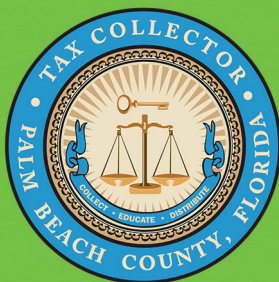


# A REPORT TO OUR CITIZENS

FISCAL YEAR 2024-25



**ANNE M. GANNON**  
CONSTITUTIONAL TAX COLLECTOR  
*Serving Palm Beach County*  
*Serving you.*

# A Message From Anne M. Gannon

## Constitutional Tax Collector, serving Palm Beach County

Dear Friends:

It is my pleasure to provide you with the Fiscal Year 2024-25 "Report To Our Citizens." Our annual report provides a detailed look at our organization's operation and our commitment to providing a range of services for the residents of Palm Beach County.

Our mission to provide unparalleled service that inspires trust continues whether you interact with us online, over the phone, or in person. This past year, we made strides to create more accessible experiences for you, from reducing the wait time clients spend in our service centers, to increasing the number of MV Express vehicle registration kiosks available at select Publix stores in Palm Beach County.

My team and I are committed to ensuring that we deliver service on an exceptional level, and our clients are telling us that we are on the right track. **More than 87% of our clients have told us that they have had a positive overall experience when interacting with us in person or calling on the phone.** That far exceeds the 64% national average for similar local government offices across the U.S.!

I invite you to review this report to see the full scope of how we continue to work for you. Within these pages, you will find the data and details that define our **commitment to exceptional.** While we are proud of our high satisfaction ratings, we view them as a foundation to build upon. My team and I remain dedicated to listening to your feedback and finding new ways to make our services even more accessible, efficient, and transparent.

Thank you for the opportunity to serve as your Tax Collector and for your continued trust in our organization.



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

## About the Constitutional Tax Collector

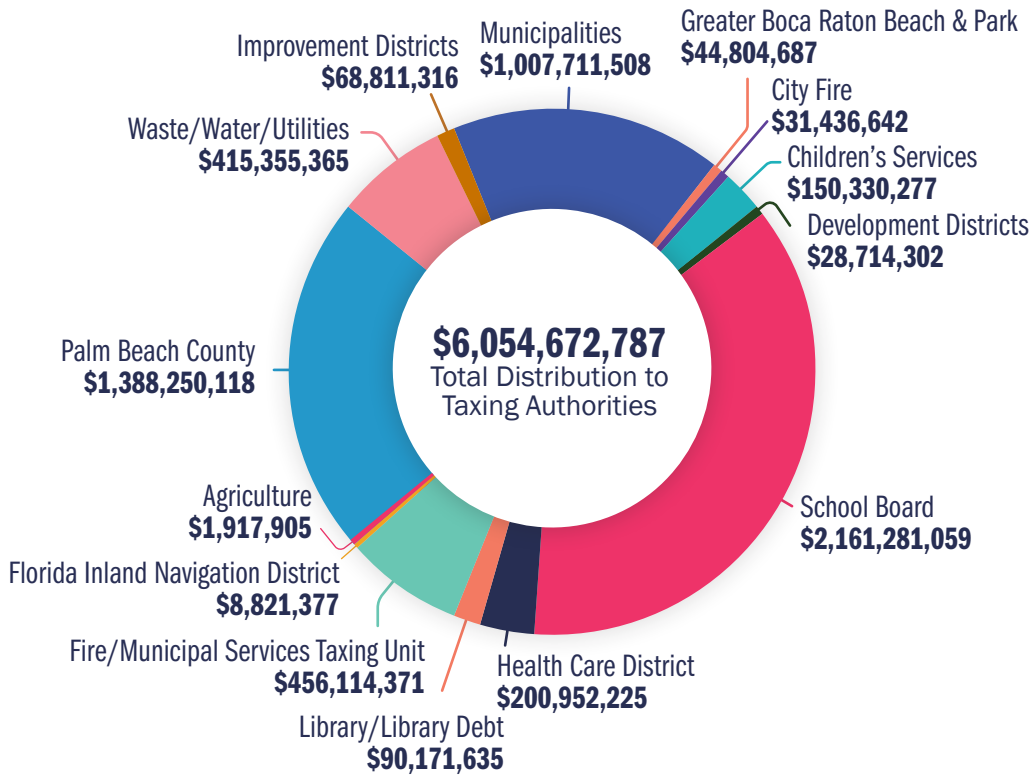
The Florida Tax Collector as an **independent, elected constitutional office** was officially established by the **Florida Constitution of 1885**, so it would be free from influence by local or state agencies that have the power to levy taxes. The Tax Collector is elected to a 4-year term in the same year as the presidential election.

The constitutional office of the Tax Collector is not funded by tax dollars. It is a fee-based office, which means the fees collected for the services provided are used to fund the operating budget that is approved by the Florida Department of Revenue. Any revenue from fees collected beyond the amount needed to fund the office is returned to the local government agencies, including the county.

Anne M. Gannon is the first woman elected to the office of the Constitutional Tax Collector serving Palm Beach County. First elected by an overwhelming majority in 2006, she was re-elected in 2008, 2012, 2016, 2020 and 2024.

Other constitutional officers serving Palm Beach County include the Clerk of the Circuit Court & Comptroller, Property Appraiser, Sheriff, and Supervisor of Elections.

