



**RANDY MASK**  
*Sumter County Tax Collector*

[www.sumtertaxcollector.com](http://www.sumtertaxcollector.com)

---

Mr. Arnold,

The Sumter County Tax Collector's Office is pleased to provide our cost proposal in response to Sumter County's budget request for FY 2022-2023.

The changes I would like to notate in this budget request include the addition of the following four positions; two Customer Service Specialists, one Tax Department Technician, and one High Speed Technician (justification data is listed below). I have also included an increase in budgeted salary, which I believe was vital for employee retention. In November 2021, I opted to provide my employees with a salary increase of \$2.00 per hour. My justification for the increase was based on losing 48% of my staff in less than one year, 38% left due to higher pay with another employer. Our office conducted a pay study of surrounding Tax Collectors and determined that our starting pay was below the average. Due to allocating the \$2.00 increase in November 2021, I plan to provide my employees with a 3.2% COLA increase in October 2022 instead of the 5.9% that was approved.

Customer Service Specialist transaction projections are determined by using four (4) years of data that estimate transaction totals from October 1, 2022 through September 30, 2023.

Customer Service Specialist transactions are estimated based on the following data:

- 3,129 Certificates of Occupancy have been issued in the past 12 months, (resulting in an estimated 10,952 additional transactions) due to new citizens
- Projected additional transactions are 27,000 for 2022-2023
- Total projected transactions for 2022-2023 are 216,542
- 27,000 transactions represent 3,465 additional man-hours

Call data:

- 200,073 calls projected for the 2022-2023 fiscal year
- Average call time 2:32 minutes

Based on the four-year trend and the projected increase of transactions I am requesting two additional Customer Service Specialists for the upcoming fiscal year.

Online transactions and high speed processing have continued to increase for property tax payments and tag renewals, as reflected in the following data:

- Property Tax 9% increase – 1,752 more than last year's 19,195 transactions
- Tag Renewal 7% increase – 1,363 more than last year's 20,357 transactions

**Wildwood Office**

7375 Powell Road, Suite 135  
Wildwood, FL 34785  
Office: (352) 689-4540  
Fax: (352) 689-4541

**Bushnell Office**

220 E. McCollum Avenue  
Bushnell, FL 33513  
Office: (352) 569-6740  
Fax: (352) 569-6741

**The Villages Office**

8033 E C-466, Suite B  
The Villages, FL 32162  
Office: (352) 689-4645  
Fax: (352) 689-4646

- Projected additional transactions for 2022-2023 are 7,546
- Total projected transactions for 2022-2023 are 132,992
- 7,546 transactions represent 1,301 additional man-hours

High-speed processing and online transactions are completed faster than in-person transactions, keeping office wait times down, which is also convenient to the customer. Over the past four years, we have seen an increase in registration renewals by 29% and online payment of property taxes by 15%. The high-speed processing area is also responsible for all financial deposits, which are sent electronically to allow for increased security, and more efficient bank deposits. Historically, the High-speed area has been staffed with one full time Tax Collector employee and one part time Ad Vance Talent Solutions employee. Due to the increase in transactions and the need for redundancy in this area, I am requesting one additional full time High Speed Technician position.

The Tax Department covers the high speed processing area as well as all aspects surrounding the annual tax roll, delinquent collections, records management, and bankruptcy filings. In addition, the Tax Department fields 6% of our annual call volume resulting in 12,005 calls during the 2021-2022 fiscal year. Due to the growth in our county, this department has seen an increased volume in calls and allotted time to serve the needs of the additional residents. Redundancy is imperative in the Tax Department, for the 2022-2023 fiscal year I am requesting one additional full time Tax Department Technician position to assist in the increased volume as well as ensure a reliable backup in the event one is needed.

*Revenue collected from previous years:*

**Office Transaction Fee Collections**

FY 2018-2019	\$2,571,793.12
FY 2019-2020	\$2,508,849.73
FY 2020-2021	\$2,665,275.23
FY 2021-2022	\$2,852,982.75 (Estimated)
FY 2022-2023	\$2,926,310.00 (Estimated)

During the 2021-2022 fiscal year we continue to utilize office changes that were implemented due to COVID-19, these include: adding a drive thru in The Villages Annex, appointments for Driver License and Title transactions, Concealed Weapon Licenses, and we continue to only serve Sumter County residents to ensure our citizens are able to complete their transactions timely. All locations are now open to walk-in transactions. By adjusting our office operations due to the pandemic, we were able to find more efficient ways to serve our citizens with the highest level of customer service.

