

MONROE  
COUNTY TAX  
COLLECTOR

# A Report to Our Citizens

FOR FISCAL YEAR 2014

## MISSION:

We are committed to provide the highest level of ethics, customer service and efficiency in administering our duties and responsibilities as an agent for the State of Florida and local governments.



## About the Tax Collector's Office

### What do we do?

The Tax Collector's Office:

- Collects property taxes for every local government agency that has the power to levy taxes.
- Acts as Monroe County's agent for the administration of Business Tax Receipts and Tourist Development Taxes.
- Serves as the State of Florida's agent for the Department of Highway Safety and Motor Vehicles, The Department of Environmental Protection, The Florida Fish and Wildlife Conservation Commission, The Department of Revenue and The Florida Department of Driver's Licenses.
- Provides information and educational resources about our services to the public and provides other services such as city parking permits and birth certificates.

### How are we set up?

The Office of the Tax Collector is a separate and independent government entity to ensure freedom from influence by local or state agencies that have power to levy taxes. This means the Tax Collector can and does operate independently of the Monroe County Board of County Commissioners and other Constitutional Offices. The Tax Collector's budget is approved by the Florida Department of Revenue.

### How do we operate?

The Tax Collector's Office employs 55 highly-skilled people. We operate from Key West to Key Largo, with offices conveniently located throughout the County. Office locations include the Key West main office, Key West Driver's License, Big Pine Key, Marathon, Marathon Driver's License, Plantation Key, and Key Largo.

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## Our Accomplishments



*“ My vision has been to establish and make Monroe County Tax Collector’s office a world class organization which provides user friendly technology, creates an environment that is cost effective, professional and efficient to the Taxpayers of Monroe County” - Danise D. Henriquez*

The Monroe County Tax Collector has been working to bring managerial and organizational excellence to the entire agency. The goal is to deliver the highest standards of client service excellence, while reducing operational costs, which ultimately increases the excess revenue returned to the citizens.

### Our Client Service Model

One-Stop Shopping – One stop shopping means reduced time in line, streamlined client service and faster transactions for the client because our clerks now handle all elements of the transaction.

- Cross Training - This means employees can shift assignments in “real time” to meet fluctuating service needs.
- Credit Card / E-check - Offering another way to pay, for more convenience to the customer.
- Bill Express - You can now sign up at our website ([www.monroetaxcollector.com](http://www.monroetaxcollector.com)) to be able to receive your tax bill by email.
- Lien Express - Easier access to purchase county held certificates online.
- Tourist Express - Allows users to pay tourist development tax online.
- Transient Rental Fraud Line - 1 855 422 4540

### Our Client Communications

- The Tax Collector’s annual *Report to Our Citizens* will be produced each year to support accountability in the Tax Collector’s Office to the public.
- The Tax Collector’s website ([www.monroetaxcollector.com](http://www.monroetaxcollector.com)) underwent major revisions to support our efforts to increase on-line transactions and improve public access to tax information.
- Tax Collector *Tax Talk* is published in the newspaper at the beginning of every month.
- Internet Tax Sale ([www.bidmonroe.com](http://www.bidmonroe.com))

### How are we doing?

#### 2013/2014

- 80,702 vehicles registered
- 6,886 mobile homes registered
- 27,100 vessels registered
- 5,163 hunting and fishing licenses processed
- 20,841 business tax receipts processed
- 33,425 driver’s licenses issued
- 15,797 tourist development tax returns issued
- 69,742 property tax bills issued
- 2,255 disabled parking permits issued

