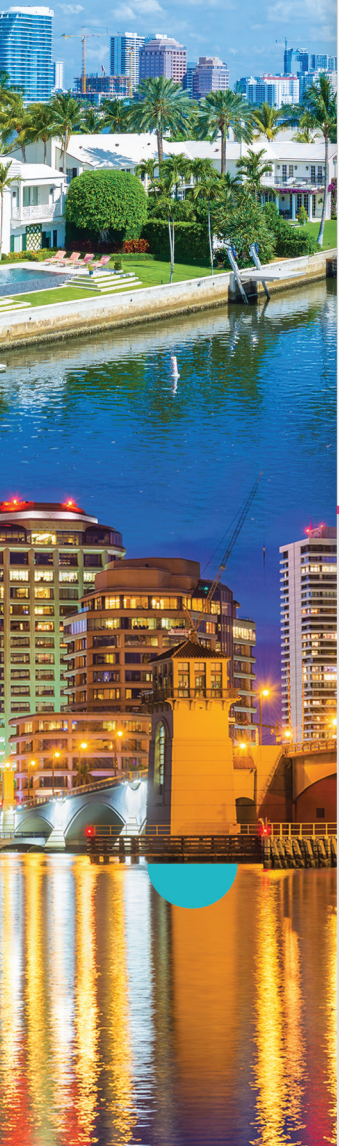




A Report To **OUR CITIZENS**

For Fiscal Year

2022-23



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



A Message From Anne M. Gannon, Constitutional Tax Collector, serving Palm Beach County

Dear Citizens,

I am pleased to share with you another extraordinary year-in-review that highlights our Fiscal Year 2022-23. From the improved efficiency of our online vehicle registration renewal process to the exceptional feedback we received in the thousands of surveys you shared with us throughout the year, I am proud of the efforts of the entire tax collector team.

Our continued effort to offer greater online transaction services resulted in the introduction of MyEasyGov (MEG), which is designed to improve your experience with renewing your motor vehicle registration online. With MEG, we are able to print a unique QR code on your motor vehicle registration renewal notice that when scanned by a smart phone takes you directly to your vehicle registration record online, allowing you to quickly process your renewal without the hassle of cumbersome “clicks” and steps.

Did you know that after every in-person visit to one of our service centers and after a phone call is received in our Client Care and Research Center, we email a survey to our clients to solicit feedback regarding their service experience

with our office? We meticulously reviewed the more than 47,000 survey responses we received last year, and we are very proud of our exceptional results! Our clients rated our service “exceptional” 70% of the time for Clerk Experience and Clerk Knowledge. When compared to other similar government offices across the country, we are far exceeding the average rating – a true testament to our commitment to provide exceptional service to you each and every day.

I encourage you to review all of our results in this report as fiscal year 2022-23 was a noteworthy year for us and it is a true testament to the unrivaled quality of the service we deliver. I am grateful for the hard work that the more than 330 employees deliver every day, and I am honored to serve as your Palm Beach County Tax Collector. My team and I look forward to serving you in 2024.

A handwritten signature in black ink that reads "Anne". The signature is fluid and cursive.

Anne M. Gannon
Constitutional Tax Collector serving Palm Beach County.

About the Constitutional Tax Collector

The Florida Constitution established the Tax Collector’s Office as an independent agency in 1885, so it would be free from influence by local or state agencies that have the power to levy taxes. The Tax Collector is elected to a 4-year term in the same year as the presidential election.

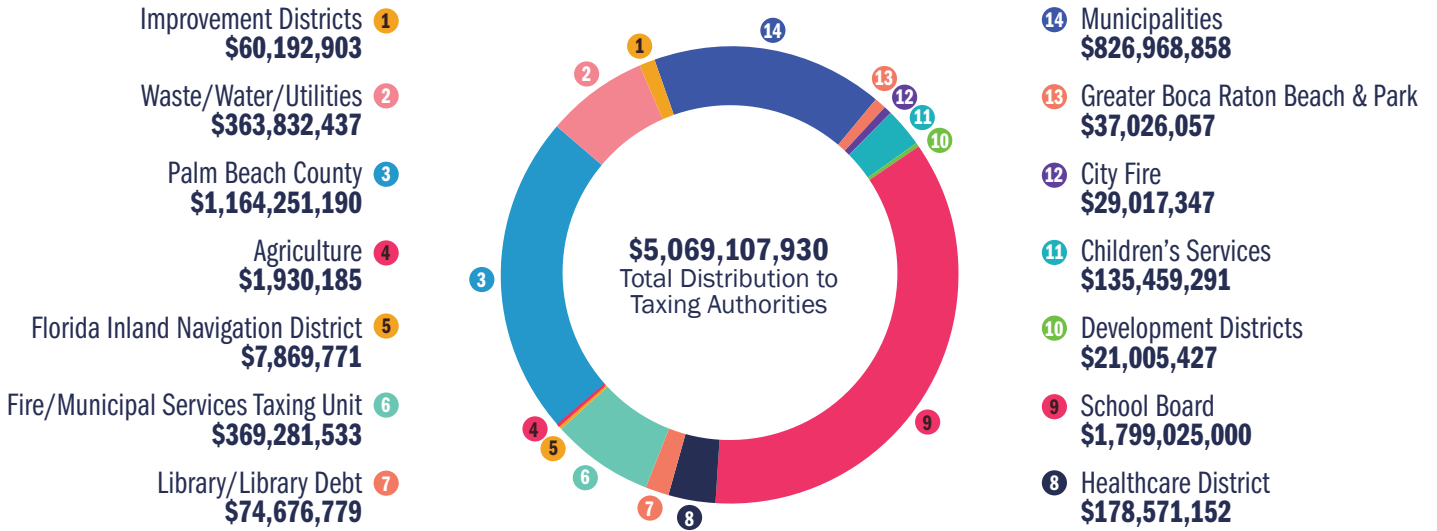
The Tax Collector’s Office is not funded by tax dollars. It is a fee-based office, which means the fees collected for the services provided are used to fund the operating budget that is approved by the Florida Department of Revenue. Any revenue from fees collected beyond the amount needed to fund the office is returned to the local government agencies, including the county.

