



2023-24

Fiscal Year Annual Report

Will Roberts | Constitutional Tax Collector



WILL ROBERTS
TAX COLLECTOR



A message from

Will Roberts

Constitutional Tax Collector

It is an honor and privilege to serve the citizens, residents, and taxpayers of Volusia County, and I am grateful for the trust you place in our office. This fiscal year, we marked a major milestone with the opening of a branch in Deltona, the largest city in Volusia County, which now has its first official DMV location. For the first time, Deltona residents have a convenient, local option for a full range of services, including property tax payments, vehicle and vessel titling and registration, driver licenses and disabled parking placards. This branch represents our commitment to ensuring all residents have accessible, efficient service.

We also expanded driver license services to five of our six branches, enabling residents to complete multiple essential tasks all in one place. These branches now offer a true “one-stop shop” experience, eliminating the need for customers to navigate multiple locations.

In our commitment to reducing in-office wait times, we have continued to enhance our online services, enabling residents to conduct business virtually when it suits them. Now our customers can not only pay property taxes and

renew registrations online, they can also order electronic titles and specialty license plates.

Our office’s dedication to operational excellence was recognized by the Florida Tax Collectors Association, which honored us with our third consecutive Legacy Award for Financial Operations.

In a competitive job market, we understand the importance of attracting and retaining skilled, service-focused team members. By the end of this fiscal year, we reached a staffing rate of 90%, including critical supervisory positions. Our talented and enthusiastic team is dedicated to delivering high-quality service that exceeds expectations.

In FY 24, we proudly joined 14 other Florida tax collectors in launching the Kids Tag Art program, raising \$4,400 to support Sugar Mill Elementary School’s art program.

It is a true privilege to be entrusted with these responsibilities as Tax Collector. We will continue to seek new ways to serve you better in the years ahead. Thank you for your support and trust.



WILL ROBERTS
TAX COLLECTOR

About the Constitutional Tax Collector

The Tax Collector's Office was established as an independent agency under the Florida Constitution in 1885. This constitutional framework ensures that tax collectors operate independently of local or state agencies that have the authority to levy taxes, thereby limiting the influence of county commissioners and preserving a system of checks and balances.

In 2020, Volusia County voters elected Will Roberts as the county's first tax collector in 50 years. He was re-elected without opposition in 2024, beginning his second term.

Other constitutional officers in Volusia County include the Clerk of the Circuit Court, Supervisor of Elections, Property Appraiser, and Sheriff. By electing these leaders, Volusia residents ensure dedicated stewardship of essential services that support the community's growth and well-being.

Our services

The Office of Will Roberts – Tax Collector, proudly serves Volusia County with six locations staffed by a dedicated team of 121 professionals. These team members are extensively trained to deliver essential services on behalf of both the State of Florida and Volusia County.

As an authorized agent for the State of Florida, our office facilitates services for several state agencies, including the Florida Department of Agriculture and Consumer Services, the Department of Revenue, the Fish and Wildlife Conservation Commission, the Department of Health, and the Department of Highway Safety and Motor Vehicles.

Services include:

- Motor vehicle and vessel titling & registration
- Driver licenses & Florida identification cards
- Real estate, tangible personal property and centrally assessed.
- Concealed weapon licenses
- Hunting and fishing licenses
- Florida birth certificates



Collections and distributions

In fiscal year 24, the Office billed, collected and distributed nearly \$1 billion in property taxes and assessments for 43 taxing and 188 levying authorities. These funds provide essential support for critical services, including but not limited to the school district, public safety, infrastructure, and community programs.

\$1 billion

Nearly **1 billion in property taxes** was billed, collected and distributed for the county's taxing and levying authorities.



