

**State Revenue Offices  
Joint Performance Review Committee**

**July 30, 2015**

**1. What is the employee turnover rate at the Revenue offices?**

The turnover rate from July 1, 2014 thru June 30, 2015 was 15% in State Revenue Offices.

**2. What kind of training is provided to the employees?**

State Revenue Office employees are receiving on the job training. Depending on the location the employee will generally observe a co-worker for a few days and review procedures manuals prior to processing any transactions. The employee will also view computer based training on basic navigation of the driver services/motor vehicle system.

In a larger office a new employee will typically process motor vehicle renewals before moving to more complex transactions. In a smaller office the new employee may be exposed to multiple transactions just simply because of the lower volume of customers. Depending on the skills of the employee they should be processing transactions with minimal assistance within the first six weeks of employment. All new employees are on six month probation. Employee progress is reviewed monthly with the employee.

All employees have access to a message board where we provide updated information as needed.

State Revenue Offices are divided into five districts where the district managers will provide additional training using the train the trainer method on policy, legislative material or system changes.

**3. What types of transactions are done at the Revenue offices?**

The mission of the Office of State Revenue Administration is to collect revenue through effective collection and administration of taxes, driver's license fees and motor vehicle fees according to Arkansas State law.

We process basic renewal transactions on motor vehicles, trailers, motorcycles, boats and large instate commercial and non-commercial trucks.

We process title transactions and collect Arkansas sales/use tax when a customer purchases a motor vehicle, trailer, motorcycles, ATV or truck. This also includes filing of liens on motor vehicles, trailers, motorcycles, ATV and trucks. Customers also have the ability to obtain duplicate titles, duplicate registrations and make address changes.

We issue Arkansas identification cards, non-commercial driver licenses, commercial driver licenses, commercial driver license test packets, commercial learner's permits, persons with disability cards and state employee identification cards. A customer may obtain a traffic violation report and we also collect reinstatement fees on Arkansas driver licenses.

Arkansas residents may also purchase deed stamps for the transfer of real estate.

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The Office of Motor Vehicle has approximately 400 inventory plate types. This includes dealers, military, college, special interest, plates that can be personalized, public, etc. State Revenue Office employees must have the knowledge of appropriate fees and special requirements to obtain the various plate types.

The Office of Driver Services issues 10 variations of driver licenses, including identification cards and state employee identification cards.

4. What is the average number of transactions each employee performs and the time it takes to perform the transactions?

State Revenue Offices employees processed 4,143,130 transactions last year and collected \$531, 240,344.85 in revenue July 1, 2014 thru June 30, 2015.

The average number of transactions varies from location and transaction type. An employee working a motor vehicle express basic renewal line can process 150 transactions per day. We have some locations which also operate a driver license renewal express line; those employees can process up to 100 transactions per day. An employee processing a title and registration and payment of sales tax may only process 25 transactions per day.

The majority of our employees process various types of transactions; we would like to see an employee process an average of 40 transactions per day.

Some of our customers require more assistance than others; the employee may be required to contact the auto dealership, insurance company, county assessor and collector before they are able to start the application entry into our system.

Below is the average time to actually enter the transaction into our system after all documentation has been reviewed.

Driver License Renewal	7 minutes
New Driver or New Resident Driver License	10 minutes
Duplicate Driver License	7 minutes
Payment of Reinstatement Fees	5 minutes
Commercial Driver Test Packets	10 minutes
Motor Vehicle Renewal	2-4 minutes
Title, Registration and Sales Tax	10-15 minutes
Title, Transfer and Sales Tax	10-15 minutes

**FINANCE AND ADMINISTRATION--REVENUE SERVICES (630)**  
**FISCAL YEAR 2016**  
**As Enacted by Act 924 of 2015**

**I) AGENCY SUMMARY & REVENUE SOURCES**

**MISSION**

The Revenue Division is responsible for administration and enforcement of State taxing laws, vehicle and driver licenses imposed under Arkansas law and Child Support Enforcement imposed under Arkansas and Federal law. Offices within the Division and their responsibilities are the Office of the Assistant Commissioner for Policy and Legal which includes the Hearings and Appeals Section; the Office of Income Tax administers Individual and Corporate Income Taxes AND Income Tax Systems, which processes income tax returns; the Office of Field Audit; Office of Motor Vehicle administers licensing, registration and titling of vehicles; Office of Excise Tax Administration is responsible for Sales Tax, Motor Fuel Tax, Miscellaneous Tax, Tax Credits and tax administration of Bingo and Raffles; Office of Driver Services which includes, Issuance, Technical Services, Safety Responsibility, Driver Control and Commercial Driver Licenses; Office of Assistant Commissioner for Operations and Administration which consists of the Cashier Section (which prepares deposits of all monies for deposit with the State Treasurer) and General Services sections; Office of Revenue Legal Counsel which represents the Division in litigation involving taxes, fees, licenses and programs administered by the Division; and the Office of State Revenue Office Administration administers the County automobile registration and renewal offices.

**TOTAL APPROPRIATION**

The total appropriation for the Revenue Division is \$1,273,481,673 for FY2016.

**FUNDING SOURCES**

This agency's appropriations are funded with tax refunds, State Central Services Fund, and special revenues.

**II) CHANGE LEVEL REQUESTS**

**Commercial Drivers License Program**

This appropriation provides for the operating expenses of this program. Fees collected for licenses issued are dedicated as special revenue to support the program. The change level request is \$1,000,000 in Operating Expenses for costs associated with the Arkansas Integrated Revenue System Driver Services.

**Operations Appropriation**

This appropriation is for the operation of the Revenue Services Division. The change level request is \$2,315,135 in FY2016 for Regular Salaries and Personal Services Matching to support 20 additional positions, Operating Expenses to cover postage, rent increase, and other operating related expenses. The change level request also allows for the replacement of aging and high mileage vehicles in the Capital Outlay line item.

**III) ADDITIONAL POSITIONS (Total FY2015 Authorized Positions: 1,480)**

Total Authorized Positions FY2016: 1,501

Total Base Level Positions: 1,480

Increase / (Decrease) Over Base Level: 21

Extra Help Positions FY2016: 221 (Total FY2015 Authorized Extra Help: 221)

**IV) SPECIAL LANGUAGE**

**APPROPRIATION TRANSFERS:** Dictates distribution of refunds in Tax Administration Program and allows transfer between Refund line items with report to Legislative Council on amounts and reasons for transfer.

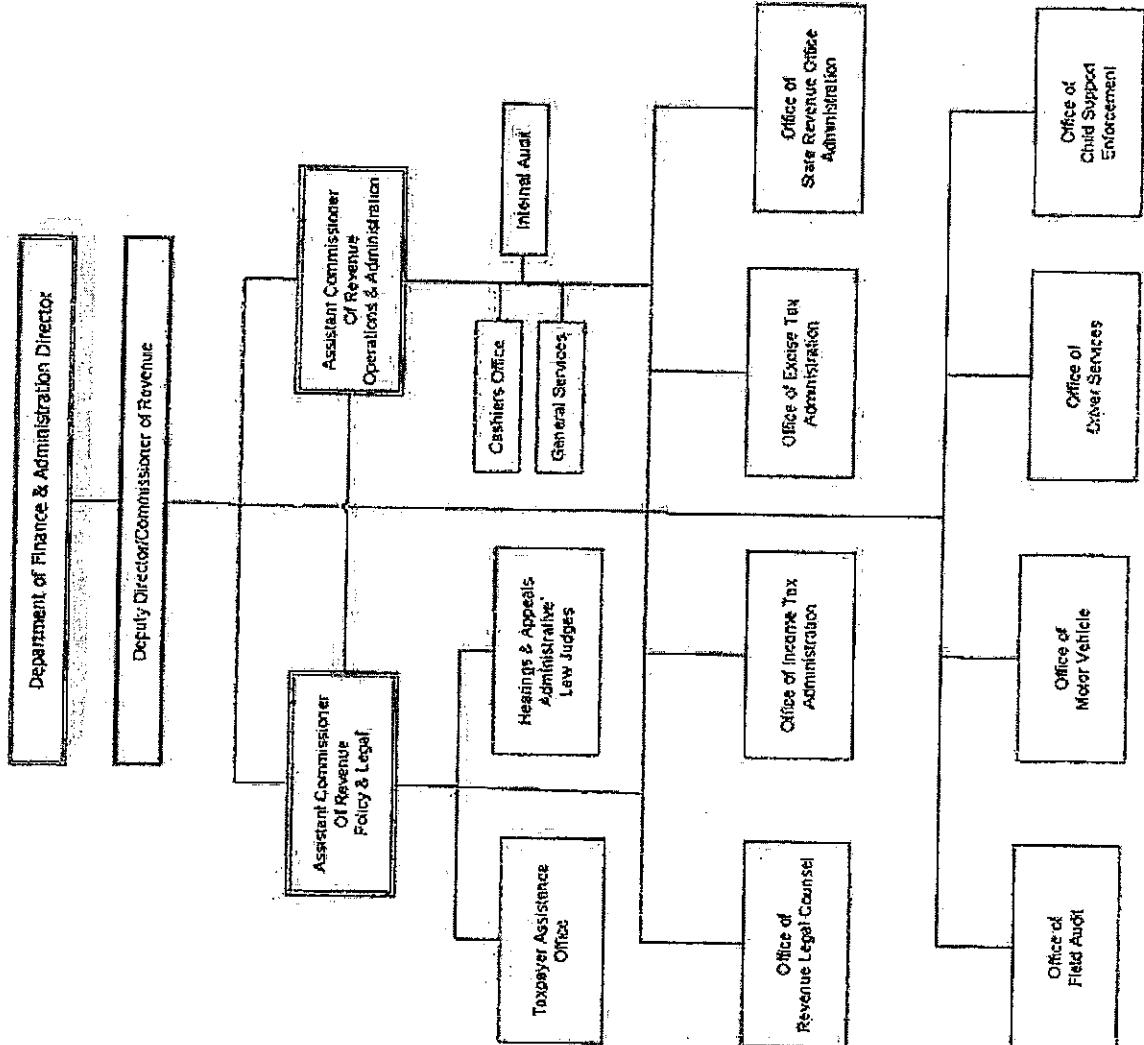
**EXTRA HELP EXEMPTION:** States extra Help positions are exempt from limitation of hours with report to Legislative Council when temporary or part-time employees are employed by DFA for longer than 7 months.

