



ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County

A Report to Our Citizens

FOR FISCAL YEAR 2010

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Mission

As a constitutional officer, the Tax Collector is responsible for the collection and distribution of taxes and fees for the benefit of our community.

Vision

As a world class organization we enthusiastically work together to create and deliver the highest standards of service excellence.

Values

- Teamwork
- Learning
- Creativity
- Communication
- Diversity
- Integrity
- Professionalism
- Fiscal Responsibility
- Fun



"A Report To Our Citizens"
 is a winner of the
 2010 Palm Beach PRSA
 Award of Quality



Serving you.

About the Tax Collector's Office

Who we are.

The Constitutional Tax Collector is a separate and independent government entity. This independence ensures freedom from influence by local or state agencies that have the power to levy taxes. That means the Tax Collector operates independently of the Palm Beach County Board of County Commission and other Constitutional Offices. The Tax Collector's budget is approved by the Florida Department of Revenue.

What we do.

The Constitutional Tax Collector's Office:

- collects property taxes for every local government agency that has the power to levy taxes.
- is Palm Beach County's agent for the administration of Local Business Tax Receipts and Tourist Development Taxes.
- issues driver licenses, identification cards, titles and registrations for automobiles, trucks, mobile homes and vessels as agent for the Department of Highway Safety and Motor Vehicles.
- serves as agent for the Department of Environmental Protection, Florida Fish & Wildlife Conservation Commission and Department of Revenue.
- provides information and educational resources about our services to the public.

How we operate.

The Tax Collector's Office employs 279 highly-trained people. We operate from a centralized administrative office in the Governmental Center in West Palm Beach and 8 service centers conveniently located throughout the county. The offices are located in Belle Glade, Delray Beach, Lake Worth, Lantana, Royal Palm Beach, West Palm Beach and two in Palm Beach Gardens.

Our Progress

PROGRESS IN FISCAL YEAR 2010

We are focused on “Serving You” during this challenging economic recession. Constitutional Tax Collector Gannon advanced numerous initiatives and received national recognition in Fiscal Year 2010 (October 2009 – September 2010). Our organizational efforts center on providing “one-stop shopping” at our service centers, improved technology, and a client-focused culture.

License to Drive

The 2010 Florida Legislature transferred the issuing of driver licenses from the Department of Highway Safety and Motor Vehicles (DMV) to local tax collectors. We began offering limited driver license services (U.S. Citizen Only, renewals, address changes, suspension clearances, etc.) in April 2010. In September we opened our first Full Service driver license center in Delray Beach serving the South County area. These services began earlier than expected because DMV ended their South County operations. This DMV action left the most populous area of the county, with the highest volume of customers, without local access to a full service driver license facility.

MANATRON

Phase 1 of the Manatron Government Revenue Management (GRM) tax collection system and e-Government web portal went live. This new, web-based tax payment system replaced the decades-old legacy mainframe applications. Once completed, the system will merge three stand-alone systems into one platform, resulting in lower operating costs and streamlined service.

Deming Institute Presentation

Tax Collector Gannon was invited to speak about her office’s organizational changes at the prestigious international Deming Research Seminar. Held at Fordham University on February 22 & 23, 2010, the seminar sessions exemplify how William Edwards Deming’s quality management work is applied in practice at our office. The entire presentation is viewable on our website under the Press Room tab.

Our mission centered on four core areas: Excite the Clients; Exceed Operationally; Expand Revenue and Conserve Our Resources; and Energize Employees.

Excite the Clients by providing a surprising, personalized and seamless service delivery.

Employees are empowered at all levels to be champions for their clients and to resolve pressing work issues. Employee performance is measured by client satisfaction. Installation of client survey kiosks at every service center and a permanent web survey for on-line clients or those speaking with a client relations guide by telephone line helped to facilitate this process.

Exceed Operationally by becoming the benchmark in all of our processes.

- The Good – share the good news for all the processes, procedures, and policies that work to meet their intended purpose.
- The Bad – identify areas of procedural, legal, or ethical obligations of the TCO that are not being fulfilled.
- The Un-government –work with the departments to identify areas to raise the bar and become the Benchmark!

Expand Revenue and Conserve Our Resources by being cost effective and aggressively pursuing all available fees and revenue for the good of the citizens.

