CHUCK PERDUE
TAX COLLECTOR
BAY COUNTY, FLORIDA

2019 Annual Snapshot

CUSTOMER SERVICE

182,463
Face-to-Face Customers Served

Total Phone Calls
2019| 114, 485

Chat Bot Conversations
7, 129

High Speed Remittance Payments Processed
Tax| 29,114 **DMV|** 4,072
TOTAL| 33,186

Internet Tax Payments
11, 597

Concealed Carry License Applications Processed
Originals| 2089
Renewals| 899

Driver License/ID Transactions
63,137

Motor Vehicle Transactions
260,957

Express Lane Transactions
4,574

TSA Precheck
223

ACCOUNTABILITY

2019 Fiscal Year
(October 2018 -September 2019)

Collected/Distributed:
$217,392,824.10

Revenue Returned to County:
$1,435,814.07

Recipient of the Florida Tax Collector Association's Excellence in Finance Operations Award

Recipient of the Florida Tax Collector Association's Certificate of Merit Award for Financial Operations

Bay County Chamber of Commerce Innovation Award Recipient

0 Ethics Complaints

0 OSHA Findings

0 Financial Audit Findings

EMPLOYEE ENGAGEMENT

98.7% Employee Satisfaction Rating

COMMUNITY FOCUS

Participated in a promotional awareness campaign for the Florida Breast Cancer Foundation.

FLORIDA BREAST CANCER FOUNDATION
Advocacy, Education, Research

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LYNN HAVEN OFFICE REOPENED, ADDITIONAL SERVICES ADDED

In June 2019, nine months after Hurricane Michael made landfall in Bay County, our Lynn Haven Service Center was reopened. The opening was a celebration to commemorate all our organization, community and individual team members have overcome in the aftermath of the Category 5 storm devastating our area.

Since the reopening, additional appointment-required services, TSA Pre-check and Concealed Weapon Application Intake, have been added at the service center.

2019 Innovations and Improvements

- Implemented a new tax software, improving online payment abilities, allowing for online application of Installment Plan and enrollment in e-billing
- Launched TSA Pre-Check, State Fingerprinting and TWIC Card services in the Lynn Haven office
- In partnership with the Florida Department of Health, launched Birth Certificate services in Panama City and Panama City Beach
- Streamlined walk-in services to process all transactions at one service station
- Implemented a Private Tag Agency to meet the demand of Dealer Service transactions
- Enhanced online payment service offerings by offering free e-check
- Launched the Express Lane Renewal Pickup at all service centers
- Implemented the RATE Program to provide remote tax payment opportunities for taxpayers
- Launched a new accounting/ human resources software
- Reopened Lynn Haven service center
- Launched a new website providing for better interaction and information delivery to customers

www.BayTaxCollector.com