



# TAX TALK

WITH ANNE M. GANNON  
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

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

August 2016 | Volume 10, Issue 8

Dear Friends,

I want to express my heartfelt gratitude for my re-election as Constitutional Tax Collector in Palm Beach County. I am very thankful to be given this opportunity to serve the residents and businesses of our great county for the next four years. You have my pledge that I will do whatever is in my power to continue to provide you with efficient, personalized and outstanding customer service with the strict adherence to our ethics policy. Thank you for your trust.

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



@TAXPBC



@TAXPBC

## WAIT LOSS PLAN

Waiting... It's not much fun for anyone. All our offices are busy. This is especially true for our two busiest service centers. The South County (Delray Beach) and the Central Palm Beach (Lake Worth) Service Centers have the most customers and usually the longest wait times. That means these two locations also have full parking lots. On behalf of our staff, we ask for your patience. We also want to share our staff suggestions if you must visit a service center:

- ✓ **Paperwork** – Make sure all required forms (i.e. applications, power of attorney, etc.) are prefilled.
- ✓ **Wait Times & People In Line** – Check both online (<https://www.pbctax.com/locations-hours/wait-times>). Wait times are approximate and number of people in line are calculated after receptionist check-in.
- ✓ **Stops/Holds** – Bring the required paperwork to our office to clear stops/holds when you renew. Read details about stops/holds on your driver license (<https://services.flhsmv.gov/DLCheck/>) and/or motor vehicle registration (<https://services.flhsmv.gov/VirtualOffice/>) online.

## SERVING THOSE WHO SERVE US

Easing some of the daily stress for deployed soldiers can be as simple as receiving a letter. Employees at the Tax Collector's office made supporting our troops a priority. That's why employees chose to support Forgotten Soldiers Outreach. This non-profit organization helps deployed service women and men by sending care packages and letters of encouragement. Employees held a bake sale in all seven locations to raise money for the shipment of these packages and wrote letters of thanks. Employees raised \$2,092.00 which funded 83 packages of treats and needed supplies to active duty U.S. troops overseas.



Forgotten Soldiers Outreach  
[www.forgottensoldiers.org](http://www.forgottensoldiers.org)

**W**ant to spend less time in our offices or avoid them altogether?

### 1. Go online.

Conduct transactions online: motor vehicle registration renewals, REAL ID driver licenses/ID cards renewals (if already REAL ID'd), local business tax payments, pay delinquent tangible personal property taxes and purchase hunting/fishing licenses.

### 2. Mail it in.

Registrations, specialty plates, title work and tax collection payments can be sent by mail. Be sure to allow for processing time when choosing this option.

### 3. Drop it off.

Drop boxes are located inside all service centers (and in the building lobby of the Downtown West Palm Beach and PGA Courthouse locations). Leave your payment without waiting in line.



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)

### THREE MONTHS UNTIL...

What does the end of hurricane season, property taxes opening for collection and the increase of drivers during tourist season have in common? They're only three months away.

We all hope the 2016 hurricane season passes without any storms. Fortunately, there is still time to prepare for the peak season. We have pocket sized hurricane guides to make gathering materials and organizing supplies easier. Remember, August is one of the most active months for hurricanes. Pick up a guide at one of our service centers. If you need multiple guides for your HOA or community group, email [clientadvocate@taxcollectorpbc.com](mailto:clientadvocate@taxcollectorpbc.com) with your information and quantity needed.

The Property Appraiser sends out "Notices of Proposed Taxes" in late August. The Notice is an estimate of 2016 property taxes. Property owners can challenge the assessed value of the property. Challengers have 25 days from the mailing of the Notice to file a petition with the Value Adjustment Board. Our office mails the official tax bills on November 1st. Property owners need to know that even if they do not receive a tax bill, the owner is required to pay property tax.

Driver safety is always a focus, regardless of the season. To help promote driver safety, share information and connect with our community about services, tax requirements and more, we created the "Picture It: Who Rides With You?" social media contest.

The contest ended on July 20. Our thanks go out to the more than 100 contestants who entered their pictures. We are pleased to announce that Marie Brown, of West Palm Beach, is the grand prize winner. Congratulations also go out to Elton Chacon Guerra, Yesnia Azanedo and Craig Ehrnst, our three second place winners. Check out all the winning images on our website.



### SERVING YOU BY THE NUMBERS

	APRIL	MAY	JUNE	JULY
<b>Clients Served</b>	<b>73,707</b>	<b>69,916</b>	<b>69,588</b>	<b>65, 880</b>
<b>Average Wait Time</b>	<b>46 minutes</b>	<b>34 minutes</b>	<b>50 minutes</b>	<b>44 minutes</b>
<b>Average Help Call Hold Time</b>	<b>4 minutes</b>	<b>1 minute</b>	<b>1 minute</b>	<b>1 minute</b>

### IT'S WIN-WIN-WIN

Serving you. Our commitment to service excellence includes delivering an exceptional experience in all types of customer interactions. Our public education materials and initiatives were recently recognized for communications excellence. It's our pleasure to announce that our communications program received three awards in June.



The "2016 Tax Planner and Service Guide" was awarded the prestigious APEX Award of Excellence for a One-of-a-Kind Publication. This national award honors quality in graphic design, editorial content and the ability to achieve overall communications excellence.

The Florida (Sunshine) District of the Public Relations Society of America honored us with two 2016 Radiance Awards. The Radiance Awards honor communication campaigns that demonstrate excellence in research, planning, implementation and evaluation. We received a Radiance Award for Internal Communication for our 2015 Employee In-Service Day, our once a year professional development program. We also won the Radiance Award of Commendation for our social media educational communications on the Twitter platform. Follow us @TAXPBC.

### IMPORTANT DATES

#### Tax Related Deadlines

##### August

**All Month** Renew Local Business Tax Receipts

**Aug. 20** Tourist Development Tax Deadline

**Aug. 22** Notice of Proposed Taxes Mailed by the Property Appraiser

**Sept. 16** Appeals Deadline to the Value Adjustment Board

##### Voting Deadlines

**Aug. 1** Primary Election Voter Registration Deadline

**Aug. 15** Early Voting for Primary Election Begins

**Aug. 28** Early Voting for Primary Election Ends

**Aug. 30** Primary Election Day

##### Other August Events

**Aug. 6** Lobster Season Begins

**Aug. 5-7** Back to School Tax Free Holidays

**Aug. 15** First Day of School (PBC School District)

**Aug. 26** Women's Equality Day