



CHUCK PERDUE
TAX COLLECTOR
BAY COUNTY, FLORIDA

ANNUAL SNAPSHOT 2021

Message from the Tax Collector



As we adjust to a world where Covid-19 is part of our daily reality, we have been reminded of the resiliency of our team and how adept they have become at modifying how they work when needed.

We couldn't have accomplished the job of servicing the needs of our community these past two years without our talented team members. They problem-solve and face challenges day-in and day-out, while giving customers their very best amid health concerns and team shortages.

We're really proud of their dedication to excellence, growing, and learning through adversity.

While some companies have scaled back operations during this time, we've had to modify operations, but we are also having to look ahead to plan for the future.

Rather than scale back, we are working to increase our team so we can meet the demand for serving our county in the future.

As new residents move in, our office is usually one of their first stops. With the expected population growth in the next ten years, we're working now to develop new service centers and train team members so we'll be ready to meet the need.

Expanding our use of technology and providing customers with options that don't require a visit to the office to access service is among our top priorities.

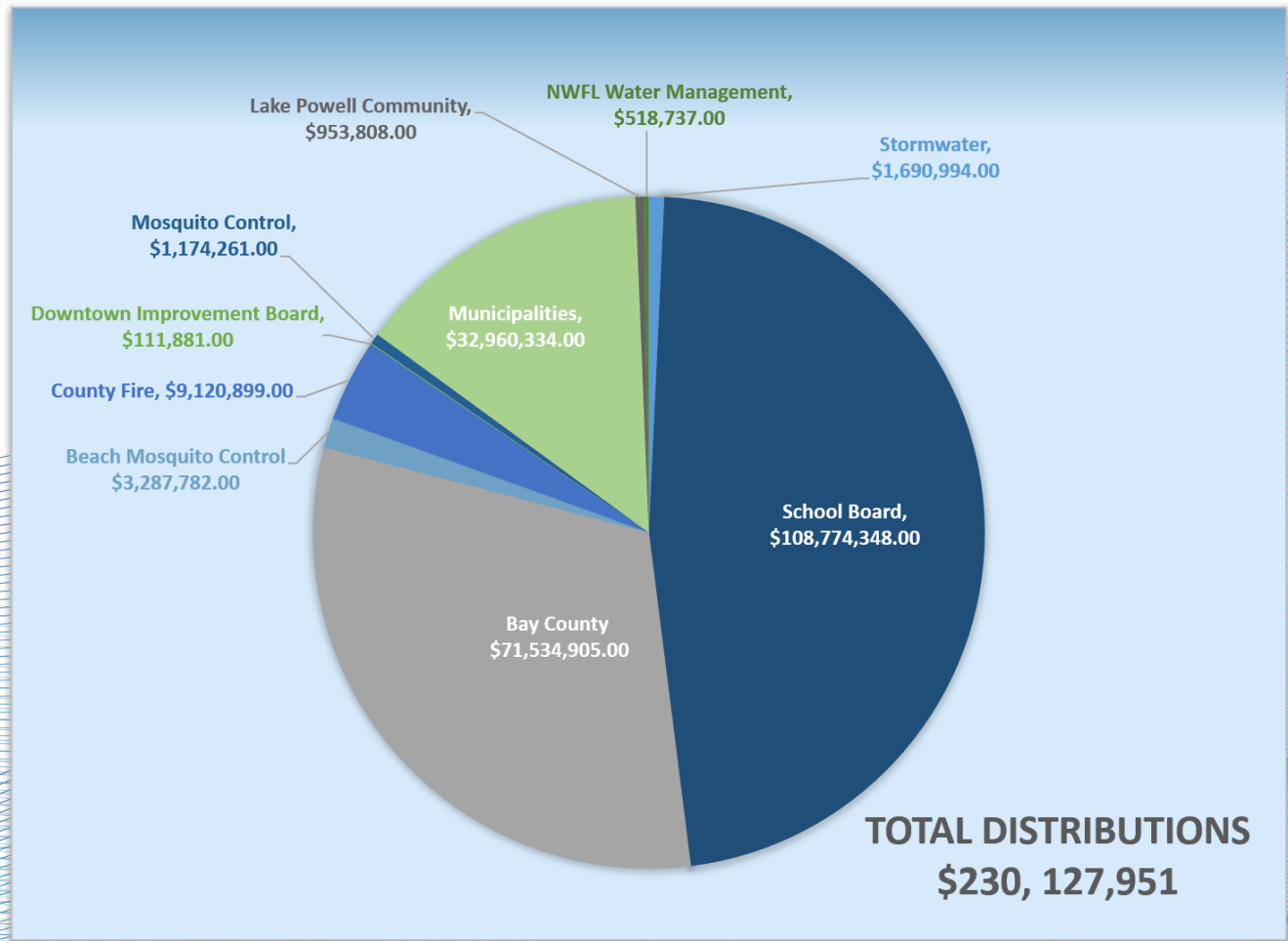
We're excited about Bay County's future. Please take a look at some of the steps we've taken over this last year to get ready for what is on the horizon.

