



# Tax Talk

with Anne M. Gannon, Constitutional Tax Collector  
Serving Palm Beach County, Serving You



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Dear Friends,

Preparations start this month for some major service center changes. The closing of the Lantana and Lake Worth offices are right around the corner. As those doors close, we look forward to the opening of the new Central Palm Beach Service Center.

Find out how these changes affect you, information about your November tax bill, vehicle registration suggestions and more below.

Anne M. Gannon  
Constitutional Tax Collector

### SIGN UP FOR OUR E-NEWSLETTER

Sign up to receive your copy of Tax Talk via email at [www.pbctax.com/TaxTalk](http://www.pbctax.com/TaxTalk)

### TWO DOORS CLOSING & ANOTHER OPENING

In November clients can expect the Lantana (November 6) and Lake Worth (November 13) Service Centers to permanently close. Replacing these older locations is a new Central Palm Beach location. The office closings are necessary for staff to move, set up and test equipment and systems.

Clients can look forward to a new 39,000 sq. ft. building with up to 40 cashiering kiosks. The new office will allow us to serve you more efficiently. Doors open on or about November 30.

Be prepared. The office closings mean busier service centers and increased wait times everywhere. Avoid long lines. Here's a list of transactions you can do online:

- Vehicle Registration Renewal
- Property Tax Payments
- Mobile Home Registration Renewals
- Delinquent Tangible Personal Property and Local Business Tax payments



### VEHICLE REGISTRATION NEWS

New motor vehicle registration renewal notices will be showing up in mailboxes across the county very soon. There are a few changes on the notices. Information is now on the renewal notice about actions to take when you sell a vehicle. In addition, a section regarding how to register emergency contact information is included.

Anyone carrying a valid Florida Driver License or state-issued ID card is eligible to register and link their emergency contact information to their card. Visit the Florida DSHMV website at [www.flhsmv.gov/EmerContInfoHistory1.html](http://www.flhsmv.gov/EmerContInfoHistory1.html) for more information.

Speaking of registration... Did you know renewing online is an option? Registrations are eligible for renewal up to three months in advance. It takes only a few minutes online. This includes motor vehicles, boats and mobile homes too! Go to [www.pbctax.com](http://www.pbctax.com) and click the online payment tab.



**ANNE M. GANNON**  
CONSTITUTIONAL TAX COLLECTOR  
Serving Palm Beach County

Serving you.

Tax Collector Gannon invites you to contact our office with questions at (561) 355-2264 or [ClientAdvocate@taxcollectorpbc.com](mailto:ClientAdvocate@taxcollectorpbc.com)

## PROPERTY TAX – TOOL & TIPS

Property Tax season begins next month. Bills mail November 1.

There are financial advantages when you pay early. Pay taxes in November and save four percent! The other discounts are:

- December 3%
- January 2%
- February 1%
- March - There are no discounts.



Need a little help understanding your tax bill? Interested in different payment options? Check out our Property Tax Brochure at [www.pbctax.com/services/property-tax/understanding-your-tax-notice](http://www.pbctax.com/services/property-tax/understanding-your-tax-notice). This handy guide is included with every tax bill. It diagrams the different parts of your bill, includes the Installment Payment Plan application, the various property tax payment options and more. A reminder that there is a \$0.30 Automated Clearing House (ACH) verification fee for eChecks and a convenience fee for credit/debit card transactions. Vendors retain all fees, not our agency.

On October 1, there was a fee change for dishonored checks. The fee is \$25 for check amounts up to \$300 and \$40 for checks amounts \$300.01 and above.

We encourage you to go online and use our ePay Center to make your 2015 property tax payment. Because the Lantana and Lake Worth Service Centers close in November, all our other offices will be busier. Longer wait times are expected. When you pay online, you can skip the line!

## SICKLE CELL-EBRATION WALK

Saturday September 19, Team PBC Tax Collector was out in force to combat sickle cell disease. We were part of the Sickle Cell-ebration Walk to support the Sickle Cell Foundation of Palm Beach County & Treasure Coast. PBC Tax Collector employees selected the Sickle Cell Foundation of Palm Beach County & Treasure Coast as one of three charities to support through dress down donations and fundraising events. The mission of the Sickle Cell Foundation of Palm Beach County & Treasure Coast is to help all people affected with sickle cell disease by providing support through education, medical referral, counseling and more. Visit their website at [www.sicklecellpalmbeach.org](http://www.sicklecellpalmbeach.org) for more information.

## SERVING YOU BY THE NUMBERS

	JUNE	JULY	AUGUST	SEPTEMBER
<b>Clients Served</b>	<b>68,292</b>	<b>70,669</b>	<b>72,525</b>	<b>68,292</b>
<b>Average Wait Time</b>	<b>24 minutes</b>	<b>31 minutes</b>	<b>35 minutes</b>	<b>32 minutes</b>
<b>Average Help Call Hold Times</b>	<b>5 minutes</b>	<b>3 minutes</b>	<b>5 minutes</b>	<b>6 minutes</b>

## DRIVING HOME RESULTS

Our “In the Driver’s Seat” initiative is a public education program to help teens and young adults prepare for their first license by improving access to driving test study materials – including road and safety rules. The program received a Radiance Award from the Public Relations Society of America Sunshine District and a Palm Award in the Social Media Category from the association’s Palm Beach Chapter. The program also received the Florida Department of Highway Safety & Motor Vehicles’ “Safer Florida 2015” for “exemplary and outstanding efforts to promote public safety” in Florida.

October 18 through 24 is National Teen Driver Safety Week and what better way to celebrate than downloading our In the *Driver’s Seat App*! The app is a great study aid to help first time drivers improve test scores, learn road safety rules, access useful facts on Twitter @TAXPBC and much more. Help keep your teen safe on the road; tell them to download the In the *Driver’s Seat App* at [www.pbctax.mobapp.at](http://www.pbctax.mobapp.at) (available for Android and Apple devices).



## OCTOBER ANNOUNCEMENTS

- October 1** Local business taxes are delinquent and subject to a 10% penalty in October  
Renew delinquent local business taxes online at [www.pbctax.com](http://www.pbctax.com)  
Mobile home registration renewable through December
- October 12** Offices closed in observance of Columbus Day
- October 18-24** Teen Driver Safety Week
- October 20** Tourist development taxes due

## HOURS OF OPERATION (excluding government holidays)

**Service Centers:** Monday through Friday, 8:15 a.m. to 5:00 p.m.

**Online:** 24/7 at [www.pbctax.com](http://www.pbctax.com)