Annual Report to Flagler County Citizens
for Fiscal Year 2024-2025



FY2024-2025

ANNUAL REPORT

SHELLY EDMONSON, CFC
TAX COLLECTOR, FLAGLER COUNTY
"Delivering State Services at the Local Level"
flaglertax.gov



A MESSAGE FROM

SHELLY EDMONSON, CFC

TAX COLLECTOR, FLAGLER COUNTY

Serving our community is about more than completing transactions. It is about helping our neighbors access essential services they need, close to home.

Our team includes 43 dedicated and highly skilled professionals serving residents from three convenient locations in Bunnell, Flagler Beach and Palm Coast. We live and work here, too. When you stop by one of our offices, there is a good chance you will be greeted by a familiar, friendly face or someone you already know.

Whether you are renewing your driver license, registering a boat or vehicle, paying taxes, or taking care of some other important transaction, our goal is simple: to make your experience convenient, helpful and friendly.

Delivering State Services at the Local Level

Shelly Edmonson

WHY AN ELECTED TAX COLLECTOR?

The Tax Collector is an independent, elected constitutional office established in 1885 by the Florida Constitution. The office was created to be free from influence by local or state agencies that have the power to levy taxes. The Tax Collector is elected to a 4-year term in the same year as the presidential election.

The Tax Collector's Office is not funded by tax dollars. It is a fee-based office. The fees we collect for the services provided are used to fund our operating budget which is approved annually by the Florida Department of Revenue. Per Florida Statutes, unspent revenue is returned to local government and its taxing authorities.

Other constitutional officers serving Flagler County include the Clerk of the Circuit Court & Comptroller, Property Appraiser, Sheriff, and Supervisor of Elections.



Shelly Edmonson was sworn in as Flagler County's Constitutional Tax Collector on January 7, 2025

SHELLY EDMONSON, CFC
TAX COLLECTOR, FLAGLER COUNTY
"Delivering State Services at the Local Level"

OFFICE HOURS
Monday - Friday
8:30 am. - 4:30 pm.

Services vary by location.

Limited driver license services are provided after 3 pm.

Visit our website for details.

BUNNELL MAIN OFFICE
1769 East Moody Boulevard
Building 2, Suite 102
Bunnell, FL 32110

PALM COAST OFFICE
213 St. Joe Plaza
Palm Coast, FL 32164

FLAGLER BEACH OFFICE
2525 Moody Boulevard
Flagler Beach, FL 32136

MAILING ADDRESS
P.O. Box 846
Bunnell, FL 32110

386) 313-4160 Main
(386) 313-4161 Fax

flaglertax.gov

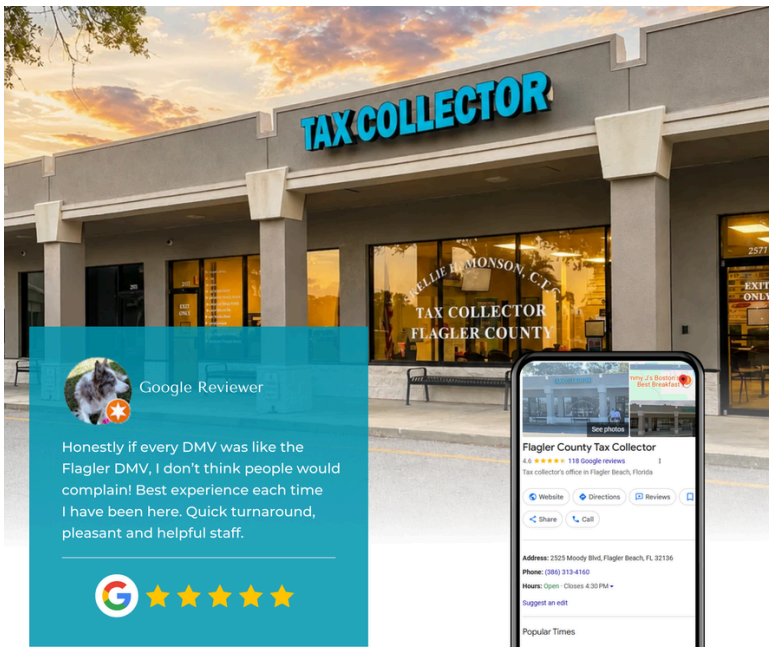
OUR SERVICES

Here at the Flagler County Tax Collector's Office, we do so much more than collect taxes. We are proud to deliver state services at the local level, making it more convenient for Flagler County residents to conduct important business right here at home.

