



Annual Report 2024

Community
Service
Respect

Charles W. Thomas
pinellas county tax collector

 [PINELLASTAXCOLLECTOR.GOV](https://pinellastaxcollector.gov)

   @PINELLASTC

TOTAL TAXES COLLECTED:

\$2,423,418,620



\$2.2 B

Real Estate



\$89.7 M

Tangible Personal Property



\$96.8 M

Tourist Development

2024 LEGACY AWARD RECIPIENT



13th consecutive
year of an error-free
audit & 100%
financial accuracy!

25
mins

Average Wait
Time

98%

Transaction
Accuracy

98%

Customer
Satisfaction

Performance by the #s

We issued...

159,888

Driver Licenses & IDs

Vehicle & Boat Registrations

1,255,882

Vehicle & Boat Titles

791,965

4,130

Concealed Weapons Licenses

Motor Vehicle #1

Driver License #2

Property Tax #3

TOP 3 SERVICES

GIVING BACK TO OUR COMMUNITY



- Supported 6 Florida non-profits
- Kids Tag Art Pinellas raised \$69K for 58 Pinellas Co. elementary schools
- Raised \$3,845 for Suncoast Animal League



2024 ANNUAL REPORT

95% employee satisfaction

ENGAGED EMPLOYEES

98% agree coworkers are committed to quality work



“ I had a great experience ... The person who helped me... was absolutely the friendliest and most efficient public servant who has ever assisted me. Thank you!

- John T.

HAPPY CUSTOMERS

“ Very clean and well-kept facility sizeable enough to service a large number of people all at once. The staff were kind, helpful, and courteous. This is the most quick and "painless" trip to the DMV in my life!

- Michelle P.

REVENUE REVIEW



\$46 M revenue from commissions & fees



\$33 M actual expenditures



\$13 M unused fees

CUSTOMER-FOCUSED EXCELLENCE

818,600 online transactions

51 K

Conversations with our Chat Bot, Owen

319,177 phone calls answered

508,914 served in office

COMING SOON

NEWLY RENOVATED MID COUNTY OFFICE IN LARGO REOPENING IN EARLY 2025

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