

- 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%.