

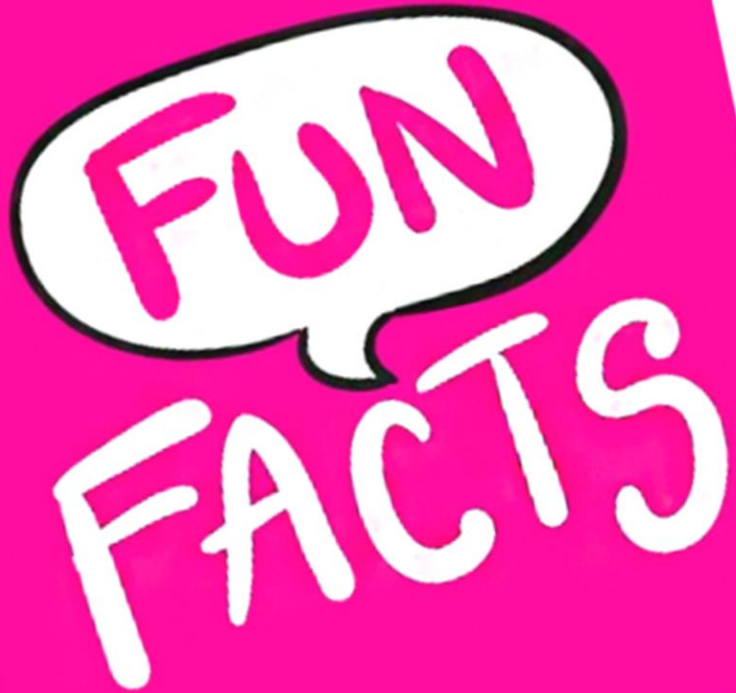
www.pbctax.com

September 24, 2024

State of the TCO



Presented by
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Constitutional Tax Collector
Serving Palm Beach County



**FUN
FACTS**

- The Top 5 Palm Beach County taxpayers are, in order, **FPL, Boca Town Center, Boca Owner (Hotel), The Breakers** and the **Gardens Mall**.
- The Top 5 states from where newly licensed Florida drivers previously resided are, **New York, New Jersey, California, Pennsylvania** and **Massachusetts**.
- Each month, we electronically distribute more than **40,000 satisfaction surveys** to clients who visit our service centers in person or contact our office by phone.
- And, on average, our team reaches back out more than **120 clients** who request a follow up call or email to their survey response.
- On average, we service more **than 3,000 clients each day** in our six service centers. 2

New North County Service Center Now Open!



- Officially opened February 2024!
- Reservations are now available
- Outdoor mural
- State of the Art 23,725 sq. ft.

What the TCO does...

As the Constitutional Tax Collector, we collect and distribute the following:	As an agent for the Florida Highway Safety & Motor Vehicles we provide the following:	Additional services offered include:
<ul style="list-style-type: none">• Real Estate Property Tax• Tangible Personal Property Tax• Tourist Development Tax• Local Business Tax Receipt	<ul style="list-style-type: none">• Florida Driver License & ID• Florida Driver License Written & Road Tests• Motor Vehicle Registration• Florida Title Transfers• Out-of-State Title Transfers• Disabled Parking Permit• Boat/Vessel Registration	<ul style="list-style-type: none">• Hunting & Fishing Licenses• Digital Fingerprinting• TSA PreCheck® Services• Sunpass® Transponders• Florida Birth Certificates• New Business Listing Subscription

What the 700 does not do...

