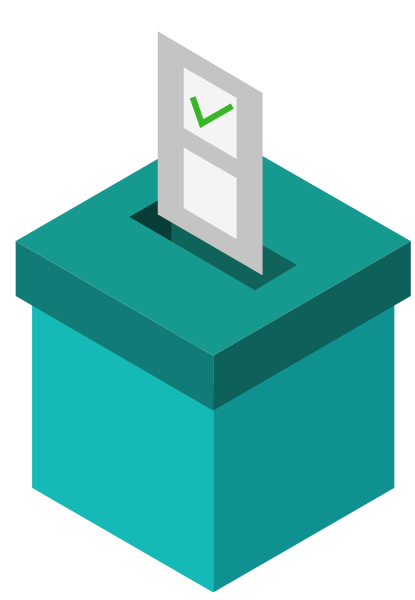
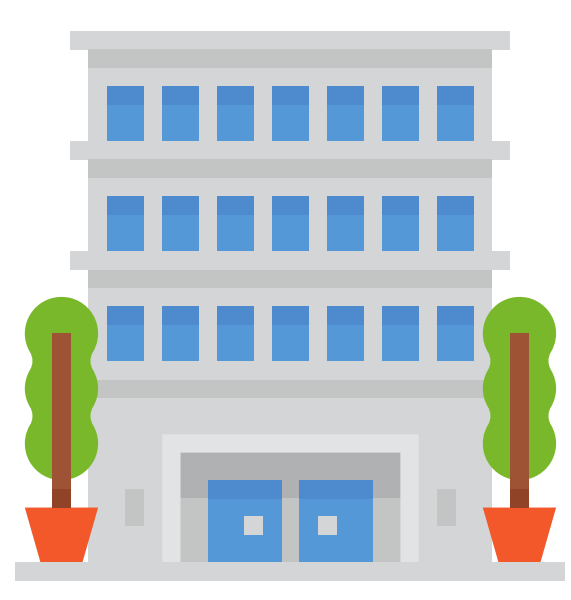


TOTAL TAXES COLLECTED

\$1,902,627,445

New in Fiscal Year 2020...



Self-Service Registration Renewal Kiosks

North County Closed Course Road Range

Brand-new South County Full-Service Center

Tax Collector Charles W. Thomas re-elected

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

What did we issue?

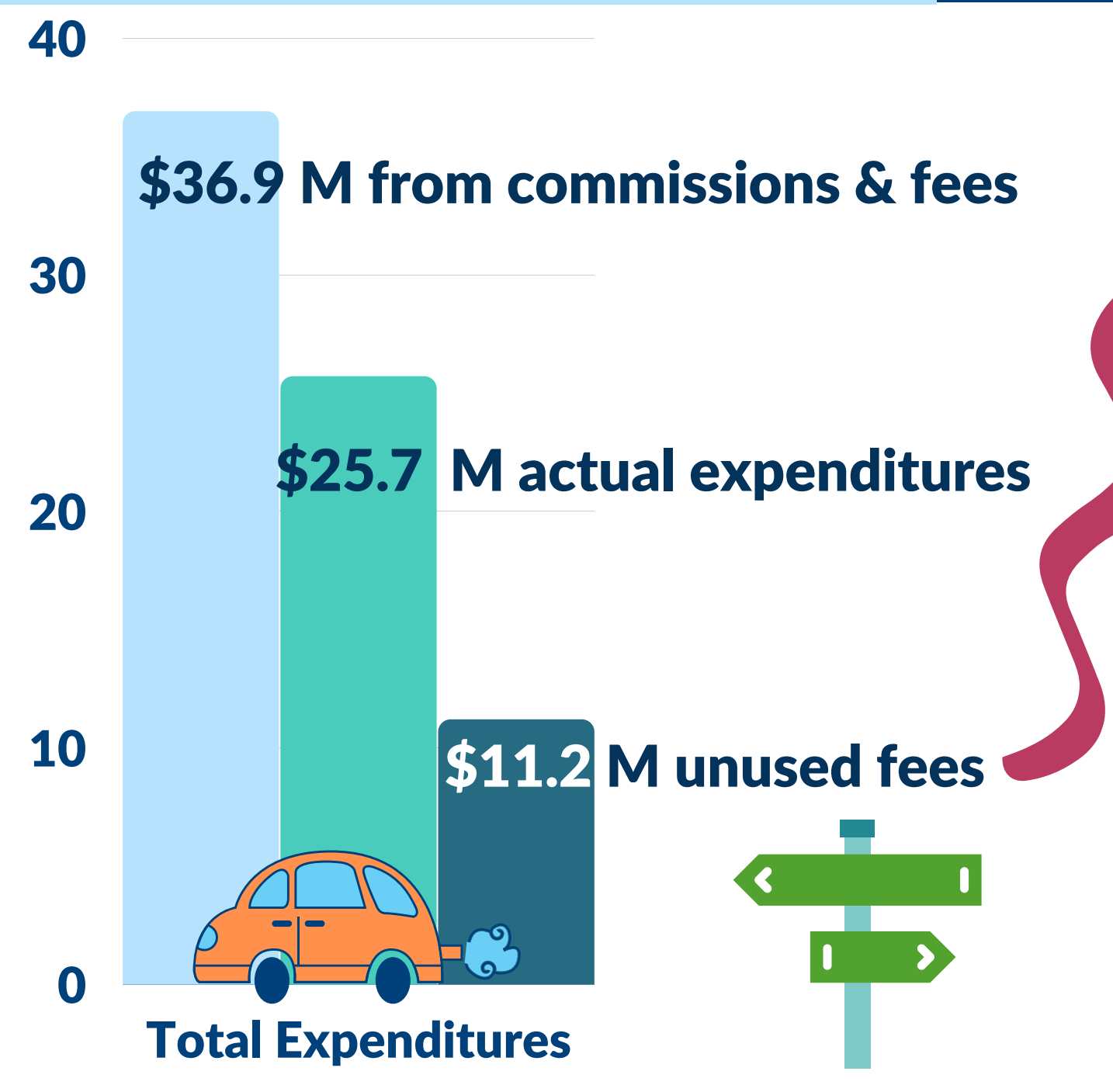
Driver License & IDs	143,896
Vehicle & Boat Titles	522,994
Vehicle & Boat Registrations	1,664,423
Concealed Weapons Licenses	6,505

