

85<sup>th</sup> Annual TACA Conference

**Saturday, June 8**

3 – 6 p.m.

**Board Meeting**

**Sunday, June 9**

8 a.m. – 6 p.m.

**Registration Open**

9 a.m. – 12:15 p.m.

**NEW Tax Assessor-Collector Orientation Class**

10 – 10:30 a.m.

**First-time Conference Attendees: What to Expect!**

10 a.m. – noon

**Site Committee**

11 a.m. – noon

**Program Committee**

1 – 5 p.m.

**Advanced Program – Team Building**

1 – 5 p.m.

**TACA Store Open**

2:30 – 3 p.m.

**Still in My First Term...What Questions Do You Have Since Taking Office?**

5 – 6 p.m.

**Devotional Service**

**Monday, June 10**

7:30 a.m. – 5 p.m.

**Registration & TACA Store Open**

7:30 – 8:30 a.m.

**By-Laws Committee**

7:30 – 8:30 a.m.

**Security Committee**

7:30 – 8:30 a.m.

**Awards Committee**

7:30 – 8:30 a.m.

**Election Committee**

9 – 10:15 a.m.

**Welcome & Greetings**

**Keynote: Heat and Humanity: Skillful Management of Conflict and Confrontation to Ensure Quality Customer Service**

10:15 – 10:30 a.m.

**Break**

10:30 – 11:30 a.m.

**Anatomy of Fraud – How to Handle it Ethically**

11:30 a.m. – 1 p.m.

**Sponsor Appreciation Luncheon**

1 – 3:45 p.m.

**Exhibit Hall Open**

1 – 2:15 p.m.

**Breakout Sessions**

**Secretary of State Updates**

**Special Inventory Tax – Funds and Penalties**

**Human Relations Tips for Retaining Ethical Employees**

2:15 – 3 p.m.

**Exhibit Hall Break**

3:30 – 5 p.m.

**Comptroller Update**

5:15 – 6 p.m.

**Legislative Committee**

Free evening

**Tuesday, June 11**

7:30 a.m. – 5 p.m.

**Registration & TACA Store Open**

7:30 – 8 a.m.

**Technology Committee**

7:30 – 8:30 a.m.

**Education Committee**

7:30 – 8:30 a.m.

**Comptroller Liaison Committee**

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8 – 8:30 a.m.	<b>Historical Committee</b>
8:30 a.m. – 4:30 p.m.	<b>Exhibit Hall Open</b>
9 – 10:45 a.m.	<b>Texas DMV Update</b>
10:45 – 11 a.m.	<b>Exhibit Hall Break</b>
11:15 a.m. – 12:15 p.m.	<b>Roundtable: Motor Vehicle – Under 40,000</b> <b>Roundtable: Property Tax – 40,000 to 200,000</b> <b>Roundtable: Comptroller – 200,000 and up</b>
12:30 – 1:30 p.m.	<b>Memorial Lunch</b>
1:45 – 2:45 p.m.	<b>Roundtable: Property Tax – Under 40,000</b> <b>Roundtable: Comptroller – 40,000 to 200,000</b> <b>Roundtable: Motor Vehicle – 200,000 and up</b>
2:45 – 3:15 p.m.	<b>Exhibit Hall Break</b>
3:15 – 4:30 p.m.	<b>Roundtable: Comptroller – Under 40,000</b> <b>Roundtable: Motor Vehicle – 40,000 to 200,000</b> <b>Roundtable: Property Tax – 200,000 and up</b>
4:30 – 5:15 p.m.	<b>DMV Liaison Subcommittee: Steering</b>
5:15 – 6 p.m.	<b>DMV Liaison Committee</b>
8 – 11 p.m.	<b>Bingo!</b>

**Wednesday, June 12** ~ Wear Your TACA Shirt Day!

7:30 a.m. – 5 p.m.	<b>Registration Open</b>
7:30 a.m. – noon	<b>TACA Store Open</b>
7:30 – 8:45 a.m.	<b>Past-Presidents' Breakfast</b>
8:30 – 11:30 a.m.	<b>Exhibit Hall Open</b>
9 – 10:45 a.m.	<b>TACA Business</b>
9 – 10:15 a.m.	<b>DEPUTY SESSION: "Success and Less Stress through Communication Skills"</b>
10:15 – 10:45 a.m.	<b>DEPUTY Exhibit Hall Break</b>
10:45 – 11:15 a.m.	<b>TAC Exhibit Hall Break</b>
10:45 a.m. – noon	<b>DEPUTY SESSION: "Creating Loyal Fan Customers"</b>
11:15 a.m. – noon	<b>TACA Business Meeting (continued)</b>
Noon – 1:30 p.m.	<b>Lunch on your own</b>
1:30 – 2 p.m.	<b><u>Breakout Sessions (choose one; sessions repeat at 2 p.m.)</u></b> <b>"Texas Friendly" Spoken Here – Hospitality Habits for Great Customer Service</b> <b>Health and Wellness within Your Office to Promote Ethical Behavior</b> <b>Media Awareness to Support Customer Service</b>
2 – 2:30 p.m.	<b><u>Breakout Sessions (repeated)</u></b> <b>"Texas Friendly" Spoken Here – Hospitality Habits for Great Customer Service</b> <b>Health and Wellness within Your Office to Promote Ethical Behavior</b>

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2:30 – 3 p.m.	<b>Media Awareness to Support Customer Service</b>
3 – 3:45 p.m.	<b>Refreshment Break</b>
	<b><u>Breakout Sessions</u></b>
	<b>How to Effectively Use Your Association Listserv for Maximum Results in Customer Service to Your Constituents</b>
	<b>Embezzler in the Tax Office: Steals More Than Just Money!</b>
	<b>How to Identify Fraud and Establish an Office Based on Ethics</b>
	<b>Maximizing Postage to Service Your Citizens</b>
3:45 – 4:30 p.m.	<b><u>Breakout Sessions</u></b>
	<b>Texas Parks &amp; Wildlife Department</b>
	<b>Texas Alcoholic Beverage Commission</b>
	<b>Regulating Title Services to Prevent Fraud and Maintain Great Service</b>
6 p.m.	<b>Offsite Event – Moody Gardens Pyramids and Banquet</b>
6:15 p.m.	<b>TAC Photo – ALL Elected Tax Assessor-Collectors should be in this photo!</b>
6:30 p.m.	<b>Installation of Officers, Presentations &amp; Awards</b>
7 p.m.	<b>Dinner</b>

**Thursday, June 13**

7:30 – 8:45 a.m.	<b>New Board Meeting &amp; Breakfast</b>
8:30 a.m. – 12:30 p.m.	<b>Registration Desk Open</b>
9 – 10 a.m.	<b>86<sup>th</sup> Legislative Update</b>
10 – 10:15 a.m.	<b>Refreshment Break</b>
10:15 a.m. – 12:15 p.m.	<b><u>Breakout Sessions</u></b>
	<b>Ethics for County Tax Assessor-Collectors (This is a TACA-approved course for certification.)</b>
	<b>Customer Service to Build the Public Trust (This is a TACA-approved course for certification.)</b>
	<b>Truth N Taxation Refresher</b>
12:15 p.m.	<b>Adjourn</b>