the department, you eliminate that added distraction from the counter clerk that should be serving the tax payer in front of him/ her. If we would have had these in place in 2025, we would have removed approximately 42,173 calls from the counter clerks. If we compare that to the amount of calls that Operations handled in 2025— 50,241, combined with the number of staff supporting those calls (6) we believe 5 additional clerks will keep the calls from having to be answered by our counter clerks. Adding these positions will restore service levels, reduce public wait times, and improve operational sustainability. We are running out of room (we're already out of room in McKinney) to add clerks at the counter. We have to remove any possible distractions and place them in an area in which we do have room for growth. Additional staffing in our Operations Dept. will not only give us a better chance to keep up with the increase in calls we've seen as a result of recent changes, it will also increase the support given to the counter clerks, removing that load from them, thus being able to more efficiently serve our tax payers.

These new Title Specialist

|                                                |     |                             |     |                           |              |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|
| Is there statutory authority for this request? | yes | Will this generate revenue? | yes | If Yes, potential amount? | \$ 61,644.40 |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|

### Job Duties of NEW Position

These positions would generally be working in our Operations department, where they correspond with tax payers via phone and email. This position handles (mostly mailed) motor vehicle registrations by issuing registrations, collecting fees, renewing validation stickers and license plates, dealing with non-standard situations such as heirship, wills, letters of testamentary, divorce, leased vehicles, mechanic and storage liens and salvage vehicles, transferring titles, issuing disabled placards for parking, depositing monies collected and overseeing inventory. This position performs at an advanced level of title work and accuracy is important. Performs related duties by handling multi-line phones, handling the mail, training and supporting employees, assisting the public and entering information into the computer system. Performs related duties as assigned. Work is performed under the direction of the Motor Vehicle Supervisor. This position is primarily located in the McKinney Operations office, but may be asked to assist on the counter at any of our locations when staffing issues arise.

| NEW POSITION(S) REQUEST             |                    |                 |                                            |                               |                                      |                                     |                                                                        |                                |                            |                          |
|-------------------------------------|--------------------|-----------------|--------------------------------------------|-------------------------------|--------------------------------------|-------------------------------------|------------------------------------------------------------------------|--------------------------------|----------------------------|--------------------------|
| Requested Position Title            | Requested Quantity | Requested Grade | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | Requested Salary Per Position | Total Estimated Amount with Benefits | CORRECTED Salary                    | CORRECTED Position Title/Grade<br>(match to job duties detailed above) | CORRECTED Salary with Benefits | FY 2027 Supported Quantity | FY 2027 Supported Amount |
| Title Specialist                    | 5                  | 532             | Full-Time                                  | \$44,607.00                   | \$378,195.00                         | \$44,607.00                         | Title Specialist/532                                                   | \$378,195.00                   | 2                          | \$151,278.00             |
| Requested NEW Position(s) Subtotal: |                    |                 |                                            |                               | \$378,195.00                         | CORRECTED New Position(s) Subtotal: |                                                                        |                                |                            |                          |
|                                     |                    |                 |                                            |                               |                                      | SUPPORTED New Position(s) Subtotal: |                                                                        |                                |                            |                          |
|                                     |                    |                 |                                            |                               |                                      | \$151,278.00                        |                                                                        |                                |                            |                          |

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                            |                     |                           |                                                               |                                             |                    |                          |                            |
|-------------------------------------------------------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|---------------------------------------------------------------|---------------------------------------------|--------------------|--------------------------|----------------------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing                              | Updated Item Description<br>(if applicable) | Supported Quantity | FY 2027 Supported Amount | FY 2026 Recommended Amount |
| Computer - Desktop                                                                  | New           | 5                  | Title Specialist           | \$1,592.00          | \$7,960.00                | \$2,630.00                                                    |                                             | 2                  | \$5,260.00               | \$0.00                     |
| Software - EA                                                                       | New           | 5                  | Title Specialist           | \$624.00            | \$3,120.00                | \$624.00                                                      |                                             | 2                  | \$1,248.00               | \$0.00                     |
| SpindleMedia license                                                                | New           | 5                  |                            |                     | \$0.00                    | \$0.00                                                        |                                             | 2                  | \$0.00                   | \$0.00                     |
| RT Lawrence license                                                                 | New           | 5                  |                            |                     | \$0.00                    | \$3,190.00                                                    |                                             | 2                  | \$6,380.00               | \$0.00                     |
| Estimated Requested Equipment Subtotal:                                             |               |                    |                            |                     | \$11,080.00               | Supported Equipment Subtotal:                                 |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | \$12,888.00                                                   |                                             |                    |                          |                            |
| Total Estimated Department Request:                                                 |               |                    |                            |                     | \$389,275.00              | Updated Total Department Request:                             |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | \$410,415.00                                                  |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | SUPPORTED Total Department Request Utilizing FY 2027 Funds:   |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | \$164,166.00                                                  |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2026 Funds: |                                             |                    |                          |                            |
|                                                                                     |               |                    |                            |                     |                           | \$0.00                                                        |                                             |                    |                          |                            |

| ANALYSIS                                                                                                                                        |           |         |                                                                                                                  |                  |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Q & A Discussions with Department                                                                                                               |           |         |                                                                                                                  |                  |         |
| Sent To:                                                                                                                                        | Date Sent | Comment | Date Received                                                                                                    | Responder's Name | Comment |
| Scott G. and Andrea M.                                                                                                                          | 4/1/2026  |         | 4/7/2026                                                                                                         | Andrea M.        |         |
| Questions TO Department                                                                                                                         |           |         | Response From Department                                                                                         |                  |         |
| What location would these employees be at and do you have space for them?                                                                       |           |         | McKinney- yes, we have space for them in our operations department.                                              |                  |         |
| Do the employees need training, office supplies, or a desk phone? Please list all items that the position would need if it were to get adopted. |           |         | They do not need training, desk or desk phone. They will need the computer with software, however (\$2,216 x 5). |                  |         |
| Sent To:                                                                                                                                        | Date Sent | Comment | Date Received                                                                                                    | Responder's Name | Comment |
| Scott G. and Andrea M.                                                                                                                          | 4/17/2026 |         | 4/17/2026                                                                                                        | Andrea M.        |         |
| Questions TO Department                                                                                                                         |           |         | Response From Department                                                                                         |                  |         |
| For any of the new positions requested on your packet, will any of them need SpindleMedia or RT Lawrence licenses?                              |           |         | Yes, they will need access to these systems.                                                                     |                  |         |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program #                                                                                                     | Department Name / Program                   | Priority # | Department Improvement Title                                                      |               |                  |         |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|-----------------------------------------------------------------------------------|---------------|------------------|---------|
| 31001-0001                                                                                                               | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 5          | Title Specialist- Operations                                                      |               |                  |         |
| Sent To:                                                                                                                 | Date Sent                                   | Comment    |                                                                                   | Date Received | Responder's Name | Comment |
| Scott G. and Andrea M.                                                                                                   | 6/4/2026                                    |            |                                                                                   | 6/5/2026      | Andrea M.        |         |
| Questions TO Department                                                                                                  |                                             |            | Response From Department                                                          |               |                  |         |
| I'm working on your budget packet and would like to know if the process time for title transactions is still 12 minutes? |                                             |            | Average Tax Office Transaction Time                                               |               |                  |         |
|                                                                                                                          |                                             |            | Registrations: 04:53                                                              |               |                  |         |
|                                                                                                                          |                                             |            | Titles : 13:32                                                                    |               |                  |         |
|                                                                                                                          |                                             |            | These are our average transaction times for the past 3 months. I hope this helps. |               |                  |         |

| Sent To:                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Date Sent | Comment | Date Received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Responder's Name | Comment |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Scott G. and Andrea M.                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 6/5/2026  |         | 6/5/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Scott G.         |         |
| Questions TO Department                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           |         | Response From Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |         |
| I'm working on Priority #5 (Title Specialist - Operations) and would like to know if you would be able to provide me with stats that better support this request. Can you provide me with how many calls your office receives in a Fiscal Year? I know you mentioned in your packet that operations handled 50,241 calls in 2025. Also, if we can get stats on the amount of "mailed in" vehicle registrations if possible? If we could get FY 2020 – current that would be great. |           |         | <p>The mail numbers are going to take a little bit to put together because that requires pulling multiple reports and compiling the information.</p> <p>For phone calls, we are pulling the reports for the missing months to account for fiscal year vs calendar year. I will tell you that the 50,241 is only what operations handled of the 92,735 calls overall. The reason for the request for additional staff is so that operations can also handle the additional 42,000+ that the clerks on the counter were having to handle which contributes to longer lines and longer wait time.</p> <p>We will do our best to get those numbers as quick as we can. Many of us are going to be out next Monday-Wednesday, but we will do what we can.</p> |                  |         |

| Q & A Discussions with IT                       |           |         |                                                                                                                                                       |                  |         |
|-------------------------------------------------|-----------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Sent To:                                        | Date Sent | Comment | Date Received                                                                                                                                         | Responder's Name | Comment |
|                                                 | 3/30/2026 |         | 3/31/2026                                                                                                                                             | Greg Elliott     |         |
| Questions to IT                                 |           |         | Response From IT                                                                                                                                      |                  |         |
| Any IT related items missing from this request? |           |         | GE - I am not familiar with title specialist duties; I don't know if Adobe licenses are needed; Will SpindleMedia or RTLawrence licenses be required? |                  |         |

| Statistical Analysis                       |                                  |          |                                   |          |                                |          |                                 |          |                      |          |
|--------------------------------------------|----------------------------------|----------|-----------------------------------|----------|--------------------------------|----------|---------------------------------|----------|----------------------|----------|
| STATISTICS RELATED TO NEW POSITION REQUEST |                                  |          |                                   |          |                                |          |                                 |          |                      |          |
| CALL VOLUME                                |                                  |          |                                   |          |                                |          |                                 |          |                      |          |
| Fiscal Year                                | # of Calls Operations Department | % Change | # of Calls McKinney Front Counter | % Change | # of Calls Plano Front Counter | % Change | # of Calls Frisco Front Counter | % Change | # Calls Property Tax | % Change |
| FY 2024 Q1                                 |                                  |          |                                   |          |                                |          |                                 |          |                      |          |
| FY 2024 Q2                                 | 8,825                            | #DIV/0!  | 3,596                             | #DIV/0!  | 4,749                          | #DIV/0!  | 3,081                           | #DIV/0!  | 1204                 | #DIV/0!  |
| FY 2024 Q3                                 | 9,173                            | 3.9%     | 3,232                             | -10.1%   | 5,121                          | 7.8%     | 2,678                           | -13.1%   | 979                  | -18.7%   |
| FY 2024 Q4                                 | 10,955                           | 19.4%    | 1,971                             | -39.0%   | 5,945                          | 16.1%    | 2,785                           | 4.0%     | 1016                 | 3.8%     |
| FY 2025 Q1                                 | 10,027                           | -8.5%    | 1,492                             | -24.3%   | 4,599                          | -22.6%   | 2,403                           | -13.7%   | 1347                 | 32.6%    |
| FY 2025 Q2                                 | 13,754                           | 37.2%    | 1,392                             | -6.7%    | 6,162                          | 34.0%    | 2,592                           | 7.9%     | 1622                 | 20.4%    |
| FY 2025 Q3                                 | 12,859                           | -6.5%    | 1,076                             | -22.7%   | 7,112                          | 15.4%    | 2,359                           | -9.0%    | 637                  | -60.7%   |
| FY 2025 Q4                                 | 13,414                           | 4.3%     | 933                               | -13.3%   | 6,387                          | -10.2%   | 2,365                           | 0.3%     | 982                  | 54.2%    |
| FY 2026 Q1                                 | 10,214                           | -23.9%   | 669                               | -28.3%   | 5,393                          | -15.6%   | 1,885                           | -20.3%   | 928                  | -5.5%    |
| FY 2026 Q2                                 |                                  |          |                                   |          |                                |          |                                 |          |                      |          |

| Motor Vehicle Titles (All Locations) |                       |              |            |                            |                    |                       |                            |
|--------------------------------------|-----------------------|--------------|------------|----------------------------|--------------------|-----------------------|----------------------------|
| Fiscal Year                          | # of Titles           | # of Minutes | # of Hours | Hours per Person in a Year | Budgeted Positions | # of Positions Needed | % Change in Titles         |
|                                      |                       | 15           |            |                            |                    |                       |                            |
| FY 2018                              | 214,103               | 3,211,545    | 53,526     | 2,080                      | 28                 | 25.73                 | 5.5%                       |
| FY 2019                              | 225,798               | 3,386,970    | 56,450     | 2,080                      | 28                 | 27.14                 | -6.8%                      |
| FY 2020                              | 210,348               | 3,155,220    | 52,587     | 2,080                      | 28                 | 25.28                 | 18.3%                      |
| FY 2021                              | 248,938               | 3,734,070    | 62,235     | 2,080                      | 28                 | 29.92                 |                            |
| FY 2022 Minutes to Process 1 Title   |                       | 14           |            |                            |                    |                       |                            |
| FY 2022                              | 253,726               | 3,552,164    | 59,203     | 2,080                      | 29                 | 28.46                 | 1.9%                       |
| FY 2023                              | 254,168               | 3,558,352    | 59,306     | 2,080                      | 31                 | 28.51                 | 0.2%                       |
| FY 2024                              | 247,781               | 3,468,934    | 57,816     | 2,080                      | 31                 | 27.80                 | -2.5%                      |
| FY 2025 Minutes to Process 1 Title   |                       | 14           |            |                            |                    |                       |                            |
| FY 2025                              | 275,405               | 3,855,670    | 64,261     | 2,080                      | 34                 | 30.89                 | 11.1%                      |
| FY 2026 as of 2nd Quarter            | 130,691               |              |            |                            |                    |                       | Estimated % Change in Stat |
| FY 2026 Year-End Estimate            | 289,175.25            | 4,048,454    | 67,474     | 2,080                      | 33                 | 32.44                 | 5.0%                       |
| Fiscal Year                          | Estimated # of Titles | # of Minutes | # of Hours | Hours per Person in a Year |                    | # of Positions Needed | Estimated % Change in Stat |
| FY 2027                              | 303,634               | 4,250,876    | 70,848     | 2,080                      |                    | 34.06                 | 5.0%                       |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |
|----------------------|---------------------------------------------|------------|------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 5          | Title Specialist- Operations |

## INCOMING VEHICLE REGISTRATION MAIL

| Fiscal Year                   | # of MAIL | # of Employees           | # Per Employee                 | % Change per Employee | Comments / Findings                                       |                            |                     |
|-------------------------------|-----------|--------------------------|--------------------------------|-----------------------|-----------------------------------------------------------|----------------------------|---------------------|
| FY 2018                       |           | 28                       | 0                              |                       |                                                           |                            |                     |
| FY 2019                       |           | 28                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2020                       |           | 28                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2021                       |           | 28                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2022                       |           | 29                       | 0                              | #DIV/0!               | **DEPARTMENT HAS NOT SENT IN MAIL STATS AS OF 6/25/2026** |                            |                     |
| FY 2023                       |           | 31                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2024                       |           | 31                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2025                       |           | 34                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| FY 2026 as of 2nd Quarter     |           | 33                       |                                |                       |                                                           |                            |                     |
| FY 2026 Year-End Estimate     |           | 33                       | 0                              | #DIV/0!               |                                                           |                            |                     |
| Fiscal Year                   | # of MAIL | # of Employees Requested | Total # of Employees Requested | # Per Employee        | % Change per Employee                                     | Estimated % Change in Stat | Comments / Findings |
| FY 2027 Estimate THIS Request | 0         | 5                        | 38                             | 0                     | #DIV/0!                                                   | 3.0%                       |                     |

| Fiscal Year                  | # of MAIL | # of Employees Recommended | Total # of Employees Recommended | # Per Employee | % Change per Employee | Comments / Findings |  |
|------------------------------|-----------|----------------------------|----------------------------------|----------------|-----------------------|---------------------|--|
| FY 2027 Estimate Recommended | 0         | 0                          | 33                               | 0              | #DIV/0!               |                     |  |

