

Leon County Tax Collector

FISCAL YEAR

2023-24

ANNUAL
REPORT





MESSAGE

FROM THE TAX COLLECTOR

October 28, 2024

Leon County Board of County Commissioners
Tallahassee, Florida

As the Office of the Leon County Tax Collector continues to provide efficient, transparent, and fiscally responsible services to our community, I wanted to provide this year's annual report which states excess revenues for the Fiscal Year 2023-24. The report is required by 218.36(1)(2), Florida Statutes and reflects our ongoing commitment to innovation, customer service, and financial stewardship.

Over the past fiscal year, we achieved a 10.5% increase in revenue collection. Enhanced automation to provide same day pick up of vehicle registrations and the partnership with a vendor to provide an off-site Kiosk have been a driving force to allow us to continue to deliver services more effectively and reduce foot traffic in our physical offices. During the fiscal year, we explored other innovations such as print-on-demand registrations, dealer lockers, and ChatBot which will allow us to continue this trend. Also, we expanded operating hours to accommodate customer needs, ensuring we are accessible to all customers, and we will continue to explore ways to meet the needs of our customers.

At the end of the fiscal year, construction of the parking lot expansion for the office's southside service center began. As reported last year, this was necessary due to the unanticipated termination of the partnership with the Department of the Florida Highway Safety and Motor Vehicles to operate a center in their facility. The expansion allows for increased staff and customers' parking and an improved traffic flow.

Once again, the office earned the Financial Services Excellence Legacy Award. The award is one of the highest distinctions awarded by the Florida Tax Collectors Association in recognition of on-going excellence in innovation and automation. Our office implemented a new innovative electronic way of managing the payables process which provided a higher level of security and confidence to our business partners.

The Office of Tax Collector 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 2023-24 Fiscal Year results in a total of \$627,810.29 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 through Courier Services and monitors LCTC's performance measures utilizing SUCCESS, an internal reporting tool, and monitors all contractual obligations for LCTC.

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.



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



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. Services include property tax collection, vehicle and vessel registrations, title transfers, driver licenses, state identification cards, hunting and fishing licenses, concealed weapon permits, and 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.

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 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.



Jaime Duggar
Chief of Finance



TEAM RECOGNITION



Innovation & Automation are hallmarks of the most efficient government agencies and are integral to the success of Florida Tax Collector Offices. To be considered for the Excellence in Financial Operations Award by the Florida Tax Collector Association, applicants are required to submit an example of a practice or procedure that utilizes a newer concept or innovation and provides detail how this innovation either increased productivity, decreased cost/expenses, or generated additional revenue. The innovation is limited to the area of finance but could include functions of the other departments so long as the activity in-

creases the bottom line for the organization or increase the efficiency of the finance department in a measurable manner.

As a result of a rigorous review by an independent panel of senior financial executives throughout Florida, our office 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 & Automation, Customer Focus, Budgeting and a perfect Financial Audit.

Specifically, the Office of the Leon County Tax Collector submitted an application detailing the implementation of an upgraded ACH module within the general ledger software to better manage the payables process. This new method reduced postage fees, improved customer service, reduced unclaimed property submittals, reduced outstanding bank items and increased efficiency of the payables process.

Tax Collector Maloy accepted the award at the 2024 Annual Florida Tax Collector Association Conference.

Employee Excellence

and Recognition Program



Shining Stars for 2023 - 2024

October - December 2023

Metro 8/Mailroom- **Marisa Brown**
Lake Jackson- **Tara Young**
Road Test - **Samantha Hoffman**
Southside- **Becky Brodie**
Dealer Section- **Raneshia Regan**
New Employee- **Jason Kirkley**
Communication- **Kelly DiMinno**
TAX- **Tia Stanley**
MIS- **Kenya Johnson**
Accounting- **Camilya Highland**
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 2024

Metro 8- **Crystal Corrie**
Mailroom- **Drake Conrad**
Lake Jackson- **Myra Silva**
Southside- **Beneshia Brown**
Road Test- **Samantha Hoffman**
Dealer Section- **Ashley Wytaske**
New Employee- **Jason Kirkley**
Communication- **LaTweet Gardner**