Distributions to taxing authorities FY 24

Municipalities	\$252,783,004
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Development districts	\$2,911,846
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FL Inland Navigation	\$1,477,136
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PACE agencies	\$778,214
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Healthcare district	\$43,689,812
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School Board	\$322,660,577
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St. Johns Riv Wtr Mgt Dist	\$9,196,094
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Volusia ECHO/Forever	\$20,296,028
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Volusia Co. General Fund	\$165,991,633
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Volusia Co. Pub. Safety Fund	\$73,849,661
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Volusia Co. Library	\$21,368,500
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Municipal service funds	\$57,370,217
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Volusia Co. Mosquito Cont.	\$6,326,359
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Ponce Inlet Port Auth.	\$2,451,344
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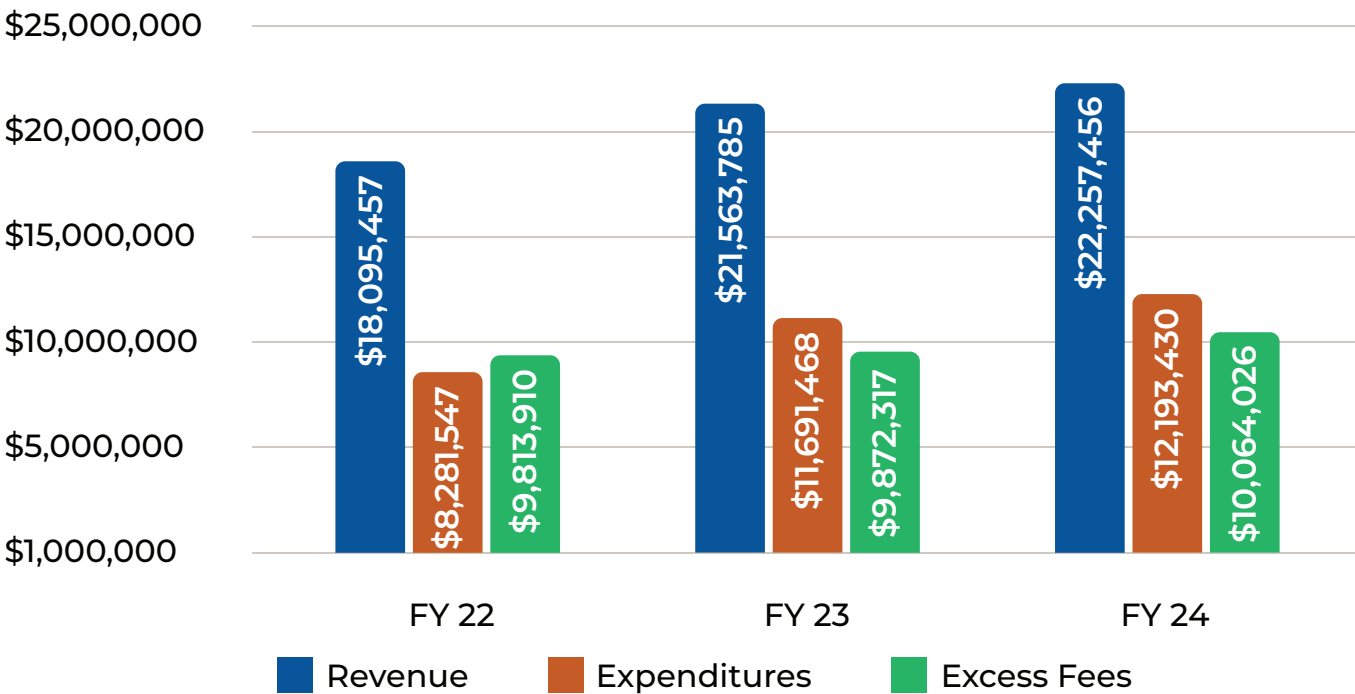
Unincorporated areas	\$17,292,650
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Florida Tax Collectors Association's 2024 Legacy Award

In August, Volusia County Tax Collector Will Roberts received the Florida Tax Collectors Association 2024 Legacy Award for Financial Operations, recognizing excellence in the previous fiscal year.

FY 24 annual budget comparison

Each year, the Florida Department of Revenue reviews and approves the operating budget for the Volusia County Tax Collector. All unexpended revenue (excess fees) are returned to taxing authorities in Volusia County.



