

Charles W. Thomas
pinellas county tax collector

ANNUAL REPORT 2022



TAXCOLLECTOR@TAXCOLLECT.COM



PINELLASTAXCOLLECTOR.GOV



@PINELLASTC

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

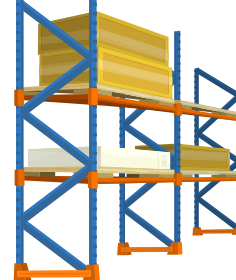
Community
Service
Respect

TOTAL TAXES COLLECTED

\$1,924,683,987



\$1.8 B
Real Estate



\$85.2 M
Tangible Personal
Property



\$95.4 M
Tourist
Development

**All three figures have been rounded up*

REVENUE REVIEW



\$39 M revenue
from commissions & fees

\$26.8 M actual
expenditures

\$12.4 M
unused fees

Where do taxes & unused fees go?



Ambulances



Teachers



Roads



Firefighters

And other goods & services for Pinellas County!

This year, we issued...



Driver License & IDs **169,819**

Vehicle & Boat Titles **185,039**

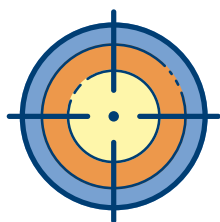
Vehicle & Boat Registrations **1,006,730**

Concealed Weapons Licenses **6,733**

Performance by the #'s



8:34 mins
average
wait time



99.39%
transaction
accuracy



99.68%
customer
satisfaction

2022 LEGACY AWARD RECIPIENT



11th consecutive year of
an error-free audit &
100% financial accuracy!

TOP 3 SERVICES

1. Driver License
2. Motor Vehicle
3. Property Taxes

Customer Feedback



"Best experience ever at a DMV or any government office for that matter. Everyone from security to customer service is smiling and friendly. It creates a different vibe!"

-Jennifer P.

"Hands down the most effective, fast, clean, organized government office of all FL."

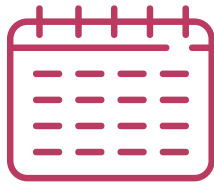
-Pedro A.

Serving Our Citizens

NEW in 2022



479,709
online
transactions



397,208
served in
office



246,339
phone calls
answered



Website remodel!

- Modernized look
- Easier navigation
- More self-service options
- More secure - moved to .gov!

Giving Back

- Supported 6 Florida non-profits
- Kids Tag Art Pinellas raised \$48K for 53 Pinellas Co. elementary schools
- Raised \$1,725 for Ronald McDonald House



Employee Satisfaction

95%
Proud to Work
for the PCTC



98%
Believe they
contribute to
organization's
success

100%
Care about
coworkers'
wellbeing



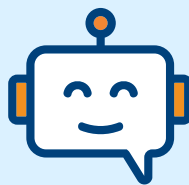
Coming Soon...



Notable #s



11,907
road tests



41,170 customer
conversations with
Chatbot, Owen



Another
record-breaking
year for Tourist
Development!



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