


CITRUS COUNTY TAX COLLECTOR ANNUAL REPORT 2023



Prepared By
Janice A. Warren
Citrus County Tax Collector

 352-341-6500

 www.citrustc.us

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Citrus County Tax Collector



WELCOME MESSAGE

As your Tax Collector, I am pleased to share with you our 2023 Annual Taxpayer Report that highlights our accomplishments, our results, and our priorities for the future.

We are committed to implementing solutions to enhance your experience with our office, to ensure fiscal transparency and accountability.

I hope you find the information in this report valuable and insightful.

Thank you for the opportunity to serve you.

-Janice A. Warren



LEADERSHIP TEAM

Janice Warren

Citrus County Tax Collector

Barbara Good

Assistant Tax Collector/
Administrative Staff Director

Ross Storey

Information Technology Director

Donna Lofley

Finance Director

Cassie Largey

Human Resource Director

Teresa Williams

Department of Highway Safety and
Motor Vehicle Administrator

Alicia Downing

Tax Administrator

Kimberly Randolph

Customer Service Operations
Manager

OUR MISSION

To deliver superior personalized customer service, demonstrate financial integrity, and embrace innovation.

OUR VISION

To serve as the lead role model in customer service, financial integrity, and innovation.

OUR ORGANIZATIONAL VALUES

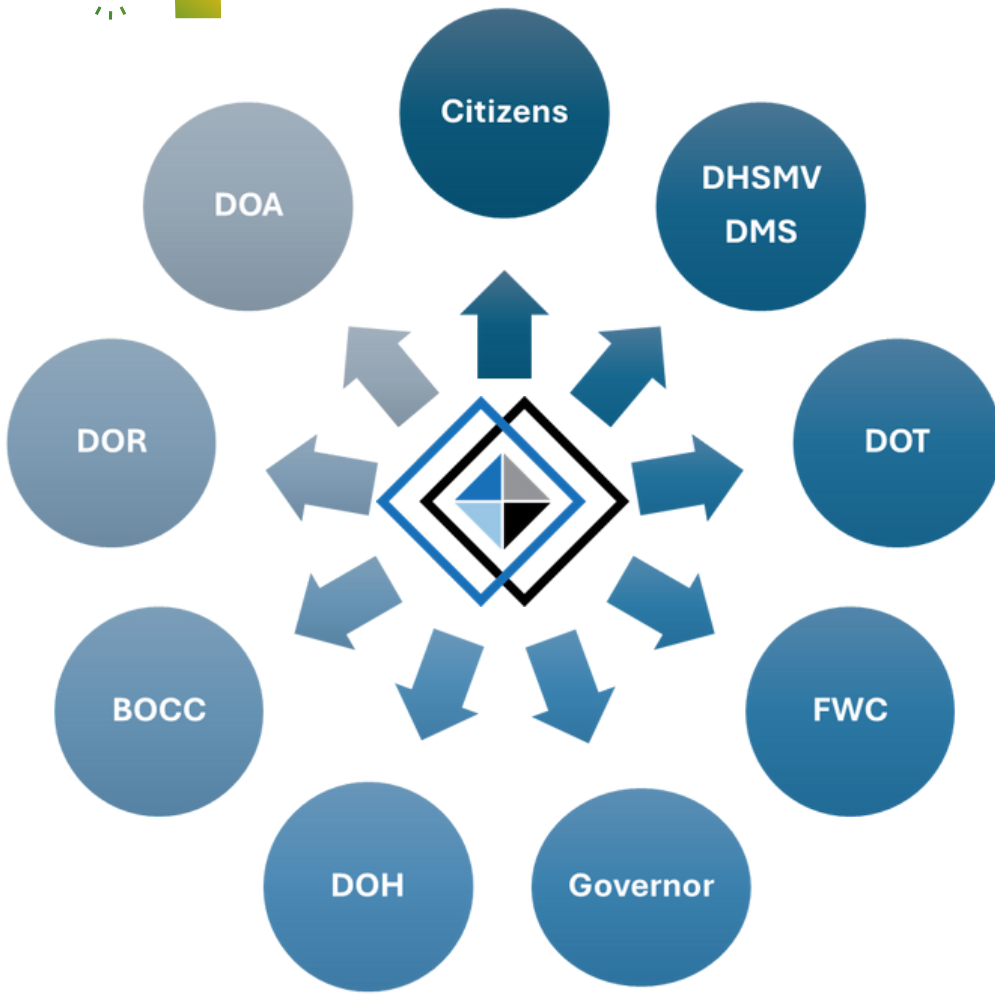
- Teamwork
- Honesty
- Respect
- Dedication
- Professionalism
- Quality