FY 24 revenues collected

Non-advalorem	\$163,575
Advertising fees	\$106,788
CFX tolls	\$14,482

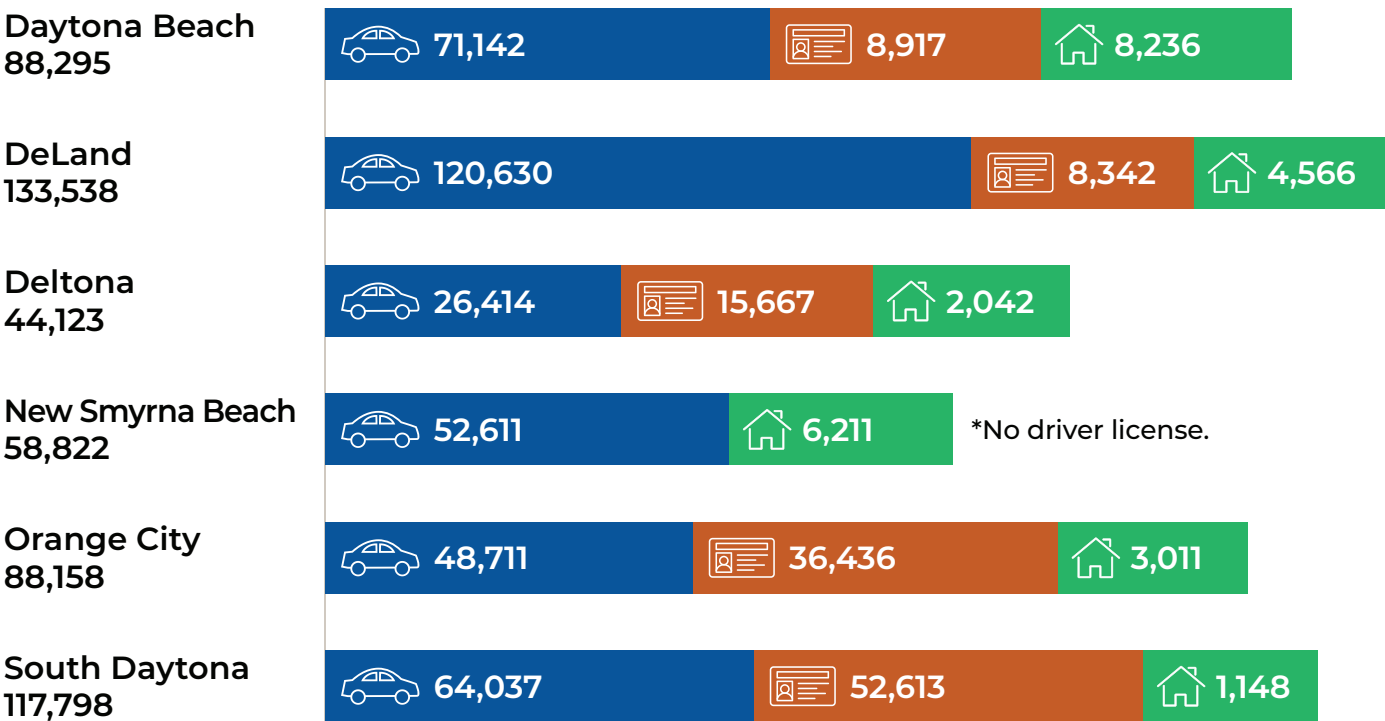
\$10.1 million

As a result of cost-effective operations, **the Office returned nearly \$10.1 million of unused fees** to Volusia County’s taxing and levying authorities at the end of FY 24.




The Volusia County Tax Collector operates as an independent agency, funded entirely through commissions and fees for the services it provides.

Transactions processed by branch

Across Volusia County, Tax Collector branches handle a wide range of services, including but not limited to motor vehicle transactions, driver license and identification (ID) card services, and property tax payments. Service volumes vary by location. While most branches offer the full range of services, driver license/ID services are not available at the New Smyrna Beach branch due to space constraints.



*Includes additional online transactions.