## Tax Office Analysis - McKinney (All Transactions)

|  | Calendar Year | Month     | Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
|--|---------------|-----------|--------------------|--------------------------|----------------------|------------------------|--------------------------|-------------------------------|-------------|-----------------------------|
|  | 2023          | October   | 8,482              |                          | 0:08:35              |                        | 0:07:27                  |                               | 29          | 292.48                      |
|  | 2023          | November  | 6,849              | -19.3%                   | 0:09:10              | 6.8%                   | 0:07:58                  | 6.9%                          | 29          | 236.17                      |
|  | 2023          | December  | 6,662              | -2.7%                    | 0:10:54              | 18.9%                  | 0:07:53                  | -1.0%                         | 28          | 237.93                      |
|  | 2024          | January   | 7,402              | 11.1%                    | 0:08:34              | -21.4%                 | 0:07:59                  | 1.2%                          | 27          | 274.15                      |
|  | 2024          | February  | 8,663              | 17.0%                    | 0:07:42              | -10.3%                 | 0:07:14                  | -9.4%                         | 28          | 309.39                      |
|  | 2024          | March     | 8,473              | -2.2%                    | 0:12:57              | 68.3%                  | 0:07:24                  | 2.3%                          | 27          | 313.81                      |
|  | 2024          | April     | 9,486              | 12.0%                    | 0:17:12              | 32.8%                  | 0:07:29                  | 1.2%                          | 27          | 351.33                      |
|  | 2024          | May       | 10,092             | 6.4%                     | 0:14:01              | -18.5%                 | 0:06:57                  | -7.1%                         | 29          | 348.00                      |
|  | 2024          | June      | 9,629              | -4.6%                    | 0:13:51              | -1.2%                  | 0:06:23                  | -8.2%                         | 28          | 343.89                      |
|  | 2024          | July      | 11,395             | 18.3%                    | 0:16:08              | 16.5%                  | 0:06:16                  | -1.7%                         | 26          | 438.27                      |
|  | 2024          | August    | 12,057             | 5.8%                     | 0:17:07              | 6.2%                   | 0:06:12                  | -1.1%                         | 25          | 482.28                      |
|  | 2024          | September | 10,002             | -17.0%                   | 0:14:59              | -12.4%                 | 0:06:21                  | 2.4%                          | 29          | 344.90                      |
|  | 2024          | October   | 11,036             | 10.3%                    | 0:10:41              | -28.8%                 | 0:06:57                  | 9.4%                          | 29          | 380.55                      |
|  | 2024          | November  | 8,743              | -20.8%                   | 0:12:39              | 18.4%                  | 0:07:08                  | 2.5%                          | 27          | 323.81                      |
|  | 2024          | December  | 9,295              | 6.3%                     | 0:14:47              | 16.8%                  | 0:06:43                  | -5.6%                         | 28          | 331.96                      |
|  | 2025          | January   | 11,447             | 23.2%                    | 0:24:36              | 66.5%                  | 0:06:18                  | -6.2%                         | 27          | 423.96                      |
|  | 2025          | February  | 10,273             | -10.3%                   | 0:21:20              | -13.2%                 | 0:06:13                  | -1.5%                         | 26          | 395.12                      |
|  | 2025          | March     | 11,610             | 13.0%                    | 0:28:06              | 31.6%                  | 0:05:56                  | -4.5%                         | 29          | 400.34                      |
|  | 2025          | April     | 11,652             | 0.4%                     | 0:23:51              | -15.1%                 | 0:06:57                  | 17.2%                         | 29          | 401.79                      |
|  | 2025          | May       | 12,496             | 7.2%                     | 0:25:02              | 4.9%                   | 0:06:50                  | -1.8%                         | 30          | 416.53                      |
|  | 2025          | June      | 13,258             | 6.1%                     | 0:27:45              | 10.8%                  | 0:06:49                  | -0.1%                         | 28          | 473.50                      |
|  | 2025          | July      | 13,928             | 5.1%                     | 0:27:34              | -0.6%                  | 0:07:04                  | 3.5%                          | 27          | 515.85                      |
|  | 2025          | August    | 13,091             | -6.0%                    | 0:23:45              | -13.9%                 | 0:07:33                  | 6.9%                          | 29          | 451.41                      |
|  | 2025          | September | 12,841             | -1.9%                    | 0:19:40              | -17.1%                 | 0:07:27                  | -1.3%                         | 30          | 428.03                      |

| Fiscal Year | Monthly Average Transactions | % Change in Transactions | FY Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
|-------------|------------------------------|--------------------------|-----------------------|--------------------------|----------------------|------------------------|--------------------------|-------------------------------|-------------|-----------------------------|
| FY 2024     | 9,099                        |                          | 109,192               |                          | 0:12:36              |                        | 0:07:08                  |                               | 29          | 331.05                      |
| FY 2025     | 11,639                       | 27.9%                    | 139,670               | 27.9%                    | 0:21:39              | 71.8%                  | 0:06:49                  | -4.3%                         | 29          | 411.91                      |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program #                           | Department Name / Program                   |                          |                       |                          | Priority #           | Department Improvement Title |                          |                               |             |                             |
|------------------------------------------------|---------------------------------------------|--------------------------|-----------------------|--------------------------|----------------------|------------------------------|--------------------------|-------------------------------|-------------|-----------------------------|
| 31001-0001                                     | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |                          |                       |                          | 5                    | Title Specialist- Operations |                          |                               |             |                             |
| Tax Office Analysis - Plano (All Transactions) |                                             |                          |                       |                          |                      |                              |                          |                               |             |                             |
| Fiscal Year                                    | Calendar Year                               | Month                    | Total Transactions    | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time       | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
|                                                | 2023                                        | October                  | 11,920                |                          | 0:15:59              |                              | 0:06:21                  |                               | 23          | 518.26                      |
|                                                | 2023                                        | November                 | 10,032                | -15.8%                   | 0:21:26              | 34.1%                        | 0:06:38                  | 4.2%                          | 23          | 436.17                      |
|                                                | 2023                                        | December                 | 11,184                | 11.5%                    | 0:27:30              | 28.3%                        | 0:06:02                  | -8.9%                         | 21          | 532.57                      |
|                                                | 2024                                        | January                  | 11,017                | -1.5%                    | 0:12:52              | -53.2%                       | 0:06:46                  | 12.2%                         | 23          | 479.00                      |
|                                                | 2024                                        | February                 | 11,730                | 6.5%                     | 0:07:38              | -40.6%                       | 0:06:41                  | -1.5%                         | 24          | 488.75                      |
|                                                | 2024                                        | March                    | 12,259                | 4.5%                     | 0:10:05              | 32.1%                        | 0:06:41                  | 0.1%                          | 24          | 510.79                      |
|                                                | 2024                                        | April                    | 14,006                | 14.3%                    | 0:09:00              | -10.8%                       | 0:06:40                  | -0.2%                         | 27          | 518.74                      |
|                                                | 2024                                        | May                      | 12,900                | -7.9%                    | 0:06:46              | -24.8%                       | 0:06:27                  | -3.2%                         | 26          | 496.15                      |
|                                                | 2024                                        | June                     | 12,782                | -0.9%                    | 0:05:30              | -18.6%                       | 0:06:45                  | 4.7%                          | 26          | 491.62                      |
|                                                | 2024                                        | July                     | 14,742                | 15.3%                    | 0:12:45              | 131.5%                       | 0:06:30                  | -3.8%                         | 26          | 567.00                      |
|                                                | 2024                                        | August                   | 14,526                | -1.5%                    | 0:12:06              | -5.1%                        | 0:06:29                  | -0.2%                         | 26          | 558.69                      |
|                                                | 2024                                        | September                | 12,875                | -11.4%                   | 0:11:46              | -2.7%                        | 0:06:19                  | -2.7%                         | 25          | 515.00                      |
|                                                | 2024                                        | October                  | 13,271                | 3.1%                     | 0:13:55              | 18.2%                        | 0:06:22                  | 0.9%                          | 25          | 530.84                      |
|                                                | 2024                                        | November                 | 10,479                | -21.0%                   | 0:14:47              | 6.2%                         | 0:06:51                  | 7.7%                          | 23          | 455.61                      |
|                                                | 2024                                        | December                 | 10,605                | 1.2%                     | 0:24:34              | 66.3%                        | 0:06:35                  | -4.0%                         | 23          | 461.09                      |
|                                                | 2025                                        | January                  | 13,401                | 26.4%                    | 0:40:24              | 64.4%                        | 0:05:44                  | -12.9%                        | 21          | 638.14                      |
|                                                | 2025                                        | February                 | 12,373                | -7.7%                    | 0:26:11              | -35.2%                       | 0:05:52                  | 2.3%                          | 21          | 589.19                      |
|                                                | 2025                                        | March                    | 14,336                | 15.9%                    | 0:26:00              | -0.7%                        | 0:05:29                  | -6.5%                         | 22          | 651.64                      |
|                                                | 2025                                        | April                    | 14,016                | -2.2%                    | 0:18:22              | -29.4%                       | 0:06:02                  | 9.8%                          | 25          | 560.64                      |
|                                                | 2025                                        | May                      | 13,692                | -2.3%                    | 0:14:49              | -19.3%                       | 0:06:13                  | 3.0%                          | 24          | 570.50                      |
|                                                | 2025                                        | June                     | 13,466                | -1.7%                    | 0:22:06              | 49.2%                        | 0:06:12                  | -0.1%                         | 23          | 585.48                      |
|                                                | 2025                                        | July                     | 14,746                | 9.5%                     | 0:23:56              | 8.3%                         | 0:05:59                  | -3.5%                         | 24          | 614.42                      |
|                                                | 2025                                        | August                   | 14,811                | 0.4%                     | 0:22:17              | -6.9%                        | 0:06:14                  | 4.0%                          | 24          | 617.13                      |
|                                                | 2025                                        | September                | 11,183                | -24.5%                   | 0:24:22              | 9.3%                         | 0:06:30                  | 4.3%                          | 24          | 465.96                      |
| Fiscal Year                                    | Monthly Average Transactions                | % Change in Transactions | FY Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time       | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
| FY 2024                                        | 12,498                                      |                          | 149,973               |                          | 0:12:47              |                              | 0:06:32                  |                               | 29          | 509.40                      |
| FY 2025                                        | 13,032                                      | 4.3%                     | 156,379               | 4.3%                     | 0:22:39              | 77.1%                        | 0:06:10                  | -5.5%                         | 29          | 561.72                      |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program #                            | Department Name / Program                   |                          |                       |                          | Priority #           | Department Improvement Title |                          |                               |             |                             |
|-------------------------------------------------|---------------------------------------------|--------------------------|-----------------------|--------------------------|----------------------|------------------------------|--------------------------|-------------------------------|-------------|-----------------------------|
| 31001-0001                                      | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |                          |                       |                          | 5                    | Title Specialist- Operations |                          |                               |             |                             |
| Tax Office Analysis - Frisco (All Transactions) |                                             |                          |                       |                          |                      |                              |                          |                               |             |                             |
| Fiscal Year                                     | Calendar Year                               | Month                    | Total Transactions    | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time       | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
|                                                 | 2023                                        | October                  | 3,382                 |                          | 0:06:09              |                              | 0:06:26                  |                               | 7           | 483.14                      |
|                                                 | 2023                                        | November                 | 3,728                 | 10.2%                    | 0:08:01              | 30.1%                        | 0:05:43                  | -11.1%                        | 7           | 532.57                      |
|                                                 | 2023                                        | December                 | 4,856                 | 30.3%                    | 0:12:38              | 57.6%                        | 0:05:08                  | -10.5%                        | 8           | 607.00                      |
|                                                 | 2024                                        | January                  | 4,971                 | 2.4%                     | 0:07:35              | -39.9%                       | 0:05:26                  | 6.1%                          | 8           | 621.38                      |
|                                                 | 2024                                        | February                 | 3,889                 | -21.8%                   | 0:06:02              | -20.4%                       | 0:05:50                  | 7.1%                          | 8           | 486.13                      |
|                                                 | 2024                                        | March                    | 3,910                 | 0.5%                     | 0:06:54              | 14.2%                        | 0:04:55                  | -15.5%                        | 8           | 488.75                      |
|                                                 | 2024                                        | April                    | 4,356                 | 11.4%                    | 0:08:27              | 22.5%                        | 0:05:17                  | 7.4%                          | 7           | 622.29                      |
|                                                 | 2024                                        | May                      | 4,005                 | -8.1%                    | 0:10:40              | 26.3%                        | 0:05:31                  | 4.4%                          | 7           | 572.14                      |
|                                                 | 2024                                        | June                     | 3,754                 | -6.3%                    | 0:12:15              | 14.8%                        | 0:05:33                  | 0.4%                          | 8           | 469.25                      |
|                                                 | 2024                                        | July                     | 5,427                 | 44.6%                    | 0:08:19              | -32.1%                       | 0:05:55                  | 6.8%                          | 8           | 678.38                      |
|                                                 | 2024                                        | August                   | 5,841                 | 7.6%                     | 0:08:59              | 8.0%                         | 0:06:29                  | 9.4%                          | 7           | 834.43                      |
|                                                 | 2024                                        | September                | 5,047                 | -13.6%                   | 0:13:42              | 52.6%                        | 0:06:01                  | -7.1%                         | 7           | 721.00                      |
|                                                 | 2024                                        | October                  | 5,150                 | 2.0%                     | 0:06:09              | -55.1%                       | 0:06:49                  | 13.3%                         | 7           | 735.71                      |
|                                                 | 2024                                        | November                 | 4,291                 | -16.7%                   | 0:06:11              | 0.4%                         | 0:06:12                  | -9.1%                         | 7           | 613.00                      |
|                                                 | 2024                                        | December                 | 6,014                 | 40.2%                    | 0:10:45              | 74.1%                        | 0:04:58                  | -19.7%                        | 7           | 859.14                      |
|                                                 | 2025                                        | January                  | 8,299                 | 38.0%                    | 0:17:44              | 64.8%                        | 0:04:33                  | -8.4%                         | 7           | 1,185.57                    |
|                                                 | 2025                                        | February                 | 4,959                 | -40.2%                   | 0:09:55              | -44.0%                       | 0:05:38                  | 23.6%                         | 7           | 708.43                      |
|                                                 | 2025                                        | March                    | 5,876                 | 18.5%                    | 0:09:14              | -6.9%                        | 0:05:14                  | -7.0%                         | 8           | 734.50                      |
|                                                 | 2025                                        | April                    | 5,424                 | -7.7%                    | 0:06:14              | -32.6%                       | 0:06:16                  | 19.7%                         | 9           | 602.67                      |
|                                                 | 2025                                        | May                      | 5,705                 | 5.2%                     | 0:07:51              | 26.1%                        | 0:05:55                  | -5.5%                         | 9           | 633.89                      |
|                                                 | 2025                                        | June                     | 5,757                 | 0.9%                     | 0:06:46              | -13.9%                       | 0:05:59                  | 0.9%                          | 8           | 719.63                      |
|                                                 | 2025                                        | July                     | 6,734                 | 17.0%                    | 0:07:55              | 17.0%                        | 0:05:54                  | -1.2%                         | 8           | 841.75                      |
|                                                 | 2025                                        | August                   | 6,213                 | -7.7%                    | 0:08:53              | 12.3%                        | 0:06:32                  | 10.7%                         | 8           | 776.63                      |
|                                                 | 2025                                        | September                | 4,764                 | -23.3%                   | 0:14:40              | 65.1%                        | 0:06:25                  | -1.9%                         | 8           | 595.50                      |
| Fiscal Year                                     | Monthly Average Transactions                | % Change in Transactions | FY Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time       | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
| FY 2024                                         | 4,431                                       |                          | 53,166                |                          | 0:09:08              |                              | 0:05:41                  |                               | 29          | 593.04                      |
| FY 2025                                         | 5,766                                       | 30.1%                    | 69,186                | 30.1%                    | 0:09:21              | 2.4%                         | 0:05:52                  | 3.2%                          | 29          | 750.53                      |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title |
|----------------------|---------------------------------------------|------------|------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 5          | Title Specialist- Operations |

