



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

Serving You.

Presented by Anne M. Gannon
Constitutional Tax Collector, Serving Palm Beach County
September 28, 2021



Serving Palm Beach County

Today our staff of 300 employees serve clients in person from six service centers located throughout the county. We also serve clients by phone, email and online.



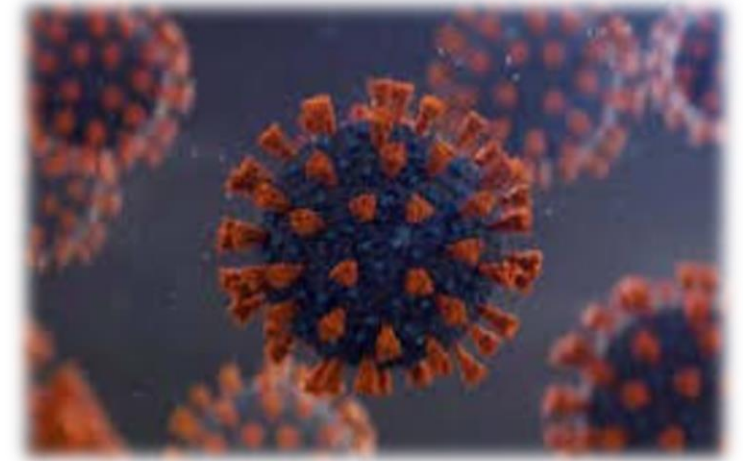
Serving You by the Numbers	FY2019	FY2020
Served In Person	808,647	502,345*
Average Wait Time	44 minutes	23 minutes
Served By Phone	317,064	374,392
Served By Email	12,642	27,617
Served Online	505,320	448,697

**Due to the initial outbreak of COVID-19, the Tax Collector's office was closed for 6 weeks in the spring of 2020; therefore, in-person service was unavailable. In addition, the office shifted to an appointment only model in June 2020, with appointments reserved for Palm Beach County residents only. This number includes walk-in clients through June 2020.*

Serving Palm Beach County – Pre COVID-19 & Current

With the shift to an appointment only model, the tax collector's office has seen:

- A more than 32-minute reduction in wait times.
- Just slightly more than a .5% reduction in the number of clients served in-person daily.
- A substantial 60% increase in online transactions.



Serving You by the Numbers	Pre-COVID (June 2019)	Current (June 2021)
In-Person Wait Times	56:06	23:31
# of Clients Serviced In-Person Daily	3,291	3,272
# of Online Transactions	34,632	55,627
# of Transactions Processed Daily (In-Person)	617	475

By Appointment Only



In June 2020, the Palm Beach Tax Collector's Office transitioned to an appointment only model at its six locations.

On average, more than 3,000 appointments are booked daily across all six service center locations for several different transaction types.

Transaction Type	Average Wait Time For An Appointment (All locations)
Driver License Road Test	3 months
Driver License Written Test	4-8 weeks
Driver License	3-4 weeks
Vehicle Registration Renewals	2-4 weeks
Out Of State Title Transfer	1-2 weeks
Florida Title Transfer	3-5 days
Property Tax	1 day

