

WALTON COUNTY



TAX COLLECTOR

# 2017 Annual Snapshot

135,780  
Face-to-Face  
Customers  
Served



99.75%  
CUSTOMER  
SATISFACTION  
RATE

REVENUE  
GENERATED PER  
TEAM MEMBER  
\$122,906  
\$



Average Wait Time:  
9 minutes  
Average Service Time:  
11.75 minutes

Taxes Collected  
and Distributed to  
Taxing Authorities:  
\$160,045,687

Vehicle Transactions  
Processed: 116,326  
\*  
40,288 Phone Calls  
Answered

**Training & Development:**  
\* 99 Average training hours  
per employee  
\* 51% of team members  
certified  
\* \$31,475 training dollars  
invested in team members

Outstanding Employees  
of 2017

