

## *Message from the Tax Collector*

Thank you so much for the privilege to serve as Tax Collector for another term. Over the first four years, our team has made great progress towards creating a more efficient, service focused environment for Bay County citizens.

Investing in new software has positioned us to increase services and be better equipped in meeting the demands of the public. The technology investments have modernized the office and brought internal systems in line with other tax collector offices of similar size around the state.

We're working hard to continue to make improvements, but I'm incredibly proud of our team for having adapted and adjusted to significant change these past four years.

This past year certainly impacted our team in new and different ways, which forced us to refine service delivery methods and re-think how we serve altogether.

Despite the challenges we've faced we have many accomplishments to celebrate, including:

- Recipient of the Florida Tax Collector Association's Finance Legacy Award for maintaining a finding free audit.
- Proactive in taking safety precautions to minimize spread of COVID-19 among team and customers: installed counter shields, required temperature checks and socially distanced spacing in lobby.
- Website improvement were made to allow for easier navigation to online services. Additionally, as online transactions were encouraged, we were able to offer online e-check payments with no additional fees.
- Registration renewal decal kiosks were established at the Lynn Haven and 23rd Street Publix stores.
- Birth certificate services were added to our Lynn Haven and Callaway offices.
- We partnered with All Florida Safety Institute to assist with the backlog of road tests.
- We began offering appointments for customer convenience.

In Service,

*Chuck Perdue*

Bay County Tax Collector

# SERVING CUSTOMERS



## BEHIND THE SCENES

Not all of our customer service happens in a face-to-face manner, many customer interactions take place over the phone, online and through the mail.

**120,386**

Total Phone Calls Handled

**6 MIN, 44 SECS**

Average Call Wait Time

**26,047**

Internet Tax Payments

**32,546**

High Speed Remittance Payments

**424**

Customer Chatbot handoffs

**1,512**

Emails from Website

## FACE-TO-FACE SERVICE

Frontline service definitely looked different this year, but despite a global pandemic and the challenges faced, our team persevered.