We continue to offer additional transactions beyond the standard Motor Vehicle and Driver License transactions, those services include clearing toll violations for the Central Florida Expressway Authority, processing Concealed Weapons Permits as an agent for Department of

**Wildwood Office**

7375 Powell Road, Suite 135  
 Wildwood, FL 34785  
 Office: (352) 689-4540  
 Fax: (352) 689-4541

**Bushnell Office**

220 E. McCollum Avenue  
 Bushnell, FL 33513  
 Office: (352) 569-6740  
 Fax: (352) 569-6741

**The Villages Office**

8033 E C-466, Suite B  
 The Villages, FL 32162  
 Office: (352) 689-4645  
 Fax: (352) 689-4646

Agriculture, and issuing duplicate Birth Certificates for the Florida Department of Health. These additional transactions are not only a service to our citizens, but generates revenue for our county. This budget submission provides the necessary resources to accomplish this office's long-term mission of continuing to provide the highest level of customer service as an important local government entity, which serves the citizens of Sumter County.

Thank you,



Randy Mask

*Mission: To provide the highest level of customer service with excellence and integrity*

**Wildwood Office**

7375 Powell Road, Suite 135  
Wildwood, FL 34785  
Office: (352) 689-4540  
Fax: (352) 689-4541

**Bushnell Office**

220 E. McCollum Avenue  
Bushnell, FL 33513  
Office: (352) 569-6740  
Fax: (352) 569-6741

**The Villages Office**

8033 E C-466, Suite B  
The Villages, FL 32162  
Office: (352) 689-4645  
Fax: (352) 689-4646

**SUMMARY - BUDGET REQUEST**

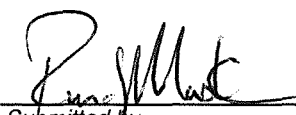
Constitutional Office: Tax Collector  
 Department: \_\_\_\_\_

FY2022-23

Page 1

List Transfer Account(s)	Audited Expenditures FY2020-21	Adopted Budget FY2021-22	Actual Expenditures Thru 3/31/22	Budget Request FY2022-23	Increase/ (Decrease) Amount	% Chg
1	2,300,151	2,510,050	1,168,642	2,924,052	414,002	16.49%
2					-	
3					-	
4					-	
5					-	
6					-	
7					-	
8					-	
9					-	
10 TOTAL:	2,300,151	2,510,050	1,168,642	2,924,052	414,002	16.49%

*Note: Round Requests to the Next Whole Dollar*

  
 Submitted by \_\_\_\_\_ Date 4-29-22

**SUMMARY/PERSONAL SERVICES**

Constitutional Office: Tax Collector  
 Department: \_\_\_\_\_

FY 2022-23  
 Page 2

A) Salaries & Fringe Benefit Accounts	B) Name of Category	C) Rate	D) Number of Employees	E) Total Category Requested
<b>Totals:</b> Salaries: <u>139,880.00</u> 1) Elected <u>1,643,833.00</u> 2) Regular <u>0.00</u> 3) OPS <u>0.00</u> 4) Overtime/Incentive/Other <u>1,783,713.00</u>	Elected		1	139,880
	Regular		37	1,643,833
	OPS			0
	Overtime			0
	Incentive Pay			0
	Other			0
FICA <u>136,454</u> 5) Total FICA			<b>Payroll Amount</b>	
	Elected	0.0765	139,880	10,701
	Regular	0.0765	1,643,833	125,753
	OPS	0.0765		
Retirement <u>78,039</u> 6) Elected Retirement <u>179,013</u> 7) Total Retirement - Other <u>0.00</u> 8) Reserve for Retirement Payout 257,052	Elected	0.5579	139,880	78,039
	Regular	0.1089	1,643,833	179,013
	Senior Man.	0.2406		0
	Special Risk	0.2450		0
	Sp Risk Adm	0.3498		0
	DROP	0.1403		0
	Reserve Retirement Payout			
Workers Compensation <u>2,853.94</u> 11) Total Workers Compensation 2,180,073 Total Fringe Benefits			<b>Payroll Amount</b>	
	7720 - Police Officers	0.03500		0
	8810 - Clerical	0.00160	1,783,713	2,854
	8742 - Salespersons, Collectors, Messenges	0.00330		0
	9410 - Municipal, Township, County Employees	0.02520		0