**AUTHORITY TO EMPLOY CERTIFIED LAW ENFORCEMENT OFFICERS:** Gives Department authority to employ not more than one (1) certified law enforcement officer to provide security for Department buildings, grounds, property, employees and customers.

**CONTINGENT POSITIONS:** Authorizes the establishment of 50 contingency data entry positions to be utilized as deemed necessary by the Director of DFA after seeking prior review by Legislative Council/Joint Budget; allows transfers from the various programs in the Act to the Tax Administration Program for salaries and matching.

**COMMERCIAL DRIVER LICENSE FUND:** Language governs excess funds of the Commercial Driver License Fund over an amount equal to three most recent fiscal year budgets be transferred into the State Central Services Fund.

April 2015





Office Name	Number of employees	DFA Local Revenue Office Manager C118	DFA Local Revenue Office Supervisor C114	DFA	DFA Service
				Supervisor C113	Representative C111
Arkadelphia	4		1		3
Ash Flat	2		1		1
Ashdown	2		1		1
Atkins Outreach*					
Augusta	2		1		1
Bald Knob	3		1		2
Batesville	5	1			4
Beebe	3		1		2
Benton	7	1		1	5
Bentonville	16	1	1		14
Berryville	3		1		2
Blytheville	4	1		1	2
Booneville	2		1		1
Brinkley	1		1		
Bryant	5	1			4
Cabot	6	1	1		4
Camden	5	1		1	3
Cave City Outreach*					
Charleston	1		1		
Clarendon	1		1		
Clarksville	3	1			2
Clinton	3		1		2
Conway	12	2		1	9
Corning	2			1	1
Crossett	4			1	3
Danville	2			1	1
Dardanelle	2			1	1
Decatur Outreach*					
DeQueen	4			1	3
Dermott	1			1	
Des Arc	1			1	
DeWitt	2	1		1	
Dierks Outreach*					

Outreach offices are not open 5 days a week.

Employees come from local offices when the Outreach is open.

Rovers who travel to multiple offices are listed in supervisory positions in their base office

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Lake Village	2			1				1
<b>Leachville Outreach*</b>								
Lead Hill Outreach*				1				
Lewisville	2			1				1
Lincoln	2			1				1
Little Rock Central	11	1		1				9
Lonoke	4			1				3
<b>Magnolia</b>	4	1						3
Malvern	4	1						3
<b>Mammoth Spgs. Outreach*</b>								
<b>Manila Outreach*</b>								
<b>Marianna</b>	2			1				1
<b>Marion</b>	3			1				2
<b>Marked Tree</b>	2				1			1
<b>Marshall</b>	2				1			1
<b>Maumelle</b>	2				1			1
<b>McGehee</b>	2				1			1
<b>Melbourne</b>	3	1			1			1
<b>Mena</b>	4				1			3
<b>Monticello</b>	4	1			1			2
<b>Morrilton</b>	3				1			2
<b>Mountainburg Outreach*</b>								
<b>Mountain Home</b>	6	1				1		4
<b>Mountain View</b>	3	1				1		1
<b>Mt. Ida</b>	2				1			1
<b>Murfreesboro</b>	2				1			1
<b>Nashville</b>	3				1			2
<b>Newport</b>	3				1			2
<b>North Little Rock</b>	5	2				1		2
<b>Osceola</b>	3				1			2
<b>Ozark</b>	3	1			1			1
<b>Paragould</b>	7	2				1		4
<b>Paris</b>	2				1			1
<b>Piggott</b>	2				1			1
<b>Pine Bluff</b>	7	1			1			5

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Pocahontas	3		1			2	
Prescott	2		1			1	
Ragland Special License	13	2		1		10	
Rector	1		1				
Rison	2		1			1	
Rogers	8	1	1			6	
Russellville	9	1	1	1		6	
Salem	2		1			1	
Searcy	7	1		1		5	
Sheridan	3		1			2	
Sherwood	8	1	1			6	
Siloam Springs	3		1			2	
Smackover	1		1				
Springdale	11	1	1	1		8	
Star City	2		1			1	
Stephens Outreach*							
Stuttgart	3		1			2	
Southwest Little Rock	9	1		1		7	
Texarkana	8	2		1		5	
Trumann	2		1			1	
Van Buren	7	1		1		5	
Vilonia Outreach*							
Waldron	2		1			1	
Walnut Ridge	4		1	1		2	
Warren	2		1			1	
West Little Rock	11	1		1		9	
West Fork Outreach*							
West Memphis	6	1		1		4	
White Hall	6	1		1		4	
Wynne	3		1			2	
Yellville	2		1			1	
	472	50		86	32	304	472

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Office Name	Employee Name	Title	Grade	Salary	Office Transaction Count
<b>Philadelphia</b>	Carol J Hughes	DFA Local Revenue Office Supervisor	C114	30,605.54	29,437
	Jenine Michele Runyan	DFA Service Representative	C111	26,438.67	
	Kellisha Brown	DFA Service Representative	C111	24,791.94	
	Lita S Long	DFA Service Representative	C111	24,791.94	
<b>Ash Flat</b>	Jessica D. Gross	DFA Service Representative	C111	24,791.94	22,936
	Tricia L. Jordan	DFA Service Representative	C111	24,791.94	
	Jerry Lynn Roe	DFA Local Revenue Office Supervisor	C114	29,382.14	
<b>Ashdown</b>	Melissa A Booth	DFA Local Revenue Office Supervisor	C114	30,605.54	17,935
	Jacob A Baker	DFA Service Representative	C111	26,438.67	
<b>Atkins Outreach*</b>	Russellville Employee				2,464
<b>Augusta</b>	Tanya M. Stuckey	DFA Service Representative	C111	26,438.67	10,935
	Laveria Dawn Way	DFA Local Revenue Office Supervisor	C114	32,489.39	
<b>Bald Knob</b>	Margaret L Standridge	DFA Local Revenue Office Supervisor	C114	30,605.54	18,506
	Debbie Denise Gatewood	DFA Service Representative	C111	25,856.69	
<b>Batesville</b>	Judy A. Emter	DFA Supervisor	C113	29,147.25	49,962
	Alisa C. Hattfield	DFA Local Revenue Office Manager	C118	37,200.59	
	Torija M. Hewitt	DFA Service Representative	C111	24,065.18	
	Tammy I. Shannon	DFA Service Representative	C111	24,305.84	
	Marsha Smith	DFA Service Representative	C111	24,305.84	
<b>Beebe</b>	Susan K McConaughay	DFA Local Revenue Office Supervisor	C114	30,605.54	30,438
	Joyce M. Edwards	DFA Service Representative	C111	26,438.67	
	Wanda Archer	Extra Help	C108	20,788.14	
<b>Benton</b>	Pamela J Watts	DFA Local Revenue Office Manager	C118	37,200.59	61,306
	Krista Michelle Long	DFA Supervisor	C113	38,072.74	
	Catherine A Lee	DFA Service Representative	C111	27,999.50	
	Sandra L Johnson	DFA Service Representative	C111	24,305.84	
	Leslie Denise Price	DFA Service Representative	C111	27,482.42	
	Vacant	DFA Service Representative	C111	24,065.00	
	Vacant	DFA Service Representative	C111	24,065.00	
<b>Bentonville</b>	Cindy Gail Richmond	DFA Local Revenue Office Manager	C118	33,381.15	145,399
	Amanda K Constancio	DFA Service Representative	C111	24,791.94	
	Sheri Ann Downs	DFA Service Representative	C111	25,856.59	
	Kelley J Elam	DFA Service Representative	C111	28,065.23	
	Trista L Finster	DFA Service Representative	C111	24,065.18	
	Amanda D Gross	DFA Service Representative	C111	26,438.67	