HERE TO SERVE YOU

The Citrus County Tax Collector's Office is responsible for the collection and distribution of taxes and fees in accordance with Florida Statutes to the appropriate agency or municipality to fund vital services at the state and local levels.



OUR PARTNERS



Driver License & ID Cards



Motor Vehicles
(Titles & Registrations)



Boats & Mobile Homes
(Titles & Registrations)



Real Estate Property
Tax Payments



Tangible Personal Property
Tax Payments



Local Business
Tax Receipts



Concealed Weapons Permits



Hunting & Fishing Licenses



Disabled Parking Permits



Florida Birth Certificates

THE TAX COLLECTOR'S OFFICE BY THE NUMBERS | FY 22-23

 Over \$227M collected in Revenue

 Served 161,095 In Person Customers

 Received 80,544 Phone Calls

 Processed over 471K Transactions


TRANSACTIONS & COLLECTIONS

SERVICE	TRANSACTIONS	COLLECTIONS
Birth Certificates	291	\$5,776.25
Business Tax	4,628	\$196,174.37
Concealed Weapons Licenses	3,125	\$243,055.00
Driver License	35,511	\$1,715,431.22
Hunting & Fishing	1,084	\$21,294.50
Motor Vehicle	260,188	\$18,732,959.07
Property Tax	163,520	\$206,066,560.32
Sun Pass	371	\$5,829.13
Toll Violations	2,743	\$80,108.18
TOTALS	471,461	\$227,067,188.04

TRANSACTIONS PER EMPLOYEE **7,729**



97,447 PAYMENTS MADE ELECTRONICALLY



PAYMENTS RECEIVED BY MAIL **123.7K**



FISCAL ACCOUNTABILITY

Perfect financial audit for FY22 and FY23

0
AUDIT FINDINGS

PROPERTY TAX COLLECTION

Property taxes are collected in arrears. For the 2022 tax year (collected in FY 2023), we collected over \$206 million property taxes and fees. This revenue was distributed to the taxing authorities to fund vital county and municipal services.

WHERE DID IT GO?

TOP TEN DISTRIBUTIONS FOR FY 22-23

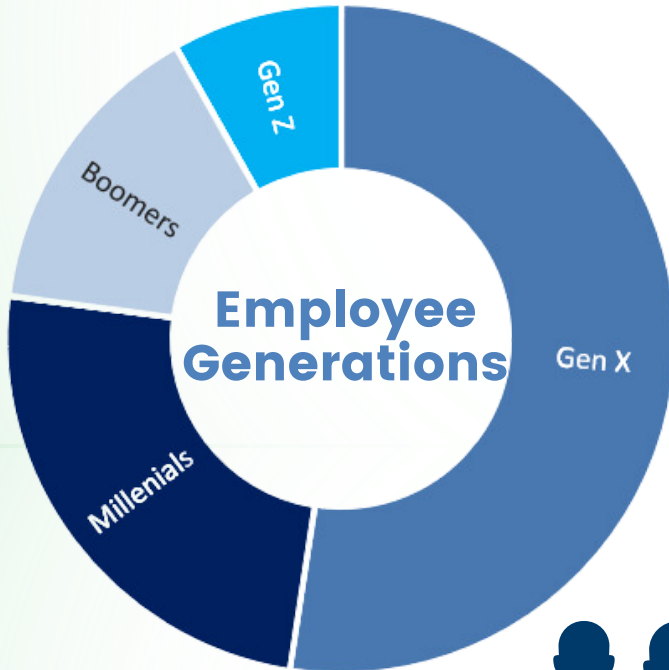
- County Operating \$76,463,668
- County Schools \$74,341,139
- County Transportation \$9,237,901
- Fire Services \$6,821,531
- Mosquito Control Board \$5,060,573
- County Stormwater Management \$4,832,350
- City of Inverness \$4,233,344
- City of Crystal River \$3,786,140
- Citrus County Library \$3,698,896

