

REVENUE NEWS

A Publication of the
Florida Tax Collectors
Association, Inc.

Vol. 4, No. 4

Law AND Order

Tax Collectors are working together with law enforcement to catch criminals and keep the peace inside their offices.

Page 10.

Legislative Update:

Get a recap on the legislation that passed, failed and will soon become law.

Page 6.



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Account History			
Roll	Tax	Status	Due
2007	2007	Acct: Unpaid	\$1,367.84
2006	2006	Acct: Paid-in-full	
2005	2005	Acct: Paid-in-full	
2004	2004	Acct: Paid-in-full	
2003	2003	Acct: Paid-in-full	
2002	2002	Acct: Paid-in-full	
2001	2001	Acct: Paid-in-full	
2000	2000	Acct: Paid-in-full	
1999	1999	Acct: Paid-in-full	
1998	1998	Acct: Paid-in-full	
Total:			\$1,367.84

Account Information			
Roll Year:	2007	Assessed Value:	69,188
Tax Year:	2007	Exemption Value:	0
Account Number:	56789012345-878-90123	Taxable Value:	69,188
PA Account Number:	5678901234567890123	Advalorem:	\$1,053.83
Alternate Key:	1450225	Non-Advalorem:	\$371.00
Millage Code:	0006	Total Tax:	\$1,424.83
Owner(s):	PARKER, PETER S & MARY JANE WATSON 123 BROADWAY SUNSHINE, FL 32100	Total Pen./Fees:	\$0.00

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10 Law and Order

Thanks to effective Inter-local Agreements with local Sheriff's Offices, Tax Collector's are not only providing their usual services but also helping to catch criminals. Read the stats and get advice on how to start a program in your area.



Featured Articles:



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The Hon. John Drew gives an update on what is in store for the upcoming year.



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Session is over and we have an overview of new laws coming your way.



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Plan now to attend the FTCA Spring Conference in April.

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Use these suggestions to create an environment where employees can shine.

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The new Director of the Division of Motorist Services talks with *Revenews*.

PRESIDENT'S LETTER

I See A Great Year Ahead

By John Drew



The Hon. John Drew is president of the Florida Tax Collectors Association

Thank you for placing your confidence in me. I am proud and honored to serve as your President of our Association. I would like to extend my most sincere appreciation to those of you who have assisted me in this transition, as well as all those who have served so faithfully in the past!

You will be happy to read in this issue a list of our Association's accomplishments during the legislative session! It took a cooperative effort to defeat some bad legislation that was proposed, as well as see good legislation passed.

I was elated to announce that The Honorable Bob McKee had agreed to chair the Legislative Committee and I am even more excited to thank him for a JOB WELL DONE! The other members of the committee who

deserve our thanks are the Honorable: Belden, Heffner, Jordan, Maloy, and Potts.

Also, three of our newest Tax Collectors volunteered to join in the mission, they are the Honorable: Anderson, Corrigan and Zwyer. The last member of the legislative team was the Illustrious Larry Hart who was on loan to the association courtesy of the Honorable Curtis. Another public "Thank You" to this year's Chairs of the various committees; Hon. Lisa Cullen, DMV, Hon. Diane Nelson, DL, Hon. Dale Summerford, DOR, and Hon. Stan Nichols, FFWC.

My friends, each of these names carries a great deal of

Continued on Page 8.



The 2011-2012 FTCA Executive Committee: (Clockwise from top) Michelle Cannon, Lisa Cullen, Diane Nelson, Doris Maloy and John Drew.

Revenews

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FTCA Mission Statement

We are a united team of tax collectors committed to meeting the needs of our staffs to serve customers effectively by sharing our knowledge, experience and best practices through mentoring and professional development to solve the challenges we face.

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We will be recognized as a professional association of effective public servants who are leaders in innovation and provide value to each other while demonstrating integrity, fairness, accountability and the highest ethical standards.

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The 2012 Session in Review

By Tim Qualls



Young van Assenderp provides legal, lobbying and executive director services to the FTCA.

The 2012 Regular Session ended around midnight on Friday, March 9, and a special session is scheduled to deal with Senate re-districting.

Session 2012 was a successful one for FTC, Inc. Your Association exhibited excellent teamwork. Led by the Hon. John Drew and the Hon. Bob McKee, the Legislative team analyzed many bills impacting your Association and developed key strategies and tactics. Tax Collectors with key contacts did an incredible job delivering consistent messages to key legislators and staff.

Session 2012 highlights include first, Rep. Wood's and Sen. Ring's willingness to hear your concerns about HB785 and SB1070. Originally, these bills had provisions allowing charter counties to impose term limits on constitution county officers. Rep. Wood and Sen. Ring accepted amendments addressing your concerns.

