






























Office of the Tax Collector

Owner: Cam, Peter (TC)
 Department: Tax Collector

| Perspective Name | Objective Name | Measure Name | Last Period Updated | Actual | Target | | Actual FYTD | FYTD Goal | |
|------------------|---|--|--|-----------------|-----------------|---|---|-----------|---|
| Customer (SP) | Expand Access to County Government by Placing Information and Transactions on-line (Engagement) | Total Dollar Value of Tax Collector Web-enabled Transactions Completed Online Using the Online Services Portal  | 2023 | \$3,245,783,436 | \$3,100,000,000 |  | n/a | n/a | |
| | | Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate | Total dollar value of mailed-in payments processed (dollars in billions) | 2023 FY | \$1.203 | \$1.300 |  | \$1.203 | \$1.300 |
| | | Total online auto tag registration renewals processed* | 2023 FY | 868,267 | 825,418 |  | 868,267 | 825,418 |  |
| | | Total Auto Tag customer relations call-center calls received* | 2023 FY | 55,692 | 35,000 |  | 55,692 | 35,000 |  |
| Finance | Meet Budget Targets (TC)  | Revenue: Total (TC) | '23 FQ2 | 7,186 | 12,415 |  | 58,842 | 49,660 |  |
| | | Positions: Full-time Filled (TC)  | '23 FQ2 | 137 | 190 |  | 178 | 190 |  |
| | | Expenditure: Total (TC) | '23 FQ2 | 5,537 | 12,415 |  | 43,348 | 49,660 |  |
| | Tax Collector Distributions per Florida § 197.383 (Thrive305 #12) | Property Tax Distributions | Mar '23 | 1 | 1 |  | 15 | 14 |  |
| | | Convention & Tourist Tax Distributions | Mar '23 | 1 | 1 |  | 12 | 12 |  |
| | | Local Business Tax Distributions | Mar '23 | 1 | 1 |  | 12 | 12 |  |
| | | Property Tax Installment Distributions | Mar '23 | 0 | 0 |  | 4 | 4 |  |
| | | Bank Interest Distributions | Mar '23 | 0 | 0 |  | 4 | 4 |  |
| | Provide sound financial and risk management | Total dollar value of Auto Tag revenue collected countywide (dollars in millions)* | 2023 FY | \$302 | \$275 |  | \$302 | \$275 |  |
| | | Total dollar value of mailed-in payments processed (dollars in billions) | 2023 FY | \$1.203 | \$1.300 |  | \$1.203 | \$1.300 |  |

| | | | | | | | | | | | |
|---------------------|--|--|--|---------|----------|-----------------|-----------------|----------|----------|-----|--|
| | | | Total dollar value of Local Business Tax collections (dollars in millions) | 2023 FY | \$18.186 | \$18.164 | | \$18.186 | \$18.164 | | |
| | | | Total dollar value of Tax Collector online transactions (in billions) | 2023 FY | \$3.466 | \$2.972 | | \$3.466 | \$2.972 | | |
| | | | Total dollar value of tax distributions (dollars in billions)* | 2023 FY | \$7.782 | \$7.281 | | \$7.782 | \$7.281 | | |
| | | | Total dollar value of Tangible Personal Property tax collections via enforcement actions (dollars in millions) | 2023 FY | \$10.259 | \$9.366 | | \$10.259 | \$9.366 | | |
| Internal | Use Technology and Alternative Methods to Improve Tax Collection Efficiency | | Total Dollar Value of Tax Collector Web-enabled Transactions Completed Online Using the Online Services Portal | | 2023 | \$3,245,783,436 | \$3,100,000,000 | | n/a | n/a | |
| Learning and Growth | Promote employee development and leadership | | Total percentage of Tax Collector employees that have completed Certified Florida Collector Assistant (CFCA) certification process | | 2023 FY | 45% | 45% | | 45% | 45% | |

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

Initiatives for Measures

Initiatives for Measures

There is no data for the selected filter