

Leon County Tax Collector

ANNUAL REPORT



Fiscal Year 2022-2023



MESSAGE From The Tax Collector



October 31, 2023

Leon County Board of County Commissioners
Tallahassee, Florida

I am pleased to submit the 2022-23 Annual Report of the Office of the Leon County Tax Collector (LCTC) as required by 218.36(1)(2), Florida Statutes. In addition to the data specifically required by law, the report provides information regarding operations and accomplishments during this fiscal year. Throughout the year, the office focused on strengthening internal controls and increasing cyber security awareness. The top priorities remain the health and safety of LCTC employees and customers, and the continuous improvement of customer service.

A primary change during the year was the closing of the customer service center located in the Florida Highway Safety and Motor Vehicles (FLHSMV) building located 2900 Apalachee Parkway. The closure was due to FLHSMV's request for LCTC to vacate the space because of the department's risk and security assessment concerns. For the past 10 years, LCTC operated the center there at the request of the department. As a result of this major operational change, road testing was relocated to the Lake Jackson service center (temporarily) and the Southside service center was expanded.

This year, the office earned the prestigious Financial Services Excellence Legacy Award again. The award is one of the highest distinctions awarded by the state-wide Florida Tax Collectors Association. Also, on the national level, Leon County is represented as I was elected by the National Association of County Collectors, Treasurers, and Finance Officers to serve as national secretary. NACCTFO is an affiliate of the National Association of Counties (NACo). As a former President of the Florida Tax Collectors Association, I am happy to continue to represent Leon County as Tax Collector in this leadership role.

The Office of Tax Collector serving Leon County continues to operate as a fee-based office, operating on the income derived from mandated commissions and fees for the respective services rendered to customers. The 2022-23 Fiscal Year results in a total of \$936,929 reported as earned but unspent income. This amount has been distributed to the taxing authorities we serve in proportion to their share of the commissions paid.

It continues to be a pleasure to serve the citizens of Leon County as tax collector.

Sincerely,

Doris H. Maloy
Tax Collector
maloyd@leoncountyfl.gov

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Executive Team



Harold Uzzell
*Chief of General
Administration*

General Administration has an assortment of responsibilities. The department is responsible for LCTC's security, management information systems, and its website. Also, it is responsible for the design and development of marketing components to promote LCTC programs and activities, maintains LCTC facilities for maintenance concerns and general up-keep, and maintains company vehicles. In addition, General Administration ensures the timely flow and distribution of daily interoffice mail and packages, monitors LCTC's performance measures utilizing SUCCESS, an internal reporting tool, and monitors all contractual obligations for LCTC.



**T. Misha Brooks
Black**
*Chief of Tax
Administration*

Tax Administration is responsible for maintaining the certified tax roll and administering the collection of ad valorem taxes and non-ad valorem assessments. Tax Administration ensures tax bills and informational materials are created, printed, and mailed timely, and provides oversight for compliance and completeness of the collection of tax payments. Also, the department is responsible for the sale of tax certificates on properties with delinquent real estate taxes and for the collection of delinquent tangible personal property through the warrant petition process. Finally, Tax Administration administers the collection of the tourist development tax which is based on the rental or lease of living quarters and accommodations rented for six months or less.



Jason Seber
Chief of Operations

Operations is responsible for daily customer transactions and phone inquiries, including on-line, by mail, by phone, at the kiosk, or in-person at a customer service center. The four (now three) in-person service centers provide services for property tax collection, vehicle registrations, title transfers, new and renewal of driver licenses, issuance of hunting and fishing licenses, new and renewal of concealed weapon applications/permits, and issuance of birth certificates. To carry out these services, we partner with the Department of Highway Safety and Motor Vehicles, Department of Health, Florida Fish and Wildlife Conservation Commission, Department of Agriculture and Consumer Services, and local county taxing authorities. All phone inquiries are handled by the Communication Service Center.