Second, Rep. Adkins and Senator Hays working diligently with your President and Legislative Committee to provide expressly that Tax Collectors' home addresses, phone numbers, children's day care facilities and

school names, are exempt from Florida's public record law so long as Tax Collectors take reasonable measures to make sure the information

is not in the public domain (e.g.: phone books, directories, business cards, etc.).

Please find below a summary of the Primary Items of Interest that were passed by the legislature. Also find attached a bill report that lists those bills that received a favorable vote by the legislature.

Primary Items of Interest:

HB27 (Rep. Julian)/SB226 (Margolis): The measures provide that if handicap permit-holder seeks to renew or replace a handicap-

parking permit, the permit-holder must present: "a certificate of disability issued within the last 12 months." These bills were introduced because of serious abuse in S. Florida due to the improper use of handicap parking permits.

HB1089(Atkins)/SB1060(Hays): Providing that: "The home addresses and telephone numbers of county tax collectors; the names, home addresses, telephone numbers, and places of employment of the spouses and children of such tax collectors; and the names and locations of schools and day care facilities attended by the children of such tax collectors are exempt from s. 119.07(1) and s. 24(a), Art. I of the State Constitution."

Much thanks to Representative Adkins and Senator Hays for their efforts to shepherd these bills through the Legislature!

HB7097 (Caldwell)/SB1256 (Norman): HB7097 (DOR legislative package) was amended two weeks ago to require the property appraiser (PA) to mail an additional form along with the TRIM notice, upon request of the governing body of the county, informing taxpayers of the portion of the proposed non-voted county millage rate attributable to each constitutional officer and the county commission.

The Legislative Committee discussed concerns that if the additional budget information (on the new form that would be sent by the PA to land-owners with the TRIM notice) does not account for the unspent revenues paid to the county and other taxing authorities, then the budget information will be inaccurate.

The strategy was to work with the Senate and Senator Norman to amend this particular section of HB7097. This was successfully done so that the final version of HB7097 does not have this language.

Though the amendment did not pass, your Association did work with Grant Street, Real Auction and Sen. Bogdanoff on another amendment to HB7097 concerning the companies' desire to expressly provide in law

Session 2012 was a successful one for FTC, Inc. Your Association exhibited excellent teamwork.

for reimbursement for the processing of electronic tax deed applications at the discretion of the Tax Collector.

HB1223 (Albritton) SB1122(Latvala): These are the DHSMV legislative packages. HB1223 includes provisions: leveraging technology by requiring DHSMV to administer an electronic titling program; authorizing DHSMV to collect e-mail addresses from vehicle owners and registrants for notification purposes, creating law authorizing DHSMV to administer a specialty driver's license and identification card program for Florida's state and independent universities, professional sports teams and all branches of the Armed Forces; authorizing DHSMV to issue a specialty use license plate for a recipient of the Combat Infantry Badge and Vietnam War Veterans.

HB7125 (Roberson)SB770(Hays): Local Business Tax Exemption: The bill exempts any individual who is licensed and operating as a real estate sales or broker associate under ch. 475, F.S., from having to pay a local business tax or obtain a local business tax receipt. They are not required to apply for this exemption.

The Revenue Estimating Conference estimates that this bill will have a negative recurring impact to local governments of \$3.8 million beginning in FY 2012-13. There is no fiscal impact on state funds. The effective date of this bill is October 1, 2012.

SB1298/HB1165 (Detert /McBurney): SB1298 was passed. The bill allows veterans to get a "V" designation on their DL and ID so long as proof of veteran status provided

and fee of \$2 is paid. Senator Detert's intent is that the Tax Collectors do not charge veteran's any fee above the \$2 fee discussed above.

HB1003 (Einsnaugle)- Proposes constitutional amendment re TPP Tax Reform that, if approved by voters, would grant an extra \$25,000 exemption for taxpayer with TPP valued between \$25,000 and \$50,000; as well as delegation to local governments to increase the exemption via ordinance. This measure has been sent to the Governor. The Governor will let it become law since his office was instrumental in negotiating for the deal.

HB93 (Harrison): Proposes amendment to State Constitution to allow Legislature by general law to provide ad valorem homestead property tax relief to surviving spouse of military veteran who died from service-connected causes while on active duty or surviving spouse of first responder who died in line of duty.

HB95 (Harrison): Implementing language to HB93 above. The bill creates a new statutory provision that creates and sets forth the requirements for a full exemption from ad valorem taxes authorized by the proposed constitutional amendment in CS/HJR 93. The exemption is available under specified conditions to the surviving spouse of a "first responder" who died in the line of duty when the real estate is owned and used by the surviving spouse as a homestead. The bill defines the terms "first responder" and "in the line of duty."