SALARY SCHEDULE

Constitutional Office: Tax Collector  
Department:

FY 2022-23

Page 3

Current/Projected		FY 2022-23 (Include new positions)									
Job Title	Empl Name	Workers' Comp Code (Input code from Col V)	Retirement Classification (Input code from Col N)	Annual Rate 10/1/2021	Annual Rate Projected 9/30/2022	COLA	Other Increase	Total Salary	Fringes	Total Position Budget	
1	Lead Customer Serv. Spec	A1024	8810	Reg	\$ 43,055	\$ 51,532	1,649		53,181	9,945	63,126
2	Customer Service Spec	Anderson	8810	Reg	\$ 35,691	\$ 35,691	1,142		36,833	6,888	43,721
3	Customer Service Spec	A9295	8810	Reg	\$ 36,519	\$ 40,695	1,302		41,997	7,854	49,851
4	Tax Dept Coordinator	B4764	8810	Reg	\$ 57,045	\$ 64,313	2,058		66,371	12,411	78,782
5	Customer Service Spec	B9072	8810	Reg	\$ 34,202	\$ 38,377	1,228		39,606	7,406	47,012
6	Customer Service Spec	B0908	8810	Reg	\$ 31,600	\$ 35,976	1,151		37,127	6,943	44,070
7	Processing Specialist I	B6305	8810	Reg	\$ 40,298	\$ 48,609	1,555		50,164	9,381	59,545
8	Customer Service Spec	C5898	8810	Reg	\$ 38,440	\$ 42,616	1,364		43,980	8,224	52,204
9	Office Manager	C6076	8810	Reg	\$ 60,239	\$ 67,422	2,157		69,579	13,011	82,590
10	Customer Service Spec	C3134	8810	Reg	\$ 35,663	\$ 39,839	1,275		41,114	7,688	48,802
11	Customer Service Spec	C3853	8810	Reg	\$ 31,195	\$ 35,371	1,132		36,503	6,826	43,329
12	Office Manager	D3600	8810	Reg	\$ 37,459	\$ 56,940	1,822		58,762	10,988	69,750
13	Lead Customer Serv. Spec	H7458	8810	Reg	\$ 38,169	\$ 39,150	1,253		40,403	7,555	47,958
14	Tax Dept Specialist I	J4454	8810	Reg	\$ 39,734	\$ 43,911	1,405		45,316	8,474	53,790
15	Lead Customer Serv. Spec	K6801	8810	Reg	\$ 38,982	\$ 43,159	1,381		44,540	8,329	52,869
16	Customer Service Spec	K7562	8810	Reg	\$ 30,464	\$ 34,640	1,108		35,748	6,685	42,433
17	Lead Customer Serv. Spec	L7529	8810	Reg		\$ 44,078	1,410		45,488	8,506	53,994
18	Customer Service Spec	L7948	8810	Reg		\$ 36,519	1,169		37,688	7,048	44,735
19	Customer Service Spec	L9798	8810	Reg		\$ 38,064	1,218		39,282	7,346	46,628
20	Tax Collector	M5449	8810	EO	\$ 137,137	\$ 137,137	2,743		139,880	88,964	228,843
21	Customer Service Spec	M6597	8810	Reg		\$ 39,380	1,260		40,640	7,600	48,239
22	Customer Service Spec	M9564	8810	Reg	\$ 35,663	\$ 39,839	1,275		41,114	7,688	48,802
23	Lead Customer Serv. Spec	R7043	8810	Reg	\$ 31,663	\$ 38,983	1,247		40,230	7,523	47,754
24	Customer Service Spec	S0380	8810	Reg	\$ 47,273	\$ 51,448	1,646		53,095	9,929	63,023
25	Customer Service Spec	S3821	8810	Reg	\$ 35,225	\$ 39,401	1,261		40,661	7,604	48,265
26	Customer Service Spec	S0619	8810	Reg		\$ 33,512	1,072		34,585	6,467	41,052
27	Customer Service Spec	S2839	8810	Reg	\$ 35,078	\$ 39,254	1,256		40,511	7,575	48,086
28	Customer Service Spec	S8684	8810	Reg		\$ 34,097	1,091		35,188	6,580	41,768
29	Customer Service Spec	S1281	8810	Reg	\$ 42,073	\$ 42,428	1,358		43,786	8,188	51,974
30	Finance Dept Manager	S8670	8810	Reg	\$ 89,936	\$ 94,106	3,011		97,118	18,161	115,279
31	Office Manager	W4959	8810	Reg	\$ 54,444	\$ 58,610	1,876		60,486	11,311	71,797
32	Accounting Technician	Y4677	8810	Reg		\$ 39,352	1,259		40,611	7,594	48,206
33	Customer Service Spec	Z9692	8810	Reg	\$ 31,600	\$ 35,976	1,151		37,127	6,943	44,070
34	Vacant CSS (Youngblood)		8810	Reg			-		\$ 35,000	6,545	41,545
35	Tax Department Technician	New Position	8810	Reg			-		\$ 35,000	6,545	41,545
36	Processing Technician	New Position	8810	Reg			-		\$ 35,000	6,545	41,545
37	Customer Service Spec	New Position	8810	Reg			-		\$ 35,000	6,545	41,545
38	Customer Service Spec	New Position	8810	Reg			-		\$ 35,000	6,545	41,545
Total					1,133,556	1,560,424	48,288	-	1,783,712	396,360	2,180,073
Elected Officials			1								
Number of FTE Current Year:			33								
Number of New Positions Requested:			4								
Reduction of FTE			0								
Total Positions Requested:			38								