Jaime Duggar
Chief of Finance

Finance is responsible for obtaining and handling all monies on behalf of LCTC and is responsible for establishing appropriate internal controls to provide reasonable assurance about the operating effectiveness of office activities, including daily account record keeping that entail reconciling the financials of the office. In addition to the traditional roles of handling the payroll, income, and expenses, finance's responsibilities also include human resource activities and economic analysis to improve key business strategies. Also, Finance plans and implements LCTC's financial year budget which is essential in planning and providing informed decisions critical to expansion, such as staff training and facilitating organizational goals.



Ruth Robert
*Executive Assistant to the
Tax Collector*

Team Recognition

Excellence in Financial Operations Award 2023

The Leon County Tax Collector's office was given the Excellence in Financial Operations Award by the Florida Tax Collectors Association in 2023 based on four areas. The first being "Innovation and Automation" along with the "Annual Audit Report", "Customer Focus" and "Budgeting".

As a result of a rigorous review by an independent panel of senior financial executives throughout Florida, our office has once again earned one of the highest honors the Florida Tax Collectors Association bestows upon its members, the Legacy Award for Continued Excellence in Financial Operations. This recognition is earned for on-going excellence in Innovation and Automation, Customer Focus, Budgeting and a Perfect Financial Audit.

Assuring fiscal integrity within our organization while responding to market changes, is a key goal of the Tax Collector's team. The Tax Collector is accountable to the citizens and taxpayers of Leon County. This office, therefore, relies strongly upon an independent annual audit as well as upon the statutory budget and property tax oversight that is provided by the Florida Department of Revenue. This office consistently earns the Florida Tax Collectors' Certificate of Merit in recognition of an audit clear of findings.



Employee Excellence

and Recognition Program



Shining Stars for 2022 - 2023

October – December 2022

Neil Kirkman- **Crystal Dean**
Metro 8- **Crystal Corrie**
Mailroom- **Randy Crisp**
Lake Jackson- **Mayra Silva**
Southside- **Brandy Lamy**
Road Test- **Blandine Sermon**
Dealer Center- **Ashley Wytaske**
New Employee- **Benesha Brown**
Communication- **Jennifer Leon-Owens**
TAX- **Tia Stanley**
Audit- **Denise Coughlin**
Dependability Awards
Manager- **Cyndi Reinhardt**
Asst. Manager- **Lisa Daniels**
Sen CSR- **Marisa Brown**
Employee- **Drake Conrad**
Metro 4th- **Duane Brown**
Employee of the Year- **Randy Crisp**
Leader of the Year- **Linda Thompson**
Above and Beyond- **Alethea Jackson**

January – March 2023

Neil Kirkman- **Donna Richardson**
Metro 8- **Crystal Corrie**
Mailroom- **Drake Conrad**
Lake Jackson- **Erika Moreno**
Southside- **Brandy Lamy**
Road Test- **Becky Brodie**
Dealer Center- **Ashley Wytaske**
New Employee- **Tara Young**
Communication- **LaTwee Gardner**
TAX- **Alex Maloy**
Accounting- **Jaime Duggar**

April – June 2023

Neil Kirkman- **Donna Richardson**
Metro 8- **Jennifer Allen**
Mailroom- **Drake Conrad**
Lake Jackson- **Erika Moreno**
Southside- **Brandy Lamy**
Road Test- **Corey Faircloth**

Dealer Center- **Ashley Wytaske**
New Employee- **Tara Young**
Communication- **Kelly DiMinno**
TAX- **Tia Stanley**
MIS- **Willie Gaines**

July – September 2023

Metro 8- **Crystal Corrie**
Mailroom- **Randy Crisp**
Lake Jackson- **Mayra Silva**
Road Test- **Samantha Hoffman**
Dealer Center- **Ashley Wytaske**
Communication- **Jennifer Leon-Owens**
TAX- **Grace Valdez**
MIS- **Dawn Brand**
Accounting- **Duane Brown**

Thank You for 34 Years of Service

Alethea Jackson, Chief of Tax Administration

34 years

Alethea completed her career with the Leon County Tax Collector Office as the Chief of Tax Administration serving in this capacity for 21 years. In her early years with LCTC she worked in different positions working to better the services of the Leon County Tax Collector's office.