April – June 2024

Metro 8- **Marisa Brown**
Mailroom- **Randy Craig**
Lake Jackson- **Tara Young**
Southside- **Brandy Lamy**
Road Test- **Samantha Hoffman**
Dealer Section- **Ashley Wytaske**
New Employee- **Jason Kirkley**
Communication- **Kelly DiMinno**

July – September 2024

Metro 8- **Marisa Brown**
Mailroom- **Randy Crisp**
Lake Jackson- **Tara Young**
Southside- **Canaan Seabrooke**
Dealer Center- **Ashley Wytaske**
New Employee- **Lamika Madison**
Communications- **LaTweet Gardner**

COMMUNITY OUTREACH

The Leon County Tax Collector’s Office actively participated in a range of community events throughout the fiscal year from October 2023 - September 2024, highlighting our commitment to civic engagement and public awareness.

- FAMU Homecoming Parade: Celebrated local culture and connected with the Tallahassee community during FAMU’s annual parade. *October 2023*
- North Florida Fair: Engaged with fairgoers to promote our services and raise awareness about our office’s role in the county. *November 2023*
- Imagine Freedom Event: Supported trafficking survivors by attending this empowering event and showing solidarity for their cause. *January 2024*
- National Blue & Green Day for Donate Life Florida: Participated by wearing blue and green to promote organ donation awareness. *April 2024*
- Lauren’s Kids Walk in My Shoes: Joined in the walk to raise awareness for child sexual abuse prevention. *April 2024*
- Senior Lunch and Learn Events: Engagement with local seniors each month to provide valuable information and resources related to our services. *Monthly*



FAMU Homecoming



Lauren's Kids



FAMU Homecoming



Imagine Freedom



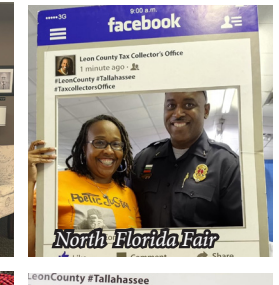
Blue & Green Day



Lauren's Kids



Blue & Green Day



North Florida Fair



Blue & Green Day



Senior Lunch & Learn



North Florida Fair

During our annual Professional Development Day held February 19, 2024 at the Capital City Country Club, the Leon County Tax Collector's office recognized employees based on our Pursuit of Excellence Program criteria. The Leader of the Year and The Employee of the Year Awards were presented. (Unsung Hero was presented to - Brandy Lamy, not pictured).

EMPLOYEE OF THE YEAR

- 1. What personal characteristic do you feel played the greatest role in you getting this award?**
I believe my dedication and focus were key. I stay organized and make sure nothing slips through the cracks.
- 2. Tell me your thoughts on making this achievement?**
I'm really grateful to be recognized. It's a reminder that the hard work I put in matters, and it pushes me to keep giving my best every day.
- 3. I noticed you had a lot of awards laid out the other day. Tell me about the awards? How many do you have and how do the awards drive your daily performance?**
I recently received three awards: Exceptional Dependability, Volunteer, and Employee of the Year. I work hard because I don't want to let anyone down. I try to be more considerate, avoid complaining, and I genuinely enjoy working at this office!



LEADERS OF THE YEAR

Porshia: **What personal characteristic do you feel played the greatest roll in you getting this award?** *I have been told that I bring a peace to any office I have been to. I don't think so, but I appreciate hearing that from other people. I try to be respectful and loving to any and everybody, because you just don't know what people are dealing with outside of work, this may be the only peace and love that they get for the day, so I love on everybody. We are together more than we are with our own families every day, so when we gather for a workday, we are family from 8:25-5:25 and I like for my co-workers to act as such.*

Tell me your thoughts on making this achievement? *I appreciate the fact that my co-workers thought enough of little old me to vote for me for this award. I personally didn't think I was deserving of it, but I thank them.*

Cindy and Porshia, you both have fun personalities. Do you feel that your personality helps you to be a good leader, and do you ever have to drop the fun-loving persona to be a great leader. *Our personalities may have played a roll. I never really have to drop the persona because that's just who I am. However, my co-workers know that I laugh and joke around, but I mean for them to walk up right as well.*



ACCOMPLISHMENTS & HIGHLIGHTS



Improvement of parking at Southside.



