

## VISION

Customer-Focused Excellence

## MISSION

We continually pursue organizational excellence by:

- Empowering our workforce to excel
- Serving our customers respectfully, accurately, and professionally
- Providing exceptional stewardship of public funds

## VALUES

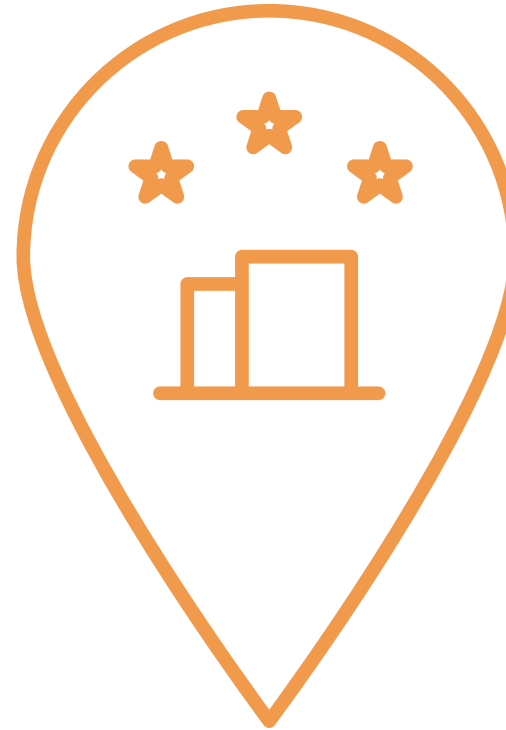
Community  
Service  
Respect

# TAX COLLECTIONS



**\$1.5 B**

Real Estate



**\$82.3 M**

Tangible Personal  
Property

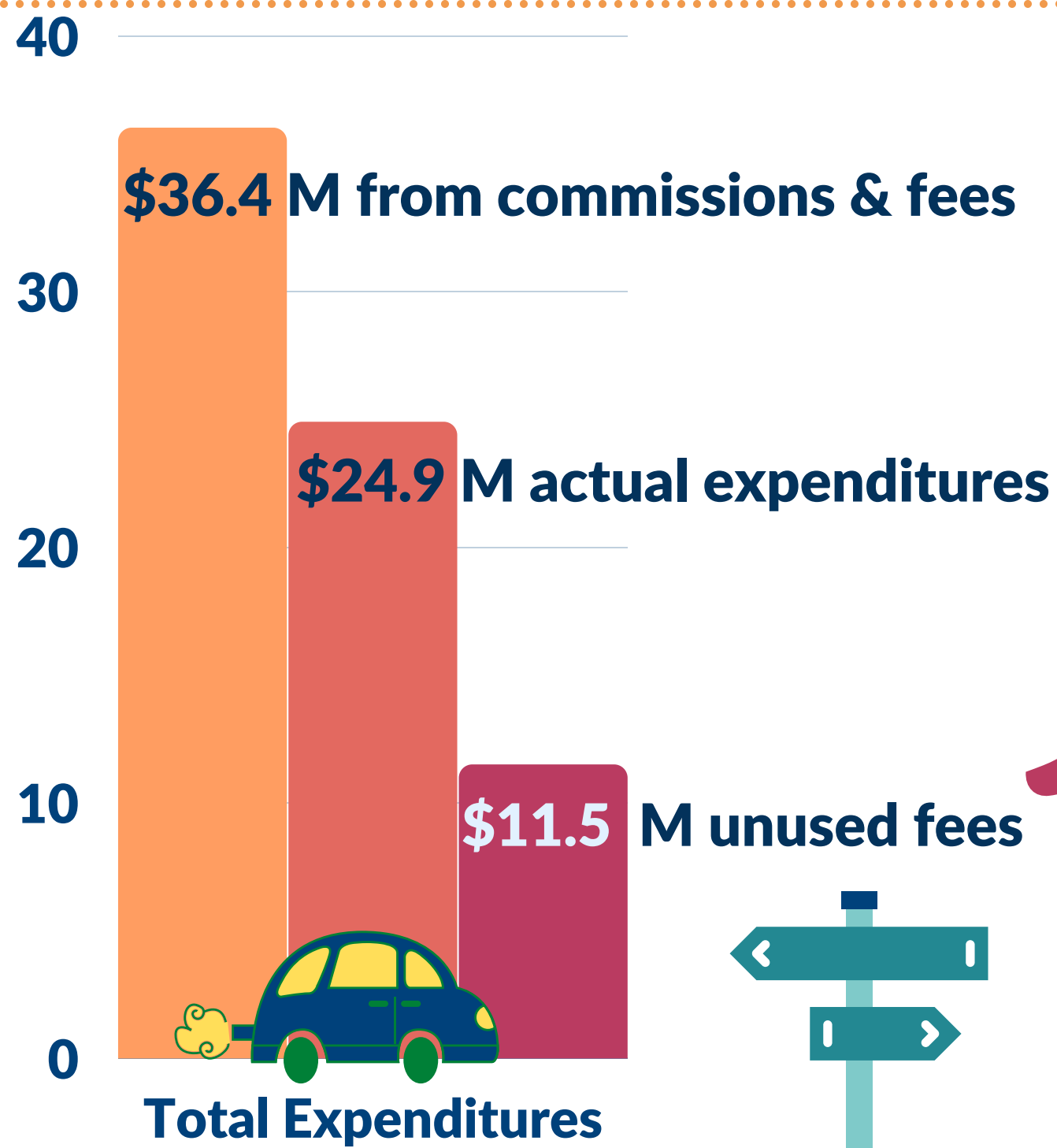


**\$63.1 M**

Tourist  
Development



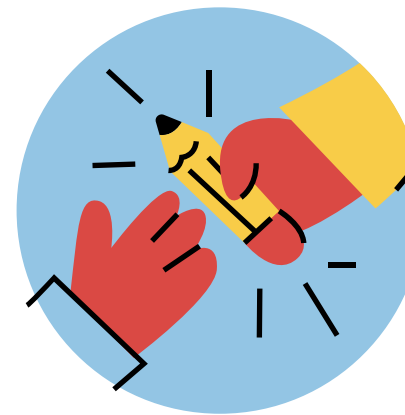
**2019 LEGACY AWARD RECIPIENT**  
**8th consecutive year!**



## Where do unused fees go?



Ambulances



Teachers



Roads

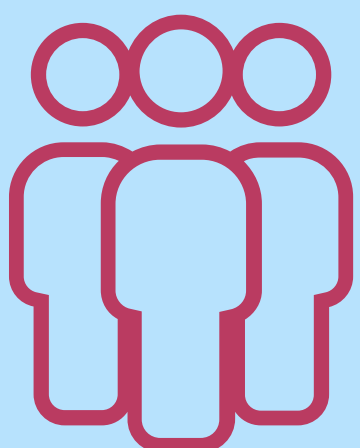


Firefighters

And other goods & services for Pinellas County!

**TOTAL TAXES COLLECTED**  
**\$1,761,227,812**

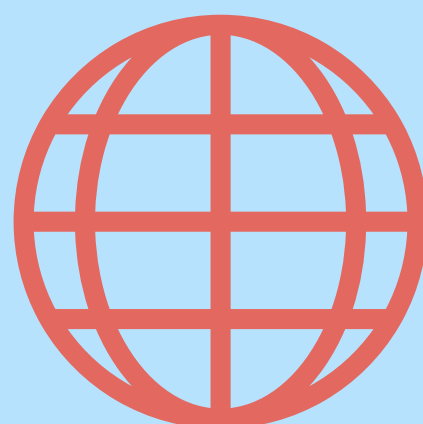
## By the Numbers...



975,571  
walk-in  
customers



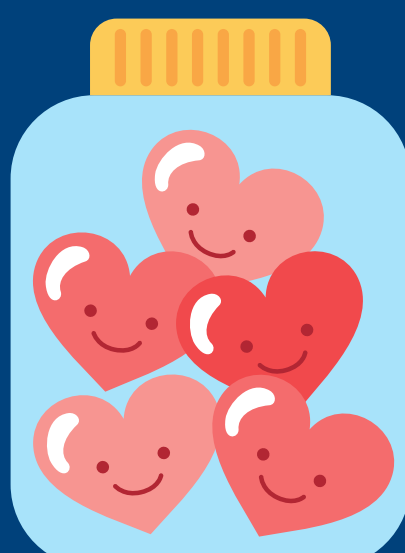
256,765  
phone calls  
answered



316,060  
online  
transactions

## Giving Back

- Supported 6 Florida non-profits
- Kids Tag Art Pinellas raised \$21,227 for 52 Pinellas Co. elementary schools
- Donated \$3,859 to CASA



## 3 TOP SERVICES



1. Motor Vehicle Transactions
2. Driver Licenses
3. Property Taxes

## New in FY 2019...



Broke ground on new South County service center



Launched mobile-optimized online appointment system

## What is Tourist Development Tax?



It's a local "bed" tax collected on short-term rentals like Airbnb. These taxes are returned to the county.

## Where do Tourist Development Taxes Go? 🤔



Beach nourishment



Museums & aquariums



Local sports



Arts & culture

## What Do Our Employees Think?



**90%**  
Proud to Work for the PCTC

**93%**  
My coworkers are committed to doing quality work

**98%**  
I make a positive contribution to the quality of the services we provide.

## Performance by the #'s



17.01 mins average wait time



99.75% transaction accuracy



98.64% customer satisfaction

## Customer Compliments



Always friendly and professional! Never a hassle or long wait. Thanks to the folks that work there for making it a great experience.

-Laura Y.

I have never had such a wonderful experience! Thank you for demonstrating this level of professionalism.

-Manisha P.

## What did we issue?

Driver License & IDs	213,361
Vehicle & Boat Titles	598,523
Vehicle & Boat Registrations	1,843,796
Concealed Weapons Licenses	7,150