**A Letter from Constitutional Tax Collector Anne M. Gannon**

It is an honor to continue serving as your Constitutional Tax Collector. As an elected constitutional officer, I am accountable to you, the voters and residents of Palm Beach County. I remain committed to open, transparent communication which includes this annual publication, *A Report to Our Citizens for Fiscal Year 2018*.

Inside you will find my full report on the collection and distribution of your tax dollars. Last year my office sent nearly 700,000 property tax bills and collected over $3.6 billion in property taxes. We efficiently distributed this tax revenue to Palm Beach County’s taxing authorities who use the funds to provide critical services.

Please keep in mind the Tax Collector’s Office is not funded by tax dollars. Operating funds come from commissions and fees on the services we provide which is why I also include a full report on these items.

I am also proud to share our agency’s accomplishments and plans for the future. Our mission is to provide unparalleled service that inspires trust. We continue to work hard to ensure every interaction with our office is exceptional.

I hope you find this annual report useful and informative. If you have suggestions on how we can improve this report next year, I would like to hear from you. Please call us at 561-355-4271 or send your feedback to ClientAdvocate@taxcollectorpbc.com.

Best Regards,

Anne
New Outreach Program Helps Homeless Young People Obtain a No-Fee State ID Card

Applying for a job and registering to vote are two significant milestones in any young person’s life. Both events require the applicant to present an official state identification (ID) card which is proof of identity and residence. Unfortunately, due to homelessness, many Palm Beach County young people lack the required resources to obtain this important credential.

In November 2018 we began a collaborative partnership with Living Hungry, a local non-profit that provides food and other important support to Palm Beach County’s homeless young people. With the help of Living Hungry and other community partners, we are providing information packets to help these kids gather the documents required to obtain a no-fee state ID card.

Our information packets are distributed to homeless young people through “Fuel Up Bags” provided by Living Hungry. The bags contain non-perishable food and other essentials to help combat food insecurity during weekends and school breaks.

With the help of our community partners, these young people are able to gather all required documents and forms. They may bring their completed packet to any of our six Tax Collector Offices where our staff will happily process their application and issue a no-fee state ID card.

Along with Living Hungry, we also thank the Compass Youth Program, Vita Nova and the School District of Palm Beach County’s McKinney-Vento Program for their collaboration and assistance with this important outreach effort.

Deadline for REAL ID is Oct. 1, 2020

Beginning Oct. 1, 2020, any person traveling on a commercial aircraft or entering a federal building must provide a REAL ID compliant driver license or state ID card. Please expect more clients in our service centers in 2020 due to the REAL ID deadline. If you are a Palm Beach County resident who must comply by the deadline, don’t get caught in the rush!

Continuing Our Journey to Sterling

In 2018 four agency employees were selected to participate in the Florida Sterling Examiner training program. Jeff Brown, Crystal Odums, Alexandra Stolic and Timothy Panza attended an intensive three-day preparation course and completed 200 hours of training. All four employees successfully completed the rigorous training program, earning the Florida Sterling Examiner designation.

These four examiners will help guide our efforts to focus on critical areas for improvement as we strive to provide unparalleled service that inspires trust.

Why a Constitutional Tax Collector?

The Florida Constitution established the Tax Collector’s Office as an independent agency in 1885. Constitutional offices are part of a system that limits (checks) the County Commission’s power by having constitutional officers carry out governmental duties (balance). This separation frees the Tax Collector’s Office from influence by local or state agencies that have the power to levy taxes.

Anne M. Gannon is the first woman elected to the office of Constitutional Tax Collector in Palm Beach County.

Elected by an overwhelming majority in 2006, she was re-elected in 2008, 2012 and 2016. Other constitutional officers serving Palm Beach County are the Clerk & Comptroller, Property Appraiser, Sheriff and Supervisor of Elections.
How much did we collect and distribute? What are the associated costs?

Our office collected $3.6 billion in property taxes during the 2018 tax year. We efficiently distributed this tax revenue to Palm Beach County’s taxing authorities who use the money to fund critical public services.

The Tax Collector’s Office is not funded by tax dollars. We are an independent agency funded by commissions and fees on service transactions. The Florida Department of Revenue reviews and approves our budget. Our cost effective operation consistently results in unexpended revenue. We pass these savings back to the local taxing authorities.

**Top Ten Taxpayers**

**2018 Tax Year by Amount Billed**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Company</th>
<th>Total Net Taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Florida Power &amp; Light Co.</td>
<td>$97,909,664</td>
</tr>
<tr>
<td>2.</td>
<td>Town Center at Boca Raton Trust</td>
<td>$9,818,591</td>
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<tr>
<td>3.</td>
<td>Gardens Venture LLC</td>
<td>$6,610,063</td>
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<tr>
<td>4.</td>
<td>Breakers Palm Beach Inc.</td>
<td>$6,082,848</td>
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<tr>
<td>5.</td>
<td>U.S. Sugar Corp.</td>
<td>$5,493,576</td>
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<td>6.</td>
<td>Panthers BRHC LTD</td>
<td>$4,827,427</td>
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<td>7.</td>
<td>TM Wellington Green Mall LP</td>
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<td>8.</td>
<td>CPT Phillips Point LLC</td>
<td>$4,410,362</td>
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<td>9.</td>
<td>Palm Beach Outlets LLC</td>
<td>$3,977,375</td>
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<tr>
<td>10.</td>
<td>Okeelanta Corp.</td>
<td>$3,882,433</td>
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</table>
2018 HIGHLIGHTS AND ACCOMPLISHMENTS

More Parking Available at Central Service Center

Since its grand opening in April 2016, the Central Service Center in Greenacres has become our busiest office, serving an average of 4,000 clients each week. Tax Collector Gannon took action when clients consistently voiced their frustration about inadequate parking at the busy facility.