She could be seen working at the counter during the busy tax season or helping with other transactions when we were extremely busy. Customers always appreciated her calm and soothing voice as she addressed their often very complex concerns.

We wish Alethea well in her retirement and we are very thankful for her years of dedication and excellent service to this office.



Employee of the Year

What characteristics helped you get this award?

- I always try to be helpful and friendly when asked anything, even if I am submersed in another task. If I don't have the answer someone is looking for I do my best to help them get the correct answer. It means a lot to me to be recognized by everyone I work with. I'm blessed to work with so many people who want to do their best and are so helpful to everyone around them. It makes me feel a little odd to get this award, because it really is a team effort.

It feels good to be recognized. It helps my daily performance by knowing my efforts are being recognized and my attendance counts.

Randy Crisp

Leader of the Year

What personal characteristic do you feel played the greatest roll in you getting this award?

· My ambition. I was confident that I would make a difference when coming to the LJ Branch. I was very surprised to get this award. Being awarded by your peers lets you know that you are making a difference and people see you and really changes the way you view yourself.

You have a fun personality. Do you feel that hurts or helps you?

· I love making people laugh and smile.

Making work fun and enjoyable helps keep the moral up at the office.

· It helps. You can get through stressful situations and maintain the same attitude. When I speak to people, I always approach it as me. I listen and understand the situation and help resolve it without it getting out of character.

Give me your final thoughts?

I never forget I started on the counter. Still to this day as a manager I work the counter every day to help my staff.

· My door is always open and staff know they can come in my office and talk about what is stressing them out. It helps a lot when you have someone who just listens and gives feedback when needed.



Linda Thompson

General - Revenue & Other Credits

Period Ending September 30, 2023

Revenues and Other Credits

Total: \$9,269,511.68

Government Fees & Other Credits

Account No.	Description	Amount	Totals
341.803	Hunting and Fishing Licenses (FFWCC)	\$1,543.50	\$1,543.50
341.812	Birth Certificates (DOH)	\$4,468.75	\$4,468.75
341.815	Concealed Weapons (FDACS)	\$18,662.00	\$18,662.00
341.835	Tourist Development Tax	\$170,248.86	\$170,248.86
341.807	Driver License Fees	\$686,527.45	
341.810	DMV Fees	\$1,180,720.03	
341.840	Sales and Use Tax from Motor Vehicle	\$7,140.00	
Motor Services (DHSMV)			\$1,874,387.48
341.855	Partial Pay	\$1,230.00	
341.862	City	\$364.85	
341.863	Piney Z	\$11,396.88	
341.864	Capital Region CDD	\$111,201.64	
341.865	Canopy / Fallschase CDD	\$15,417.67	
341.866	Fred / FL Resiliency Energy Dist	\$10,671.25	
341.880	Tax Redemptions & Certs	\$461,513.12	
341.882	Delinquent TPP	\$15,683.36	
341.904	Real Estate Advertising	\$31,897.45	
341.905	TPP Advertising	\$1,846.22	
Property Tax and Assessments			\$661,222.44
341.802	Out of Business Permit	\$0.00	
341.809	Auto Data Direct/Share	\$0.00	
341.811	Mail Fees	\$104,937.45	
341.901	Return Check Fees	\$7,366.13	
341.901	Miscellaneous Fees	\$3,068.86	
341.906	Overage From Trust Account	\$387.13	
Miscellaneous			\$115,759.57
Total			\$2,846,292.60