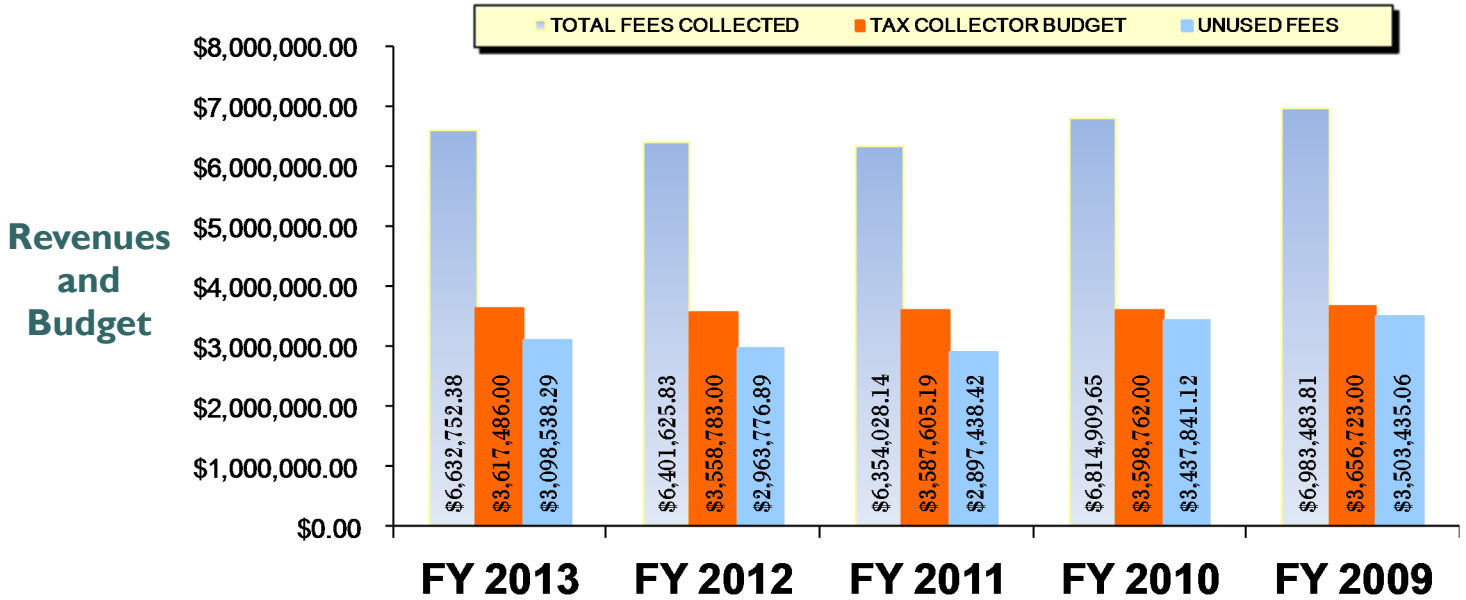
#### 2014/2015

- 83,280 vehicles registered
- 6,898 mobile homes registered
- 27,522 vessels registered
- 6,541 hunting and fishing licenses processed
- 21,750 business tax receipts processed
- 33,773 driver’s licenses issued
- 17,285 tourist development tax returns issued
- 67,698 property tax bills issued
- 2,659 disabled parking permits issued