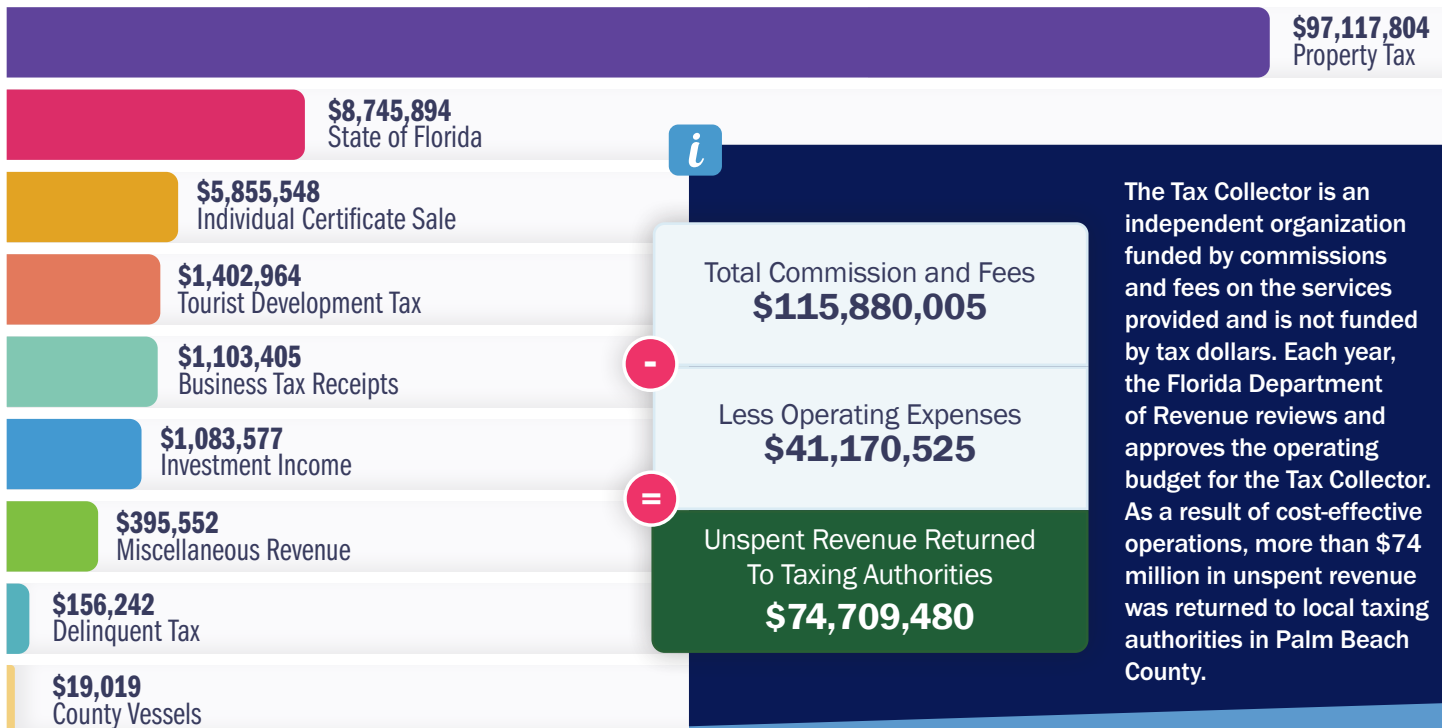
## DISTRIBUTIONS TO TAXING AUTHORITIES FY 2024-25



During the 2024 property tax cycle, the Constitutional Tax Collector collected more than \$6 billion in property taxes and fees.

These collections were then efficiently distributed to Palm Beach County's taxing authorities to fund critical public services, including the Health Care District and Children's Services, the school district, fire departments, libraries, parks, and additional services critical to the operation of the county.

## COMMISSIONS AND FEES RECEIVED FY 2024-25



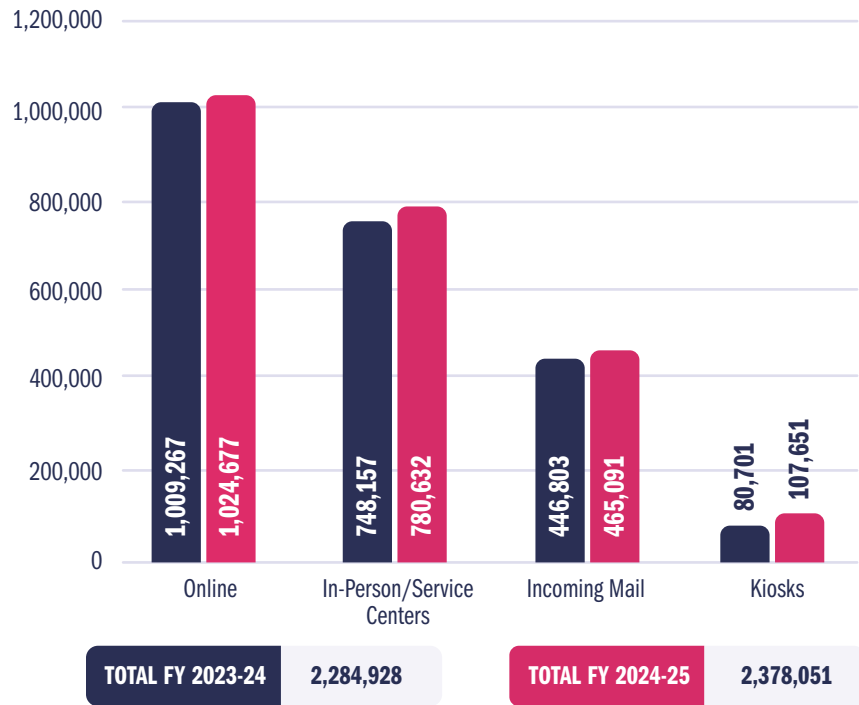
The Tax Collector is an independent organization funded by commissions and fees on the services provided and is not funded by tax dollars. Each year, the Florida Department of Revenue reviews and approves the operating budget for the Tax Collector. As a result of cost-effective operations, more than \$74 million in unspent revenue was returned to local taxing authorities in Palm Beach County.

# 4 TRANSACTIONS

## OVERALL TRANSACTIONS



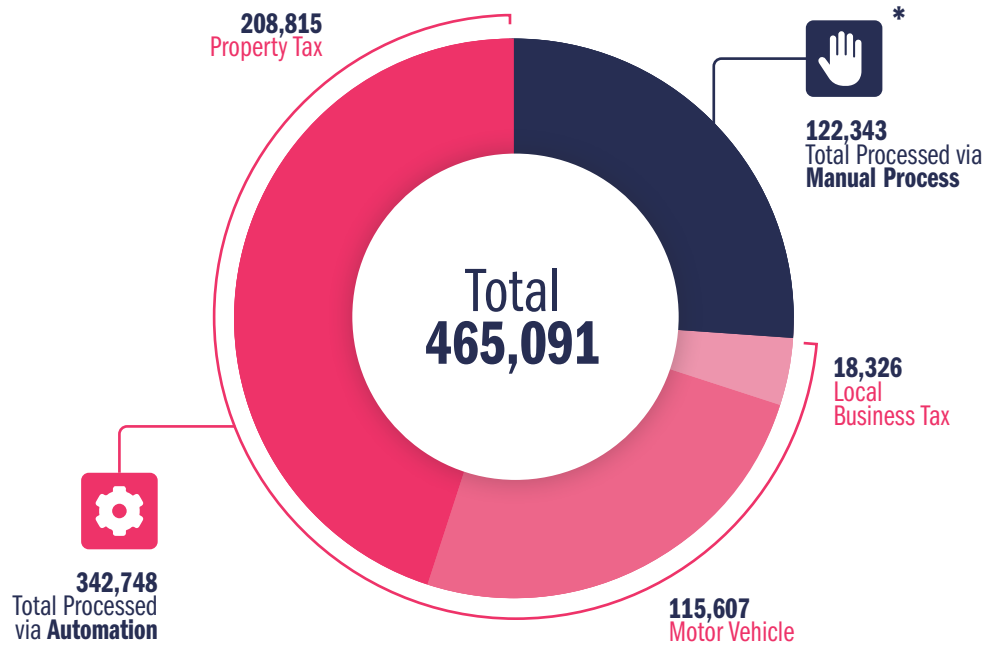
In FY 2024-25, the number of overall transactions processed increased more than 4%, with all transaction categories experiencing increases. Most notably is the more than 33% increase in the usage of our self-serve vehicle registration renewal kiosks, which continue to gain popularity with our clients. To learn more about these kiosks, please visit [www.pbctax.gov/kiosks](http://www.pbctax.gov/kiosks) and page 5 of this report.



## TRANSACTIONAL MAIL PIECES

Each day, throughout the year, our organization receives more than 2,100 pieces of mail to process. That number changes to an average of more than 10,500 mail pieces per day during the peak of property tax season each November.

