

TOTAL TAXES COLLECTED

\$1,833,887,794

2021 LEGACY AWARD RECIPIENT

10th consecutive year of an error-free audit & 100% financial accuracy!

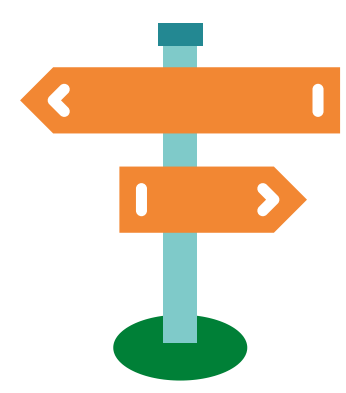


\$38 M revenue from commissions & fees



\$27.4 M expenditures

\$10.6 M unused fees



 **Where do unused fees go?**



Ambulances



Teachers



Roads



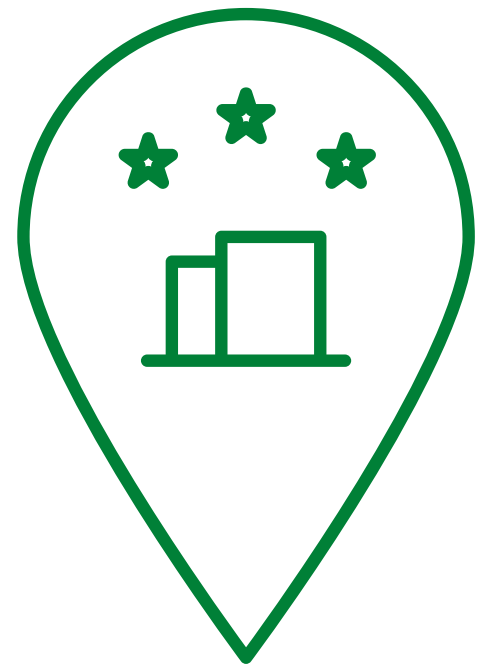
Firefighters

And other goods & services for Pinellas County!

TAX COLLECTIONS



\$1.73 B
Real Estate



\$86.9 M
Tangible Personal Property



\$73.2 M
Tourist Development

*All three figures have been rounded up

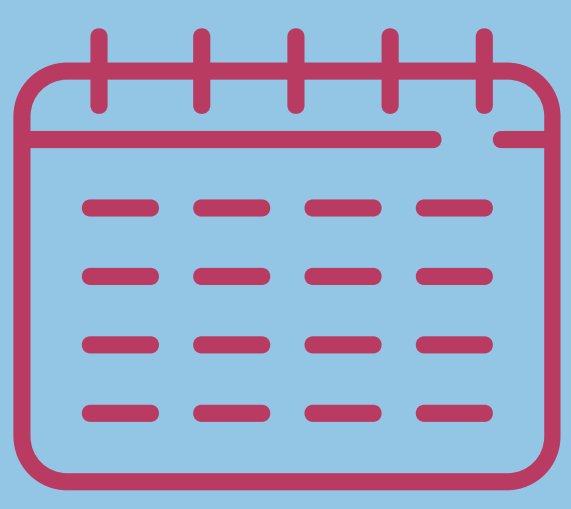
Coming Soon...



Our website is getting a makeover!

Coming Spring 2022 - taxcollect.com will be updated & redesigned with new self-service options

How did we serve?