Anne M. Gannon is the first woman elected to the office of the Constitutional Tax Collector serving Palm Beach County. First elected by an overwhelming majority in 2006, she was re-elected in 2008, 2012, 2016 and 2020.

Other constitutional officers serving Palm Beach County include the Clerk of the Circuit Court & Comptroller, Property Appraiser, Sheriff, and Supervisor of Elections.

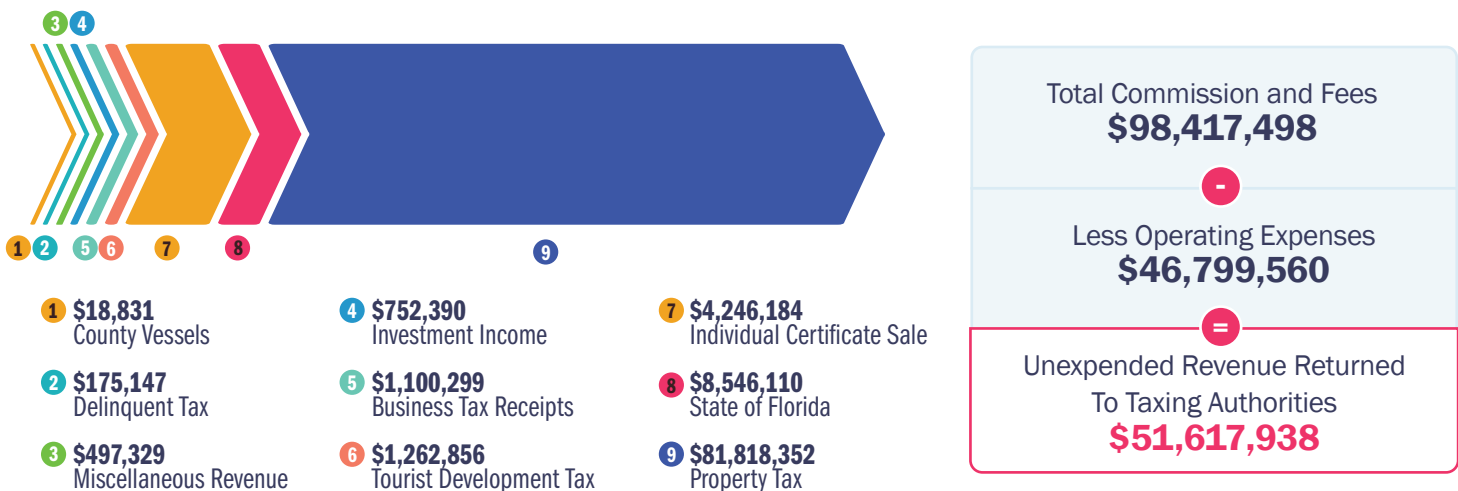
Distributions & Commissions

DISTRIBUTIONS TO TAXING AUTHORITIES FY 2022-23



i During the 2022 property tax cycle, the Constitutional Tax Collector collected more than \$5 billion in property taxes and fees. This revenue was then efficiently distributed to Palm Beach County's taxing authorities to fund critical public services. Revenue from property taxes pays for county and municipal services, critical health and human services including the Healthcare District and Children's Services, the school district, fire departments, libraries, parks, and additional services critical to the operation of our county.

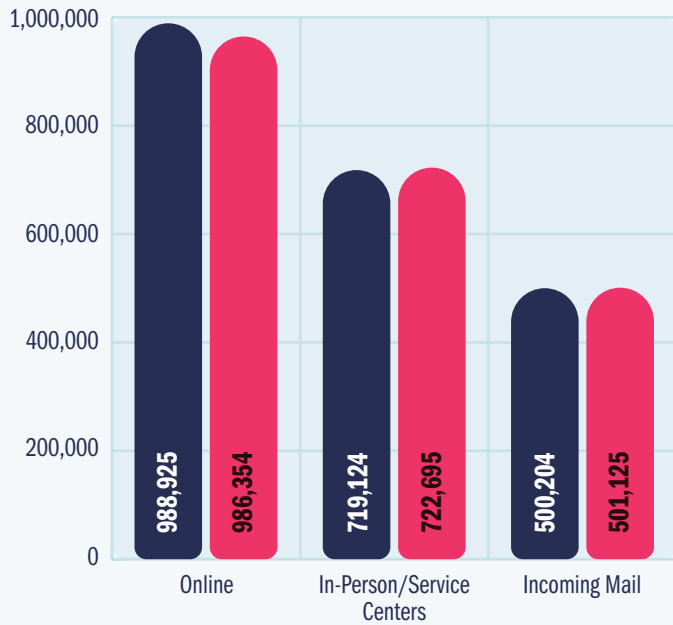
COMMISSIONS AND FEES RECEIVED FY 2022-23



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.