County & Local Commissions

341.850	County Commissions	\$6,381,161.25	
341.870	School	\$0.00	
341.860	NWFWMD	\$10,758.35	
Total			\$6,391,919.60

Interest Earnings

361.100	Interest - Banks	\$31,299.48	
361.200	Interest - SBA	\$0.00	
Total			\$ 31,299.48

Total \$9,269,511.68

General - Expenditures & Other Debits

Period Ending September 30, 2023

Expenditures & Other Debits

Total: \$8,332,582.31

Operating Expenditures/Expenses

Account No.	Description	Amount	Totals
513.3154	Legal Services	\$27,492.79	
513.3451	Contracted Services	\$201,004.51	
513.4051	Travel	\$16,088.12	
513.4151	Telephone	\$32,017.27	
513.4251	Postage	\$167,667.10	
513.4351	Utilities	\$39,664.37	
513.4451	Rental & Lease - Office Equipment	\$12,041.72	
513.4453	Rental & Lease - Office Space	\$665,068.05	
513.4454	Rental & Lease - EDP	\$144.00	
513.4551	Auto Insurance	\$3,093.00	
513.4559	Bonds/Notaries	\$-	
513.4651	Repairs and Maint. - Office Equip.	\$10,547.38	
513.4652	Repairs and Maint. - Vehicles	\$3,601.85	
513.4653	Repairs and Maint. - Office Space	\$34.31	
513.4654	Repairs and Maint. - EDP	\$206,569.83	
513.4751	Printing and Reproduction	\$59,569.58	
513.4851	Promotional	\$2,529.46	
513.4951	Legal Ads	\$33,701.00	
513.4952	Banking Charges	\$260.52	
513.5159	Office Supplies	\$50,388.93	
513.5251	Fuel & Lube	\$2,180.64	
513.5255	Comp Software	\$301.93	
513.5451	Books	\$515.41	
513.5453	Education	\$8,831.50	
513.5454	Dues/Memberships	\$10,472.95	
	Total		\$1,553,786.22

Personal Services

Account No.	Description	Amount	Totals
513.1100	Executive Salaries	\$161,988.00	
513.1200	Regular Salaries and Wages	\$4,052,739.21	
513.1300	Other	\$157,731.75	
513.2100	FICA	\$326,261.97	
513.2251	Retirement - Official	\$18,251.97	
513.2252	Retirement - Employees	\$402,508.59	
513.2253	Retirement - Senior Management	\$121,219.89	
513.2254	Retirement - Drop Employees	\$69,047.81	
513.2255	Retirement - UA - Non Renewable	\$3,104.49	
513.2351	Life and Health Insurance	\$1,258,471.93	
513.2451	Workers Compensation	\$28,357.00	
513.2551	Unemployment Compensation	\$3,300.00	
	Total		\$6,602,982.61