Improvement of parking at Southside.



Improvement of parking at Southside.



Renewal pick-up



Kiosk at Lake Ella Publix.



Recording Tax Table Talk.

The Leon Tax Collector's office has been very busy working to increase the level of service we provide to the customers we serve. See below a list of some of the projects along with photos.

- Coordinated acquisition of property and development plans to address the closing of the location within the Florida Department of Highway Safety and Motor Vehicles which increased Southside's customer flow.

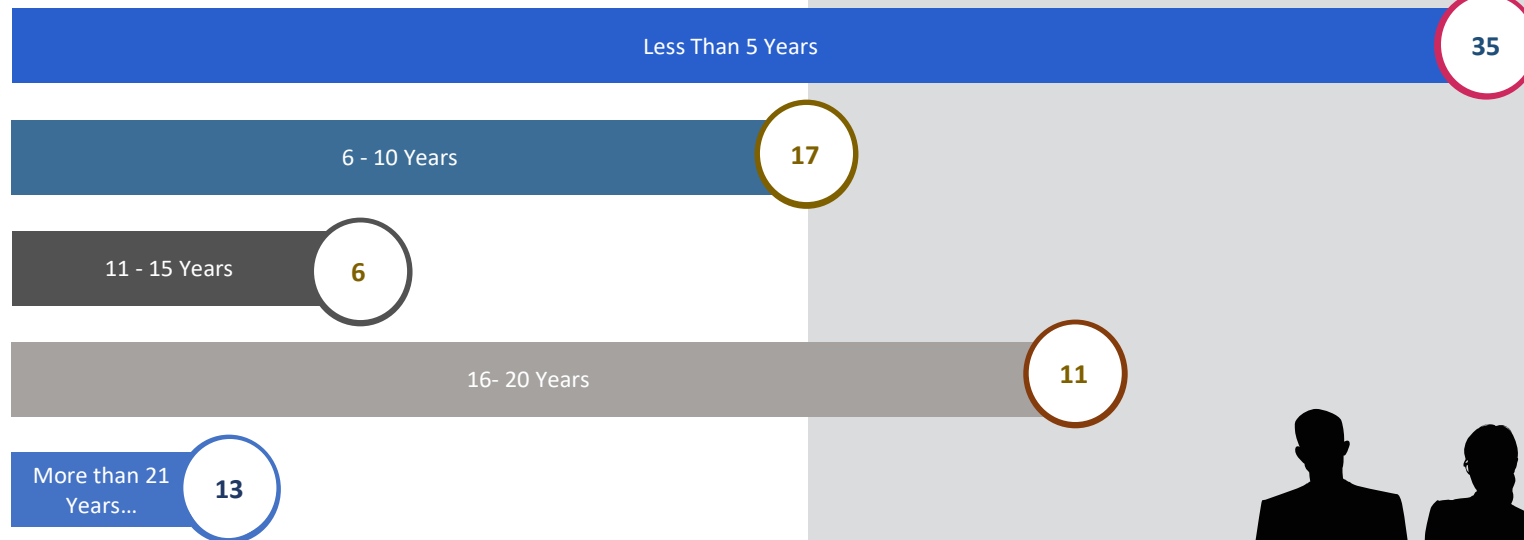
- Enhanced the delivery of services to customers by 1) implementing same day renewal pick up at one location and Kiosk renewal services at Lake Ella, and 2) modifying operational hours to allow for afterhours services by appointment only.

- Upgraded ACH module within General Ledger software to better manage the payables process. This eliminated the need for paper checks and decreased the outstanding check register. Also, this innovation and automation resulted in our office being awarded the Financial Legacy Award by the Florida Association of Tax Collectors.

- Produced a "Tax Talk" Podcast which will be published early FY 24-25 via a variety of media outlets.