A new parking lot was constructed in late 2017 and completed in May 2018. Located behind the Central Service Center, the new lot is designated for employee parking only. With employees now parking behind the building, clients have access to approximately 70 additional parking spaces in the main lot which is closer to the building’s entrance.

While the new lot cannot alleviate all parking woes, especially during property tax season, it does provide adequate parking year round.

Tax Collector Gannon Ensures Palm Beach County Residents Receive First Priority

Approximately 100,000 non-Palm Beach County residents seek driver license services at our offices each year. Tax Collector Gannon’s first priority is to ensure Palm Beach County residents receive the service and attention they pay for and deserve.

That is why the tax collector implemented a new policy in 2018, requiring residents from outside Palm Beach County to make an appointment for driver license services at our agency. The policy was in direct response to the closure of the Deerfield Beach DMV office on June 29.

Since the policy was implemented, driver license appointments for non-Palm Beach County residents are limited to five a day at each Palm Beach County Tax Collector Office location.

Helping Teens Get in the Driver’s Seat

One of the most rewarding services we provide is helping young people get their first driver license. In fiscal year 2018, we administered 46,000 driving exams and conducted 24,000 road tests. Most of these clients were teenagers and first time drivers.

Florida’s Graduated Licensing Process is designed to help teenagers safely gain driving experience under low-risk conditions before obtaining full driving privileges. In an effort to help young people and their parents/guardians successfully navigate this process, we created a new teen driver resource section on our website. The content guides teens and their parents/guardians through the Graduated Licensing Process and helps prepare them for a visit to our office.

We also updated our free study app, “In the Driver’s Seat,” with fresh content and a new design to help us connect with young clients. The app provides teen driver safety tips and links to the Florida Driver’s Handbook in English, Spanish and Creole.
Tax Collector’s Office Honored for Communications and Marketing Excellence

This year the agency received several awards including top honors at the national level for communications and marketing excellence. These awards recognize our commitment to educating our clients, engaging with our diverse community and ensuring the Tax Collector’s Office remains a great place to work!

National Association of Government Communicators

• Best Grassroots Marketing Campaign – Take Your Hour Back
• Award of Excellence for Most Improved Publication – 2018 Tax Planner & Services Guide

PRSA Palm Beach Chapter Palm Awards

• Best Newsletter – Tax Talk with Anne Gannon
• Best Multicultural Campaign – Welcome! • ¡Bienvenido! • Bienvenue!
• Best Special Event – Recognizing Our Agency’s Superheroes

Gold Coast PR Council Bernays Award

• Best Internal Communications

Tourist Development Tax Portal Offers Convenience for Clients, Cost Savings for Agency

In today’s competitive marketplace, clients expect secure online access to manage their accounts when it best suits their needs – anytime, anywhere. The Palm Beach County Tax Collector’s Office responded by transforming its Tourist Development Tax (TDT) service from a manual, paper-based process to 100% online self-service. The result is a new TDT online portal, the agency’s latest effort to provide efficient, cost-effective service to its clients.

The TDT online portal launched in August 2018 and gives clients the ability to manage their TDT accounts online 24/7. Clients can create an account, file returns, remit payments, add and remove rental properties, update their contact information, request a refund and even authorize agents to act on their behalf.

Prior to implementing the TDT online portal, the agency mailed returns and manually processed payments in excess of $53 million annually. Since its implementation last year, TDT collections increased 12%. The new paperless process also saves the agency approximately $75,000 a year in printing, postage and labor costs.

SERVING YOU BY THE NUMBERS

612,899 2018 Property Tax Bills Mailed
974,180 Clients Served in Person
381,329 Clients Served by Phone
12,424 Clients Served by Email
513,193 Clients Served Online
1.4 million Website Visits
55 minutes Average Service Center Wait Time
255,390 Driver Licenses & ID Cards Issued
72,046 Driver License Exams Administered
In 2018 employees of the Palm Beach County Tax Collector’s Office generously donated a total of $21,655 to two local nonprofits – Little Smiles of Florida and Peggy Adams Animal Rescue League through our Community Involvement Partner Program. All donations are completely employee-funded. Dress Down for Charity gives employees the ability to dress down every Friday in exchange for a weekly contribution through payroll deduction.

Special events to collect in-kind donations supplement the Dress Down for Charity program. Last year’s activities included an ice pop drive for Little Smiles of Florida. The ice pops are distributed to medical professionals who use them to numb tiny arms before an injection. The ice pop is then given to the child as a special treat. Employees also donated and delivered carloads of pet food, kitty litter, blankets, toys and other pet supplies to Peggy Adams Animal Rescue League.

Our agency employees look forward to supporting two new Community Involvement Partners in 2019 and 2020 – Families First of Palm Beach County and Living Hungry.

If you happen to visit our offices during a fundraiser, we hope you will join us in supporting these deserving organizations.

Providing ice pops to Little Smiles in 2017-2018

2018 EMPLOYEE CHARITABLE GIVING TOTAL: $21,655

Peggy Adams Animal Rescue League
$11,357

Little Smiles of Florida
$10,298

Supporting Peggy Adams Animal Rescue League in 2017-2018

Hearing from you is important to us.
Connect with us online, in person, by mail, by phone, in the community and through social media.
Phone: 561-355-2264
Email: ClientAdvocate@taxcollectorpbc.com
Mail: Tax Collector, Palm Beach County
P.O. Box 3715, West Palm Beach, FL 33402-3715

Get tax news and top stories. Sign up for our award-winning newsletter Tax Talk with Anne Gannon.
Visit www.pbctax.com/TaxTalk to sign up.

Anne M. Gannon
Constitutional Tax Collector
Serving Palm Beach County
Serving you.