



Helping
Create a Thriving
Community

TAXPAYERS
**ANNUAL
REPORT**
2025





Hillsborough County Tax Collector's Office Honored with Prestigious 2025 Governor's Sterling Award

We are proud to be a role model and honored to be recognized as a 2025 Governor's Sterling Award recipient, Florida's highest recognition for organizational performance excellence. We made history as the first Tax Collector's Office in Florida and first government agency in Hillsborough County to receive this honor in 2008.

Our Sterling journey began in 2004 when we adopted the Sterling Management System. This framework provided us with an invaluable roadmap, helping us align our strategic planning efforts with our mission, vision, and core values, resulting in favorable outcomes for the citizens we serve.

"Excellence is a journey, not a destination."

The Governor's Sterling Council recognizes organizations that demonstrate superior management approaches, outstanding results, and a strong commitment to continuous improvement using rigorous quality standards.



HILLSBOROUGH COUNTY TAX COLLECTOR
NANCY C. MILLAN AND SENIOR LEADERSHIP TEAM

A MESSAGE FROM YOUR TAX COLLECTOR, NANCY C. MILLAN

Dear Hillsborough County Residents,

I am pleased to present the 2025 Annual Report for the Hillsborough County Tax Collector's office. As I begin my second term, I am proud to reflect on our achievements and share our vision for the future.

Since taking office in 2021, my commitment has remained consistent: to provide quality service to every resident we serve. This past year, we served over 1 million customers in our branch offices and 400,000 by phone, maintaining a customer satisfaction rating of over 92%. Our nearly 5-star Google ratings across all offices reflect the dedication of our team and our focus on ensuring every resident has access to convenient, friendly and professional services.

We are also committed to fiscal accountability - our team collected and distributed close to \$4 billion dollars this year and achieved a successful audit free of any findings.

Looking to the future, we're expanding our footprint to better meet community needs. We're bringing new service locations in northwest and southeast Hillsborough County and a satellite location on MacDill Air Force Base to serve military and veteran families in our community. We're also taking our services on the road with a new Mobile Office Bus to bring services directly to underserved areas. These initiatives reflect our ongoing commitment to providing accessible, convenient service throughout the county.

I'm grateful for your trust and honored to continue this work alongside our dedicated team of over 400 professionals!

Thank you for allowing us to serve you.



Warm Regards,

Nancy C. Millan

About the Office of Tax Collector

In Florida, the County Tax Collector is a constitutional officer outlined in Article VIII of the Florida Constitution. Tax Collectors are elected every four years during presidential elections to serve their communities.

SENIOR LEADERSHIP TEAM

NANCY MILLAN
HILLSBOROUGH COUNTY TAX
COLLECTOR

JENNIFER CASTRO
CHIEF DEPUTY TAX COLLECTOR

DAWN ANTINORI
DIRECTOR, QUALITY
MANAGEMENT

TORY DAVIS
DIRECTOR, COMMUNICATIONS
& COMMUNITY RELATIONS

TINA DECAIRE
DIRECTOR, HUMAN RESOURCES

DALE HOFFMAN
DIRECTOR, FACILITIES &
SUPPORT OPERATIONS

JOE KYNION
DIRECTOR, INFORMATION
TECHNOLOGY

EMERALD PARKER
DIRECTOR, PROCESSING
OPERATIONS

BERNICE RICHARDSON
DIRECTOR, BRANCH OPERATIONS

JUSTYNA SWIEBOCKI
DIRECTOR, FINANCE &
ACCOUNTING

HERE TO SERVE YOU

The Hillsborough County Tax Collector's Office is responsible for collecting and distributing local property, tangible, business, and tourist development taxes.

As an agent for the Florida Department of Highway Safety and Motor Vehicles, we provide motor vehicle, vessel and mobile home titles and registrations, issue disabled parking permits, issue driver licenses and ID cards, and administer knowledge tests and road tests. We also collect tolls and clear toll violations as part of motor vehicle transactions.