383,608
customers served in-office



329,518
phone calls answered

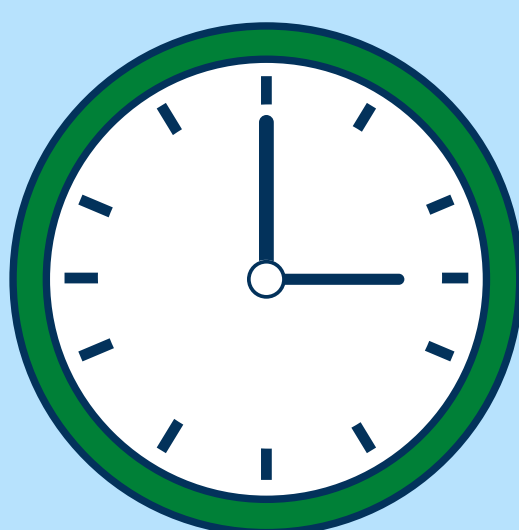


1.2 million
website visitors

3 TOP SERVICES

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

Performance by the #'s



5:49 mins
average
wait time

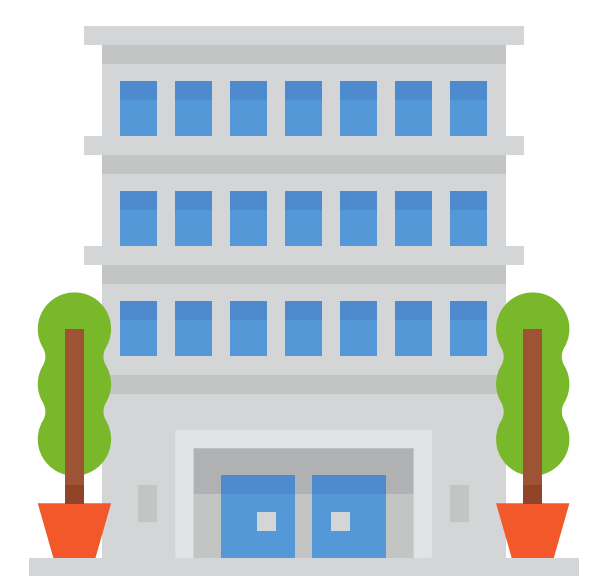


99.54%
transaction
accuracy



99.01%
customer
satisfaction

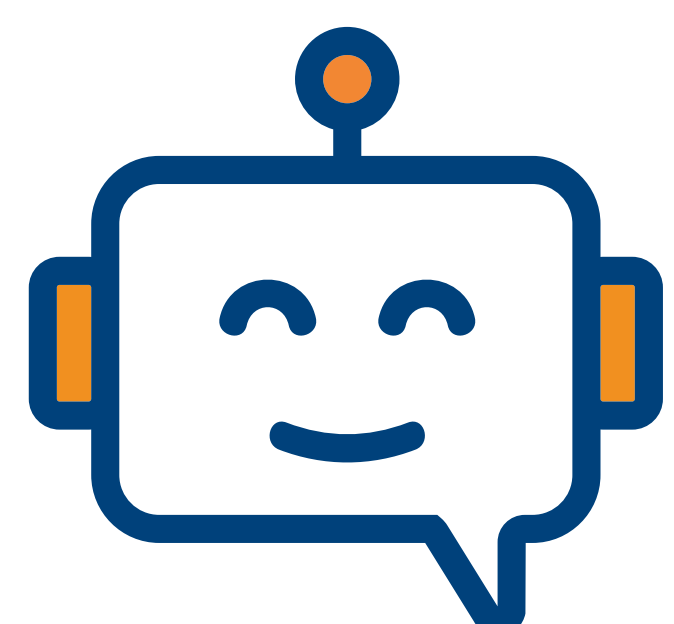
NEW in Fiscal Year 2021...



Consolidated Skyway office with new South County full-service center



Opened brand-new concealed weapons license office in St. Pete



Added Owen the Chatbot to taxcollect.com!

Total Transactions



Driver License & IDs 169,416

Vehicle & Boat Titles 643,528

Vehicle & Boat Registrations 1,749,967

Concealed Weapons Licenses 7,779

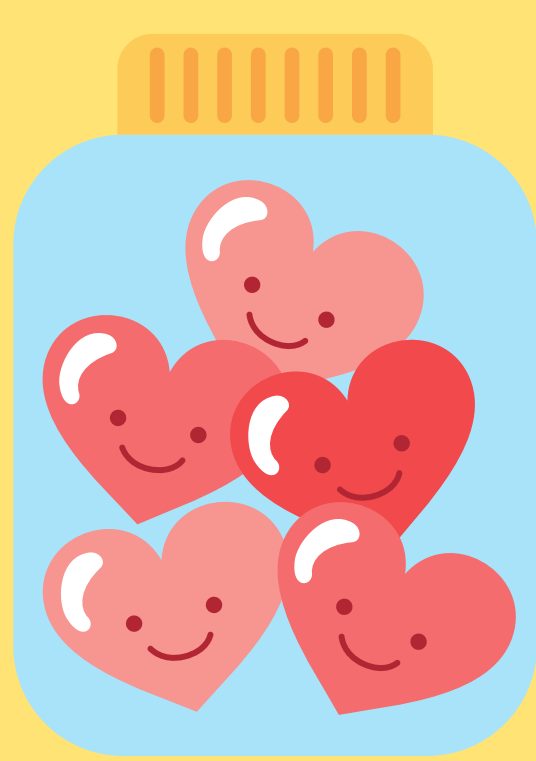
Customer Compliments ★★★★★

“The employees are fantastic...The DMV in Pinellas County is heaven... you are treated like a valued customer.”
-Peter R.

“The staff were very helpful and informative. Overall the best experience I could have asked for at a government office.”
-Christine S.

Giving Back

- Supported 6 Florida non-profits
- Kids Tag Art Pinellas raised \$37,780 for 39 Pinellas County elementary schools
- Donated Christmas gifts to 30 local families through R'Club



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

Charles W. Thomas
pinellas county tax collector

@PinellasTC
www.taxcollect.com