

An Overview of the Tax Collector's Office



Presented by:

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PRESENTATION OBJECTIVES:

Answer Three Questions

1. (Who we are)

- Define the relationship of the Tax Collector relative to state, county, and local governments.

2. (What we do)

- Describe the various state agencies for which Tax Collectors carry out the duties of law and related regulations.

Continued...

PRESENTATION OBJECTIVES:

(Continued)

3. (What we accomplish)

- Review general office statistics.
- Questions & Comments (time permitting).





Alachua County Tax Collector Defined

- Constitutional Officer / Office
- I am not an employee of county government, local government or the state, neither are my deputies.
- The Tax Collector is a sovereign Constitutional officer elected to serve in a county political subdivision.

As a Constitutional Officer, the Tax Collector & Staff:

- Follow Statutory requirements
(Chapters 197, 319, 320 & 322 FS).
- Must carry out certain statutory and regulatory functions as the “agent” for various state agencies and local taxing authorities.
- Operate out of three public service centers.
 - Downtown
 - NW 34th Blvd.(formerly Street)
 - Butler Plaza



The Tax Collector is a Limited & Specialized Agent of the State

Carries out the duties of law and related regulations for the following:

- The Florida Department of Revenue
- The Department of Highway Safety and Motor Vehicles (DHSMV)
Currently Division of Motorist Services
- The Florida Fish and Wildlife Conservation Commission (FFWCC)
- The County of Alachua



Tax Collector (as Agent for ...)

Florida Department of Revenue

General Responsibilities:

Ad Valorem Tax Program (Property Taxes)

- Mail and Process Real Estate & Tangible Tax Bills
- Collect, Reconcile, & Distribute all Tax Revenues according to Law (Chpt. 197 FS)

Statistical Totals -Property Tax Program-

- Tax Bills & Reminders Mailed
 - +/- 150,000
- Total Transactions (real, tangible, current, delinquent, etc.)
 - +/- 115,000
- Total Monies Collected / Disbursed
 - \$280 Million
 - Weekly Average ~ \$5.4 Million
(85% in Nov. & Dec. alone)

Statistical Totals

-Property Tax Program- cont.

Delinquent Real Estate Taxes

- Parcels Advertised: +/- 7,000
- Certificates Sold: +/- 4,000
- Inventory ~9 Thousand Tax Certificates
- 10 - 12 Thousand Certs. Processed Annually





Tax Collector (as Agent for ...)

Department of Highway Safety and Motor Vehicles

General Responsibilities:

Motor Vehicle & Vessel Titles and Registrations (Tag & Title)

- Mail and Process Vehicle registrations annually
- Collect, Reconcile, & Distribute all Tag Revenues according to Law (Chpt.319 & 320 FS)

Statistical Totals

- Auto Tag Program -

- Renewal Notices Printed & Mailed
 - +/- 215,000
- Total Transactions (registrations, titles, vessels, etc.)
 - 285,000 Transactions
 - +/- \$17 Million
- Weekly / Daily Average
 - ~5,500 per week / ~1,100 per day (Transactions)
 - \$327,000 per week / nearly \$65,000 per day

Statistical Totals

- Auto Tag Program (cont.)-

Dealer Department

Dealership Title Transfers, Lien Holders & CVR

- Registrations, Titles, Vessels, Parking Permits:
 - +/- 41,000 ~ 800+ Per Week
- CVR Transactions (Dealer Review)
 - +/- 31,000 ~ +/-600 per week
- Total Transactions
 - 72,000 ~ 1,400/week or ~275/day





Tax Collector (as Agent for ...)

Department of Highway Safety and Motor Vehicles

Driver License Services

- During the 2010 Legislative session, state lawmakers required the Department of Highway Safety and Motor Vehicles to transition all front-line driver license issuance services to the Tax Collectors by June 30, 2015.
- Mandated in Chapter 322. Tax Collectors issuing DL by June 30, 2015.
 - Estimated 60,000 transactions per year
 - Estimated 11,750 transaction hours
 - Expected impact in all Tax Collector departments (30%)

Tax Collector (as Agent for ...)
Department of Highway Safety and Motor Vehicles
(Division of Motorists Services)

Driver License Services (2013)

- Downtown location live Jan. 2013
- State DL office closed March 2013
- 34th St. location live March 2013
- Archer Rd. location live May 2013



Statistical Totals

- Driver License Services -

- Driver License Transactions
(originals, renewals, suspensions, testing, etc.)
 - +/- 60,000 Transactions
 - ~1,200 per week / ~230 per day
 - +/- \$2,800,000 collected and disbursed
 - \$54,000 per week / Nearly \$10,800 per day

DL Impact on Public Service Centers

- Queued Customers in Public Service Centers
 - 124,000 queued in (2012)
 - 200,000+ queued in (2015)
 - 60% Increase in Public Service Customers
 - (3,850 walk in customers per week)
- Service / Transaction Times
 - 15 minute average for driver license services
 - 15,000 transaction hours



Public Service Centers General Statistics w / DL

- Queued Customers in Public Service Centers
 - 60% Increase in customers (200,000+ customers)

Wait Times

- Overall Average DL Wait Time
 - 8 minutes
 - 96 % waited under 30 minutes
 - 81 % waited under 15 minutes
 - 33 % waited under 1 minute



Tax Collector (as Agent for ...) **Alachua County**

General Responsibilities

Business Tax Program

Issue licenses, collect, reconcile & distribute monies collected.

- Issued +2,400 Business Tax receipts totaling approx. \$300,000.

Tourist Development Tax Program

Collect "Bed Tax" monthly, reconcile & distribute monies collected, perform audits on various accounts.

- Process 1,300 Tourist Development Returns and
Collect approx. \$4 Million



Statistical Totals

Tax Collector's Finance Department

General Responsibilities:

All Facets of TC Accounting, Receivables,
Disbursements, Budget, Payables, Payroll,
Contracts, Legal, Auditing, etc.

Total Funds Accounted for = approx.
\$320 Million

Statistical Totals

-Finance Department-

continued

Tax Fund

- Over \$300 Million collected & distributed to 15 separate entities
(Almost \$5.7 million/week or +\$1 Million/day)

Tag Fund

- Funds remitted to DHSMV
(\$17 million = \$327,000 / week or +\$65,000 / day)
75% of which is remitted daily

DL Fund

- Funds remitted to DMV
\$2.8 million



Misc. Tax Collector Functions -Items of Interest-

High-Speed Processor

- Tag Registrations (mail & e-comm)
 - Process ~63,000
(+1,200 / week or +240 / day)
- Tax Payments
 - Process ~48,700 ~ \$129 Million (Nov. – Jan.)
 - Nov. alone 18,000 payments = +\$80 Million
(approx. 1,000 / Day ~ \$4.0 Million / Day)

Call Center : Calls Received

- 110,000 Office-wide
- ~ +/-2,000 / week
- ~ 400 / Day (700 in peak periods)



Statistical Totals

Office-wide Customers & Transactions

Total Notices Mailed

- 365,000

Total Customers & Transactions (including phones, excluding internet)

- 570,000 (Over ½ Million)
- \$320 Million

Weekly Average

- 11,000 Customers & Transactions per week
- ~\$6 Million per week

Daily Average

- +2,000 per day
- ~\$1.2 Million per day

PRESENTATION OBJECTIVES:

Main Points Summarized..

1. (Who we are)

Independent Constitutional Officer / Office

2. (What we do)

Carries out duties for various agencies

Transaction agents

3. (What we accomplish)

Hundreds of thousands of transactions

Collect, reconcile & distribute millions of dollars



For Questions, Comments & Suggestions...

CONTACTS

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