**Hillsborough County Tax Collector Work System**

**Internal Support Processes & Inputs**

<table>
<thead>
<tr>
<th>Information Services:</th>
<th>Technology Infrastructure, Development, Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources &amp; Org Development:</td>
<td>Staffing, Benefits, Training, Performance Management, Policies, Reward &amp; Recognition, Strategic Planning, Quality</td>
</tr>
<tr>
<td>Accounting &amp; Finance:</td>
<td>Audit, Budget, Payables, Payroll</td>
</tr>
<tr>
<td>Community Relations:</td>
<td>Marketing, Promotions, Event Coordination</td>
</tr>
<tr>
<td>Special Projects:</td>
<td>Facilities, Purchasing &amp; Contracts, Fleet, Records, Safety, Disaster Preparedness, Assets, Records</td>
</tr>
</tbody>
</table>

**Key Steps In Process & Sub Process**

<table>
<thead>
<tr>
<th>Tax Collection</th>
<th>License Issuance</th>
<th>Title &amp; Registration Issuance</th>
<th>Fund Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Property</td>
<td>• Driver License and IDs</td>
<td>• Motor Vehicles</td>
<td>• Property Tax</td>
</tr>
<tr>
<td>• Business</td>
<td>• Hunting &amp; Fishing</td>
<td>• Vessels</td>
<td>• Non-Ad Valorem</td>
</tr>
<tr>
<td>• Tourist Development</td>
<td></td>
<td>• Mobile Homes</td>
<td>• Title and Registration Fees</td>
</tr>
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<td>• Vessels</td>
<td></td>
<td></td>
<td>• Driver License Fees</td>
</tr>
</tbody>
</table>

**CUSTOMER & Outputs**

- Registrations
- Tax Receipts
- Titles
- Driver Licenses and IDs
- License Plates
- Fund Distributions
- Information

**HCTC Requirements**

Fees, Engaged and Knowledgeable Workforce, Ethical/Legal Compliance

**Customer Requirements (including Public, Business, and Government):**

- Prompt Service; Convenience;
- Accuracy; Efficiency;
- Legal Compliance

**Vision:**
To be an exemplary government organization.

**Mission:**
To perform the duties of our office with the highest level of ethics, customer service, and efficiency.

**Values:**
- Agility, Customer Service, Learning, Effectiveness, Integrity, Results-Driven, Teamwork

**Suppliers & Inputs**

**Suppliers:**
- Grant Street Group, Pride, CASS Data, Genesis, RT Lawrence, United Healthcare, Avaya, Suntrust, Q-Matic

**Partners:**
- FL Dept. of Revenue, DHSMV, Dealer Tag Agency, Florida Highway Patrol, Property Appraiser, Clerk of Circuit Court, FL Fish & Wildlife

**Collaborators:**
- FTC, Coalitions, User Groups

**Core Competencies:**
- Customer Service
- Financial Management

**CUSTOMER SERVICE**

**Strategic Priorities:**
- Customer Service Excellence
- Successful & Engaged Workforce
- Fiscal Responsibility
- Continuous Improvement