4 Snapshot FY 2022-23 VS. FY 2021-22

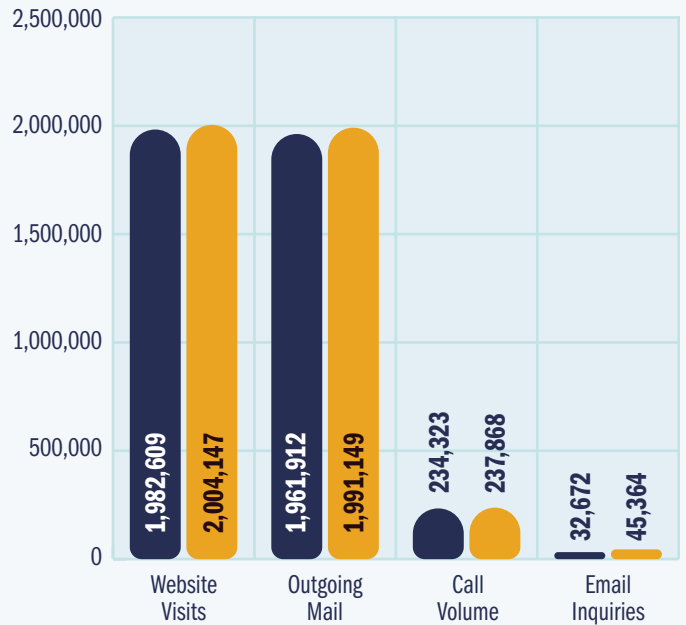
PROCESSED TRANSACTIONS



Total FY2021-22: 2,208,253

Total FY2022-23: 2,210,174

CHANNELS OF COMMUNICATION

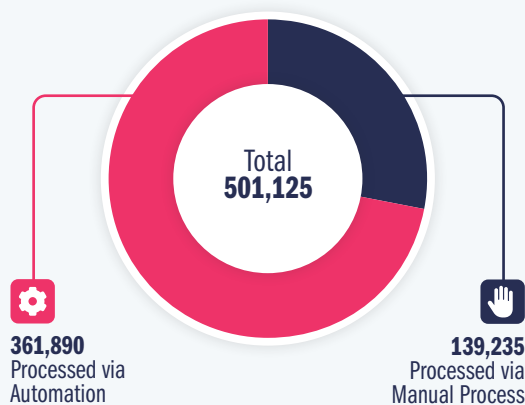


Total FY2021-22: 4,211,516

Total FY2022-23: 4,278,528

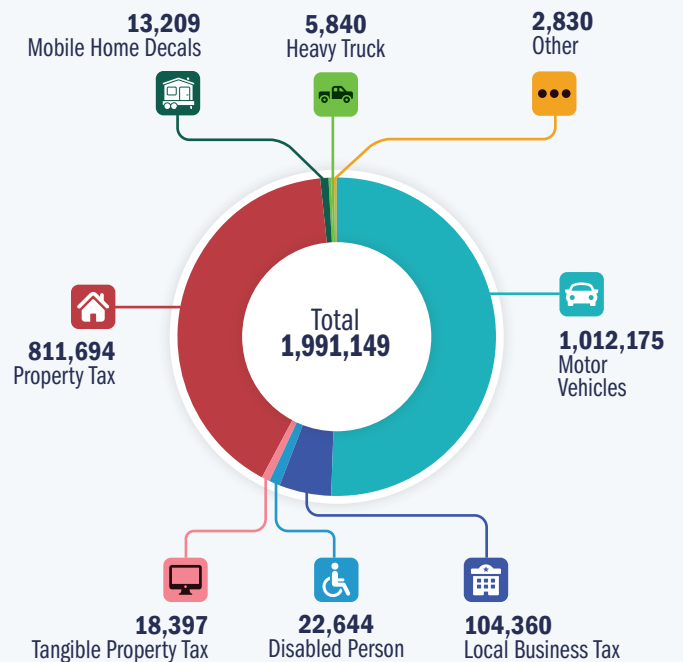
Mail FY 2022-23

INCOMING MAIL PIECES



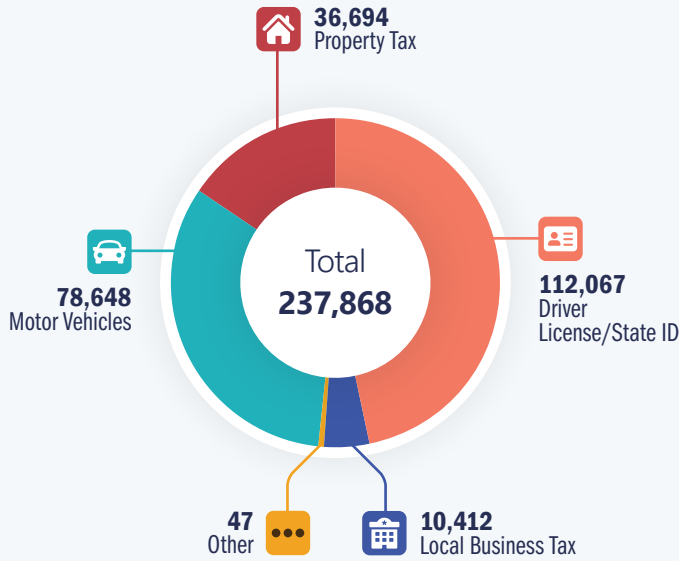
i During property tax season, the Tax Collector's Office processes an average of 15 trays of mail each day. A mail tray contains nearly 700 pieces of mail. Property tax payments peak in November, when the 4% early payment discount is available to clients. The most mail trays ever received in one day was 51, in November 2022.

OUTGOING MAIL PIECES BY SERVICE TYPE

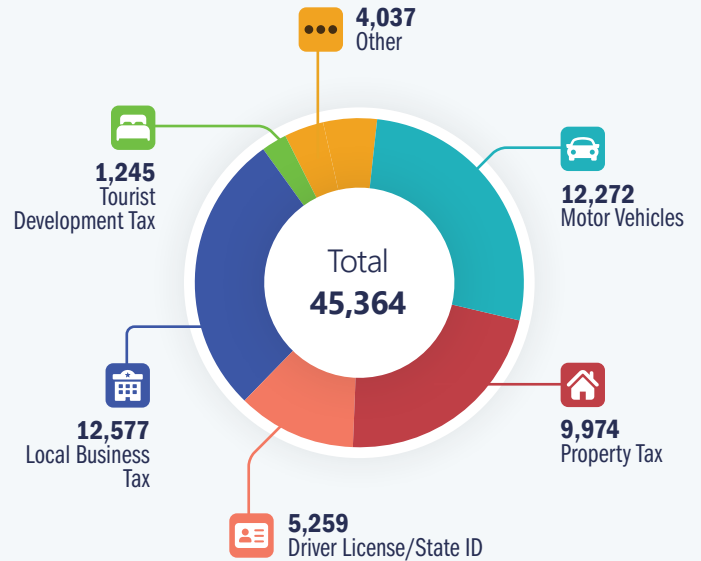


i When clients contact our office by phone or email, our **Client Care and Research Center (CCRC)** team provides exceptional service to respond to their inquiries. In FY 2022-23, the team reduced the average call wait time by nearly five minutes and responded to email inquiries within three days. The team handled 12,692 more emails than the previous year.