As a limited, specialized agent for several state agencies, we work in partnership with the Florida Department of Highway Safety and Motor Vehicles, Florida Fish and Wildlife Conservation Commission, Florida Department of Agriculture and Consumer Services, Florida Department of Revenue, and Florida Department of Health.

Visit us in person or online for assistance with:

- Real estate and tangible personal property tax
- Local business tax receipts
- Tourist development tax
- Registrations and titles
- Driver licenses and state ID cards
- Concealed weapon licenses
- Hunting and fishing licenses
- Florida birth certificates



YOUR TAX DOLLARS AT WORK

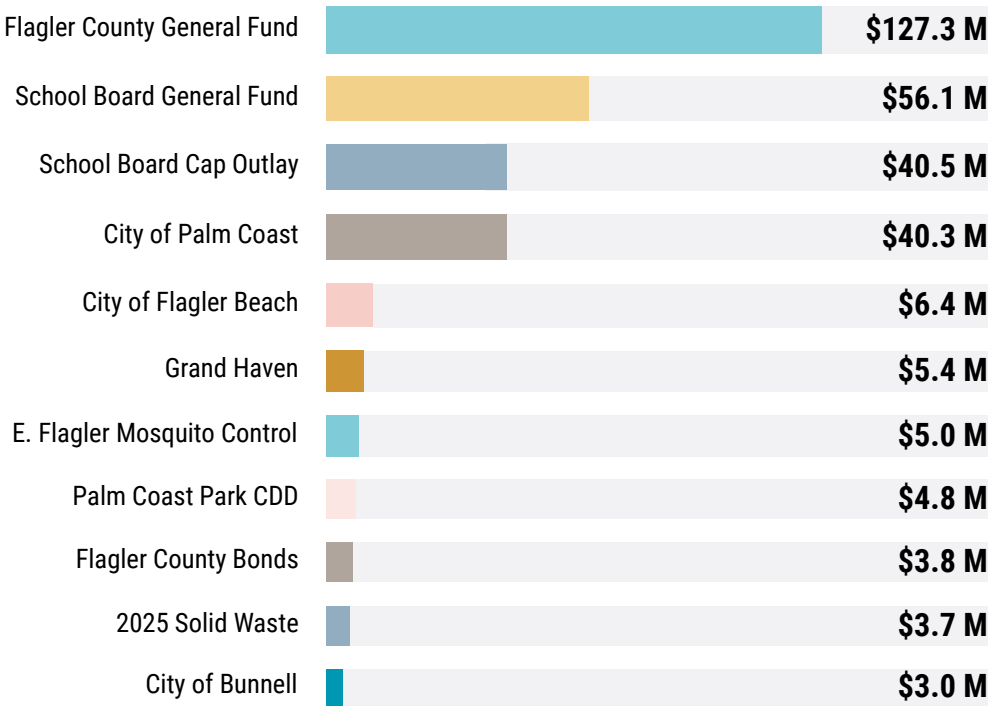
A closer look at how your property tax dollars were distributed in tax year 2024

MAJOR DISTRIBUTIONS *$3 MILLION AND ABOVE*

TOTAL 2024 TAXES DISTRIBUTED

$308.1 MILLION

Distributed to local government, schools, special districts and other essential services



ADDITIONAL DISTRIBUTIONS *UNDER $3 MILLION*

• St. Johns Water Management District	$2.9 M	• City of Beverly Beach	$127,681
• Town Center CDD	$2.7 M	• Marineland Acres Drainage BD	$125,778
• Tomoka CDD	$1.5 M	• Ormond Station CDD	$118,341
• Deer Run CDD	$1.2 M	• Palm Coast Nuisance Ordinance	$113,531
• Gardens at Hammock Beach CDD	$567,175	• Beverly Beach Solid Waste	$106,551
• Hunter's Ridge CDD #1	$527,966	• Painters Hill Seawall	$95,650
• Florida Pace Agency	$474,548	• Seminole Palms CDD	$38,392
• Florida Inland Navigation District	$464,587	• N. Malacompra Drainage BD	$35,099
• Dunes CDD	$364,745	• Dunes CDD Stormwater Assessment District	$2,780
• Old Kings Rd SA	$309,722	• Rima Ridge Mosquito Control	$2,059
• Town of Marineland	$133,648	• Espanolo Mosquito Control	$1,605

PROPERTY TAX BILL LIFECYCLE

Property taxes are paid in arrears. If a property owner does not receive their property tax bill, Florida Statutes requires all property owners to know taxes are due and payable annually. The gross amount is due by March 31.

