



TAX *Talk*

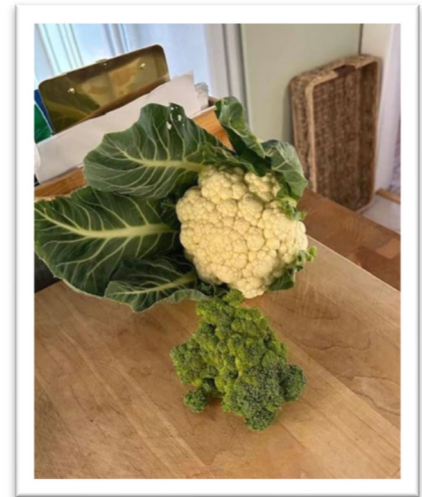
— WITH ANNE M. GANNON —
CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County

April 2024 Tax Talk
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DEAR FRIENDS:

Growing up in Ohio, I remember this time of year meant ‘April showers bring May flowers’, marking the beginning of the gardening season. Here in Florida, and due to our climate, we have a different gardening timeline and right now it is harvesting time for many backyard gardeners. Recently, my gardening prowess paid off as I picked my first head of broccoli and cauliflower! There is nothing better than homegrown vegetables. So, this month, which is National Garden Month, and for all you home gardeners, celebrate your harvesting success and enjoy the fruits (and vegetables) of your labor...I know I will!

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



OPEN! OPEN! OPEN!



Our newest service center in North Palm Beach County is now open!

Located at 3185 PGA Boulevard, the new facility is built on the grounds where once stood the old State Division of Driver Licenses building that served generations of Palm Beach County drivers. This new service center is a welcome change from that outdated, small office. The new state-of-the-art service center is 23,735 square feet with a bright and spacious interior to enhance the client experience. Other client-focused features include additional client service windows, ample parking, and a self-contained road test area.

Another feature of our new service center is the continuation of our commitment to providing art in public places. Our lobby features a fountain created from volcanic basalt formed millions of years ago in the northeastern part of the United States. The new facility also features artwork by participants of Gulfstream Goodwill’s Re-Imagined initiative and coming soon will be a vibrant exterior mural painted by local artist, Benjamin Heller.

Now that the new building is open, the previous office location in the North County Government Center is closed. The new service center in the City of Palm Beach Gardens is the third facility built by the agency to meet demand spurred by the population growth of Palm Beach County.

THE REVIEWS ARE IN....



What a pleasure it is to share the latest wave of positive reviews we have received over the past year on our Google My Business (GMB) pages! We have six GMB pages, one for each of our service centers and these pages offer you the opportunity to tell us about your experience at a particular service center location.

It is always valuable to hear from our clients and to share the feedback with our team. This allows us to celebrate the fantastic reviews and to also learn how we can improve our service. Over the past two years, and across our six locations, we have received well over 400 GMB reviews ranging from an average of 2.6 stars to 4.0 stars! We appreciate the valuable feedback we have received, highlighting not just the quality of our service but also the exceptional experiences our clients have had with our team. One reviewer applauded our excellent service, stating, "Had the best experience in any DMV I had been to, and excellent service given." Hearing such feedback is an affirmation that our focus on exceptional service is working but we must continue to raise the bar and work hard to exceed our clients' expectations.

To read more about our awesome GMB reviews, I encourage you to check out our 2022-23 annual report which can be found on our website at www.pbctax.com/annual-report/. Don't forget to share a review of your experience on our Google My Business page by visiting www.pbctax.com/locations/, selecting the location where you received service from our team and then clicking on the Google My Business link.

HELLO...THIS IS THE TAX COLLECTOR

When you contact our office by phone or email, our Client Care and Research Center (CCRC) team provides exceptional service to respond to your inquiries. In Fiscal Year 2022-23, our team of 28 Client Care Representatives handled more than 237,000 phone calls and more than 45,000 emails. They answer questions about all the services the TCO provides, including property taxes, driver licenses, motor vehicle/vessel registrations and titles, local business tax, and more. This dedicated team continually strives to improve its response time, and last year, the team reduced the average call wait time by nearly five minutes and responded to email inquiries within three days! If you have a question or need assistance from our office, our CCRC team can be reached via email at ClientAdvocate@pbctax.com or by phone at (561) 355-2264.



APRIL

IMPORTANT DATES & HOLIDAYS

1	Last Day to Pay 2023 Property Tax
1	Final 2023 IPP Payment Due
1	Tourist Development Tax Due
22	Passover Begins
30	Passover Ends
30	IPP Enrollment Deadline for 2024

Installment payment plan
enrollment deadline

APRIL 30

To enroll visit
www.pbctax.com/ipp