- Appraise Properties
- Set Tax Rates
- Hear Value Adjustment Board Cases

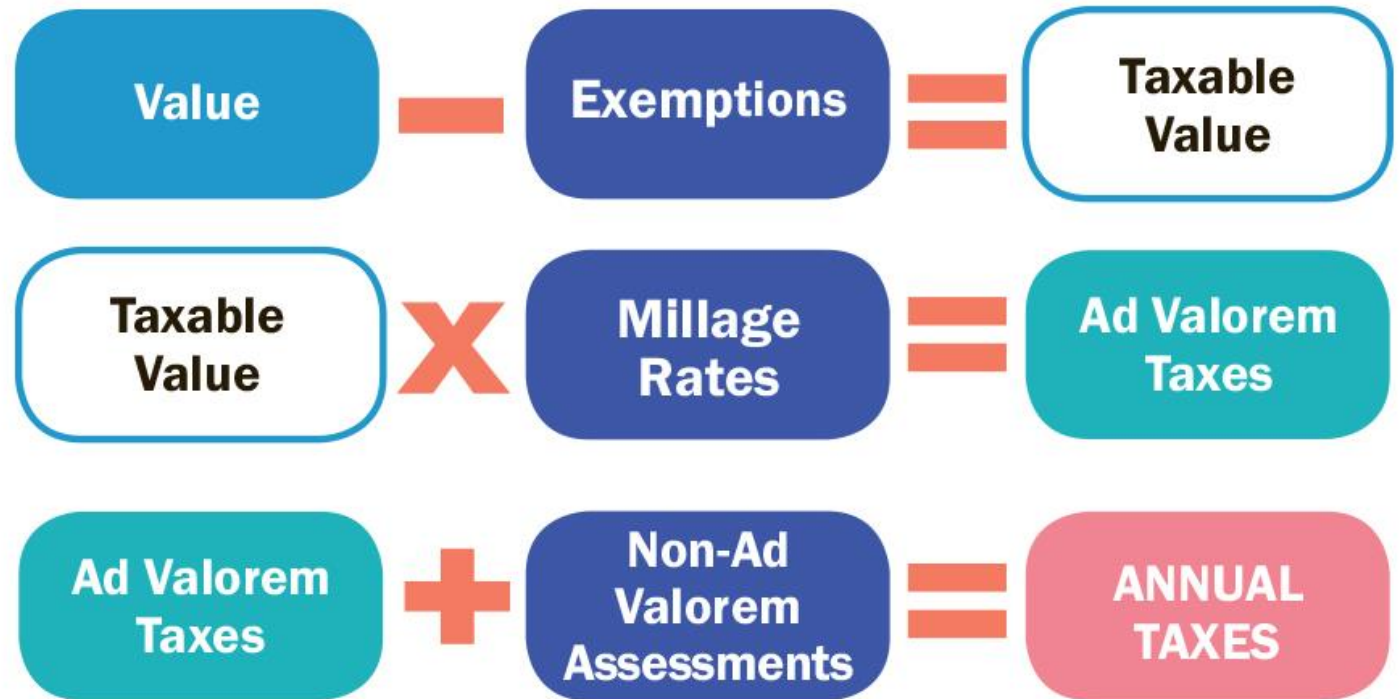


DON'TS

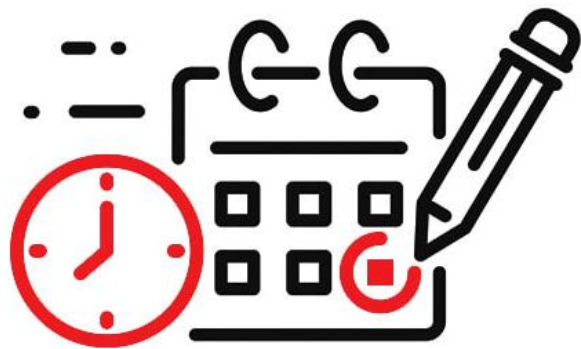
How Property Tax Is Calculated

The Property Appraiser certifies the tax roll (values, exemptions, etc.)

The Tax Collector mails property tax bills and, **COLLECTS & DISTRIBUTES** the funds



By Reservation Only



**MAKE YOUR
RESERVATION**

More than 3,000 reservations are booked daily across all six service center locations for several different transaction types. Since 2020, we have reduced reservation lead times by 36%!

