

# BAY COUNTY TAX COLLECTOR



## ANNUAL SNAPSHOT

This year has been a year of growth for our team. While we have welcomed new team members, which accounted for some of our growth we also focused on growing as leaders. We invested in team training to strengthen our skills. We've worked on supporting one another in putting those new learned skills into practice.

A natural disaster, followed by a pandemic, in the previous years, 2022 has been a time for our team to work on returning to some normalcy and focusing on connecting with customers.

This year we also celebrated five years together! We've accomplished so much in this time. The amount of change our team has embraced is quite incredible.

Embracing change is not easy. Our team has experienced a vast amount of change since 2017, not only in their daily work life but also in our community and world.

While change is indicative of growth, it also comes with growing pains.

I'm truly thankful to all of the team members who have joined me on this journey. They have given their time, their skills and their hearts to their work. It shows in their customer service.

My team and I look forward to setting our sights on bringing additional service centers to Bay County in the future and continuing to deliver a phenomenal customer experience.

In Service,

Bay County Tax Collector





# CUSTOMER SUPPORT



*Our Customer Support Team handles customer interactions that don't involve face-to-face interactions. They answer phone calls, respond to emails and chat bot follow ups, and process mail and online payments. We're proud of the work they do, their efficiency, and team work.*

## SERVING BEHIND THE SCENES



Website Email Responses  
**677**



Online Tax Payments Processed  
**92,096**



Express Lane Renewals  
**9,981**



Mail Bills Processed  
**89,445**



Chat Bot Follow ups  
**159**

Behind the scenes we have an incredible team of Service Agents assisting customers over the phone, through online channels, as well as the mail.

Assisting a customer through non-face-to-face channels presents challenges, but these incredible team members continue to overcome each hurdle.

We're thankful for them and their commitment to quality and customer service excellence.

## CALL CENTER



Total Phone Calls Presented  
**107,096**



Avg. Call Wait Time  
**2 min, 24 sec.**

*Thank you*





# SERVING CUSTOMERS



*Customer service is not an easy job, even more challenging when you work in an industry revolving around government compliance. However, our team views their day-to-day as a challenge to constantly work to excel at what they do and find opportunities to improve the customer experience. We're thankful for this passionate team.*

Our team members who serve on the front lines are the face of our organization. They are some of the first faces to greet new residents to our state, often setting the tone for how government agencies are viewed by new residents.

We understand the opportunity available for us to make a good first impression with all of our customers and we don't take it lightly.

We work hard to ensure we're focused on both the customer experience as well as creating a culture of growth and support for our team.

We're very proud of our frontline team and how hard they work to ensure they exceed customer expectations.



**Concealed Weapon Permit  
Original Applications Processed**  
**4,339**



**Face-to-Face Customer  
Transactions Processed**  
**242,798**



**Concealed Weapon Permit  
Renewals Processed**  
**1,787**





# TEAM DEVELOPMENT



 **Laura Roberts**  
Tax Collector Certified Professional



 **Joshua Gilpin**  
Tax Collector Certified Professional



 **Joslynn Durant**  
Tax Collector Certified Professional



 **Jenna Pedersen**  
Tax Collector Certified Professional



 **Veronica Smith**  
Tax Collector Certified Professional

We're really proud of these team members who worked hard to earn their Tax Collector Certified Professional (TCCP) designation.

The TCCP designation program draws on current on-the-job skills knowledge and is obtained by completing an intensive instructor-led and self-study professional education program.



 **Leighana Roberts**  
Tax Collector Certified Professional



 **Melissa Fox**  
Tax Collector Certified Professional



 **Tanita Ellis**  
Tax Collector Certified Professional



 **Tina Davis**  
Tax Collector Certified Professional



 **Kelly Nickolas**  
Tax Collector Certified Professional



 **Beth Penny**  
Tax Collector Certified Professional

*Thank you!*





## LEADERSHIP BAY

Customer Service Professional Tanita Ellis represented BCTC in the 2022 Class of Leadership Bay. Leadership Bay assists team members in establishing community connections, provides historical knowledge of our area and culminates in a community service projects to give back. Tanita is the third team member from BCTC to participate in Leadership Bay.