01 | JANUARY

Property Appraiser determines assessed value of all properties in Flagler County.

02 | MARCH 1

Property owners' exemption applications are due to the Property Appraiser.

03 | JUNE 1

Property Appraiser reports the estimated total taxable value of properties to local taxing authorities.

04 | JULY

Property Appraiser submits total taxable value for certification to the Florida Department of Revenue (DOR).

05 | AUGUST

Local taxing authorities report their proposed millage rates. Property Appraiser mails TRIM Notices by August 25.

06 | SEPTEMBER

Local taxing authorities hold public hearings to finalize millage rates and adopt a budget.

07 | OCTOBER

Property Appraiser provides the certified tax roll to the Tax Collector who verifies the accuracy of the data, then balances the roll and creates the tax bills.

08 | NOVEMBER 1

Tax Collector mails the tax bills to the property owner addresses as provided by the Property Appraiser in the certified roll.

09 | NOVEMBER 1 - MARCH 31

Tax Collector opens the roll for collection with a deadline of March 31. Property owners receive a discount for early payment as follows:

- *4% November*
- *3% December*
- *2% January*
- *1% February*

10 | YEAR ROUND

Tax Collector distributes collected funds to taxing authorities throughout the year.

OUR OFFICE BY THE NUMBERS

Thousands of transactions. One shared goal: ensuring efficient, accessible and exceptional service to every customer we serve.

TOTAL TRANSACTIONS *IN PERSON AND ONLINE*



190,047

MOTOR VEHICLE AND VESSEL SERVICES



91,040

REAL ESTATE AND TANGIBLE PERSONAL PROPERTY TAX



44,487

DRIVER LICENSE AND STATE ID CARD SERVICES



14,965

MISCELLANEOUS TRANSACTIONS*



7,050

LOCAL BUSINESS TAX RECEIPTS

*Miscellaneous transactions include hunting and fishing licenses, concealed weapon licenses, and accessible parking permits.

IN PERSON TRANSACTIONS

	MOTOR VEHICLE	DRIVER LICENSE & ID CARD	PROPERTY TAX	MISCELLANEOUS	BUSINESS TAX
BUNNELL 94,566	54,898	20,244	13,700	4,638	1,076
PALM COAST 74,139	48,562	14,948	5,930	4,522	177
FLAGLER BEACH 53,882	35,817	9,295	3,082	5,600	88
TOTAL	139,277	44,487	22,712	14,760	1,341

Delivering state services at the local level.