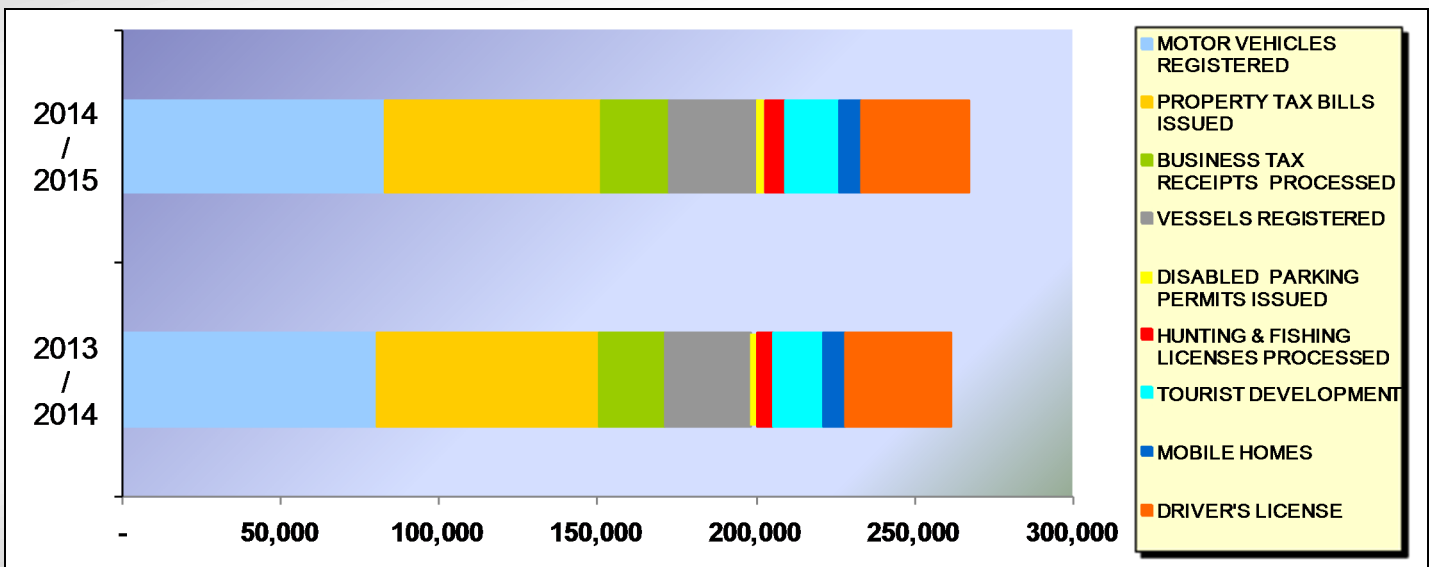
# Our Numbers: Revenue and Expenses

## What are the costs for servicing the citizens and how are those costs paid for?

The Tax Collector's Office is a fee-based office. The fees collected for the services we provide are used to fund our operating budget which is approved by the Florida Department of Revenue. Cost-effective operations result in revenues well in excess of our annual budget. The result is additional revenue which is then returned to the local government agencies and the county in proportion to the amount they pay. The Tax Collector is committed to offering world-class tax collection services at a low cost so the community is better served.



## Number of Items by Line of Business



## Special Use Bear Permit

The Special Use Bear permit is required in order to harvest bear during the bear hunting season. There is no limit to the number of Special Use Bear permits that can be sold, but there is a harvest quota, which will limit the number of bears that can be harvested during the season. Additionally, hunters will need to report their harvest to the nearest check station.

Permits availability dates: August, 3 2015 - October 23, 2015.

Cost: \$100 for Florida residents, \$300 for non-residents.

Exemptions: persons who purchased a lifetime license prior to July 1, 1998 are exempt from the cost, but are still required to obtain the permit.

## Tourist Development Audit and Enforcement

### Ordinance # 017-2014:

The Tax Collector shall perform the enforcement and audit functions associated with the collection and remission of this tax. This includes enforcing the collection of the tax levied. The Tax Collector is hereby specifically authorized and empowered to examine the books, records and other documents of all dealers or other persons charged with the duty to report or pay the tax under this ordinance.

## City Residential Parking Permits

A Residential Parking Permit allows an eligible vehicle to park in specially marked residential parking spaces in the Historic District.

Eligible vehicles are registered to residents of the City of Key West, Key West real estate property owners, military personnel stationed in Key West area, seasonal residents who reside in the City of Key West for four months or longer, or businesses that hold a business tax receipt with the City of Key West.

The annual registration permit fee is \$10.00 and permits need to be renewed every October. Fees are intended to cover the cost of issuance and are not refundable or prorated.



### We want to hear from you.

Do you like this report? Would you like to see other information? Please let us know by contacting Danise Henriquez at [mail@monroetaxcollector.com](mailto:mail@monroetaxcollector.com). For more information on our services, visit our website at [www.monroetaxcollector.com](http://www.monroetaxcollector.com).