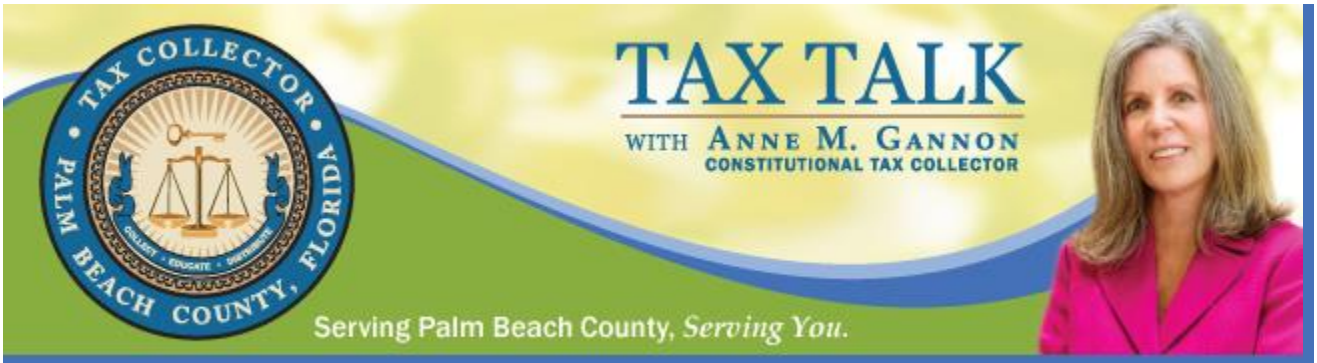

Dear Friends,

This month I am pleased to share exciting news about our new service center coming to Palm Beach Gardens in 2019. This new facility is needed to meet increasing demand for tax collector services in northern Palm Beach County. Please note we will close our Palm Beach Gardens Service Center (the former DMV office) at 3185 PGA Boulevard on May 11, 2018, to make room for our new service center.

Happy Mother's Day to all moms! I hope you have many happy moments to cherish and celebrate on your special day. And don't forget – our offices will be closed on Monday, May 28 in observance of Memorial Day.

Best regards,

Anne

Anne M. Gannon

New Service Center Coming to Palm Beach Gardens

I am excited to announce plans for a new, state-of-the-art facility to serve North County taxpayers. As part of the construction project, the Palm Beach Gardens Service Center located at 3185 PGA Boulevard will be demolished to make room for the new building. The aging former DMV office will close effective 5 p.m., Friday, May 11, 2018. Only the road test course will remain in use.

Beginning Monday, May 14, 2018, clients will be served from the North County Service Center located just around the corner at 3188 PGA Boulevard in the Northeast County Courthouse complex. All driver license appointments scheduled for the Palm Beach Gardens Service Center will be honored at the North County Service Center location.

We are combining two teams into one at our North County Service Center. We will continue

to provide all tax collector services including driver licenses. There should be no impact to clients during construction.

Construction of the new service center is expected to begin in late summer and take approximately 12-15 months to complete. The North County Service Center will move to the new building when it opens in late 2019.

2018 *Hurricane Guide* is Here

We are pleased to once again offer our *2018 Hurricane Guide* as a public service to help you plan, prepare and protect your family and property. We made the guide available earlier this year so you can use the checklists to help you take advantage of the Disaster Preparedness Sales Tax Holiday which is June 1 through June 7, 2018.

2017 *Annual Report to Our Citizens* Now Available

The *2017 Annual Report to Our Citizens* is now available on our website. This annual report gives Palm Beach County residents and stakeholders the opportunity to review the agency's performance and accomplishments from the previous fiscal year. Readers will find detailed information regarding tax collection and distribution as well as a strategic look ahead.

This publication also highlights Tax Collector employees' generous support of two local nonprofits: Little Smiles of Florida and Peggy Adams Animal Rescue League. All donations are solely funded by employees who raised over $31,000 in cash and in-kind donations in 2017.

I invite you to visit our Community Involvement page to watch a brief video highlighting their generous support.

Tourist Development Tax Moves Online This Summer

Our Tourist Development Tax (TDT) process is moving completely online in just a few short weeks. Beginning July 1, 2018, you must register your property, file returns, make payments and manage your account 24/7 using our convenient Online Payment Center.

I will be sending a special edition of Tax Talk later this month which will outline everything you need to know about the new online TDT process. It will include important steps property owners and their agents must take in order to continue filing and paying by the 20th each month.

For the latest updates about this process, please visit Tourist Development Tax.

Serving You by the Numbers

	JAN	FEB	MAR	APR
Clients Served	74,150	74,752	81,108	72,086
Average Wait Time	60 minutes	67 minutes	60 minutes	44 minutes
Average Help Call Hold Time	10 minutes	7 minutes	7 minutes	5 minutes

May Dates & Reminders

13 - Mother's Day
20 - Tourist Development Tax Payment Deadline
28 - Memorial Day Offices Closed

June Reminders

1 - 7: Disaster Preparedness Sales Tax Holiday

- Privately owned vehicle registrations expire at midnight on the owner's birthday.
- Don't forget, you can pay delinquent Local Business and Tangible Personal Property Taxes online!

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

www.pbctax.com • clientadvocate@taxcollectorpbc.com

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