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weight both in its respective communities as well as in the State Legislature. Their knowledge, experience and integrity were exponentially magnified when combined together. Their guidance was passed through to our troops "who's boots were on the ground"; our own Tim Qualls and our two hired lobbyists Electra Bustle and Ron Pierce. This team was responsible for our positions on the issues "crossing the finish line successfully!" Just as we worked together to pass "the 197 rewrite" (thank you Dale), it took the entire association speaking to our local legislative delegations and informing them of our initiatives.

I foresee a great year ahead of us as we continue to join together, providing state work locally.

Lastly, please continue to keep your association's leadership in your prayers as we perform our duties on your behalf.

Yours in service,

John M. Drew
FTCA President



The Hon. Doug Belden (L) and The Hon. John Drew (R) discuss the importance of safeguarding Drivers License information with Attorney General Pam Bondi.



A nice catch that made a certain Chair of the Board of County Commissioners very jealous.



Representative O'Toole receiving the "Certificate of Stock" from The Hon. Ken Mahaffey (L) and The Hon. John Drew (R).



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Law AND Order

By Steve Smoyer and Christy Taylor

Catching criminals has become part of the job for Tax Collectors participating in Inter-local Agreements with their Sheriff's Office partners.

In the aftermath of 9/11 then Collier County Tax Collector Guy Carlton requested and received a deputy sheriff to be permanently stationed in his main office to provide security for his office staff. Seeing the potential of his position, and being a little bored, the deputy requested a computer so he could run warrant checks on the people coming through the office. At about that same time in St. Johns County a customer with multiple driver license suspensions came into the main office and inquired about his license. Not able to clear his suspensions and reinstate his license, the driver was warned repeatedly not to drive, but left the Tax Collector's office and quite brazenly got behind the wheel of his car and drove away. St. Johns County Tax Collector Dennis Hollingsworth witnessed the event and saw the need for a deputy to be assigned to his office. He began lobbying the St. Johns County Sheriff for such a position, but to no avail.

In October 2006, Hollingsworth approached newly elected Sheriff David Shoar. After presenting him with the statistical data supplied by the Collier County Office the Sheriff agreed to enter into an interagency agreement, by which the Tax Collector's office would pay for the services of a full-time deputy to be assigned to the Tax Collector's main office. On January 26, 2006, that Deputy assumed his duties. Six years later, the program, now known as the Driver License Enforcement Program, is still fully operational and producing positive results.

Utilizing databases and technology already available to the two agencies, in the first year the deputy conducted 13,470 driver license and warrant checks resulting in 311 Arrest and/or criminal charges being filed, 20 of which were felony level violations. Of those 311 Arrest/Charges, 293 Uniformed Traffic Citations (UTC's) were issued, 60 warrants for arrest were served and a member of the FBI Terrorist Watch List was identified as living in St. Johns County with substantial real estate and other property



holdings—information that was not known at the time by local law enforcement.

In October 2008, the St. Johns County Tax Collector hired the deputy assigned to the main office, making him an employee deputized by the Sheriff in a Reserve Deputy capacity to carry out the duties of the program. This step streamlined the process and reduced the bureaucratic redundancy of trying to meet the needs of two county agencies. This was a first for a program of this type in the State, and has worked out well in St. Johns County.

After six years, the results in St. Johns County are impressive. The deputy has conducted 81,131 Warrant / DL Checks resulting in 1,968 arrest and/or criminal charges filed; 168 felony arrests; 1,809 UTCs issued; 275 Wanted persons arrested; 106 vehicles impounded for various reasons, and 102 unauthorized vehicle tags seized. Additionally, since July 2008, when the St. Johns County program began tracking the fines and/or court costs assessed for cases resulting from the program, St. Johns County courts have collected an estimated \$198,112.62. When considering the Tax Collector's office in St. Johns County is funded by the State, these are new revenues collected by St. Johns County for St. Johns County.

The simplicity and flexibility of the program have demonstrated on more than one occasion the value this position represents to the Tax Collector's office. Examples of matters this program can address include, but are not limited to tracking sex offenders that reside in St. Johns County and intervening fraudulent documents presented by customers seeking to obtain a Florida driver license or ID card.

Florida Law requires that sex offenders who change their address or move into a county register with law

enforcement. When a sex offender moves into St. Johns County and applies for a license or ID Card, the deputy checks the record. If a change is noted, an intelligence memo is generated and forwarded via e-Mail to the Sheriff's Office with the subject's name, address and ID or driver license number. The Sheriff's Office then waits the appropriate amount of time and calls on the subject to resolve the matter.

