

Hillsborough County Tax Collectors office Wins Governor Sterling Award



We are pleased to announce that the Honorable Doug Belden and the Hillsborough County Tax Collectors Office is a 2008 Governors Sterling Award Winner.

The Sterling Award is awarded to private and public sector organizations that achieve performance excellence in the areas of 1) Leadership; 2) Strategic Planning; 3) Customer and Market Focus; 4) Measurement, Analysis and Knowledge Management; 5) Workforce Focus; 6) Process Management; and 7) Business Results.

The Hillsborough County Tax Collectors Office is the first Tax Collector in the state to receive the Governors Sterling Award and has achieved the following results: 1) Customer satisfaction rating at 99%; 2) Employee satisfaction rating at 89%; 3) Decreased branch customer wait time to under 15 minutes; 4) Processing 97% of property tax payments the same day as received in the mail,; 5) Zero audit findings.

Congratulations to the Hillsborough County Tax Collector employees for achieving such an outstanding achievement.

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