**Fun Fact: The most pieces of mail received in one day was 35,700 in November 2022!**

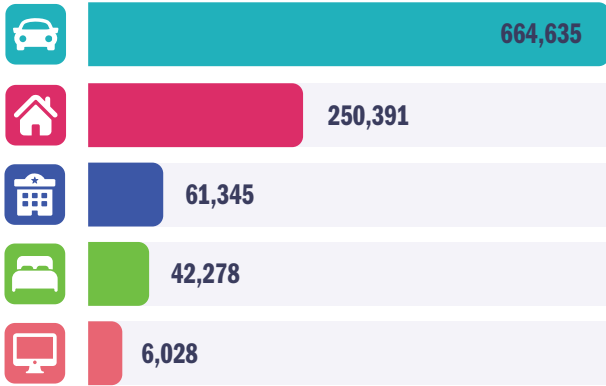


\*Types of mail processed manually include: Property Tax, Motor Vehicles, and Local Business Tax

## ONLINE TRANSACTIONS

-  Motor Vehicles
-  Local Business Tax
-  Tangible Property Tax
-  Tourist Development Tax
-  Property Tax

### ONLINE TRANSACTIONS



Total Transactions: **1,024,677**

### DOLLAR AMOUNT



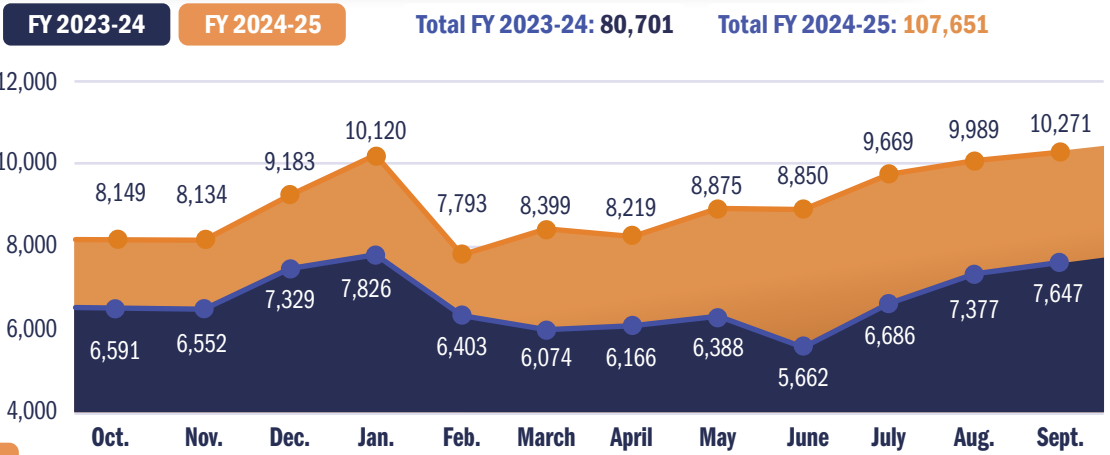
Total Dollar Amount: **\$2,247,649,288**



Online transactions continue to be the most common way that people interact with the Tax Collector. In FY 2024-25, 15,000 more online transactions were processed compared to the previous year.

**Fun Fact:** Did you know that 43% of all transactions processed by our organization are online transactions?

## SELF-SERVICE KIOSKS | TOTAL SELF-SERVICE KIOSK TRANSACTIONS



The Tax Collector provides several MV Express self-service vehicle registration renewal kiosks located in select Publix stores throughout Palm Beach County. Offering clients the convenience of renewing their motor vehicle registration and receiving the renewal decal in minutes, the kiosks' popularity grew through word-of-mouth and targeted social media campaigns.

In FY 2024-25 and due to their convenience and growing popularity, kiosk usage increased 33% compared to the previous year. For more details and current kiosk locations, visit [www.pbctax.gov/kiosks](http://www.pbctax.gov/kiosks).