## Tax Office Nemo-Q Analysis (McKinney) by Queue AVERAGE WAIT TIMES

| Queue                             | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | Comments |
|-----------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|----------|
| Handicapped Parking               | 1.86                       | 2.40                            | 2.00                          | 1.86                             | 1.88                         | 1.79                         | 4.50                              |          |
| Handicapped Parking - APPT        | 1.16                       | 1.65                            | 1.21                          | 1.64                             | 0.95                         | 0.99                         | 2.05                              |          |
| Handicapped Parking SP            | n/a                        | n/a                             | 1.76                          | n/a                              | n/a                          | n/a                          | n/a                               |          |
| New Resident                      | n/a                        | n/a                             | n/a                           | n/a                              | n/a                          | n/a                          | n/a                               |          |
| New Resident - APPT               | 3.31                       | 4.39                            | 3.10                          | 2.64                             | 2.47                         | 3.57                         | 3.65                              |          |
| Renew Texas Registration          | 13.03                      | 27.85                           | 25.37                         | 22.65                            | 23.58                        | 31.20                        | 46.18                             |          |
| Renew Texas Registration - APPT   | 1.11                       | 1.65                            | 1.10                          | 1.12                             | 0.98                         | 1.07                         | 1.80                              |          |
| Renew Texas Registration SP       | n/a                        | n/a                             | 20.16                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Special Plates                    | 13.24                      | 27.76                           | 25.68                         | 22.60                            | 23.65                        | 31.56                        | 47.50                             |          |
| Special Plates SP                 | n/a                        | n/a                             | 14.25                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Temporary Permit                  | 12.74                      | 26.87                           | 25.11                         | 23.71                            | 23.12                        | 31.27                        | 46.29                             |          |
| Temporary Permit SP               | n/a                        | n/a                             | 29.35                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Title Transfer - APPT             | 3.65                       | 4.54                            | 3.89                          | 4.57                             | 2.85                         | 3.97                         | 3.60                              |          |
| Title Transfer OR New to Texas    | 15.33                      | 24.10                           | 34.81                         | 34.56                            | 18.03                        | 38.54                        | 32.02                             |          |
| Title Transfer OR New to Texas SP | n/a                        | n/a                             | 25.82                         | n/a                              | 35.86                        | 80.63                        | n/a                               |          |
|                                   | 8.00                       | 13.21                           | 6.99                          | 10.57                            | 18.55                        | 24.42                        | 20.00                             |          |

## Tax Office Nemo-Q Analysis (Frisco) by Queue COUNTS

| Queue                                 | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | FY 2025 Q1-Q3 | FY 2026 Q1-Q3 | % Change     |
|---------------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|---------------|---------------|--------------|
| Handicapped Parking                   | 1,849                      | 1,887                           | 2,170                         | 2,360                            | 2,205                        | 1,886                        | 1,851                             | 5,906         | 5,942         |              |
| Handicapped Parking - APPT            | 128                        | 157                             | 211                           | 255                              | 269                          | 284                          | 299                               | --            | --            |              |
| Handicapped Parking SP                | 0                          | 0                               | 3                             | 0                                | 0                            | 0                            | 0                                 | 3             | 0             |              |
| <b>TOTAL Handicapped</b>              | <b>1,977</b>               | <b>2,044</b>                    | <b>2,384</b>                  | <b>2,615</b>                     | <b>2,474</b>                 | <b>2,170</b>                 | <b>2,150</b>                      | <b>5,909</b>  | <b>5,942</b>  | <b>0.6%</b>  |
| New Resident                          | 0                          | 0                               | 0                             | 0                                | 0                            | 0                            | 0                                 | 0             | 0             |              |
| New Resident - APPT                   | 160                        | 158                             | 233                           | 257                              | 257                          | 252                          | 231                               | 551           | 740           |              |
| <b>TOTAL New Resident</b>             | <b>160</b>                 | <b>158</b>                      | <b>233</b>                    | <b>257</b>                       | <b>257</b>                   | <b>252</b>                   | <b>231</b>                        | <b>551</b>    | <b>740</b>    | <b>34.3%</b> |
| Renew Texas Registration              | 16,969                     | 20,554                          | 21,159                        | 21,435                           | 19,568                       | 19,721                       | 16,654                            | 58,682        | 55,943        |              |
| Renew Texas Registration - APPT       | 366                        | 486                             | 647                           | 754                              | 632                          | 764                          | 821                               | 1,499         | 2,217         |              |
| Renew Texas Registration SP           | 0                          | 0                               | 114                           | 0                                | 0                            | 0                            | 0                                 | 114           | 0             |              |
| <b>TOTAL Renew Texas Registration</b> | <b>17,335</b>              | <b>21,040</b>                   | <b>21,920</b>                 | <b>22,189</b>                    | <b>20,200</b>                | <b>20,485</b>                | <b>17,475</b>                     | <b>60,295</b> | <b>58,160</b> | <b>-3.5%</b> |
| Special Plates                        | 1,685                      | 1,785                           | 1,963                         | 1,978                            | 1,757                        | 1,542                        | 1,645                             | 5,433         | 4,944         |              |
| Special Plates SP                     | 0                          | 0                               | 13                            | 0                                | 0                            | 0                            | 0                                 | 13            | 0             |              |
| <b>TOTAL Special Plates</b>           | <b>1,685</b>               | <b>1,785</b>                    | <b>1,976</b>                  | <b>1,978</b>                     | <b>1,757</b>                 | <b>1,542</b>                 | <b>1,645</b>                      | <b>5,446</b>  | <b>4,944</b>  | <b>-9.2%</b> |
| Temporary Permit                      | 536                        | 631                             | 772                           | 1,107                            | 917                          | 848                          | 816                               | 1,939         | 2,581         |              |
| Temporary Permit SP                   | 0                          | 0                               | 5                             | 0                                | 0                            | 0                            | 0                                 | 5             | 0             |              |
| <b>TOTAL Temporary Permit</b>         | <b>536</b>                 | <b>631</b>                      | <b>777</b>                    | <b>1,107</b>                     | <b>917</b>                   | <b>848</b>                   | <b>816</b>                        | <b>1,944</b>  | <b>2,581</b>  | <b>32.8%</b> |
| Title Transfer - APPT                 | 191                        | 196                             | 239                           | 289                              | 337                          | 260                          | 202                               | 626           | 799           |              |
| Title Transfer OR New to Texas        | 7,203                      | 7,501                           | 9,734                         | 11,494                           | 9,608                        | 8,708                        | 8,283                             | 24,438        | 26,599        |              |
| Title Transfer OR New to Texas SP     | 0                          | 0                               | 163                           | 0                                | 3                            | 1                            | 0                                 | 163           | 4             |              |
| <b>TOTAL Title Transfer</b>           | <b>7,394</b>               | <b>7,697</b>                    | <b>10,136</b>                 | <b>11,783</b>                    | <b>9,948</b>                 | <b>8,969</b>                 | <b>8,485</b>                      | <b>25,227</b> | <b>27,402</b> | <b>8.6%</b>  |
| <b>QUARTERLY TOTALS</b>               | <b>29,087</b>              | <b>33,355</b>                   | <b>37,426</b>                 | <b>39,929</b>                    | <b>35,553</b>                | <b>34,266</b>                | <b>30,802</b>                     | <b>99,372</b> | <b>99,769</b> | <b>0.4%</b>  |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title         |
|----------------------|---------------------------------------------|------------|--------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 6          | Title Specialist- Frisco Counter, QC |

### Budget Category, FINAL Recommendation and Comments

| FINAL Budget Department Category | FINAL RECOMMENDATION for Funding | Comments (if any)                                        |
|----------------------------------|----------------------------------|----------------------------------------------------------|
| F-Supported                      | Supported                        | Stats support the need of 1 additional Title Specialist. |

#### WHY is this position needed?

These positions are requested in order to support the needs of the tax payers and again, for several data driven reasons. 1) Our wait times have gone up 62.5%, from 12:09 in FY24 to 19:45 in FY25. Our staff productivity went up 17.9% in FY25—we're getting more done per staff member, but we can't keep up with the tax payers walking in the door. 2) We have also experienced an increase in transaction times due to recent (unexpected) changes made by the state in November 2025. One of those being the ID requirements we have to follow that slows down our transactions by a minimum of 3-5 minutes. Furthermore, in mid-February 2026, txDMV announced they are adding even more restrictions on March 5, 2026. We anticipate this to impact the transaction and wait times as well. Another change made by the state: to the Texas online vehicle registration renewal system. It now requires taxpayers to create an online account using personal identifiers such as a SSN and DL number. Additionally, several transaction types cannot be completed online in Texas, including address changes, certain trailer renewals, business fleet vehicles, trust or government-owned vehicles, and other miscellaneous issues that were previously eligible for online processing. Compounding the issue, the state's helpdesk routinely refers callers back to the counties—even when the issue may be technical and related to the state's website. As a result of all this, many taxpayers are choosing not to complete the online process and are instead visiting our offices or mailing in their renewals.

These changes have already led to a noticeable increase in walk-in traffic, mail processing and phone inquiries. This increased demand directly impacts both our counter clerks and our Operations back-office staff, reinforcing the need for additional clerks to maintain service levels and reasonable wait times for the public.

Why a TS vs a Reg. Clerk? These transactions are higher in difficulty and must be processed by someone with advanced knowledge, otherwise, a clerk of that standing will have to assist the transaction. Title Specialists have advanced knowledge of the subject matter and can assist the higher difficulty customers usually without the assistance of a Supervisor. In this request, we would add an additional Title Specialist to our Frisco counter in order to support their demands. We would add

#### HOW will this position benefit your office and/or the County?

Adding these positions will restore service levels, reduce public wait times, and improve operational sustainability. Additional staffing will reduce average customer wait times, maintain compliance with statutory motor vehicle processing requirements, decrease error rates associated with high-volume processing, support continued population and transaction growth within the county, improve employee retention and reduce burnout. Over the past year, we've discovered that the department did not previously prioritize the accuracy, integrity and quality of our MV Title processing. Our focus has heavily been on improving this. Last year, we added an additional Title Specialist to QC that audits our work internally. This has proven to be invaluable and has saved many tax payers further hardship by catching those issues before the work is mailed to the state. We'd like to place two more clerks in this area. We'd also like to add an additional Title Specialist to our Frisco office. When transaction numbers surge, our Frisco clerks absorb that hardship the most because the staff count is so low in that location.

|                                                |     |                             |     |                           |              |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|
| Is there statutory authority for this request? | yes | Will this generate revenue? | yes | If Yes, potential amount? | \$ 36,986.64 |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|

#### Job Duties of NEW Position

This position handles motor vehicle registrations by issuing registrations, collecting fees, renewing validation stickers and license plates, dealing with non-standard situations such as heirship, wills, letters of testamentary, divorce, leased vehicles, mechanic and storage liens and salvage vehicles, transferring titles, issuing disabled placards for parking, depositing monies collected and overseeing inventory. This position performs at an advanced level of title work and accuracy is important. Performs related duties by handling multi-line phones, handling the mail, training and supporting employees, assisting the public and entering information into the computer system. Performs related duties as assigned. Work is performed under the direction of the Motor Vehicle Supervisor. The QC Title Specialist will be meticulously checking each processed title before it is mailed to the state and is responsible for keeping records of each error/ correction. Will correspond with Lead Clerks and other title processors in order to ensure each title is corrected with the most efficient means. Must be organized and focused, work with/ generate state reports. QC works under general supervision of the Motor Vehicle Director.

### NEW POSITION(S) REQUEST

| Requested Position Title            | Requested Quantity | Requested Grade | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | Requested Salary Per Position | Total Estimated Amount with Benefits | CORRECTED Salary                    | CORRECTED Position Title/Grade<br>(match to job duties detailed above) | CORRECTED Salary with Benefits | FY 2027 Supported Quantity | FY 2027 Supported Amount |
|-------------------------------------|--------------------|-----------------|--------------------------------------------|-------------------------------|--------------------------------------|-------------------------------------|------------------------------------------------------------------------|--------------------------------|----------------------------|--------------------------|
| Title Specialist                    | 3                  | 532             | Full-Time                                  | \$44,607.00                   | \$226,917.00                         | \$44,607.00                         | Title Specialist/532                                                   | \$226,917.00                   | 1                          | \$75,639.00              |
| Requested NEW Position(s) Subtotal: |                    |                 |                                            |                               | \$226,917.00                         | CORRECTED New Position(s) Subtotal: |                                                                        |                                |                            |                          |
|                                     |                    |                 |                                            |                               |                                      | SUPPORTED New Position(s) Subtotal: |                                                                        |                                |                            |                          |
|                                     |                    |                 |                                            |                               |                                      | \$75,639.00                         |                                                                        |                                |                            |                          |

### FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED)

| Item Detailed Description               | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing                              | Updated Item Description<br>(if applicable) | Supported Quantity | FY 2027 Supported Amount | FY 2026 Recommended Amount |
|-----------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|---------------------------------------------------------------|---------------------------------------------|--------------------|--------------------------|----------------------------|
| Computer - Desktop                      | New           | 3                  | Title Specialist           | \$1,592.00          | \$4,776.00                | \$2,630.00                                                    |                                             | 1                  | \$2,630.00               | \$0.00                     |
| Software - EA                           | New           | 3                  | Title Specialist           | \$624.00            | \$1,872.00                | \$624.00                                                      |                                             | 1                  | \$624.00                 | \$0.00                     |
| Small Desk                              | New           | 1                  |                            |                     | \$0.00                    | \$752.00                                                      |                                             | 1                  | \$752.00                 | \$0.00                     |
| Phone - Employee Desk Phone             | New           | 1                  |                            |                     | \$0.00                    | \$597.00                                                      |                                             | 1                  | \$597.00                 | \$0.00                     |
| Chair - Employee                        | New           | 1                  |                            | \$435.00            | \$435.00                  | \$435.00                                                      |                                             | 1                  | \$435.00                 | \$0.00                     |
| SpindleMedia license                    | New           | 3                  |                            |                     | \$0.00                    | \$0.00                                                        |                                             | 1                  | \$0.00                   | \$0.00                     |
| RT Lawrence license                     | New           | 3                  |                            |                     | \$0.00                    | \$3,190.00                                                    |                                             | 1                  | \$3,190.00               | \$0.00                     |
| Desk scanner                            | New           | 3                  |                            |                     | \$0.00                    | \$999.00                                                      |                                             | 1                  | \$999.00                 | \$0.00                     |
| Estimated Requested Equipment Subtotal: |               |                    |                            |                     | \$7,083.00                | Supported Equipment Subtotal:                                 |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | \$9,227.00                                                    |                                             |                    |                          |                            |
| Total Estimated Department Request:     |               |                    |                            |                     | \$234,000.00              | Updated Total Department Request:                             |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | \$251,030.00                                                  |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | SUPPORTED Total Department Request Utilizing FY 2027 Funds:   |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | \$84,866.00                                                   |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2026 Funds: |                                             |                    |                          |                            |
|                                         |               |                    |                            |                     |                           | \$0.00                                                        |                                             |                    |                          |                            |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title         |
|----------------------|---------------------------------------------|------------|--------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 6          | Title Specialist- Frisco Counter, QC |

| ANALYSIS |
|----------|
|----------|

| Q & A Discussions with Department |           |         |               |                  |         |
|-----------------------------------|-----------|---------|---------------|------------------|---------|
| Sent To:                          | Date Sent | Comment | Date Received | Responder's Name | Comment |
| Scott and Andrea                  | 4/1/2026  |         | 4/7/2026      | Andrea           |         |