CALL VOLUME BY SERVICE TYPE FY 2022-23



EMAIL VOLUME BY SERVICE TYPE FY 2022-23



Installment Payment Plan

i **The Installment Payment Plan (IPP)** provides clients the predictability of budgeted, quarterly payments for real estate property and tangible personal property taxes, rather than paying one lump sum. Each year, the IPP enrollment period opens November 1 and closes April 30, and our office accepts applications online or by mail. Once enrolled, there is no need to reapply; clients remain on the plan unless they request to be withdrawn or miss the annual initial payment.

NEW INSTALLMENT PAYMENT PLAN APPLICATIONS

FY 2021-22

FY 2022-23



Online Applications

4,903

3,402



Paper Applications

1,505

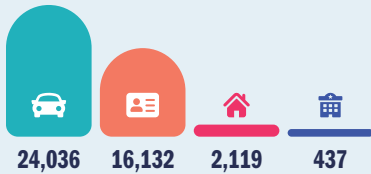
92

6 Service Centers

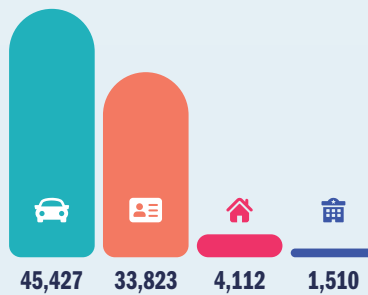
TOTAL SERVICE CENTER TRANSACTIONS FY 2022-23:



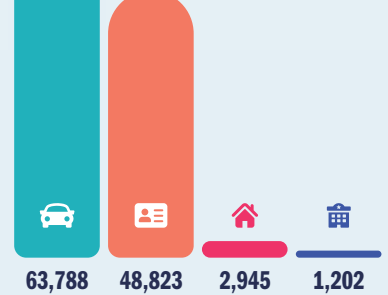
Motor Vehicle: 398,570



Belle Glade
Total: 42,724



**Downtown/
West Palm Beach**
Total: 84,872



Westlake
Total: 116,758

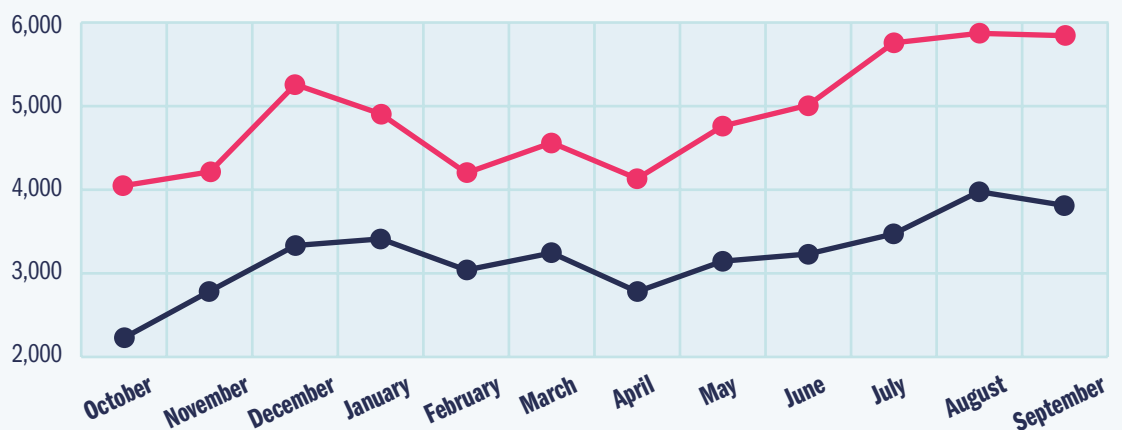
SELF-SERVICE KIOSKS

Total Self-Service Kiosk Transactions

Total FY 2022-23: 58,517

2021-22

2022-23

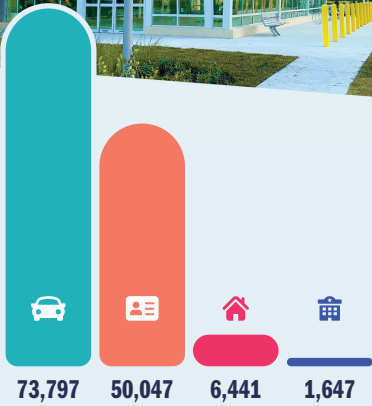


The Tax Collector's Office provides five MV-Express self-service kiosks located in Publix stores throughout Palm Beach County. Offering clients the convenience of renewing their motor vehicle registration and receiving the renewal decal in minutes, the kiosks' popularity grew through word-of-mouth and targeted social media campaigns. Due to their convenience and growing popularity, in FY 2022-23, kiosk usage for motor vehicle registrations increased an average of more than 1,660 transactions per month - a 52% increase over the previous year. For more details and current kiosk locations, visit www.pbctax.com/kiosks.