# 6 TRANSACTIONS | SERVICE CENTER TRANSACTIONS FY 2024-25



**Motor Vehicle: 413,153**  
\$46,686,481



**License/ID: 324,294**  
\$15,074,951



## South County/ Delray Beach

Transactions: **160,566**  
Dollars: **\$70,491,716**



74,300



## North County/ Palm Beach Gardens

Transactions: **154,386**  
Dollars: **\$59,324,140**



79,791



## Downtown/ West Palm Beach

Transactions: **89,908**  
Dollars: **\$53,322,740**



47,828



36,814



## Central Palm Beach/ Greenacres

Transactions: **201,658**  
Dollars: **\$42,863,390**



114,439



## Westlake

Transactions: **123,340**  
Dollars: **\$39,958,435**



68,899



## Belle Glade

Transactions: **50,774**  
Dollars: **\$13,388,279**



27,896



20,632



2,038

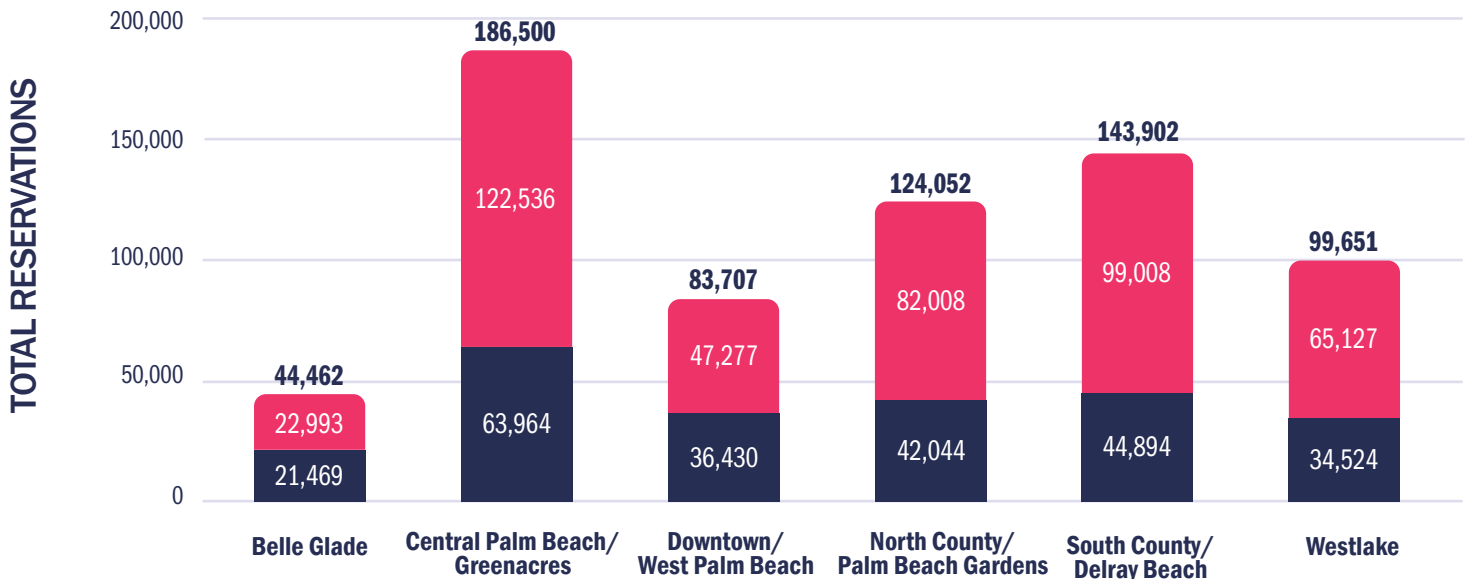


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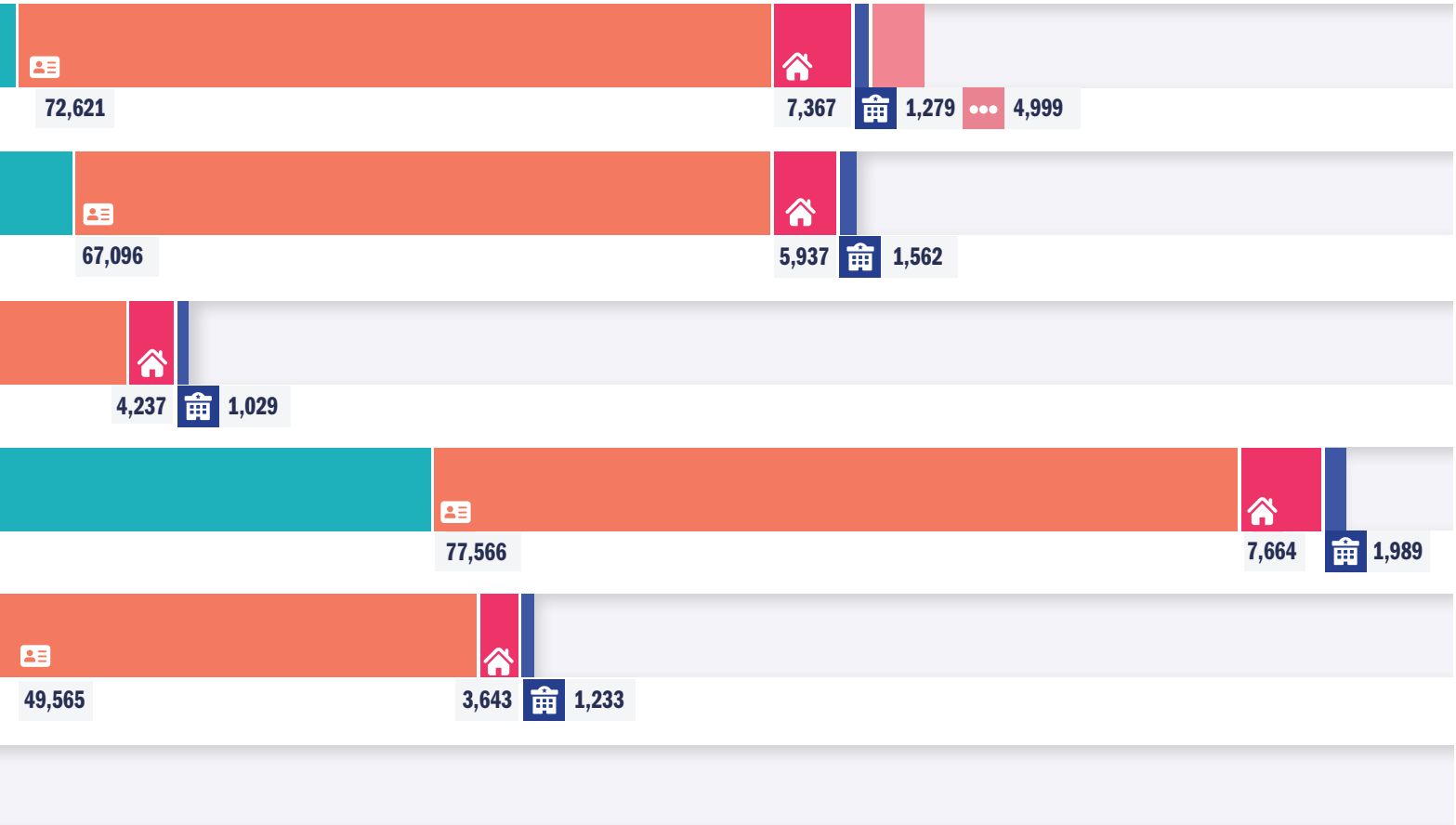
## RESERVATIONS SCHEDULED

CLIENTS SERVED

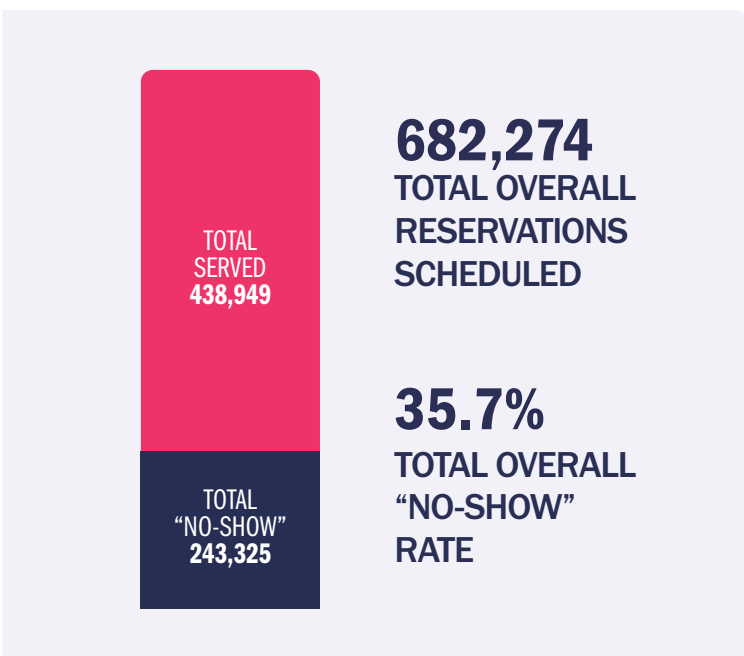
"NO-SHOW"



 **Property Tax: 30,886**  
**\$217,023,931**
 **Business Tax: 7,300**  
**\$544,257**
 **TSA/Fingerprinting\*: 4,999**  
**\$19,080**



\*Service only offered in South County

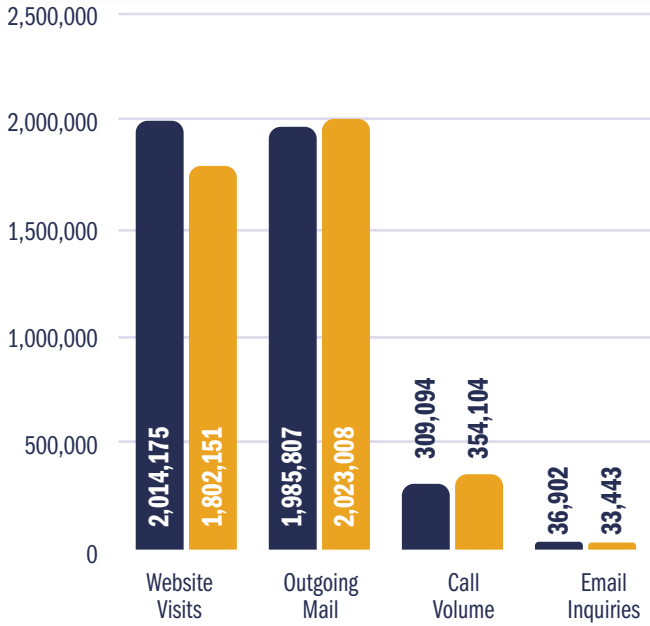


**i** While we have implemented new processes to reduce the occurrence of "no show" clients for scheduled reservations, we continue to experience high rates of clients who do not arrive for their reservation. This then impacts the availability of reservation timeslots for those wanting to visit one of our service centers.