Sumter County Tax Collector-Account Justification

Account Name			FY 2021-22 Amount	FY 2022-23 Request	Increase/ Decrease
<b><u>Legal Services</u></b>					
	Filing of Tangible Warrants		\$ -	\$ -	\$ -
<b><u>Computer &amp; Software</u></b>					
	Grant Street	\$	173,375.84		
	RTLawrence	\$	7,045.20		
	USTI	\$	8,044.05		
		\$	<b>188,465.09</b>	\$ 179,621	\$ 188,465 \$ 8,844
<b><u>Ad-Vance Staffing Solutions</u></b>					
	Part Time Employee(s)	\$	<b>341,110</b>	\$ 347,567	\$ 341,110 \$ (6,457)
<b><u>Travel</u></b>					
	User Group Meetings, Fall Conference	\$	7,100.00		
		\$	<b>7,100.00</b>	\$ 7,100	\$ 7,100 \$ -
<b><u>Postage</u></b>					
	Mail out of Property Tax bills (current and, reminders), DMV and Parking Permit renewals	\$	109,437.50		
		\$	<b>109,437.50</b>	\$ 106,250	\$ 109,438 \$ 3,188
<b><u>Notary Public</u></b>					
	Notary Renewals	\$	1,000.00		
		\$	<b>1,000.00</b>	\$ 1,000	\$ 1,000 \$ -
<b><u>Repair and Maintenance</u></b>					
	CAOS Currency Counter	\$	4,000.00		
	Shredding	\$	1,560.00		
	DMV Maintenance	\$	1,450.00		
	Brinks	\$	18,060.00		
		\$	<b>25,070.00</b>	\$ 22,250	\$ 25,070 \$ 2,820
<b><u>Legal Advertisement</u></b>					
		\$	<b>250.00</b>	\$ 250	\$ 250 \$ -
<b><u>Office Supplies</u></b>					
	Ernie Morris	\$	19,000.00		
	Ford Press	\$	3,000.00		
	License Plate Envelopes-Pride	\$	3,600.00		
	DMV Cartridges	\$	2,600.00		
	Misc Office Supplies	\$	1,100.00		
		\$	<b>29,300.00</b>	\$ 27,500	\$ 29,300 \$ 1,800



