

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			
		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
	Finance	Meet Budget Targets (TC)	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	Tax Collector Distributions per Florida § 197.383 (Thrive305 #12)	Revenue: Total (TC)	'24 FQ4	8,237	12,805	47,206	51,220	
		Positions: Full-time Filled (TC)	'24 FQ4	193	204	193	204	
		Expenditure: Total (TC)	'24 FQ4	30,720	12,805	54,265	51,220	
		Property Tax Distributions	Sep '24	1	1	12	12	
	Provide sound financial and risk management	Convention & Tourist Tax Distributions	Sep '24	1	n/a	12	6	
		Local Business Tax Distributions	Sep '24	1	n/a	12	1	
		Property Tax Installment Distributions	Sep '24	1	0	10	4	
		Bank Interest Distributions	Sep '24	0	0	4	3	
		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	
Internal	Use Technology and Alternative Methods to Improve Tax Collection Efficiency	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	
Learning and Growth	Promote employee development and leadership	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			
		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	Quality	Risk	Scope	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)

Initiatives for Scorecard

There is no data for the selected filter

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