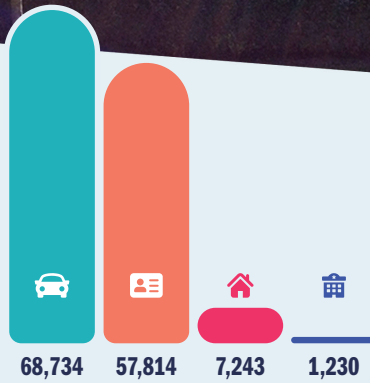
 License/ID: 286,066

 Property Tax: 29,546

 Business Tax: 8,513



**North County/
Palm Beach Gardens**
Total: 131,932



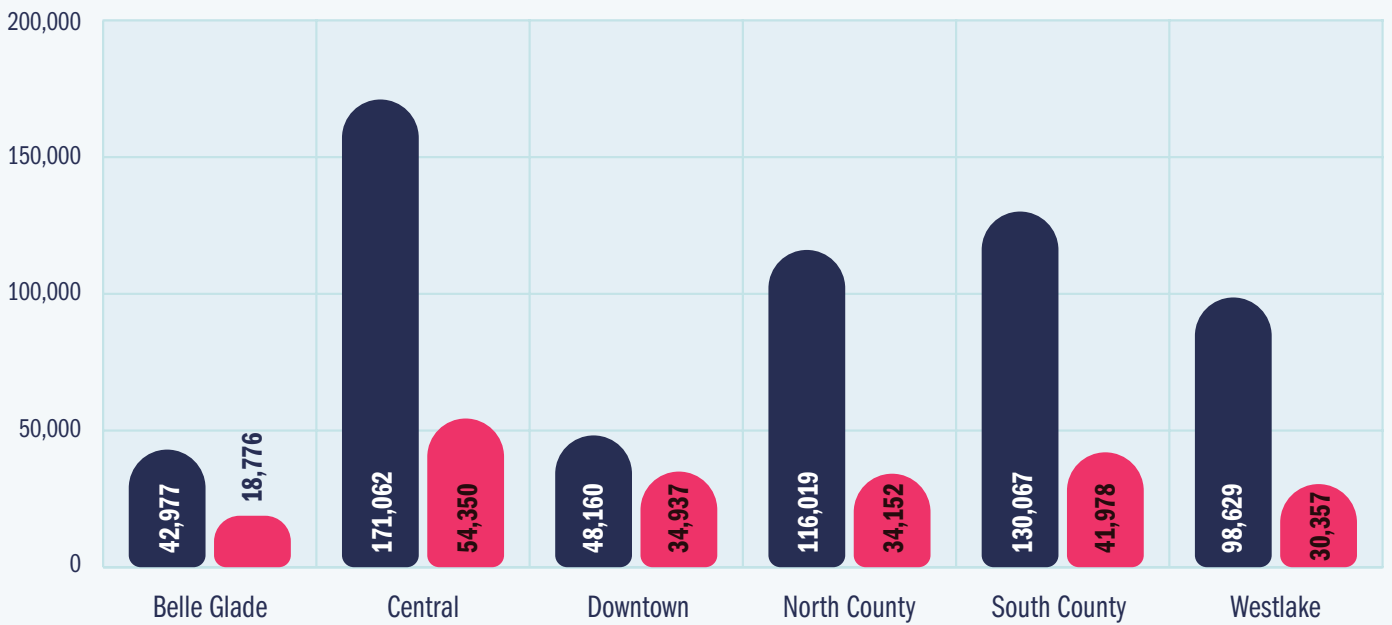
**South County/
Delray Beach**
Total: 135,021



**Central Palm Beach/
Greenacres**
Total: 211,388

RESERVATIONS SCHEDULED

SCHEDULED **"NO SHOW"**



Total Reservations Scheduled: **606,914**

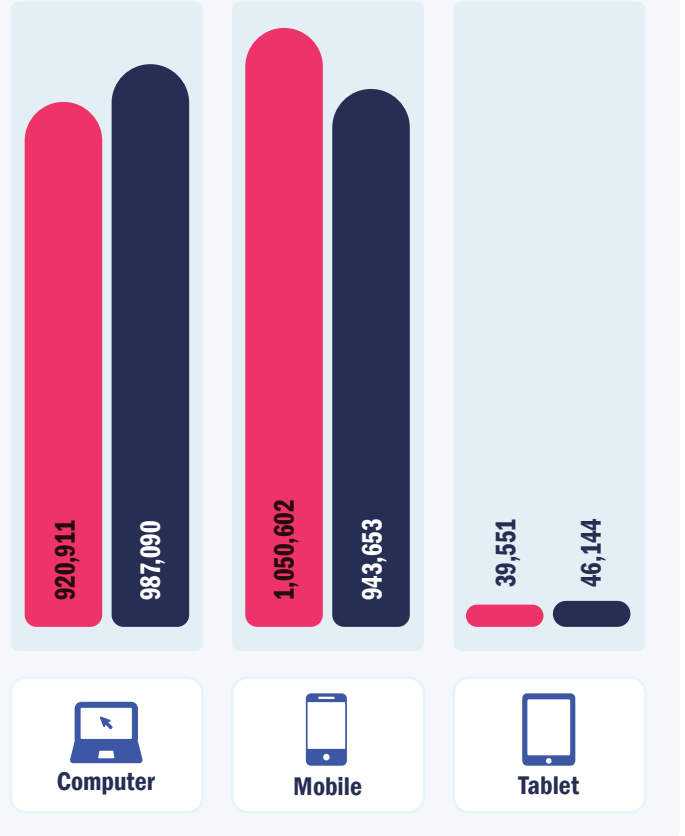
Total "No-Show" Reservations: **214,550**