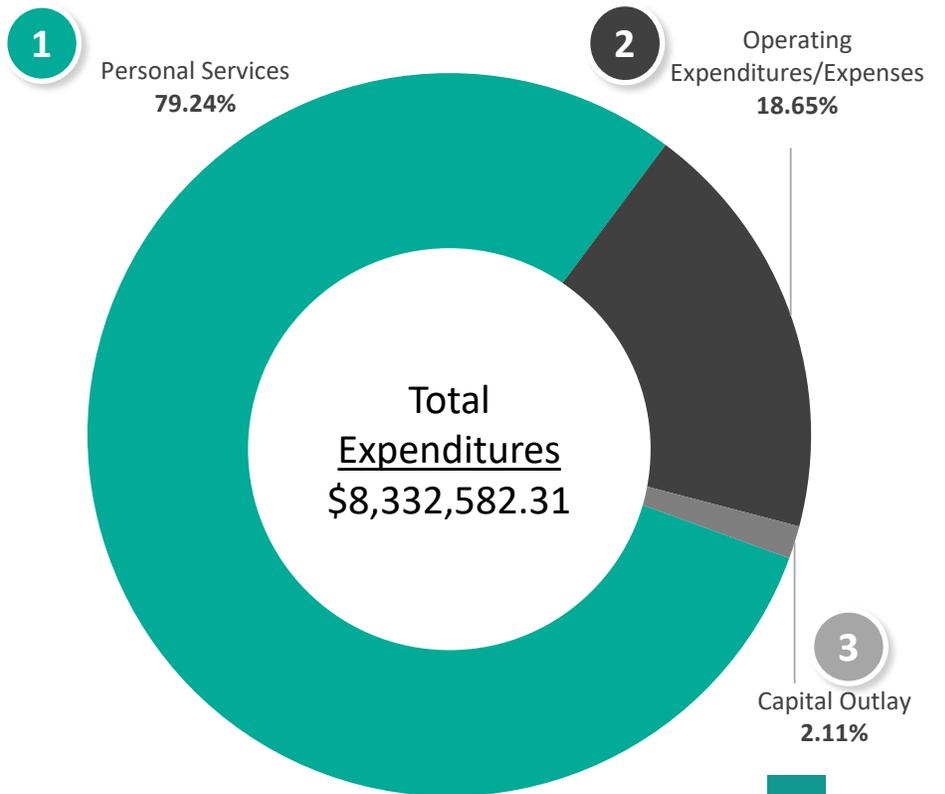
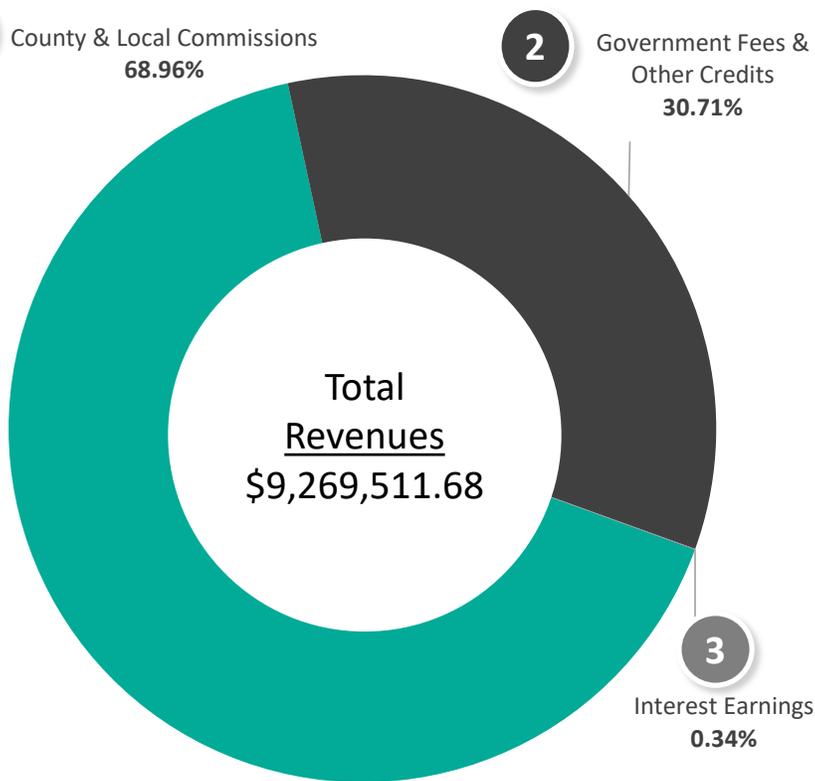
Capital Outlay

Account No.	Description	Amount	Totals
513.6451	EDP Machinery & Equip	\$2,649.00	
513.6452	Office Furniture	\$7,178.55	
513.6453	Office Equipment	\$128,839.43	
513.6454	Vehicles	\$37,146.50	
	Total		\$175,813.48