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	<b>Shelly L Rodgers</b>	DFA Service Representative	C111	25,856.69	
	<b>Charlotte Faith Clark Snyder</b>	DFA Service Representative	C111	25,856.69	
	<b>Tyral J Spence</b>	DFA Service Representative	C111	28,065.23	
	<b>Daly Sheree Stephens</b>	DFA Service Representative	C111	24,305.84	
	<b>Taylor N Teel</b>	DFA Service Representative	C111	24,305.84	
	<b>Jeanette K Womochil</b>	DFA Service Representative	C111	24,305.84	
	<b>Vacant</b>	DFA Local Revenue Office Supervisor	C114	27,858.00	
	<b>Vacant</b>	DFA Service Representative	C111	24,065.00	
	<b>Vacant</b>	DFA Service Representative	C111	24,065.00	
	<b>Vacant</b>	DFA Service Representative	C111	24,065.00	
	<b>Berryville</b>	DFA Service Representative	C111	24,065.00	
	<b>Bridget Merkaye Contreras</b>	DFA Local Revenue Office Supervisor	C114	30,605.54	
	<b>Tina Marie Burger</b>	DFA Service Representative	C111	26,438.67	
	<b>Teresa Annette Tibbets</b>	DFA Service Representative	C111	26,438.67	
	<b>Blytheville</b>	DFA Supervisor	C113	28,657.41	
	<b>Sabrina Lynn Benson</b>	DFA Service Representative	C111	24,305.84	
	<b>Shebrekeia Janae Caurathers</b>	DFA Local Revenue Office Manager	C118	34,199.78	
	<b>Latonya Rashael Cullins</b>	DFA Service Representative	C111	24,305.84	
	<b>Jennifer Nicole Phillips</b>	DFA Service Representative	C111	24,305.84	
	<b>Gail Devaun Cassity</b>	DFA Local Revenue Office Supervisor	C114	30,605.54	
	<b>Michelle D Mikles</b>	DFA Service Representative	C111	26,438.67	
	<b>Vira Annette Hamilton</b>	DFA Local Revenue Office Supervisor	C114	30,605.54	
	<b>Risa Libert</b>	DFA Local Revenue Office Manager	C118	39,861.74	
	<b>Bonneville</b>	DFA Service Representative	C111	26,438.67	
	<b>Rachel A Michel</b>	DFA Service Representative	C111	24,305.84	
	<b>Marshall Alan Lewis</b>	DFA Service Representative	C111	24,305.84	
	<b>Ebony Dodson</b>	DFA Service Representative	C111	24,305.84	
	<b>Margueena L Simmons</b>	DFA Service Representative	C111	24,305.84	
	<b>Camden</b>	DFA Local Revenue Office Manager	C118	33,861.00	
	<b>Vacant</b>	DFA Service Representative	C111	24,065.00	
	<b>Vacant</b>	DFA Supervisor	C113	29,082.35	
	<b>Melinda Chandler</b>	DFA Service Representative	C111	24,305.84	
	<b>Ianice Evans</b>	DFA Service Representative	C111	28,571.50	
	<b>Anita Hood</b>	DFA Service Representative	C111	24,791.94	
	<b>Shawna R Peeks</b>	DFA Service Representative	C118	37,200.59	
	<b>Rita L Long</b>	DFA Local Revenue Office Supervisor	C114	29,932.24	
	<b>Nannie Marvette Smith (Rover)</b>	DFA Local Revenue Office Supervisor	C111	26,438.67	
	<b>Tekelia J Davis</b>	DFA Service Representative	C111	24,791.94	
	<b>Tyesha L Jackson</b>	DFA Service Representative	C111	24,065.18	
	<b>April D Ward</b>	DFA Service Representative			

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Dermott	Fredia S Mcfadden	DFA Local Revenue Office Supervisor	C114	28,699.42	
Des Arc	Stephanie Dobbins	DFA Local Revenue Office Supervisor	C114	28,136.58	6,843
Dewitt	Lindsey n Palmer	DFA Local Revenue Office Supervisor	C114	28,699.42	11,656
Dierks Outreach*	Fran Campbell (Rover)	DFA Local Revenue Office Manager	C118	36,382.11	
Dierks Outreach*	Nashville Employee				1,166
Dover Outreach*	Russellville Employee				1,929
Dumas	Shirley A Walters	DFA Local Revenue Office Supervisor	C114	34,605.79	11,005
Earle	Blake Michael Morgan	DFA Service Representative	C111	26,438.67	
El Dorado	Pamela E Shelley	DFA Local Revenue Office Supervisor	C114	30,605.54	4,174
England	Donna Kaye Washington	DFA Local Revenue Office Manager	C118	36,927.90	48,310
Eudora Outreach*	Tameka Kaye Buffington	DFA Supervisor	C113	29,082.14	
Fayetteville	Alicia B Brewer	DFA Service Representative	C111	26,438.67	
Fordyce	Santana A Meadows	DFA Service Representative	C111	26,050.54	
Ft Smith East	Jessica J Crew Frazier	DFA Service Representative	C111	24,791.94	
Gardendale	Tiffany Thurmon	DFA Service Representative	C111	24,791.94	
Garrison	Robin L Farley	DFA Service Representative	C111	24,791.94	
Hawkins	Diane W Rice	DFA Local Revenue Office Supervisor	C114	35,208.37	10,290
Hopkinsville	Patricia A Lewis	DFA Service Representative	C111	29,010.80	
Jackson	Lake Village Employee				1,488
Jonesboro	Danielle Joy Wilson	DFA Local Revenue Office Manager	C118	34,199.78	118,258
Kosciusko	Pamela J Mettaffey	DFA Supervisor	C113	29,082.35	
Lake City	Sandra Diane Bounds	DFA Service Representative	C111	24,791.94	
Lakeoutlet	Linda M Coger	DFA Service Representative	C111	24,065.18	
Lakeoutlet	Scharrelle Eastley	DFA Service Representative	C111	24,791.94	
Lakeoutlet	Amy B Keeton	DFA Service Representative	C111	24,065.18	
Lakeoutlet	Felicia Shantaine McComb	DFA Service Representative	C111	26,438.67	
Lakeoutlet	Tamara Stevens	DFA Service Representative	C111	24,791.94	
Lakeoutlet	Evelyn M Xayadeth-Moore	DFA Service Representative	C111	24,305.84	
Lakeoutlet	Lily A Young	DFA Local Revenue Office Supervisor	C114	29,082.14	11,370
Lakeoutlet	Deloris A Rainey	DFA Service Representative	C111	24,791.94	
Lakeoutlet	Sonia Marie Thorne	DFA Local Revenue Office Supervisor	C114	29,082.35	26,725
Lakeoutlet	Kimberly a Bennett	DFA Service Representative	C111	24,791.94	
Lakeoutlet	Kristen Nicole Ray	DFA Service Representative	C111	26,244.61	
Lakeoutlet	Makeeta S Winfrey	DFA Service Representative	C111	24,305.84	
Lakeoutlet	Constance Reed Oswald	DFA Local Revenue Office Manager	C118	34,883.89	91,187
Lakeoutlet	Deborah Lynn Taber	DFA Supervisor	C113	27,271.09	

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	<b>Julia E Brooks</b>	DFA Service Representative	C111	13,025.27
	<b>Wanda S Harlson</b>	DFA Service Representative	C111	26,438.67
	<b>Kira M Kennedy</b>	DFA Service Representative	C111	24,065.18
	<b>John William Larker</b>	DFA Service Representative	C111	24,065.18
	<b>Kimberly A Parker</b>	DFA Service Representative	C111	24,791.94
	<b>Tiffany V Phimvongsa</b>	DFA Service Representative	C111	12,032.59
	<b>Ronald D Wells</b>	DFA Service Representative	C111	24,791.94
<b>Ft Smith Garrison</b>	<b>Kellie M Owens</b>	DFA Local Revenue Office Manager	C118	37,200.59
	<b>Jennifer Jeffcoat Ulmer</b>	DFA Supervisor	C113	28,655.95
	<b>Patricia A Brison</b>	DFA Service Representative	C111	31,395.52
	<b>Rhonda D Sinkuler</b>	DFA Service Representative	C111	25,859.60
	<b>Ora L Dumas (Rover)</b>	DFA Supervisor	C113	29,147.25
<b>Glenwood</b>	<b>Sharion K Pipkins</b>	DFA Local Revenue Office Supervisor	C114	32,489.39
	<b>Rhonda Renee Raines</b>	DFA Service Representative	C111	26,438.67
<b>Gravette</b>	<b>Gloria J Salkill</b>	DFA Local Revenue Office Supervisor	C114	28,699.42
	<b>Mary Ruth Poe</b>	DFA Service Representative	C111	26,438.67
<b>Greenbrier</b>	<b>Sherry L Garrett</b>	DFA Local Revenue Office Supervisor	C114	30,605.54
	<b>Amelia Ann Rooney</b>	DFA Service Representative	C111	26,438.67
<b>Green Forrest Outreach*</b>	<b>Harrison Employee</b>			3,262
<b>Greenwood</b>	<b>Regina F Cantrell</b>	DFA Local Revenue Office Manager	C118	37,200.59
	<b>Kimberly D Cox</b>	DFA Service Representative	C111	24,791.94
	<b>Shanna Angelique Lamont-Fox</b>	DFA Service Representative	C111	26,438.67
	<b>Karen A Olsen</b>	DFA Service Representative	C111	24,305.84
<b>Hamburg</b>	<b>Lela M Campbell</b>	DFA Local Revenue office Supervisor	C114	37,045.22
	<b>Nicole L Breedlove</b>	DFA Service Representative	C111	24,305.84
	<b>Vacant</b>	DFA Local Revenue Office Supervisor	C114	27,858.00
<b>Hampton</b>	<b>Debra Lynn Hicklinbotham</b>	DFA Service Representative	C111	26,438.67
<b>Harrisburg</b>	<b>Georgia Lee Owens</b>	DFA Local Revenue Office Supervisor	C114	28,699.42
	<b>Kathy A Cikanek</b>	DFA Local Revenue Office Manager	C118	37,200.59
	<b>Krista Ann Hutton</b>	DFA Supervisor	C113	29,082.35
	<b>Angela Nicole Bailey</b>	DFA Service Representative	C111	26,244.61
	<b>Eva D Braden</b>	DFA Service Representative	C111	26,438.67
	<b>Mark J Gray</b>	DFA Service Representative	C111	24,305.84
	<b>Cindy Ann Jackson</b>	DFA Service Representative	C111	26,438.67
<b>Hazen</b>	<b>Gail C Qualls</b>	DFA Local Revenue Office Supervisor	C114	32,489.39
<b>Heber Springs</b>	<b>Carol Lee Baker</b>	DFA Service Representative	C111	26,438.67

