

Dear Friends,

Did you make any New Year's resolutions to improve your health in 2018? January is a great month to jumpstart your fitness routine by getting outside, going for a walk and enjoying Palm Beach County's beautiful parks and beaches.

I am passionate about health and wellness which is why I implemented an onsite wellness program that encourages my employees to walk 10,000 steps a day. As this newsletter goes to publication, I am proud to report employees walked a total of 357 million steps in 2017.

All this walking is paying off! We're losing weight, lowering our blood pressure and improving our quality of sleep. Please consider taking a walk every day to improve your health in 2018.

My best wishes for a healthy and happy new year!

Anne M. Gannon

**Guiding You Through 2018**

Complimentary issues of our new 2018 *Tax Planner & Services Guide* will be available at all service centers in mid-January. This award-winning publication is a handy resource guide to Tax Collector services, tax transaction tips, frequently asked questions and important payment dates. We've also included a tax planner calendar so you'll never miss a payment deadline.



Would you like to order copies for your community or organization? Send an email

to [clientadvocate@taxcollectorpbc.com](mailto:clientadvocate@taxcollectorpbc.com) and tell us how many copies you need. Be sure to include the name of your organization and contact information.

You will also be able to download a copy of the 2018 *Tax Planner & Services Guide* from our website at [www.pbctax.com/content/publications](http://www.pbctax.com/content/publications).

### **Get the January Property Tax Discount Today!**

We are nearly halfway through property tax season and there's no better time to pay than today. Pay your property taxes in full by January 31 to receive the 2% discount. February is the last month to pay in advance and the discount drops to 1%. There is no discount in March.

Pay online today using eCheck (it's FREE!). Paying online is easy, fast, secure and convenient. Best of all, there's no waiting in line!

### **REAL ID Enforcement Begins**

You may have read that beginning January 2018, the Transportation Security Administration (TSA) starts enforcing REAL ID requirements at airport security checkpoints. This will not affect Florida travelers who use their state-issued driver license/ID card for boarding commercial aircrafts because Florida is a REAL ID compliant state. If you are a licensed Florida driver, you must have a REAL ID by the October 1, 2020 deadline.



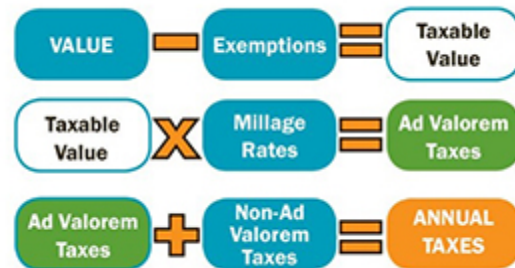
### **Your Top Three Property Tax Questions Answered**

Our Call Center handles over 260,000 calls per year. During peak collection season, November through March, call volumes are highest and wait times are longer than usual.

Please read the 3 most frequently asked questions this property tax season. You might get the answer you seek without having to call us!

### 1. Why are my property taxes so high?

The Tax Collector does not determine the amount you must pay for property taxes. We collect the amount due and distribute the revenue to the appropriate taxing authorities.



Many factors influence the amount you must pay in annual property taxes. This graphic illustrates how these factors are added together to determine your annual property taxes.

Please contact the Palm Beach County Property Appraiser's Office for questions about taxable value. Contact your local municipality with questions pertaining to millage rates and non-ad valorem taxes.

### 2. Can I pay by credit card over the phone?

We do not accept credit card payments by phone. Payments can be made online through our secure system and post within 3 business days.

### 3. Did you receive my payment?

Payment processing times vary from 3 days to 3 weeks. The quickest, most convenient way to pay taxes is online. Online payments are processed within 3 business days. Mail payments process within 12 days of delivery to our agency.

Do you have more questions? Please visit the "Help & Resources" section of our website to find the most frequently asked questions about property tax, business and tourist development taxes, motor vehicle registrations and driver licenses.

### Serving You by the Numbers

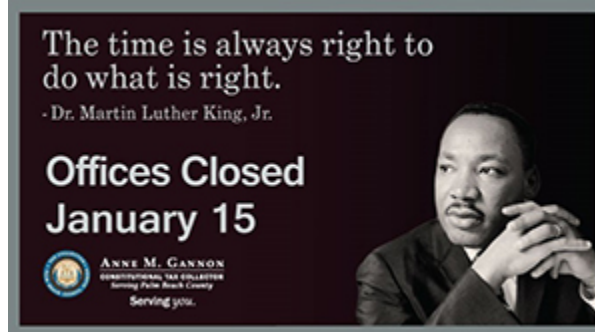
	SEPT	OCT	NOV	DEC
Clients Served	56,696	74,232	91,353	74,450
Average Wait Time	39 minutes	46 minutes	64 minutes	59 minutes
Average Help Call Hold Time	3 minutes	5 minutes	10 minutes	6 minutes

### January Dates & Reminders

January Closed for New  
1 Year's Day

January Closed in  
15 Observance of

Martin Luther King,  
Jr. Day  
January 20\* Tourist  
Development Tax  
Payment Deadline  
January 31 Last day to receive  
2% Property Tax  
Discount



Privately owned vehicle registrations expire at midnight on the owner's birthday.

\*Note: Florida Statute extends discount/payment deadlines falling on a Saturday, Sunday or holiday to the next business day. Payment must be received in our office by 5:00 p.m.

Pay delinquent Local Business and Tangible Personal Property Taxes online.

**NEVER MISS A DEADLINE - Sign up to receive Tax Talk!**

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