

Tax Talk: July 2025

Dear Friends,

As I have mentioned before in previous issues of Tax Talk, I really enjoy gardening. My yard is full of native Florida plants and it is so enjoyable for me to spend time outside.

Recently, I had the opportunity to visit England and I visited numerous gardens, such as the Ham House and Garden, Hever Castle & Gardens and the Physic Garden in Chelsea. It was a wonderful experience enjoying these majestic gardens, from shrubbery trimmed like chess pieces and plants used to treat diseases such as heart disease. Many of these gardens have been in existence since the 1700s! It was truly an amazing experience for an avid gardener like myself to take time during my trip to enjoy gardening on such a grand scale!

Regards,

A large, stylized handwritten signature in dark grey ink. The signature reads "Anne" in a cursive script. The letter "A" is particularly large and loops around the start of the name.

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



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You Called... We Answered!

It was a milestone celebration for our Client Care and Research Center (call center). The team recently celebrated the monumental accomplishment of answering 71,000 more client calls last year from the previous year – that’s an average of 287 more calls a day!

This well-deserved celebration consisted of a catered luncheon that was served to the team by their managers in two shifts to maintain phone coverage for answering clients’ calls. This is a testament to the dedication of Client Care Representatives to be able to answer an additional 71,000 calls last year while also reducing wait time by eight minutes. I am proud of their hard work and their passion for meeting the needs of our clients.

In an effort to deliver efficient, exceptional service, the CCRC was focused on increasing call answering volume and last year the team answered a total of 309,094 calls!

Congratulations to the CCRC team on this exceptional achievement!



TCO Delivers For The Children

I am proud of our employees' ongoing support for the community and our charity partner, Living Hungry. This spring, our office took part in a collection of items to help fill "Good Time Packs" for local homeless children. We presented more than 15 boxes of approximately 2,500 items to Living Hungry Founder & CEO Maura Plante.

"If you are a teen or child without a roof over your head, summertime in Florida can be long, lonely and hot without life's basic necessities," says Plante. "Thanks to the kindness of Anne Gannon's caring team, local families living in cars, motels and shelters this summer will have something to look forward to with "Good Time Packs" of books, journals, games — thank you, staff!"

Living Hungry is a Delray Beach charity, dedicated to eliminating food insecurity experienced by homeless students in Palm Beach County. In addition to food items, the "Good Time Packs" include

stickers, crayons and small toys for the children Living Hungry serves. For more information about the great work that Living Hungry does for the community, visit <https://livinghungry.org/>.



Who is Carmen C. Richardson, CPA?

Title: Chief Financial Officer

Favorite Dessert: Sweet potato pie

Favorite Trip: Alaskan Cruise

Favorite Book: Where the Crawdads Sing

In this edition of “Faces of the TCO,” I want to introduce you to our Chief Financial Officer, Carmen C. Richardson. If you have ever wondered who oversees the disbursements of \$5.8 billion in taxes, licenses and fees to the Palm Beach County taxing authorities, it is Carmen and her fantastic Finance & Budget team. With over thirty years of experience in accounting, Carmen is truly a seasoned pro. Her responsibilities extend beyond disbursing the monies that fund Palm Beach County, she and her team also oversee accounting, procurement, budgeting, payroll, and everything in-between. “It is the diversity that keeps my work challenging and fulfilling,” says Richardson. Carmen lives by a simple yet powerful mantra: “Do the right thing, even when no one is looking.” This philosophy extends to how she leads her team, emphasizing “integrity and accuracy” and always fostering “learning and growth.” Of course, she’s quick to add that it helps immensely that she has “a great team.”

Carmen and her team face several challenges including, keeping up with changing laws, and regulations and, safeguarding sensitive financial data from cyber threats. A big “thank you” to Carmen for sharing a glimpse into her world. It is reassuring knowing that the disbursements of our tax dollars are in such capable hands!



Important Dates & Holidays

July 1	Local Business Tax Receipt Renewal Period Begins
July 1	Tourist Development Tax Due
July 4	Independence Day – Tax Collector Offices Closed
July 31	IPP: 1st Installment Payment due

Planning on Visiting Us In-Person?

Please Remember A Reservation is **REQUIRED.**



Visit www.pbctax.gov/reservations to schedule a reservation.

Hi, I have a Reservation!