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	Dina G. Davenport	DFA Service Representative	C111	26,438.67	
	Kelia J. Stevenson	DFA Local Revenue Office Supervisor	C114	32,560.99	
	Melissa J. Vice	DFA Service Representative	C111	26,438.67	
<b>Helena</b>	Barbara A Hayes	DFA Local Revenue Office Supervisor	C114	32,809.50	24,712
	Linda K Shannan	DFA Service Representative	C111	26,438.67	
	Vickie Washington	DFA Service Representative	C111	25,856.69	
	Kimberly Denise Johnson	DFA Service Representative	C111	26,244.61	
	Sharon Lynn Harris (Rover)	DFA Local Revenue Office Manager	C118	49,226.53	
<b>Hope</b>	Margie E Dooley	DFA Local Revenue Office Supervisor	C114	30,605.54	26,679
	Kristen L Hodges	DFA Service Representative	C111	24,065.18	
	Vickie L Bateman	DFA Service Representative	C111	24,791.94	
	Julie Dalene Paddie	DFA Service Representative	C111	25,856.69	
<b>Horseshoe Bend Outreach*</b>	Melbourne Employee				864
	Pamela June Lafferty	DFA Local Revenue Office Manager	C118	36,382.11	54,070
	Roger W Bright (Rover)	DFA Local Revenue Office Manager	C118	34,199.78	
	Vacant	DFA Supervisor	C113	26,531.00	
	Michael C Hall	DFA Service Representative	C111	24,791.94	
	Tamara A Brown	DFA Service Representative	C111	25,856.69	
	Vacant	DFA Service Representative	C111	24,065.00	
<b>Hot Springs Downtown</b>	Mary D Robbins	DFA Local Revenue Office Manager	C118	34,883.89	64,703
	Susan K Kelly	DFA Supervisor	C113	29,082.14	
	Donald A Hughes	DFA Service Representative	C111	26,438.67	
	Katherine J Pate	DFA Service Representative	C111	24,791.94	
	Melissa Euincie Spakes	DFA Service Representative	C111	26,438.67	
	Velvet E Trehern	DFA Service Representative	C111	25,856.69	
	Faleasha A Young	DFA Service Representative	C111	24,305.84	
	Mona Kathleen Tillary	DFA Local Revenue Office Supervisor	C114	30,605.54	22,510
	Martha Allison Fryar	DFA Service Representative	C111	26,438.67	
	Linda Louise Davis	DFA Service Representative	C111	26,438.67	
	Deborah J Shirley	DFA Local Revenue Office Supervisor	C114	44,946.72	3,228
<b>Huntsville</b>	Vacant	DFA Local Revenue Office Supervisor	C114	27,858.00	22,401
	Aimee M Usrey	DFA Service Representative	C111	24,791.94	
	Shelly A Alexander (Rover)	DFA Local Revenue Office Manager	C118	.37,200.59	
<b>Imboden Outreach*</b>	Walnut Ridge Employee				3,336
<b>Jacksonville</b>	Carla P Turley	DFA Local Revenue Office Manager	C118	34,199.78	54,511
	Jacqueline Layrene Johnson	DFA Supervisor	C113	28,869.15	

Outreach offices are not open 5 days a week  
 Employees come from local offices when the Outreach is open.

	LaTonnie Luckadue	DFA Service Representative	C111	29,085.68	
	Sylvia Rose Thomas	DFA Service Representative	C111	26,438.67	
	Demetria K Young	DFA Service Representative	C111	25,668.66	
	Christen J Scheellenberg	DFA Service Representative	C111	24,305.84	
	Cristal G Kennedy	DFA Service Representative	C111	24,305.84	
Jasper	Alisha Nicole Martin	DFA Local Revenue Office Supervisor	C114	30,605.54	9,940
	Debbie A Roberts	DFA Service Representative	C111	26,438.67	
Jonesboro	Vacant	DFA Service Representative	C111	24,065.00	107,206
	Shirley R. Gaines	DFA Service Representative	C111	26,377.94	
	Veronica Hager	DFA Service Representative	C111	24,791.94	
	Charles A. Hill	DFA Service Representative	C111	24,791.94	
	Kelly Marie Morgan	DFA Supervisor	C113	28,933.63	
	Robin D. Muir	DFA Local Revenue Office Manager	C118	37,200.59	
	Teresa Kay Poe	DFA Service Representative	C111	26,244.61	
	Tracy A. Schmidt	DFA Service Representative	C111	24,305.84	
	Annette Arnold Stone	DFA Service Representative	C111	24,546.50	
	Carolyn Faye Taylor	DFA Supervisor	C113	29,147.25	
	Bradley S. Wallace	DFA Service Representative	C111	24,791.94	
	Geneva L. Webb	DFA Supervisor	C113	27,271.09	
	Carolyn Ewon Williams	DFA Service Representative	C111	26,052.21	
Lake City	Jennifer O'Neal Kelems	DFA Service Representative	C111	26,052.21	13,053
	Jamie Lynn Wallace	DFA Local Revenue Office Supervisor	C114	30,605.54	
Lake Village	Phyllis R Regnelli	DFA Local Revenue Office Supervisor	C114	29,932.24	11,648
	Tiffany D Dixon	DFA Service Representative	C111	24,791.94	
Leachville Outreach*	Lisa Ann Smith	DFA Local Revenue Office Supervisor	C114	30,605.54	3,133
Lead Hill Outreach*	Harrison Employee				1,426
Lewisville	Donna A McDowell	DFA Local Revenue Office Supervisor	C114	27,858.06	9,643
	Lisa Anne Burns	DFA Service Representative	C111	24,065.18	
Lincoln	Pamela L Pyette	DFA Local Revenue Office Supervisor	C114	32,489.39	15,142
	Angela R Langway	DFA Service Representative	C111	24,305.84	
Little Rock Central	Vacant	DFA Local Revenue Office Manager	C118	33,861.00	119,167
	Sandra M Johnson	DFA Supervisor	C113	28,506.19	
	Raneesha A Bell	DFA Service Representative	C111	24,065.18	
	Sylvia L Brown	DFA Service Representative	C111	26,438.67	
	Donna M Brumett	DFA Service Representative	C111	24,791.94	
	Priscilla A Garcia	DFA Service Representative	C111	24,065.18	

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	Lajena M Holt	DFA Service Representative	C111	24,791.94
	April L Wilson	DFA Service Representative	C111	26,438.67
	Yvonne R Williams	DFA Service Representative	C111	26,438.67
	Jazmenn J Wright	DFA Service Representative	C111	24,305.84
	Vacant	DFA Service Representative	C111	24,065.00
<b>London</b>	Gerry Ray	DFA Local Revenue Office Supervisor	C114	33,733.44
	Amber N Moore	DFA Service Representative	C111	24,791.94
	Kimberly A Siason	DFA Service Representative	C111	24,305.84
	Brennon W Ingle (Rover)	DFA Local Revenue Office Supervisor	C114	28,569.63
<b>Magnolia</b>	Gloria L Counter	DFA Local Revenue Office Manager	C118	37,200.59
	Glenda G Gurnells	DFA Service Representative	C111	26,438.67
	Hali Machelle Hampton	DFA Service Representative	C111	24,305.84
	Sonya M Edington	DFA Service Representative	C111	24,065.18
	Burt T Ashburn	DFA Local Revenue Office Manager	C118	34,726.22
<b>Malvern</b>	Debbie D Hastings	DFA Service Representative	C111	24,791.94
	Holly W Duncan	DFA Service Representative	C111	24,305.84
	Crystal D Motes	DFA Service Representative	C111	31,814.22
	Melbourne Employee			1,461
<b>Mania Outreach*</b>	Leachville Employee	DFA Local Revenue Office Supervisor	C114	5,144
<b>Marianna</b>	Mary E Palmer	DFA Service Representative	C111	30,605.54
	Elizabeth Guest	DFA Local Revenue Office Supervisor	C111	26,438.67
<b>Marion</b>	Ronda J Woods	DFA Service Representative	C114	29,932.24
	Denita D Hood	DFA Service Representative	C111	24,791.94
	Monica D Stevens	DFA Service Representative	C111	24,305.84
<b>Marked Tree</b>	Sarah L Brewer	DFA Service Representative	C111	26,438.67
	Linda C Washington	DFA Local Revenue Office Supervisor	C114	30,605.54
<b>Marshall</b>	Hayley A. Blackwell	DFA Service Representative	C111	24,065.18
	Vickie L. Fountain	DFA Local Revenue Office Supervisor	C114	30,605.54
<b>Maumelle</b>	LaConstance R Hune	DFA Local Revenue Office Supervisor	C114	28,136.58
	Keaira L Mack	DFA Service Representative	C111	24,791.84
	Linda D Merritt	DFA Local Revenue Office Supervisor	C114	34,969.58
	Connie Lynn Terry	DFA Service Representative	C111	26,438.67
<b>Melbourne</b>	Anna F. Hopper	DFA Local Revenue Office Supervisor	C114	30,605.54
	Sabrina L Vaughn (Rover)	DFA Local Revenue Office Manager	C118	34,199.78
	Cynthia A. Ward	DFA Service Representative	C111	24,791.94
<b>Mena</b>	Pamela L Huff	DFA Local Revenue Office Supervisor	C114	29,082.35
				26,601

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	Tracey Dawn Foster	DFA Service Representative	C111	26,438.67
	Betty Sue Barrett	DFA Service Representative	C111	24,305.84
	Cheilee M Shores	DFA Service Representative	C111	24,791.94
<b>Monticello</b>	Eunice C Watson	DFA Local Revenue Office Supervisor	C114	30,605.54
	Midge Malia Baughn	DFA Service Representative	C111	26,438.67
	Debbie Ellen Walls	DFA Service Representative	C111	26,438.67
	Mark E Cater (Rover)	DFA Local Revenue Office Manager	C118	37,200.59
<b>Morrilton</b>	Rhonda G Finton	DFA Local Revenue Office Supervisor	C114	30,605.54
	Lynn Rae Masker	DFA Service Representative	C111	26,244.61
	Teresa Naff	DFA Service Representative	C111	26,438.67
<b>Mountainburg Outreach*</b>	Port Smith East Employee	DFA Service Representative	C111	24,791.94
<b>Mountain Home</b>	Becky Howard	DFA Service Representative	C111	24,305.84
	Pamela S. Kaphshandy	DFA Service Representative	C111	24,305.84
	Amber R. Knapp	DFA Service Representative	C111	24,305.84
	Denise L. Lane	DFA Service Representative	C111	24,791.94
	Kimberly M. Stinnett	DFA Supervisor	C113	27,816.46
	Suzanne Justine Vaughn	DFA Local Revenue Office Manager	C118	34,199.78
<b>Mountain View</b>	Pamela J. Henderson	DFA Local Revenue Office Supervisor	C114	29,935.36
	Tena G. Tate (Rover)	DFA Local Revenue Office Manager	C118	37,200.59
	Tommy Brent Taylor	DFA Service Representative	C111	25,859.60
<b>Mt. Ida</b>	Nicki L Jones	DFA Local Revenue Office Supervisor	C114	37,791.52
	Eunice Jeanne Thew	DFA Service Representative	C111	26,438.67
<b>Murfreesboro</b>	Francis D Humphrey	DFA Local Revenue Office Supervisor	C114	30,605.54
	Shanna DeAnne Coleman	DFA Service Representative	C111	26,438.67
	Rebecca J Ray	DFA Local Revenue Office Supervisor	C114	42,214.64
<b>Nashville</b>	Lisa D Sharp	DFA Supervisor	C113	30,942.70
	Suzanna L Brewer	DFA Service Representative	C111	26,438.67
<b>Newport</b>	Cary A. Barner-Nelson	DFA Service Representative	C111	28,065.23
	Doris E. Hill	DFA Service Representative	C111	26,438.67
	Lee D. Madden	DFA Local Revenue Office Supervisor	C114	38,746.66
<b>North Little Rock</b>	Loretta D Mitchell (Rover)	DFA Local Revenue Office Manager	C118	37,200.59
	Marion R Berry	DFA Local Revenue Office Manager	C118	39,490.88
	Phyllis A Gray	DFA Supervisor	C113	30,942.70
	Shapan T Kelly	DFA Service Representative	C111	25,859.60
	Ivory E Jones	DFA Service Representative	C111	24,065.18
<b>Osceola</b>	Vicky L Copeland	DFA Service Representative	C111	26,438.67
				16,692