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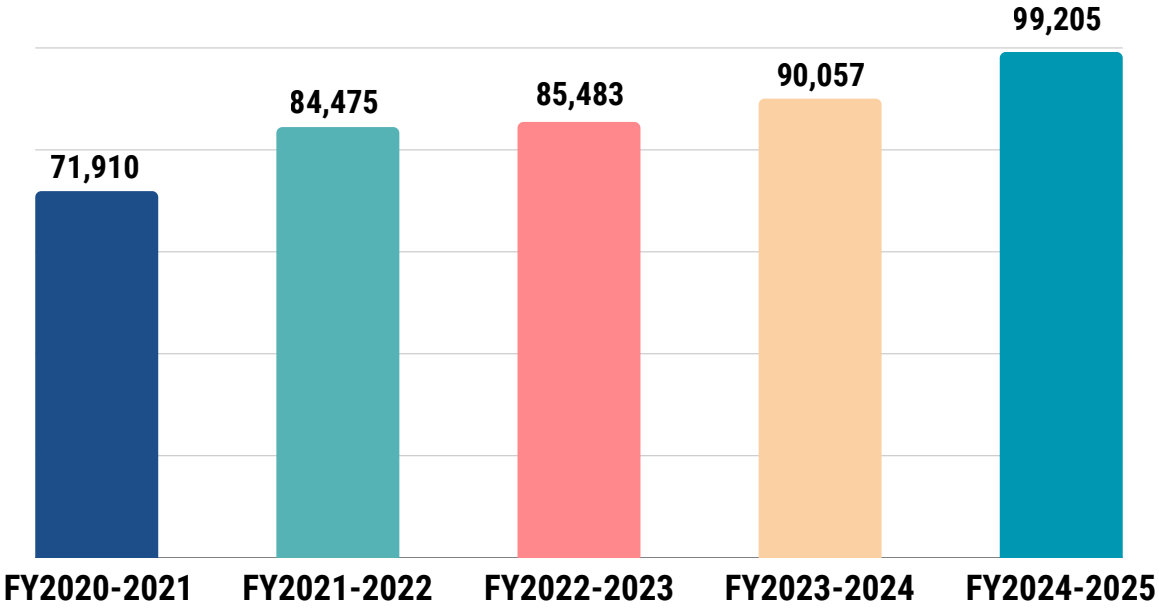
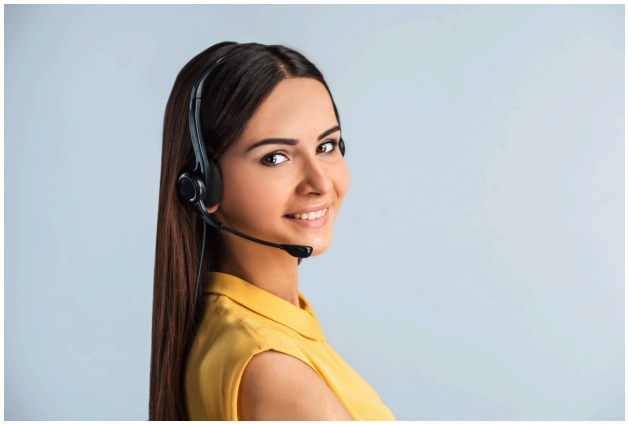
ONLINE TRANSACTIONS



ANSWERING THE CALL



36,073
Calls handled by a staff member

3m 05s
Average wait time

1m 46s
Average length of call

A CLOSER LOOK AT
PARKING PERMITS

Getting where you need to go shouldn't be complicated!

We issued 7,108 accessible parking placards during fiscal year 2024-2025.

Temporary and permanent placards are available for people with disabilities, disabled veterans, and expectant mothers.

5952
PERMANENT PLACARDS ISSUED IN FY2025



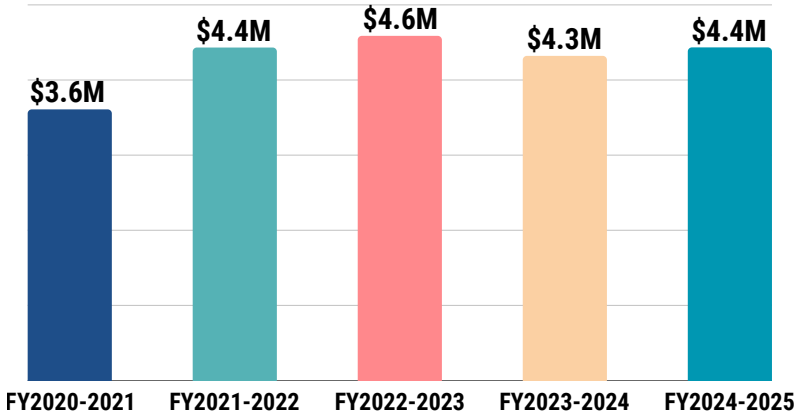
1156
TEMPORARY PLACARDS ISSUED IN FY2025

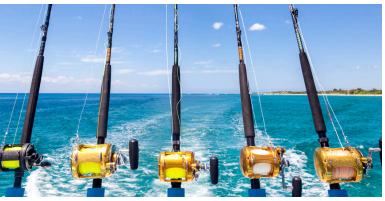
TOURIST DEVELOPMENT TAX

Tourist Development Tax (TDT) is a 5% charge on the revenue from transient rentals (6 months or less). It is to be collected from the guest and remitted to the Flagler County Tax Collector on the first day of the month following the reporting period. All owners/operators must submit a return even if no taxes were collected for the month.

$4.4 MILLION

We efficiently collected and distributed more than $4.4 million in Tourist Development Tax during fiscal year 2024-2025.











12%

Charged to visitors for overnight accommodations in Flagler County

7% SALES TAX

Paid to the Florida Department of Revenue

5% COUNTY TDT

Funds the Flagler County Tourism Development Office

SAVE TIME AND MONEY WITH TOURIST EXPRESS

Paying Tourist Development Tax is easy and convenient with ***Tourist Express***, our secure online payment and account management tool.