Total \$8,332,582.31

Total - Revenues & Total Expenditures

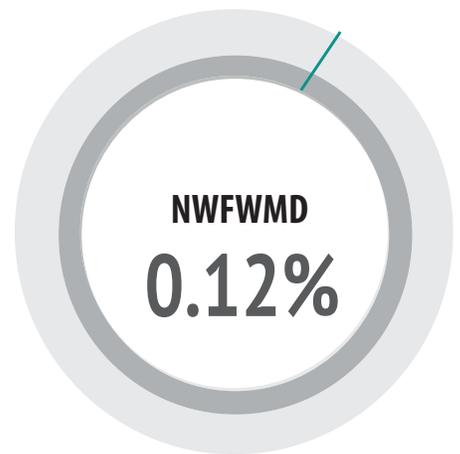
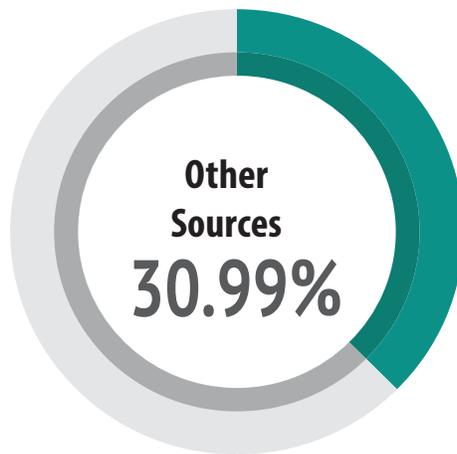
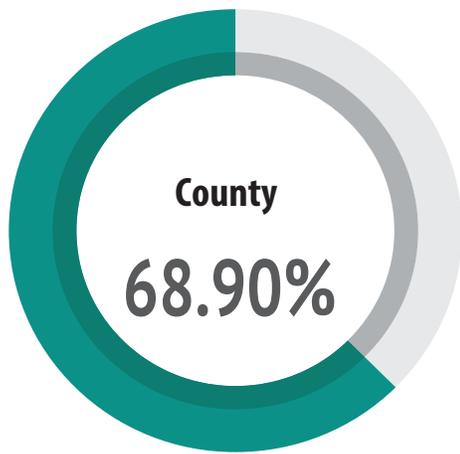
Period Ending September 30, 2023