Outreach offices are not open 5 days a week

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	Nina C. Harris	DFA Service Representative	C111	29,151.82
Brenda S. Lee	DFA Local Revenue Office Supervisor	C114	35,667.28	
Ozark	DFA Local Revenue Office Supervisor	C114	28,699.42	
Cynthia S. Rowe	DFA Service Representative	C111	26,244.61	
Quesette Jones	DFA Local Revenue Office Manager	C118	36,382.11	
Thomas Mark Deaton (Rover)	DFA Service Representative	C111	24,065.00	
Paragould	DFA Supervisor	C113	28,657.41	
Vacant	DFA Service Representative	C111	24,791.94	
Shacy A. Curry	DFA Service Representative	C111	24,791.94	
Wicki R. Huckabay	DFA Service Representative	C111	24,791.94	
Amanda Rose Traxler	DFA Service Representative	C111	24,791.94	
Kathy S. Vowell	DFA Local Revenue Office Manager	C113	37,200.59	
Perryville	DFA Local Revenue Office Supervisor	C111	25,667.20	
Linda C. Woodward	DFA Service Representative	C113	34,199.78	
Christy M. Boothe (Rover)	DFA Local Revenue Office Manager	C114	34,923.41	
Anita M. Forrest	DFA Local Revenue Office Supervisor	C111	26,244.61	
Kimberly M. Bolden	DFA Service Representative	C114	28,136.58	
Trinity M. Grinstead	DFA Local Revenue Office Supervisor	C111	24,791.94	
Debra K. Hogan	DFA Service Representative	C114	29,082.14	
Piggott	DFA Local Revenue Office Supervisor	C111	24,791.94	
Penny S. Hill	DFA Service Representative	C118	39,961.58	
Lori A. Parker	DFA Local Revenue Office Manager	C113	30,942.70	
Pine Bluff	DFA Supervisor	C111	26,438.67	
Marion D. Martin-Williams	DFA Service Representative	C111	24,065.18	
Debra Thornton	DFA Service Representative	C111	26,438.67	
Gracey R. Broom	DFA Service Representative	C111	24,791.94	
Cindy T. Daniels	DFA Service Representative	C111	24,065.18	
Carrie Mae Giles	DFA Service Representative	C111	26,438.67	
Lakeisha D. Welch	DFA Service Representative	C111	24,791.94	
Lisa R. Chambliss	DFA Service Representative	C111	24,065.18	
Pocahontas	Sally Beth King	DFA Service Representative	C111	26,438.67
Michele J. Thielemier	DFA Service Representative	C111	24,791.94	
Prescott	Melissa A. Vandergriff	DFA Local Revenue Office Supervisor	C114	30,605.54
Angie R. Faulkner	DFA Local Revenue Office Supervisor	C114	29,082.56	
Ragland Special License	Tera L. McKinnon	DFA Service Representative	C111	24,305.84
	Kelly Riggs	DFA Local Revenue Office Manager	C118	34,199.78
	Tonya Spivey	DFA Supervisor	C113	29,082.35
	Amanda Boyd	DFA Service Representative	C111	26,438.67
	Casey Creed	DFA Service Representative	C111	24,305.84
	Cathy Vandenvender	DFA Service Representative	C111	24,065.18
	Engracia Wallace	DFA Service Representative	C111	24,305.84

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	Keitra Hawkins	DFA Service Representative	C111	24,305.84
	Lynn Smith	DFA Service Representative	C111	25,338.67
	Stephanie Brumett	DFA Service Representative	C111	24,305.84
	Lisa Norwood	DFA Service Representative	C111	24,305.84
	Helen Walker	DFA Service Representative	C111	26,438.67
	Vacant	DFA Service Representative	C111	24,065.00
	Bobbie W Bohlar (Rover)	DFA Local Revenue Office Manager	C118	37,200.59
Rector	Sarah B. Miner	DFA Local Revenue Office Supervisor	C114	30,605.54
Rison	Kristi Lynn White	DFA Local Revenue Office Supervisor	C114	29,082.14
	Hannah E Terry	DFA Service Representative	C111	24,791.94
Rogers	Tina M Magnuson	DFA Local Revenue Office Manager	C118	33,861.15
	Gyenn Bouchard	DFA Service Representative	C111	26,438.67
	Lisa Gilbert	DFA Service Representative	C111	24,305.84
	Stephanie E Rogers	DFA Service Representative	C111	26,244.61
	Linda A Shimko	DFA Service Representative	C111	24,791.94
	Kathryn J Swadley	DFA Service Representative	C111	24,791.94
	Beverly Joe Vaughn	DFA Service Representative	C111	26,438.67
	Vacant	DFA Local Revenue Office Supervisor	C114	27,358.00
Russellville	Krishelle L Teague	DFA Local Revenue Office Manager	C118	34,199.78
	Melissa K Whitby	DFA Supervisor	C113	29,082.35
	Alvine Leanea Caldwell	DFA Service Representative	C111	26,244.61
	Janell Collins-Lang	DFA Service Representative	C111	24,305.84
	Raven L Cox	DFA Service Representative	C111	24,065.18
	Tiffany L Deal	DFA Service Representative	C111	36,239.84
	Bertha M Kelly/brew	DFA Service Representative	C111	24,065.18
	Toni A McKown	DFA Service Representative	C111	26,438.67
	Melody I Short (Rover)	DFA Local Revenue Office Supervisor	C114	30,605.54
	Rhonda S Sydow	DFA Service Representative	C111	24,305.84
Salem	Anna J. Humphries	DFA Local Revenue Office Supervisor	C114	30,605.54
	Kimberly Dawn Zook	DFA Service Representative	C111	25,356.69
	Deborah L Reed	DFA Local Revenue Office Manager	C118	37,200.59
	Kristin Lanette Hernandez	DFA Supervisor	C113	29,082.14
	Catherine M Gillen	DFA Service Representative	C111	24,791.94
	Alexandria D Rowton	DFA Service Representative	C111	24,791.94
	Jessica E Baker	DFA Service Representative	C111	24,791.94
	Donnie G Cook	DFA Service Representative	C111	24,305.84

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	Teresa M Allred	DFA Service Representative	C111	24,065.18
<b>Sheridan</b>	Jackie S Cotton	DFA Local Revenue Office Supervisor	C114	28,869.15
	Shelia M Harrington	DFA Service Representative	C111	24,791.94
	Afton R Craig	DFA Service Representative	C111	24,065.18
<b>Sherwood</b>	Jasmine Marie Norwood	DFA Local Revenue Office Manager	C118	33,861.15
	Sean R Preachers	DFA Supervisor	C113	27,271.09
	Sonia Veronica McFarlane-Henry	DFA Service Representative	C111	26,438.67
	Lisa Harp	DFA Service Representative	C111	25,667.20
	Tyluana M Milles	DFA Service Representative	C111	24,791.94
<b>Siloam Springs</b>	Robyn Gayle Brown	DFA Service Representative	C111	24,305.84
	Janice R Hobson	DFA Service Representative	C111	24,305.84
	Charles A Dougan	DFA Service Representative	C111	24,065.18
	Norene M Drinkwater	DFA Local Revenue Office Supervisor	C114	28,699.42
	Mary A Burrell	DFA Service Representative	C111	26,438.67
	Cynthia K Hoyt	DFA Service Representative	C111	26,438.67
	Vacant	DFA Service Representative	C111	24,065.00
<b>Smackover</b>	Johnnie B Johnson	DFA Local Revenue Office Supervisor	C114	32,062.16
<b>Springdale</b>	Karen H Davis	DFA Local Revenue Office Manager	C118	34,883.89
	Laicie Jayann Resce	DFA Supervisor	C113	28,869.15
	Annie K Campbell	DFA Service Representative	C111	24,305.84
	Patricia D Delong	DFA Service Representative	C111	24,791.94
	Christi L Gibson	DFA Service Representative	C111	24,305.84
	Martha Iweet Martinez	DFA Service Representative	C111	24,305.84
	Berenice Mondragon	DFA Service Representative	C111	25,859.60
	Karen June Paslay	DFA Service Representative	C111	26,244.61
	Debra Jean Sinclair	DFA Service Representative	C111	26,244.61
	Celia M Trejo	DFA Service Representative	C111	24,065.18
<b>Star City</b>	Regina E Dudley (Rover)	DFA Local Revenue Office Supervisor	C114	30,605.54
	James Glenn Haley	DFA Local Revenue Office Supervisor	C114	30,605.54
	Pamela R Fish	DFA Service Representative	C111	26,438.67
<b>Stephens Outreach*</b>	Camden Employee			984
<b>Stuttgart</b>	Maud E London	DFA Local Revenue Office Supervisor	C114	29,082.14
	Tammy L Brandon	DFA Service Representative	C111	24,791.94
	Linda A Harrison	DFA Service Representative	C111	24,305.84
<b>SW Little Rock</b>	Carolyn M Daniel	DFA Local Revenue Office Manager	C118	36,654.80
	Angela L Gilkey	DFA Supervisor	C113	28,869.15

