

## On the Horizon

Due to the increased growth south of the Bay, we are excited to announce that we will be opening a new office in Freeport by March 2019. By expanding into the Freeport area, this will allow for more efficient services for our customers in the south end of the county. We will also be expanding Concealed Weapons Permit application processing and renewals into Freeport shortly after opening.

Additionally we are expanding our office in South Walton. With help from the Board of County Commissioners, we will be doubling our office space and terminals to allow for more clerks and adequate space to better serve our customers with a more customer friendly space to create an overall greater customer experience. This expansion is due to be completed by late fall with Concealed Weapons Permit application processing and renewals also coming to this location.

## Employee Recognition

Employees of the quarter are peer nominated and the Walton County Tax Collector employee of the year is selected from EOQ winners by a multi level committee.

Compass Award recipients are selected by the Senior Leadership Team and the criteria is based on results including personal excellence and team contributions, customer service, business results, and representation of our organizational culture.



One office....three locations to serve you



Prepared By:  
Walton County Tax Collector  
850-892-8121  
[www.waltontaxcollector.com](http://www.waltontaxcollector.com)

"The government closest to the people serves the people best." - Thomas Jefferson



Walton County  
Tax Collector  
2018  
Annual Report

Dear Citizens of Walton County,

As your Tax Collector, it is my endeavor to keep you informed on the annual progress the tax collector's office has made this past year; and to also let you know what is ahead that we have strategically planned to serve you better and more efficiently.

While the tax collector is not a Taxing Authority and has no power to levy or impose any type of tax or fee, we are however, the office mandated to collect the fees and taxes implemented by the Legislature and local taxing authorities.

Currently Walton County has 24 taxing authorities we collect and distribute for and are listed on your tax bill with the appropriate millage rate determined by them, to meet their budget for the coming year. The following are a few of the authorities we serve: The Walton County School Board, Walton County BCC, Northwest Florida Water Management District, North and South Walton Mosquito Control Districts, South Walton Fire District, and many others. You will find a complete list of these authorities on our website [www.waltontaxcollector.com](http://www.waltontaxcollector.com).

The other major components that make up our office and which we serve as agents and collect fees for are the state agencies: The Florida Department of Highway Safety and Motor Vehicles, Florida Department of Revenue, Florida Wildlife Commission,

Florida Department of Health, Florida Department of Agriculture and Consumer Services, and US Department of Homeland Security for Real ID purposes.

In the past few years, the Walton County Tax Collector's office has seen tremendous growth in the number of transactions we process for our customers - face to face in our lobbies, our call center and telephones, the mail and through the internet.

The following are some general statistics and real data we capture, track, and measure.

This data also helps us determine our budgetary needs and to plan for improvements in the many services we provide to you locally.

- **Face to Face - 148,085 customers visited our lobbies for their service needs in two locations (South Walton and DeFuniak Springs)**
- **Call Center - 53,708 telephone customers**
- **Total Transactions Tracked - 220,057**

#### **Your Tax Dollars**

- **Revenues Collected and accounted for through services provided - \$173,932,346**
- **Unspent revenues returned to the taxing authorities and community - \$1,405,008.51**
- **Customer Satisfaction Rate - 99.83%**
- **Training Hours Completed - Average hours of continued education per employee - 90 hours**

#### **Legislative**

As promised, the staff and I continue to stay in touch with our Representatives at the Capitol to advocate for good public policy, which impacts you here at the local level. Our Legislative Team with the Florida Tax Collectors Association is seeking legislation regarding the timeline of renewing "regular" pick-up trucks.

What does this mean to you? If this legislation passes, you will soon be able to renew your pick-up truck on your birthday rather than in the month of December.

As a Tax Collector, I am honored that myself and some of our team members serve on the Focus Group and are considered Subject Matter Experts for the re-write for the Motorist Modernization Project the Department of Motor Vehicles is designing for implementation in the near future. This initiative is to work with the Department to provide input, give feedback, testing, and to hopefully improve the application, network, and overall process of titling and registering your vehicles and other modes of transportation.

We have also brought state services to our NW location by offering State Vehicle Compliance inspections for rebuilt vehicles, large trailers, low speed vehicles, etc. on a monthly basis.

In closing, let me say thank you for your continued trust in our office to serve you regarding all of your service needs. I also hope this give you a small glimpse of what we do as a government office as we seek to continually improve in all that we do.

Many Blessings, *Rhonda*