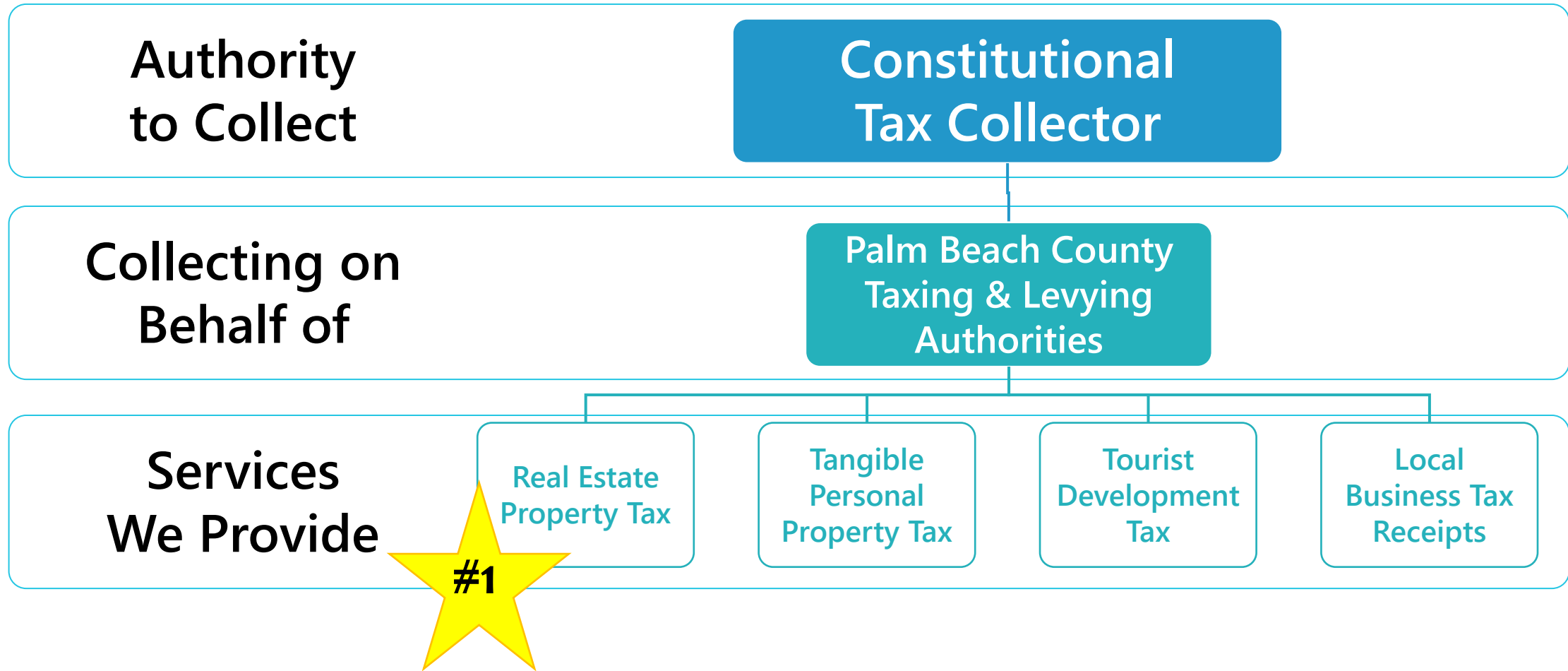
Excellence in Financial Operations

- We are funded by fees & commissions on services provided, not by tax dollars
- Our budget is approved each year by the Florida Department of Revenue
- More information can be found in our *Annual Report to Our Citizens*

	FY2018	FY2019	FY2020
Approved Budget	\$30.8M	\$29.1M	\$31.3M
Total Fees Collected	\$74.9M	\$77.0M	\$81.8M
Returned to Taxing Authorities ✓	\$45.1M	\$49.4M	\$51.7M