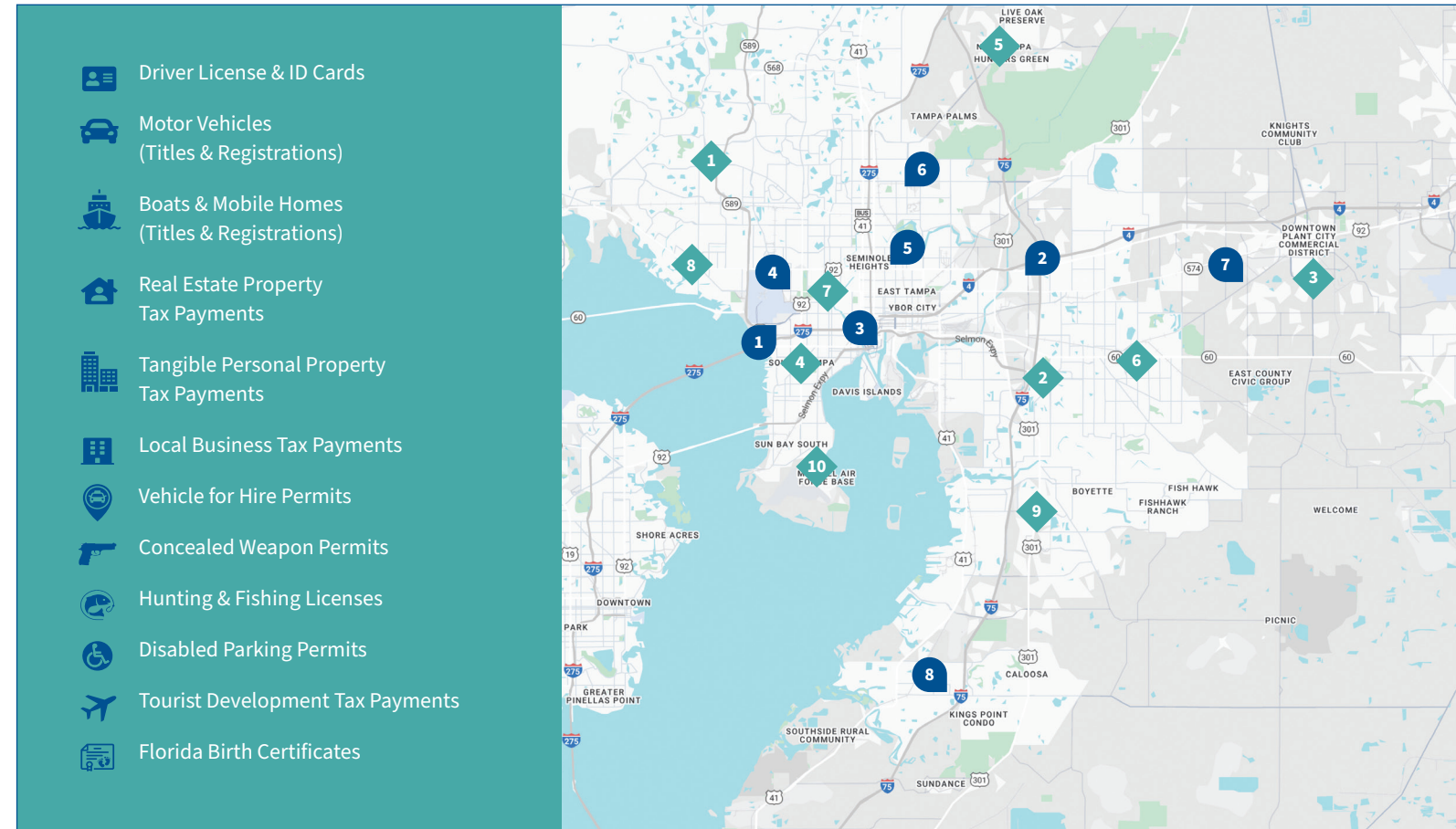
We also partner with other state and local government agencies to issue certified copies of Florida birth certificates and to provide concealed weapons permits, vehicle for hire permits, and hunting and fishing licenses.

The taxes and fees we collect are distributed in accordance with Florida Statute to the appropriate agency or municipality to fund vital services at the state and local levels.

Dedicated to Serving You

As Hillsborough County continues to grow, the Tax Collector's Office maintains its commitment to expanding service accessibility for our community. This year marks a significant milestone as we served over 1 million customers in our branch offices for the second consecutive year.

One of our key service enhancements this year was expanding our popular Student Saturday events to "Saturday License Services," now offering driver license renewals for adults in addition to serving students. This expansion provides greater flexibility for working families and those unable to visit during traditional business hours, reflecting our commitment to meeting customers where and when they need us.



- ◆ OFFICES ◆ Indicates kiosk at location
- 1. **AAA Westshore**
1701 N. Westshore Blvd. | Tampa, FL 33607
- 2. **Brandon** ◆
3030 North Falkenburg Road | Tampa, FL 33619
- 3. **Downtown (Main)** ◆
601 East Kennedy Boulevard
County Center, 14th Floor | Tampa, FL 33602
- 4. **Drew Park** ◆
4100 West Martin Luther King, Jr. Boulevard
Tampa, FL 33614
- 5. **East Tampa**
2814 E. Hillsborough Avenue | Tampa, FL 33610
- 6. **North Tampa** ◆
3011 University Center Drive, Suite 150
Tampa, FL 33612
- 7. **Plant City** ◆
4706 Sydney Road | Plant City, FL 33566
- 8. **Southshore** ◆
406 30th Street SE | Ruskin, FL 33570