The economy has continued to impact our tax collections in three areas: property tax, tourist development tax and local business tax. We have increased our effort to collect delinquent taxes. Notable actions:

- Winn Dixie, who operated 87 stores in Palm Beach County at the time they filed for Chapter 11 re-organization, paid 80 percent of the value of the tangible property and 7 percent interest.
- We held an auction sale of seized tangible personal property and recaptured almost \$20,000. Auctions like this also present an opportunity for other business owners to purchase used equipment at a discounted rate.

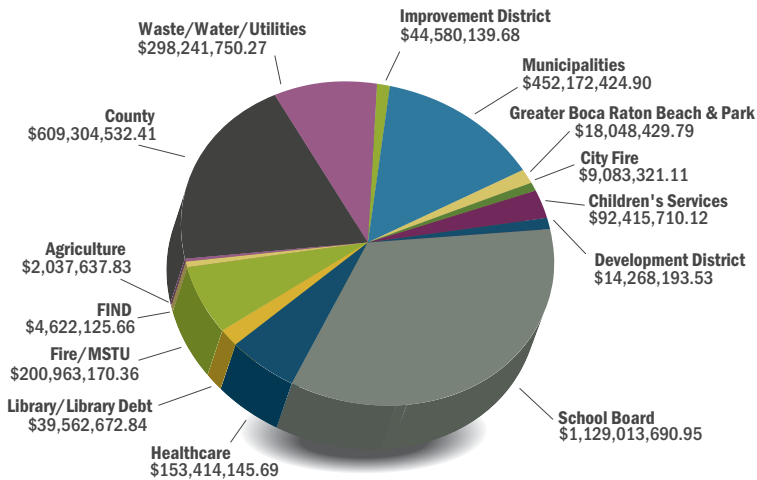
Energize employees by creating a staff of empowered, appreciated and excited employees.

We participated in Florida Trend’s “Florida’s Best Companies to Work for 2010”. The free survey provided us with important baseline employee feedback in eight workplace development categories.

How much did we collect & distribute, and what are the associated costs?

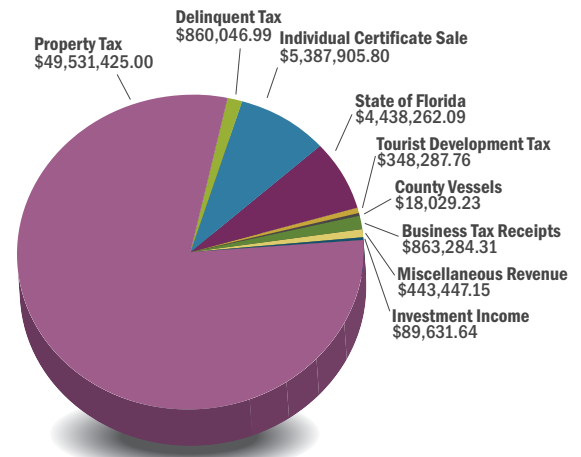
In fiscal year 2010, we collected & distributed nearly \$3.1 billion in Property Taxes to Palm Beach County's 93 taxing authorities. The three largest categories of disbursements (the county, school board and municipalities) account for almost \$2.3 billion.

The Tax Collector's Office is a commission and fee-based office. That means our operations are not funded by tax dollars. The fees collected for the services we provide are used to fund our operating budget, which is approved by the Florida Department of Revenue. Cost-effective operations result in revenues well in excess of our annual budget. The result is additional revenue which is then returned to the local government agencies in proportion to the amount they pay.



2010 Disbursements

Total Disbursements = \$3,067,727,945.14



Commissions Received

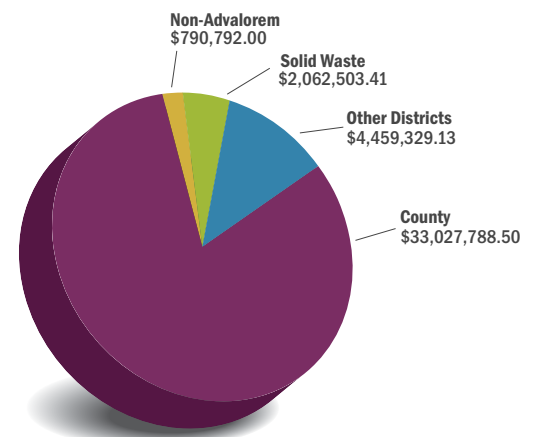
Total Commissions = \$61,980,319.97

Top Ten Taxpayers for Fiscal Year 2010

Florida Power & Light Co.....	\$33,532,879.73
Bellsouth Telecommunications Inc.....	\$8,686,146.04
Town Center at Boca Raton Trust	\$7,043,427.63
US Sugar Corp	\$5,520,919.23
Breakers Palm Beach Inc	\$5,351,507.92
Panthers BRHC LTD	\$4,757,774.91
Landry Lawrence L & Martin L.G. Trust	\$4,588,386.35
Singer Island Condominiums LTD	\$3,969,848.78
TJ Palm Beach Assoc LTD Ptnrs	\$3,741,677.91
Kolter City Plaza II Inc	\$3,676,395.65