Total Employees by Tenure

Total Employees by Tenure



Male Employees

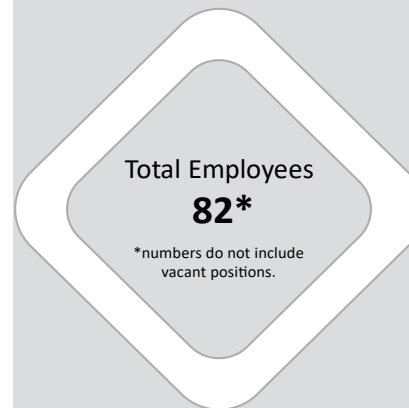


24%

Female Employees



76%



General - Revenue & Other Credits

Period Ending September 30, 20254

Revenues and Other Credits

Total: \$9,880,136.57

Government Fees & Other Credits			
Account No.	Description	Amount	Category Totals
341.803	Hunting and Fishing Licenses (FFWCC)	760.50	760.50
341.812	Birth Certificates (DOH)	3,068.75	3,068.75
341.815	Concealed Weapons (FDACS)	12,240.00	12,240.00
341.835	Tourist Development Tax	183,900.59	183,900.59
341.807	Driver License Fees	688,989.60	
341.810	DMV Fees	1,119,149.10	
341.840	Sales and Use Tax from Motor Vehicle	6,000.00	
	Motor Services (DHSMV)		1,814,138.70
341.855	Partial Pay	1,160.00	
341.862	City	364.85	
341.863	Piney Z	10,973.01	
341.864	Capital Region CDD	109,964.74	
341.865	Canopy / Fallschase CDD	22,311.08	
341.866	Fred / FL Resiliency Energy Dist	10,200.77	
341.880	Tax Redemptions & Certs	512,002.67	
341.882	Delinquent TPP	15,824.42	
341.904	Real Estate Advertising / TPP Advertising	34,715.45	
341.867	Children Services Council	146,001.58	
341.89	County Spec Assessment	2,420.99	
341.852	County Non Advalorem Assessment	172,421.95	
	Property Tax and Assessments		1,038,361.51
341.802	Out of Business Permit	0.00	
341.809	Auto Data Direct/Share	0.00	
341.811	Mail Fees	113,123.93	
341.901	Return Check Fees	2,070.88	
341.903	Miscellaneous Fees	2.00	
341.906	Overage From Trust Account	-34.10	
	Miscellaneous		115,162.71
	Total	3,167,632.76	3,167,632.76
	Interest Earnings		
361.100	Interest - Banks	37,326.70	
361.200	Interest - SBA	0.00	
	Total	37,326.70	37,326.70
	County & Local Commissions		
341.850	County Commissions	6,665,349.15	
341.870	School	0.00	
341.860	NWFWMD	9,827.96	
	Total	6,675,177.11	
TOTAL REVENUES AND OTHER CREDITS			9,880,136.57