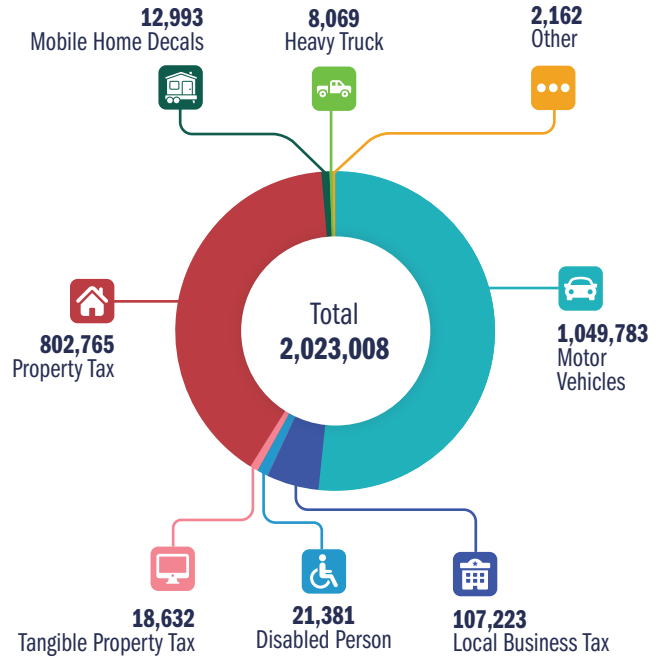
# 8 CHANNELS OF COMMUNICATION

## CHANNELS OF COMMUNICATION



**TOTAL FY 2023-24** 4,345,978      **TOTAL FY 2024-25** 4,212,706

## OUTGOING MAIL PIECES BY SERVICE TYPE

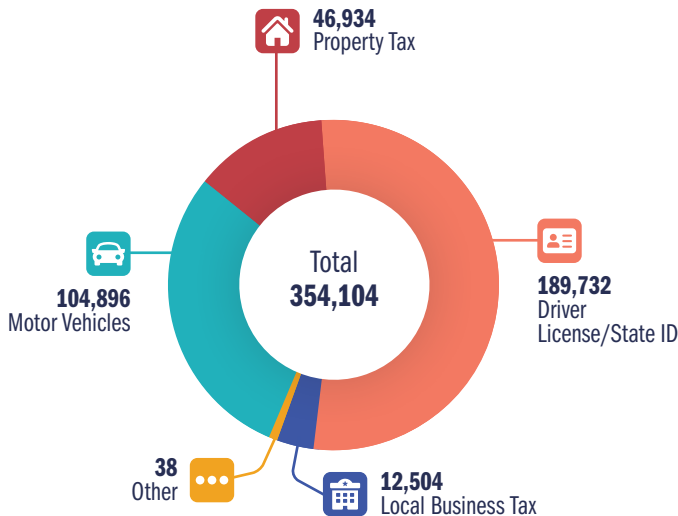


## CLIENT CARE & RESEARCH CENTER

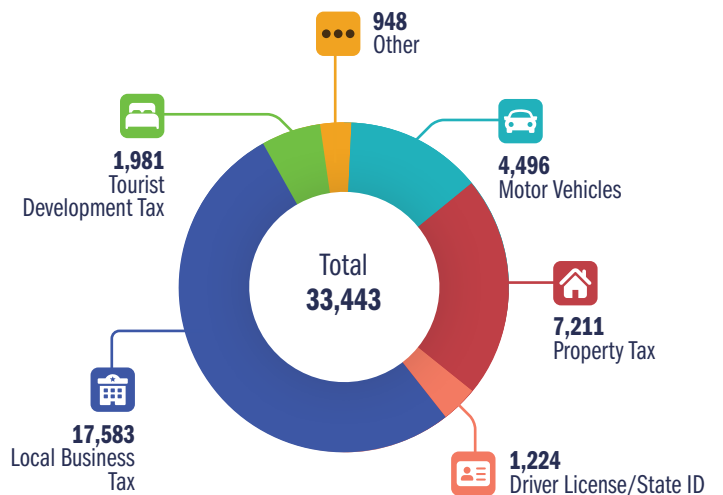


When clients contact our office by phone or email, our Client Care and Research Center (CCRC) team provides exceptional service to respond to their inquiries within 48 hours. Furthering our commitment to exceptional service, in FY 2024-25, the CCRC resolved 45,010 more calls than the previous year.

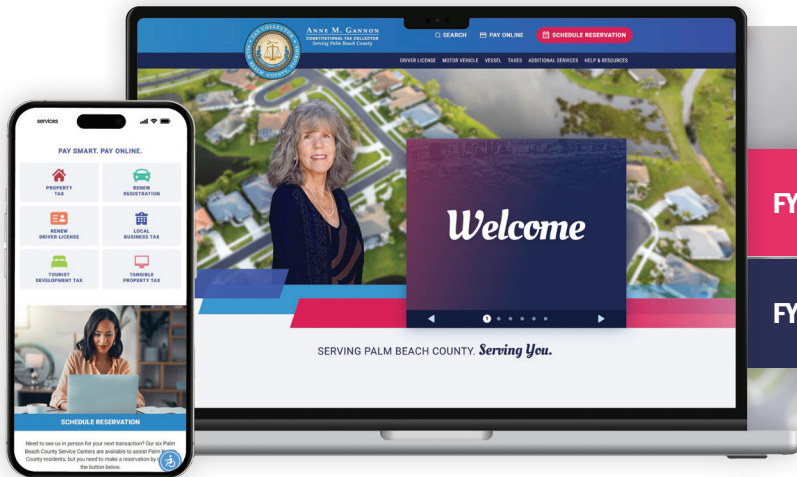
## CALL VOLUME BY SERVICE TYPE FY 2024-25



## EMAIL VOLUME BY SERVICE TYPE FY 2024-25



# WEBSITE VISITS



FY 2024-25	<b>1,802,151 VISITORS</b>
FY 2023-24	<b>2,014,175 VISITORS</b>



The Palm Beach County Tax Collector is dedicated to making your online experience as easy and convenient as possible. Our user-friendly digital platform features a clear design and reliable tools, allowing you to seamlessly navigate and complete all your essential transactions. Exceptional service is always in season! Visit [www.pbctax.gov](http://www.pbctax.gov) today.