| Questions TO Department                                                                                                                                                                                                                       | Response From Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do you have space for these employees at your Frisco location?                                                                                                                                                                                | Yes, only if we move the Title Specialist II (Back-up Supervisor) off the counter. We have a designated spot for her to relocate to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Do the employees need training, office supplies, or a desk phone? Please list all items that the position would need if it were to get adopted.                                                                                               | None need training. The Frisco Title Specialist would need a computer and all that goes with (\$2,216), desk phone (\$597). As stated above, this addition would require that we move the Title Specialist II (Back-up Supervisor) off the counter, so we would need a small desk for her. This can come from surplus, it doesn't have to be new (I don't see this type of desk on the pricing tab). We don't have the space for a full cubicle. We would also need a standard employee chair (\$435). The QC Title Specialists (2) do not need training. They would need a computer with software (\$2,216 X 2) and desk scanner (\$999 x 2). |
| DI#6 - The request is for (3) Title Specialist. We can only add furniture, computer equipment, etc for the positions requested. Do I need to include 3 standard employee chairs? Do I need to include 3 computers, software and desk scanner? | To go with these 3 Title Specialists, we need 1 small desk (not a full-size cubicle), 1 chair, 3 computer with software and 3 desk scanners.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Sent To:         | Date Sent | Comment | Date Received | Responder's Name | Comment |
|------------------|-----------|---------|---------------|------------------|---------|
| Scott and Andrea | 4/17/2026 |         | 4/17/2026     | Andrea           |         |

| Questions TO Department                                                                                            | Response From Department                     |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| For any of the new positions requested on your packet, will any of them need SpindleMedia or RT Lawrence licenses? | Yes, they will need access to these systems. |

| Q & A Discussions with IT |           |         |               |                  |         |
|---------------------------|-----------|---------|---------------|------------------|---------|
| Sent To:                  | Date Sent | Comment | Date Received | Responder's Name | Comment |
|                           | 3/30/2026 |         | 3/31/2026     | Greg Elliott     |         |

| Questions to IT                                 | Response From IT                                                                                                                                      |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Any IT related items missing from this request? | GE - I am not familiar with title specialist duties; I don't know if Adobe licenses are needed; Will SpindleMedia or RTLawrence licenses be required? |

| Statistical Analysis |
|----------------------|
|----------------------|

| STATISTICS RELATED TO NEW POSITION REQUEST |  |  |  |  |  |  |  |
|--------------------------------------------|--|--|--|--|--|--|--|
|--------------------------------------------|--|--|--|--|--|--|--|

| Motor Vehicle Titles (All Locations) |                                    |              |            |                            |                    |                       |                            |
|--------------------------------------|------------------------------------|--------------|------------|----------------------------|--------------------|-----------------------|----------------------------|
| Fiscal Year                          | # of Titles                        | # of Minutes | # of Hours | Hours per Person in a Year | Budgeted Positions | # of Positions Needed | % Change in Titles         |
|                                      |                                    | 15           |            |                            |                    |                       |                            |
| FY 2018                              | 214,103                            | 3,211,545    | 53,526     | 2,080                      | 28                 | 25.73                 |                            |
| FY 2019                              | 225,798                            | 3,386,970    | 56,450     | 2,080                      | 28                 | 27.14                 | 5.5%                       |
| FY 2020                              | 210,348                            | 3,155,220    | 52,587     | 2,080                      | 28                 | 25.28                 | -6.8%                      |
| FY 2021                              | 248,938                            | 3,734,070    | 62,235     | 2,080                      | 28                 | 29.92                 | 18.3%                      |
|                                      | FY 2022 Minutes to Process 1 Title | 14           |            |                            |                    |                       |                            |
| FY 2022                              | 253,726                            | 3,552,164    | 59,203     | 2,080                      | 29                 | 28.46                 | 1.9%                       |
| FY 2023                              | 254,168                            | 3,558,352    | 59,306     | 2,080                      | 31                 | 28.51                 | 0.2%                       |
| FY 2024                              | 247,781                            | 3,468,934    | 57,816     | 2,080                      | 31                 | 27.80                 | -2.5%                      |
|                                      | FY 2025 Minutes to Process 1 Title | 14           |            |                            |                    |                       |                            |
| FY 2025                              | 275,405                            | 3,855,670    | 64,261     | 2,080                      | 34                 | 30.89                 | 11.1%                      |
| FY 2026 as of 2nd Quarter            | 130,691                            |              |            |                            |                    |                       | Estimated % Change in Stat |
| FY 2026 Year-End Estimate            | 289,175.25                         | 4,048,454    | 67,474     | 2,080                      | 33                 | 32.44                 | 5.0%                       |
| Fiscal Year                          | Comment                            | # of Minutes | # of Hours | Hours per Person in a Year |                    | # of Positions Needed | Estimated % Change in Stat |
| FY 2027                              |                                    | 303,634      | 4,250,876  | 70,848                     | 2,080              | 34.06                 | 5.0%                       |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title         |
|----------------------|---------------------------------------------|------------|--------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 6          | Title Specialist- Frisco Counter, QC |

## Motor Vehicle Titles

| Fiscal Year                   | # of Titles | # of Employees             | # Per Employee                   | % Change per Employee | Comments / Findings   |                            |                     |
|-------------------------------|-------------|----------------------------|----------------------------------|-----------------------|-----------------------|----------------------------|---------------------|
| FY 2018                       | 214,103     | 28                         | 7,647                            |                       |                       |                            |                     |
| FY 2019                       | 225,798     | 28                         | 8,064                            | 5.5%                  |                       |                            |                     |
| FY 2020                       | 210,348     | 28                         | 7,512                            | -6.8%                 |                       |                            |                     |
| FY 2021                       | 248,938     | 28                         | 8,891                            | 18.3%                 |                       |                            |                     |
| FY 2022                       | 253,726     | 29                         | 8,749                            | -1.6%                 |                       |                            |                     |
| FY 2023                       | 254,168     | 31                         | 8,199                            | -6.3%                 |                       |                            |                     |
| FY 2024                       | 247,781     | 31                         | 7,993                            | -2.5%                 |                       |                            |                     |
| FY 2025                       | 275,405     | 34                         | 8,100                            | 1.3%                  |                       |                            |                     |
| FY 2026 as of 2nd Quarter     | 130,691     | 33                         |                                  |                       |                       |                            |                     |
| FY 2026 Year-End Estimate     | 261,382     | 33                         | 7,921                            | -2.2%                 |                       |                            |                     |
| Fiscal Year                   | # of Titles | # of Employees Requested   | Total # of Employees Requested   | # Per Employee        | % Change per Employee | Estimated % Change in Stat | Comments / Findings |
| FY 2027 Estimate THIS Request | 269,223     | 3                          | 36                               | 7,478                 | -5.6%                 | 3.0%                       |                     |
| Fiscal Year                   | # of Titles | # of Employees Recommended | Total # of Employees Recommended | # Per Employee        | % Change per Employee | Comments / Findings        |                     |
| FY 2027 Estimate Recommended  | 269,223     | 1                          | 34                               | 7,918                 | 0.0%                  |                            |                     |

## Tax Office Analysis (Frisco)

|             | Calendar Year                | Month                    | Total Transactions    | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time | Average Transaction Time | % Change Avg Transaction Time | Quarterly Avg Wait Time | % Change Qtr. Avg Wait Time |
|-------------|------------------------------|--------------------------|-----------------------|--------------------------|----------------------|------------------------|--------------------------|-------------------------------|-------------------------|-----------------------------|
|             | 2023                         | October                  | 3,382                 |                          | 0:06:09              |                        | 0:06:26                  |                               |                         |                             |
|             | 2023                         | November                 | 3,728                 | 10.2%                    | 0:08:01              | 30.1%                  | 0:05:43                  | -11.1%                        |                         |                             |
|             | 2023                         | December                 | 4,856                 | 30.3%                    | 0:12:38              | 57.6%                  | 0:05:08                  | -10.5%                        | 0:08:56                 |                             |
|             | 2024                         | January                  | 4,971                 | 2.4%                     | 0:07:35              | -39.9%                 | 0:05:26                  | 6.1%                          |                         |                             |
|             | 2024                         | February                 | 3,889                 | -21.8%                   | 0:06:02              | -20.4%                 | 0:05:50                  | 7.1%                          |                         |                             |
|             | 2024                         | March                    | 3,910                 | 0.5%                     | 0:06:54              | 14.2%                  | 0:04:55                  | -15.5%                        | 0:06:50                 | -23.4%                      |
|             | 2024                         | April                    | 4,356                 | 11.4%                    | 0:08:27              | 22.5%                  | 0:05:17                  | 7.4%                          |                         |                             |
|             | 2024                         | May                      | 4,005                 | -8.1%                    | 0:10:40              | 26.3%                  | 0:05:31                  | 4.4%                          |                         |                             |
|             | 2024                         | June                     | 3,754                 | -6.3%                    | 0:12:15              | 14.8%                  | 0:05:33                  | 0.4%                          | 0:10:27                 | 52.8%                       |
|             | 2024                         | July                     | 5,427                 | 44.6%                    | 0:08:19              | -32.1%                 | 0:05:55                  | 6.8%                          |                         |                             |
|             | 2024                         | August                   | 5,841                 | 7.6%                     | 0:08:59              | 8.0%                   | 0:06:29                  | 9.4%                          |                         |                             |
|             | 2024                         | September                | 5,047                 | -13.6%                   | 0:13:42              | 52.6%                  | 0:06:01                  | -7.1%                         | 0:10:20                 | -1.1%                       |
|             | 2024                         | October                  | 5,150                 | 2.0%                     | 0:06:09              | -55.1%                 | 0:06:49                  | 13.3%                         |                         |                             |
|             | 2024                         | November                 | 4,291                 | -16.7%                   | 0:06:11              | 0.4%                   | 0:06:12                  | -9.1%                         |                         |                             |
|             | 2024                         | December                 | 6,014                 | 40.2%                    | 0:10:45              | 74.1%                  | 0:04:58                  | -19.7%                        | 0:07:42                 | -25.5%                      |
|             | 2025                         | January                  | 8,299                 | 38.0%                    | 0:17:44              | 64.8%                  | 0:04:33                  | -8.4%                         |                         |                             |
|             | 2025                         | February                 | 4,959                 | -40.2%                   | 0:09:55              | -44.0%                 | 0:05:38                  | 23.6%                         |                         |                             |
|             | 2025                         | March                    | 5,876                 | 18.5%                    | 0:09:14              | -6.9%                  | 0:05:14                  | -7.0%                         | 0:12:18                 | 59.8%                       |
|             | 2025                         | April                    | 5,424                 | -7.7%                    | 0:06:14              | -32.6%                 | 0:06:16                  | 19.7%                         |                         |                             |
|             | 2025                         | May                      | 5,705                 | 5.2%                     | 0:07:51              | 26.1%                  | 0:05:55                  | -5.5%                         |                         |                             |
|             | 2025                         | June                     | 5,757                 | 0.9%                     | 0:06:46              | -13.9%                 | 0:05:59                  | 0.9%                          | 0:06:57                 | -43.5%                      |
|             | 2025                         | July                     | 6,734                 | 17.0%                    | 0:07:55              | 17.0%                  | 0:05:54                  | -1.2%                         |                         |                             |
|             | 2025                         | August                   | 6,213                 | -7.7%                    | 0:08:53              | 12.3%                  | 0:06:32                  | 10.7%                         |                         |                             |
|             | 2025                         | September                | 4,764                 | -23.3%                   | 0:14:40              | 65.1%                  | 0:06:25                  | -1.9%                         | 0:10:29                 | 51.0%                       |
| Fiscal Year | Monthly Average Transactions | % Change in Transactions | FY Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time | Average Transaction Time | % Change Avg Transaction Time |                         |                             |
| FY 2024     | 4,431                        |                          | 53,166                |                          | 0:09:08              |                        | 0:05:41                  |                               |                         |                             |
| FY 2025     | 5,766                        | 30.1%                    | 69,186                | 30.1%                    | 0:09:21              | 2.4%                   | 0:05:52                  | 3.2%                          |                         |                             |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title         |
|----------------------|---------------------------------------------|------------|--------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 6          | Title Specialist- Frisco Counter, QC |

## Tax Office Nemo-Q Analysis (Frisco) by Queue AVERAGE WAIT TIMES

| Queue                             | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | Comments |
|-----------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|----------|
| Handicapped Parking               | 7.47                       | 12.90                           | 5.33                          | 9.78                             | 17.78                        | 15.55                        | 2.01                              |          |
| Handicapped Parking - APPT        | --                         | --                              | --                            | --                               | --                           | --                           | --                                |          |
| Handicapped Parking SP            | --                         | --                              | 14.68                         | --                               | --                           | --                           | --                                |          |
| New Resident                      | 6.40                       | 10.23                           | 2.87                          | 13.05                            | 14.53                        | 16.79                        | 5.31                              |          |
| New Resident - APPT               | 4.91                       | 6.31                            | 6.48                          | 6.82                             | 7.96                         | 8.17                         | 6.86                              |          |
| Renew Texas Registration          | 7.91                       | 13.33                           | 5.33                          | 8.95                             | 19.37                        | 25.13                        | 23.50                             |          |
| Renew Texas Registration - APPT   | 2.55                       | 2.47                            | 1.34                          | 1.39                             | 2.50                         | 1.98                         | 2.82                              |          |
| Renew Texas Registration SP       | --                         | --                              | 15.47                         | --                               | --                           | 20.83                        | --                                |          |
| Special Plates                    | 8.47                       | 13.12                           | 5.46                          | 8.46                             | 17.80                        | 25.10                        | 22.40                             |          |
| Special Plates SP                 | --                         | --                              | 14.64                         | --                               | --                           | --                           | --                                |          |
| Temporary Permit                  | 7.61                       | 11.71                           | 5.85                          | 10.00                            | 19.09                        | 25.23                        | 22.99                             |          |
| Temporary Permit SP               | --                         | --                              | 16.04                         | --                               | --                           | --                           | 0.85                              |          |
| Title Transfer - APPT             | 5.04                       | 6.52                            | 6.24                          | 6.61                             | 7.12                         | 8.39                         | 7.11                              |          |
| Title Transfer OR New to Texas    | 8.81                       | 14.50                           | 11.35                         | 15.02                            | 19.73                        | 29.36                        | 19.82                             |          |
| Title Transfer OR New to Texas SP | --                         | --                              | 21.58                         | --                               | --                           | --                           | --                                |          |
| QUARTERLY AVERAGE                 | 8.00                       | 13.21                           | 6.99                          | 10.57                            | 18.55                        | 24.42                        | 20.00                             |          |