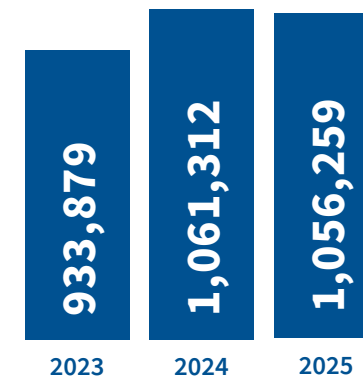
REGISTRATION RENEWAL KIOSKS

Available extended hours, including weekends

1. **Shoppes of Citrus Park Publix**
7835 Gunn Hwy. | Tampa, FL 33626
2. **Lake Brandon Plaza Publix**
11255 Causeway Blvd. | Brandon, FL 33511
3. **Publix at Walden Woods**
2202 James L Redman Pkwy. | Plant City, FL 33563
4. **Dale Mabry Shopping Center**
1313 S Dale Mabry Hwy | Tampa, FL 33629
5. **New Tampa Center**
19034 Bruce B Downs Blvd. | Tampa, FL 33647
6. **Valrico**
1971 E. State Road 60 | Valrico, FL 33594
7. **West Tampa Area**
2724 W. Hillsborough Ave | Tampa, FL 33614
8. **Town n' Country**
8701 W. Hillsborough Ave | Tampa, FL 33615
9. **Publix at Rivercrest Commons**
11460 US-301 | Riverview, FL 33578
10. **MacDill Air Force Base**
3108 N. Boundary Blvd | Tampa, FL 33621

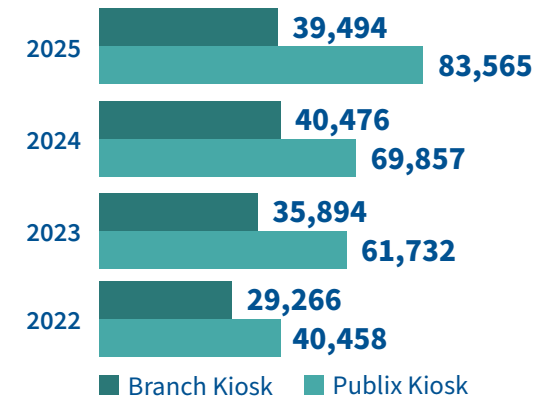
Branch Customers Served

Excludes Branch Kiosk Customers



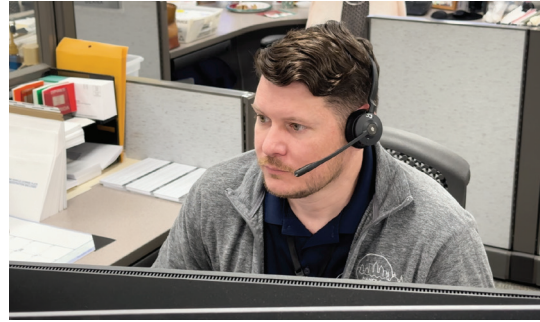
Kiosk Utilization

Transaction Trends



19% INCREASE IN PUBLIX KIOSK TRANSACTIONS IN FY25

We actively listen to customer feedback to strengthen performance and build lasting trust.



131.8K

OVERALL SURVEY RESPONSES

92.4%

FY25 OVERALL CUSTOMER SATISFACTION RATING (EXCELLENT & VERY GOOD RATINGS)

86.4%

OF OUR CUSTOMERS RATED OUR SERVICE AS EXCELLENT IN FY25

Google Star Rating

Measure of performance based on customer reviews ratings range from 1 to 5 stars



4.8

OVER 7,600 REVIEWS IN FY25

SERVICE	TRANSACTIONS	COLLECTIONS
Business Tax	58,713	\$2,706,776.13
Concealed Weapons License	1,984	\$179,527.00
Driver License	399,424	\$20,217,372.97
Hunting and Fishing	4,655	\$102,673.75
Miscellaneous	787	\$1,576,204.94
Motor Vehicle & Dealers	1,485,481	\$114,820,549.21
Property Tax	589,494	\$3,517,961,841.69
Toll Violations	29,743	\$1,843,246.15
Tourist Tax	5,172	\$66,387,819.24
Vehicle For Hire	1,788	\$253,331.25
Totals	2,577,241	\$3,726,049,342.33

69%

INCREASE IN VIRTUAL AGENT TRANSACTIONS FROM FY24

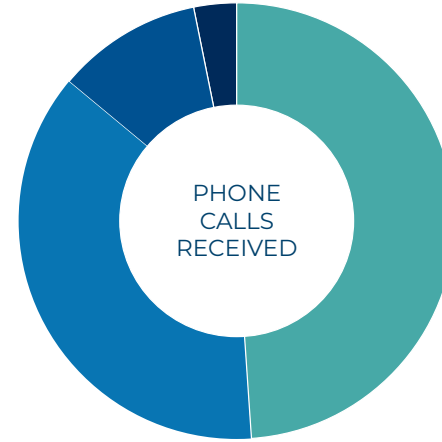
In FY25, our Virtual Agent team completed 20,203 transactions, an increase of over 11,500 from the previous year.