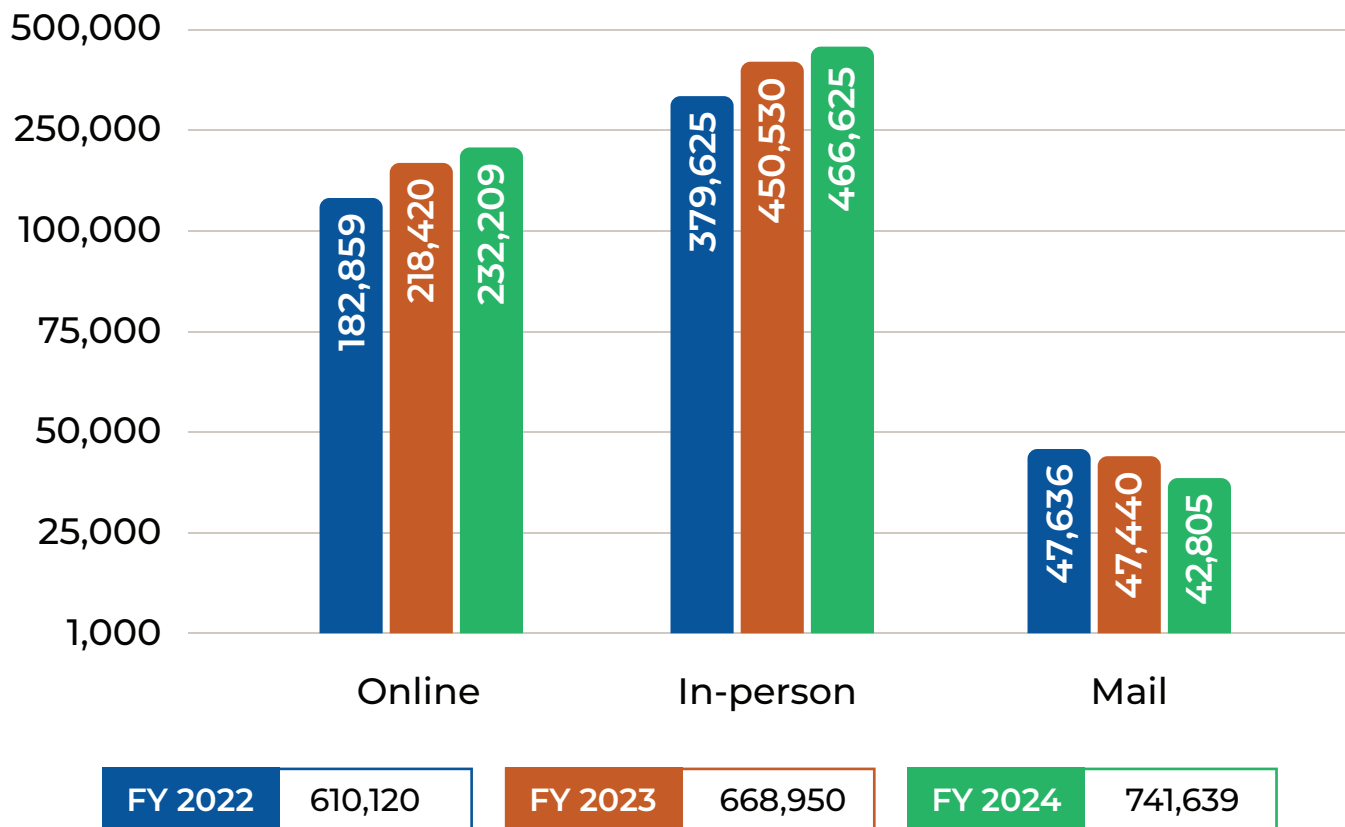
	Concealed weapon	5,843
	Hunting and fishing	1,337
	Birth certificate	505

321,433

Team members in the Property Tax Department in DeLand also processed **321,433 property tax transactions.**

How customers connect with us

Customer DMV transaction methods



The Office has experienced a steady increase in online transactions over the past three years. By offering more accessible and efficient digital services, we've made it easier for customers to complete their transactions online – a preference that continues to grow among those we serve.

Impact of AI on customer support

- **90,643 questions** have been answered.
- **53,169 potential customers** have interacted with Sunny.
- **A cost savings of \$207,359** since FY 23.