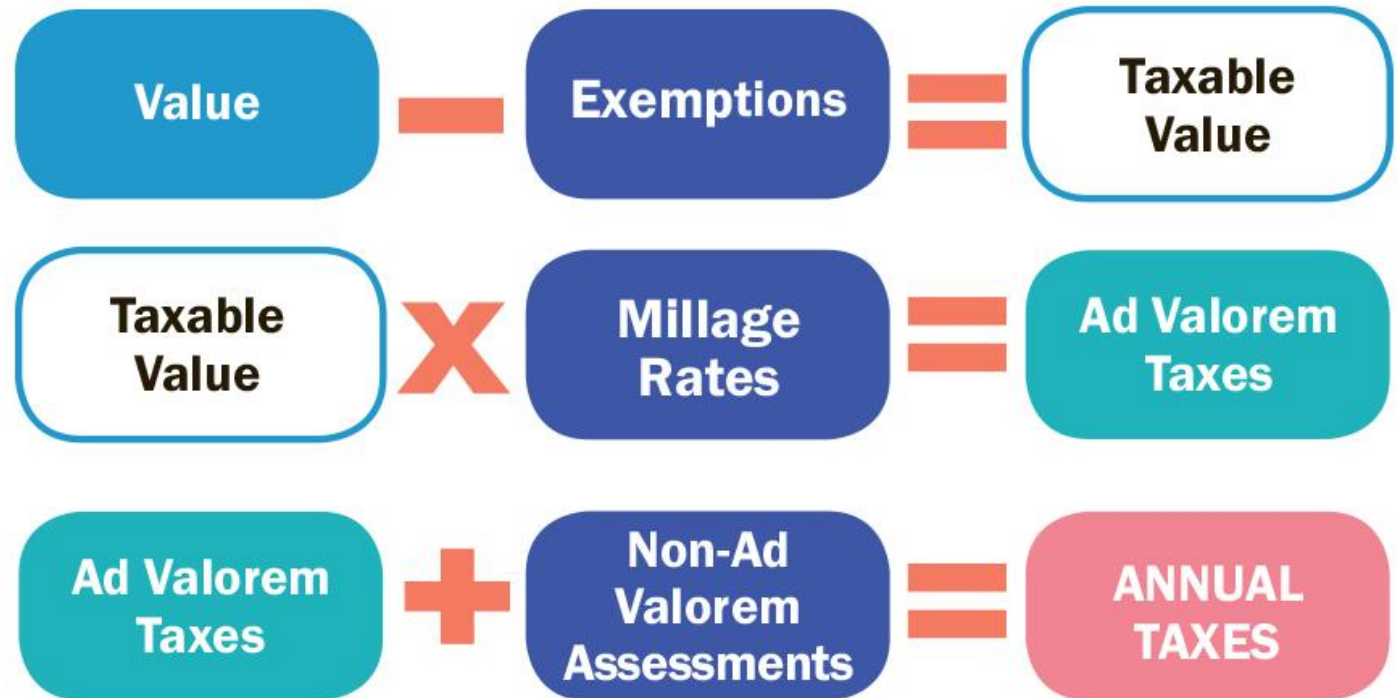
✓ Our cost effective operations result in unexpended revenues. Savings are passed directly back to the county, municipalities and other local taxing authorities.

Serving Palm Beach County



How Property Tax is Calculated

- The Property Appraiser certifies the tax roll (values, exemptions, etc.)
- TCO mails property tax bills – then COLLECTS and DISTRIBUTES



Property Tax Collection

- Open for collection Nov. 1 – Mar. 31
- Discounts for early payment – 4% Nov., 3% Dec., 2% Jan., 1% Feb.
- Pay online at www.pbctax.com and use eCheck – it's FREE!

	Tax Year 2018	Tax Year 2019	Tax Year 2020
Total Amount Billed	\$3.78B	\$4.26B	\$4.37B
Total Number of Bills Mailed	634,603	635,558	638,281
Total Parcels	700,355	701,292	704,434