Currently deployed at our Southshore and Plant City locations, Virtual Agent stations connect customers directly with team members who work remotely from our contact center or other office locations. This technology allows us to quickly allocate resources where they are needed most and serve customers faster. As we plan to expand Virtual Agent services to additional Tax Collector office locations, this solution continues to demonstrate our commitment to working smarter - leveraging technology to deliver efficient, high-quality service.

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Call Center Volume



- Driver License/ID Card **208,348**
- Motor Vehicles **157,688**
- Property & Business Tax **40,954**
- Miscellaneous **13,332**



Online Presence

Interactions with our customers online for FY25

828.5K ONLINE

433.5K ELECTRONIC

62.24K SOFIE (AI)

Same Day Mail Payment Processing
in FY25



8,395

TRANSACTIONS PER CUSTOMER SERVICE REPRESENTATIVE IN FY25.

Measure of Productivity of Front Line Staff

1,449

AVERAGE CALLS ANSWERED BY AN AVERAGE OF 24 TEAM MEMBERS PER DAY



\$3.7B

IN COLLECTIONS IN FY25

\$76.4M

TOTAL TAX COLLECTOR REVENUE IN FY25

\$52M

TOTAL BUDGET FOR FY25 (97.8% utilized)

Collections

Total Tax Collector Collections

Service	Collections
Property Tax	\$3,517,961,842
Motor Vehicle & Dealers	\$114,820,549
Tourist Tax	\$66,387,819
Driver License	\$20,217,373
Business Tax	\$2,706,776
Toll Violations	\$1,843,246
Other Services	\$2,111,737
Totals	\$3,726,049,342

\$25.6M

UNSPENT REVENUE DISTRIBUTED TO TAXING AUTHORITIES IN FY25

What is Unspent Revenue?

The Tax Collector's Office is fee-based. We operate directly from the fees and commissions we earn on the service transactions we provide, as outlined in Florida Statute. Our budget is approved by the Florida Department of Revenue and any commissions and fees earned that exceed our required operating budget are returned to Hillsborough County each year as unspent revenue.

LOCAL PROPERTY TAXES SUBSIDIZE STATE SERVICES

In Florida, County Tax Collectors are mandated by the state to provide motor vehicle and driver license services without adequate funding to cover the cost of service delivery.

In FY 2025, motor vehicle and driver license services represented 1.9 million transactions, 309,000 calls, and over 1 million in-person customers—comprising 73%, 88%, and 97% of our total workload respectively.

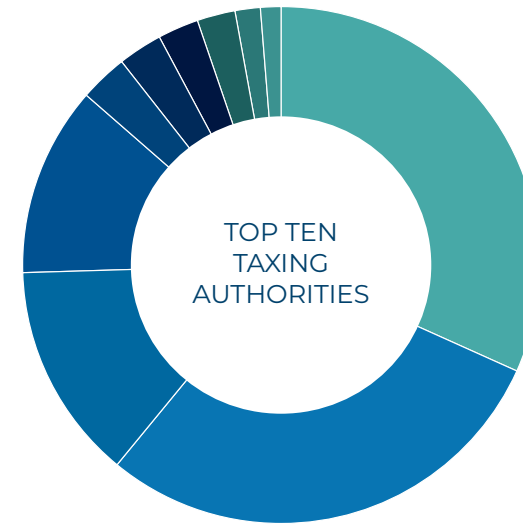
Yet of the \$135 million collected in state fees, the Tax Collector retains only \$10 million—creating a significant funding gap for services that dominate our workload. Since local property tax dollars fund state services, HCTC is closely monitoring property tax reform legislation, as any revenue loss could severely impact our ability to maintain operations and service levels.

66.57%

EXPENDITURE TO REVENUE RATIO

100%

TIMELY DISTRIBUTIONS TO TAXING AUTHORITIES



Where Did it Go?