Property owners enrolled in Tourist Express may deduct 2.5% of the first $1,200 in tax due up to $30 when the return is filed and paid by the 20th day of the month following the reporting period.

LEARN MORE
flaglertax.gov/tourist-development-tax

ANNUAL BUDGET

Each year, the Flagler County Tax Collector submits a proposed operating budget to the Florida Department of Revenue by August 1 for review and approval. The approved budget covers the fiscal year from October 1 through September 30, with spending carefully managed throughout the year. At year-end, any unspent revenue remaining after authorized expenses is distributed to the appropriate taxing authorities and government entities as required by Florida law.

$6.2M

BUDGET APPROVED BY DEPARTMENT OF REVENUE

$6.8M

ACTUAL REVENUE EARNED IN FY2025

$5.7M

ACTUAL EXPENDITURES IN FY2025



$1.1 MILLION

Our office collected $6.8 million in fees and commissions. As a result of our cost-effective operations, we distributed $1.1 million of unspent revenue to Flagler County taxing authorities.

FISCAL ACCOUNTABILITY

Tax Collector Edmonson and her staff earned the prestigious Certificate of Merit from the Florida Tax Collectors Association for achieving a perfect annual financial audit.

A team of independent experts conducted a rigorous review of our financial records and found no errors, legal violations, negative findings, or mishandled funds. In fact, the office's financial records balanced down to the penny.

The Certificate of Merit recognizes this exceptional level of financial accountability and demonstrates our commitment to managing public funds responsibly, transparently, and in full compliance with the law. A perfect audit provides important assurance that your tax dollars are being handled with the highest standards of accuracy and integrity.



Hon. Shelly Edmonson receives the Certificate of Merit from Hon. David Jordan, Lake County Tax Collector and Treasurer of the Florida Tax Collectors Association



WHERE COMMUNITY AND SERVICE COME TOGETHER

Meeting with residents gives us the opportunity to share important information, answer questions, and listen to your concerns.

BUILDING STRONG CONNECTIONS

Building strong connections with the community starts by meeting residents where they are. By participating in local events, our team has the opportunity to answer questions, share helpful information, and make residents more aware of the many services available through the Flagler County Tax Collector's Office. These face-to-face conversations help make government services more accessible and approachable while reinforcing our commitment to delivering state services at the local level.

REQUEST A SPEAKER

Tax Collector Shelly Edmonson and members of her staff are available to speak at events hosted by municipalities, chambers of commerce, HOAs, nonprofits, and other local organizations.

During these informative sessions, you will learn more about:

- The role of the Constitutional Tax Collector
- Our priorities and accomplishments
- Important policy changes affecting taxpayers
- The latest news from our state partners
- And much more!

Call us today at (386) 313-4160 to request a speaker for your next community meeting or event.





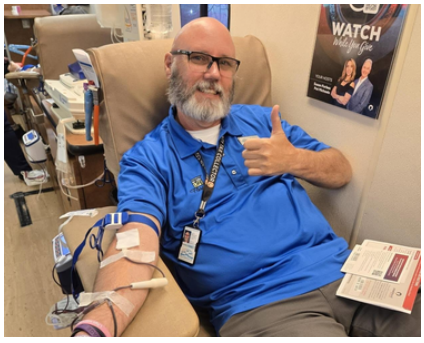
SERVING OUR COMMUNITY

Our commitment to service extends far beyond the walls of our office. Throughout the year, we shared our time and talents to support the community we are proud to serve. Whether lending a hand, presenting a donation or simply connecting with neighbors at a community event, these moments reflect the heart of our team and our belief that public service means more than providing excellent service at the counter. Public service means making a positive difference in the community we call home.















OUR VISION

To serve the citizens of Flagler County with responsive, knowledgeable, professional, and courteous service. We carry out our responsibilities efficiently, ethically, and transparently; maintain accurate records; and ensure the timely collection and distribution of public funds. We are equally committed to fostering a workplace built on pride, teamwork, and dedication to our community.

OUR MISSION

To earn and maintain the public's trust by setting the standard for accurate, efficient, and accessible service—creating an organization where citizens are well served, public resources are responsibly managed, and employees take pride in their work.

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