



June 2015

Dear Friend,

There is a big change coming this month. On June 30, the last state-operated Department of Highway Safety and Motor Vehicles (DHSMV) office, located at 571 North Military Trail in West Palm Beach, permanently closes. The DMV office closure will temporarily impact wait times for in-person driver and motor vehicle services in Palm Beach County.

**How will the DHSMV office closure impact me?**

Beginning July 1, The Palm Beach County Tax Collector will be the only Florida driver license/ID card-issuing agency in Palm Beach County. The DMV office now issues 4,000 licenses/ID cards monthly. We anticipate existing customer volume will flow into Tax Collector offices. Our Lantana, Royal Palm Beach, and Delray Beach/South County Service Centers will have the longest wait time increases. The closure will also impact our call center’s wait times.

**What can I do to minimize this impact?**

**USE THESE ONLINE SERVICES**

[www.pbctax.com](http://www.pbctax.com)

Pay 2015 Property Tax Installment Payment (first quarterly payment due June 30)	Check live Service Center wait times, updated every 60 seconds
Renew Motor Vehicle and Boat Registrations	Make driver license appointments
Pay Local Business Taxes (July 1 – Sept. 30) and delinquent Business Taxes anytime	Look up property and business tax bills and payment records
Buy Hunting and Fishing Licenses (Lobster Mini Season is July 29 – July 30)	Download forms, including the Disabled Persons Parking Permit application

More time-saving tips:

- For current service center wait times, text “waitpbc” to 41411.
- To renew motor vehicle registrations online, be sure to have the owner’s name, birthdate, address, and social security number readily available,
- Study using our “In the Driver’s Seat” app if you are getting your first driver license. For more information, visit [www.pbctax.com/content/drivers-seat-app](http://www.pbctax.com/content/drivers-seat-app).
- If you already have a REAL ID (star in upper right corner), order a replacement or address change online.

- If you are not REAL ID'd, make an appointment online. Driver license services close in the afternoon when wait times exceed hours of operation.
- Use our office lobby drop boxes for property tax installment payments, local business tax renewals, and motor vehicle registration renewals.

### Where are Tax Collector service centers located, and which ones are busiest?

Our offices are open from 8:15 a.m. to 5 p.m. Monday through Friday. Road tests are available at select locations from 8:15 a.m. to 3:30 p.m., weather permitting. The Delray Beach/South County, Lake Worth, Lantana, NE County Courthouse, and Royal Palm Beach service centers are typically busiest.

<p><b>Belle Glade Service Center</b> 2976 State Road 15 Belle Glade, FL 33430</p>	<p><b>NE County Courthouse Service Center</b> 3188 PGA Boulevard Palm Beach Gardens, FL 33410</p> <p>*Driver license road tests not available</p>
<p><b>Delray Beach/South County Service Center</b> 501 South Congress Avenue Delray Beach, FL 33445</p>	<p><b>Palm Beach Gardens Service Center</b> 3185 PGA Boulevard Palm Beach Gardens, FL 33410</p> <p>*Driver license services only</p>
<p><b>Lake Worth Service Center</b> 3551 South Military Trail Lake Worth, FL 33463</p> <p>*Driver license services are not available.</p>	<p><b>Royal Palm Beach Service Center</b> 200 Civic Center Way Royal Palm Beach, FL 33411</p>
<p><b>Lantana Service Center</b> 1299 West Lantana Road Lantana, FL 33462</p> <p>*Property Tax and driver license services only.</p>	<p><b>West Palm Beach/Downtown Service Center</b> 301 North Olive Avenue West Palm Beach, FL 33401</p> <p>*Driver license road tests not available</p>

### What other Tax Collector Office changes impact me?

In late fall 2015, our Lake Worth and Lantana Service Centers will close. Shortly after that, we will open a new, larger Central Palm Beach County Service Center in Lake Worth. This 39,000 square foot facility will have a special auto dealer section, bigger client lobby and more service capacity than the existing Lake Worth and Lantana offices combined.

Thank you for your patience during these transitions. I invite you to utilize our online services. Our website has step-by-step guides and answers to frequently asked questions. If you need help, email our Client Advocate at [ClientAdvocate@taxcollectorpbc.com](mailto:ClientAdvocate@taxcollectorpbc.com).

Best regards,



Anne M. Gannon