



# 2024-25

## Fiscal Year Annual Report

Will Roberts | Constitutional Tax Collector



**WILL ROBERTS**  
TAX COLLECTOR



A message from

## Will Roberts Constitutional Tax Collector

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Serving the citizens, residents and taxpayers of Volusia County is a responsibility I value deeply. Each day, our team is entrusted with services that matter in people's lives — from vehicle registrations and titles to driver license and ID services — and we approach that responsibility with professionalism, urgency and care.

Four years into this role, the numbers tell a clear story of progress. Since taking office in 2021, our office has increased total transactions by 43 percent, handling nearly 800,000 transactions this fiscal year alone. The vast majority of that work supports motor vehicle services, ensuring our growing community can stay safely and legally on the road.

This fiscal year marked meaningful operational improvements. We reduced our turnover rate from more than 25 percent to just 7 percent, allowing us to retain experienced team members and build stability across all six branches. That consistency has translated directly into improved service:

- 88 percent of customers who completed surveys rated their experience 5 stars — the highest possible rating.

- Average wait time across all branches was just 20 minutes for customers without an appointment.
- More than 40 percent of eligible transactions are now completed online, improving efficiency and convenience.

The combination of lower turnover and increased online usage has created measurable gains in both wait times and customer satisfaction. While I am proud of the progress, we continue to look for ways to improve. Our mission remains clear: Change the way people experience government services.

Beyond our branch operations, we remain committed to serving the broader needs of our community through partnerships and outreach that help residents obtain essential identification.

I am grateful for the trust you place in our office. We will continue to build on this foundation — improving access, strengthening our team and delivering service that reflects the high standards Volusia County deserves.

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20,400 customers gave us



on our customer survey

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## 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

Residents across Volusia County rely on the Office of Will Roberts – Tax Collector for a wide range of essential state and county services. These services are delivered through six branch locations by a team of trained professionals dedicated to providing efficient and knowledgeable assistance.

The Office also serves as an authorized agent for the State of Florida, working in partnership with several state agencies, including the Florida Department of Agriculture and Consumer Services, Department of Revenue, Fish and Wildlife Conservation Commission, Department of Health and Department of Highway Safety and Motor Vehicles.

Through these partnerships, the office provides services such as motor vehicle and vessel titles and registrations, driver licenses and Florida identification cards, property tax collection, concealed weapon licenses, hunting and fishing licenses and Florida birth certificates.



## Distributions to taxing authorities FY 25

Municipalities	\$285,487,411
Development districts	\$5,172,962
FL Inland Navigation	\$1,632,886
PACE agencies	\$936,449
Healthcare district	\$47,109,290
School Board	\$342,095,497
St. Johns Riv Wtr Mgt Dist	\$10,165,690
Volusia ECHO/Forever	\$22,455,542
Volusia Co. General Fund	\$172,972,554
Volusia Co. Pub. Safety Fund	\$89,864,885
Volusia Co. Library	\$21,853,894
Municipal service funds	\$63,485,931
Volusia Co. Mosquito Cont.	\$6,456,265
Ponce Inlet Port Auth.	\$2,706,253
Unincorporated areas	\$19,037,578

## Florida Tax Collectors Association's 2025 Merit Award

In August, Volusia County Tax Collector Will Roberts received the Florida Tax Collectors Association Certificate of Merit, which is awarded for a clean audit report with no findings.

## Collections and distributions

In fiscal year 25, the Office billed, collected and distributed nearly \$1.1 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.