Top Ten Distributions for FY 2025

Schools	\$946,243,341
County Operating	\$868,520,680
County M.S.T.U.	\$423,851,034
City of Tampa	\$358,008,780
County Solid Waste Collection	\$91,678,294
Library Service	\$84,516,700
Hillsborough County Transit Authority	\$77,162,980
Childrens Board	\$72,908,049
County Solid Waste Disposal	\$53,300,753
County Stormwater Management	\$35,411,276

Property Tax Collection

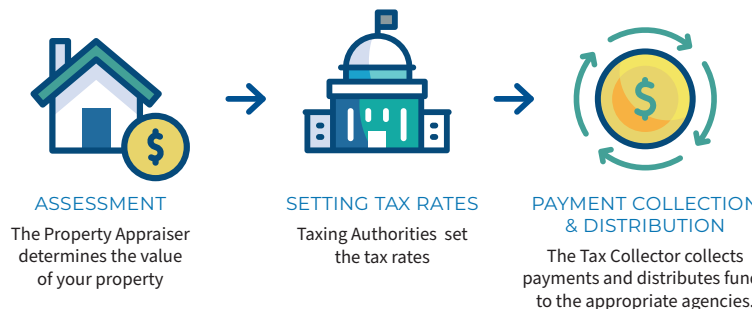
Property taxes are collected in arrears. For the 2024 tax year (collected in FY 2025), we collected over \$3.5 billion in property taxes and fees. This revenue was distributed to the taxing authorities to fund vital county and municipal services including but not limited to schools, fire departments, social services, libraries, and parks.

Our Role in Property Taxes

The Tax Collector's Office collects and distributes local property taxes to fund vital services such as schools, roads, emergency services, parks, and libraries. It's important to understand:

- The Property Appraiser determines the value of your property and exemption eligibility (Homestead, Veteran, etc.)
- Taxing Authorities (such as County Commission, School Board and others) set the tax rates (millage rates)
- The Tax Collector collects payments and distributes funds to the appropriate agencies as outlined in Florida Statute

We also serve as an agent for the Florida Department of Highway Safety and Motor Vehicles, providing motor vehicle, vessel, and mobile home services, driver licenses, and more.



Who Paid?

Total Levied on Top 10 Taxpayers for FY 2025

Tampa Electric	\$67,963,879
Hillsborough County Aviation Authority	\$19,514,346
West Water Street, LLC	\$12,599,285
Post Apartment Homes LP	\$9,073,661
Highwoods/Florida Holdings LP	\$8,636,395
Mosaic Company	\$8,182,035
Amazon.com	\$8,128,035
Eastgroup Properties	\$7,452,736
Wal-Mart	\$6,622,313
Camden Operating LP	\$6,428,031

POINTS OF PRIDE

Our mission at the Tax Collector’s Office is to consistently deliver amazing service experiences that empower our community, one customer at a time.

Below are just a few of the key initiatives completed in 2025 that continue to advance our mission



Sterling Award-Winning Organization

In May 2025, we were honored to receive the Governor’s Sterling Award, Florida’s highest recognition for organizational excellence. This prestigious award recognizes organizations that demonstrate exceptional performance in leadership, strategic planning, customer focus, workforce engagement, operations, and results.

The Sterling Award validates our commitment to delivering outstanding service to the more than one million customers we serve annually. This achievement reflects the dedication of our entire team and our focus on creating a customer-centered culture that makes accessing essential services easier and more efficient for our community.

As we move forward, we will continue to apply Sterling principles to enhance our operations, expand our services, and find new ways to better serve Hillsborough County residents.

CFX Toll Clearance Integration

Our innovative partnership with Central Florida Expressway (CFX) transformed the vehicle renewal experience by allowing customers to clear toll violations directly during their online renewal process. This seamless integration eliminated barriers that previously prevented thousands of residents from completing their registrations, removing the need for multiple transactions or office visits. In FY 2025, we cleared 29,743 toll violations through this streamlined system, capturing revenue while delivering the convenient one-stop service our customers expect. With plans to expand additional toll clearance options in the near future, we continue removing obstacles and simplifying government services for the communities we serve.

Enhanced Customer Intake Process

To better serve our customers and minimize wait times, we implemented a standardized branch intake process across all Tax Collector offices. This coordinated approach features dedicated teams efficiently managing customer flow—from greeting visitors to directing them to appropriate service lines through our queue system and answering their questions.

We know that first impressions matter. At our five busiest branch locations, we’ve added digital information boards at the entrance. Before customers step up to a window, they can see what services we offer, required documentation, current wait times, and what to expect—setting them up for success from the moment they arrive.

This streamlined system has improved operational efficiency while creating a more organized and positive experience. When customers feel prepared and informed, it enables us to deliver faster, more seamless service experiences.



Expanding Service Options for Dealers

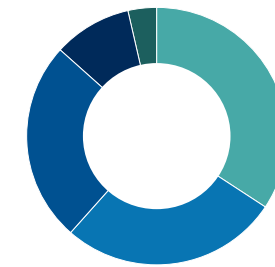
We’re committed to providing maximum convenience for our dealer partners with four flexible service options: in-person visits or drop off at most offices, smart locker drop-off available 24/7 at our Brandon and North Tampa locations, by mail, or in-person at Express Auto Tags retail locations of our long-term partner, Dealer Tag Agency, with locations in Citrus Park and coming soon to Brandon.