General - Expenditures & Other Debits

Period Ending September 30, 2024

Expenditures & Other Debits

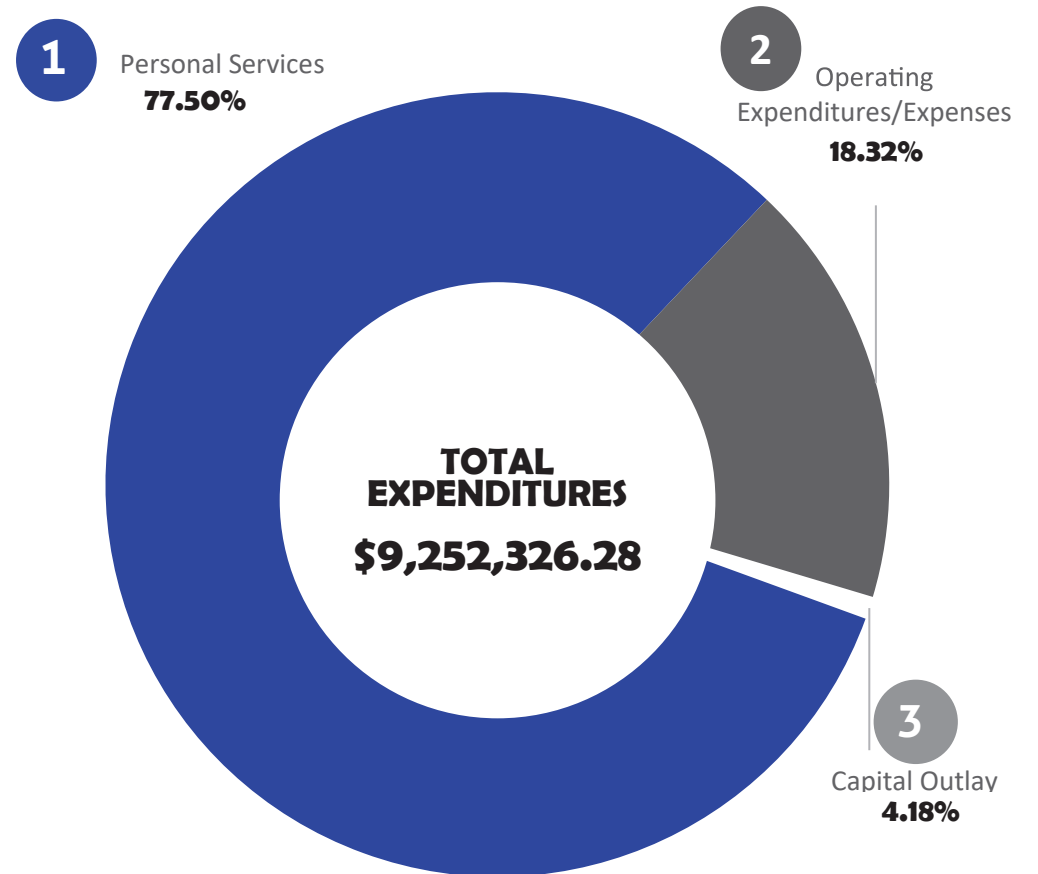
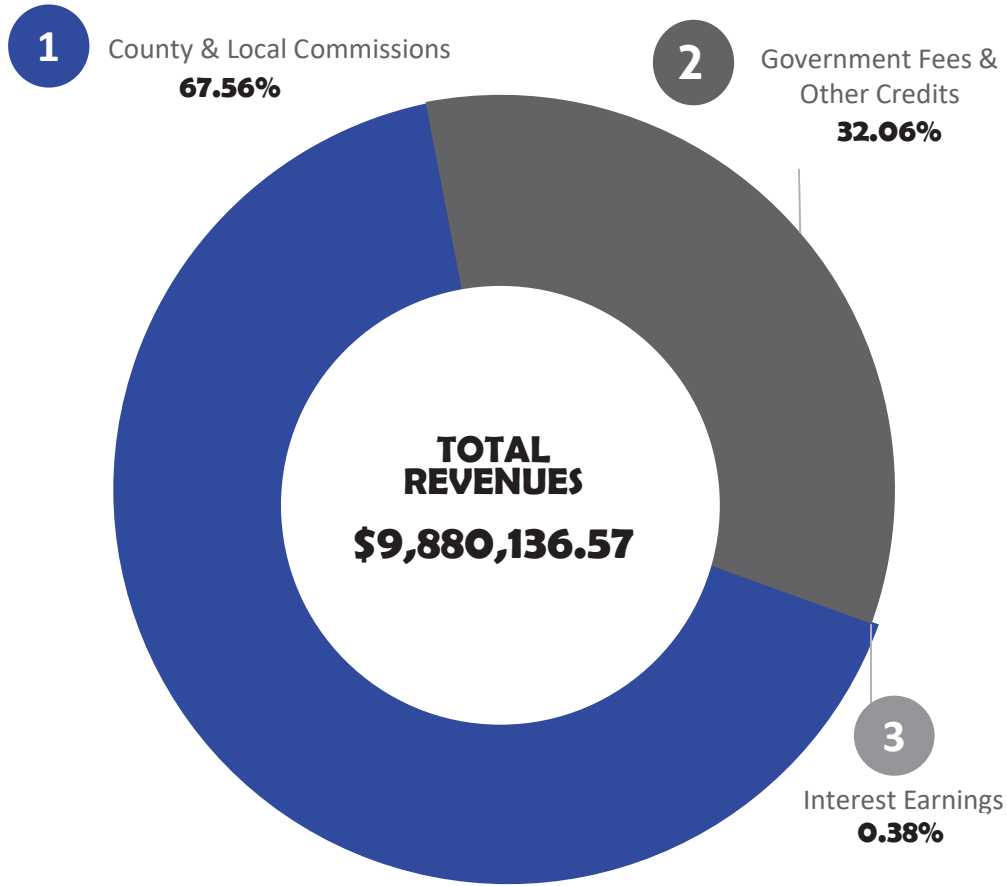
Total: \$9,252,326.28

