

TAX COLLECTOR

MISSION:

We are committed to serving our public, business, and government customers by collecting and distributing taxes, license fees, and information promptly and accurately in the most courteous, professional, innovative, and cost effective manner. We are committed to meeting all legal requirements and supporting a positive work environment for our employees.

KEY OBJECTIVES:

1. Property Tax and Other Taxes and Licenses-Bill and collect property taxes and assessments; mail out taxpayer property tax notices within 20 days of roll certification with information on unpaid taxes and discounts allowed; distribute taxes collected to each taxing authority at least four times during the first two months after tax roll comes into our possession and at least one time in all other months with at least 95% customer satisfaction. Issue occupational licenses, hunting, and fishing licenses with at least 95% customer satisfaction. Collect appropriate funds, disbursing such per local and state ordinances. Collect Tourist Development Tax disbursing in accordance with local ordinances.
3. Motor Vehicle-Issue motor vehicle titles, registrations, and driver licenses in accordance with the rules of the Department of Highway Safety and Motor Vehicles (DHSMV) with 80% of counter wait =<15 minutes and an overall customer satisfaction rating of 95%. Distribute collections to the DHSMV weekly as required by Florida Statutes; distribute sales tax to Department of Revenue.

SERVICES/MEASURES:	Key Obj Num	Baseline/ Historical Actual FY 02	Baseline/ Historical Actual FY 03	Projected FY 04	Projected FY 05
Property Tax/Other Taxes and Licenses	1				
<i>Workload/Demand</i>					
# of property parcels for tax roll		438,135	450,504	464,500	478,500
# of ad valorem transactions		408,780	417,323	433,500	446,500
property taxes collected (in millions)		\$1,063.369	\$1,113.010	\$1,128.128	\$1,161.972
other collections (in millions)		\$108.539	\$128.006	\$115.149	\$118.603
# of other transactions		83,656	90,835	88,750	91,413
<i>Efficiency</i>					
ad Valorem and other transactions per FTE		8,346	8,915	9,671	9,961
<i>Effectiveness</i>					
% of accurate tax bills mailed to property owners		100%	100%	100%	100%
% of taxpayer property notices mailed w/in 20 days		100%	100%	100%	100%
% customer satisfaction (per survey cards)		98%	95%	95%	95%
Motor Vehicle	2				
<i>Workload/Demand</i>					
# of motor vehicle title/registration/Driver License transactions		1,755,204	1,788,732	1,862,100	1,918,000
motor vehicle collections (in millions)		\$85.297	\$93.150	\$90.491	\$93.206
<i>Efficiency</i>					
motor vehicle transactions per FTE		8,909	9,079	9,404	9,686
<i>Effectiveness</i>					
% voids to motor vehicle registrations and titles issued		2.7%	3%	3%	3%
% of time customer waits for service =<15 minutes		82%	80%	80%	80%
% customer satisfaction (per survey cards)		98%	95%	95%	95%
Department Totals (Overall)					
total collections for agency (in millions)		\$1,257.205	\$1,334.166	\$1,333.768	\$1,373.781
# of audit exceptions on annual independent audit		0	0	0	0
excess fees returned to agencies (in millions)		\$9.680	\$9.986	\$10.269	\$10.577
total transactions processed		2,247,640	2,296,890	2,384,350	2,455,913
FTE		306	304	305	305
Budgeted positions		306	304	305	305