In Service,

Chuck Perdue

Bay County Tax Collector

FINANCIAL COLLECTIONS & DISTRIBUTIONS



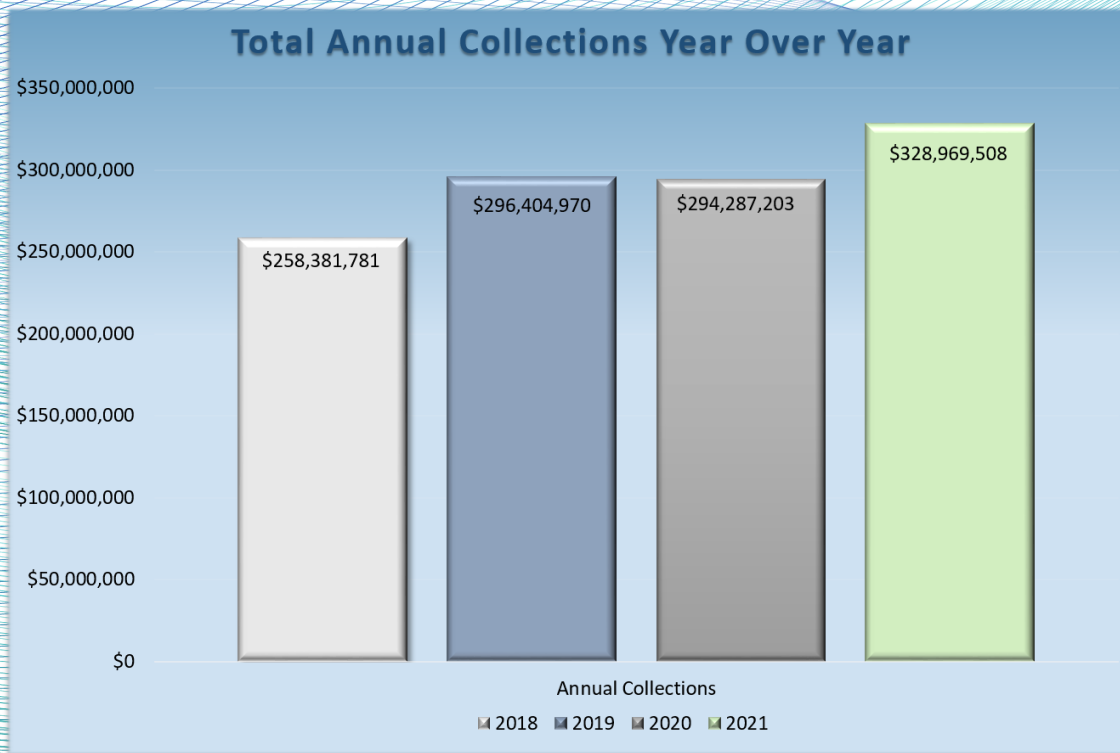
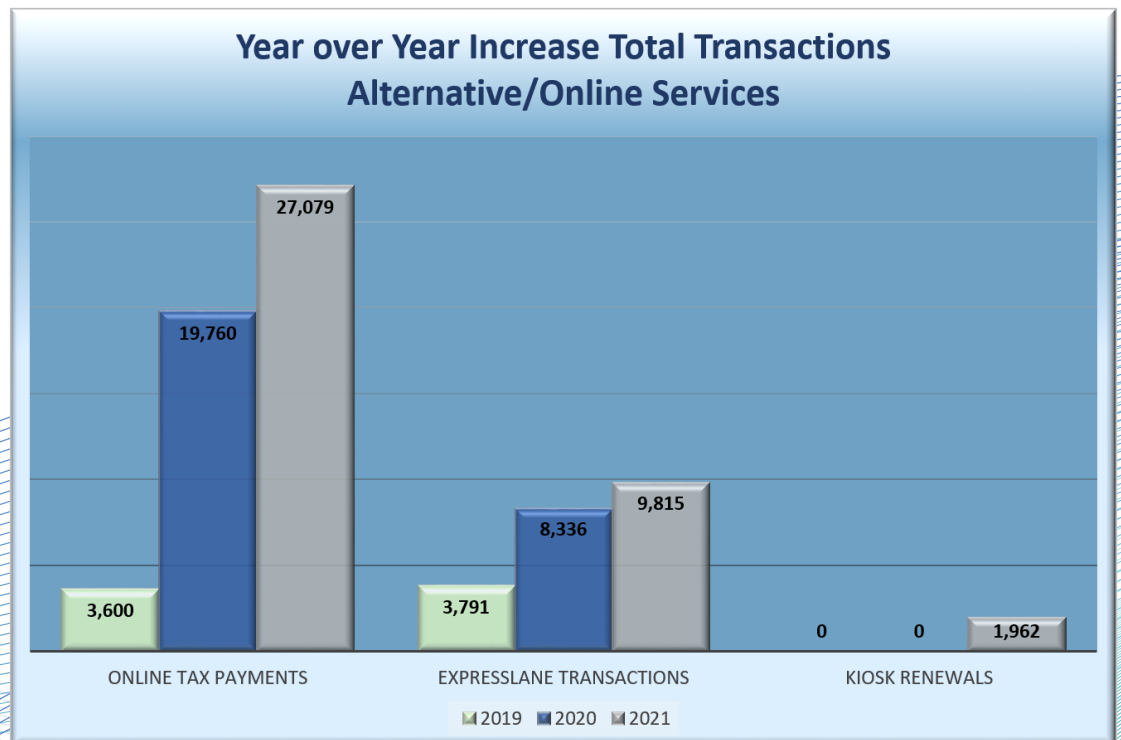
COMMISSIONS & FEES