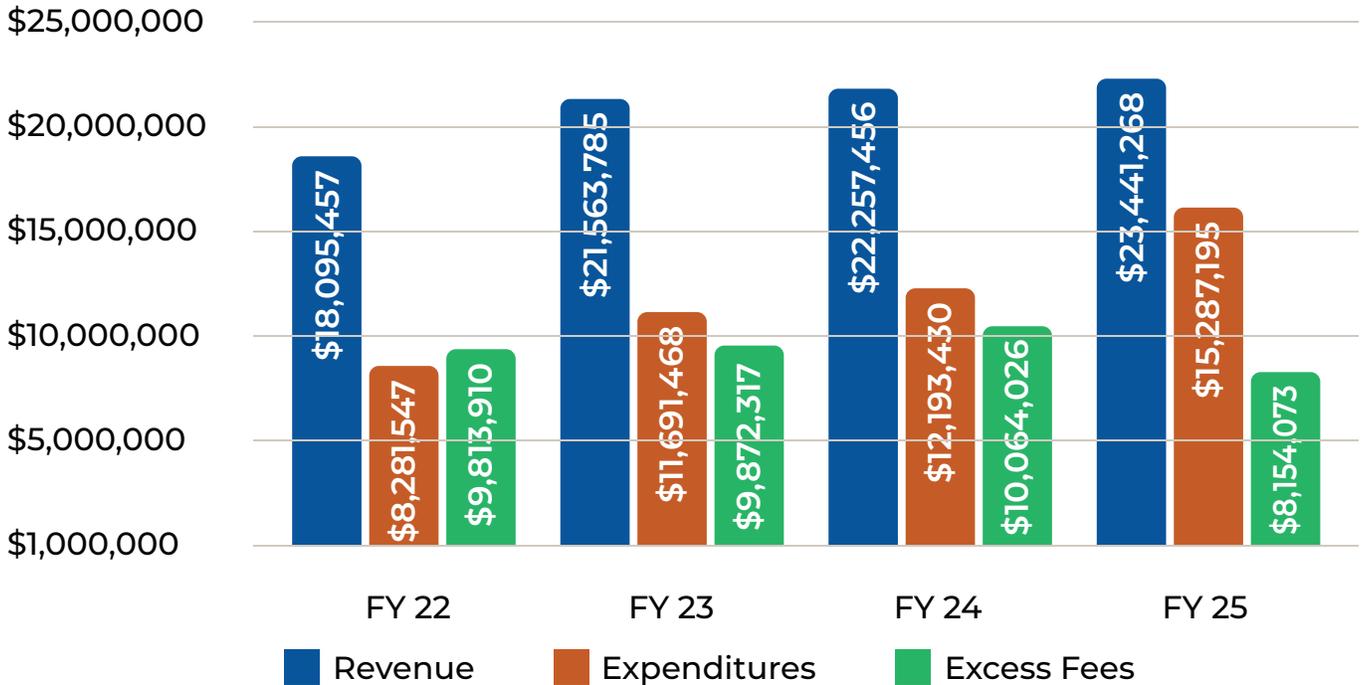
# \$1.1 billion

Nearly **1.1 billion in property taxes** was billed, collected and distributed for the county's taxing and levying authorities.



