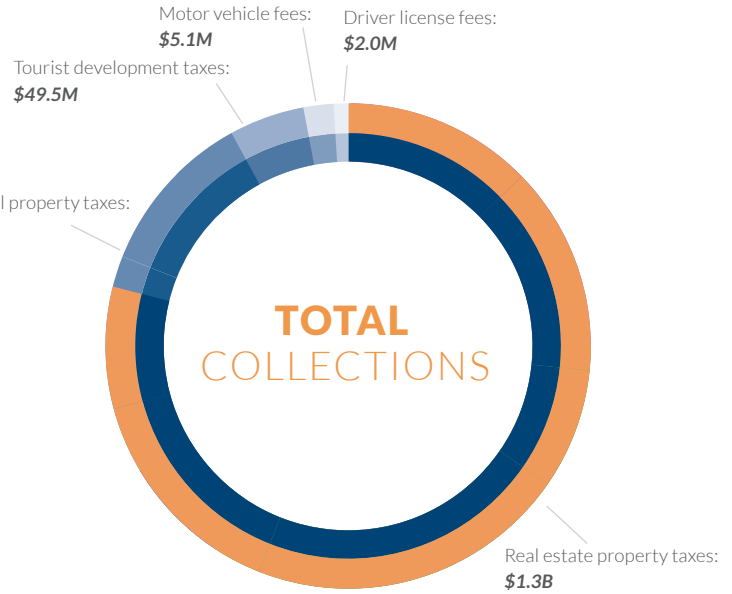
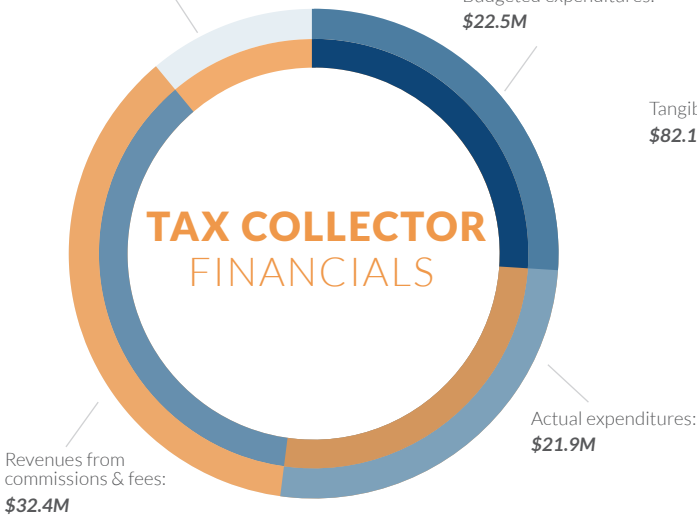
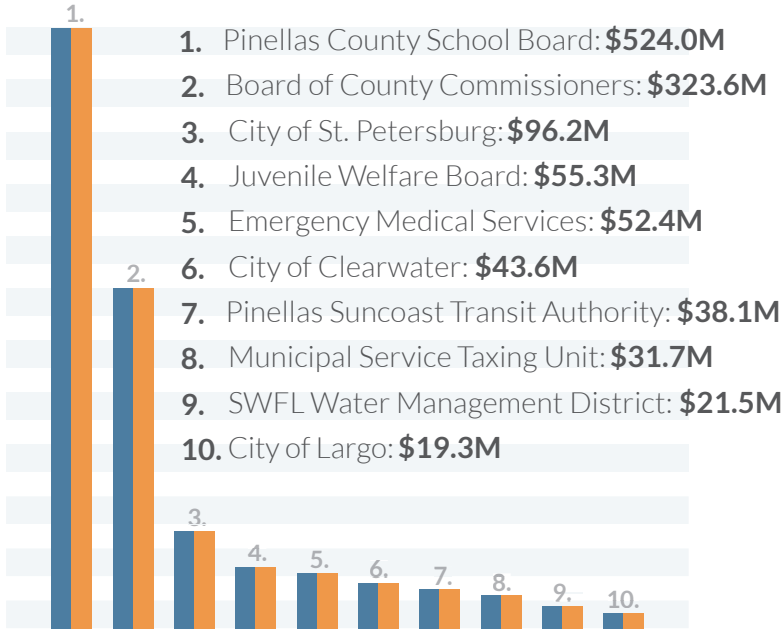


Unused fees returned to Pinellas County and other taxing authorities: **\$10.5M**



TOP 10 TAX DISTRIBUTIONS



2016 PROPERTY TAXES

(including real estate and tangible personal property taxes)

- Number of tax bills mailed: 410,168
- Total assessed value: \$88,007,006,722
- Total taxable value: \$68,203,765,572
- Total annual gross amount: \$1,438,583,455

CUSTOMERS SERVED

- Walk-in customers served: 1,084,273
- Phone calls answered: 281,426
- Driver licenses/IDs issued: 236,382
- Vehicle/vessel registrations issued: 1,876,564
- Titles issued: 677,981
- Other transactions: 128,476

2016 TAX CERTIFICATE SALES

(for 2015 taxes)

- Certificates issued: 12,649
- Certificates sold: 12,338
- Face amount of certificates sold: \$30.2M
- Weighted avg. interest rate: 0.52%
- Registered bidders: 2,721,925
- Number of bidders: 2,721,896
- Successful bidders: 10,903

KEY PERFORMANCE MEASURES

- Customer satisfaction: 98%
- Average walk-in wait time: 9:01 minutes
- Average call wait time: 2:40 minutes
- Annual audit findings: 0

DEVELOPMENT TAXES

MONTHLY TOURIST

FY 2015 / 2016			
OCT	NOV	DEC	JAN
\$2.7M	\$2.4M	\$2.8M	\$3.9M*
FEB	MAR	APR	MAY
\$5.1M	\$7.6M	\$5.2M	\$4.2M
JUN	JUL	AUG	SEP
\$4.5M	\$4.8M	\$3.3M	\$3.0M

*Tourist development tax rate increased from 5 to 6 percent.