8 Digital

WEBSITE VISITS BY DEVICE

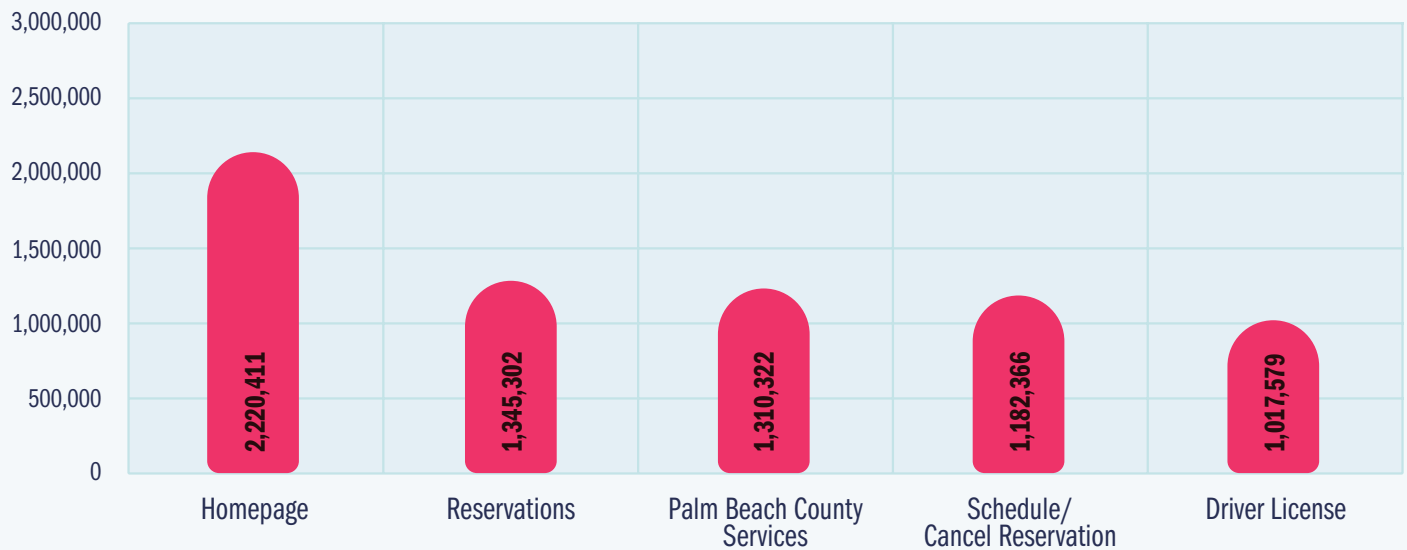
FY 2022

FY 2023



MOST VISITED WEBPAGES

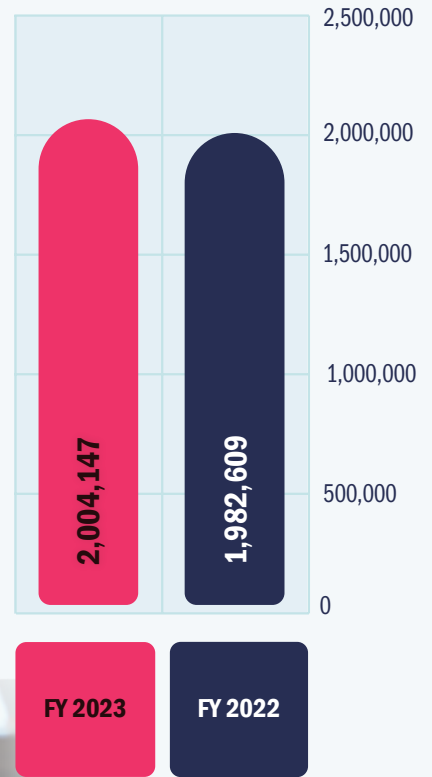
FY 2023



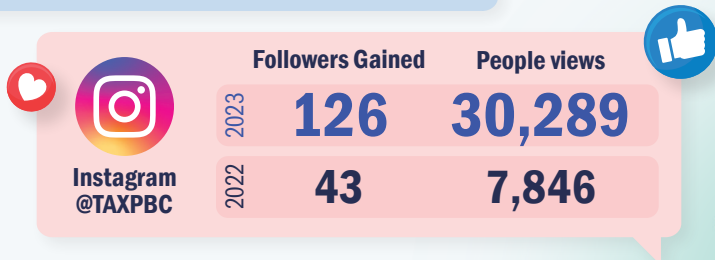
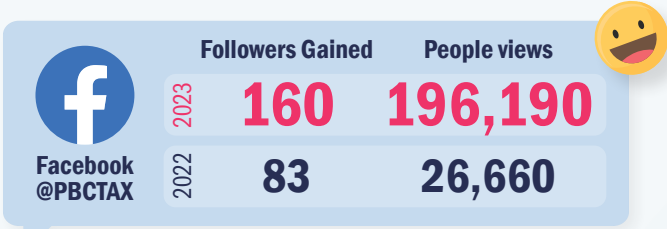
DID YOU KNOW?

Constitutional Tax Collector Anne M. Gannon offers a monthly electronic newsletter, **Tax Talk**, to keep residents up to date with the latest news regarding services, important deadline reminders and informational updates. Every month, more than **600,000** issues of **Tax Talk** are emailed to online subscribers and another **249,000** residents receive it through their community's monthly newsletter. To receive your monthly newsletter, sign up at www.pbctax.com/taxtalk/.

WEBSITE VISITS



SOCIAL MEDIA FY 2022-23



i Clients connect with the Constitutional Tax Collector’s Office via the platforms of their choice. **Content posted on Instagram and Facebook is created to inform and engage clients.** Followers on our social media platforms receive content regarding services, deadline reminders, open positions, and informational updates.

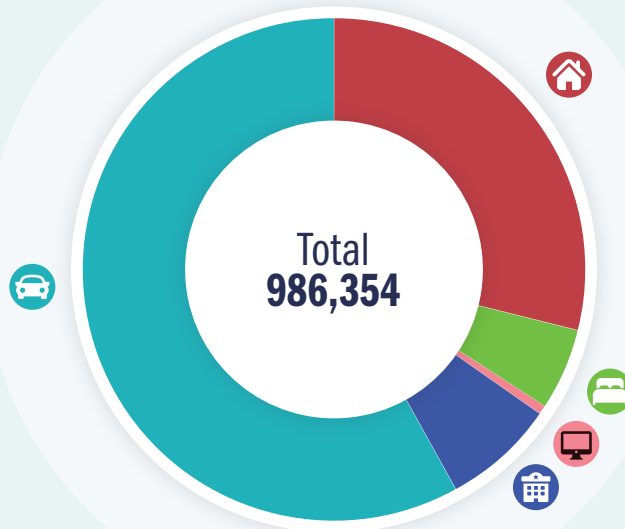
ONLINE TRANSACTIONS



656,476
Motor Vehicles



226,630
Property Tax



57,264
Local Business Tax



4,587
Tangible Property Tax



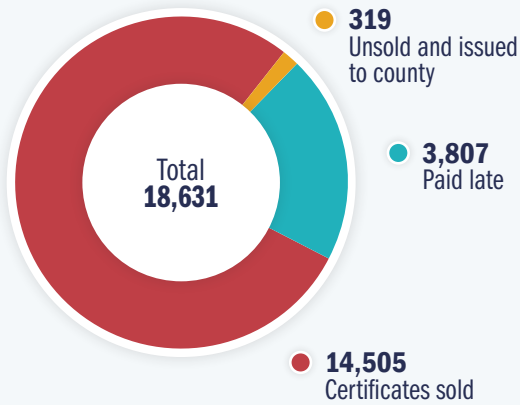
41,397
Tourist Development Tax



DID YOU KNOW?

Online transactions continue to be a quick and convenient way to transact with our office. Motor Vehicle transactions are by far the most popular, comprising 66% of our total online transactions. And 50% of those motor vehicle transactions are through our newest online payment portal, MyEasyGov. Visit www.pbctax.com/myeasygov for details.