Calculations of Distribution of Unexpended Fees

Period Ending September 30, 2023

Percentage of Revenues



Total Revenues

County ██████████ \$6,381,161.25

Other Sources ████ \$2,877,592.08

NFWWMD █ \$10,758.35

School \$0

Unexpended Fees

\$644,984.99

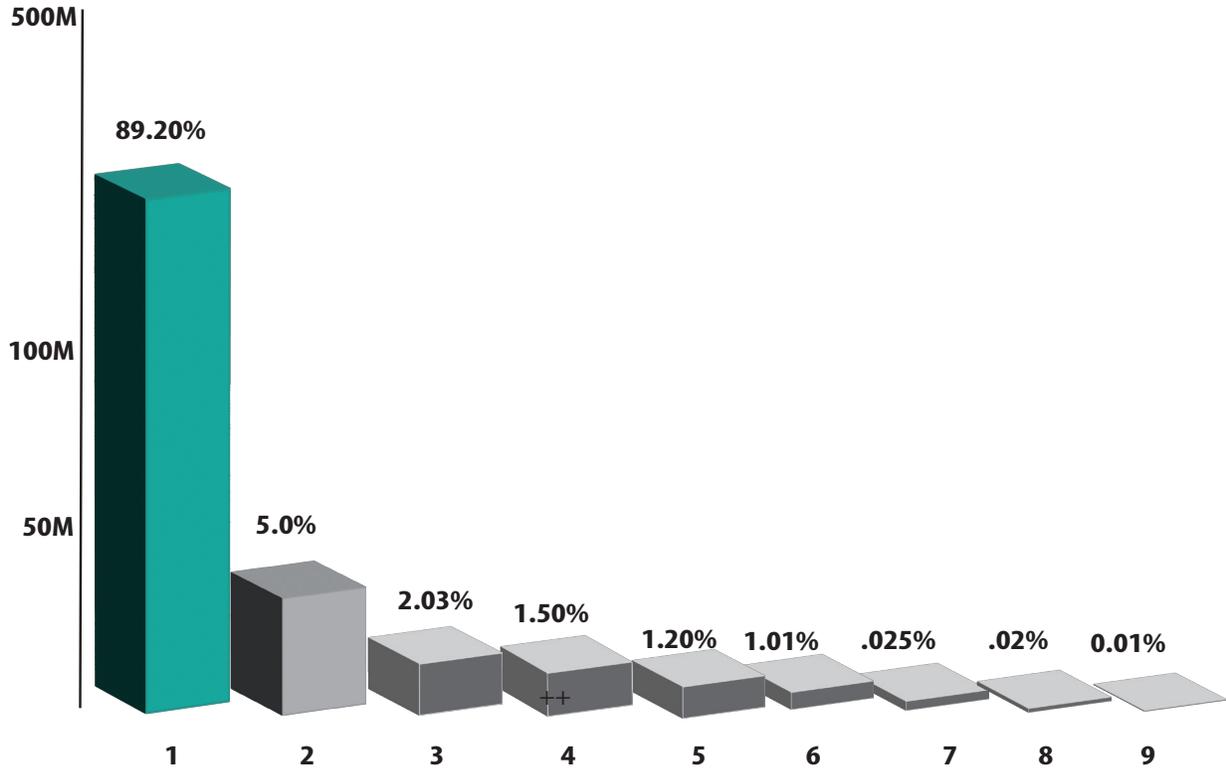
\$290,856.61

\$1,087.77

Total: \$936,929.37

Primary Collections

Period Ending September 2023



Primary Collections	
Period Ending September 30, 2023	
1. Property Taxes	\$ 389,878,833.15
2. Motor Vehicle Transactions	\$ 22,498,410.49
3. Tourist Development Tax	\$ 8,512,429.88
4. Tax Certificate Sale	\$ 6,872,538.54
5. Sales Tax - Motor Vehicle	\$ 6,458,862.12
6. Driver License	\$ 3,111,337.77
7. Concealed Weapons	\$ 96,464.00
8. Hunting and Fishing Lic.	\$ 31,977.50
9. Birth Certificates (DOH)	\$ 16,183.75



2023-2024 Budget Summary by Appropriation Category

Leon County

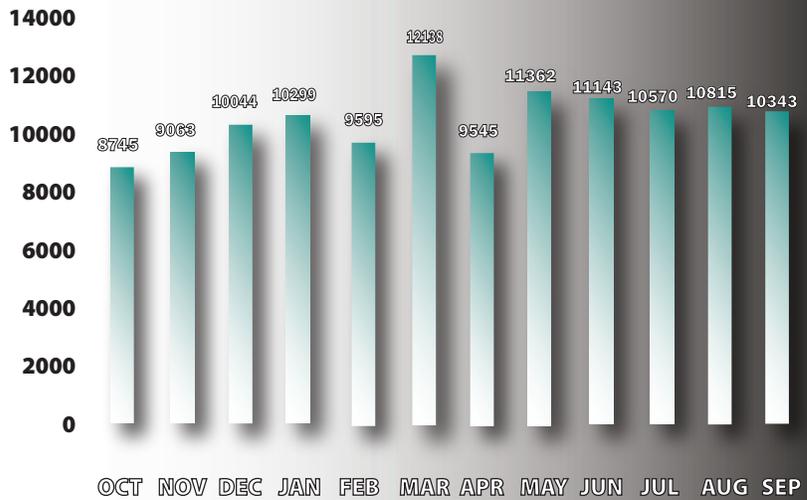
Appropriation Categories ▼	Actual Expenditures 2021-2022	Approved Budget 2022-2023	Actual Expenditures June 30, 2023	Request 2023-24	INCREASE/DECREASE		Amount Approved 2023 - 24	INCREASE/DECREASE	
					Amount	%		Amount	%
Personnel Services	\$6,411,989	\$7,234,641	\$4,929,386	\$7,751,095	\$516,454	7.14%	\$7,761,937	\$527,296	7.29%
Operating Expenses	\$1,598,013	\$1,702,558	\$1,128,945	\$1,613,556	(\$89,002)	-5.23%	\$1,613,556	(\$89,002)	-5.23%
Operating Capital Outlay	\$118,365	\$69,364	\$95,727	\$105,000	\$35,636	51.38%	\$105,000	\$35,636	51.38%
Total Expenditures	\$8,128,367	\$9,006,563	\$6,154,058	\$9,469,651	\$463,088	5.14%	\$9,480,493	\$473,930	5.26%
# of Positions		92		92	0	0.0%	92	0	0.0%