COVID-19

- Offices closed March-May/June
- Moved to appointment-only system
- Safety measures taken to protect citizens & employees

3 TOP SERVICES

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



Where do unused fees go?


Ambulances


Teachers


Roads


Firefighters

And other goods & services for Pinellas County!

2020 LEGACY AWARD RECIPIENT

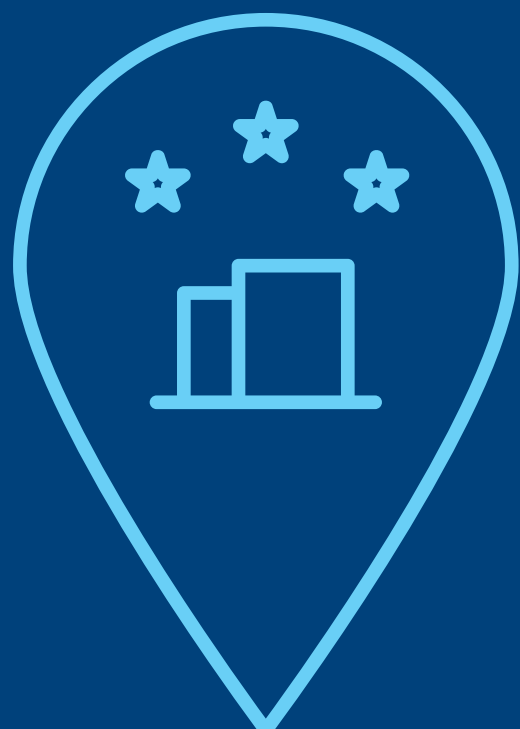
9th consecutive year of an error-free audit & 100% financial accuracy! 

TAX COLLECTIONS



\$1.6 B

Real Estate



\$85 M

Tangible Personal Property



\$50 M

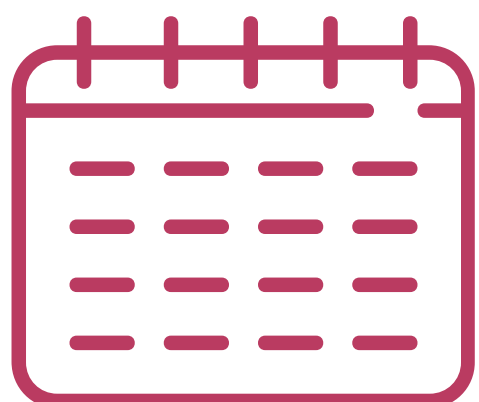
Tourist Development

2020



Governor's Sterling Award for Performance Excellence

By the Numbers...



550,715

customers served in-office



271,809

phone calls answered



426,984

online transactions

Giving Back

- Supported 1 Florida non-profit (Pandemic affected fundraising efforts)
- Kids Tag Art Pinellas raised \$38,597 for 53 Pinellas Co. elementary schools
- Donated \$806 to Ronald McDonald House



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

Performance by the #'s



11.37 mins
average wait time



99.69%
transaction accuracy



99.66%
customer satisfaction