As this publication goes to print, we are in the midst of a global pandemic. During these extraordinary times, this agency continues to provide essential service to our community.

I am pleased to provide this annual publication, *A Report to Our Citizens for Fiscal Year 2019*, which is our full report on the collection and distribution of your tax dollars. During tax year 2018, this agency mailed over 600,000 bills and collected more than $3.7 billion in property taxes. Now more than ever, these tax dollars are needed to fund critical services in Palm Beach County, such as schools, health care initiatives, and children’s programs.

In the coming decade, we expect a greater demand on tax collector services, which is why I am committed to improving the level of service this agency provides. Palm Beach County’s population is projected to grow 16% by 2030. For every new home built, there is an increase of 2.3 people that our office is required to serve.

Our service center in Royal Palm Beach is not equipped to handle the demand we expect from the county’s fast-growing western communities. In order to provide better service for these residents, I am excited to announce this agency will build a 23,735-square-foot service center in the City of Westlake. This state-of-the-art service center will eventually replace our Royal Palm Beach office.

I hope you find the new format of this annual report informative and easy to understand. 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 an email to ClientAdvocate@pbctax.com.

Please stay well.

Best regards,

Anne M. Gannon
Constitutional Tax Collector,
Serving Palm Beach County
As your Constitutional Tax Collector, I have implemented extensive measures to safeguard the health of our staff and clients throughout the COVID-19 pandemic. Although the pandemic occurred after the end of fiscal year 2019, I felt it was important to include this special update and summary of our response timeline in this report.

Beginning in March 2020, new processes and safety measures were implemented in every office, often ahead of county executive orders. These proactive measures ensured this agency could provide essential services in the safest manner possible.

What we’ve done:

- Required face masks or cloth face coverings of all who enter our offices two months ahead of Palm Beach County Executive Order 2020-012.
- Installed protective barriers at all front counters.
- Placed social distance signage and markers in all offices.
- Installed air purification systems in every office.
- Conducted mandatory onsite COVID education and testing for all employees.

What we’re continuing to do:

- Limit our services to Palm Beach County residents only.
- Eliminate overcrowding and the possible spread of illness by requiring an appointment for in-person service.
- Promote contactless payment methods in our offices.
- Provide staff with cloth face coverings, plastic gloves, hand sanitizer and disinfecting wipes.
- Require daily temperature and blood oxygen level checks of all employees.
- Initiate periodic deep cleaning at all locations.
- Embrace technology by using video conferencing to limit face-to-face interaction between employees.

With every decision I make, I strive to balance our most urgent mission to provide essential services while protecting the health of our staff and clients. Over these past several months, we quickly learned we must remain flexible to adapt to new ways of working. I will continue to monitor the pandemic’s impact and adjust our business operations accordingly.
Your Tax Dollars at Work

Our office collected **$3.7 BILLION** in property taxes during the 2018 property tax year. We efficiently distributed this tax revenue to Palm Beach County’s taxing authorities to fund critical public services.

**TOTAL DISTRIBUTIONS**

$3,799,587,284

- **Municipalities**: $624,276,445
- **Improvement District**: $50,392,556
- **Waste/Water/Utilities**: $315,112,404
- **County**: $885,142,478
- **Florida Inland Navigation District**: $5,796,830
- **School District**: $1,268,434,104
- **Greater Boca Raton Beach & Park**: $24,313,076
- **City Fire**: $22,731,313
- **Children’s Services Council**: $115,991,509
- **Development District**: $15,074,062
- **Health Care District**: $131,534,437
- **Library/Library Debt**: $56,500,809
- **Library/Other Districts**: $4,200,771
- **Solid Waste**: $2,416,231
- **Other Districts**: $4,200,771
- **Agriculture**: $1,974,374
- **Fire/Municipal Services Taxing Unit**: $272,312,887
- **Beach & Park Municipalities**: $624,276,445
- **Beach & Park Fire/Municipal Services Taxing Unit**: $272,312,887
- **Beach & Park County**: $885,142,478
- **Beach & Park School District**: $1,268,434,104
- **Beach & Park Improvement District**: $50,392,556
- **Beach & Park Waste/Water/Utilities**: $315,112,404
- **Beach & Park Library/Other Districts**: $4,200,771
- **Beach & Park Solid Waste**: $2,416,231
- **Beach & Park Agriculture**: $1,974,374
Excellence in Financial Operations

The Constitutional Tax Collector’s Office is not funded by tax dollars. We are an independent agency funded by commissions and fees on the services we provide. Every year the Florida Department of Revenue reviews and approves our operating budget. Our cost-effective operation results in unexpended revenue which we return to local taxing authorities.