## Tax Office Nemo-Q Analysis (Frisco) by Queue COUNTS

| Queue                                 | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | FY 2025 Q1-Q3 | FY 2026 Q1-Q3 | % Change     |
|---------------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|---------------|---------------|--------------|
| Handicapped Parking                   | 642                        | 700                             | 827                           | 802                              | 862                          | 792                          | 778                               | 2,169         | 2,432         |              |
| Handicapped Parking - APPT            | --                         | --                              | --                            | --                               | --                           | --                           | --                                | --            | --            |              |
| Handicapped Parking SP                | --                         | --                              | 1                             | --                               | --                           | --                           | --                                | 1             | 0             |              |
| <b>TOTAL Handicapped</b>              | <b>642</b>                 | <b>700</b>                      | <b>828</b>                    | <b>802</b>                       | <b>862</b>                   | <b>792</b>                   | <b>778</b>                        | <b>2,170</b>  | <b>2,432</b>  | <b>12.1%</b> |
| New Resident                          | 20                         | 13                              | 4                             | 12                               | 12                           | 9                            | 14                                | 37            | 35            |              |
| New Resident - APPT                   | 178                        | 167                             | 252                           | 233                              | 223                          | 249                          | 218                               | 597           | 690           |              |
| <b>TOTAL New Resident</b>             | <b>198</b>                 | <b>180</b>                      | <b>256</b>                    | <b>245</b>                       | <b>235</b>                   | <b>258</b>                   | <b>232</b>                        | <b>634</b>    | <b>725</b>    | <b>14.4%</b> |
| Renew Texas Registration              | 7,420                      | 9,261                           | 9,283                         | 9,524                            | 8,882                        | 9,350                        | 7,741                             | 25,964        | 25,973        |              |
| Renew Texas Registration - APPT       | 183                        | 263                             | 302                           | 332                              | 398                          | 565                          | 525                               | 748           | 1,488         |              |
| Renew Texas Registration SP           | --                         | --                              | 27                            | --                               | --                           | 1                            | --                                | 27            | 1             |              |
| <b>TOTAL Renew Texas Registration</b> | <b>7,603</b>               | <b>9,524</b>                    | <b>9,612</b>                  | <b>9,856</b>                     | <b>9,280</b>                 | <b>9,916</b>                 | <b>8,266</b>                      | <b>26,739</b> | <b>27,462</b> | <b>2.7%</b>  |
| Special Plates                        | 403                        | 488                             | 510                           | 529                              | 434                          | 437                          | 435                               | 1,401         | 1,306         |              |
| Special Plates SP                     | --                         | --                              | 4                             | --                               | --                           | --                           | --                                | 4             | 0             |              |
| <b>TOTAL Special Plates</b>           | <b>403</b>                 | <b>488</b>                      | <b>514</b>                    | <b>529</b>                       | <b>434</b>                   | <b>437</b>                   | <b>435</b>                        | <b>1,405</b>  | <b>1,306</b>  | <b>-7.0%</b> |
| Temporary Permit                      | 312                        | 353                             | 404                           | 657                              | 671                          | 656                          | 510                               | 1,069         | 1,837         |              |
| Temporary Permit SP                   | --                         | --                              | 11                            | --                               | --                           | --                           | 1                                 | 11            | 1             |              |
| <b>TOTAL Temporary Permit</b>         | <b>312</b>                 | <b>353</b>                      | <b>415</b>                    | <b>657</b>                       | <b>671</b>                   | <b>656</b>                   | <b>511</b>                        | <b>1,080</b>  | <b>1,838</b>  | <b>70.2%</b> |
| Title Transfer - APPT                 | 202                        | 226                             | 267                           | 224                              | 233                          | 236                          | 220                               | 695           | 689           |              |
| Title Transfer OR New to Texas        | 3,848                      | 4,077                           | 4,404                         | 5,040                            | 4,114                        | 4,076                        | 3,628                             | 12,329        | 11,818        |              |
| Title Transfer OR New to Texas SP     | --                         | --                              | 39                            | --                               | --                           | --                           | --                                | 39            | 0             |              |
| <b>TOTAL Title Transfer</b>           | <b>4,050</b>               | <b>4,303</b>                    | <b>4,710</b>                  | <b>5,264</b>                     | <b>4,347</b>                 | <b>4,312</b>                 | <b>3,848</b>                      | <b>13,063</b> | <b>12,507</b> | <b>-4.3%</b> |
| <b>QUARTERLY TOTALS</b>               | <b>13,208</b>              | <b>15,548</b>                   | <b>16,335</b>                 | <b>17,353</b>                    | <b>15,829</b>                | <b>16,371</b>                | <b>14,070</b>                     | <b>45,091</b> | <b>46,270</b> | <b>2.6%</b>  |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title      |
|----------------------|---------------------------------------------|------------|-----------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 7          | Registration Clerk II- MV Counter |

| Budget Category, FINAL Recommendation and Comments |                                  |                                                            |
|----------------------------------------------------|----------------------------------|------------------------------------------------------------|
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding | Comments (if any)                                          |
| F-Supported                                        | Supported                        | Stats support the need for additional registration clerks. |

**WHY is this position needed?**

The Motor Vehicle Department is experiencing sustained and measurable growth in workload that exceeds current staffing capacity. Total in-person transactions increased from 312,323 in FY24 to 365,243 in FY25, a 16.94% increase in volume. During that same period, average customer wait times increased from 12:09 to 19:45, a 62.50% increase. Importantly, this increase in wait times is not the result of reduced performance. Staff productivity per employee increased by 17.90%, and average transaction time decreased by 3.35%, demonstrating improved operational efficiency and strong staff performance. The data clearly indicates a capacity issue rather than a performance issue. Based on workload analysis, approximately nine (9) additional staff members are required to maintain 2024 service level standards under 2025 transaction volume. Without additional staffing, continued growth will further extend wait times, increase operational strain and elevate risk in areas such as processing accuracy, employee retention and public satisfaction. This request is a response to documented workload growth and service-level impact. As with the request for more staff in Operations, this request also stems from the result of the unexpected Revisions to Subchapter B. Motor Vehicle Registration 43 TAC §§217.22, 217.26, 217.28 and 217.29. This revision requires a higher level clerk, which is why we've asked for a Reg. II vs. a Reg. Clerk. Additionally, at the beginning of FY26, the State implemented changes to the online motor vehicle registration renewal system requiring customers to create an account that includes entry of personal identifiers such as a SSN and DL number. As a result, many customers are opting not to renew online and are instead seeking in-person service at our offices. This shift has increased both call volume and counter traffic.

**HOW will this position benefit your office and/or the County?**

Adding these positions will restore service levels, reduce public wait times, and improve operational sustainability. This will reduce average customer wait times, maintain compliance with statutory motor vehicle processing requirements, decrease error rates associated with high-volume processing, support continued population and transaction growth within the county, improve employee retention and reduce burnout.

|                                                |     |                             |     |                           |              |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|
| Is there statutory authority for this request? | yes | Will this generate revenue? | yes | If Yes, potential amount? | \$ 49,315.52 |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|--------------|

**Job Duties of NEW Position**

This position confers with the public and furnishes information on simple to complex vehicle registration requirements. Issues vehicle license plates and stickers and collects fees. Issues replacement plates, 72-hour permits, one-way trip permits, disabled placards, personalized license plates and beginner level vehicle title work. Maintains a mostly accurate record of fees collected and prepares moneys for deposit daily after balancing cash drawer (regular or often balancing errors at this level are not acceptable). Assists in the training of Vehicle Registration Clerks as requested by the trainer or Motor Vehicle Supervisor. Performs other duties as required. Work is performed under the general supervision of the Lead Clerk.

| NEW POSITION(S) REQUEST                    |                    |                 |                                            |                               |                                      |                     |                                                                        |                                |                                            |                          |                     |
|--------------------------------------------|--------------------|-----------------|--------------------------------------------|-------------------------------|--------------------------------------|---------------------|------------------------------------------------------------------------|--------------------------------|--------------------------------------------|--------------------------|---------------------|
| Requested Position Title                   | Requested Quantity | Requested Grade | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | Requested Salary Per Position | Total Estimated Amount with Benefits | CORRECTED Salary    | CORRECTED Position Title/Grade<br>(match to job duties detailed above) | CORRECTED Salary with Benefits | FY 2027 Supported Quantity                 | FY 2027 Supported Amount |                     |
| Vehicle Registration Clerk II              | 4                  | 531             | Full-Time                                  | \$41,207.00                   | \$286,476.00                         | \$41,207.00         | Vehicle Registration Clerk II/531                                      | \$286,476.00                   | 4                                          | \$286,476.00             |                     |
| <b>Requested NEW Position(s) Subtotal:</b> |                    |                 |                                            |                               |                                      | <b>\$286,476.00</b> | <b>CORRECTED New Position(s) Subtotal:</b>                             |                                | <b>\$286,476.00</b>                        |                          |                     |
|                                            |                    |                 |                                            |                               |                                      |                     |                                                                        |                                | <b>SUPPORTED New Position(s) Subtotal:</b> |                          | <b>\$286,476.00</b> |

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                            |                     |                           |                                  |                                          |                    |                                                                      |                            |                     |
|-------------------------------------------------------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|----------------------------------|------------------------------------------|--------------------|----------------------------------------------------------------------|----------------------------|---------------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing | Updated Item Description (if applicable) | Supported Quantity | FY 2027 Supported Amount                                             | FY 2026 Recommended Amount |                     |
| Computer - Desktop                                                                  | New           | 4                  | Registration Clerk II      | \$1,592.00          | \$6,368.00                | \$2,630.00                       | 0001-31001-0001-48-30-0000-615202        | 4                  | \$10,520.00                                                          | \$0.00                     |                     |
| Software - EA                                                                       | New           | 4                  | Registration Clerk II      | \$624.00            | \$2,496.00                | \$624.00                         | 0001-31001-0001-48-30-0000-615501        | 4                  | \$2,496.00                                                           | \$0.00                     |                     |
| SpindleMedia license                                                                | New           | 4                  |                            |                     | \$0.00                    | \$0.00                           |                                          | 4                  | \$0.00                                                               | \$0.00                     |                     |
| RT Lawrence license                                                                 | New           | 4                  |                            |                     | \$0.00                    | \$3,190.00                       |                                          | 4                  | \$12,760.00                                                          | \$0.00                     |                     |
| <b>Estimated Requested Equipment Subtotal:</b>                                      |               |                    |                            |                     |                           | <b>\$8,864.00</b>                | <b>Supported Equipment Subtotal:</b>     |                    | <b>\$25,776.00</b>                                                   | <b>\$0.00</b>              |                     |
| <b>Total Estimated Department Request:</b>                                          |               |                    |                            |                     |                           | <b>\$295,340.00</b>              | <b>Updated Total Department Request:</b> |                    | <b>\$312,252.00</b>                                                  |                            |                     |
|                                                                                     |               |                    |                            |                     |                           |                                  |                                          |                    | <b>SUPPORTED Total Department Request Utilizing FY 2027 Funds:</b>   |                            | <b>\$312,252.00</b> |
|                                                                                     |               |                    |                            |                     |                           |                                  |                                          |                    | <b>RECOMMENDED Total Department Request Utilizing FY 2026 Funds:</b> |                            | <b>\$0.00</b>       |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title      |
|----------------------|---------------------------------------------|------------|-----------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 7          | Registration Clerk II- MV Counter |

| ANALYSIS |
|----------|
|----------|

| Q & A Discussions with Department                                                                                                               |           |         |                                                                                                                                                                           |                  |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Sent To:                                                                                                                                        | Date Sent | Comment | Date Received                                                                                                                                                             | Responder's Name | Comment |
| Scott and Andrea                                                                                                                                | 4/17/2026 |         | 4/7/2026                                                                                                                                                                  | Andrea           |         |
| Questions TO Department                                                                                                                         |           |         | Response From Department                                                                                                                                                  |                  |         |
| What location would these employees be at and do you have space for them?                                                                       |           |         | We have space for these positions in Plano and in our Plano and McKinney Dealer Rooms. 2 would go in Plano, 1 in the Plano Dealer Room and 1 in the McKinney Dealer Room. |                  |         |
| Do the employees need training, office supplies, or a desk phone? Please list all items that the position would need if it were to get adopted. |           |         | No training needed, but we would need computers and software (\$2,216 x 4).                                                                                               |                  |         |
| Sent To:                                                                                                                                        | Date Sent | Comment | Date Received                                                                                                                                                             | Responder's Name | Comment |
| Scott and Andrea                                                                                                                                | 4/17/2026 |         | 4/17/2026                                                                                                                                                                 | Andrea           |         |
| Questions TO Department                                                                                                                         |           |         | Response From Department                                                                                                                                                  |                  |         |
| For any of the new positions requested on your packet, will any of them need SpindleMedia or RT Lawrence licenses?                              |           |         | Yes, they will need access to these systems.                                                                                                                              |                  |         |

| Q & A Discussions with Human Resources                                                                                                                                          |           |                                                    |                                                    |                  |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------|----------------------------------------------------|------------------|---------|
| Sent To:                                                                                                                                                                        | Date Sent | Comment                                            | Date Received                                      | Responder's Name | Comment |
| Michelle T.                                                                                                                                                                     | 6/5/2026  | **HR resent packet confirming it is a clerk II**** |                                                    |                  |         |
| Questions to Human Resources                                                                                                                                                    |           |                                                    | Response From Human Resources                      |                  |         |
| I wanted to confirm Tax Assessor's Priority #7 for a Registration Clerk II. You put Vehicle Registration Clerk at grade 531 but should this be a Vehicle Registration Clerk II? |           |                                                    | **HR resent packet confirming it is a clerk II**** |                  |         |

| Q & A Discussions with IT                       |           |         |                                                                                                                                             |                  |         |
|-------------------------------------------------|-----------|---------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Sent To:                                        | Date Sent | Comment | Date Received                                                                                                                               | Responder's Name | Comment |
|                                                 | 3/30/2026 |         | 4/16/2026                                                                                                                                   |                  |         |
| Questions to IT                                 |           |         | Response From IT                                                                                                                            |                  |         |
| Any IT related items missing from this request? |           |         | DM: Looks like they have what they need. Department would need to decide if this positions would need SpindleMedia or RT Lawrence licenses. |                  |         |

| Statistical Analysis |  |  |  |  |  |  |  |
|----------------------|--|--|--|--|--|--|--|
|----------------------|--|--|--|--|--|--|--|

| STATISTICS RELATED TO NEW POSITION REQUEST |  |  |  |  |  |  |  |
|--------------------------------------------|--|--|--|--|--|--|--|
| Motor Vehicle Registrations                |  |  |  |  |  |  |  |

