

# Hillsborough County Tax Collector Work System

**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

**Feedback Mechanism/Performance Indicators**

Comment Cards, Surveys, Audits, Balanced Scorecards/Business Results, Media, SWOT Analysis, Strategic Planning Process, Complaints, Re-election

**HCTC Requirements**  
Fees, Engaged and Knowledgeable Workforce, Ethical/Legal Compliance

**Customer Requirements (including Public, Business, and Government):**  
Prompt Service; Convenience; Accuracy; Efficiency; Legal Compliance

Key Steps In Process & Sub Process					
Tax Collection	License Issuance	Title & Registration Issuance	Fund Distribution		
<ul style="list-style-type: none"> <li>Property</li> <li>Business</li> <li>Tourist Development</li> </ul>	<ul style="list-style-type: none"> <li>Driver License and IDs</li> <li>Hunting &amp; Fishing</li> </ul>	<ul style="list-style-type: none"> <li>Motor Vehicles</li> <li>Vessels</li> <li>Mobile Homes</li> </ul>	<ul style="list-style-type: none"> <li>Property Tax</li> <li>Non-Ad Valorem</li> <li>Title and Registration Fees</li> </ul>	<ul style="list-style-type: none"> <li>Business Tax</li> <li>Tourist Development Tax</li> <li>Hunting &amp; Fishing Fees</li> <li>Driver License Fees</li> </ul>	
<b>CUSTOMER SERVICE</b>					

**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

**CUSTOMER & Outputs**

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

**Core Competencies:**  
Customer Service  
Financial Management

**Internal Support Processes & Inputs**

**Information Services:** Technology Infrastructure, Development, Maintenance

**Human Resources & Org Development:** Staffing, Benefits, Training, Performance Management, Policies, Reward & Recognition, Strategic Planning, Quality

**Accounting & Finance:** Audit, Budget, Payables, Payroll

**Community Relations:** Marketing, Promotions, Event Coordination

**Special Projects:** Facilities, Purchasing & Contracts, Fleet, Records, Safety, Disaster Preparedness, Assets, Records

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