PROPERTY TAX DELINQUENCIES FY 2022-23

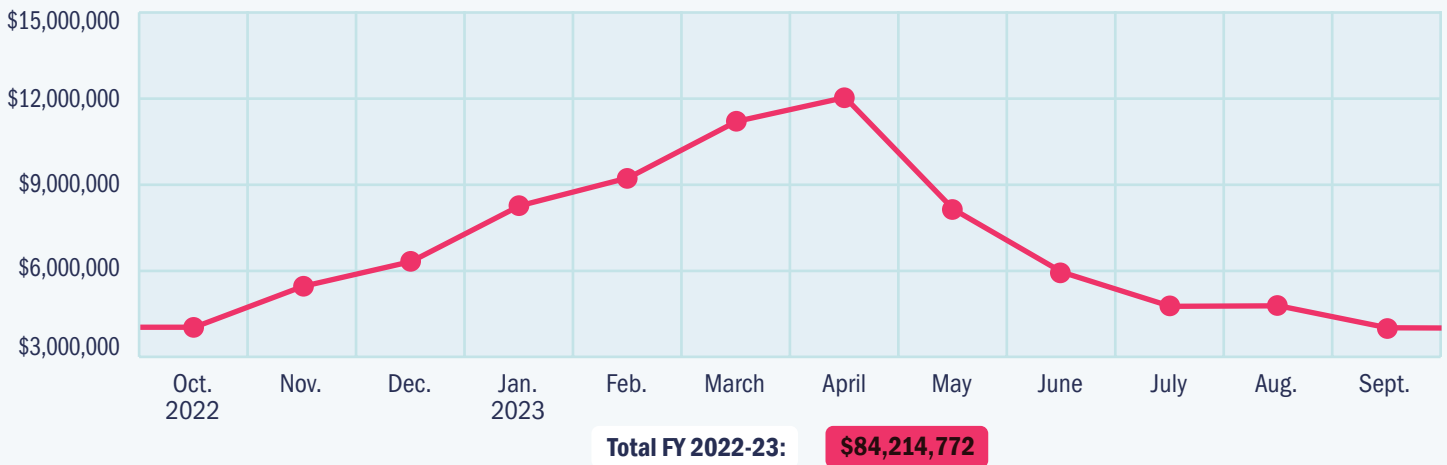


The Property Tax payment cycle is November 1 – March 31. Property tax is delinquent on April 1 and is subject to penalties and interest. It is vital to collect unpaid taxes as Taxing Authorities are dependent on these funds.

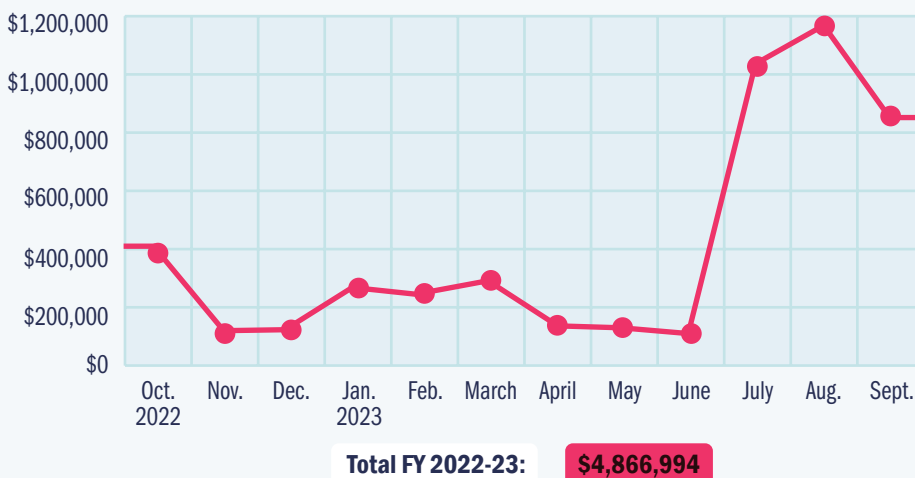
On June 1 the Tax Collector’s Office is required by law to hold an annual tax certificate sale to collect unpaid property taxes and associated fees. Investors pay the tax debt by purchasing tax certificates.

If the property owner fails to pay the delinquent taxes within two years, the tax certificate holder may file a Tax Deed Application (TDA) to start the process of the property being sold at a tax deed sale. The property owner may retain the property by redeeming the TDA any time before the property is sold at the tax deed sale.

TOURIST DEVELOPMENT TAX FY 2022-23



LOCAL BUSINESS TAX RECEIPTS (LBTR) COLLECTIONS



The Field Services division of the Legal Department assists business owners with matters regarding their Business Tax Receipt. Past-due business tax receipt accounts are assessed a delinquent fee each February, which results in an increase of revenue as our team assists clients with bringing their accounts into compliance.

The Legal Department of the Constitutional Tax Collector’s Office received and responded to more than **353** public records requests in 2022-23.

12 Reviews and Feedback

CLIENT FEEDBACK



	FY 2022	FY 2023
# Surveys Sent	534,497	505,537
# Responses Received	57,863	47,454
Participation Rate	10.8%	9.4%



"Best experience at a DMV facility since 1959!"



"Amazing service!!!! So helpful and nice."

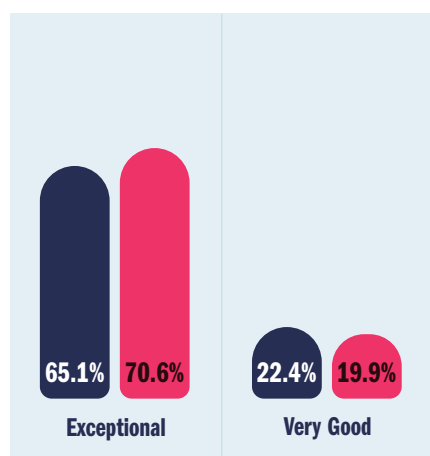


"Absolutely spectacular customer care. Kind, caring, and very thorough."