Transition to .gov domain

We launched our new official website domain, HillsTaxFL.gov, replacing the previous hillstax.org address. This change aligns with federal government standards for official government entities, enhancing security and public trust while providing residents with a trusted connection to essential services. All web pages and email communications from the office will now use the hillstaxfl.gov extension, which is exclusively reserved for government agencies.

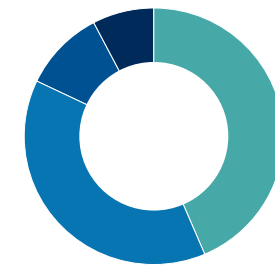
Celebrating Our Team

Our team at the Hillsborough County Tax Collector’s Office reflects the diversity of the community we serve. We are very proud of our team and the service they provide to our customers. We strive to provide our team with meaningful development opportunities to grow future leaders of the Tax Collector’s Office.



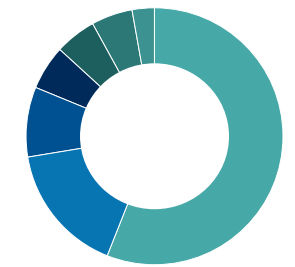
HCTC Employee Diversity

Hispanic	34.2%
White	27.4%
Black	25.0%
Other	9.8%
Asian	3.6%



Employee Generations

Millennials	38.8%
Generation X	39.1%
Generation Z	13.8%
Baby Boomer	8.3%



HCTC Longevity

Years of service for 2025

0-5 Years	21.2%
6-10 Years	26.3%
11-15 Years	16.5%
16-20 Years	11.8%
21-25 Years	10.2%
26-30 Years	7.4%
30+ Years	6.5%

424
FULL TIME EMPLOYEES

80%
INTERNAL PROMOTION RATE

45.8%
OF OUR TEAM MEMBERS ARE BILINGUAL





OUR CULTURE

The “Journey to Amazing” isn’t just our motto—it’s the foundation of how we operate at the Hillsborough County Tax Collector’s Office. Every day, our team brings this commitment to life by embracing innovation, supporting one another, and delivering service that goes beyond expectations.

Our mission, vision, and values shape how we work together and serve our community. From tackling complex challenges to celebrating milestones, we maintain an environment built on trust, respect, and a shared dedication to doing what’s right. This culture of excellence extends through every interaction, ensuring both our team members and the residents we serve experience the best of public service.

OUR CULTURE
Helping
Create a
Thriving
Community

↳ Team **HCTC**

OUR MISSION

To consistently deliver amazing service experiences that empower our community, one customer at a time.

OUR VISION

To lead in convenient and accessible services.

OUR VALUES

We do the right thing.
 We go the extra mile.
 We are innovators.
 We are #TeamHCTC.



Investing in Our Greatest Asset: Our Team

Leadership development is a cornerstone of our organizational culture. Through our leadership development programs, we’re building the next generation of leaders who will drive our mission forward. These programs go beyond skill-building—they shape future leaders equipped to continue our legacy of service, reflect the diversity of our community, and uphold our values.

In FY 2025, we initiated strategic branch manager rotations to provide cross-functional experience, while mentorship opportunities ensure institutional knowledge transfers to emerging leaders before retirements occur.

We are proud of the culture we’ve cultivated—one that prioritizes excellence, empowerment, and inclusivity. By building expertise and retention in our team today, we’re ensuring Hillsborough County residents receive exceptional service for decades to come.



Listening to Our Community

Rather than waiting for feedback to come to us, HCTC proactively engages our communities to have authentic conversations that shape our service delivery and drive continuous improvement. Key examples of this approach include:



Community Advisory Board:

Local business owners and community leaders meet regularly with Tax Collector Nancy Millan to share experiences, provide candid feedback, and offer suggestions that directly shape our services and operations.



Hillsborough County Leadership Programs:

Speaking to emerging leaders through local leadership programs creates valuable connections and opportunities to hear fresh perspectives on how our office can better serve the next generation of community stakeholders.



Rotary Club & Homeowner Association Meetings:

Regular engagement with Rotary Clubs and Homeowner Associations across the county provides platforms to share service innovations while gathering direct feedback from diverse community members on their needs and expectations.



Chamber of Commerce Collaboration:

Partnerships with local chambers of commerce create essential two-way communication channels, allowing us to educate business communities about our services while learning how we can better support their unique needs.



Workshops:

Community and business workshops provide opportunities to share critical information while creating direct dialogue with attendees, ensuring their questions, concerns, and insights inform how we serve them.