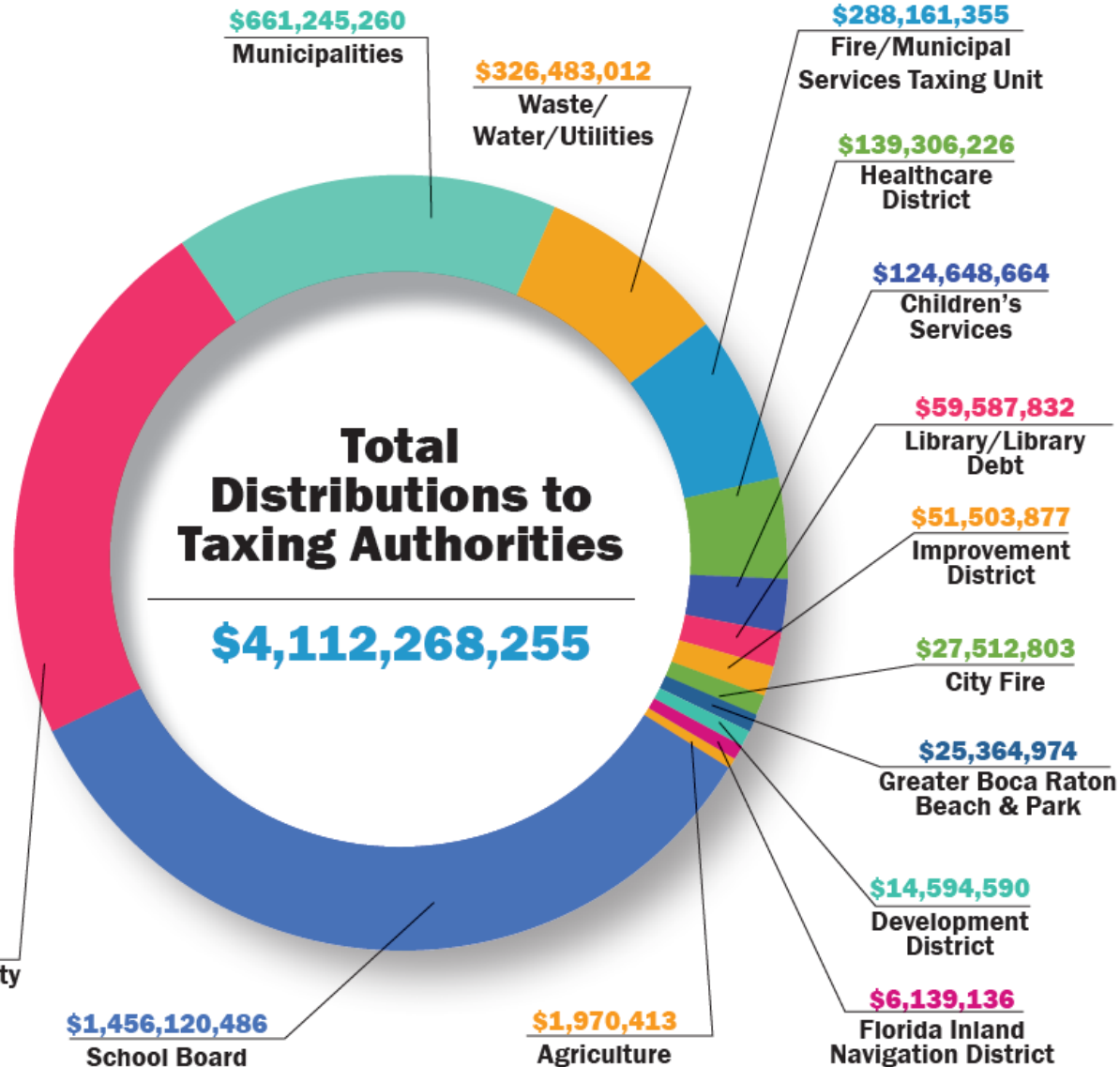
Property Tax Distribution



During the 2019 property tax cycle, the Constitutional Tax Collector's Office collected over **\$4.1 billion** in property taxes and fees.

This revenue was then efficiently distributed to Palm Beach County's taxing authorities to fund critical public services.

These are your tax dollars at work; property tax revenue funds county and municipal services, the school district, fire departments, libraries, parks and agriculture districts, to name a few.



Tourist Development Tax

TDT is 6% of the total taxable receipts. It is collected from the tenant who rents.

Property Owner Requirements

- Establish an online Tourist Development Tax account with this agency
- Obtain a county Local Business Tax Receipt for Short Term Rental for each property through our office
- File and remit payments by the 20th of every month online



	FY2018	FY2019	FY2020
Returns Processed	15,895	16,618	19,931
Total Collected	\$53.8M	\$54.2M	\$43.3M

Local Business Tax Receipts

If you sell merchandise or provide services in Palm Beach County, you must pay local business tax receipt (BTR).