2023 TOP 10 TAXPAYERS

DUKE ENERGY FLORIDA	\$24,089,951.87
CITRUS COUNTY HOSPITAL BOARD	\$1,973,419.49
FLORIDA GAS	\$1,276,946.84
WITHLACOOCHEE RIVER ELECTRIC	\$1,132,981.84
SABAL TRAIL TRANSMISSION LLC	\$819,560.64
WALMART STORES EAST LP	\$715,270.08
SUMTER ELECTRIC	\$686,180.58
SHP V/RYAN CITRUS HILLS LLC	\$584,677.25
CITRUS HMA	\$554,080.87
CITRUS HILLS	\$500,950.27



CELEBRATING OUR TEAM | CY 2023



61 Employees

CUSTOMER SATISFACTION



BASED ON 108K SURVERY RESPONSES

ACCOMPLISHMENTS & INITIATIVES | FY 22-23

Major accomplishments and initiatives serve as milestones of the progress our organization has made over the last year. Whether it is improving customer service, driving innovation, or promoting employee development these accomplishments are a testament to the collective effort and dedication of our team:

Financial Excellence Awards



At the Fall Education Forum in 2023, we were proud to receive once again the Florida Tax Collector's Legacy Award for Excellence in Financial Operations which is the highest recognition given by the Tax Collector's Association. This recognition serves as a testament to our organizations mission of financial integrity.

Cyber Security Awareness



At the Citrus County Tax Collector's office, Cyber Security Awareness is not just a checkbox on a list of tasks; it's a proactive, ongoing commitment to safeguarding our digital assets and preserving the integrity of our operations. We conduct monthly simulated exercises and bi-annual training sessions to equip our team with the skills and knowledge needed to combat evolving cyber threats.

By fostering a culture of vigilance and empowerment, we ensure that every individual understands their role in maintaining the security of our digital assets. Together, we prioritize security as an essential part of our workplace ethos.

ACCOMPLISHMENTS & INITIATIVES

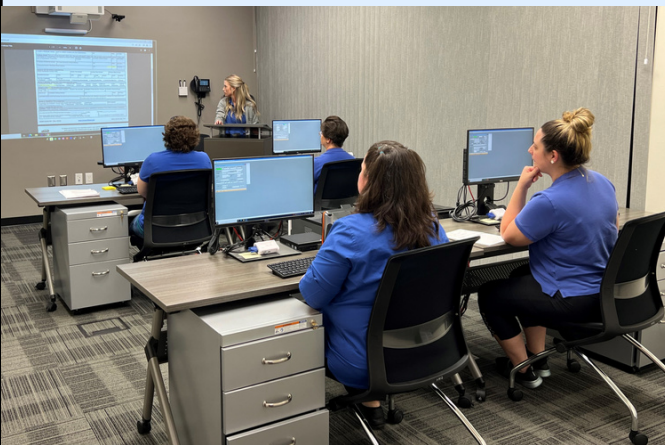
Customer Service Improvements

After having success with our initial Kiosk in the Citrus Hills Publix we installed a second Kiosk at the Homosassa Publix. This provides a convenient alternative for renewing tag registrations and can also be completed during night or weekend hours.

Our queuing and appointment system was moved to a hosted solution to be in line with our disaster recovery plan. This allows us to manage and monitor performance from anywhere with an internet connection. Hosted queuing systems offer a flexible solution for managing customer queues more efficiently and enhancing the customer experience.

During 2023 we implemented a Cogbot named “Manny the Manatee” which utilizes artificial intelligence (AI) to assist customers with questions on our website. This allows for 24/7 service to answer questions about our office and services. He is available in both English and Spanish.

Focus on Quality



In-Office Training

Statewide Training

Our staff participated in the Statewide Training Coalition led by Mrs. Warren to develop consistent and best practices in processing customer transactions. This type of training is essential for improving organizational performance and allows us to position ourselves to ever changing opportunities.

LOOKING TO THE FUTURE WITH OUR MAJOR INITIATIVES FOR 2024

Identifying major initiatives is essential for ensuring that our organization remains focused, efficient, and effective. We have identified the following initiatives for 2024.