Services Provided

Line of Business.....	2008.....	2009.....	2010.....
Vehicles registered.....	1,204,000 ..	1,138,200	1,106,745
Property tax bills issued.....	660,000	681,000	684,800
Business tax receipts processed	96,500	89,600	88,910
Vessels registered	42,500	41,100	36,438
Disabled parking permits issued	36,000	37,700	44,544
Hunting and fishing licenses processed.....	3,000	2,600	2,421



Use & Distribution of Fees

35% of the fees supported our budget, while 65% were returned as excess fees.



Community Involvement

Anne Gannon is committed to supporting the Palm Beach County community. That support ranges from specific charitable action to educating the public about our services.

Charity: All Tax Collector charitable involvement activities share a common objective: to aid and bring comfort to Palm Beach County citizens and families in need. The employees of the Tax Collector chose partner charities through an annual election.

Education: Would your school, house of worship or community like to prepare for getting “Real ID’d”? Please let us know by contacting our Communications Team at info@pbcgov.org. You can also sign up for our monthly newsletter TaxTalk to receive important information monthly. Connect with us at www.taxcollectorpbc.com under the Stay Informed column.

We want to hear from you. An important component of great client relationships is hearing from you. Do you like this report? Would you like to see other important information included? Please let us know by contacting info@pbcgov.com.

Local government is facing serious revenue constraints due to difficult economic times. The ripple effect of high unemployment and the housing market crash has dramatically reduced property tax collections. The public and private sectors know we all must do more with less as we work through these national economic problems. To meet our local challenges, Constitutional Tax Collector Gannon is working to increase efficiencies in the collection process to maximize returned funds to local government and taxing districts.

The Constitutional Tax Collector’s commitment to excellent client service continues to be our highest operating priority.

Impact of Driver License Services

The 2010 Florida Legislature mandated that Tax Collectors provide driver license and ID services. The new services must be Real ID Act compliant, a Federal anti-terrorist provision. These two factors caused a huge increase in service volume and the length of time it takes to process Real ID documents. As a result, clients may experience a 2-3 hour wait in some locations. We have created driver license/identity card Real ID tools to help our clients better prepare for the Real ID processes. They are readily available on our website. We are encouraging clients with other tax business to consider utilizing the drop box inside our centers or simply paying online.

We anticipate this high service volume to continue because of a number of factors. All Florida driver license renewals must be completed in person by December 1, 2014 if born after 1964 and by December 1, 2017 for everyone else. All the renewals, new driver licenses and identification cards must be Real ID compliant as required by Federal Law.

The combination of the new services and limited resources (no additional service

space) creates a significant challenge for clients and our operations. Constitutional Tax Collector Gannon continually searches and implements cost-effective ways to communicate important information that directly impacts clients. The old, outmoded tax payment software has been replaced. The website will be redesigned to provide a more user-friendly experience and an improved navigation system. Service center wait time web postings, text alerts, smart phone apps, twitter alerts and a Facebook Fan Page (including important office updates) are in the works.

Increasing Operational Efficiencies

The local business tax receipts and tourist development tax are the next to come on-line in Phase 2 of the Manatron GRM Tax Collection System implementation. Additionally, Tyler Tech’s MUNIS software will replace our old system for human resources records/payroll and finance. It is being introduced in phases throughout FY 2011.

These internal operational efficiencies include:

- Applicants will be able to apply for jobs on-line and upload resumes when “Applicant Tracking” goes live in spring 2011.
- We will save time, printing and postage costs with the new digital communications system.
- Paper applications will no longer be used because managers will search for qualified candidates on-line.
- We will achieve our paper-free goal for all HR transactions including hiring, status or pay changes, and terminations.
- Employees will be able to view/change personal info (W-4 status, address, beneficiary info) electronically through an employee self-serve portal.
- Longer term, in-house training classes will be accessible to all employees for individual development plan management.