Transaction Type	Average Lead Time For A Reservation <small>(All Locations)</small>
Driver License Road Test	45-60 days
Driver License Written Test	15-30 days
Driver License/ID Card	10-15 days
Vehicle Registration Renewals	5-7 days
Out Of State Title Transfer	1-3 days
Florida Title Transfer	1-3 days
Property Tax	1 day

700 Servicing

With the shift to a reservation only model, the tax collector's office has seen:

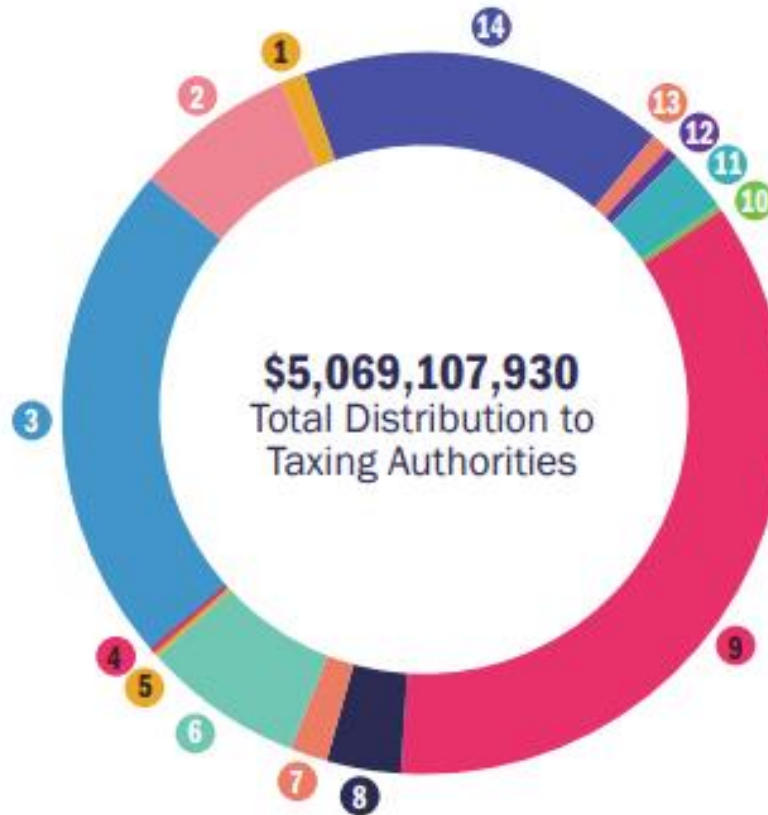
- A more than 44-minute reduction in wait times.
- A 128% increase in online transactions!
- As more and more clients are moving to online, we continue to see a decrease in the number of in-person transactions.

Serving You By The Numbers	Pre-COVID (June 2019)	Recent (August 2024)
In-Person Wait Times	56:06	12:31
# Clients Serviced Daily (In-Person)	3,291	2,671
# Online Transactions	34,632	78,825
# Transactions Processed Daily (In-Person)	3,762	3,111