The Hillsborough County Tax Collector’s Office embraces community service as a core value that shapes our daily operations.

We see ourselves as more than a transactional government agency—we’re partners in building a stronger, more vibrant community. Our staff actively contributes through hands-on volunteer work, community donation campaigns, and various initiatives designed to improve the lives of local residents. This commitment to service reflects our understanding that true public service means investing in the wellbeing of those we serve.

We’ve also developed strategic outreach programs that bridge the gap between local government and community organizations. These collaborative efforts include promotional campaigns, voluntary contribution programs, marketing partnerships, and charitable alliances with organizations working toward shared goals of community enhancement and public engagement.

Feeding Tampa Bay Partnership

Our staff volunteered at Feeding Tampa Bay to help sort and organize food for distribution to families facing hunger. This collaboration brought together 72 team members who dedicated their time at the Feeding Tampa Bay warehouse throughout the year. By dedicating time to address food insecurity, our employees directly contribute to ensuring that Hillsborough County residents have access to nutritious meals. This hands-on involvement demonstrates our belief that public service extends into the community, where we can work alongside local organizations to tackle pressing challenges and support those who need it most.



Expanding Government Day Events

The enhanced event brought together additional county agencies and community partners to provide valuable resources and services directly to the Southshore community. Building on the success of our November 2024 Government Day event in partnership with Kings Point in Southshore, we expanded this community initiative to serve even more residents in FY 2025.

Our Mobile ID Go team returned to participate, serving community members with driver license and ID card transactions on-site. This mobile service eliminates transportation barriers and brings essential government services directly to residents in their neighborhoods.

The expansion of Government Day demonstrates our commitment to collaborative partnerships that extend our reach beyond traditional office locations.

Open House

In an approach centered on transparency, the Tax Collector and executive team opened their doors in November 2025, inviting community leaders, business partners, and key stakeholders to learn firsthand about our operations through our inaugural community Open House.

The guided experience took guests through operations, mobile ID demonstrations, and a brief overview of our Sterling Journey, showcasing the complexity behind serving 1.6 million residents.

Beyond providing insight into daily operations, this event strengthened partnerships and established ongoing dialogue that reflects our commitment to open, collaborative government.



Kids Tag Art Program

Tax Collector Nancy Millan launched the Kids Tag Art Program in Hillsborough County in 2021, creating a unique opportunity for fifth-grade students to showcase their artistic talents while supporting arts education. Students design custom vanity license plates that are manufactured as actual metal plates and made available for public purchase, transforming student creativity into functional works of art.

The program continues to grow in popularity and impact. In 2025, the initiative reached a new milestone with 65 participating schools—the highest number to date—and 3,125 fifth-graders submitting their original artwork for consideration. This impressive level of engagement raised over \$38,500 for elementary art programs across Hillsborough County. The funds provide essential resources that strengthen arts education, ensuring students have access to quality materials, instruction, and opportunities to develop their creative skills. Beyond the financial impact, the program gives young artists a meaningful platform to share their vision with the broader community while learning that creativity can make a tangible difference in supporting their school’s art program.



Metropolitan Ministries Partnership

For two decades, the Hillsborough County Tax Collector’s Office has proudly partnered with Metropolitan Ministries to support families experiencing hardship during the holiday season. This year marks our 20th consecutive year of giving, a tradition that has become a cherished annual event for our staff.

During the 2025 Thanksgiving and Christmas holiday drives, our team collected over 2,200 donated items to help local families celebrate the season with dignity and joy. This longstanding partnership demonstrates our deep-rooted commitment to supporting neighbors facing difficult circumstances during what should be a time of warmth and togetherness.



Safety Month Community Health Services

In June, we celebrated National Safety Awareness Month by partnering with health and safety organizations to deliver essential services directly to the community. For the third consecutive year, we collaborated with Lions World Vision to provide free vision screenings to children across Hillsborough County. Through outreach events held at six office locations, 54 children received comprehensive vision screenings, and 34 of them were provided with free eyeglasses to correct their vision needs.

Beyond vision care, these events connected residents with important safety resources and free hearing tests, ensuring broader access to preventive health services.



OASIS Opportunities Clothing and Hygiene Drive

Our office organized a clothing and hygiene products drive to support OASIS Opportunities, a grassroots, volunteer-driven organization dedicated to helping at-risk and low-income students in Hillsborough County. OASIS provides essential clothing and personal care items that remove obstacles to regular school attendance and academic achievement, ensuring that students can focus on learning rather than worrying about basic necessities.

Through this drive, our team collected critical supplies that directly impact students’ ability to attend school with confidence and dignity.



Paint Your Heart Out Tampa

Paint Your Heart Out Tampa has become a valued annual tradition for our office, bringing together staff members for a day of hands-on community service. This year, 34 employees and their family members volunteered to transform two homes in our community, dedicating their time and energy to refreshing living spaces for local families in need.