| Fiscal Year               | # of Registrations           | # of Minutes | # of Hours | Hours per Person in a Year | Budgeted Positions | # of Positions Needed | % Change in Titles         |
|---------------------------|------------------------------|--------------|------------|----------------------------|--------------------|-----------------------|----------------------------|
|                           |                              | 4            |            |                            |                    |                       |                            |
| FY 2018                   | 903,109                      | 3,612,436    | 60,207     | 2,080                      | 31.5               | 28.95                 |                            |
| FY 2019                   | 930,525                      | 3,722,100    | 62,035     | 2,080                      | 31.5               | 29.82                 | 3.0%                       |
| FY 2020                   | 907,290                      | 3,629,160    | 60,486     | 2,080                      | 31.5               | 29.08                 | -2.5%                      |
| FY 2021                   | 1,002,284                    | 4,009,136    | 66,819     | 2,080                      | 29.5               | 32.12                 | 10.5%                      |
| FY 2022                   | 1,050,451                    | 4,201,804    | 70,030     | 2,080                      | 29.5               | 33.67                 | 4.8%                       |
| FY 2023                   | 1,075,462                    | 4,301,848    | 71,697     | 2,080                      | 29.5               | 34.47                 | 2.4%                       |
| FY 2024                   | 1,044,768                    | 4,179,072    | 69,651     | 2,080                      | 29.5               | 33.49                 | -2.9%                      |
|                           | FY 2025 Minutes to Process 1 | 5            |            |                            |                    |                       |                            |
| FY 2025                   | 1,094,227                    | 5,471,135    | 91,186     | 2,080                      | 29.5               | 43.84                 | 4.7%                       |
| FY 2026 as of 2nd Quarter | 527,397                      |              |            |                            |                    |                       | Estimated % Change in Stat |
| FY 2026 Year-End Estimate | 1,127,054                    | 5,635,269    | 93,921     | 2,080                      | 29.5               | 45.15                 | 3.0%                       |
| Fiscal Year               | Comment                      | # of Minutes | # of Hours | Hours per Person in a Year |                    | # of Positions Needed | Estimated % Change in Stat |
| FY 2027                   |                              | 1,160,865    | 5,804,327  | 96,739                     | 2,080              | 46.51                 | 3.0%                       |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program #                              | Department Name / Program                   |                            |                       | Priority #               | Department Improvement Title      |                                                                                                 |                          |                               |             |                             |
|---------------------------------------------------|---------------------------------------------|----------------------------|-----------------------|--------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------|--------------------------|-------------------------------|-------------|-----------------------------|
| 31001-0001                                        | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |                            |                       | 7                        | Registration Clerk II- MV Counter |                                                                                                 |                          |                               |             |                             |
| # of Motor Vehicle Registrations                  |                                             |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| Fiscal Year                                       | # of Motor Vehicle Registrations            | % Change                   |                       |                          |                                   | Comments / Findings                                                                             |                          |                               |             |                             |
| FY 2018                                           | 903,109                                     |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2019                                           | 930,525                                     | 3.0%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2020                                           | 907,290                                     | -2.5%                      |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2021                                           | 1,002,284                                   | 10.5%                      |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2022                                           | 1,050,451                                   | 4.8%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2023                                           | 1,075,462                                   | 2.4%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2024                                           | 1,044,768                                   | -2.9%                      |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2025                                           | 1,094,227                                   | 4.7%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2026 as of 2nd Quarter                         | 527,397                                     |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| FY 2026 Year-End Estimate                         | 1,117,397                                   | 2.1%                       |                       |                          |                                   | The last two quarters of each fiscal year process more registrations than the first 2 quarters. |                          |                               |             |                             |
| Fiscal Year                                       | # of Motor Vehicle Registrations            | Estimated % Change in Stat |                       |                          |                                   | Comments / Findings                                                                             |                          |                               |             |                             |
| FY 2027 Estimate THIS Request                     | 1,150,919                                   | 3.0%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
|                                                   |                                             |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| Fiscal Year                                       | # of Motor Vehicle Registrations            | % Change                   |                       |                          |                                   | Comments / Findings                                                                             |                          |                               |             |                             |
| FY 2027 Estimate Recommended                      | 1,150,919                                   | 3.0%                       |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
|                                                   |                                             |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
| Tax Office Analysis - McKinney (All Transactions) |                                             |                            |                       |                          |                                   |                                                                                                 |                          |                               |             |                             |
|                                                   | Calendar Year                               | Month                      | Total Transactions    | % Change in Transactions | Average Waiting Time              | % Change Avg Wait Time                                                                          | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
|                                                   | 2023                                        | October                    | 8,482                 |                          | 0:08:35                           |                                                                                                 | 0:07:27                  |                               | 29          | 292.48                      |
|                                                   | 2023                                        | November                   | 6,849                 | -19.3%                   | 0:09:10                           | 6.8%                                                                                            | 0:07:58                  | 6.9%                          | 29          | 236.17                      |
|                                                   | 2023                                        | December                   | 6,662                 | -2.7%                    | 0:10:54                           | 18.9%                                                                                           | 0:07:53                  | -1.0%                         | 28          | 237.93                      |
|                                                   | 2024                                        | January                    | 7,402                 | 11.1%                    | 0:08:34                           | -21.4%                                                                                          | 0:07:59                  | 1.2%                          | 27          | 274.15                      |
|                                                   | 2024                                        | February                   | 8,663                 | 17.0%                    | 0:07:42                           | -10.3%                                                                                          | 0:07:14                  | -9.4%                         | 28          | 309.39                      |
|                                                   | 2024                                        | March                      | 8,473                 | -2.2%                    | 0:12:57                           | 68.3%                                                                                           | 0:07:24                  | 2.3%                          | 27          | 313.81                      |
|                                                   | 2024                                        | April                      | 9,486                 | 12.0%                    | 0:17:12                           | 32.8%                                                                                           | 0:07:29                  | 1.2%                          | 27          | 351.33                      |
|                                                   | 2024                                        | May                        | 10,092                | 6.4%                     | 0:14:01                           | -18.5%                                                                                          | 0:06:57                  | -7.1%                         | 29          | 348.00                      |
|                                                   | 2024                                        | June                       | 9,629                 | -4.6%                    | 0:13:51                           | -1.2%                                                                                           | 0:06:23                  | -8.2%                         | 28          | 343.89                      |
|                                                   | 2024                                        | July                       | 11,395                | 18.3%                    | 0:16:08                           | 16.5%                                                                                           | 0:06:16                  | -1.7%                         | 26          | 438.27                      |
|                                                   | 2024                                        | August                     | 12,057                | 5.8%                     | 0:17:07                           | 6.2%                                                                                            | 0:06:12                  | -1.1%                         | 25          | 482.28                      |
|                                                   | 2024                                        | September                  | 10,002                | -17.0%                   | 0:14:59                           | -12.4%                                                                                          | 0:06:21                  | 2.4%                          | 29          | 344.90                      |
|                                                   | 2024                                        | October                    | 11,036                | 10.3%                    | 0:10:41                           | -28.8%                                                                                          | 0:06:57                  | 9.4%                          | 29          | 380.55                      |
|                                                   | 2024                                        | November                   | 8,743                 | -20.8%                   | 0:12:39                           | 18.4%                                                                                           | 0:07:08                  | 2.5%                          | 27          | 323.81                      |
|                                                   | 2024                                        | December                   | 9,295                 | 6.3%                     | 0:14:47                           | 16.8%                                                                                           | 0:06:43                  | -5.6%                         | 28          | 331.96                      |
|                                                   | 2025                                        | January                    | 11,447                | 23.2%                    | 0:24:36                           | 66.5%                                                                                           | 0:06:18                  | -6.2%                         | 27          | 423.96                      |
|                                                   | 2025                                        | February                   | 10,273                | -10.3%                   | 0:21:20                           | -13.2%                                                                                          | 0:06:13                  | -1.5%                         | 26          | 395.12                      |
|                                                   | 2025                                        | March                      | 11,610                | 13.0%                    | 0:28:06                           | 31.6%                                                                                           | 0:05:56                  | -4.5%                         | 29          | 400.34                      |
|                                                   | 2025                                        | April                      | 11,652                | 0.4%                     | 0:23:51                           | -15.1%                                                                                          | 0:06:57                  | 17.2%                         | 29          | 401.79                      |
|                                                   | 2025                                        | May                        | 12,496                | 7.2%                     | 0:25:02                           | 4.9%                                                                                            | 0:06:50                  | -1.8%                         | 30          | 416.53                      |
|                                                   | 2025                                        | June                       | 13,258                | 6.1%                     | 0:27:45                           | 10.8%                                                                                           | 0:06:49                  | -0.1%                         | 28          | 473.50                      |
|                                                   | 2025                                        | July                       | 13,928                | 5.1%                     | 0:27:34                           | -0.6%                                                                                           | 0:07:04                  | 3.5%                          | 27          | 515.85                      |
|                                                   | 2025                                        | August                     | 13,091                | -6.0%                    | 0:23:45                           | -13.9%                                                                                          | 0:07:33                  | 6.9%                          | 29          | 451.41                      |
|                                                   | 2025                                        | September                  | 12,841                | -1.9%                    | 0:19:40                           | -17.1%                                                                                          | 0:07:27                  | -1.3%                         | 30          | 428.03                      |
| Fiscal Year                                       | Monthly Average Transactions                | % Change in Transactions   | FY Total Transactions | % Change in Transactions | Average Waiting Time              | % Change Avg Wait Time                                                                          | Average Transaction Time | % Change Avg Transaction Time | Staff Level | # Transactions per Employee |
| FY 2024                                           | 9,099                                       |                            | 109,192               |                          | 0:12:36                           |                                                                                                 | 0:07:08                  |                               | 29          | 331.05                      |
| FY 2025                                           | 11,639                                      | 27.9%                      | 139,670               | 27.9%                    | 0:21:39                           | 71.8%                                                                                           | 0:06:49                  | -4.3%                         | 29          | 411.91                      |

# FY 2027 Department Funding Request for a NEW Position

| Department/Program #         | Department Name / Program                   |                          |                       |                          | Priority #           | Department Improvement Title      |                          |                               |                         |                             |
|------------------------------|---------------------------------------------|--------------------------|-----------------------|--------------------------|----------------------|-----------------------------------|--------------------------|-------------------------------|-------------------------|-----------------------------|
| 31001-0001                   | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN |                          |                       |                          | 7                    | Registration Clerk II- MV Counter |                          |                               |                         |                             |
| Tax Office Analysis (Frisco) |                                             |                          |                       |                          |                      |                                   |                          |                               |                         |                             |
|                              | Calendar Year                               | Month                    | Total Transactions    | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time            | Average Transaction Time | % Change Avg Transaction Time | Quarterly Avg Wait Time | % Change Qtr. Avg Wait Time |
|                              | 2023                                        | October                  | 3,382                 |                          | 0:06:09              |                                   | 0:06:26                  |                               |                         |                             |
|                              | 2023                                        | November                 | 3,728                 | 10.2%                    | 0:08:01              | 30.1%                             | 0:05:43                  | -11.1%                        |                         |                             |
|                              | 2023                                        | December                 | 4,856                 | 30.3%                    | 0:12:38              | 57.6%                             | 0:05:08                  | -10.5%                        | 0:08:56                 |                             |
|                              | 2024                                        | January                  | 4,971                 | 2.4%                     | 0:07:35              | -39.9%                            | 0:05:26                  | 6.1%                          |                         |                             |
|                              | 2024                                        | February                 | 3,889                 | -21.8%                   | 0:06:02              | -20.4%                            | 0:05:50                  | 7.1%                          |                         |                             |
|                              | 2024                                        | March                    | 3,910                 | 0.5%                     | 0:06:54              | 14.2%                             | 0:04:55                  | -15.5%                        | 0:06:50                 | -23.4%                      |
|                              | 2024                                        | April                    | 4,356                 | 11.4%                    | 0:08:27              | 22.5%                             | 0:05:17                  | 7.4%                          |                         |                             |
|                              | 2024                                        | May                      | 4,005                 | -8.1%                    | 0:10:40              | 26.3%                             | 0:05:31                  | 4.4%                          |                         |                             |
|                              | 2024                                        | June                     | 3,754                 | -6.3%                    | 0:12:15              | 14.8%                             | 0:05:33                  | 0.4%                          | 0:10:27                 | 52.8%                       |
|                              | 2024                                        | July                     | 5,427                 | 44.6%                    | 0:08:19              | -32.1%                            | 0:05:55                  | 6.8%                          |                         |                             |
|                              | 2024                                        | August                   | 5,841                 | 7.6%                     | 0:08:59              | 8.0%                              | 0:06:29                  | 9.4%                          |                         |                             |
|                              | 2024                                        | September                | 5,047                 | -13.6%                   | 0:13:42              | 52.6%                             | 0:06:01                  | -7.1%                         | 0:10:20                 | -1.1%                       |
|                              | 2024                                        | October                  | 5,150                 | 2.0%                     | 0:06:09              | -55.1%                            | 0:06:49                  | 13.3%                         |                         |                             |
|                              | 2024                                        | November                 | 4,291                 | -16.7%                   | 0:06:11              | 0.4%                              | 0:06:12                  | -9.1%                         |                         |                             |
|                              | 2024                                        | December                 | 6,014                 | 40.2%                    | 0:10:45              | 74.1%                             | 0:04:58                  | -19.7%                        | 0:07:42                 | -25.5%                      |
|                              | 2025                                        | January                  | 8,299                 | 38.0%                    | 0:17:44              | 64.8%                             | 0:04:33                  | -8.4%                         |                         |                             |
|                              | 2025                                        | February                 | 4,959                 | -40.2%                   | 0:09:55              | -44.0%                            | 0:05:38                  | 23.6%                         |                         |                             |
|                              | 2025                                        | March                    | 5,876                 | 18.5%                    | 0:09:14              | -6.9%                             | 0:05:14                  | -7.0%                         | 0:12:18                 | 59.8%                       |
|                              | 2025                                        | April                    | 5,424                 | -7.7%                    | 0:06:14              | -32.6%                            | 0:06:16                  | 19.7%                         |                         |                             |
|                              | 2025                                        | May                      | 5,705                 | 5.2%                     | 0:07:51              | 26.1%                             | 0:05:55                  | -5.5%                         |                         |                             |
|                              | 2025                                        | June                     | 5,757                 | 0.9%                     | 0:06:46              | -13.9%                            | 0:05:59                  | 0.9%                          | 0:06:57                 | -43.5%                      |
|                              | 2025                                        | July                     | 6,734                 | 17.0%                    | 0:07:55              | 17.0%                             | 0:05:54                  | -1.2%                         |                         |                             |
|                              | 2025                                        | August                   | 6,213                 | -7.7%                    | 0:08:53              | 12.3%                             | 0:06:32                  | 10.7%                         |                         |                             |
|                              | 2025                                        | September                | 4,764                 | -23.3%                   | 0:14:40              | 65.1%                             | 0:06:25                  | -1.9%                         | 0:10:29                 | 51.0%                       |
| Fiscal Year                  | Monthly Average Transactions                | % Change in Transactions | FY Total Transactions | % Change in Transactions | Average Waiting Time | % Change Avg Wait Time            | Average Transaction Time | % Change Avg Transaction Time |                         |                             |
| FY 2024                      | 4,431                                       |                          | 53,166                |                          | 0:09:08              |                                   | 0:05:41                  |                               |                         |                             |
| FY 2025                      | 5,766                                       | 30.1%                    | 69,186                | 30.1%                    | 0:09:21              | 2.4%                              | 0:05:52                  | 3.2%                          |                         |                             |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title      |
|----------------------|---------------------------------------------|------------|-----------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 7          | Registration Clerk II- MV Counter |

### Tax Office Nemo-Q Analysis (McKinney) by Queue AVERAGE WAIT TIMES

| Queue                             | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | Comments |
|-----------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|----------|
| Handicapped Parking               | 1.86                       | 2.40                            | 2.00                          | 1.86                             | 1.88                         | 1.79                         | 4.50                              |          |
| Handicapped Parking - APPT        | 1.16                       | 1.65                            | 1.21                          | 1.64                             | 0.95                         | 0.99                         | 2.05                              |          |
| Handicapped Parking SP            | n/a                        | n/a                             | 1.76                          | n/a                              | n/a                          | n/a                          | n/a                               |          |
| New Resident                      | n/a                        | n/a                             | n/a                           | n/a                              | n/a                          | n/a                          | n/a                               |          |
| New Resident - APPT               | 3.31                       | 4.39                            | 3.10                          | 2.64                             | 2.47                         | 3.57                         | 3.65                              |          |
| Renew Texas Registration          | 13.03                      | 27.85                           | 25.37                         | 22.65                            | 23.58                        | 31.20                        | 46.18                             |          |
| Renew Texas Registration - APPT   | 1.11                       | 1.65                            | 1.10                          | 1.12                             | 0.98                         | 1.07                         | 1.80                              |          |
| Renew Texas Registration SP       | n/a                        | n/a                             | 20.16                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Special Plates                    | 13.24                      | 27.76                           | 25.68                         | 22.60                            | 23.65                        | 31.56                        | 47.50                             |          |
| Special Plates SP                 | n/a                        | n/a                             | 14.25                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Temporary Permit                  | 12.74                      | 26.87                           | 25.11                         | 23.71                            | 23.12                        | 31.27                        | 46.29                             |          |
| Temporary Permit SP               | n/a                        | n/a                             | 29.35                         | n/a                              | n/a                          | n/a                          | n/a                               |          |
| Title Transfer - APPT             | 3.65                       | 4.54                            | 3.89                          | 4.57                             | 2.85                         | 3.97                         | 3.60                              |          |
| Title Transfer OR New to Texas    | 15.33                      | 24.10                           | 34.81                         | 34.56                            | 18.03                        | 38.54                        | 32.02                             |          |
| Title Transfer OR New to Texas SP | n/a                        | n/a                             | 25.82                         | n/a                              | 35.86                        | 80.63                        | n/a                               |          |
|                                   | 8.00                       | 13.21                           | 6.99                          | 10.57                            | 18.55                        | 24.42                        | 20.00                             |          |