Apply

- Download Application for Local Business Tax Receipt at www.pbctax.com

Exemptions

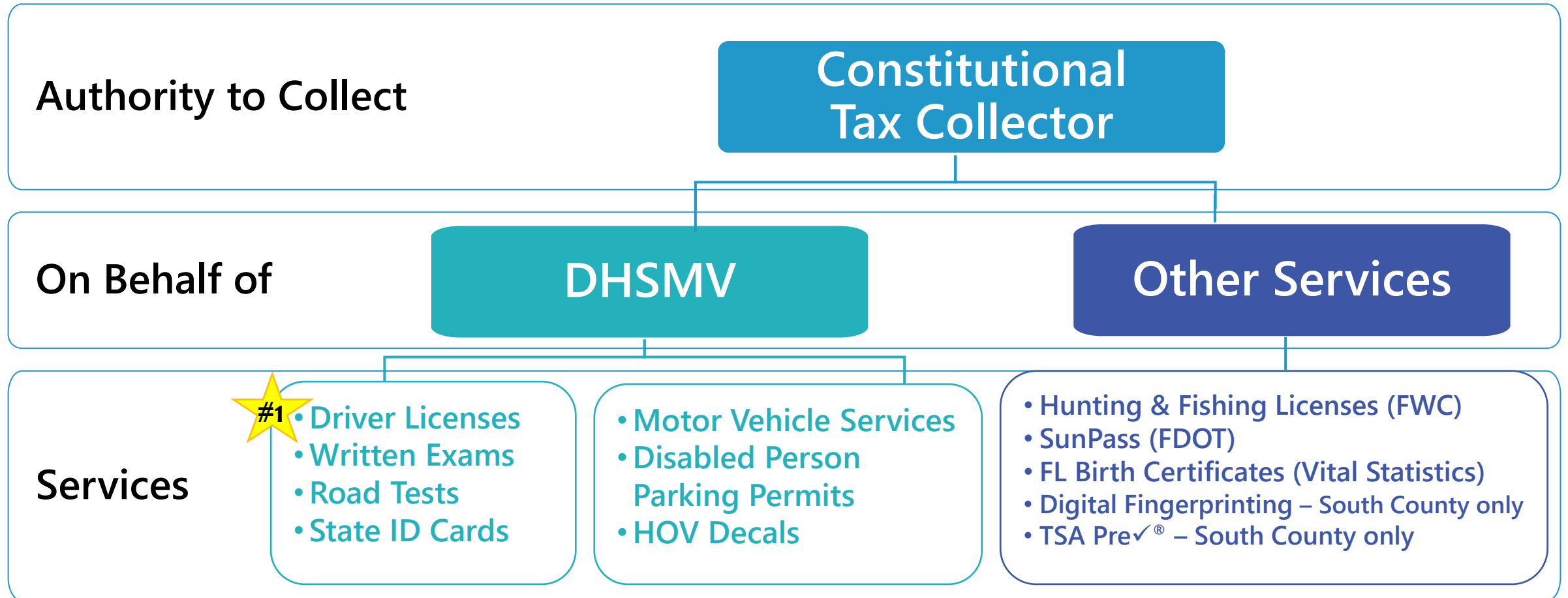
- Charitable, religious, fraternal, youth, civic and service organizations, disabled persons and honorably discharged veterans.*



	FY2018-19	FY2019-20
Local BTR Collected	\$1,228,686	\$853,123

Acting as an Agent

Services Provided on Behalf of State and Federal Agencies



We are here to serve you.

- Monday – Friday, 8:15 a.m. – 5:00 p.m.
- www.pbctax.com
- ClientAdvocate@pbctax.com
- (561) 355-2264
- Social Media
 - Twitter & Instagram @TAXBPC
 - Facebook @PBCTAX
 - YouTube @TaxCollectorPBC
 - LinkedIn – constitutional tax collector serving palm beach county



