



Tax Talk

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



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Dear Friend,

Happy New Year! Wishing you a healthy, fun and prosperous 2016.

This is going to be a very exciting year at our agency. We expect our new Central Palm Beach Service Center to open later this month. In this issue of Tax Talk, we'll share details about the new service center, the launch of our new Instagram account and how to follow us for great tidbits. You can also read about the dos and don'ts of recycling and where to get detailed information.

Remember, our offices are closed January 18, but we're always open for online payments.

Best regards,

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

NEW TAX COLLECTOR OFFICE

We are looking forward to the completion of our brand new Central Palm Beach Service Center. This 39,000 square foot facility offers driver license / ID cards, motor vehicle, property tax, business tax services and much more. This service center, located just south of Lake Worth Road at 4215 South Military Trail, opens later this month.

For updates, including opening date, visit <https://www.pbctax.com/content/update>.

TAX COLLECTOR TIP: Our offices are busy during this transition. Plan ahead and pay property taxes and renew motor vehicle registrations online at <https://www.pbctax.com/pay-online>.



CENTRAL PALM BEACH SERVICE CENTER
4215 S. Military Trail
Lake Worth, FL 33463



DON'T TEXT AND DRIVE

It should come as no surprise that our favorite New Year's resolution is the promise to not text and drive. Texting while driving is the number one driving distraction. Accidents caused by distracted drivers increased 25% since 2012. These staggering numbers mean people are hurt, killed and/or have an economic loss. They could be your friends, family or neighbors. Join us in our fight to decrease the number of distracted driving accidents. Join us in pledging no texting while driving!



VEHICLE REGISTRATION

Did you know that privately owned vehicle registrations expire at midnight on the first listed owner's birthday? Some registered vehicle owners think the deadline is the last day of their birthday month. It is not. Drivers can be ticketed if the registration is not renewed on or before their birthday expiration date. That ticket has a hefty \$116 fine. Always have your vehicle registration in the vehicle and refer to it for important registration information.



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

SOCIAL MEDIA NEWS

One of our agency's goals is to provide timely and relevant information as you need it. An easy way to do this is through social media channels. We are excited to announce the launch of our Instagram account to share photos and videos that visually depict a story, offer public service reporting, share access to our "In the Driver's Seat" App for driver study tools and safety tips and showcase that first license milestone for Instagrammers to share their experiences.

The Instagram account presents an opportunity to inspire and capture beautiful and unusual driving destinations within Palm Beach County, showcase the good works of the local charities that receive our employee "Dress Down" contributions and to utilize infographics to highlight customer service experiences. The Instagram account is also an opportunity to connect with new residents and increase awareness of Tourist Development Tax by sharing the beauty of Palm Beach County.

HOT OFF THE PRESS!

Our 2016 Tax Planner & Services Guide is the perfect way to keep up to date on all of our services and never miss a deadline. Beginning January 19 complimentary copies will be available at any of our office locations or download a copy at www.pbctax.com. If you would like extra guides for your community or organization, email your request to ClientAdvocate@taxcollectorpbcc.com. Be sure to include the name of your organization, contact information and number of Tax Planners requested.

'TIS THE SEASON TO RECYCLE

As the New Year marks a new beginning, you may start this year thinking out with the old and in with the new. Before you start your cleaning overhaul do you know how to Recycle Right? Recycling is available to every resident of Palm Beach County and is critical to preserving our natural resources and increasing the life of our landfills. For answers to what can and cannot be recycled download a copy of the Solid Waste Authority's Recyclopedia here: <http://www.swa.org/DocumentCenter/View/1041>.



SERVING YOU BY THE NUMBERS

	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Clients Served	68,292	71,341	67,841	81,783
Average Wait Time	32 minutes	33 minutes	40 minutes	47 minutes
Average Help Call Hold Times	11 minutes	5 minutes	13 minutes	15 minutes

TRANSPONDER NOTICE

The SunPass prepaid toll program began the process of phasing out battery-operated transponders January 1, 2016. Battery-operated transponders will no longer be accepted, however SunPass is replacing old transponders with new ones at no cost to you. To replace your battery-operated SunPass please visit www.sunpasstagswap.com for additional information.

This transponder replacement is necessary for SunPass to provide the highest customer service possible and essential to growth. Replacement will result in more efficient toll collections and future opportunities to use your SunPass in other states.

If you are unsure if this replacement affects you, please refer to the graphic below. The transponders in the red area are scheduled for replacement by January 1, 2016. The transponders in the green area will continue to work after January 1, 2016.



IMPORTANT DATES AND REMINDERS

- ALL MONTH** Receive a 2% discount on property tax payments
- January 1** New Year's Day – Offices CLOSED
- January 18** Martin Luther King Day – Offices CLOSED
- January 20** Tourist Development Tax Payment Deadline

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

Interested in having Anne M. Gannon speak at your next event? Email your request to ClientAdvocate@taxcollectorpbcc.com, be sure to include the name of the organization, contact information, details and audience for the event.