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	Shawna D Givens	DFA Service Representative	C111	24,305.84	
	Patricia A Day-Parker	DFA Service Representative	C111	24,791.94	
	Clinton C Anderson	DFA Service Representative	C111	24,065.18	
	Vacant	DFA Service Representative	C111	24,065.00	
	Vacant	DFA Service Representative	C111	24,065.00	
	Vacant	DFA Service Representative	C111	24,065.00	
	Vacant	DFA Service Representative	C111	24,065.00	
	Cynthia A Booth	DFA Local Revenue Office Manager	C118	40,049.57	60,865
<b>Texarkana</b>	Barbara J Allen (Rover)	DFA Local Revenue Office Manager	C118	33,861.15	
	Shaunta D Collins	DFA Supervisor	C113	29,082.14	
	Shayla Bolden	DFA Service Representative	C111	24,791.94	
	Carolyn Denise Burks	DFA Service Representative	C111	26,052.21	
	Betty Carol Moss	DFA Service Representative	C111	26,438.67	
	John Nguyen	DFA Service Representative	C111	24,791.94	
	Kathy M Powell	DFA Service Representative	C111	24,791.94	
<b>Trumann</b>	Vickie D. Davis	DFA Service Representative	C111	25,667.20	14,765
	Anna P. Looney	DFA Local Revenue Office Supervisor	C114	29,493.15	
	Lou Jean Melton	DFA Local Revenue Office Manager	C118	39,490.88	64,330
	Cynthia Marie Burkholder	DFA Supervisor	C113	29,147.25	
	Lara N Aspedon	DFA Service Representative	C111	25,856.69	
	Kelly L Layes	DFA Service Representative	C111	26,438.67	
	Gayle A Meadows	DFA Service Representative	C111	24,791.94	
	Charla Kay Pile	DFA Service Representative	C111	25,859.60	
	Jessica M Rivera	DFA Service Representative	C111	24,791.94	
	Conway Employee			6,173	
<b>Van Buren</b>	Patty Ridenhour	DFA Local Revenue Office Supervisor	C114	30,605.54	
	Lisa Fowler	DFA Service Representative	C111	26,438.67	14,386
	Marijorie D. Barber	DFA Service Representative	C111	24,305.84	22,228
	Deborah J. Foley	DFA Local Revenue Office Supervisor	C114	33,367.15	
	Kelli B. O'Neal	DFA Supervisor	C113	27,816.46	
	Amber L. Young	DFA Service Representative	C111	24,305.84	
	Johnnie M Mangum	DFA Local Revenue Office Supervisor	C114	30,605.54	17,543
	Larry D Watson	DFA Service Representative	C111	25,287.81	
	Deborah Louise Smith	DFA Service Representative	C111	26,438.67	
	Cynthia M Henman	DFA Local Revenue Office Manager	C118	34,883.89	126,900
<b>West Little Rock</b>	Cultina A Phillips	DFA Supervisor	C113	27,271.09	

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<b>NE District Managers Office</b>	Amy M. Brown	DFA Revenue District Manager	C121	43,064.74	Jonesboro
<b>NE District Managers Office</b>	Tiffany B. Deatherage	DFA Administrative Specialist II	C109	22,045.30	
<b>NE District Managers Office</b>	Wendy L. Goodon	DFA Revenue Assistant D Manager	C119	40,920.67	
<b>NW District Managers Office</b>	Loretta L. Turner	DFA Revenue Office District Manager	C121	42,966.56	Fayetteville
<b>NW District Managers Office</b>	Karen L. Hopkins	DFA Revenue Office Asst District Manager	C119	40,920.67	
<b>NW District Managers Office</b>	Virginia A. Phelan	Administrative Specialist II	C109	38,537.82	
<b>SE District Manager Office</b>	Janice Lung	DFA Revenue Office District Manager	C121	44,022.37	Stuttgart
<b>SE District Manager Office</b>	Tonya C. Highfill	DFA Revenue Office asst. District Manager	C119	35,909.54	
<b>SE District Manager Office</b>	Vickie Howard	Administrative specialist ii	C114	29,107.73	
<b>SW District Manager Office</b>	Melinda K. Williams	DFA Revenue Office Dist. Manager	C121	49,351.33	Prescott
<b>SW District Manager Office</b>	Sylvia M. Humphrey	DFA Revenue Assistant Manager	C119	40,920.67	
<b>SW District Manager Office</b>	Shanna M. Loe	Administrative Specialist	C109	25,456.08	

The 134 State Revenue Offices are divided into five districts.

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# DFA Map of Revenue Offices



**DFA Revenue Office Types**

- Full Time
- ★ Outreach

Office Locations as of 6-19-2015



**ARKANSAS STATE REVENUE OFFICES**

Thursday, July 09, 2015

<u>ARKANSAS</u>	<u>CRAIGHEAD</u>	<u>HOWARD</u>	<u>MISSISSIPPI</u>	<u>RANDOLPH</u>
Dewitt Stuttgart	Jonesboro Lake City	Dierks Nashville	Blytheville Leachville Manila Osceola	Pocahontas
<u>ASHLEY</u>	<u>CRAWFORD</u>	<u>INDEPENDENCE</u>	<u>MONROE</u>	<u>ST. FRANCIS</u>
Crossett Hamburg	Mountainburg Van Buren	Batesville	Brinkley Clarendon	Forrest City Hughes
<u>BAXTER</u>	<u>CRITTENDEN</u>	<u>IZARD</u>	<u>MONTGOMERY</u>	<u>SALINE</u>
Mountain Home	Earle Marion West Memphis	Horseshoe Bend Melbourne	Mount Ida	Benton Bryant
<u>BENTON</u>	<u>CROSS</u>	<u>JACKSON</u>	<u>NEVADA</u>	<u>SCOTT</u>
Benton Co. Decatur Gravette Rogers Siloam Springs	Wynne	Newport	Prescott	Waldron
<u>BOONE</u>	<u>DALLAS</u>	<u>JEFFERSON</u>	<u>NEWTON</u>	<u>SEARCY</u>
Harrison Lead Hill	Fordyce	Pine Bluff White Hall	Jasper	Marshall
<u>BRADLEY</u>	<u>DESHA</u>	<u>JOHNSON</u>	<u>OUACHITA</u>	<u>SEBASTIAN</u>
Warren	Dumas McGehee	Clarksville	Camden Stephens	Fort Smith Fort Smith East Greenwood
<u>CALHOUN</u>	<u>DREW</u>	<u>LAFAYETTE</u>	<u>PERRY</u>	<u>SEVIER</u>
Hampton	Monticello	Lewisville	Perryville	DeQueen
<u>CARROLL</u>	<u>FAULKNER</u>	<u>LAWRENCE</u>	<u>PHILLIPS</u>	<u>SHARP</u>
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<u>CHICOT</u>	<u>FRANKLIN</u>	<u>LEE</u>	<u>PIKE</u>	<u>STONE</u>
Dermott Eudora Lake Village	Charleston Ozark	Marianna	Glenwood Murfreesboro	Mountain View
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<u>CLAY</u>	<u>GARLAND</u>	<u>LITTLE RIVER</u>	<u>POLK</u>	<u>VAN BUREN</u>
Corning Piggott Rector	Hot Springs Hot Springs AP Hot Springs VLG	Ashdown	Mena	Clinton
<u>CLEBURNE</u>	<u>GRANT</u>	<u>LOGAN</u>	<u>POPE</u>	<u>WASHINGTON</u>
Heber Springs	Sheridan	Booneville Paris	Atkins Dover Russellville	Fayetteville Lincoln Springdale West Fork
<u>CLEVELAND</u>	<u>GREENE</u>	<u>LONOKE</u>	<u>PRAIRIE</u>	<u>WHITE</u>
Rison	Paragould	Cabot England Lonoke	Des Arc Hazen	Bald Knob Beebe Searcy
<u>COLUMBIA</u>	<u>HEMPSTEAD</u>	<u>MADISON</u>	<u>PULASKI</u>	<u>WOODRUFF</u>
Magnolia	Hope	Huntsville	Jacksonville Little Rock Central Little Rock Ragland Little Rock SW Little Rock West Maumelle North Little Rock Sherwood	Augusta
<u>CONWAY</u>	<u>HOT SPRING</u>	<u>MILLER</u>		<u>YELL</u>
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615 Clay, 71923  
(870) 246-6733, Fax 230-1643

**ASHDOWN** (Little River 41-02) (2)  
Melissa Booth, Agent  
390 West Main Street, 71822  
(870) 898-3255, Fax 898-8415

**ASH FLAT** (Sharp 68-03) (3)  
Jerry Roe, Agent  
718 Ash Flat Drive, Building 100, Room 4,  
Wing C, P.O. Box 273, 72513  
(870) 994-7357, Fax 994-2035  
M-F 8:00 – 4:00

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502 North 3rd, Room B, 72006  
(870) 347-2213, Fax 347-1613

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Margaret Standridge, Agent  
2610 Hwy. 367 North, 72010  
(501) 724-3147, Fax 724-0098

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Alisa Hatfield, Agent  
1207 East Main, 72501  
(870) 793-7441, Fax 793-1155

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Susan McConnaughay, Agent  
206 West Center, 72012  
(501) 882-6777, Fax 882-6650

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215 North Main, 72015  
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Cindy Richmond, Agent  
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Annette Hamilton, Agent  
309 West Cedar, 72021  
(870) 734-1816, Fax 734-0525

