

- Customer service centers upgraded: Carriage Gate, Westside and Sugar Creek locations.
- Two full service customer centers established: Carriage Gate and Westside locations.
- Vehicle registration renewal notices that contain personal information mailed in enclosed envelopes to minimize identity theft.
- Technology upgrades at all customer service centers.
- Telephone customer assistance system streamlined to quickly get answers to your questions.
- Turn around time for "mail in" transactions reduced by fifty (50%) percent. Now transactions are processed within 7 days.
- Customer Service Representatives cross trained to reduce customer wait time.
- Fast title service for vehicles, vessels and mobile homes established to allow customers to receive printed titles at time of request.
- Automated vehicle registration implemented at participating automobile dealerships to allow customers to receive permanent license plates (instead of temporary) at the point of sale. Participating dealerships include: Capital Eurocars, Proctor & Proctor, Inc., Proctor Acura, Proctor Honda, Tallahassee Hyundai, Used Supermarket, Inc. and All American Ford.
- Digital archiving system installed to expedite assistance to the public with research which will minimize office storage needs.
- Website improved for rapid access to tax collector related information and ability to perform "on line" transactions.
- Credit card processing fee reduced from 3.5% to 2.95%.

- Our Cross Creek Office, located at 2910 Capital Circle S, has been upgraded to a “**FULL SERVICE**” customer center.
- A third “**FULL SERVICE**” customer center located at 3477 South Monroe Street. This location is now open for business.
- Your County Tax Collector, Doris Maloy and County Clerk, Bob Inzer, have teamed up to reduce costs and improve customer service by combining the Clerk's Traffic Fine Division with the Tax Collector's Heritage Plaza Service Center located at 2810 Sharer Road, Suite 17.
- Walk-in customers will notice our new computerized “queuing system” that assigns a service order number to customer and assures that they are served as quickly as possible by the next available Customer Service Representative. This system automatically tracks how long each customer waits for service, records transaction types, how long it takes to complete each person's transaction(s) for them, and other important information that helps us better manage the available resources to improve our responsiveness to customer needs.
- Customers who wish to pay on-line via the Internet now have a **New Payment Option**: You can now pay by **E-check** with **NO** added charges.
- **Tourist Development Tax** returns can now be filed via the internet using our new on-line system. Once those returns have been completed, the taxpayer can transmit the return to the Tax Collector electronically via the internet and make the payment by using an E-check with no added charges. (Payments can also be made by credit/debit card, but these payments involve an additional processing fee charged by an independent servicing company.)
- **Dealer News** – The Electronic Temporary Registration Program becomes **Mandatory** on July 1, 2008.