

Janet Holley, CFC - Escambia County Tax Collector

Personal

- Born July 29, 1951, in Chillicothe, Ohio
- Resides in the City of Pensacola
- One son, Ryan Holley, served six years in the US Army and two tours in the Middle East
- Member Cokesbury United Methodist Church

Education

- Certified Florida Collector (CFC) – 1998 / Certified Florida Collector Assistant – 1982
- Florida Real Estate Salesperson License (inactive)
- Florida State University – 1969 to 1971
- Rickards High School, Tallahassee, Florida – Graduated 1969, with honors

Experience

- Escambia County Tax Collector – appointed by Governor Lawton Chiles in October 1998; elected November 2000 with over 76 percent of the vote; reelected in 2004 and 2008 unopposed.
- Began career in public service with tax collector's office in 1973 as a clerk typist and advanced professionally through promotions to office manager in 1991 until 1998.
- Florida Tax Collectors, Inc.
 - President – 2005-2006
 - First Vice President – 2004-2005
 - Second Vice President – 2003-2004
 - DHSMV Committee Chair – 2001-2005
 - Board of Directors – 2000-2007
- Florida Tax Collectors Service Corporation Board of Directors – 2000-2007

Civic Activities

- Former Board of Directors for Council on Aging of West Florida, Pensacola Five Flags Rotary, Matt Bell Courage Scholarship, United Cerebral Palsy, YMCA, and Starbase-Atlantis
- Mistress of Ceremonies for Bill Hargreaves Fishing Rodeo – 2000-2005

Professional Recognition

- Outstanding Women in Business, Lifetime Achievement Award - 2008
- God in Government Award – 2005
- Paul Harris Fellow – Pensacola Five Flags Rotary – 2004
- Service Award– Pensacola Five Flags Rotary – 2004
- Executive of the Year – International Association of Admin. Professionals – 2002
- Outstanding Citizen – Pensacola Civitan Club – 2001
- Diamond Award Finalist, Outstanding Achievement-Elected Official – Women's Business Center, Inc. – 2003
- Women of Distinction – Media Choice – 2000
- Best Under the Sun – Florida Sun – 2000
- Disability Summit Council Award – United Cerebral Palsy - 2000
- Florida's Best - American Legion Post 33 - 1999
- Outstanding Leadership - Florida Tax Collectors, Inc. – 1998

Office Innovations

- Under Ms. Holley's tenure, the office has been streamlined to offer a one-stop concept. Each tax agent handles all services...no more being sent from one station to another. (This practice has drastically reduced and almost eliminated wait times.)
- Relocation and expansion of branch offices that offer the convenience of drive thru, after hours drop box, and improved parking.
- Expanded tax collector services for citizens' convenience by offering driver license services.
- Offered fast title service (leave with your title).
- Implemented the use of an appointment system.
- Expanded payment options by being the first tax collector in the state to offer payments by both debit and credit card and electronic check. Initiated payments by phone, in person, and online.
- Created a *Peace of Mind* program to help property owners remember to pay their taxes.
- Implemented a web site to provide information, statistics, electronic communication, and payment options for ease of access to public information 24 hours a day.
- Offered 24 hour automated payment by telephone.
- Implemented an online tax certificate sale to reduce costs and promote greater access.
- Eliminated the mail fee and provided an envelope on tag renewals.
- Improved customer feedback by being responsive to comment cards.