



# Tax Talk

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



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Dear Friends,

This month's Tax Talk has important news about the impact of the local DMV office closing, online sites that charge consumers excessive registration renewal fees, "V" designation for veterans and time-saving tips for anyone doing business with our agency.

I wish all moms a joyful Mother's Day celebration.

Best regards,

Anne M. Gannon

### 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)

### DMV OFFICE TO CLOSE

On June 30, the Department of Highway Safety and Motor Vehicles (DMV) closes its last driver license office in Palm Beach County, located at 571 North Military Trail, West Palm Beach. The office closing is required because the Florida Legislature transferred the issuing of driver licenses to Constitutional Tax Collectors. Beginning July 1, anyone needing driver license services in Palm Beach County will visit one of our service centers. The announcement of the DMV's office closing has already impacted our service centers. Wait times for all services have increased.

### HATE TO WAIT?

There is no wait online and we are open 24/7. If your driver license or ID card is a REAL ID, you can renew it or order a replacement at [www.pbctax.com](http://www.pbctax.com)\*. You can also renew motor vehicle and boat registrations, schedule a driver license appointment, order a hunting or fishing license, check current wait times at service locations and find office locations. \* Before ordering a renewal or replacement online, check to see if it is a REAL ID. REAL IDs have a star in the right hand corner. If you do not see a star, do not renew online. You must come to a service center with the required Homeland Security documents. REAL IDs cannot be issued online.

### GOOD NEWS IS AROUND THE CORNER

We are happy to report that construction of our new service center is on schedule. The new service center is located at 4215 South Military Trail, Lake Worth. We plan to open our doors in November 2015. The new construction consolidates services of our Lake Worth and Lantana offices and the closed DMV office. We look forward to serving you in our new location this fall!



### SALUTING VETERANS

If you are a veteran, stop by one of our offices with your DD Form 214 and let us add a "V" to your driver license or ID card. You can use your license or ID card as proof of service to qualify for veteran discounts offered by many businesses.

Florida also offers a selection of military license plates. Fees vary depending on the plate. To learn more about the "V" designation and specialty plates visit our website at [www.pbctax.com](http://www.pbctax.com).



**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)

## CONSUMER ALERT!

Be cautious renewing your vehicle registration online. Some consumers renew through private companies. These companies charge extremely high fees and excessive shipping and handling charges. People ordering from these companies will pay \$33.90 on top of the Florida registration fee. The same transaction with our agency costs a total of \$3.70 in fees on top of the Florida registration charge. A difference of \$30.20. Avoid overpaying. Renew your registration on our website. For more information, read our April 8, 2015 press release posted on our website in our Press Room.

## DRIVER ALERT

News outlets recently ran a story about a local driver receiving a \$168 ticket. The driver was unaware that the license plate frame, placed by the car dealer, is against the law. He learned an expensive lesson. In Florida, it is illegal to alter or cover a vehicle registration certificate or license plate.

The Palm Beach Post reports that in 2014, 177 people received tickets for altering or covering their vehicle license plates. According to the Florida Department of Highway Patrol, the law is in place so plates can be easily read by law enforcement and SunPass toll cameras.

The Florida Legislature passed a bill last year that will allow license plate frames as long as they do not obstruct the license plate number. However, the new law does not go into effect until January 2016.

## REACHING OUT TO OUR TROOPS

Each year our employees select local charities to support. This year our employees selected the Forgotten Soldiers Outreach program as one of three charities. Forgotten Soldiers Outreach ships care packages filled with donated items and letters of encouragement to active duty soldiers stationed overseas. Our first bake sale raised \$2,700. Visit [www.forgottensoldiers.org](http://www.forgottensoldiers.org) to learn more about Forgotten Soldiers Outreach.



## SERVING YOU BY THE NUMBERS

	JANUARY	FEBRUARY	MARCH	APRIL
<b>Clients Served</b>	<b>90,939</b>	<b>73,896</b>	<b>75,866</b>	<b>70,377</b>
<b>Average Wait Time</b>	<b>35 minutes</b>	<b>33 minutes</b>	<b>33 minutes</b>	<b>27 minutes</b>
<b>Average Help Call Hold Times</b>	<b>10 minutes</b>	<b>8 minutes</b>	<b>11 minutes</b>	<b>9 minutes</b>

## OUR "REPORT TO OUR CITIZENS"

In 2014, our agency collected and distributed nearly 3.025 billion dollars. We distribute this money to the county and special taxing authorities who use it to fund public services including law enforcement, fire and rescue, education, health care and child protective services.

During the property tax season, which runs November through March, we collected \$2.95 billion, or 91 percent of the total amount billed. Nearly 80 percent is collected in November. November payments receive the highest discount of 4 percent. Online payments increased by 31 percent over last tax season. We hope to see this trend continue.

Curious about our county tax statistics? Compare your tax bill to Florida Power and Light, our county's top taxpayer. FPL paid \$77.4 million in property taxes. The average commercial property tax payment was \$26,615 and the median payment was \$5,890. The average residential property tax payment was \$4,097 and the median payment was \$2,331.

To learn more about our accomplishments and future plans, I hope you will read our "Report to Our Citizens for Fiscal Year 2014." It is available to the public on our website in our Press Room.



## DATES & DEADLINES

- May 10 – Mother's Day**
- May 20 – Tourist Development Tax payment deadline**
- May 25 – Memorial Day, offices closed**
- May 29 – Delinquent property tax payment must be received by 5 p.m. to avoid annual tax certificate sale**
- May 31 – Tax Certificate Sale**

## UPCOMING!

- June 30 – First 2015 Property Tax Installment Plan payment due**
- June 30 – DMV office at 571 North Military Trail, West Palm Beach permanently closes**
- July 1 – September 30 – Renew Local Business Tax Receipts**

**Service Center hours are Mon. – Fri., 8:15 a.m. – 5 p.m. Find one near you or pay online!**

**NOTE: The Tax Collector's Office may stop driver license services when the line for service exceeds our hours of operation. Road tests are suspended when weather is hazardous.**