Leon County Tax Collector

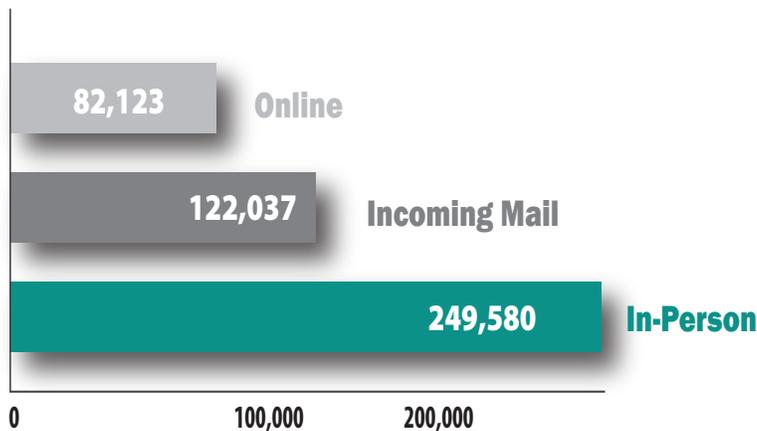
Submission of Operational Budget

Calls Handled and Transactions Processed

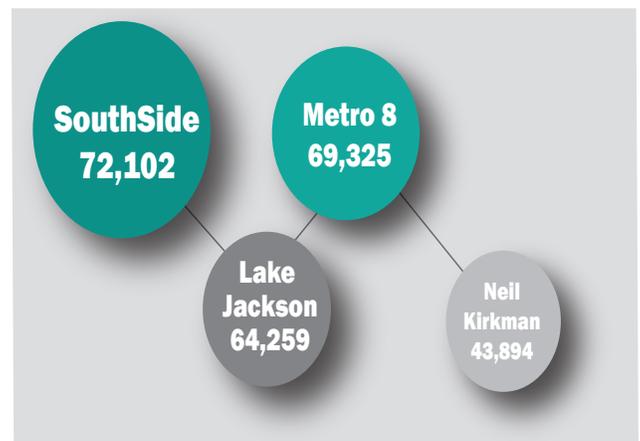
FY 2022-23 Communication Center Calls Answered



Processed Transactions Total for Fy 2022/23



In-Person Transactions by Office



Metro 8: 1276 Metropolitan Blvd., Ste 102, Tallahassee, FL 32312
 Lake Jackson: 3840 N. Monroe St., Tallahassee, FL 32303
 Southside: 3477 S. Monroe St., Tallahassee, FL 32301
 Neil Kirkman: 2900 Apalachee Pkwy, B-133, Tallahassee, FL 32301*
***NOW CLOSED**

Phone: (850) 606-4700

Email: webtax@leoncountyfl.gov

Web: www.leontaxcollector.net

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Leon County-Florida
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Tallahassee, Florida
32302-1835