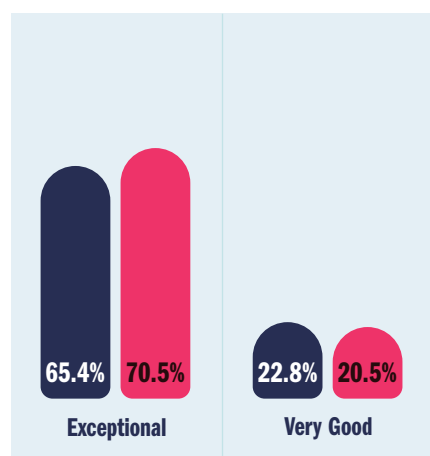
KEY SURVEY QUESTIONS

FY 2022

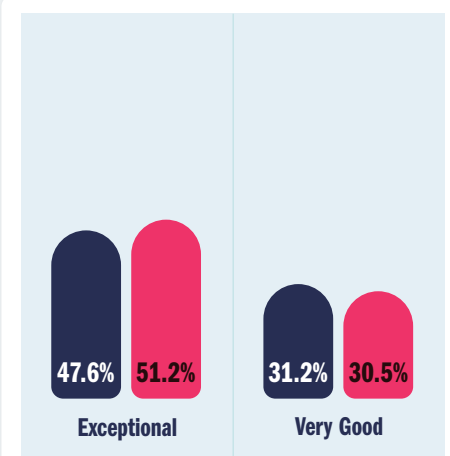
FY 2023



Clerk Experience



Clerk Knowledge



Overall Experience

i DID YOU KNOW?

For several years, the Tax Collector's Office has been sending client surveys to everyone who visits one of our service centers or contacts our Customer Care Research Center. In fiscal year 2022-23, we received more than 47,000 responses, a 9.4% participation rate. When you combine the "Exceptional" and "Very Good" responses, 80% of our clients rated their service experience as positive. The national benchmark for like local government offices is 62% positive, which puts the Palm Beach County Tax Collector's Office well above the national average! Compared to the previous year, our "Overall Experience" EXCEPTIONAL response increased by 3.6% and our EXCEPTIONAL response for Clerk Experience and Clerk Knowledge both increased by more than 5%.

GOOGLE REVIEWS

i DID YOU KNOW?

Since we launched a new social media strategy and began monitoring Google My Business reviews in 2022, we are thrilled that our audience is growing and our results have improved dramatically. In 2022, we received 138 reviews, including 60 five-star reviews. In 2023, we received a total of 279 reviews, which is an incredible 328% increase from the previous year and to top it off, we received 257 five-star reviews!



CONSTITUTIONAL TAX COLLECTOR SERVING PALM BEACH COUNTY

3.7 ★★★★★ 417 Google reviews

RATING	2022	2023
★★★★★	60	257
★★★★☆	5	3
★★★☆☆	5	4
★★☆☆☆	2	1
★☆☆☆☆	66	37
TOTAL	138	279



★★★★★

“Made the experience very lighthearted and comfortable, also made the process quick!”



★★★★★

“Friendly and professional service.”



★★★★★

“Had the best experience in any DMV I had been to, and excellent service given.”



★★★★★

“Call it my lucky day but I got window 6 at the DMV today and had the best experience I’ve ever had there.”

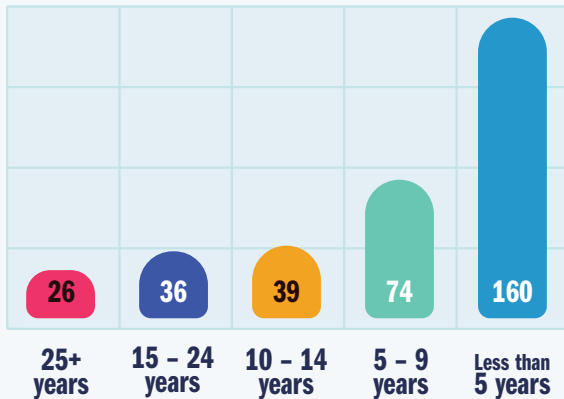


★★★★★

“Exceptional service, speedy and reliable.”

14 Our Employees

TOTAL EMPLOYEES BY TENURE



RECOGNITION

Each year, the agency is recognized nationally as an industry leader. Often competing against other governmental agencies of all sizes, including federal, state and local organizations, we are proud to be recognized for our unique accomplishments.



Bernays Award
Best Marketing Material, 2022
Tax Planner and Services Guide
Gold Coast PR Council



APEX Awards for Publication Excellence
Campaigns, Programs & Plans, TCTalk
Employee Roundtable Program,
Communication Concepts



Certificate of Merit for Audit and Legacy Award for Financial Operations
Florida Tax Collectors Association



Aumentum Customer Excellence (ACE) Award
Lisa Redding ACE Award for Project Management and Jurisdiction of the Year
Aumentum



Outstanding County Collector, Treasurer or Finance Officer Award
Presented to Constitutional Tax Collector Anne M. Gannon
National Association of County Collectors, Treasurers and Finance Officers (NACCTFO)

OUR CHARITABLE GIVING



Last year, our employees donated a total of \$16,305 to two charity partners, Living Hungry and Take Stock in Children.

To learn more about our culture of giving, visit www.pbctax.com/about-us/community-involvement/.



Living Hungry works to eliminate food insecurity for local homeless children. Employees contributed \$8,152.50 to the Delray Beach-based not-for-profit organization.



Take Stock in Children, Inc. works to break the cycle of poverty for low-income, academically qualified students by providing opportunities for a post-secondary education. The TCO team raised \$8,152.50 for this cause.

2024 Tax Planner & Services Guide



*“This is a very handy booklet!
Everyone should have one to
keep for reference.”*

The **2024 Tax Planner & Services Guide** is our agency’s signature publication that details the services the Tax Collector’s Office provides to residents of Palm Beach County.

Visit www.pbctax.com/tpsg 

to browse through our online version of the guide or to request a copy be mailed to you.



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

OUR VISION: EXCEPTIONAL

OUR MISSION: To provide unparalleled service that inspires trust.

OUR VALUES



ACCOUNTABILITY



DIVERSITY



COMMUNICATION



INTEGRITY



FISCAL RESPONSIBILITY



LEARNING



TEAMWORK



FUN



CREATIVITY

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Facebook: @PBCTAX



LinkedIn: /company/taxpbc



Youtube: @TaxCollectorPBC