# 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 25 revenues collected

Non-advalorem	\$166,640
Advertising fees	\$96,627
Tolls	\$20,347

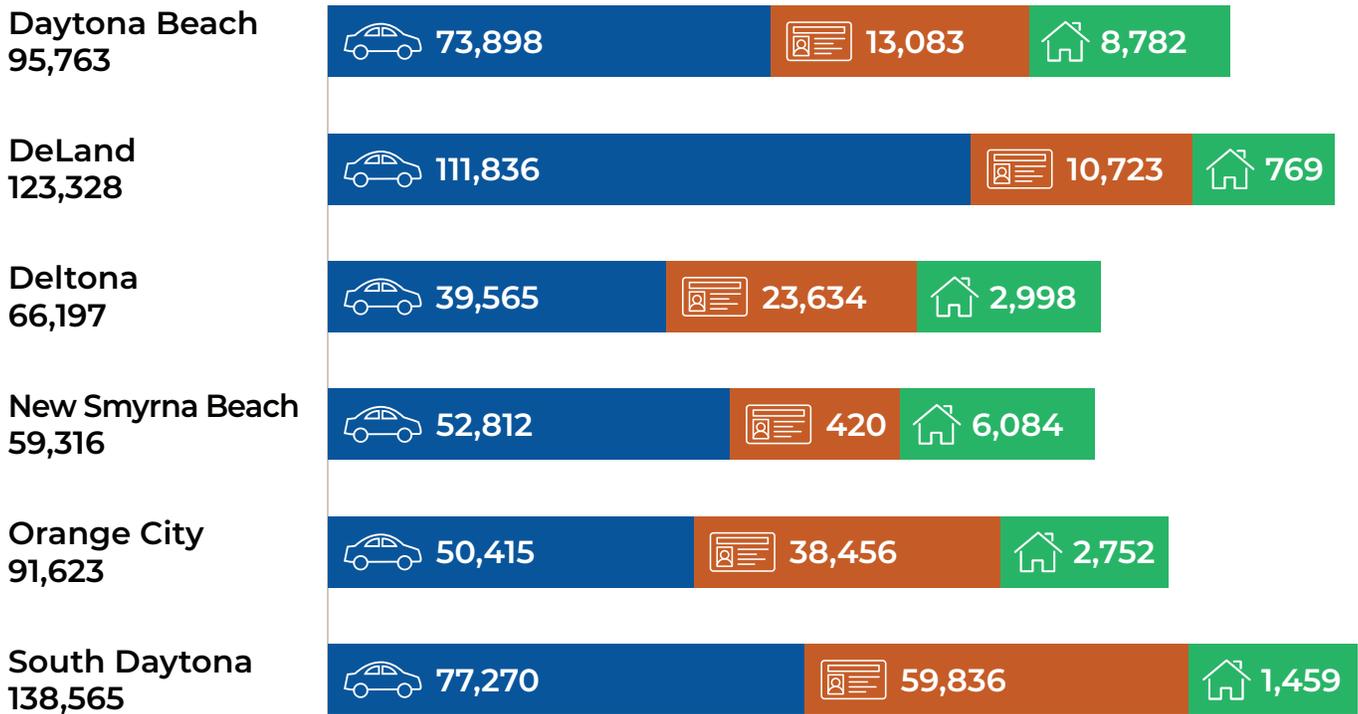
### \$8.2 million

As a result of cost-effective operations, **the Office returned nearly \$8.2 million of unused fees** to Volusia County's taxing and levying authorities at the end of FY 25.

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, very limited driver license/ID services were available at the New Smyrna Beach branch during FY 25.



\*Includes additional online transactions.

## Licenses & permits

- Concealed weapon** 5,883
- Hunting and fishing** 1,101

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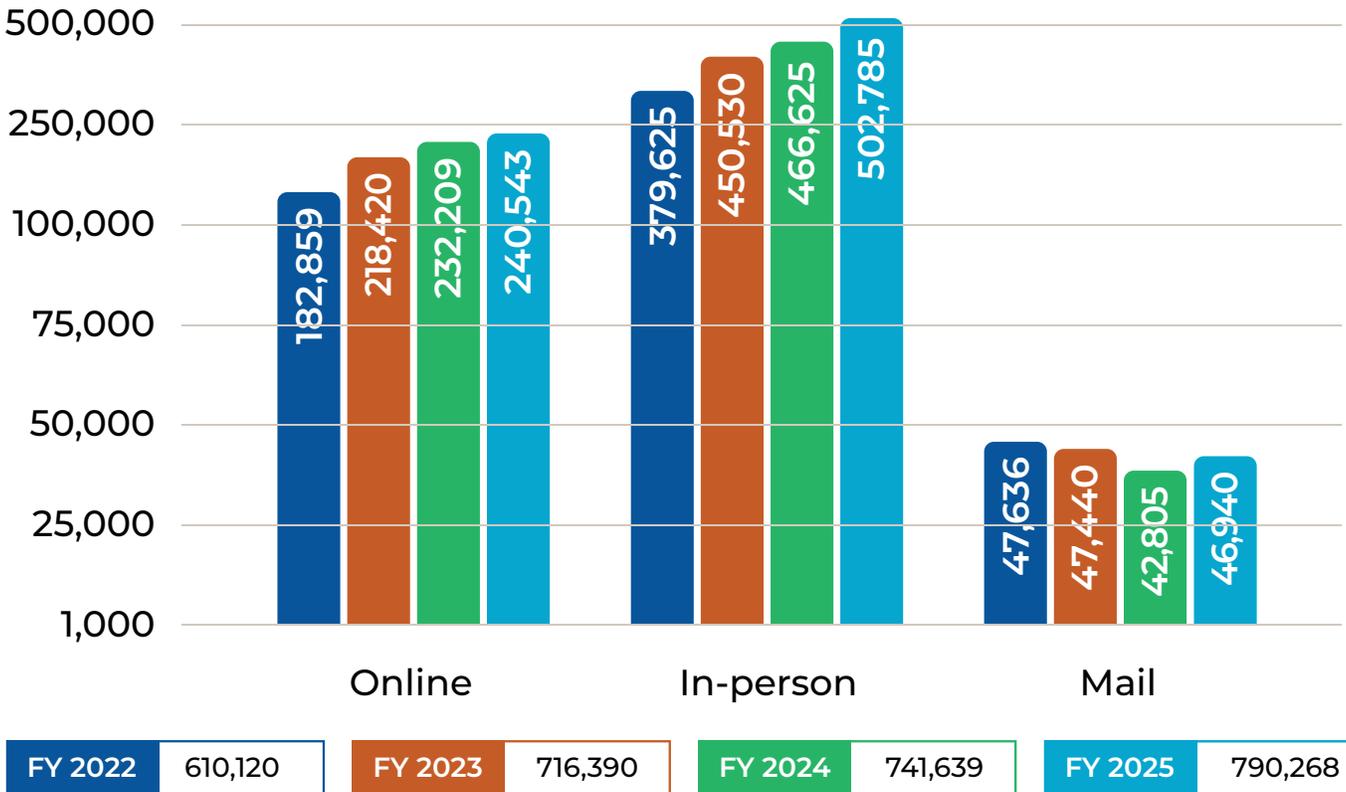
# 327,025