*Tanita Ellis,  
Customer Service Professional at her Class of 2022 Leadership Bay Graduation.*



## TEAM MEMBER OF THE YEAR

Team Member of the Year is an team nominated award. Nominees are submitted to the the Senior Leadership Team who then select the recipient based on the past year of service and honoring our team values. This year, Vangie Sponseller, Manager of our Lynn Haven Office received this honor. Vangie has served Bay County citizens at BCTC for 20 years. We had the honor of recognizing Vangie at our All Hands Training Retreat in October. *Vangie is pictured with her husband Chris (right) and Tax Collector Chuck Perdue (left).*

## TEAM MEMBER OF THE QUARTER

Brittany Kron | Quarter 1

Josh Bliesener | Quarter 2

Geana Lancaster | Quarter 3



Brittany Kron  
Customer Service Specialist



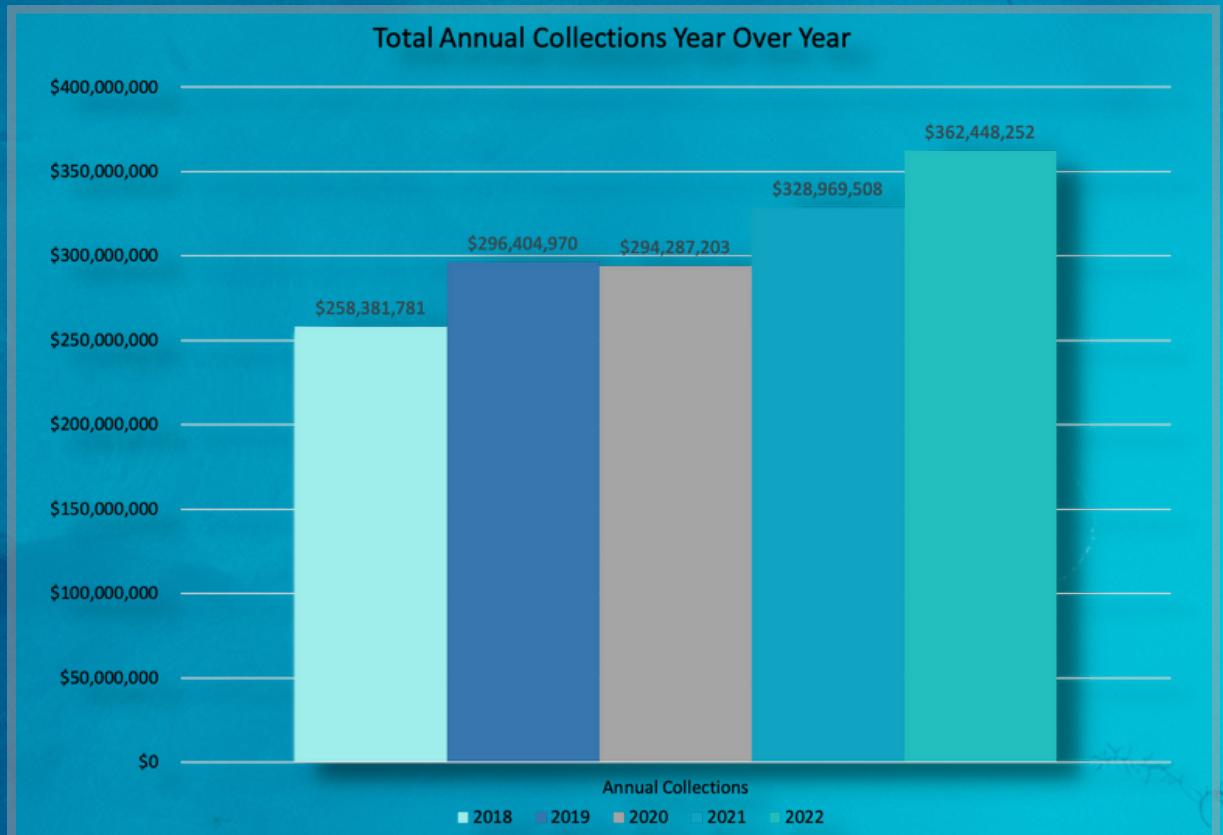
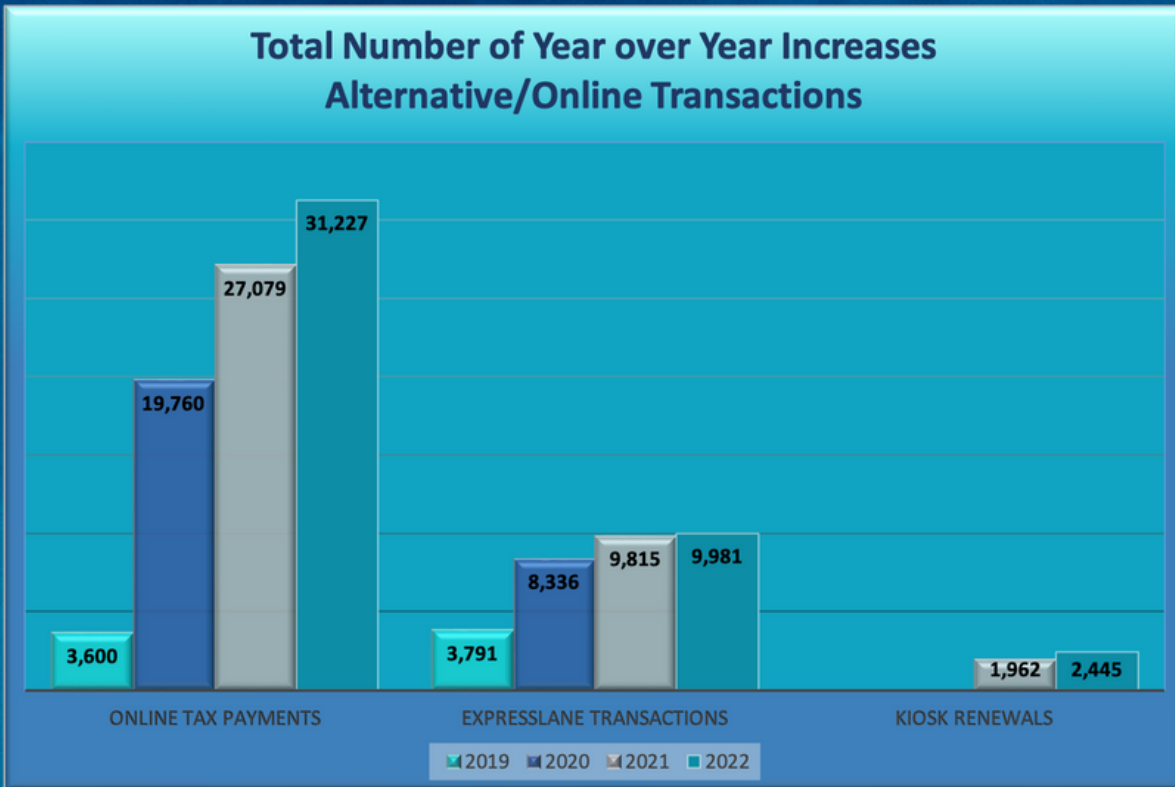
Joshua Bliesener  
Customer Service Specialist