General - Expenditures and Other Debits (PERIOD ENDED SEPTEMBER 30, 2024)

Account No.	Description	Amount	Category Total
Personal Services			
513.1100	Executive Salaries	\$ 178,166.67	
513.1200	Regular Salaries and Wages	4,209,059.94	
513.1300	Other	389,988.61	
513.2100	FICA	356,045.30	
513.2251	Retirement - Official	22,520.25	
513.2252	Retirement - Employees	468,625.54	
513.2253	Retirement - Senior Management	156,280.68	
513.2254	Retirement - Drop Employees	62,211.76	
513.2255	Retirement - UA - Non Renewable	3,038.00	
513.2351	Life and Health Insurance	1,294,745.10	
513.2451	Workers Compensation	29,423.00	
513.2551	Unemployment Compensation	478.45	
	Total		\$ 7,170,583.30
Operating Expenditures/Expenses			
513.3154	Legal Services	\$ 20,864.31	
513.3451	Contracted Services	324,205.03	
513.4051	Travel	16,335.83	
513.4151	Telephone	36,749.75	
513.4251	Postage	90,944.93	
513.4351	Utilities	45,055.99	
513.4451	Rental & Lease - Office Equipment	11,727.97	
513.4453	Rental & Lease - Office Space	659,795.31	
513.4454	Rental & Lease - EDP	-	
513.4551	Auto Insurance	3,192.00	
513.4559	Bonds/Notaries	321.85	
513.4651	Repairs and Maint. - Office Equip.	28,877.37	
513.4652	Repairs and Maint. - Vehicles	13,342.65	
513.4653	Repairs and Maint. - Office Space	8,630.44	
513.4654	Repairs and Maint. - EDP	182,998.38	
513.4751	Printing and Reproduction	137,221.73	
513.4851	Promotional	23,374.17	
513.4951	Legal Ads	20,328.00	
513.4952	Banking Charges	221.62	
513.5159	Office Supplies	45,622.32	
513.5251	Fuel & Lube	3,109.43	
513.5255	Comp Software	-	
513.5451	Books	2,225.79	
513.5453	Education	8,192.50	
513.5454	Dues/Memberships	11,446.00	
	Total		\$ 1,694,783.37
Capital Outlay			
513.6251	Buildings	\$ 300,000.00	\$ 1,694,783.37
513.6452	Office Furniture	86,959.61	
513.6453	Office Equipment	-	
513.6454	Vehicles	-	
	Total		\$ 386,959.61
TOTAL EXPENDITURES AND OTHER DEBITS			\$ 9,252,326.28
UNEXPENDED FEES			\$ 627,810.29