COMMISSIONS AND FEES

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Tax</td>
<td>$60,761,830</td>
</tr>
<tr>
<td>State of Florida/DMV</td>
<td>$9,842,201</td>
</tr>
<tr>
<td>Individual Tax Certificate Sale</td>
<td>$4,095,059</td>
</tr>
<tr>
<td>Business Tax Receipts</td>
<td>$1,004,028</td>
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<tr>
<td>Tourist Development Tax</td>
<td>$813,041</td>
</tr>
<tr>
<td>Miscellaneous Income</td>
<td>$265,690</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$207,691</td>
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<tr>
<td>County Vessels</td>
<td>$18,004</td>
</tr>
<tr>
<td>Delinquent Tax</td>
<td>$14,327</td>
</tr>
<tr>
<td><strong>Total Commissions and Fees</strong></td>
<td><strong>$77,021,871</strong></td>
</tr>
<tr>
<td><strong>Less Operating Expenses</strong></td>
<td><strong>$21,594,863</strong></td>
</tr>
<tr>
<td><strong>Unexpended Revenue Returned to Taxing Authorities</strong></td>
<td><strong>$49,427,007</strong></td>
</tr>
</tbody>
</table>

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 (balances). 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.
Accomplishments

We were honored to be recognized for excellence in financial operations, purchasing, and communications. These awards demonstrate our stewardship of your tax dollars and our dedication to informing and educating the public.

APEX Award Publication Excellence
• Most Improved Magazine – 2019 Tax Planner & Services Guide

Florida Tax Collectors Association
• Legacy Award for Excellence in Financial Operations

Florida Association of Public Procurement Officials
• Striving for Excellence Award

PRSA Sunshine District Radiance Awards
• Best Newsletter, Digital – Tax Talk with Anne Gannon
• Best Single Use Publication – 2019 Tax Planner & Services Guide

SERVING YOU BY THE NUMBERS

Clients Served In Person .......................................................... 882,255

Average Wait Time ................................................................. 42 minutes

Driver Licenses & ID Cards Issued ........................................... 259,040

Written & Road Tests Administered ....................................... 72,437

Online Transactions ............................................................... 505,320

Client Advocate Emails Answered ......................................... 12,642

Phone Calls Received ............................................................ 317,064
Serving Our Community

Employees Donate Over $32,000 in 2019

Through the agency’s Community Involvement Partner Program, employees generously donated $32,276 to support three nonprofits in 2019: Families First of Palm Beach County, Living Hungry, and The Salvation Army. The Community Involvement Partner Program is special because every dollar raised and every item donated comes directly from our employees. We are proud to report our successful giving program is improving the lives of families and children in our community and beyond.

**Families First of Palm Beach County**

**$14,347**

Families First of Palm Beach County helps families become self-sufficient so they can provide safe, loving homes for their children.

Employees conducted two drives in 2019. We collected baby supplies and toys in our first drive. We held a second drive to collect back-to-school supplies and school uniforms.

**Living Hungry**

**$13,729**

Living Hungry works to eliminate food insecurity for local homeless children. Employees conducted two drives in 2019.

We collected toiletries and personal hygiene items in our first drive. We held a second drive to collect nonperishable food. The food was packaged into meal kits to help feed children in need during school breaks.

**Salvation Army Bahamas Relief**

**$4,200**

In the wake of Hurricane Dorian, employees stepped up to help our island neighbors. Employees designed and sold a special lanyard giving them the ability to dress down during the month of October.

All proceeds benefited The Salvation Army’s relief efforts in the Bahamas.