Team members in the Property Tax Department in DeLand also processed **327,025 property tax transactions.**

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# How customers connect with us

## Customer DMV transaction methods



Online services continue to play an increasingly important role in how we serve our community. Over the past three years, digital transactions have steadily grown as more customers choose the convenience of completing eligible services from home. By expanding and enhancing our online options, we are improving efficiency while giving residents greater flexibility in how they do business with our office.

## We're on-the-go with ID>Go!

- 235 homebound individuals visited
- 405 county jail inmates served prior to reentry

In FY 25, our ID-Go program delivered 640 Florida identification cards to residents who could not visit a branch. The program brings services directly into correctional facilities and care settings to remove barriers to identification while improving operational efficiency. ID-Go supports inmates with reentry to the community, assists vulnerable residents with official identification, and reinforces our commitment to accessible government services for all.



# Property tax billing and payment trends

Growth across Volusia County continues to be reflected in our property tax roll. Over the past four years, both the number of taxable parcels and the total amount billed have increased annually. Parcels with tax bills under \$5 and exempt properties do not receive a tax bill. The figures below illustrate the continued expansion of our tax base and the accuracy and consistency of our billing operations.

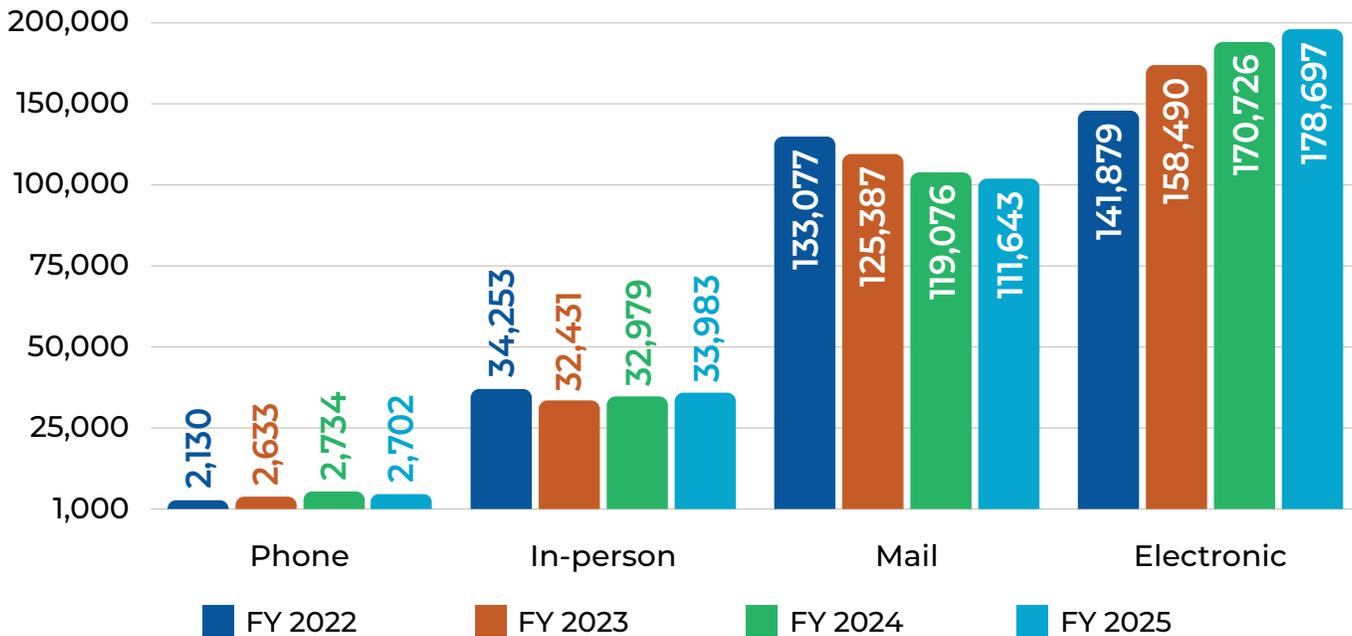
## Property tax billing chart

■ Bills mailed ■ Total amount billed



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

## Property tax payment preferences



Property tax payments can be made by phone, mail, in person or through our electronic payment platforms. In recent years, more customers have chosen to pay online, while payments by mail have declined and in-person volumes have remained relatively steady. The continued shift toward electronic payments enhances convenience for taxpayers and supports greater operational efficiency for our office.

