

VISION: CUSTOMER-FOCUSED EXCELLENCE

MISSION:

We continually pursue organizational excellence by:

- Empowering our workforce to excel
- Serving our customers respectfully, accurately, and professionally
- Providing exceptional stewardship of public funds

VALUES: People, Excellence, Accountability, Respect, Leadership, Service

TAX COLLECTIONS



\$54.8 M
Tourist Development

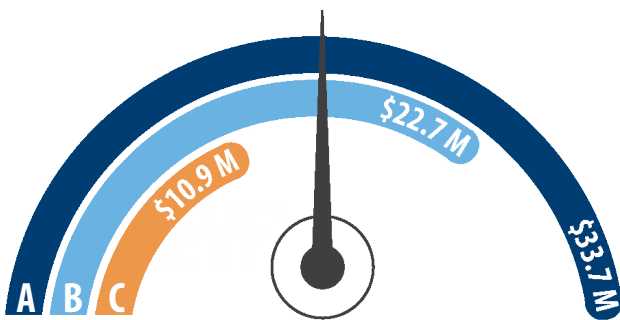


\$1.3 B
Real Estate



\$78.7 M
Tangible Personal Property

Total Revenues



A: From commissions and fees **B:** Actual expenditures **C:** Unused fees returned

By the Numbers

407,145
PROPERTY TAX BILLS MAILED

\$1,476,593,441
TOTAL TAXES COLLECTED

98.94% OF TAXES COLLECTED

987,814 walk-in customers

360,073 phone calls received

WHERE DO UNUSED FEES GO?

Unused fees are returned to the Pinellas County Board of County Commissioners and other taxing authorities.

3 TOP REASONS customers visit our office

- Motor Vehicles
- Driver Licenses
- Property Tax Payments

ISSUED

1.73 M Vehicle/boat registrations

194,355 Driver licenses/IDs

624,941 Vehicle/boat titles

7,339 Concealed Weapon Licenses

21% of transactions completed online

IN NOVEMBER
APPROXIMATELY
6,302
CUSTOMERS VISIT OUR OFFICES PER DAY

UP TO 63% HIGHER THAN OTHER MONTHS

GIVING BACK



- Supported 6 Florida non-profits through in-office promotional campaigns
- Raised more than \$50,000 for Pinellas County Schools via Kids Tag Art Pinellas
- Donated \$3,436 to Johns Hopkins All Children's Hospital through employee-driven collections

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NEW IN FY 2017



Tax Collector Charles W. Thomas took office in January 2017



Launched mobile-friendly website taxcollect.com



Implemented same-day concealed weapon license renewals

Tourist Development Economic Impact



Where do tourist development dollars go?

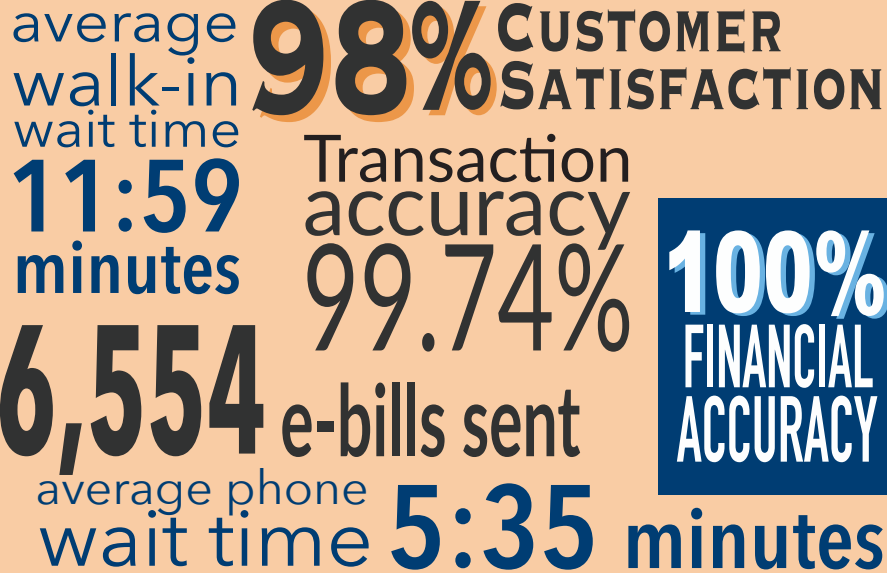
- Beach renourishment
- Museums and aquariums
- Local sports
- Arts and culture

2017 LEGACY AWARD RECIPIENT



Sixth consecutive clean audit

Performance by the Numbers



Months with highest call volume

Mar 37,507	Nov 37,055	Jun 31,749
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WHAT'S HAPPENING NOW

- New no-fee eCheck option for online vehicle and boat registration renewals
- Planning for future North County road test closed-course