With the initiation of the Real ID Act, questionable documents were being presented by foreign nationals trying to obtain Florida driver licenses or ID Cards which are required to be eligible for social welfare or public aid, and in many instances, employment. In St. Johns County, charges have been brought against Mexican nationals trying to obtain driver licenses by fraud, using fraudulent visas. Having a deputy in place at the time the customers presented their documents, along with the advanced training of the tax agents on the counter were crucial in making the case and seizing these fraudulent visas. Southern Florida counties have been experiencing these issues far longer than St. Johns, but it is a trend that is sure to continue.

Other advantages of the program include: having a deputy available to work with field agents in resolving habitual delinquent mobile home registrations; assisting citizens with stolen driver license reports; calming disgruntled or angry customers, and enforcing laws in those situations that may occur within the Tax Collector's office. These are just a few examples of how this program can be modified to fit the needs of any county. The program is only limited by the creativeness of the office it serves.

When establishing this type of program keep in mind that discretion and simplicity are the keys to success. Any Tax Collector can acquire a deputy to sit in their lobby and keep the peace; however, people in the community will quickly make the connection between the deputy sitting in plain view in the office and arrests being made. While the numbers may show an initial impact, those numbers will quickly decline as the general public becomes aware of the program, and those individuals intent on subverting

the law simply go to other offices. If the desire of the program is to make a county safer by eliminating wanted persons and illegal/unlicensed drivers from its streets, then longevity of the program should be considered.

To keep the notoriety of the St. Johns County program minimal, the deputy operates in plain clothes and remains concealed from the public until transactions are completed. Cameras and internal instant messaging programs allow the deputy to watch the customer and communicate with the tax agent throughout the transaction. The deputy

The simplicity and flexibility of the program have demonstrated on more than one occasion the value this position represents to the Tax Collector's Office.

then follows the customer out the door and confronts the customer away from the office reducing the likelihood of the customer drawing a clear connection between the office and the law enforcement action.

When the program first began, only a handful of employees at the St. Johns County Sheriff's Office and St. Johns County Tax Collector's Office understood the undertaking. As the saying goes, loose lips sink ships. Information concerning this program was kept at a need-to-know basis and worked well to protect the integrity of the program while it went through its initial growing pains.

Simplicity is essential to nurture creativity in the program and facilitate on-the-spot flexibility. When the program first began the assigned deputy had two chains of command to answer to, each with several layers, each with their own view or opinion of the program, and each with their own agenda. Serving two masters never works for long and only frustrated the situation.

The solution: keep it simple, keep the channels of communication open and understand that this is not a typical law enforcement program. The deputy who initially

Continued on Page 12.



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LAW AND ORDER continued from Page 11.

starts this program is going to have to work through many biases from several different directions. This is a unique program that will have unique needs, but the benefits will speak for themselves.

It's a similar story in Manatee County where Tax Collector Ken Burton, Jr. has had law enforcement working with his office for the past six years. At first, having law enforcement presence was a must after the office began receiving various threats in response to new rules associated with the Federal Real ID Act. Off-duty deputies and policemen were hired to keep the peace in all of the four offices around the county. As employees reported that the law enforcement presence was making a difference and going a long way to diffuse potential problems with irate customers, Burton knew it was the right decision to bring permanence to the program. He contacted Manatee County Sheriff Brad Steube to partner with and find the most efficient way to make it work. The result was an inter-local agreement between the Tax Collector and the Sheriff whereby the Tax Collector would underwrite the costs associated with having a full-time deputy on campus and the Sheriff would supply the personnel. Deputy Andrew Jacobus started his full-time position at the Manatee County Tax Collector's DeSoto branch


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in Bradenton, February 2011. A year later, the numbers confirm it has been a good decision. While Dep. Jacobus has been on-duty, there have been 67 misdemeanor arrests and 37 felonies. The Deputy also helped recover a stolen vehicle as well as numerous citations and warnings. Among the most notable crime-stopping moments was the capture of a fugitive who had been wanted by the U.S. Marshals for over 20 years.

Like a scene from a crime-thriller movie, Christine Dickinson walked into the Manatee County Tax Collector's Office to get a Florida identification card. Something seemed off to the employee who was to process the request when no record existed showing Dickinson had ever had a Florida ID or driver's license. After running a few searches on the computer, it was discovered Dickinson was wanted for drug smuggling charges. She had been on the run since the late 1980s when she faced years of prison time as a suspected ringleader in a \$200 million Florida drug operation.

