

2012 TAX COLLECTOR COURSE NEEDS SURVEY

Continuing Education Workshop for Tax Collectors (January 23-25, 2012 - Tallahassee)	
Calculation	Result
Count	26
Sum	26.0
Financial Management Workshop (January 25, 2012)	
Calculation	Result
Count	24
Sum	30.0
TCC 501 - Duties & Responsibilities of Florida Tax Collectors (February 20-24, 2012 - Orlando)	
Calculation	Result
Count	24
Sum	33.0
TCC 502 - Management (June 18-22, 2012 - Orlando)	
Calculation	Result
Count	20
Sum	20.0
TCC 504 - Collection of Licenses, Taxes and Fees (August 20-24, 2012 - Tallahassee)	
Calculation	Result
Count	19
Sum	22.0
TCC 503 - The Collection & Distribution of Property Taxes and Non-Ad Valorem Assessments in Florida (online)	
Calculation	Result
Count	21
Sum	32.0
PTO-001B, Basic Tax Certificates & Tax Deeds (Online)	
Calculation	Result
Count	21
Sum	34.0
PTO-002, Bankruptcy (Online)	

Calculation	Result
Count	21
Sum	32.0
PTO-003, Effective Decision Making (Online)	
Calculation	Result
Count	19
Sum	37.0

Please list all topics you would like to see on future Continuing Education/Financial Management Workshop agendas.

Effective ways to reduce budgets while maintaining quality service to our customers. Technology that improves our effectiveness and efficiency.
Tax Certificates/ Tax Deeds
Succession Management Training New Employees Documenting procedures
HR materials are always welcome and sharing of RFP's for banking & investment strategies
tax deeds, bankruptcy, tax warrants, investments, changes in the law
Practical customer service skills would be helpful - something beyond developing calming skills - more like verbal judo to combat the new wave of angry customers!
DOR Budget Requirements and updates
Banking - banking fee structures, how to invest your money to reduce banking fees? ACH Banking RFP's
Innovations in tax collection to include equipment, bill payer support, etc. Social media in the workplace
You have it covered.
DOR, DHSMV and FTCA Legislative Updates
Bankruptcy
Drivers License

Are you willing to share a best practice from your office with the continuing education workshop participants?

Answer	Count	Percentage
Yes (Y)	5	16.13%
No (N)	2	6.45%

No answer	24	77.42%
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Please describe the practice and list the recommended presenter/contact information.

Uniform Handling of Public Records Requests - Tom Kennedy; Streamlining Tax Deed Sales - Claudio Manicone; Productivity-based Management - Claudio Manicone
Jennifer Castro
No idea listed