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WALTON COUNTY TAX COLLECTOR



# 2020 ANNUAL REPORT

*"Delivering Warmth & Care in Government"*

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*[www.WaltonTaxCollector.com](http://www.WaltonTaxCollector.com) / 850.892.8121*



# 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 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

*"Delivering  
Warmth and Care  
in Government"*

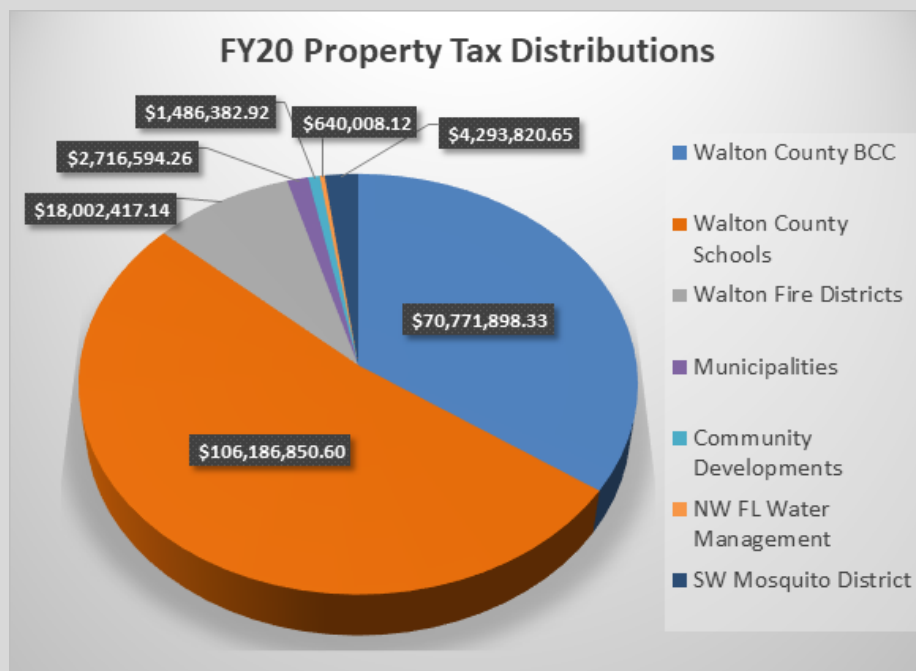
*Rhonda Skipper*



# FINANCIAL OVERVIEW

**Unspent Revenue  
Returned To  
Taxing Authorities  
\$1,899,628**

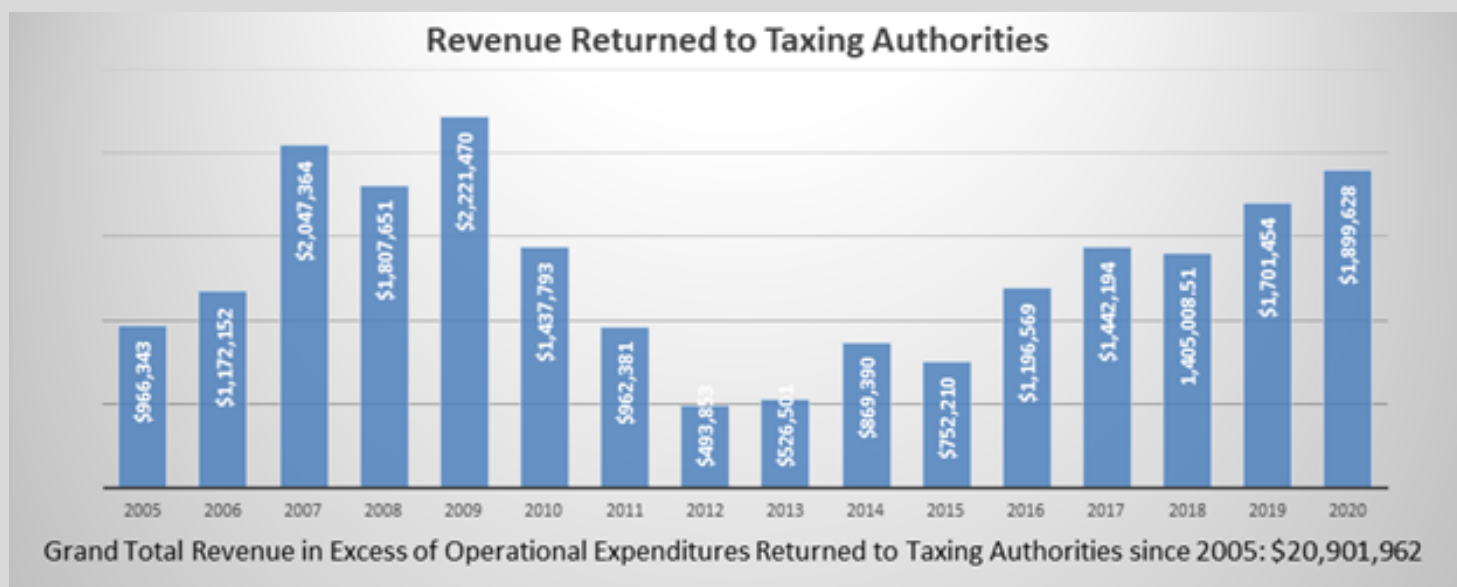
**TOTAL AMOUNT COLLECTED  
= \$229,690,981.44**



**ACCOUNTABILITY  
&  
ACCURACY**

- Clean Audit
- Ethics
- Responsibility of Unspent Funds
- Succession Planning
- Strategic Planning

**UNSPENT REVENUES SINCE 2005 = \$20,901,962**



# Customer Focus



Customers Served in Person = 153,880  
Customers Served by Phone = 80,291  
Customers Served Online = 31,037  
Customers Served by Mail = 58,486  
Customers Served by Express Lane = 1,509



Customer  
Satisfaction  
Rate







**Average Customer  
Wait Time =  
11.75 minutes**



**Average Customer  
Service Time =  
12.68 minutes**

**Total Phone  
Calls Answered =  
80,291**



**Average Talk  
Time =  
1 minute 28 seconds**



**Concealed Weapon  
Permit  
Processed =  
1,348**



# Employee Engagement and Training

**Total  
Full-Time & Part-time  
Employees**

**43**



**Each Employee  
Completed  
Approximately 69  
Training Hours**

**Totaling  
3,003 Combined  
Training Hours**