1

Offering online Electronic Title (E-Titles) that will provide a streamlined process for customers to purchase a fast title for pickup in either one of our office locations. These will be processed prior to the customer arriving to reduce wait times in the office.

Note: This process was implemented on February 1st, 2024.

2

In order to continue enhancing our partnership with the Clerk of Court's office we will create an interface to import Tax Deed sale results which will be a great time saver and eliminate any potential input errors.

Note: This was implemented on February 16th, 2024

3

Research new accounting system that is cloud based and can fully interface with our payroll, benefits and time keeping system for improved efficiency and enhanced reporting capabilities.

4

Create an inhouse training program to improve our new hire training process which will reduce the number of seasoned clerks required to train new employees.

5

Explore utilizing tablets to grade driver license road test. This will reduce the time it takes to grade and input into the state system and make the process more efficient.



**Inverness Customer Service Operations,
Tax Department, Finance, and Admin Staff**



Meadowcrest Branch Office Staff

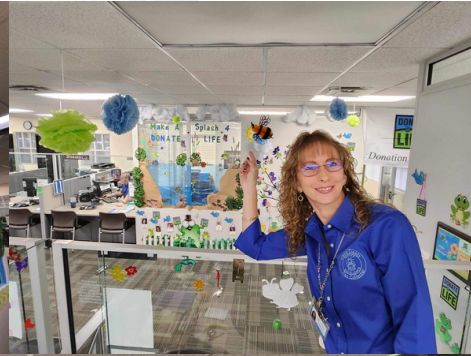
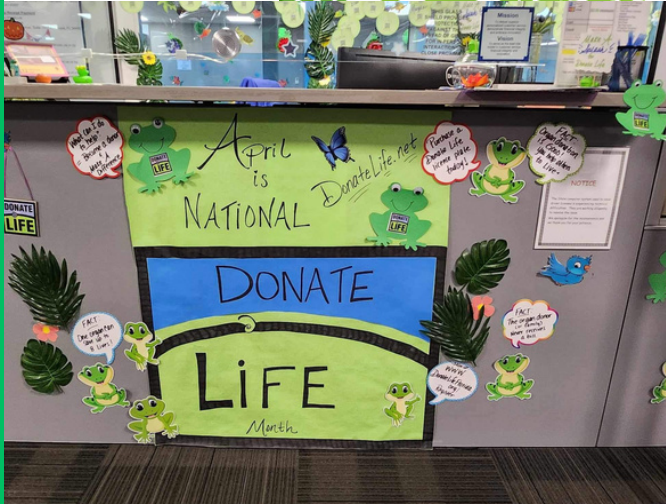
C MMUNITY



Citrus County Veterans Foundation
In 2023, our office raised
\$18,216.81 for our local veterans!



C MMUNITY





Citrus Aid is a non-profit 501(c)(3) organization, providing quality-of-life help and services to cancer patients, survivors, and their caregivers in Citrus County. In 2023, our office raised \$674.54!



Junior Achievement™

Junior Achievement's purpose is to inspire and prepare young people to succeed in a global economy by providing relevant, hands-on learning experiences. Our office raised \$6,784.64 in 2023.



"Two Good Soles"

Nature Coast Volunteer Center



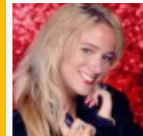
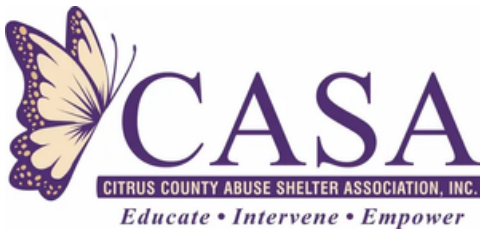
In 2023, our office collected \$823.66 and used the funds to purchase shoes and socks for the "Two Good Soles" socks and shoes drive.



PRIDE AWARD

Presented to
Citrus County Tax Collector Office

In recognition for taking pride in your community, and doing your part in keeping Citrus County beautiful.



The Mandi Warren Richards Rising Star Award

Nominated by the Young Professionals committee: A young professional that has made an early and significant impact on the community and who is recognized as being on the path to becoming a lifelong leader.