While arresting fugitives and felons is more of the exception than the rule, the Deputy has been a welcome addition to the Tax Collector's office. In fact, when the DeSoto branch in Bradenton was renovated last year to accommodate new driver license services, the final design included a special area for the Deputy. His perch is highly-visible next to the main reception desk and gives Deputy

Jacobus a good view of the 27 workstations and lobby. The office computers have also been equipped with software that allows an associate to message the deputy when a

“Having a deputy on staff is a lot like shooting fish in a barrel,”

— The Hon. John Drew, Nassau County

customer begins threatening behaviors or appears overly upset. The Tax Collector employees are appreciative of the deputy and his peace-keeper responsibilities. When Deputy Jacobus was recognized for his service at the Governor's Sterling Award workshop held during the annual Columbus Day in-service work day, Burton said both employees and guests thanked him with a standing ovation.

“Having a deputy on staff is a lot like shooting fish in a barrel,” Nassau County Tax Collector John Drew said. Drew's office has had an inter-local agreement with the Nassau County Sheriff for more than two years.

When a group of local Judges visited Drew's office for a first-hand look at the program, one County Judge informed him that he thought this way of arresting people with outstanding warrants was improper. He stated, “You know John, its illegal in Florida to hunt over a baited field.”

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CSI has been active with Florida Tax Collectors for well over 10 years. Current Florida Tax Collector clients include: Escambia County, Santa Rosa County and Walton County Tax Collectors.

Quotes:

“If you have any thoughts of changing your online and point of sale payment vendor, do yourself a favor and contact CollectorSolutions”. Rhonda Skipper, Tax Collector, Walton County, FL

“We have been very pleased with CSI's service”. Stan Nichols, Tax Collector, Santa Rosa County, FL.

REVENUE NEWS SPOTLIGHT | James McAdams

As the Program Director of the Property Tax Oversight Program for Florida's Department of Revenue, James McAdams has to work with a wide-variety of people. Property Appraisers and Property Owners are among the stakeholders he works with every day, along with Tax Collectors and various state regulators. It is a relationship that spans 67 Property Appraisers, 645 levying authorities, 67 Tax Collectors and 170 employees, so you can imagine his days may get a little stressful.

It is a job McAdams enjoys. He is a proud public servant who was born and bred in Tallahassee and enjoys solving the problems he is presented with as Program Director. Whether it is negotiating through property tax reform or helping a homeowner understand the appeals process, McAdams says he likes tackling complex issues and learns a lot from the relationship he builds with the different groups he works with.

"The Department of Revenue has limited authority to impose its will on elected officials, so my job is to do everything uniform, fair, and standardized and make sure it happens in a positive way," McAdams said. "It is not lost on me that I don't have to run for office."

Though many Tax Collectors may know McAdams in the professional sense, not as many know about him outside of that role. For instance, did you know he always thought he would follow in his father's footsteps and become a barber?

If you cannot imagine James McAdams cutting hair for a living, then maybe you would picture him as a club DJ? That really did happen when he went into business with a friend who worked at a local radio station. During the height of the disco era, the duo spent six years taking their turntables and microphones to various events and parties, spinning tunes and spreading fun. Though McAdams

moved on professionally, the experience did really feed off his love for music (as a better-than-average trumpet player who was in the Marching Chiefs at Florida State University) and inspired him to begin a collection of vinyl records.

Coincidentally, the record collection introduced him to his latest hobby of restoring old tube radios and phonographs. In today's world of digital music it is difficult to find

equipment that still plays old-school technology like an LP. McAdams found one in need of repair and scoured the library and YouTube for tutorials on how to fix it. The satisfaction of giving new life to what some would call an unusable antique spurred more projects to try and now McAdams has a set of six working radios as well as a drawer of specialized tools he needs for repairs.

McAdams' wife Amanda approves of the hobby and lets him do his thing. Amanda is a CPA who is half-way through earning her MBA degree. The couple has a daughter, Raquel, who is a registered nurse living in Fayetteville, NC. McAdams loves his family

and says they are the ones that take center stage in his life. With retirement around the corner in another three or four years, McAdams says he does not know exactly what he will do with his free time, but that is part of the plan. "It's kind of exciting to not know what you'll do next," McAdams said.

For now, he will concentrate on his job at the Department of Revenue and building unity with the groups he works for. One of the things on the list right now: working with the Florida Tax Collectors, Inc. to approve an extensive education and professional development schedule at the FTCA Spring Conference. McAdams approves the Tax Collectors educational programs as a valid source of knowledge and professionalism for conference attendees and as a way to fulfill Continuing Education requirements with the Department of Revenue.