Account Name		FY 2021-22 Amount	FY 2022-23 Request	Increase/ Decrease	
<b><u>Bank Fees, Misc Charges</u></b>					
	\$	22,000.00	\$ 22,000	\$ 22,000	\$ -
<b><u>Education</u></b>					
Registration fees	\$	3,000.00			
	\$	3,000.00	\$ 3,000	\$ 3,000	\$ -
<b><u>Dues &amp; Membership</u></b>					
CFCA Certification Dues	\$	40.00			
Florida Tax Collector Assn	\$	4,500.00			
	\$	4,540.00	\$ 4,340	\$ 4,540	\$ 200
<b><u>Office Equipment/Capital Outlay</u></b>					
	\$	-	\$ -	\$ -	\$ -
<b><u>Office Equipment &lt; \$1,000</u></b>					
4 DMV Monitors	\$	408			
4 Workstations	\$	2,252			
2 Eye Machines	\$	1,746			
18 office chairs	\$	3,900.00			
	\$	8,306.00	\$ 8,306	\$ 8,306	\$ 8,306
<b>Total Operating Expenses</b>			\$ 720,878	\$ 739,579	\$ 18,701

<u><b>Fees</b></u>				
	<u><b>FY 2019-20</b></u>	<u><b>FY 2020-21</b></u>	<u><b>FY 2021-22</b></u> <u><b>Thru March 31, 2022</b></u>	<u><b>Estimate</b></u> <u><b>2023</b></u>
Prior Year Fees	\$ 497.03	\$ 283.29	\$ 37.53	\$ 200.00
County Cft Fees	\$ 35,182.65	\$ 31,314.11	\$ 6,961.18	\$ 35,000.00
DMV Fees	\$ 556,673.36	\$ 604,678.00	\$ 317,621.55	\$ 635,000.00
E Comm Fees	\$ 15,906.90	\$ 14,862.10	\$ 7,433.20	\$ 15,000.00
H & F Fees	\$ 1,571.50	\$ 1,465.50	\$ 679.50	\$ 2,000.00
Sales Tax Comm	\$ 1,560.00	\$ 1,290.00	\$ 780.00	\$ 1,590.00
Returned Check fees	\$ 305.00	\$ 605.00	\$ 110.00	\$ 300.00
Vessel Fees	\$ 16,882.19	\$ 16,333.88	\$ 7,704.75	\$ 23,000.00
Misc Fees	\$ 0.75	\$ 19.17	\$ 1.70	\$ 20.00
Birth Certificate Fees	\$ 256.25	\$ 43.75	\$ 6.25	\$ 300.00
E Comm Vessel Fees	\$ 608.32	\$ 633.12	\$ 174.33	\$ 650.00
Partial Payment Fees	\$ 500.00	\$ 340.00	\$ 180.00	\$ 400.00
Refunds under \$ 10	\$ 355.94	\$ (430.52)	\$ 325.90	\$ 350.00
Concealed Weapon	\$ 51,262.00	\$ 57,778.00	\$ 22,008.25	\$ 60,000.00
Gen Tax Advertisement	\$ 114,911.43	\$ 115,190.18		\$ 116,000.00
Driver Licenses Fees	\$ 240,045.90	\$ 252,189.65	\$ 137,050.30	\$ 255,000.00
CFX Toll Violation Fees	\$ 695.00	\$ 1,450.00	\$ 962.00	\$ 1,500.00
	<b>\$ 1,037,214.22</b>	<b>\$ 1,098,045.23</b>	<b>\$ 502,036.44</b>	<b>\$ 1,146,310.00</b>
<u><b>Commissions</b></u>				
	<u><b>FY 2019-20</b></u>	<u><b>FY 2020-21</b></u>	<u><b>Thru March 31, 2022</b></u>	<u><b>Estimate 2023</b></u>
Water Board	\$ 80,730.95	\$ 83,460.59		\$ 85,000.00
Fire District	\$ 163,726.76	\$ 169,558.48		\$ 175,000.00
The Villages 2%	\$ 1,227,177.80	\$ 1,307,111.24	\$ 1,465,281.95	\$ 1,500,000.00
Beaumont 2%		\$ 7,099.69	\$ 15,437.74	\$ 20,000.00
Total Commissions	<b>\$ 1,471,635.51</b>	<b>\$ 1,567,230.00</b>	<b>\$ 1,480,719.69</b>	<b>\$ 1,780,000.00</b>
<b><u>Totals</u> \$ 2,508,849.73 \$ 2,665,275.23 \$ 1,982,756.13 \$ 2,926,310.00</b>				
				<b>\$ 2,926,310.00</b>