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Risa Ibert, Agent  
101 Suite G, NW 3<sup>rd</sup> Street,  
Stonebridge Center, 72022  
(501) 847-5080, Fax 847-2458

**CABOT** (Lonoke 43-02) (6)  
Agent  
1604 South Pine, Suite F, 72023  
(501) 843-5836, Fax 843-6700  
M-F 7:00 – 6:00

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135 Jackson Street, 71701  
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Thurs. 8:30 - 4:00

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Shelia Robertson, Agent  
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607 East Main, 72933  
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603 Madison Street, 72029-2424  
(870) 747-3796, Fax 747-1318

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Elizabeth Parks, Agent  
1140 South Rogers, 72830  
(479) 754-2149, Fax 705-8414

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Amanda Green, Agent  
1400 Hwy. 65 South, 72031  
(501) 745-6176, Fax 745-2705

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Sonja Jaco, Agent  
2455 Washington Ave., Suite 105, 72032  
(501) 329-2601, Fax 327-1676  
M-F 7:00 – 6:00

**CORNING** (Clay 11-01) (2)  
Brandy Eldridge, Agent  
800 Southwest 2<sup>nd</sup> Street, 72422  
(870) 857-3221, Fax 857-5325

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Latanye Lewis, Agent  
209 Main Street, 71635  
(870) 364-6744, Fax 364-9617

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710 Boston Plaza  
P.O. Box 276, 72833  
(479) 495-2841, 495-2842, Fax 495-5501

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(870) 256-4930, Fax 256-1055

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142 Court Square, 72042  
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Donna K. Washington, Agent  
236 American Road, 71730  
(870) 863-3862, Fax 862-8195  
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211 N. Allis, 72046  
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**EUDORA** (Chicot 09-04) (1)  
Agent  
239 S. Main, City Hall Bldg., 71640  
(870) 355-4439, Fax 355-4003  
Tues. & Wed. 9:00 -3:30

**FAYETTEVILLE** (Washington 72-01) (9)  
Danielle Wilson, Agent  
965 South Razorback Road, Suite 2, 72701  
(479) 442-7691, 442-6611, Fax 587-9408  
M-F 7:00 – 6:00

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Lily Young, Agent  
116 West 3<sup>rd</sup>, 71742  
(870) 352-3588, Fax 352-2516

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Sonia Thorne, Agent  
2308 North Washington, 72335  
(870) 633-2512, Fax 633-1359

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Kellie Owens, Agent  
616 Garrison Rm. 106, 72901  
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Connie Oswald, Agent  
6515 Phoenix Avenue, 72903  
(479) 452-7031, 452-7032, Fax 452-7039  
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107 Mountain View Road, Suite 1, 71943  
(870) 356-3105, Fax 356-3689

**GRAVETTE** (Benton 04-04) (2)  
Gloria Salkill, Agent  
901 First Avenue SW, Suite C  
P. O. Box 502, 72736  
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M-F 8:00 - 4:30 p.m.

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Sherry Garrett, Agent  
110B South Broadview, P.O. Box 243, 72058  
(501) 679-2117, Fax 679-6935  
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(870) 438-6559, Thurs. & Fri. 8:30 – 4:30  
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Lela Campbell, Agent  
205 East Jefferson, Box 16, 71646  
(870) 853-5418, Fax 853-4751

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218 Main Street,  
P.O. Box 104, 71744-0104  
(870) 798-2588, Fax 798-4772

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Georgia Owens, Agent  
408 North Illinois, 72432-0477  
(870) 578-5911, Fax 578-5757

**HARRISON** (Boone 05-01) (6)  
Kathy Cikanek, Agent  
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(870) 741-5501 741-3066, Fax 741-9683  
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Gail Qualls, Agent  
109 N. Hazen Avenue, P.O. Box 288  
72064-0288  
(870) 255-3156, Fax 255-3058

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113 West Clinton, 72543-3816  
(501) 362-2469, Fax 362-6766

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Barbara Hayes, Agent  
429 Cherry Street, 72342-3336  
(870) 338-8171, Fax 338-7218

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P.O. Box 1645, 71801-5045  
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**HORSESHOE BEND** (Izard 33-01) (1)  
Sabrina Vaughn, Agent  
704 West Commerce, 72512  
(870) 670-4554  
Wednesdays (Only) 7:30 -4:00

**HOT SPRINGS AP** (Garland 26-04) (6)  
Pamela Lafferty, Agent  
1609 Albert Pike, Suite U, 71913-4713  
(501) 624-0832, Fax 622-6662  
Mon. – Fri. 7:00 – 6:00

**HOT SPRINGS DT** (Garland 26-02) (7)  
Mary Robbins, Agent  
200 Woodbine, Room 142, 71901  
(501) 624-4472, Fax 624-2529

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Mona Tillery, Agent  
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(501) 984-5488, Fax 984-5495

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309 South Broadway, 72348  
(870) 339-3196, Fax 339-3487

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705 A North Parrott Drive  
P.O. Box 156, 72740-0156  
(479) 738-6516, Fax 738-1737

**IMBODEN** (Lawrence 38-02) (1)  
Kelli O'Neal, Agent  
106 East 2nd Street, 72434  
(870) 869-2218, Fax 869-0048  
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**JASPER** (Newton 51-01) (2)  
Alisha Martin, Agent  
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108 N. Spring Street, P.O. Box 121, 72641-0121  
(870) 446-2215, Fax 446-2771

**JONESBORO** (Craighead 16-01) (13)  
Robin Muir, Agent  
206 Southwest Drive, Suite B, 72401  
(870) 932-2716, Fax 932-0667  
M-F 7:00 – 6:00

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Jamie Wallace, Agent  
Courthouse, 107 Cobean, P.O. Box 654, 72437  
(870) 237-4421, Fax 237-4221

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Phyllis Reginelli, Agent  
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(870) 539-2501, Fax 539-2490  
Thurs. and Fri. 8:00 – 4:00

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City Hall, Hwy. 14 West, 72644  
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215 South Main Street, 72744  
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M-F 8:00 – 4:30

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Sondra Thomas, Agent  
1900 West 7<sup>th</sup> Street, Room 1030, 72201  
(501) 682-7076, Fax 682-7448

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Carolyn Daniel, Agent  
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Gerry Ray, Agent  
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Gloria Counter, Agent  
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(870) 234-3560, Fax 234-7360

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Burt Ashburn, Agent  
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Sabrina Vaughn, Agent  
City Hall Building, 415 Main Street, 72554  
(870) 625-3204, Fax 625-7566  
Tues. Only 9:00 – 4:30

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Lisa Smith, Agent  
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(870) 561-4470, Fax 561-4438  
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Mary Palmer, Agent  
29 North Poplar, 72360-2318  
(870) 295-3252, Fax 295-2552

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Ronda Woods, Agent  
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Vickie Fountain, Agent  
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(870) 448-2485, Fax 448-2226

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LaConstance Hune, Agent  
550 Edgewood, Suite 580, 72113  
(501) 851-7688, Fax 851-9507

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Anna Hopper, Agent  
41 South Spring Street, P.O. Box 451, 72556-0451  
(870) 368-4335, Fax 368-7528

**MENA** (Polk 57-01) (4)  
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Rhonda Finton, Agent  
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(870) 867-3813, Fax 867-5158

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131 Kelly Street,  
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(870) 285-3590, Fax 285-2844

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421 North Main Street, Room 3  
71852-2008  
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Darlene Madden, Agent  
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Marion Berry, Agent  
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**OZARK** (Franklin 24-02) (3)  
Cynthia Rowe, Agent  
221 West Main, 72949-3231  
(479) 667-3765, Fax 667-5985

**PARAGOULD** (Greene 28-01) (7)  
Kathy Vowell, Agent  
Greene County Courthouse, 320 West Court Street,  
Room 100, Box 100 A & 100 B, 72450  
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Trinity Grimstead, Agent  
410 North Fourche, P. O. Box 96, 72126  
(501) 889-2665, Fax 889-2952

**PIGGOTT** (Clay 11-04) (2)  
Penny Hill, Agent  
Courthouse, 151 South 2<sup>nd</sup> Street,  
72454-2632  
(870) 598-3310, Fax 598-2947

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Marion Martin-Williams, Agent  
2801 Olive Street, Space 7C, 71603  
(870) 535-4564, Fax 534-6741  
M-F 7:00 – 6:00

**POCAHONTAS** (Randolph 61-01) (3)  
Melissa Vandergriff, Agent  
Courthouse, 107 West Broadway  
72455-3406  
(870) 892-3147, Fax 892-4045

**PREScott** (Nevada 50-01) (3)  
Angie Faulkner, Agent  
147 East 2nd Street North, 71857  
(870) 887-2013, Fax 887-0060

**RECTOR** (Clay 11-03) (1)  
Sarah Pruett Miner, Agent  
740 East 9th, 72461  
(870) 595-3108, Fax 595-1618

**RISON** (Cleveland 13-01) (2)  
Kristi White, Agent  
120 Sycamore, P. O. Box 292, 71665-0292  
(870) 325-6471, Fax 325-9962

**ROGERS** (Benton 04-08) (8)  
Tina Magnuson, Agent  
1428 West Walnut Street, 72756  
(479) 636-1095, Fax 636-1096

**RUSSELLVILLE** (Pope 58-02) (9)  
Krishelle Teague, Agent  
105 South Rochester, 72801-5960  
(479) 968-1526, Fax 968-8079  
M-F 7:00 – 6:00

**SALEM** (Fulton 25-02) (2)  
Anna Humphries, Agent  
118 Locust Street, 72576-0625  
P. O. Box 625  
(870) 895-3354, Fax 895-4195

**SEARCY** (White 73-01) (7)  
Deborah Reed, Agent  
402 West Vine Street, 72143-4141  
(501) 268-2802, Fax 305-3518

**SHERIDAN** (Grant 27-01) (3)  
Jackie Cotton, Agent  
Dorey Building, 202 South Oak, 72150-2335  
(870) 942-3522, Fax 942-1933