James McAdams



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SPRING INTO EDUCATION

The Honorable Eric Zwyer and the Education Committee have prepared a Spring Conference that will fulfill the mandatory 24 hours of continuing education credits that you need in order to keep your Certified Florida Collector designation. Hosted by The Honorable Anne Gannon and her amazing staff on April 23-26 in Delray Beach, the 2012 Spring Conference boasts a full agenda and is an event that all Tax Collectors and staff do not want to miss.

During the scheduled investment day on Wednesday, the eight hours of course work will meet your offices' needs three fold; the same eight hours will not only count for your continuing education, but also toward CPE credits for Certified Public Accountants as well as satisfy the eight hours of investment training that is required by Section 218.415, Florida Statutes

The Spring Conference will also host top industry vendors and attendees will have a chance to examine their wares and find products and services that can help you become more efficient. Thank you to the vendors and sponsors whose support and presence increases educational opportunities like these. Take a look at the following course descriptions for a preview of what's in store:

Ethics in the Public Sector (2.25 hours) - A look from the former U.S. attorney for the Southern District of Florida on how he rooted out and prosecuted government corruption. As US Attorney he also prosecuted a wide variety of historic matters, including the prosecutions of Jack Abramoff for fraud, of Jose Padilla for terrorism, of Charles Taylor Jr. for torture, the first torture case of its kind in the U.S., and of Cali Cartel founders Miguel and Gilberto Rodriguez-Orejuela for importation of 200,000 kilos of cocaine, which resulted in a \$2.1 billion forfeiture. This session will promote an understanding of the personal ethical obligations under state law. Topics will include outside employment considerations, the complaint and opinion process, and more.

Driver's License: Exceptions and Non-US Citizens (2 hours) - The interface between immigration laws and Florida Statutes is integral to ensure the security of our borders. As more Tax Collector's offices take on the issuing of Driver's Licenses this course will review the exception process and how it can benefit the customer. This course will also more closely look at how to issue Driver's Licenses to Non-US Citizens.

Future of IT in Public Sector (2 hours) - The demand for Information Technology efficiencies is only increasing in the public sector. Consultants from the Gartner Group will explain what we can expect for the future of IT in our offices and how embracing it can improve our processes and ultimately save money.

Creating a Paperless Environment (2 hours) - An in depth look at the how some Tax Collector's Offices have "gone green" in an effort to improve processes, save time and money, and overall create a better working environment. This course will discuss destruction of

"hard copies" and the vital legal components of digital management.

State Departments' Updates on Laws and Rules (DOR, 1.25 hours) 197 Rewrite/ partial payments
(FFWC, 1 hour) Alligator Permits/Special Hunts
(DHSMV, 1.5 hours) DL and DMV Legal Issues

All state department updates will have each state agency's Director or representative give an overview to all law changes, updates, process improvements, etc in their agency and how it will impact the Tax Collector's offices.

Best Practices and Innovations (2 hours) - Instead of "reinventing the wheel" we will learn from several fellow Tax Collector Offices as to how they have improved processes, increased efficiencies, reduced expenses, and maximized income. This course will shed light on to how some Tax Collectors have found many ways to handle the demanding workload while maintaining excellent customer service.

Continuous Improvement in Hard Economic Times (2 hours) - The objective of this session will be to identify elements of a continuous improvement culture that fosters innovation and efficiencies in a down market economy. Employee disengagement has an enormous negative impact on productivity, turnover, and customer satisfaction. Participants will come away with concrete actions they can take in their organization to cultivate employee engagement and reap the benefits of an engaged and committed workforce.

DL Organ Donation Legislation Update (.75 hours)
- Donate Life Florida will give an overview to all law

Continued on Page 18.



Bids Happen!



changes, updates, requirements, and process improvements related to organ donation through the issuance of driver's licenses.

Charter Government (.75 hours) - Ken Van Assenderp, General Counsel for the FTCA will discuss charter government and how it will potentially affect the operations of our local county government.

Specialty Plate Legislative Update (.75 hours)- Mr. Jim Spearing, the Executive Director of the Florida Specialty License Plate Association will present new legislative changes and recent court cases that will affect the Specialty Tag Program.

Investments Day April 23, 2011

8:00am – 5:00pm

Mission: To provide 8 hours of Investments training to satisfy FS 218.415 with instruction provided by investments practitioners in the public and private arenas. The day-long workshop will provide economic overview at state, national and international levels. Electronic fraud will be reviewed in detail from the standpoint of both internal fraud and external fraud. Group investment activities will be provided at three intervals.

218.415(14)CONTINUING EDUCATION — The investment policy shall provide for the continuing education of the unit of local government's officials responsible for making investment decisions or chief financial officer. Such officials must annually complete 8 hours of continuing education in subjects or courses of study related to investment practices and products.

