



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

www.pbctax.com

May 2017

Payment Center

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Memorial Day, one of our Nation's most solemn holidays takes place this month. Memorial Day honors veterans who lost their lives while serving in the U.S. Armed Forces. May also marks the start of a busy summer season.

This issue focuses on ways to Plan, Prepare and Protect. Plan for vehicle registration renewals, Prepare for hurricane season and Protect yourself and motorcyclists while on the road.

Plan Ahead

Being pulled over because of an expired registration means a \$116 ticket. Plan ahead to avoid this unnecessary expense. Many of our most popular transactions — like motor vehicle registration renewals — can be done online. You can renew up to 3 months before expiration. Save additional time with the "Renew for 2" program, which allows vehicle owners to renew every two years.

Don't get caught off guard with a suspended or revoked license. Unpaid traffic tickets and failure to pay child support among other reasons, may result in a suspension/revocation of your driver license. Visit www.flhsmv.gov/dlcheck to check for driver license stops, holds, suspensions and revocations.

Prepare for Hurricane Season

Hurricane season begins June 1st. Last October, Hurricane Matthew reminded us of how threatening these natural disasters can be. Preparation is key to keeping our neighborhoods, communities and families safe. Follow these tips to prepare in the event of a hurricane.

Before the storm:

- Purchase supplies for your Family Disaster Supplies Kit.
- Do all major cutting / tree removal from December through April.

- Create an evacuation plan for you and your family.
- Request our free Hurricane Preparedness Guide.

Our guide contains practical information to help you plan, prepare and protect yourself, others and your property. Use this tool to get started on preparing for the unexpected. To request your copy email, ClientAdvocate@taxcollectorpb.com.

Protect Motorcyclists

May is Motorcycle and Bicycle Safety Awareness Month. All drivers should watch out for bicyclists and motorcyclists. Share the road - it belongs to everyone. Florida law says bicycles have all the same privileges, rights, and responsibilities on public roads as drivers.

Drivers should give bikes a minimum three foot buffer when driving alongside or passing. If there is a motorcycle ahead, do not follow too closely. Motorcycles can stop quicker than other vehicles. Motorcycle endorsements and/or Motorcycle Only licenses are available. Visit our website to access the Florida Motorcycle Handbook.



Annual Publications, Get Yours Today

Our annual publications are great informational and educational resources. The 2017 Tax Planner & Services Guide is a comprehensive guide to services, as well as a calendar of important tax dates and deadlines. It also includes information about office locations, payment options, ways to connect with us and frequently asked questions.

The 2016 Fiscal Year Annual Report, Report To Our Citizens, is the perfect opportunity for residents to review our agency's activities and operations. This year's report shows how tax collections were disbursed, agency achievements and our future plans. This report, is published as part of our commitment to transparency.

SERVING YOU

- ▶ **951,408** _____ people were served at our service centers.
- ▶ **165,066** _____ REAL ID driver licenses and ID cards were issued.
- ▶ **44,648** _____ driver license exams were administered in our service centers.
- ▶ **43** _____ minutes was the average wait time in our service centers.
- ▶ **268,872** _____ people were helped by our call center personnel.
- ▶ **12,587** _____ email help requests were answered by our Client Advocate.
- ▶ **1.1 million** _____ visitors to our website.
- ▶ **693,983** _____ property tax bills were mailed in 2016 representing **\$3.3** billion in revenue.
- ▶ **47.1 million** _____ Tourist Development Taxes collected and 850 new applications were processed.

Serving You by the Numbers

	JANUARY	FEBRUARY	MARCH	APRIL
Clients Served	68,959	70,646	99,827	74,156
Average Wait Time	65 minutes	61 minutes	64 minutes	53 minutes
Average Help Call Hold Time	4 minutes	3 minutes	4 minutes	2.5 minutes

Important Dates & Deadlines

May 14 – Mother's Day

May 20 – Tourist Development Tax Payment Deadline

May 29 – Memorial Day *Offices Closed*

June 30 – First 2017 Property Tax Installment Plan payment due

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