**SHERWOOD** (Pulaski 60-40) (9)  
Jasmine Norwood, Agent  
6929 J.F.K., Space 22,  
Indian Hills Shopping Center, 72116-5331  
(501) 835-6904, Fax 835-7336  
M-F 7:00-6:00

**SILOAM SPRINGS** (Benton 04-03) (4)  
Norene Drinkwater, Agent  
707 S. Lincoln, Suite A, 72761  
(479) 524-3182, Fax 524-8366

**SMACKOVER** (Union 70-01) (1)  
Johnnie Johnson, Agent  
807 Broadway Street, 71762  
(870) 725-3334, Fax 725-2459

**SPRINGDALE** (Washington 72-03) (11)  
Karen Davis, Agent  
3159 Springdale Avenue, 72762-5187  
P.O. Box 8320, 72766-8320  
(479) 751-4498, Fax 751-4882  
M-F 7:00 – 6:00

**STAR CITY** (Lincoln 40-02) (2)  
James Glenn Haley, Agent  
106 Victory, 71667-5706  
(870) 628-4578, Fax 628-4646

**STEPHENS** (Ouachita 52-02) (1)  
Rita Long, Agent  
104 N. 1<sup>st</sup> Street – City Hall, 71764  
(870) 786-5801  
Tues. & Wed. 9:00 – 4:00  
**SEND MAIL TO CAMDEN**

**STUTTGART** (Arkansas 01-02) (3)  
Maud London, Agent  
205 W. Michigan, 72160-3119  
(870) 673-2866, Fax 673-4239

**TEXARKANA** (Miller 46-01) (8)  
Cynthia Booth, Agent  
801 East 4th Street, 71854-6049  
(870) 773-3871, Fax 773-3834

**TRUMANN** (Poinsett 56-02) (2)  
Anna Looney, Agent  
809 West Main Street, Suite B, 72472  
(870) 483-7227, Fax 483-7700

**VAN BUREN** (Crawford 17-02) (7)  
Lou Jean Melton, Agent  
221 Main Street, 72956-5796  
(479) 474-5079, Fax 474-9074

**VILONIA** (Faulkner 23-03) (1)

Agent

118 Bise Drive, 72173,

(501) 796-8211

Tues. & Thurs. 8:00 – 4:30

**SEND MAIL TO CONWAY**

**WALDRON** (Scott 64-01) (2)

Patty Ridenhour, Agent

190 West 1st Street, Room 11, 72958

(479) 637-3661, Fax 637-0539

**WALNUT RIDGE** (Lawrence 38-01) (4)

Debbie Foley, Agent

Courthouse, Room 3, 315 W. Main Street,  
72476-2485

(870) 886-2301, Fax 886-2462

**WARREN** (Bradley 06-01) (3)

Johnnie Mangum, Agent

410-B South Martin, 71671-3204

(870) 226-3223, Fax 226-9110

**WEST FORK** (Washington (72-05) (1)

Agent

222 Webber Street, 72774

(479) 839-2479, Wed. Only 8:00 – 4:30

**SEND MAIL TO FAYETTEVILLE**

**WEST MEMPHIS** (Crittenden 18-02) (6)

Kathey Pitts, Agent

250 Shopping Way, Suite A, 72301-1750

(870) 735-1122, Fax 735-1147

M-F 7:00 – 6:00

**WHITE HALL** (Jefferson 35-02) (6)

Brenda Delahunt, Agent

8512 Dollarway, 71602-2848

(870) 247-5565, Fax 247-4122

M-F 7:00 – 6:00

**WYNNE** (Cross 19-01) (3)

Mary Lou Parkman, Agent

Courthouse, Room 7

705 East Union, 72396-3039

(870) 238-2591, Fax 238-1177

**YELLVILLE** (Marion 45-01) (3)

Debbie Parnell, Agent

219 East Old Main, 72687

(870) 449-6535, Fax 449-5154

**Revised – June 22, 2015**

**S T A T E   R E V E N U E   O F F I C E   A D M I N I S T R A T I O N**

<b>397322</b>	<b>397384</b>	<b>397452</b>	<b>397526</b>	<b>397578</b>
<b>NW Dist.</b>	<b>NE Dist.</b>	<b>SE Dist.</b>	<b>SW Dist.</b>	<b>CE Dist.</b>
Loretta Turner District Manager 965 S Razorback RD Ste. 1 Fayetteville 72701-7329 Off #442-0530 442-0532 FAX #444-6850 Cell 479-856-1988	Amy Brown District Manager 206 Southwest Dr C. Jonesboro 72401 Off #932-6347 FAX #932-1759 Cell 870-897-5992	Janice Lung District Manager 805 N. Maple Stuttgart 72160 Off #673-7453 FAX #673-4636 Cell 870-659-8037 870-739-3649 (Marion)	M.K. Booie Williams District Manager 147 E. 2 <sup>nd</sup> Street Prescott 71857 Off #887-1505 or 1506 FAX #887-2643 Cell 870-818-1157	Tara K. Smith District Manager 9108 N. Rodney Parham Rd., Suite #301, L.R. 72205 Off #324-9052 324-9053 FAX #324-9081 Cell 501-313-8954
<b>02 Atkins 58-03</b>	<b>02 Ash Flat 68-03</b>	<b>02 No office exist</b>	<b>02 Arkadelphia 10-02</b>	<b>02 Bald Knob 73-02</b>
03 Benton Co. Cen. 04-01	03 Augusta 74-01	03 Brinkley 48-01	03 Ashdown 41-02	03 Beebe 73-03
04 Berryville 08-02	04 Batesville 32-01	04 Cabot 43-02	04 Camden 52-01	04 Benton 63-01
05 Booneville 42-01	05 Blytheville 47-01	05 Clarendon 48-02	05 DeQueen 67-01	05 Bryant 63-02
06 Charleston 24-01	<b>06 Cave City 68-01</b>	06 Crossett 02-02	<b>06 Dierks 31-01</b>	06 Conway 23-01
07 Clarksville 36-01	07 Clinton 71-01	07 Dermott 09-03	07 El Dorado 70-02	07 Greenbrier 23-02
08 Danville 75-02	08 Corning 11-01	08 Des Arc 59-03	08 Fordyce 20-02	08 Jacksonville 60-02
09 Dardanelle 75-01	09 Harrisburg 56-01	09 Dewitt 01-01	09 Glenwood 55-02	09 L R Central Ragland 99-71
<b>10 Decatur 04-06</b>	10 Heber Springs 12-01	10 Dumas 21-01	10 Hampton 07-01	10 L R Cen Rev Special Lic 99-94
<b>11 Dover 58-01</b>	<b>11 Horseshoe Bend 33-01</b>	11 Earle 18-06	11 Hope 29-01	11 L R Southwest 60-05
12 Fayetteville 72-01	<b>12 Emboden 58-02</b>	12 England 43-03	12 Hot Springs AP 26-04	12 L R West 60-03
13 Fort Smith 66-01	13 Jonesboro 16-01	<b>13 Endicott 09-04</b>	13 Hot Springs DT 26-02	13 Maumelle 60-08
14 Fort Smith East 66-03	14 Lake City 16-02	14 Forrest City 62-02	14 Hot Springs VG 26-01	14 Morriston 15-01
15 Gravette 04-04	<b>15 Leachville 47-01</b>	15 Hamburg 02-03	15 Lewisville 37-02	15 North Little Rock 60-01
<b>16 Green Forest 08-01</b>	<b>16 Mammoth Spring 25-01</b>	16 Hazen 59-02	16 Magnolia 14-02	16 Perryville 53-01
17 Greenwood 66-02	<b>17 Manila 47-02</b>	17 Helena-West Helena 54-01	17 Malvern 30-01	17 Searcy 73-01
18 Harrison 05-01	18 Marked Tree 56-03	18 Hughes 62-04	18 Mena 57-01	18 Sherwood 60-04
19 Huntsville 44-01	19 Marshall 65-01	19 Lake Village 09-01	19 Mount Ida 49-01	19 Vilonia 23-03
20 Jasper 51-01	20 Melbourne 33-02	20 Lonoke 43-01	20 Murfreesboro 55-01	
<b>21 Jessie Hill 05-03</b>	21 Mountain Home 03-01	21 Marianna 39-01	21 Nashville 31-02	
22 Lincoln 72-02	22 Mountain View 69-01	22 Marion 18-03	22 Prescott 50-01	
<b>23 Mountainburg 77-01</b>	23 Newport 34-01	23 McGehee 21-03	23 Smackover 70-01	
24 Ozark 24-02	24 Osceola 47-03	24 Monticello 22-01	<b>24 Stephens 52-02</b>	
25 Paris 42-02	25 Paragould 28-01	25 Pine Bluff 35-01	25 Texarkana 46-01	
26 Rogers 04-08	26 Piggott 11-04	26 Rison 13-01		
27 Russellville 58-02	27 Pocahontas 61-01	27 Sheridan 27-01		
28 Siloam Springs 04-03	28 Rector 11-03	28 Star City 40-02		
29 Springdale 72-03	29 Salem 25-02	29 Stuttgart 01-02		
30 Van Buren 17-02	30 Trumann 56-02	30 Warren 06-01		
31 Waldron 64-01	31 Walnut Ridge 38-01	31 White Hall 35-02		
<b>32 West Fork 72-05</b>	32 Wynne 19-01	32 West Memphis 18-02		
	33 Yellville 45-01			

**Assistant Mgr.**  
Karen Hopkins (479) 530-6718

**Assistant Mgr.**  
Wendy Goodon (870) 275-5233

**Assistant Mgr.** (870) 659-7027  
Tonya Highfill (870) 673-4636 Fax

**Assistant Dist. Mgr.**  
Sylvia Humphry (870) 210-0376

**Assistant Mgr.**  
Sondra Thomas (501) 231-9754

