RHONDA SKIPPER

WALTON COUNTY TAX
COLLECTOR

A Report to Our Citizens

FOR FISCAL YEAR 2019

Mission

Deliver the highest quality of service with people who CARE.

Vision

Warmth and Care in Government

What We Believe

- Be Better tomorrow than today
- Recognize, honor, appreciate and value all
- Be honest, sincere and seek the truth
- Envision and embrace opportunities
- A positive team working together as family





FROM THE DESK OF THE TAX COLLECTOR

I want to thank each of you for the privilege to serve as your Tax Collector. As a Government Official, I take great pride

in looking for ways to improve and to better our work processes in efforts to meet the growing needs of our communities and customers.

Since I became Tax Collector in 2005, I can say with certainty that our industry and services have changed tremendously. The main change was the mandate of tax collectors taking over the entire processes related to the issuance of "driver license".

This initiative came with adding an entire "new branch" of government services to our office. In keeping with our strategic goals, this mandate has also caused us to add additional employees. We expanded our services into other areas within the County to meet those demands.

Through all of these changes, we continue to endeavor to meet the growing needs of the citizens and to operate fiscally and in a responsible manner to ensure your trust and confidence in our office.

Again, thank you for allowing us to serve you.

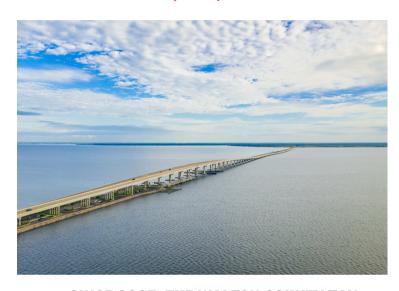
RHONDA SKIPPER

Walton County Tax Collector

COLLECTIONS AND DISTRIBUTIONS

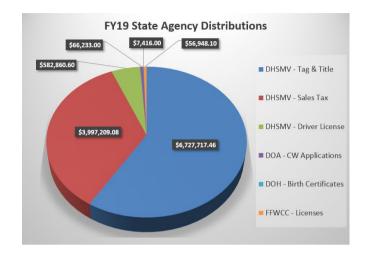
TOTAL AMOUNT COLLECTED

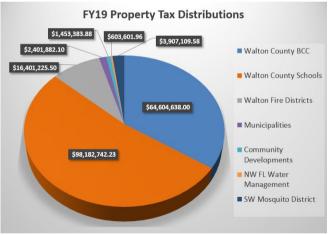
\$209,465,078.60



SINCE 2005, THE WALTON COUNTY TAX COLLECTOR'S OFFICE HAS RETURNED A TOTAL AMOUNT OF UNSPENT REVENUES TO TAXING AUTHORITIES IN THE AMOUNT OF \$19,002,334.00

2019 State and Property Tax Distributions







SERVING YOU BY THE NUMBERS

Customers Served in Person	121,843
Customers Served by Phone	2,148
Customers Served Online	
Customers Served by Mail	
Customers Served By Express Lane	
Vehicle Transactions Processed	107,220
Driver License & ID Cards Issued	
Concealed Weapon Permits Processed	
Average Wait Time	8.77 minutes
Average Service Time	
Total Phone Calls Answered	51 975
Average Talk Time	1:39 minutes



HIGHLIGHTS AND ACCOMPLISHMENTS

FLORIDA TREND MAGAZINE

The Walton County Tax Collector's Office was awarded the #11 Best Small Company to Work For in Florida by Florida Trend Magazine.



2019 LEGACY AWARD

The Walton County Tax Collector's Office was awarded the 2019 Legacy Award for Financial Operations by the Florida Tax Collector Association.



Customer Satisfation Rate





WALTON COUNTY TAX COLLECTOR'S OFFICE RECEIVES RECOGNITION FROM DONATE LIFE

The Walton County Tax Collector's Office was the leading tax collector with Donate Life for the months of February, May and August. The WCTC office recorded a higher percentage of customers as donors for these three months than any other tax collector in the State of Florida.



EMPLOYEES OF THE QUARTER



Ashton Evans
1st Quarter



Sheila Carter 2nd Quarter



James Halford 3rd Quarter



Sheila Windham 4th Quarter

EMPLOYEE OF THE YEAR



Customer Service Specialist Sheila Carter



EMPLOYEE OF THE DECADE



Chief Financial Officer Nathan Thomas



RELOCATED AND EXPANDED SANTA ROSA BEACH OFFICE

This new location is inside the South Walton Courthouse Annex. We now have a total of 14 work stations to better serve the citizens and keep wait times to a minimum.



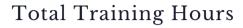
NEW LOCATION OPENED IN FREEPORT, FLORIDA

A new location was opened in Freeport, Florida to accommodate our centrally located county residents from driving to DeFuniak Springs or Santa Rosa Beach.





Total Number of Employees 40















"Being Better Tomorrow, Than Today"
Value #1

COMMUNITY INVOLVEMENT

The Walton County Tax Collector's Office Employee Fund Committee raised a total of \$3,134.67 for local and national charities.





The Walton County Tax Collector's Office educates students throughout the county explaining the processes of taxes and governmental functions.

The Walton County Tax Collector's Office participates in many different programs regarding our senior citizens by bringing our services to them each year.





ADVOCATING FOR POSITIVE LEGISLATION WITH OUR GOVERMENT OFFICIALS