Property Tax	\$ 4,326,182	County Vessels	\$ 4,766
State of Florida/DMV	\$ 1,543,668	TSA	\$ 5,187
Tax Certificates	\$ 421,440	Birth Certificates	\$ 1,181
Misc. Income	\$ 208,808	Fish and Wildlife	\$ 13,008
Concealed Weapons Permits	\$ 87,606	Toll Collection	\$ 500
Investment Income	\$ 8,019		

Total Commissions and Fees \$ 6,620,365
Less Operating Expenses \$ 4,848,843

**Unexpected
Revenue
Returned to
Taxing
Authorities
\$1,771,522**

FINANCIAL COLLECTIONS & DISTRIBUTIONS



SERVING CUSTOMERS



144,999
Calls
Presented



7 MIN
54 SEC
Average
Call
Wait



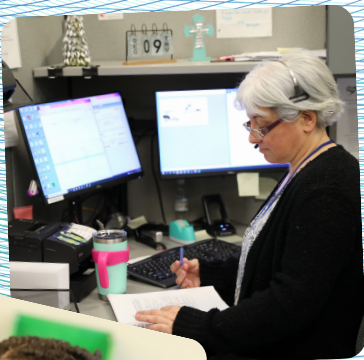
1,268
Emails
from
website



27,625
Internet
Payments
Processed



29,174
Mail Bills
Processed



EXPRESS
LANE

9,815
Online
Renewals



213
Chat bot
follow ups



234,726
Face to Face
Transactions



7,135
Concealed
Carry
Applications



1,355
Concealed
Carry
Renewals

Developing A Skilled Team

We've worked hard to make sure our team is given pathways to grow by offering training opportunities to obtain industry certifications.

Managers Jonathan Rhodes, Ashley Miller, Anupa Patel and Sheri Gowens recently received their Certification for Florida Collector Assistants (CFCA), joining previously certified managers Vangie Sponseller and Cindy Collins. Additionally, all of our Customer Service Professionals are on track to earn their Tax Collector Certified Professional (TCCP) designation.

We have also implemented a Growth Development Plan (GDP) which offers team members the ability to map out their own growth plan and see their growth opportunities. This allows team members to be in the driver seat regarding their career growth.



All BCTC Managers have been certified as Florida Collector Assistants through the Florida Department of Revenue.

LEADERSHIP BAY

In addition to growing our team through industry knowledge, we also want to help our team grow in community knowledge. For the past two years, we've had team members participate in Leadership Bay. This program helps team members establish community connections and give back through service projects.

*Tina Davis,
Customer
Service
Professional
represented
BCTC in the
2020
Leadership Bay
Class.*



TEAM MEMBER RECOGNITION