**Fun Fact: The top five most-visited pages on our website are:**

- Reservations
- Reservation Types
- Home Page
- Property Taxes
- Renew Online with MyEasyGov

# SOCIAL MEDIA FY 2024-25



## INSTAGRAM | @TAXPBC

**FY 2025** | Followers Gained **212**  
 People Reached **39,215**

**FY 2024** | Followers Gained **177**  
 People Reached **16,569**



## FACEBOOK | @PBCTAX

**FY 2025** | Followers Gained **159**  
 People Reached **107,748**

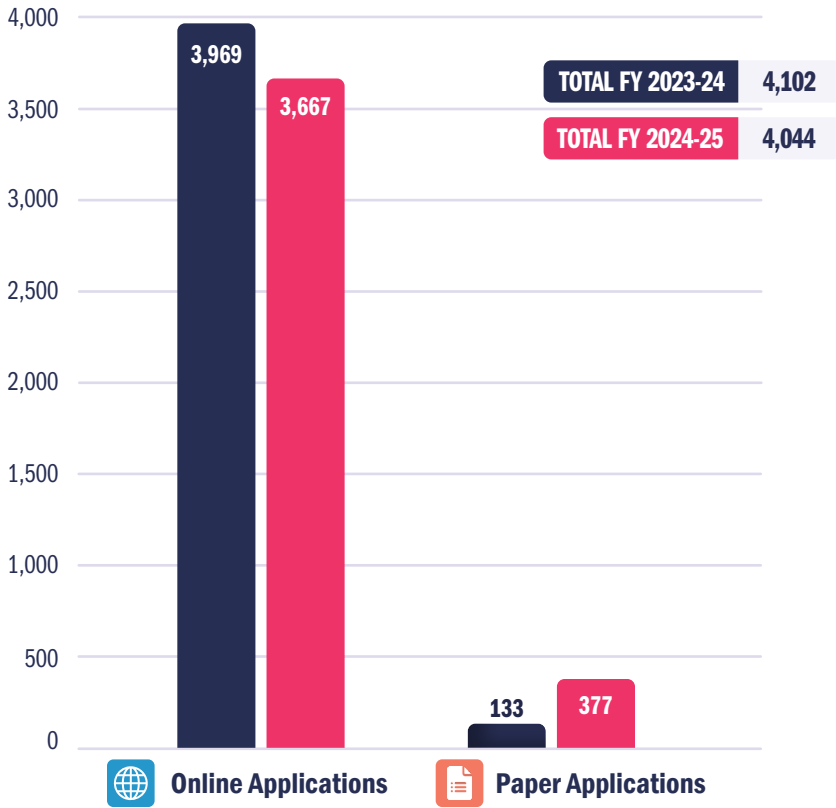
**FY 2024** | Followers Gained **136**  
 People Reached **57,482**



Social media posts about our vehicle registration self-service MV Express Kiosks and about employment opportunities at our organization led to this year's growth in followers across platforms. Social media content is created to inform and engage clients. Followers on our social media platforms receive content regarding services, deadline reminders, open positions, and informational updates.

# 10 INSTALLMENT PAYMENT PLAN

## NEW INSTALLMENT PAYMENT PLAN APPLICATIONS

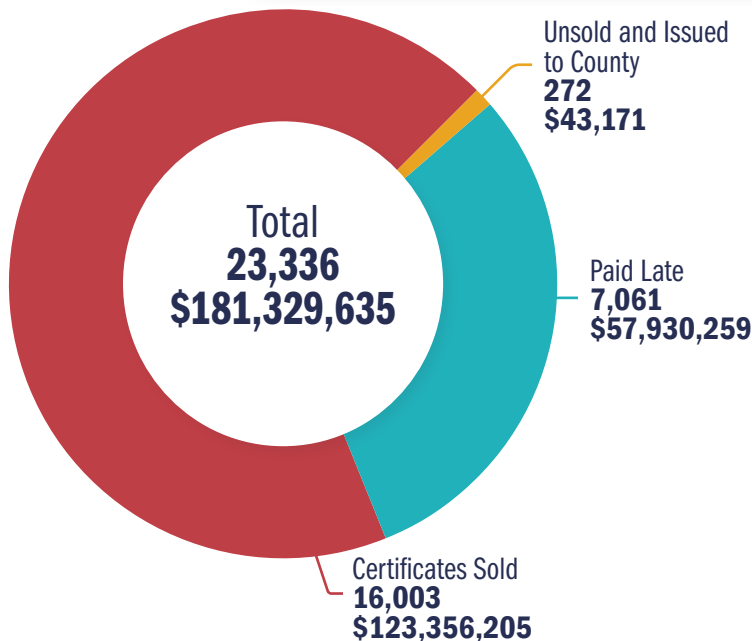


The Installment Payment Plan (IPP) offers clients the predictability of budgeted, quarterly payments for real estate property and tangible personal property taxes, rather than paying one lump sum. Each year, the IPP enrollment period begins November 1 and ends April 30, and our office accepts applications online or by mail. Once enrolled, there is no need to reapply; clients remain on the plan unless they request to be withdrawn or miss the annual initial payment. For more information, visit [www.pbctax.gov/ipp](http://www.pbctax.gov/ipp).

