





























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)	<b>Expand Access to County Government by Placing Information and Transactions on-line (Engagement)</b>	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	
		<b>Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate</b>	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	<b>Meet Budget Targets (TC)</b> 	Revenue: Total (TC)	'24 FQ2	6,781	12,805		47,206	51,220	
		Positions: Full-time Filled (TC) 	'24 FQ2	193	204		193	204	
		Expenditure: Total (TC)	'24 FQ2	8,988	12,805		54,265	51,220	
	<b>Tax Collector Distributions per Florida § 197.383 (Thrive305 #12)</b>	Property Tax Distributions	Mar '24	1	1		12	12	
		Convention & Tourist Tax Distributions	Mar '24	1	1		12	6	
		Local Business Tax Distributions	Mar '24	1	n/a		12	1	
		Property Tax Installment Distributions	Mar '24	1	0		10	4	
		Bank Interest Distributions	Mar '24	0	0		4	3	
	<b>Provide sound financial and risk management</b>	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	<b>Use Technology and Alternative Methods to Improve Tax Collection Efficiency</b>		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	<b>Promote employee development and leadership</b>		Total percentage of Tax Collector employees that have completed Certified Florida Collector Assistant (CFCA) certification process		2023 FY	45%	45%		45%	45%	






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Key: - Initiative - Featured Objective

## Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Use Technology and Alternative Methods to Improve Tax Collection Efficiency	Implementation of new digital employee functionality	1/23/2024	In Progress			Jimenez, Naomi (TC); Castro, Wilfred (TC); Delgado, Raimundo (TC)
Meet Budget Targets (TC)	Prepare staff for the transition to the constitutional Office of the Tax Collector in 2025	1/23/2024	In Progress			Castro, Wilfred (TC); Delgado, Raimundo (TC); Jimenez, Naomi (TC)
Promote employee development and leadership	Employee Training	1/23/2024	In Progress			Jimenez, Naomi (TC); Delgado, Raimundo (TC); Castro, Wilfred (TC)

## Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Owners
Positions: Full-time Filled (TC)	Prepare staff for the transition to the constitutional Office of the Tax Collector in 2025	1/23/2024	In Progress			Castro, Wilfred (TC); Delgado, Raimundo (TC); Jimenez, Naomi (TC)
Total Dollar Value of Tax Collector Web-enabled Transactions Completed Online Using the Online Services Portal	Community Outreach	1/23/2024	In Progress			Delgado, Raimundo (TC); Castro, Wilfred (TC); Jimenez, Naomi (TC)
Total percentage of Tax Collector employees that have completed Certified Florida Collector Assistant (CFCA) certification process	Employee Training	1/23/2024	In Progress			Jimenez, Naomi (TC); Delgado, Raimundo (TC); Castro, Wilfred (TC)