This initiative represents more than just a coat of paint—it’s an opportunity for our team to work side by side with neighbors, strengthening the bonds between public servants and the community we’re privileged to serve.



IMPACTING OUR COMMUNITY

321
EMPLOYEES PARTICIPATED

36,464
ITEMS DONATED

76%
EMPLOYEE PARTICIPATION



RE-IMAGINING SERVICE DELIVERY: OUR VISION FOR 2026 AND BEYOND

RE-IMAGINING SERVICE DELIVERY: OUR VISION FOR 2026 AND BEYOND

With our third Governor’s Sterling Award and over one million customers served, we’re forging ahead with an ambitious vision—meeting your needs today while preparing for tomorrow’s challenges.

WORKING SMARTER THROUGH INNOVATION

Pre-Visit Preparation

We’re developing pre-screening solutions that will transform complex transactions. Imagine securely uploading documents before your visit, receiving feedback on requirements, and arriving confident you have everything needed. No repeat visits. No uncertainty. Just efficient service that respects your time.



Artificial Intelligence

We’re exploring AI-powered solutions to enhance service while maintaining security and privacy:

- AI-driven document validation paired with human review
- 24/7 virtual assistants for personalized support
- Predictive analytics to optimize staffing and reduce wait times

NAVIGATING CHALLENGES WITH TRANSPARENCY

Property Tax Reform: A Critical Issue

The most consequential challenge facing our office is potential property tax reform legislation currently under consideration. Multiple proposals—ranging from modest exemptions to complete elimination of non-school homestead property taxes—could dramatically impact operations. We fully support meaningful tax reform while ensuring minimal impact on our service delivery.

The reality: Our office processes 97% state-mandated services with only 16% state funding. Property tax commissions subsidize critical driver license and motor vehicle operations serving over a million customers annually. Depending on which proposals pass, the Tax Collector’s Office could face a \$4.5 million to \$38 million annual funding shortfall.

Without adequate funding, residents may experience service location closures, reduced staffing, and transformation of same-day services into potentially 2-3 week wait times. We’re actively working with state legislators to advocate for sustainable funding solutions that protect the essential services our community depends on for employment, legal compliance, and daily life.



Workforce Evolution

As we grow to meet demand, we’re addressing workforce challenges through enhanced training (averaging 61.86 hours per employee), leadership development programs, strategic branch manager rotations, and succession planning for nine critical leadership positions facing retirement between 2026-2033.

OUR COMMITMENT REMAINS STEADFAST

Despite uncertainties, our commitment is clear: delivering accessible, efficient, and trustworthy service to every Hillsborough County resident. Q1 FY2026 results validate our approach to delivering amazing customer service experiences — overall average wait times down 15 minutes, satisfaction ratings at 93.71%, and Google reviews are at 4.83 stars—demonstrating our capacity to adapt rapidly.

We’re strengthening engagement at every level to ensure we meet community needs. By listening to our team members, community partners, and customers, we create a continuous feedback loop that drives meaningful improvements in how we serve Hillsborough County.



Looking Ahead with Resolve

The future of government service is being shaped right here in Hillsborough County. We face real challenges—property tax reform, workforce evolution, and rapid population growth will test our adaptability. But we face these challenges with proven resilience, strategic planning, and clear focus on our mission.



As we expand our physical footprint in 2026 with new service locations at MacDill Air Force Base, Northdale, and through our mobile MILES bus and Express Auto Tag partnerships, we’re ensuring accessibility keeps pace with our community’s growth. Innovation serves accessibility. Efficiency meets empathy. Transparency builds trust. Every interaction reinforces that you’re not just a transaction number—you’re a valued member of our community.

Thank you for being part of our journey. Together, we’re setting new standards for what’s possible in public service.

OFFICE HOURS:

M/T/TH/F 8:00 AM - 5:00 PM
W 9:00 AM - 5:00 PM

DRIVER LICENSE SERVICES:

M/T/TH/F 8:00 AM - 4:30 PM
W 9:00 AM - 4:30 PM

LOCATIONS:

AAA/WESTSHORE*

1701 N Westshore Blvd.
(*No driver license services)

EAST TAMPA*

2814 E Hillsborough Ave.
(*Driver license & Vehicle for Hire only)

BRANDON

3030 N Falkenburg Rd.

NORTH TAMPA

3011 University Center Dr.

DOWNTOWN

601 E Kennedy Blvd, 14th Floor

PLANT CITY

4706 Sydney Rd., Plant City

DREW PARK

4100 W Dr. MLK, Jr. Blvd.

SOUTHSHORE

406 30th St. Southeast, Ruskin

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