**Fun Fact:** In FY 2024-25, more than 35,800 people were enrolled in the IPP.

# TAX COLLECTIONS

## PROPERTY TAX DELINQUENCIES FY 2024-25

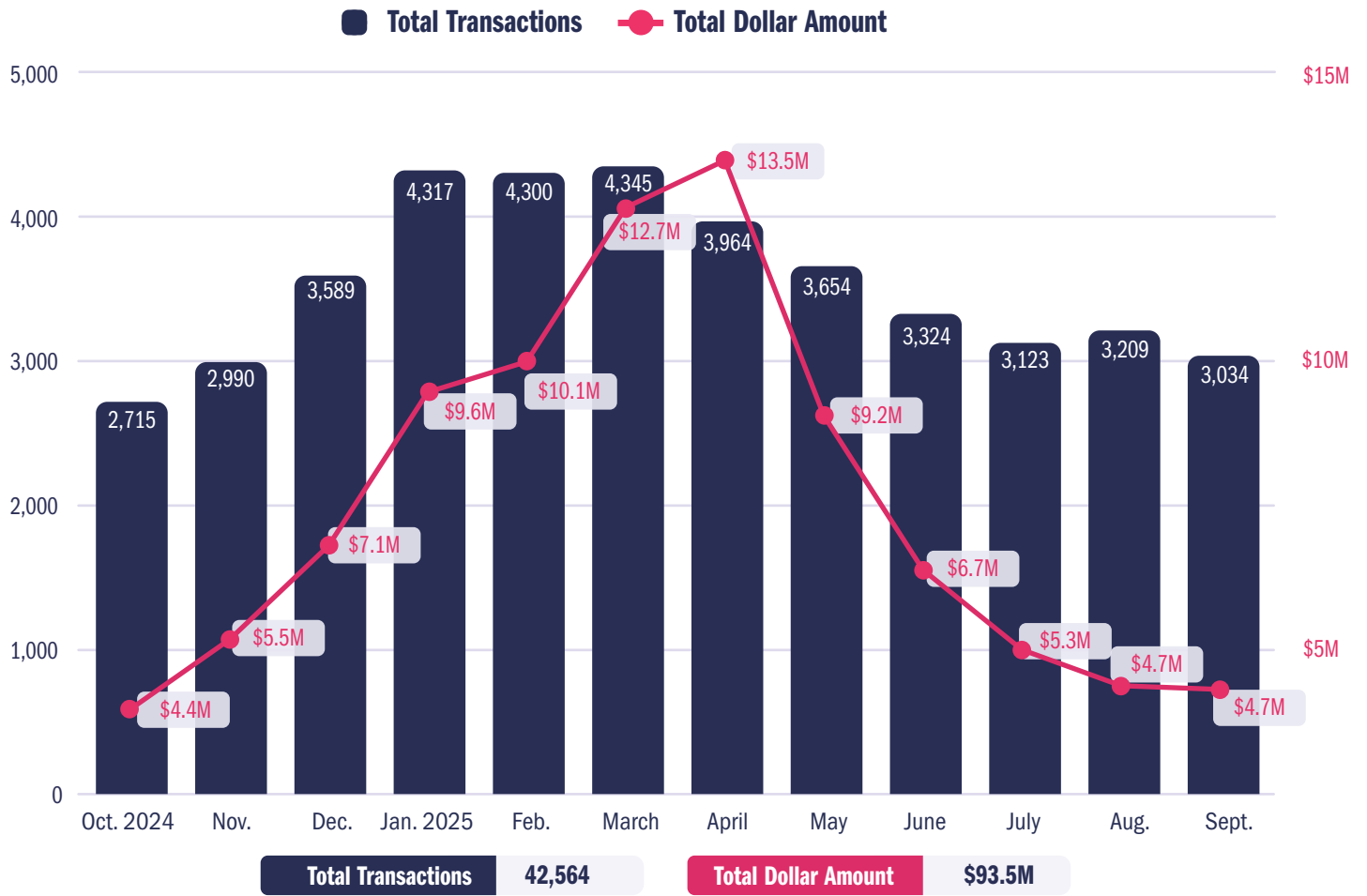


The Property Tax payment cycle is November 1 – March 31. Property tax is delinquent on April 1 and is subject to penalties and interest. It is vital to collect unpaid taxes as Taxing Authorities are dependent on these funds.

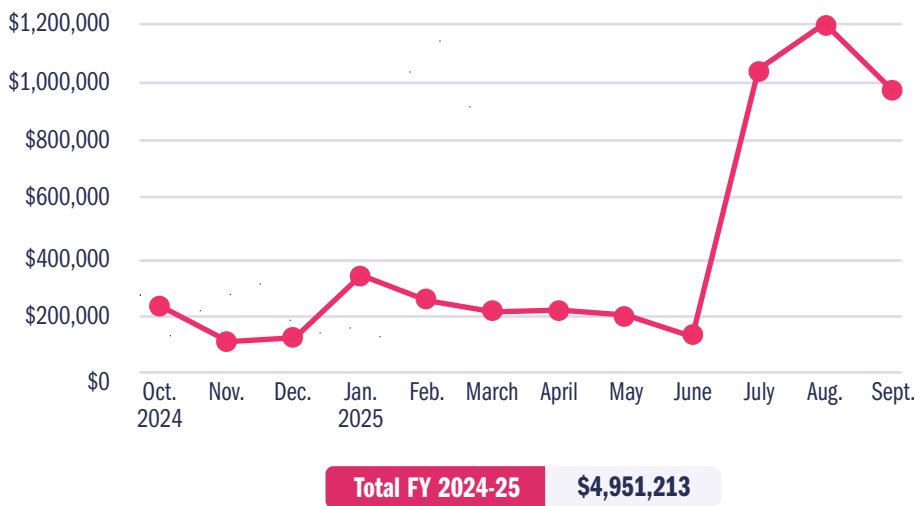
On June 1 the Tax Collector is required by law to hold an annual tax certificate sale to collect unpaid property taxes and associated fees. Investors pay the tax debt by purchasing tax certificates.

If the property owner fails to pay the delinquent taxes within two years, the tax certificate holder may file a Tax Deed Application (TDA) to start the process of the property being sold at a tax deed sale. The property owner may retain the property by redeeming the TDA any time before the property is sold at the tax deed sale.

## TOURIST DEVELOPMENT TAX FY 2024-25



## LOCAL BUSINESS TAX RECEIPTS (LBTR) COLLECTIONS



**i** The Field Services division of the Legal Department assists business owners with matters regarding their Business Tax Receipt. Past-due Business Tax Receipt accounts are assessed a delinquent fee each February, which results in an increase of revenue as our team assists clients with bringing their accounts into compliance. Local Business Tax Receipts (LBTR) are renewed July 1 – September 30, and LBTR collections peak at that time.

The Legal Department of the Constitutional Tax Collector received and responded to 312 public records requests in FY 2024-25.

# 12 REVIEWS AND FEEDBACK

## CLIENT FEEDBACK



Each month, we electronically distribute more than 40,000 satisfaction surveys to our clients who visit one of our service centers in person or contact our office by phone.

	Surveys Sent	Responses Received	Participation Rate
FY 2024-25	500,956	42,225	8.4%
FY 2023-24	535,395	47,604	8.4%



“Carmen was amazing, extremely kind and informative. The road test was explained perfectly, and I feel confident on the road because of her helpful tips.”



“Patrick was patient, kind, understanding, knowledgeable and very professional. He has an exceptional work ethic.”

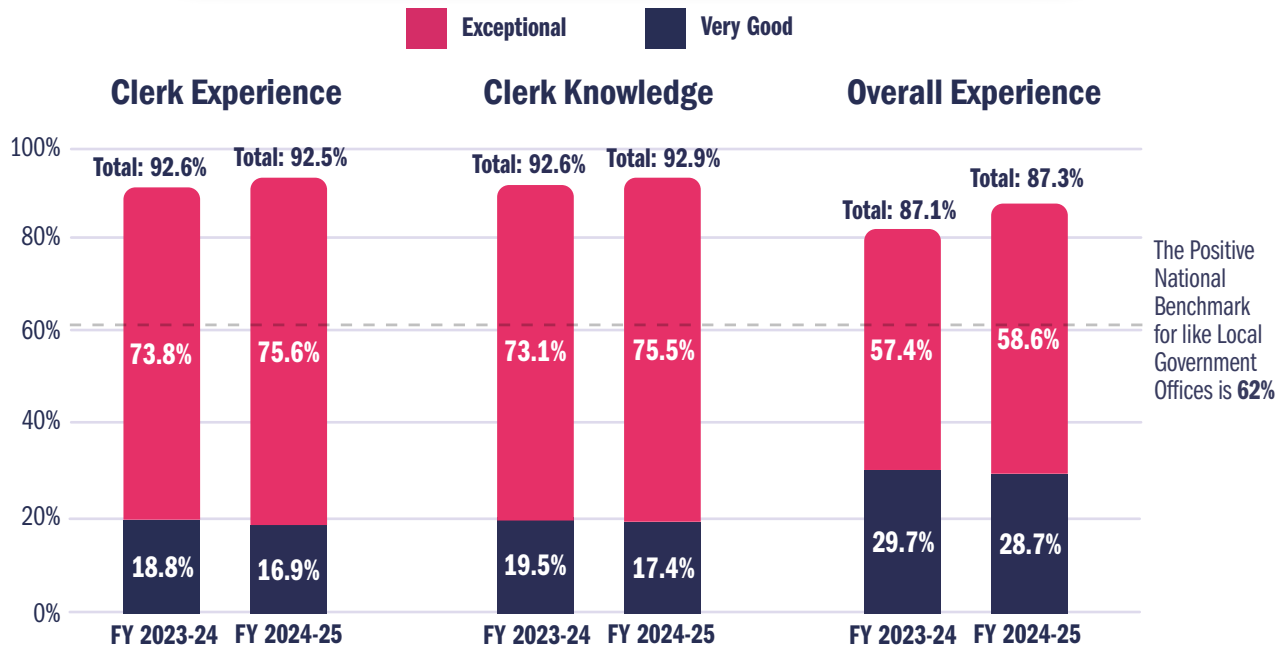


“Benito was a huge help, a lovely guy who couldn't do more to help me, he should be a very valued member of the team.”



“Sarah was absolutely brilliant in her professionalism, positive attitude, friendliness, and helpfulness. I will remember our interaction for quite some time!”