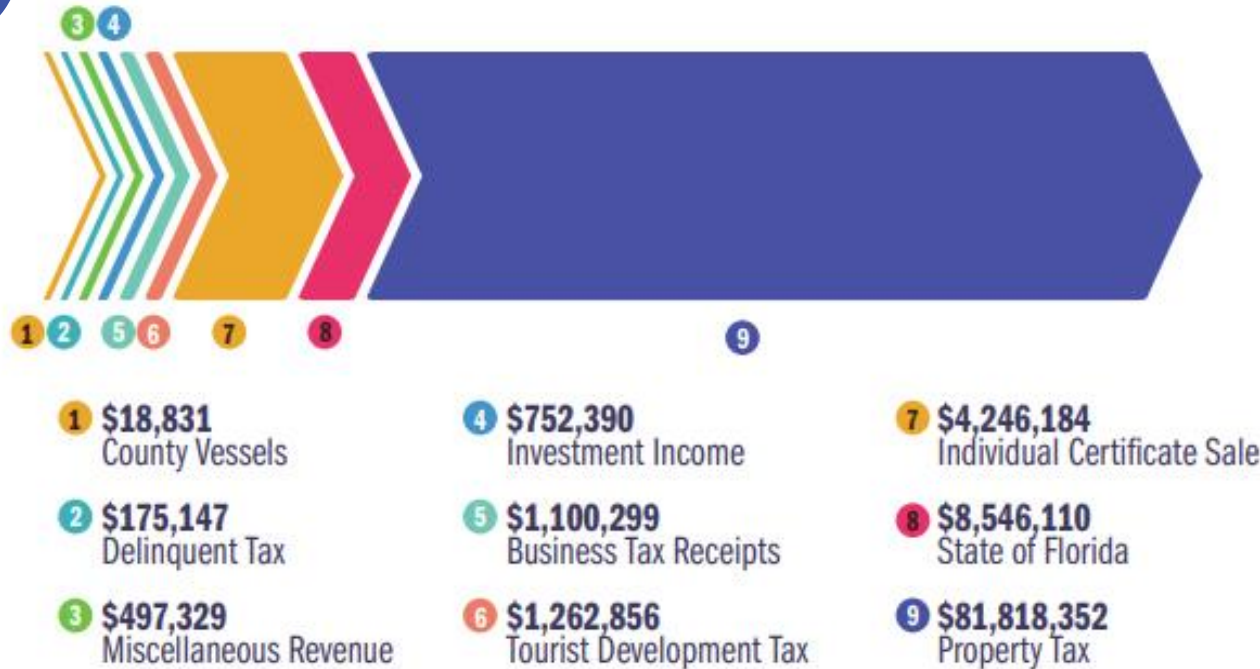
Where Tax \$ Go...

Improvement Districts	1
\$60,192,903	
Waste/Water/Utilities	2
\$363,832,437	
Palm Beach County	3
\$1,164,251,190	
Agriculture	4
\$1,930,185	
Florida Inland Navigation District	5
\$7,869,771	
Fire/Municipal Services Taxing Unit	6
\$369,281,533	
Library/Library Debt	7
\$74,676,779	



14	Municipalities
	\$826,968,858
13	Greater Boca Raton Beach & Park
	\$37,026,057
12	City Fire
	\$29,017,347
11	Children's Services
	\$135,459,291
10	Development Districts
	\$21,005,427
9	School Board
	\$1,799,025,000
8	Healthcare District
	\$178,571,152

Giving Back!



Total Commission and Fees	\$98,417,498
-	
Less Operating Expenses	\$46,799,560
=	
Unexpended Revenue Returned To Taxing Authorities	\$51,617,938

i The Tax Collector's Office is an independent agency funded by commissions and fees on the services provided and is not funded by tax dollars. Each year, the Florida Department of Revenue reviews and approves the operating budget for the Tax Collector's Office. As a result of cost-effective operations, unexpended revenue is returned to local taxing authorities in Palm Beach County.

What Clients Tell Us

Each month, we electronically distribute more than 40,000 satisfaction surveys to our clients who visit one of our service centers in person or contact our office by phone. On average, the response rate is 9%.*

Our latest impressive results show:

- **56.6%** say our service is **“EXCEPTIONAL”**
- **29.5%** say our service is **“VERY GOOD”**
- That means that **86.1%** of survey respondents rated our service as positive
- This compares to the national average of **62.0%** for “like” local government offices

**national average response rate for online surveys is 8%*





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

● Instagram @TAXPBC

● Facebook @PBCTAX

● YouTube @TaxCollectorPBC

● LinkedIn – \mycompany\taxpbc 12