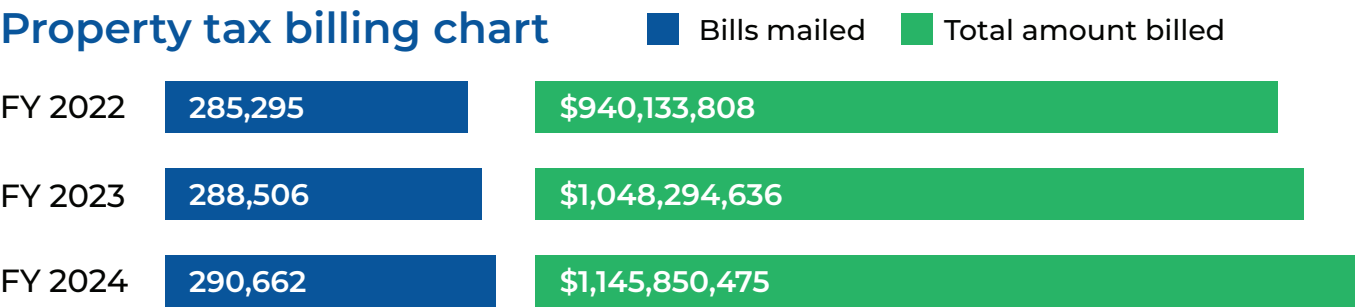


Sunny, our AI-powered virtual assistant, has made a significant impact since being introduced on our website in FY 23. Sunny is designed as a racecar driver, paying tribute to Volusia County's rich racing history while embodying speed and efficiency in answering customer questions. He is available 24/7 to answer questions and assist customers, reflecting our commitment to innovative and accessible service.

Property tax billing and payment trends

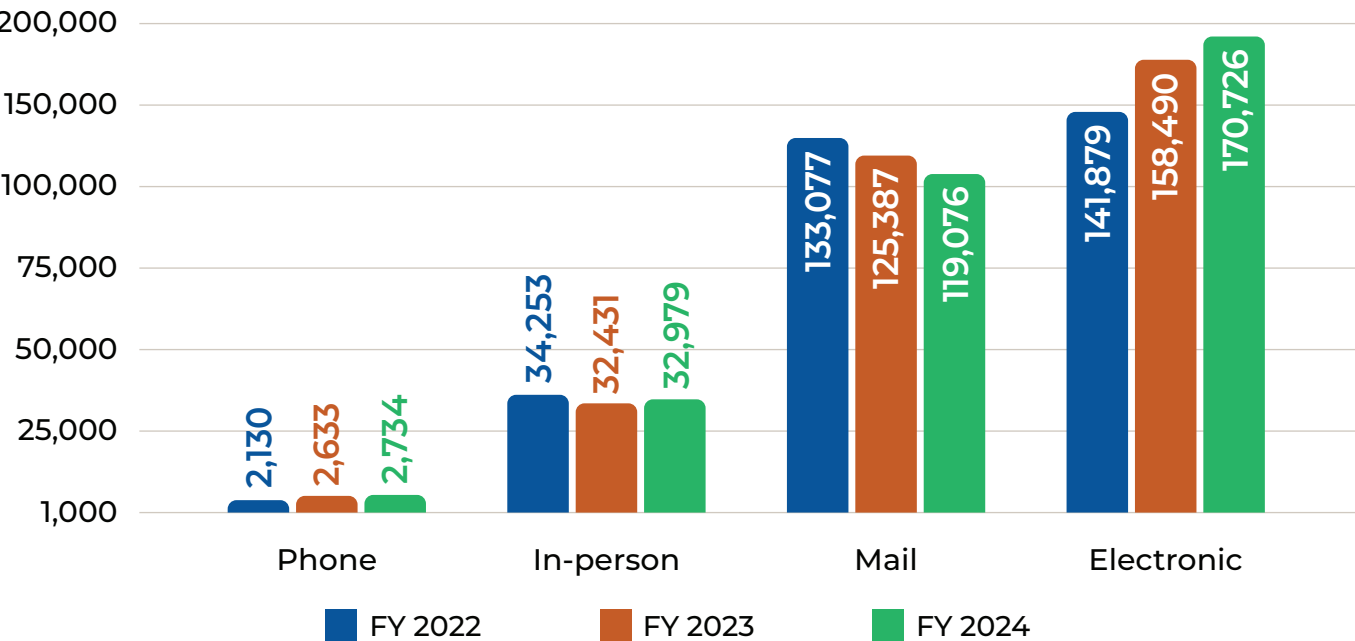
Over the past three years, the number of property tax bills mailed has steadily increased, reflecting the growth in taxable parcels within our jurisdiction. Along with this increase, the total amount billed has also risen year over year. It's important to note that parcels with a tax bill of less than \$5 are not billed, and exempt parcels do not receive a property tax bill. The data below highlights both the expansion of our tax base and the efficiency of our billing processes.

