

Helen Royal

The Qualified Candidate



My 19 years working in the Commissioner's office provide me valuable insight into what is needed to get the job done with shrinking budgets and staff, and to get the department up-to-date with technology.

MY PRIORITIES ARE:

- ✓ **Effective and Thorough Cross-Training** will improve the work flow and ensure excellent customer service regardless of staffing levels or taxpayers' needs.
- ✓ **On-line Training** will save the County time and money. Protected time during working hours will assure that staff can take advantage of this cost-effective method of learning new information to help taxpayers.
- ✓ **Web-based Services** will provide taxpayers with convenient (but not mandatory) access to several necessary functions. Taxpayers and staff will benefit when Montgomery County takes advantage of the money and time-saving opportunities technology offers.

RoyalForCommissioner.com • 382-7491 • Helen@RoyalForCommissioner.com

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Helen Royal: The Qualified Candidate

Helen Royal's Goals

- Work with staff and taxpayers to develop new, more effective ways to deliver services.
- Sustain a great working relationship with all departments in the Government Center.
- Give excellent service to all the citizens of Montgomery County.

Technology Can Deliver Better Service

Fairfax County allows residents to register motor vehicles at their website, at the time of purchase.

The City of Chesapeake allows updating records only when there is a change in vehicle ownership, rather than requiring a paper filing each year.

Montgomery County must implement comparable systems.

About Helen Royal

- Married to Chip Royal; son Mike Royal; daughter-in-law Sandra Royal; daughter Farrah Royal Poage; son-in-law John Poage.
- Member of Cambria Baptist Church
- Attended Montgomery County Schools, New River Community College and Radford College (now Radford University)



Helen Royal's Professional Experience

- Presently Deputy Commissioner of the Revenue
- Commissioner of the Revenue's Office, Montgomery County, 19 years
- Treasurer's Office, Montgomery County, 5 years
- Seminars and Schools offered by Virginia Department of Taxation
- Various classes offered by Montgomery County

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