

2020 In Review



Alachua County Tax Collector



It is an honor to serve as your Constitutional Tax Collector.

We are a value-driven independent governmental organization established by the Florida Constitution to serve you, our local citizens. Although the diversity and volume of transactions are astounding, I am proud to say our reputation for providing friendly, efficient DMV and Tax services is second to none. This Annual Review highlights our volumes, efficiencies, and achievements. Thank you for allowing us to serve you.

-John Power



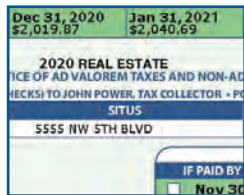
FINANCIAL EXCELLENCE AWARD

We collect and distribute more than \$395 million in taxes and fees for various local taxing authorities and state agencies. Rest assured we follow stringent accounting policies and procedures to ensure these funds are properly safeguarded and accurately distributed.

For the fifth year in a row, we received the Florida Tax Collectors Association's (FTCA) Legacy Award for Continued Excellence in Financial Operations. The Legacy Award is the highest FTCA award recognizing proficiency in four areas of financial expertise: Budgeting, Customer Focus, Innovation and Automation, and Perfect Annual Audit Reports.

OVER HALF A MILLION CUSTOMERS SERVED ANNUALLY

124,000



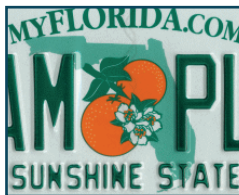
Property Taxes

60,000



Driver License

239,000



Auto Tag & Title

108,000



Phone & Other

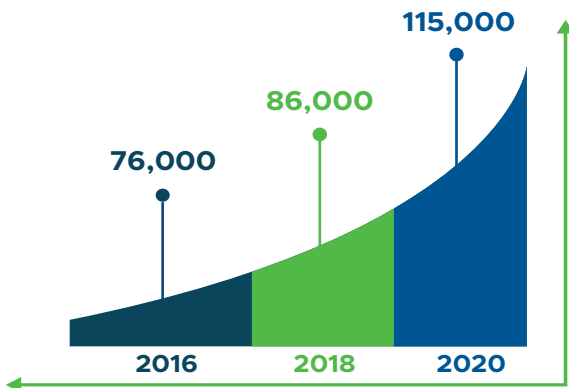
98%

CUSTOMER SATISFACTION

13,000 Surveys

INNOVATION

Online Transaction Growth



EFFICIENCY

We assisted **156,000** walk-in customers.

Half served in **5 minutes or less.**



51%
5 mins or less



76%
15 mins or less



93%
30 mins or less

2020

www.AlachuaCollector.com