Property tax billing chart



*Total billed does not have any discounts included. Also does not include under minimum bills and/or exempt parcels.

Property tax payment preferences



The Office provides customers with several convenient ways to pay property taxes: by phone, in person, by mail, and electronically. Over the past three fiscal years, the trend shows a steady increase in electronic payments, while mail payments have declined and in-person payments have generally trended downward. This shift toward electronic methods improves efficiency and streamlines the payment process for both customers and our office.

Connecting through community

The Office participated in more than 85 community events across Volusia County. From school visits and senior expos to local festivals and neighborhood gatherings, these events play a vital role in advancing the office's educational mission. By meeting residents where they are, our team is able to share valuable information about the wide range of services we provide while also answering questions and strengthening trust with the public we serve.



Kids Tag Art takes off!

In its inaugural year, the Kids Tag Art program launched with Sugar Mill Elementary School as the pilot, giving fifth-grade students an opportunity to design specialty license plates that showcase their creativity. The program generated nearly \$4,400 for the school's art dept. through plate sales and sponsorships.



ID•Go

Launched mid-year, the new ID-Go program provides Florida identification card renewals to homebound individuals. The service is offered in partnership with organizations and care facilities that assist homebound residents, helping ensure greater access to essential identification. In the first four months following the program's launch, 241 customers received assistance.

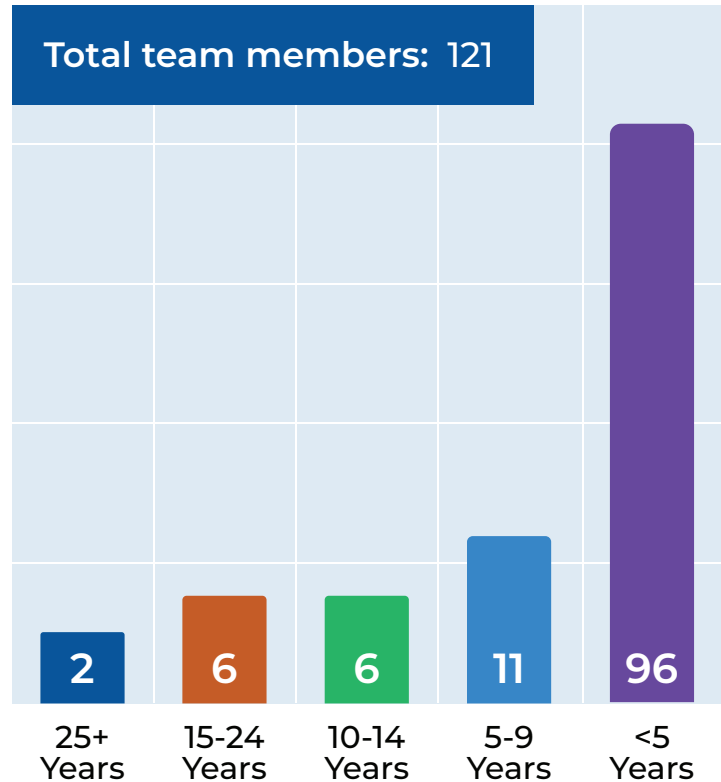
Our team members



Bowling for Literacy

Our team members have a blast every year supporting Bowling for Literacy, a fundraiser hosted by the Rotary Club of DeLand. Proceeds help provide dictionaries to 3rd grade students in West Volusia.

Team members by tenure



MeStrong

Each February, our team members proudly participate in the annual MeStrong United in Strength 5K, showing their support for local families battling cancer. It's a tradition that brings us together for a great cause and a great community.



Our Vision

We are changing the way
Volusia residents experience
government services.

Our Mission

To provide exceptional customer
service, accuracy and education
to all citizens who seek services.

Our Core Values

Fiscal Responsibility | Integrity | Respect
Teamwork | Commitment to Customers



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Office of Will Roberts – Tax Collector

123 W. Indiana Ave. DeLand, FL 32720

(386) 736-5938 | Volusiatax.gov

 [Fb.com/volusiatax](https://www.facebook.com/volusiatax)