Session I: Investing Electronically & Electronic Bank Fraud will examine fraud threats both internally (by staff) and externally (by customers, hackers, criminals). Tax Collectors will leave the session with a road map of where their offices should be in terms of internal controls related to electronic banking transmittals. A detailed list of questions and answers will be provided. Goal of session is to impress upon Tax Collectors the fraud risks that are possible when transmitting dollars electronically and to provide them with real world examples of electronic fraud and a detailed overview of what controls must be in place to minimize the threat.

Session II: Economic Outlook Presentations:

- Global Insight: European Union and Arab Spring impacts on world economy and markets
- US Economy at and Florida's rankings for unemployment, foreclosures and tax revenues
- Florida and impacts unique to our state. Trends: Where will Florida be in 2012
- Question & Answer Session

Session III: Investments: Chapter 218 Refresher & Overview focus on what types of investments are permitted for Tax Collectors. Review of types of investment vehicles utilized by Florida Tax Collectors in the past fiscal year. Review of the returns realized with questions, answers and takeaway materials. Presentation by Market Strategist and Portfolio Manager Tony Crezcenzi on "Navigating the Multi-Speed World" to review themes like:

- Sovereign Debt (debt owed by a central government)
- Outlook for Treasury Yields
- Top Investments Ideas
- China's financial situation and impact on US



Scan this code from your Smartphone or Mobile Device to get more details on the Spring Conference, including a conference agenda, hotel accommodations and a registration form.

HOTEL ACCOMMODATIONS

The FTCA Spring Conference will be held at the Delray Beach Marriott, 10 North Ocean Boulevard Delray Beach, FL 33483. For reservations, call (877) 389-0169 or (561) 274-3200. Group Code is: FL TAX COLLECTORS. Rate per night is \$189/night if made before 3/23/12.





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10 Strategies For Maintaining a Positive Workplace

By Mike Russell

It's a simple cause-and-effect: when employees are happy and enjoy their work then customers are happy and have a good experience. Sometimes, however, maintaining a positive workplace can be a challenge. Check out these tips for employers and leadership positions to ensure employees feel respected and valued.

1 Adoption and incorporation of a Code of Professional Conduct that ALL employees are held accountable

to. Some companies may choose to reinforce their Code of Conduct with other "people principles" including a Guiding Principles Statement and/or highlighting the term "respect" within in the organizations mission, vision and/or values statement.

2 **Model the appropriate behaviors yourself.** As the one in leadership, it is easy to get tired and overwhelmed. Be sure that you are not the "Negative Nancy" of the office. If you find that you are, purchase a copy of "Learned Optimism" by Martin Seligman, you will love it. Then pass it on to your employees.

3 **Start a recognition program and have fun with it.** The point is to reward and reinforce those qualities that make your workplace a great place to be. These types of programs do not have to be costly; by simply purchasing things like \$20 gift certificates or movie tickets and then budget to hand out ten a month you'll change perceptions on how the company treats their people.

4 **Ensure that you are paying your staff members competitively.** If you pay a competitive wage and include a well designed incentive based plan with specific productivity goals you'll do more to add to your bottom line then you ever will by paying someone \$2.00 less than the going rate because you'll improve overall productivity and reduce your turnover, as well as the time it takes to get a new person up and running. The penny wise pound foolish approach will also have a detrimental impact on customer satisfaction.

5 **Do a culture walk-through each day.** Walk into your offices as though you have never been there before. See it through the eyes of a new customer or employee. What do you hear? What do you see? Is their chaos and clutter? Are the pictures on the walls upbeat and motivational? You will be surprised by what you find and how a few small changes could boost morale.



6 Develop your first line managers to become leaders.

The primary role of a supervisor or manager is one of "managing" tasks and people. Leaders take their job to the next level by leading people with exceptional coaching and mentoring skills, as well as by earning and maintaining the respect, integrity and credibility of his/her peers, supervisors and subordinates by consistently "walking the talk."

7 **Stay upbeat with some tunes.** Upbeat music helps to lift spirits. Challenge the staff to develop the "happiest" of happy music CDs, a collection of tunes that will keep people smiling and whistling while they work. They will love to hear their creation played in the office.

8 **Employ an open door policy but be certain that it includes a first point of contact approach.** Thus, rather than an employee going to their bosses boss or the President of the company BEFORE giving their direct supervisor an opportunity to address their concern or problem, you'll help to establish more trust in the supervisor/subordinate relationship. Meanwhile, hold managers accountable to being accessible to their direct reports. You may think that you don't have the time to listen to every employees concerns, venting, or ideas. But trust me; you don't have the time not to. If an employee can not talk to you about an issue (and get it resolved) they will be talking to others about it or brooding over it for days. Nip it in the bud, let them vent it and move on to a more productive activity.