**79,117**

Frontline Transactions Processed

**4,097 ORIGINALS**

**1,022 RENEWALS**

Concealed Carry License Applications Processed

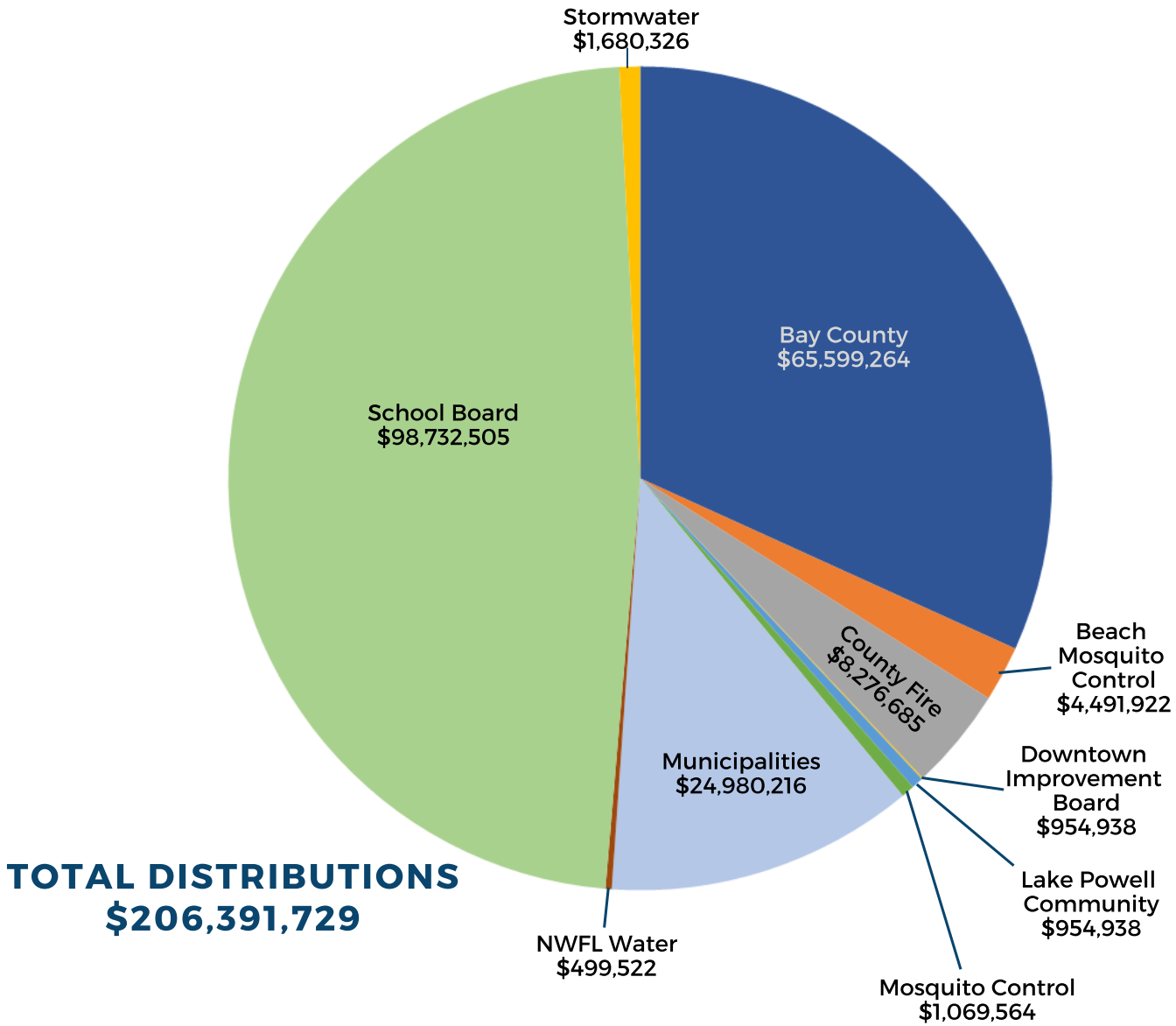
**306**

TSA Pre-check Applications Processed



# FINANCIAL COLLECTIONS & DISTRIBUTIONS

## 2019 TAX COLLECTIONS



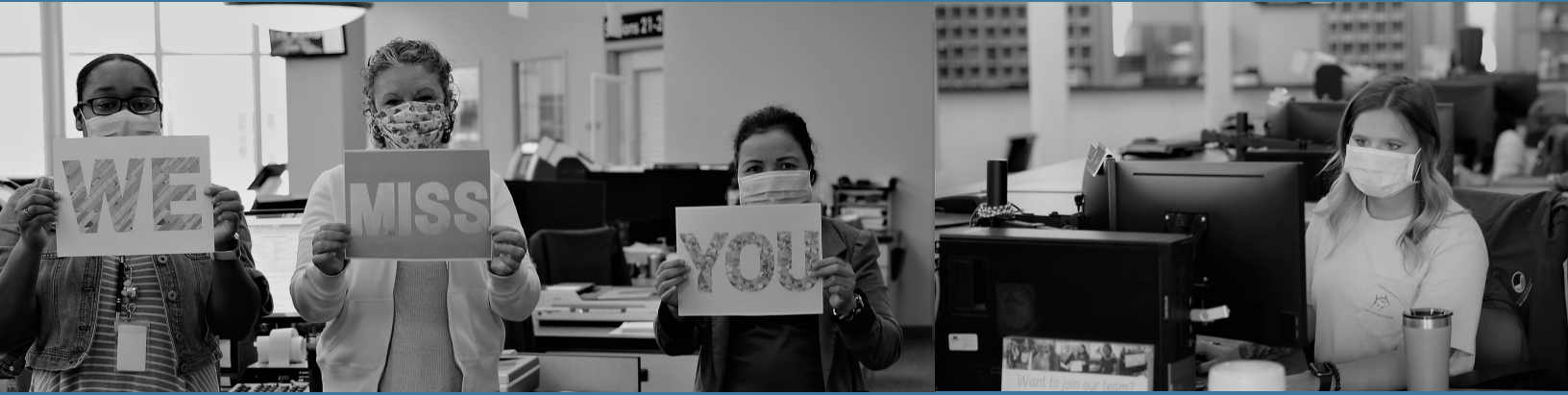
### COMMISSIONS & FEES

Property Tax	\$ 3,844,678	Investment Income	\$ 43,036
State of Florida/DMV	\$ 1,330,889	Delinquent Tax	\$ 10,046
Tax Certificates	\$ 441,136	County Vessels	\$ 4,465
Misc Income	\$ 145,926	TSA	\$ 2,392
Concealed Weapons Permits	\$ 84,977	<b>Total Commissions &amp; Fees</b>	<b>\$ 5,907,545</b>
		<b>Less Operating Expense</b>	<b>\$ 4,559,908</b>

**Excess Revenue  
Returned to  
Taxing Authorities**

**\$ 1,347,637**

# COVID-19 RESPONSE



This year has been unlike anything we've experienced in our lifetime. COVID-19 has certainly disrupted life.

Many factors can be controlled in service delivery, but this year dealt us unanticipated curveballs.

Illness not only impacted our community, but also our team. Each day required an assessment on team members who were well, team members with possible exposure and team members who were sick. It has stretched us in new ways and it has exhausted us in new ways.

While we've done our best to continue to serve to our service standards, we know there have been times when resources have simply been too limited. Our team has been amazing given all they've been faced with this year. We're amazed at their resilience, passion and love for their customers and team.

Thank you for the grace you've extended our team over the last few months. We're so thankful for those on the frontlines working to keep us safe.

## COVID-19 TIMELINE