### Tax Office Nemo-Q Analysis (Frisco) by Queue COUNTS

| Queue                                 | FY 2025 Q1<br>Oct-Dec 2024 | FY 2025 Q2<br>Jan - Mar<br>2025 | FY 2025 Q3<br>Apr - June 2025 | FY 2025 Q4<br>Jul - Sept<br>2025 | FY 2026 Q1<br>Oct - Dec 2025 | FY 2026 Q2<br>Jan - Mar 2026 | FY 2026 Q3<br>Apr - June 16, 2026 | FY 2025 Q1-Q3 | FY 2026 Q1-Q3 | % Change     |
|---------------------------------------|----------------------------|---------------------------------|-------------------------------|----------------------------------|------------------------------|------------------------------|-----------------------------------|---------------|---------------|--------------|
| Handicapped Parking                   | 1,849                      | 1,887                           | 2,170                         | 2,360                            | 2,205                        | 1,886                        | 1,851                             | 5,906         | 5,942         |              |
| Handicapped Parking - APPT            | 128                        | 157                             | 211                           | 255                              | 269                          | 284                          | 299                               | --            | --            |              |
| Handicapped Parking SP                | 0                          | 0                               | 3                             | 0                                | 0                            | 0                            | 0                                 | 3             | 0             |              |
| <b>TOTAL Handicapped</b>              | <b>1,977</b>               | <b>2,044</b>                    | <b>2,384</b>                  | <b>2,615</b>                     | <b>2,474</b>                 | <b>2,170</b>                 | <b>2,150</b>                      | <b>5,909</b>  | <b>5,942</b>  | <b>0.6%</b>  |
| New Resident                          | 0                          | 0                               | 0                             | 0                                | 0                            | 0                            | 0                                 | 0             | 0             |              |
| New Resident - APPT                   | 160                        | 158                             | 233                           | 257                              | 257                          | 252                          | 231                               | 551           | 740           |              |
| <b>TOTAL New Resident</b>             | <b>160</b>                 | <b>158</b>                      | <b>233</b>                    | <b>257</b>                       | <b>257</b>                   | <b>252</b>                   | <b>231</b>                        | <b>551</b>    | <b>740</b>    | <b>34.3%</b> |
| Renew Texas Registration              | 16,969                     | 20,554                          | 21,159                        | 21,435                           | 19,568                       | 19,721                       | 16,654                            | 58,682        | 55,943        |              |
| Renew Texas Registration - APPT       | 366                        | 486                             | 647                           | 754                              | 632                          | 764                          | 821                               | 1,499         | 2,217         |              |
| Renew Texas Registration SP           | 0                          | 0                               | 114                           | 0                                | 0                            | 0                            | 0                                 | 114           | 0             |              |
| <b>TOTAL Renew Texas Registration</b> | <b>17,335</b>              | <b>21,040</b>                   | <b>21,920</b>                 | <b>22,189</b>                    | <b>20,200</b>                | <b>20,485</b>                | <b>17,475</b>                     | <b>60,295</b> | <b>58,160</b> | <b>-3.5%</b> |
| Special Plates                        | 1,685                      | 1,785                           | 1,963                         | 1,978                            | 1,757                        | 1,542                        | 1,645                             | 5,433         | 4,944         |              |
| Special Plates SP                     | 0                          | 0                               | 13                            | 0                                | 0                            | 0                            | 0                                 | 13            | 0             |              |
| <b>TOTAL Special Plates</b>           | <b>1,685</b>               | <b>1,785</b>                    | <b>1,976</b>                  | <b>1,978</b>                     | <b>1,757</b>                 | <b>1,542</b>                 | <b>1,645</b>                      | <b>5,446</b>  | <b>4,944</b>  | <b>-9.2%</b> |
| Temporary Permit                      | 536                        | 631                             | 772                           | 1,107                            | 917                          | 848                          | 816                               | 1,939         | 2,581         |              |
| Temporary Permit SP                   | 0                          | 0                               | 5                             | 0                                | 0                            | 0                            | 0                                 | 5             | 0             |              |
| <b>TOTAL Temporary Permit</b>         | <b>536</b>                 | <b>631</b>                      | <b>777</b>                    | <b>1,107</b>                     | <b>917</b>                   | <b>848</b>                   | <b>816</b>                        | <b>1,944</b>  | <b>2,581</b>  | <b>32.8%</b> |
| Title Transfer - APPT                 | 191                        | 196                             | 239                           | 289                              | 337                          | 260                          | 202                               | 626           | 799           |              |
| Title Transfer OR New to Texas        | 7,203                      | 7,501                           | 9,734                         | 11,494                           | 9,608                        | 8,708                        | 8,283                             | 24,438        | 26,599        |              |
| Title Transfer OR New to Texas SP     | 0                          | 0                               | 163                           | 0                                | 3                            | 1                            | 0                                 | 163           | 4             |              |
| <b>TOTAL Title Transfer</b>           | <b>7,394</b>               | <b>7,697</b>                    | <b>10,136</b>                 | <b>11,783</b>                    | <b>9,948</b>                 | <b>8,969</b>                 | <b>8,485</b>                      | <b>25,227</b> | <b>27,402</b> | <b>8.6%</b>  |
| <b>QUARTERLY TOTALS</b>               | <b>29,087</b>              | <b>33,355</b>                   | <b>37,426</b>                 | <b>39,929</b>                    | <b>35,553</b>                | <b>34,266</b>                | <b>30,802</b>                     | <b>99,372</b> | <b>99,769</b> | <b>0.4%</b>  |

## FY 2027 Department Funding Request

| Department/Program #                               | Department Name / Program                   | Priority #                                                                                                                                                                                              | Department Improvement Title    |
|----------------------------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| 31001-0001                                         | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 8                                                                                                                                                                                                       | Automated Cash Recycler machine |
| Budget Category, FINAL Recommendation and Comments |                                             |                                                                                                                                                                                                         |                                 |
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding            | Comments (if any)                                                                                                                                                                                       |                                 |
| G-Not Supported                                    | Not Recommended                             | Automated cash recycler adopted in FY 2026 has not been received as of 04/2026. Department needs to implement the one that was adopted in FY2026 as a test run to see what impact it has on department. |                                 |

### WHY is this request needed?

The Motor Vehicle Departments in McKinney and Plano face an inefficient cash reconciliation process due to high transaction volume, limited hours and comp time policies, leading to potential accountability issues and missed deposit deadlines. Here's a breakdown of the current process and its challenges:

End of Day: Clerks complete transactions, secure cash drawers in a vaulted safe, and clock out, often without completing the reconciliation process.

groups of two, clerks are called into the cash room to count and reconcile the cash drawer totals to the reported amounts.

verifies the counts, and the reconciled money is sealed in a deposit bag and placed in the vaulted safe.

deposit bag in the morning, but the process often leads to missed deadlines and penalties.

Time Constraints: The reconciliation process, involving two clerks per drawer and taking on average 15 minutes per drawer, consumes significant time, potentially requiring overtime or delaying the deposit process.

Accountability: The vaulted safe being accessible to multiple people creates a potential accountability issue if discrepancies are discovered.

consuming process often leads to missed deposit deadlines, resulting in penalties from the County Auditor's office.

do not allow for a more efficient process, as clerks are needed to assist customers during the end of day rush.

Challenges:

Current Process: Next Day: In Verification: A second clerk Deposit: The Fire Marshal picks up the

Accountability: The Deposit Deadlines: The time- Inadequate Staffing: The current staffing levels

### WHAT are you requesting?

To purchase one of the DBE CCR-1600+ Automated Cash Machine, Installation and Maintenance Agreement.

### HOW will this benefit your office and/or the County?

Here's a breakdown of the benefits, emphasizing the key advantages and quantifying the improvements:

Benefits:

Counter Time and Customer Service: The cash machine frees up clerks from time-consuming cash handling tasks, allowing them to focus on direct customer interaction. This leads to improved customer service and increased transactions.

Significant Time Savings:

Creation: Reduces till creation time from approximately 5 minutes to under 1 minute (a potential 80% time saving per till).

Reconciliation: Reduces end-of-day reconciliation time from 15 minutes (for two clerks per drawer) to under 1 minute per drawer (a potential 93% time saving).

Security and Accuracy: Same-day reconciliation allows for immediate cash sealing and safe storage, minimizing security risks. Automated counting and verification eliminates human error, ensuring accurate cash balances and employee accountability is improved.

change making and deposit storage streamlines daily transactions, improving productivity. Management reporting capabilities provide valuable insights into cash flow and operations.

and deposit process eliminates the conflict that can be created by the current process.

Time Savings: If the office creates 10 tills a day, that is a savings of 40 minutes a day. If the office reconciles 10 drawers a day, that is a savings of 140 minutes a day.

Comp. Time Accrual: The time savings translate directly into reduced labor spent at beginning and end of day, reducing the amount of comp. time worked in order to perform these required duties.

Reduced Risk: The same day reconciliation drastically reduces the risk of discrepancies and cash handling errors.

summary, the DBE CCR-600+ Automated Cash Machine offers a way to get us to our departmental goal of same day reconciliation without increasing the staff size. This machine does the work of at least two clerks, which saves tax payer dollars for additional salaries, benefit costs and equipment for new positions.

Key Increased Front Till End-of-Day Improved Cash Handling Enhanced Operational Efficiency: Automated Reduced Potential Conflict: The same day reconciliation Quantifiable Improvements: Reduction in In

|                                                |     |                             |    |                           |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|
| Is there statutory authority for this request? | yes | Will this generate revenue? | no | If Yes, potential amount? |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|

| MAINTENANCE/OPERATIONS EXPENSES (SUPPLIES, DUES, MAINTENANCE, ETC): |         |                  |                           |                          |
|---------------------------------------------------------------------|---------|------------------|---------------------------|--------------------------|
| Account Description                                                 | Details | Amount Requested | Budget Dept. Comments     | FY 2027 Recommend Amount |
| Maintenance Agreement                                               | Annual  |                  |                           | \$0.00                   |
| M&O Requested Subtotal:                                             |         | \$0.00           | Recommended M&O Subtotal: |                          |
|                                                                     |         |                  | \$0.00                    |                          |

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                            |                     |                           |                                   |                                          |                    |                          |                          |
|-------------------------------------------------------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|-----------------------------------|------------------------------------------|--------------------|--------------------------|--------------------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing  | Updated Item Description (if applicable) | Recommend Quantity | FY 2027 Recommend Amount | Recommend FY 2026 Amount |
| DBE CCR-1600+ Automated Cash Machine                                                | New           | 1                  |                            |                     | \$0.00                    | \$64,680.00                       |                                          | 0                  | \$0.00                   | \$0.00                   |
| Installation                                                                        | New           | 1                  |                            |                     | \$0.00                    | \$2,450.00                        |                                          | 0                  | \$0.00                   | \$0.00                   |
| Estimated Requested Equipment Subtotal:                                             |               |                    |                            |                     | \$0.00                    | Recommended Equipment Subtotal:   |                                          |                    |                          |                          |
|                                                                                     |               |                    |                            |                     |                           | \$0.00                            |                                          |                    |                          |                          |
| Total Estimated Department Request:                                                 |               |                    |                            |                     | \$0.00                    | Updated Total Department Request: |                                          |                    |                          |                          |
|                                                                                     |               |                    |                            |                     |                           | \$67,130.00                       |                                          |                    |                          |                          |
| RECOMMENDED Total Department Request Utilizing FY 2027 Funds:                       |               |                    |                            |                     |                           | \$0.00                            |                                          |                    |                          |                          |
| RECOMMENDED Total Department Request Utilizing FY 2026 Funds:                       |               |                    |                            |                     |                           | \$0.00                            |                                          |                    |                          |                          |

## FY 2027 Department Funding Request

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title    |
|----------------------|---------------------------------------------|------------|---------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 8          | Automated Cash Recycler machine |

### ANALYSIS

#### Q & A Discussions with Department

| Sent To:                                                                                                                                        | Date Sent | Comment | Date Received                                                                  | Responder's Name | Comment |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|--------------------------------------------------------------------------------|------------------|---------|
| Scott G. and Andrea M.                                                                                                                          | 4/1/2026  |         | 4/7/2026                                                                       | Andrea M.        |         |
| Questions TO Department                                                                                                                         |           |         | Response From Department                                                       |                  |         |
| In FY 2026, the County adopted 1 cash machine. Has your department seen an improvement with an effective cash reconciliation process?           |           |         | We have not received this machine yet due to delays in the purchasing process. |                  |         |
| Where is the current cash machine located at?                                                                                                   |           |         | It will be placed in the Plano location.                                       |                  |         |
| Have you had any issues with this machine where support service has had to be called or they needed to physically make a repair on the machine? |           |         | N/A                                                                            |                  |         |

#### Q & A Discussions with IT

| Sent To:                                       | Date Sent | Comment | Date Received                                                                    | Responder's Name | Comment |
|------------------------------------------------|-----------|---------|----------------------------------------------------------------------------------|------------------|---------|
|                                                | 3/30/2026 |         | 4/16/2026                                                                        |                  |         |
| Questions to IT                                |           |         | Response From IT                                                                 |                  |         |
| Is there any software needed for this request? |           |         | DM: IT does not support these devices so we have no knowledge of what is needed. |                  |         |

## FY 2027 Department Funding Request

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title     |
|----------------------|---------------------------------------------|------------|----------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 9          | Printer for Senior Administrator |

### Budget Category, FINAL Recommendation and Comments

| FINAL Budget Department Category | FINAL RECOMMENDATION for Funding | Comments (if any)                                                                                                                                                                                                                                                    |
|----------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| G-Not Supported                  | Not Recommended                  | County policy says that you should not need a printer in their office. IT Recommends setting up security options on the network printers in the office to set it up to print to the printer and it will hold the print job until you go to printer and enter a code. |

#### WHY is this request needed?

The Senior Administrator/Property Tax Director regularly prints confidential materials, including banking information, private staff records and taxpayer correspondence. Currently, these documents must be sent to a shared printer used by multiple staff members. This increases the risk of sensitive documents being viewed by others, picked up accidentally or left unattended.  
A dedicated printer in the Director's office would help ensure these materials are handled securely while also reducing delays and interruptions during time-sensitive work.

#### WHAT are you requesting?

Printer dedicated to Senior Admin. office.