9 **Invest in effective team-building exercises.** Whether it's a group outing or a 90 minute non-work related activity such as a DISC or Meyers-Briggs exercise, your employees will learn more about their peers as

well as themselves. In addition, these types of exercises demonstrate that you (the employer) are investing in their personal development as well.

10 **Modify your performance standards (and performance appraisal tools.** Tools should include ratings that evaluate not only “what” the incumbent delivered on (or performed) but also on “how” they conducted themselves in the workplace while executing on the “what.”

Mike Russell is the owner of Organizational Development Solutions. Contact the author at mike@orgdev-solutions.com or visit online at www.orgdev-solutions.com.

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REVENUE NEWS SPOTLIGHT | Clayton Boyd Walden

He was a new college graduate when Clayton Boyd Walden took a computer programming position with the Division of Motor Vehicles in 1987. He spent his days writing programs and working in the DMV's Data Center that housed important information such as titles and driver license information. As his career moved him through promotions within the Data Center and beyond, Walden had the opportunity to learn about all things motor vehicle. In 2003 he made the transition from technician to manager when he took on the role of Bureau Chief of Titles and Registrations.



Boyd Walden

In 2011, as a way to cut costs, the Department of Highway Safety and Motor Vehicles merged the Division of Motor Vehicles and the Division of Driver Licenses into one new unit called the Division of Motorists Services. Walden was tapped as the new Deputy Director of the Division in mid-December and has been working over the past several months to ensure a smooth transition.

Walden has taken a fresh approach to what could be a bureaucratic-heavy division. Rather than "business as usual" he encourages employees with new, efficient ideas to come forward and "make it happen."

"We are focused on efficiency and changing business models to become more efficient," Walden said. One of

the first projects under Walden's watch is investigating the centralization of the license plate decal inventory.

After a busy week of working with groups like the Tax Collectors, Clerk of Courts, Supervisor of Elections, auto dealers and motorists, how does Walden unwind? Usually by spending it with his family, in particular his 94-year-old grandfather, Chester Walden. The pair has a twice-a-month fishing trip schedule and when it gets interrupted they both feel off-balanced. Grandpa broke his hip in November and had to put the outing on hold for a few months. Walden said he visited his grandfather a few weeks ago to find him planting potatoes in his garden and hinting he had a "toothache to go fishing."

Though he is a guy who likes to stay close to his roots, Walden has an explorer side as well. He loves to travel and has accumulated plenty of stamps on his Passport, including ones from his most favorite trips to Italy and Eastern Europe.

Back at home base, Walden is interested in continuing to build on the relationships with the stakeholders of his department, including the Tax Collectors. As the Director of the Division of Motorists Services, Walden will continue to sit on the Steering Committee with representatives from the Tax Collectors hoping to continue a proactive approach to upcoming issues.

"The Tax Collectors are officially agents of the state, but I think of them more as partners," Walden said.



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--- Shared Reports ---
 E COMM DAILY POSTING
 E-check 2008
 E-check Tender Search
 Import
 Internet/Credit Card Totals
 Monthly Roll Payments

Report: User-specified report

Views: E-Payment Activity

Group by: Tender Type Drawer - none -

Tender Type Row Count Drawer

Credit Card
 Drawer Imbalance

Main Help Profile Close

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Bulletins Summary Statements Reports

Summary

Sunshine County Tax Collector
 ID: 0000
 Wed Feb 3, 2010 15:37:28 EST

Date: 01/28/2010

Batch		Chargeback		Adjustment		Net Deposit
Count	Total	Count	Total	Count	Total	
468	50,516.96	1	(-238.65)	0	0.00	50,278.31

Financial Institution Deposit

ACH Deposit Entries		Chargeback		Adjustment		Net Deposit
Count	Total	Count	Total	Count	Total	
1	49,584.82	1	(-238.65)	0	0.00	49,346.17

Posted Payment Type Summary

Payment Type	Sales		Returns		Total	
	Count	Total	Count	Total	Count	Total
Visa	96	10,393.50	0	0.00	96	10,393.50
MasterCard	28	2,930.64	0	0.00	28	2,930.64
Discover	8	952.90	0	0.00	8	952.90
Sub-Total	132	14,277.04	0	0.00	132	14,277.04
American Express	6	932.14	0	0.00	6	932.14
MasterCard Debit Card	63	7,199.06	0	0.00	63	7,199.06
Visa Debit Card	267	28,108.72	0	0.00	267	28,108.72
Grand Total	468	50,516.96	0	0.00	468	50,516.96

Accept



and



CONTACT

Ian Yorty
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