

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 the 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.
2. 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 75% of counter wait =<15 minutes and an overall customer satisfaction rating of 96%. 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 04	Baseline/ Historical Actual FY 05	Projected FY 06	Planned FY 07
Property Tax/Other Taxes and Licenses	1				
<i>Workload/Demand</i>					
# of property parcels for tax roll		459,887	475,025	498,775	523,715
# of ad valorem transactions		407,828	448,195	470,605	494,135
property taxes collected (in millions)		\$1,243.677	\$1,371.867	\$1,440.460	\$1,512.483
other collections (in millions)		\$141.906	\$105.956	\$111.253	\$116.816
# of other transactions		78,787	84,940	89,187	93,646
<i>Efficiency</i>					
ad Valorem transactions and other transactions per FTE (54)		9,011	9,872	10,366	10,884
<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)		97.8%	98.16%	96.0%	96.0%
Motor Vehicle	2				
<i>Workload/Demand</i>					
# of motor vehicle title/registration/driver license transactions		1,889,825	2,041,817	2,143,908	2,251,103
motor vehicle collections (in millions)		\$91.401	\$99.171	\$104.125	\$109.336
<i>Efficiency</i>					
motor vehicle transactions per FTE (207)		9,129	9,863	10,357	10,874
<i>Effectiveness</i>					
% voids to motor vehicle registrations and titles issued		2.7%	2.0%	2.0%	2.0%
% of time customer waits for service =<15 minutes		67.0%	62.0%	75.0%	75.0%
% customer satisfaction (per survey cards)		97.8%	98.16%	96.0%	96.0%
Department Totals (Overall)	---				
total collections for agency (in millions)		\$1,476.984	\$1,576.994	\$1,655.838	\$1,738.635
# of audit exceptions on annual independent audit		0	0	0	0
excess fees returned to agencies (in millions)		\$11.222	\$13.724	\$14.410	\$15.130
total transactions processed		2,376,440	2,574,952	2,703,700	2,838,884