#### HOW will this benefit your office and/or the County?

This will strengthen confidentiality protections by keeping sensitive banking, personnel and taxpayer information within a controlled office environment. It reduces the chance of documents being misplaced or accessed by unintended individuals.  
It will also improve efficiency by eliminating wait times and reprints associated with shared printing. Overall, this is a simple, low-cost request that supports secure operations and smoother workflow within the department.

|                                                |     |                             |    |                           |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|
| Is there statutory authority for this request? | yes | Will this generate revenue? | no | If Yes, potential amount? |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|

### FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED)

| Item Detailed Description               | New / Replace | Quantity Requested | User Name and/or Job Title       | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing                              | Updated Item Description (if applicable) | Recommend Quantity | FY 2027 Recommend Amount | Recommend FY 2026 Amount |        |  |
|-----------------------------------------|---------------|--------------------|----------------------------------|---------------------|---------------------------|---------------------------------------------------------------|------------------------------------------|--------------------|--------------------------|--------------------------|--------|--|
| Printer- Color Small                    | New           | 1                  | Senior Administrator- Jayna Dean | \$408.00            | \$408.00                  | \$408.00                                                      |                                          | 0                  | \$0.00                   | \$0.00                   |        |  |
| Estimated Requested Equipment Subtotal: |               |                    |                                  |                     |                           |                                                               | Recommended Equipment Subtotal:          |                    | \$0.00                   | \$0.00                   |        |  |
| Total Estimated Department Request:     |               |                    |                                  |                     |                           | \$408.00                                                      | Updated Total Department Request:        |                    |                          | \$408.00                 |        |  |
|                                         |               |                    |                                  |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2027 Funds: |                                          |                    |                          |                          | \$0.00 |  |
|                                         |               |                    |                                  |                     |                           | RECOMMENDED Total Department Request Utilizing FY 2026 Funds: |                                          |                    |                          |                          | \$0.00 |  |

### ANALYSIS

#### Q & A Discussions with IT

| Sent To:                                                                                                                                                                                                                                                                                                                                                                            | Date Sent | Comment | Date Received                                                                                                                                                                                                                                             | Responder's Name | Comment |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                     | 3/30/2026 |         | 4/16/2026                                                                                                                                                                                                                                                 |                  |         |
| Questions to IT                                                                                                                                                                                                                                                                                                                                                                     |           |         | Response From IT                                                                                                                                                                                                                                          |                  |         |
| Is it standard for an administrator to have their own printer?                                                                                                                                                                                                                                                                                                                      |           |         | DM: County policy says that you should not need a printer in their office. There are security options on the network printers in the office to set it up to print to the printer and it will hold the print job until you go to printer and enter a code. |                  |         |
| Sent To:                                                                                                                                                                                                                                                                                                                                                                            | Date Sent | Comment | Date Received                                                                                                                                                                                                                                             | Responder's Name | Comment |
| David M.                                                                                                                                                                                                                                                                                                                                                                            | 6/5/2026  |         | 6/5/2026                                                                                                                                                                                                                                                  | David            |         |
| Questions to IT                                                                                                                                                                                                                                                                                                                                                                     |           |         | Response From IT                                                                                                                                                                                                                                          |                  |         |
| Regarding the printer request for the Senior Administrator for the tax office, you mentioned that there are security options on the network printers that would require the employee to enter a code when ready to print at the printer. Is there a cost to implement this feature? If enabling this feature, would the other employees have to enter a code when needing to print? |           |         | There is no extra cost and you only have to put a code into the printer if you tell it to secure print when you send the print job. It would just be a quick training session to show them how to do it.                                                  |                  |         |

## FY 2027 Department Funding Request

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title   |
|----------------------|---------------------------------------------|------------|--------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 10         | Blinds for Lead Clerk's Office |

| Budget Category, FINAL Recommendation and Comments |                                  |                                                                                                                |
|----------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------|
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding | Comments (if any)                                                                                              |
| F-Supported                                        | Supported                        | Tax Office submitted a request for blinds in September 2025 and was advised to submit in FY2027 budget packet. |

**WHY is this request needed?**

The installation of blinds on the Supervisor's office windows is necessary to ensure privacy and confidentiality during sensitive conversations and while processing confidential information. Currently, the office has full visibility from surrounding areas, including the Motor Vehicle lobby, which creates a risk that staff discussions, disciplinary matters, performance evaluations, HR-related conversations and taxpayer information may be inadvertently observed by others. As a supervisory office within the Motor Vehicle operations of the Collin County Tax Assessor-Collector's Office, confidential discussions occur regularly. Without window coverings, there is no visual barrier to protect employee privacy or secure documents displayed on computer screens and desks (privacy screen is not sufficient from certain angles). Installing blinds will support compliance with confidentiality standards, protect employee dignity, and reduce potential liability exposure related to unauthorized viewing of sensitive information.

**WHAT are you requesting?**

Blinds for windows

**HOW will this benefit your office and/or the County?**

If blinds are not installed, confidential employee matters and sensitive operational information will continue to be exposed to unnecessary visibility. This could compromise staff privacy during disciplinary or coaching conversations, as well as create discomfort for employees discussing personal or performance-related matters. Those two issues undermines professionalism and trust within the department. A lack of window coverings also increases the risk of unauthorized viewing of taxpayer data or internal documentation, potentially exposing the office to complaints or HR concerns regarding lack of confidentiality safeguards.

|                                                |     |                             |    |                           |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|
| Is there statutory authority for this request? | yes | Will this generate revenue? | no | If Yes, potential amount? |  |
|------------------------------------------------|-----|-----------------------------|----|---------------------------|--|

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                            |                     |                           |                                  |                                                                       |                    |                          |                            |                 |
|-------------------------------------------------------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|----------------------------------|-----------------------------------------------------------------------|--------------------|--------------------------|----------------------------|-----------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing | Updated Item Description (if applicable)                              | Supported Quantity | FY 2027 Supported Amount | FY 2026 Recommended Amount |                 |
| Blinds 44" X 55"                                                                    | New           | 2                  | Lead Clerk                 | \$189.06            | \$378.12                  | \$214.00                         | Blind Depot manufacturer SWF; cordless lift with wand tilt; color 034 | 2                  | \$214.00                 | \$0.00                     |                 |
| Blinds 20.5" X 55"                                                                  | New           | 2                  | Lead Clerk                 | \$156.61            | \$313.22                  | \$135.00                         | Blind Depot manufacturer SWF; cordless lift with wand tilt; color 034 | 2                  | \$135.00                 | \$0.00                     |                 |
| Blinds 26.5" X 40"                                                                  | New           | 1                  | Lead Clerk                 | \$153.86            | \$153.86                  | \$135.00                         | Blind Depot manufacturer SWF; cordless lift with wand tilt; color 034 | 1                  | \$135.00                 | \$0.00                     |                 |
| <b>Estimated Requested Equipment Subtotal:</b>                                      |               |                    |                            |                     |                           |                                  |                                                                       |                    | <b>\$484.00</b>          | <b>\$0.00</b>              |                 |
| <b>Total Estimated Department Request:</b>                                          |               |                    |                            |                     |                           | <b>\$845.20</b>                  | <b>Updated Total Department Request:</b>                              |                    |                          |                            | <b>\$833.00</b> |
| <b>SUPPORTED Total Department Request Utilizing FY 2027 Funds:</b>                  |               |                    |                            |                     |                           |                                  |                                                                       |                    |                          |                            | <b>\$833.00</b> |
| <b>RECOMMENDED Total Department Request Utilizing FY 2026 Funds:</b>                |               |                    |                            |                     |                           |                                  |                                                                       |                    |                          |                            | <b>\$0.00</b>   |

| ANALYSIS                          |           |         |               |                  |         |
|-----------------------------------|-----------|---------|---------------|------------------|---------|
| Q & A Discussions with Department |           |         |               |                  |         |
| Sent To:                          | Date Sent | Comment | Date Received | Responder's Name | Comment |
| Scott G. and Andrea M.            | 4/1/2026  |         | 4/7/2026      | Andrea M.        |         |

| Questions TO Department                                                                                                                                                                                    | Response From Department                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Does your department have a conference room you can secure when you need to handle employee matters?                                                                                                       | Upon availability, yes. Often times it's occupied, as it's shared with other departments. Our Plano Supervisor's office has privacy blinds, despite there being conference rooms in the 920 building. It is not always feasible to relocate to a different room when faced with impromptu, sensitive situations.                                                                                        |
| You stated that "the office has full visibility from surrounding areas, including the Motor Vehicle lobby." What other areas besides the lobby are you concerned with that have visibility of this office? | There are workstations and staff walkways that have full view of the office.                                                                                                                                                                                                                                                                                                                            |
| Has your department received any "complaints or HR concerns regarding lack of confidentiality safeguards" as mentioned above?                                                                              | We are not aware of any complaints to HR, but we have received complaints and concerns from Supervisors that have officed out of here. Some of those concerns stemmed from other clerks letting their Supervisor know that they can read plain text on the computer screen (even with privacy screens on) and on papers on the desk. You can verify this by standing outside the office, from any view. |

## FY 2027 Department Funding Request for a NEW Position

| Department/Program # | Department Name / Program                   | Priority # | Department Improvement Title                                    |
|----------------------|---------------------------------------------|------------|-----------------------------------------------------------------|
| 31001-0001           | 31001 - TAX ASSESSOR/COLLECTOR/0001 - ADMIN | 11         | Title Specialist- McKinney Counter (CONTINGENT ON PIP APPROVAL) |

| Budget Category, FINAL Recommendation and Comments |                                  |                                                                                                                            |
|----------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| FINAL Budget Department Category                   | FINAL RECOMMENDATION for Funding | Comments (if any)                                                                                                          |
| G-Not Supported                                    | Not Recommended                  | County Administration is not recommending the PIP to add 4 windows to Mckinney location. Therefore staffing is not needed. |

**WHY is this position needed?**

If the PIP request to add the 4 windows to the McKinney MV department is approved, we will have to staff those workstations. These positions are requested in order to support the needs of the tax payers and again, for several data driven reasons. 1) Our wait times have gone up 62.5%, from 12:09 in FY24 to 19:45 in FY25. Our data will show that it is not a performance issue, but rather a traffic vs. staff issue— our staff productivity went up 17.9% in FY25. We're getting more done per staff member, but we can't keep up with the tax payers walking in the door. 2) We have also experienced an increase in transaction times due to a recent (unexpected) ID requirement announced by txDMV, in November 2025 that slows down our transactions by a minimum of 3-5 minutes. Furthermore, in mid-February 2026, txDMV announced they are adding even more restrictions on March 5, 2026. We anticipate this to impact the transaction times as well. These transactions are higher in difficulty and must be processed by someone with advanced knowledge, otherwise, a clerk of that standing will have to assist the transaction. Why at TS vs a Reg. Clerk? Title Specialists have advanced knowledge of the subject matter, and can assist the higher difficulty customers usually without the assistance of a Supervisor. This is vital to the department and helps the overall efficiency and productivity of the department.

**HOW will this position benefit your office and/or the County?**

Adding these positions will restore service levels, reduce public wait times, and improve operational sustainability. Additional staffing will reduce average customer wait times, maintain compliance with statutory motor vehicle processing requirements, decrease error rates associated with high-volume processing, support continued population and transaction growth within the county, improve employee retention and reduce burnout. This request is data-driven and based on measurable workload growth rather than anticipated or projected increases.

|                                                |     |                             |     |                           |             |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|-------------|
| Is there statutory authority for this request? | yes | Will this generate revenue? | yes | If Yes, potential amount? | \$49,315.52 |
|------------------------------------------------|-----|-----------------------------|-----|---------------------------|-------------|

**Job Duties of NEW Position**

This position handles motor vehicle registrations by issuing registrations, collecting fees, renewing validation stickers and license plates, dealing with non-standard situations such as heirship, wills, letters of testamentary, divorce, leased vehicles, mechanic and storage liens and salvage vehicles, transferring titles, issuing disabled placards for parking, depositing monies collected, and overseeing inventory. This position performs at an advanced level of title work and accuracy is important. Performs related duties by handling multi-line phones, handling the mail, training and supporting employees, assisting the public, and entering information into the computer system. Performs related duties as assigned. Work is performed under the direction of the Motor Vehicle Supervisor.

| NEW POSITION(S) REQUEST                    |                    |                 |                                            |                               |                                      |                                            |                                                                        |                                              |                            |                            |                     |
|--------------------------------------------|--------------------|-----------------|--------------------------------------------|-------------------------------|--------------------------------------|--------------------------------------------|------------------------------------------------------------------------|----------------------------------------------|----------------------------|----------------------------|---------------------|
| Requested Position Title                   | Requested Quantity | Requested Grade | Part-Time (20 hrs.)<br>Full-Time (40 hrs.) | Requested Salary Per Position | Total Estimated Amount with Benefits | CORRECTED Salary                           | CORRECTED Position Title/Grade<br>(match to job duties detailed above) | CORRECTED Salary with Benefits               | FY 2027 Recommend Quantity | FY 2027 Recommended Amount |                     |
| Title Specialist                           | 4                  | 532             | Full-Time                                  | \$44,607.00                   | \$302,556.00                         | \$44,607.00                                | Title Specialist/532                                                   | \$302,556.00                                 | 0                          | \$0.00                     |                     |
| <b>Requested NEW Position(s) Subtotal:</b> |                    |                 |                                            |                               | <b>\$302,556.00</b>                  | <b>CORRECTED New Position(s) Subtotal:</b> |                                                                        |                                              |                            |                            | <b>\$302,556.00</b> |
|                                            |                    |                 |                                            |                               |                                      |                                            |                                                                        | <b>RECOMMENDED New Position(s) Subtotal:</b> |                            |                            | <b>\$0.00</b>       |

| FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED) |               |                    |                            |                     |                           |                                        |                                          |                    |                          |                          |               |                     |
|-------------------------------------------------------------------------------------|---------------|--------------------|----------------------------|---------------------|---------------------------|----------------------------------------|------------------------------------------|--------------------|--------------------------|--------------------------|---------------|---------------------|
| Item Detailed Description                                                           | New / Replace | Quantity Requested | User Name and/or Job Title | Estimated Unit Cost | Estimated Total Requested | Unit Cost Provided by Purchasing       | Updated Item Description (if applicable) | Recommend Quantity | FY 2027 Recommend Amount | FY 2026 Recommend Amount |               |                     |
| Computer - Desktop                                                                  | New           | 4                  | Title Specialist           | \$1,592.00          | \$6,368.00                | \$2,630.00                             |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| Software - EA                                                                       | New           | 4                  | Title Specialist           | \$624.00            | \$2,496.00                | \$624.00                               |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| Chair- Employee                                                                     | New           | 4                  | Title Specialist           | \$435.00            | \$1,740.00                | \$435.00                               |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| Desk Phone                                                                          | New           | 4                  | Title Specialist           |                     | \$0.00                    | \$597.00                               |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| SpindleMedia license                                                                | New           | 4                  |                            |                     | \$0.00                    | \$0.00                                 |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| RT Lawrence license                                                                 | New           | 4                  |                            |                     | \$0.00                    | \$3,190.00                             |                                          | 0                  | \$0.00                   | \$0.00                   |               |                     |
| <b>Estimated Requested Equipment Subtotal:</b>                                      |               |                    |                            |                     | <b>\$10,604.00</b>        | <b>Recommended Equipment Subtotal:</b> |                                          |                    |                          |                          | <b>\$0.00</b> |                     |
| <b>Total Estimated Department Request:</b>                                          |               |                    |                            |                     |                           | <b>\$313,160.00</b>                    | <b>Updated Total Department Request:</b> |                    |                          |                          |               | <b>\$332,460.00</b> |
| <b>RECOMMENDED Total Department Request Utilizing FY 2027 Funds:</b>                |               |                    |                            |                     |                           |                                        |                                          |                    |                          |                          | <b>\$0.00</b> |                     |
| <b>RECOMMENDED Total Department Request Utilizing FY 2026 Funds:</b>                |               |                    |                            |                     |                           |                                        |                                          |                    |                          |                          | <b>\$0.00</b> |                     |

| ANALYSIS                                                                                                           |           |         |                                              |                  |         |
|--------------------------------------------------------------------------------------------------------------------|-----------|---------|----------------------------------------------|------------------|---------|
| Q & A Discussions with Department                                                                                  |           |         |                                              |                  |         |
| Sent To:                                                                                                           | Date Sent | Comment | Date Received                                | Responder's Name | Comment |
| Scott and Andrea                                                                                                   | 4/17/2026 |         | 4/17/2026                                    | Andrea           |         |
| Questions TO Department                                                                                            |           |         | Response From Department                     |                  |         |
| For any of the new positions requested on your packet, will any of them need SpindleMedia or RT Lawrence licenses? |           |         | Yes, they will need access to these systems. |                  |         |

| Q & A Discussions with IT                             |           |         |                                                                                                                                             |                  |         |
|-------------------------------------------------------|-----------|---------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|
| Sent To:                                              | Date Sent | Comment | Date Received                                                                                                                               | Responder's Name | Comment |
|                                                       | 3/30/2026 |         | 4/16/2026                                                                                                                                   |                  |         |
| Questions to IT                                       |           |         | Response From IT                                                                                                                            |                  |         |
| Any other IT related items missing from this request? |           |         | DM: Looks like they have what they need. Department would need to decide if this positions would need SpindleMedia or RT Lawrence licenses. |                  |         |