## KEY SURVEY QUESTIONS



Three of our core pillars of client satisfaction surveys – Clerk Experience, Clerk Knowledge and Overall Experience – have out-performed compared to the previous year. This is a testament to our employees' commitment to exceptional service. We are proud that our total overall positive experience results of 87.3% continue to surpass the national benchmark for like local government offices by more than 25%!

# GOOGLE REVIEWS



The Tax Collector received 282 Google reviews in FY 2024-25, maintaining our overall rating of 3.8 stars with more than 1,400 total reviews. Our commitment is to respond to every review within three business days from the moment it is posted. Search Google for "Palm Beach County Tax Collector" to check out what others are saying about our exceptional service and be sure to leave us a review!



**CONSTITUTIONAL TAX COLLECTOR SERVING PALM BEACH COUNTY**  
3.8 ★★★★★  
Total Google Reviews: 1,419



★★★★★

"Amazing service! The best overall experience I ever had! Friendly helpful staff!"

★★★★★

"Every single visit has been a short waiting time, extremely organized, and amazing service. Everyone, I mean everyone, is welcoming and always smiling. I rate this place 6 stars out of 5!"

★★★★★

"Made an appointment online. Showed up 15 mins early. Was out in under 30 minutes total."

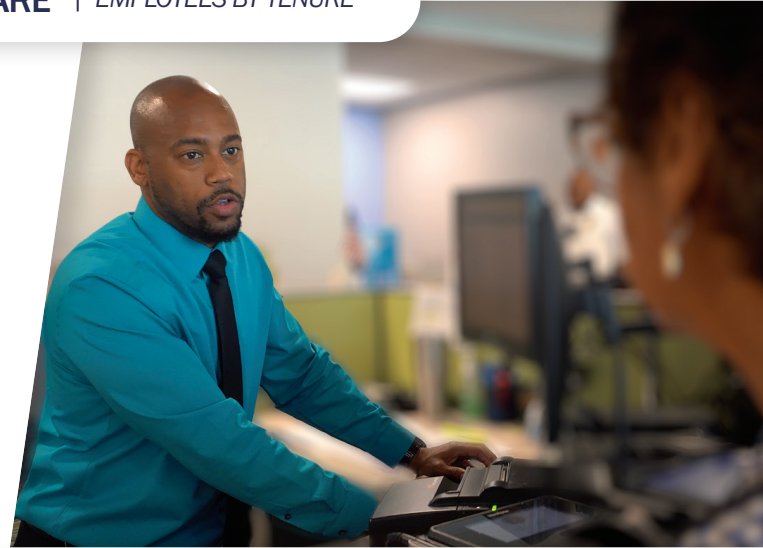
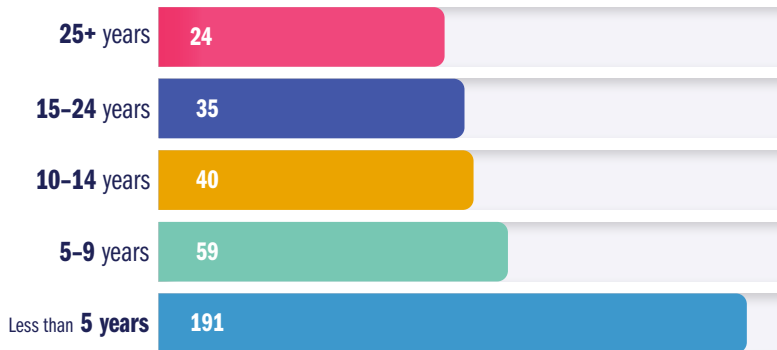
★★★★★

"I have visited this agency four times for various reasons and each time I go I never fail to be impressed by the five-star quality of the service, the human warmth, the professionalism, the empathy."

# 14 OUR EMPLOYEES | TOTAL 349



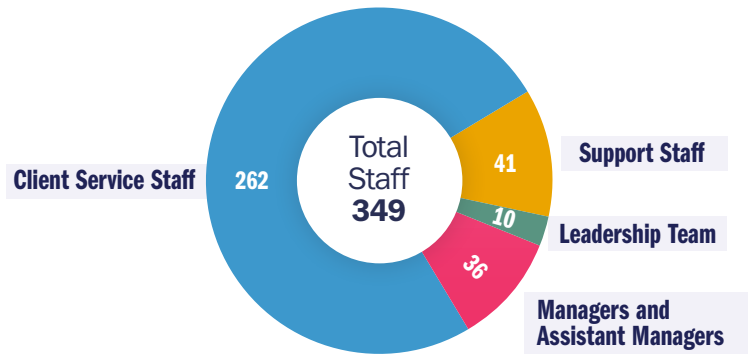
## WHO WE ARE | EMPLOYEES BY TENURE



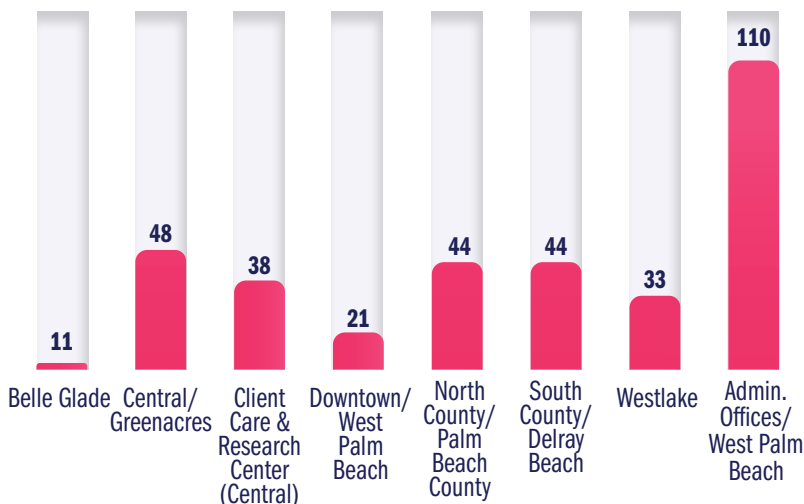
## WHAT WE DO



## | EMPLOYEES BY POSITION



## WHERE WE WORK | EMPLOYEES BY LOCATION



Our 349 employees strive to provide exceptional client service every day. Nearly 75% of our staff is comprised of our client service specialists who handle in-person transactions, and the customer care representatives who answer phone calls and reply to client inquiries via email.

Our client service staff is supported by managers, assistant managers, and senior specialists across all our locations.

Our administrative offices in West Palm Beach include Tax Services, Excellence, Finance & Budget, Human Resources, Information Technology, Legal and Communications.

# A YEAR OF COMMUNITY ENGAGEMENT

As employees of the Tax Collector, our commitment to public service is more than a job. It is our commitment to drive positive change in our community by supporting those in need.

We provide service and support to the community. Our staff attends meetings and events to educate, inform and to answer questions about our organization.



## OUR CHARITABLE GIVING

In 2025, our employees donated **\$16,043.66** to our charity partner, Living Hungry. Living Hungry works to eliminate food insecurity experienced by local homeless school children. To learn more about our culture of giving, visit [www.pbctax.gov/about-us](http://www.pbctax.gov/about-us).



**OUR VISION:** EXCEPTIONAL  
**OUR MISSION:** To provide unparalleled service that inspires trust.



## CONTACT US

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