Geana Lancaster  
Human Resources Specialist

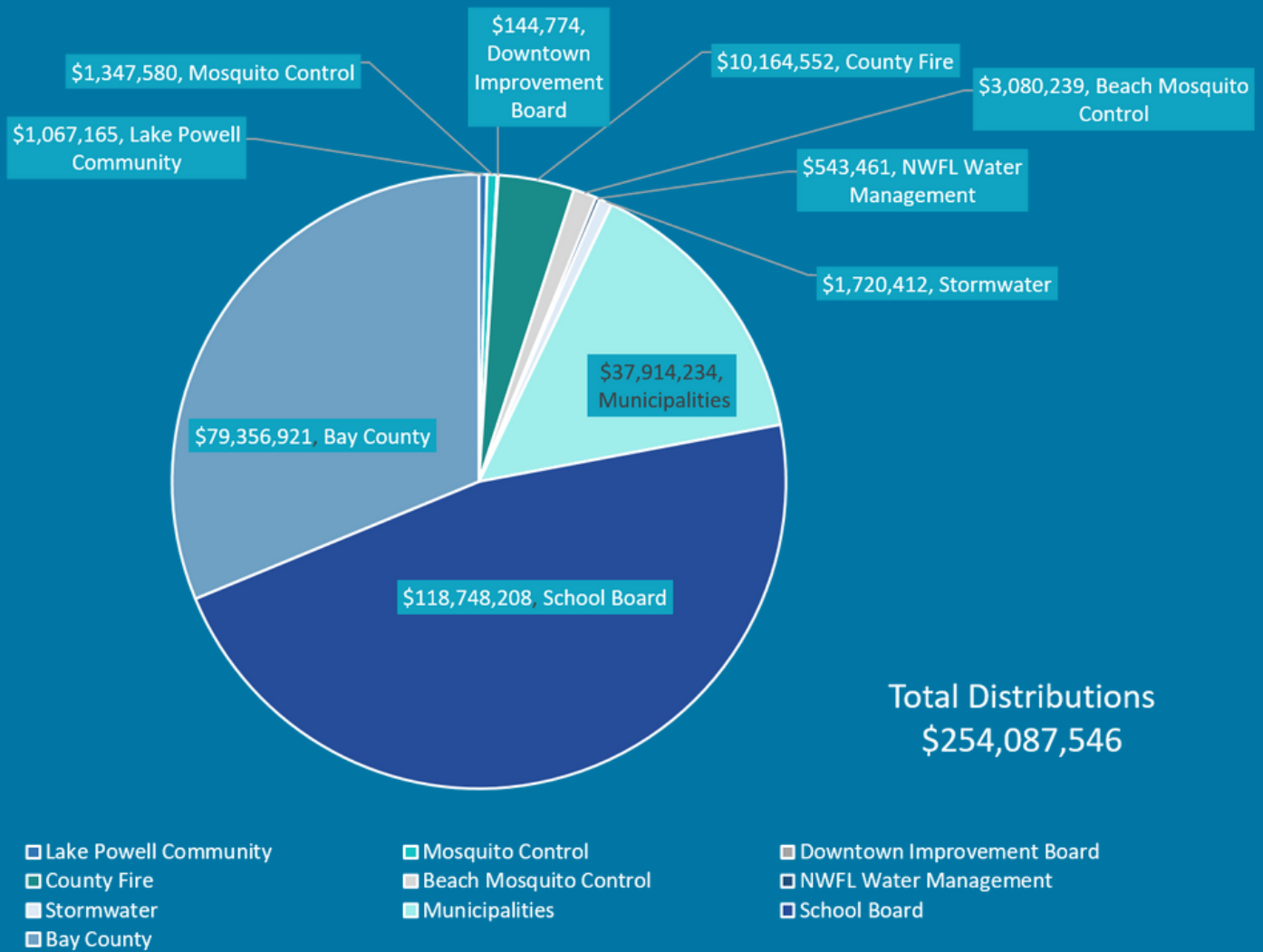


# FINANCIAL COLLECTIONS & DISTRIBUTIONS





# FINANCIAL COLLECTIONS & DISTRIBUTIONS



## COMMISSIONS & FEES

Property Tax	\$ 4,775,475	County Vessels	\$ 3,650
State of Florida/DMV	\$ 1,610,660	TSA	\$ 1,890
Tax Certificates	\$ 420,376	Birth Certificates	\$ 531
Misc. Income	\$ 354,069	Fish and Wildlife	\$ 10,543
Concealed Weapons Permits	\$ 57,908	Toll Collection	\$ 919
Investment Income	\$ 18,229		

**Unexpected Revenue Returned to Taxing Authorities**  
**\$1,958,324**

**Total Commissions and Fees** \$ 7,254,320  
**Less Operating Expenses** \$ 5,295,996



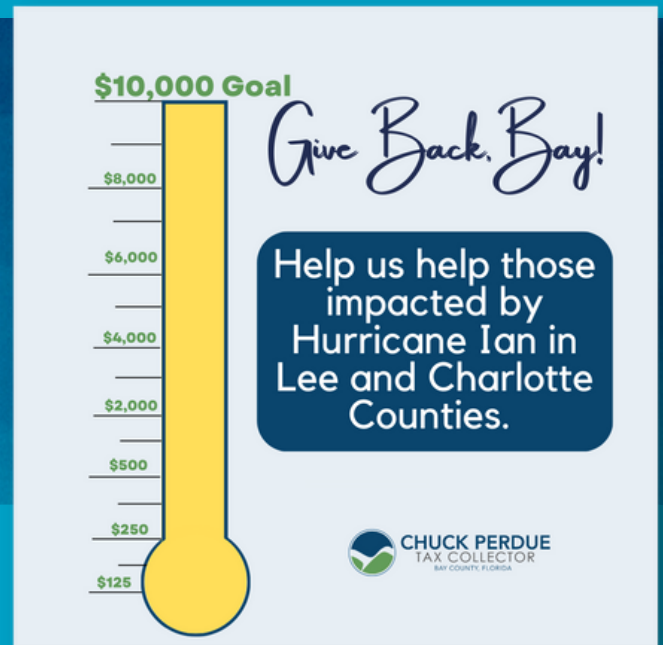
# GIVING BACK

## GIVE BACK, BAY! CAMPAIGN



### FUNDS RAISED

**\$22,634.00**




### Hurricane Ian Recovery Fundraiser

Our team was thankful to participate in giving back to fellow Floridians in need. We know all too well the challenges that come with recovering from a major hurricane. We're grateful to our customers and team for their willingness to give back and help our South Florida neighbors rebuild.

All donations raised from our two weeks of giving campaign allowed us to collect \$22,634 dollars that we distributed to our fellow tax collector offices in Lee and Charlotte Counties to assist their team members in getting back on their feet.

We feel blessed to pay forward the kindness and love we received from our statewide tax collector family in our time of need.

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