# Service beyond the counter

In FY 25, our team participated in dozens of community events across Volusia County, bringing essential tax collector services directly to residents. From conducting VIN verifications at the Spring and Fall Turkey Run to attending community expos and outreach events focused on individuals in need of vital documents such as Florida identification cards, we helped remove barriers to critical services. We also supported broader community efforts, including serving as a drop-off location for the Volusia Basket Brigade, reinforcing our commitment to service both inside and outside our branches.



## Kids Tag Art expands its impact

In its second year, the Kids Tag Art program expanded to 10 participating elementary schools, giving fifth-grade students the opportunity to design specialty license plates. The program generated \$2,000 for each school, helping replenish essential supplies and support art enrichment opportunities in local classrooms.

## Driven to give!

In FY 25, Team Tax Collector members selected Cudas Unhooked as their charity of choice, raising \$2,000 through personal contributions. Each year, team members collectively choose an organization to support, reflecting causes that matter to them and the community. This tradition highlights the generosity of our team and their commitment to making a meaningful difference beyond the workplace.



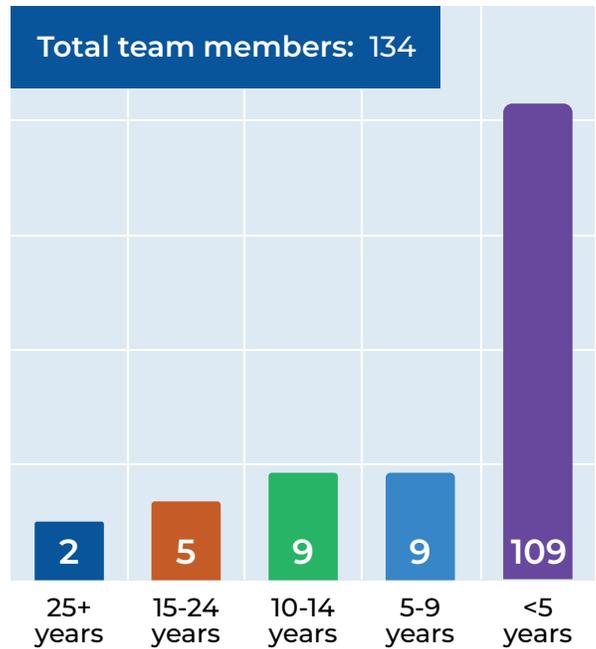
# The team behind the service



## A strike for literacy

Each year since 2021, Team Tax Collector has laced up their bowling shoes to support Bowling for Literacy, hosted by the Rotary Club of DeLand. Funds raised help ensure third-grade students in West Volusia receive their own dictionaries — building vocabulary, confidence and a foundation for lifelong learning.

## Team members by tenure



## Supporting MeStrong since 2021

Since 2021, Team Tax Collector has participated in the annual MeStrong United in Strength 5K, standing alongside local families facing cancer. Each year, more team members join the effort, reflecting the compassion and unity that define our organization. It is a meaningful tradition that strengthens both our team and the community we serve.



## 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



**WILL ROBERTS**  
**TAX COLLECTOR**

**Office of Will Roberts – Tax Collector**

123 W. Indiana Ave. DeLand, FL 32720

(386) 736-5938 | [volusiatax.gov](http://volusiatax.gov)

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

Some images courtesy of the County of Volusia.