

Charles W. Thomas
pinellas county tax collector

2023

Annual Report

Customer-Focused Excellence



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2023 ANNUAL REPORT

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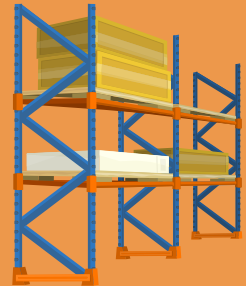
TOTAL TAXES COLLECTED

\$2,192,672,430



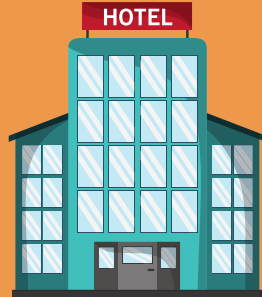
\$2B

Real Estate



\$85M

Tangible Personal Property



\$97.5M

Tourist Development

**All three figures have been rounded*

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



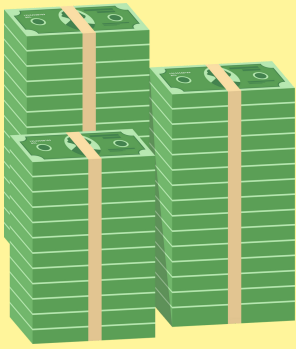
2023 LEGACY AWARD RECIPIENT

12th consecutive year of an error-free audit & 100% financial accuracy!

REVENUE REVIEW



\$42M revenue from commissions & fees



\$29.8M actual expenditures



\$12.2M unused fees

Performance by the #'s



99.54% transaction accuracy



12:31 mins average wait time

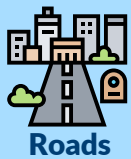


98.63% customer satisfaction

Where do taxes & unused fees go?



Ambulances



Roads



Teachers



Firefighters

And other goods & services for Pinellas County!

New in FY23

Road Tests at Every Location



Pocket Talk Translation Devices

TOP 3 SERVICES

1. Property Taxes
2. Registrations
3. Titles

This year, we issued...



Driver License & IDs	147,303
Vehicle & Boat Titles	707,901
Vehicle & Boat Registrations	1,781,088
Concealed Weapons Licenses	6,387

Customer Feedback



“Amazing team of people!!! Very helpful, in a good mood and get what you need done promptly.”

-Ani H.



“I had a great experience renewing my tag on the phone today. The person who helped me was absolutely the friendliest and most efficient public servant who has ever assisted me. Thank you!”

-John T.

Serving Our Citizens



523,319
online
transactions



397,208
served in
office



225,009
phone calls
answered

Notable #s



11,892
road tests



5,326 toll
clearances
completed



1.1 Million
website visits

Giving Back

- Supported 6 Florida non-profits
- Kids Tag Art Pinellas raised \$45,772 for 49 Pinellas Co. elementary schools
- Raised \$1,402 for Homeless Empowerment Program



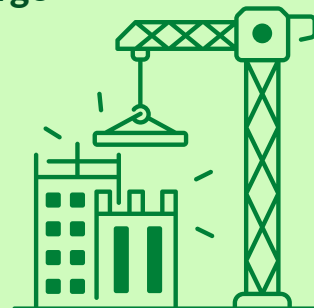
Employee Satisfaction



Coming Soon...

Mid County Renovations

The office located on Starkey Rd in Largo will undergo renovations starting in Early 2024



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