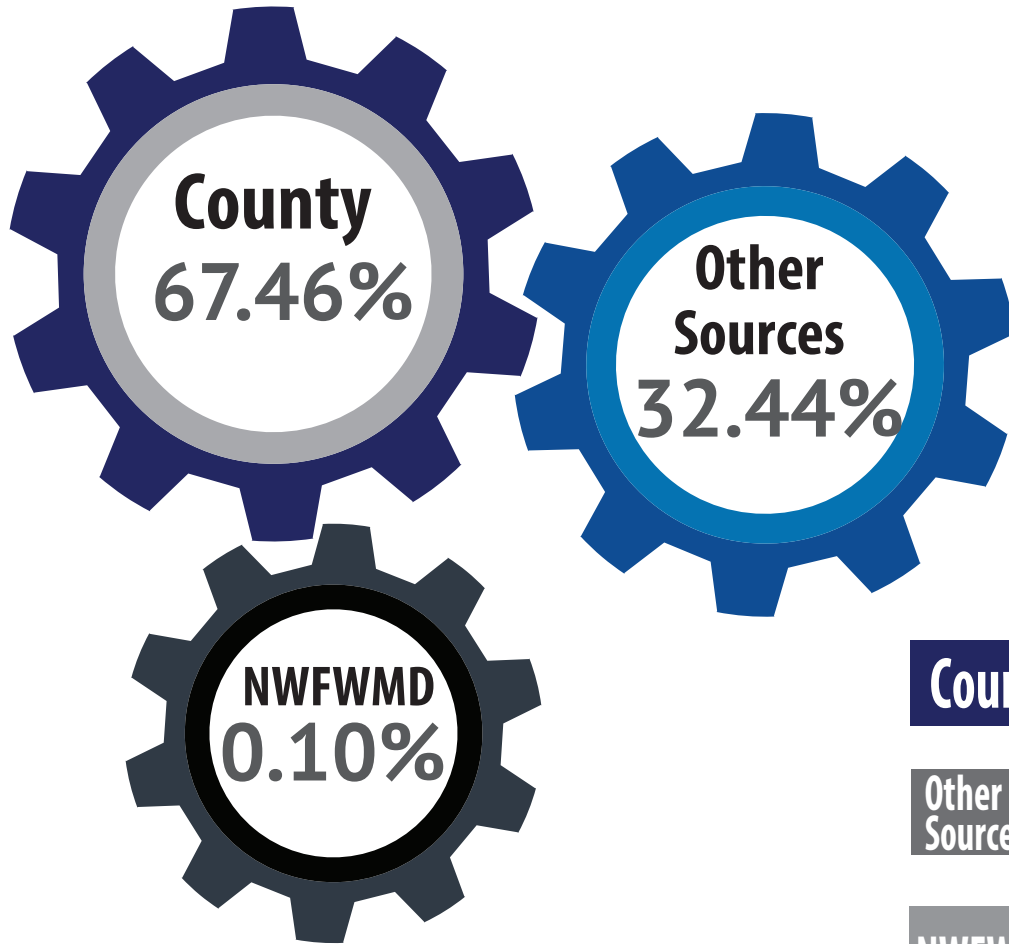
Total - Revenue & Total Expenditures

Period Ending September 30, 2024



Distribution of Unexpended Fees

Period Ending September 30, 2024



County		\$423,534.01
Other Sources		\$203,651.61
NFWMD		\$624.67
School		\$0

\$627,810.21

Primary Collections

Period Ending September 30, 2024

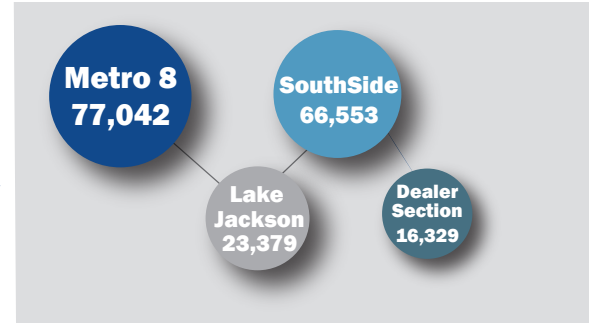
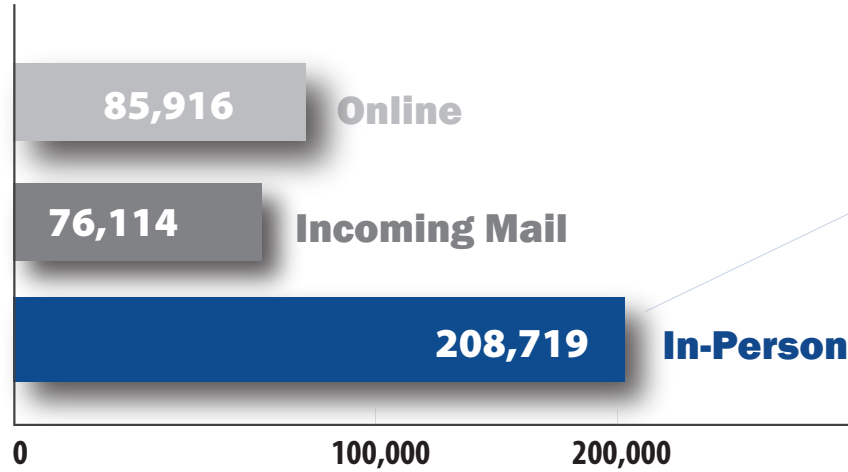
Primary Collections		
Period Ending September 30, 2024		
Property Taxes	\$432,844,574.95	89.76%
Tax Certificate Sale	\$8,075,139.60	1.67%
Tourist Development Tax	\$9,197,654.52	1.91%
Hunting & Fishing License	\$76,130.00	0.02%
Birth Certificates	\$11,713.75	0.00%
Concealed Weapons	\$64,148.00	0.01%
Motor Vehicle Transactions	\$22,393,567.49	4.64%
Driver License	\$3,272,227.85	0.68%
Sales Tax - Motor Vehicle	\$6,280,820.19	1.30%
TOTAL	\$482,215,976.35	100.00%



Customer Data

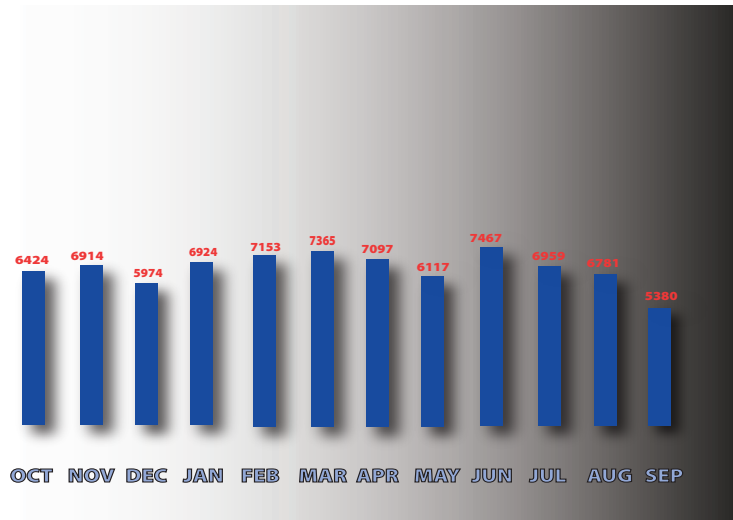
Transactions and Inquiries

Processed Transactions Total for Fy 2023/24



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
 Dealer Section: 3840 N. Monroe St., Tallahassee, FL 32303

FY 2023-24 Communication Center Calls Answered



2024-2025 Budget Summary by Appropriation Category

Leon County

Appropriation Categories	Actual Expenditures 2022-2023	Approved Budget 2023-2024	Actual Expenditures June 30, 2024	Request 2024-25	Increase/decrease		Amount Approved 2024 - 25	Increase/decrease	
					Amount	%		Amount	%
Personnel Services	\$6,602,983	\$7,234,641	\$5,362,743	\$8,123,124	\$361,187	4.65%	\$8,091.83	\$329,896	4.25%
Operating Expenses	\$1,553,787	\$1,702,558	\$1,146,005	\$1,888,462	\$274,900	17.04%	\$1,901,462	\$287,906	17.84%
Operating Capital Outlay	\$175,814	\$69,364	\$105,000	\$40,000	(\$65,000)	-61.90%	\$40,000	(\$65,000)	-61.90%
Total Expenditures	\$8,332,584	\$9,480,493	\$6,154,058	\$10,051,586	\$571,093	6.02%	\$10,033,295	\$552,802	5.83%
# of Positions		89		89	0	0.0%	89	0	0.00%



Phone: (850) 606-4700

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