



# TAX TALK

WITH ANNE M. GANNON  
CONSTITUTIONAL TAX COLLECTOR

*Serving Palm Beach County • Serving you.*



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Dear Friends:

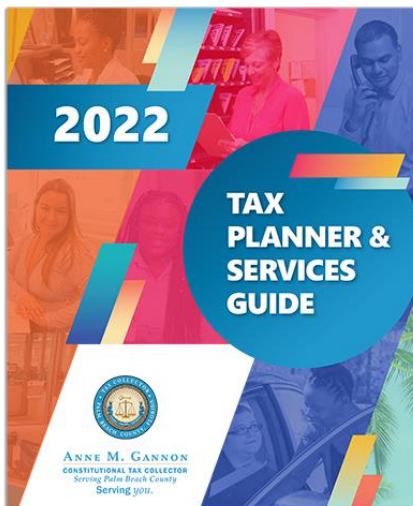
After finding the right location for our newest service center, more than a year of construction and just about twenty-two miles of cables, I was thrilled to officially open our Westlake Service Center on February 22! With an audience of distinguished guests from the County and City of Westlake, the ribbon was cut, and the service center was open for business! It is always a tremendous undertaking to construct and open a new facility and my staff, led by Joe Sverak, Chief Information & Facilities Officer, and all our partners did an amazing job bringing this new 23,735 square-foot state-of-the-art service center to the growing western communities of our county. My staff and I are looking forward to serving our residents in that area!

I also want to remind you that if you have not yet paid your 2021 property tax, the March 31 deadline is fast approaching. Visit our website, [www.pbctax.com](http://www.pbctax.com) to make a payment before the deadline!

Sincerely,

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

## NEW 2022 TAX PLANNER & SERVICES GUIDE



I am pleased to share that our 2022 edition of the award-winning Tax Planner & Services Guide is now available in digital and print formats. Each year, I am proud to provide this guide, to you, our clients, so you can plan for the year ahead. This year, new enhancements have been added, including QR codes, so you can easily scan the page on your smart device to link to additional information on our website.

Next time you have an appointment to visit one of our service center locations, you can pick up a copy or visit [www.pbctax.com/TPSG](http://www.pbctax.com/TPSG) to order a print copy and to view the guide in a convenient digital format. The digital version contains links to corresponding content, forms, and resources right on our website, making it easier than ever to find what you need. I hope you find this guide helpful and useful.

## SAYING GOODBYE TO THE “LITTLE FORT” PGA OFFICE

And with a rumble and cloud of dust, we finally said goodbye to our “Little Fort” PGA office. On Monday, February 7, 2022, demolition of what was once the Tax Collector’s smallest office, took place.

Operated by the State Division of Driver Licenses before the Tax Collector’s Office inherited the building in 2010, this location has served generations of Palm Beach County drivers. And just as Palm Beach County has grown, we must also grow to accommodate the needs of the public.



A new, state-of-the-art facility, offering 74% more client service stations to meet anticipated growth to serve North County taxpayers, will replace the former DMV office. Clients will enjoy the convenience of a secure drive-by drop box, offering payment 24/7 without having to get out of their car or make an appointment.

With this addition, the Tax Collector’s Office currently operating within the North County Governmental Center will close. Then, our North County team will transition to the new facility once completed in late 2023.

The new service center will be the third facility built by our agency to meet the demand because of the growth in Palm Beach County.

“When I was elected in 2006, our county was home to 700,000 people. We have now grown to over 1.6 million people,” said Gannon. “This new service center will give us the ability to serve clients more efficiently now and in the future.”

I expect to complete construction on this new service center in late 2023.

## WELCOME TO THE TCO!

I am pleased to welcome the newest member of our Senior Leadership Team, Ajani Starks. Ajani is our new Director of Contact Center Operations and will assume responsibility for the Client Care and Research Center. He brings significant call center and client service experience with him, most recently as the Call Center Manager for Broward County Government where he led a team of 150 employees that answered calls for multiple county agencies and the County’s Emergency Hotline during declared emergencies. “I am excited to join the Palm Beach County Tax Collector’s Office and look forward to continuing our standard of excellence in providing unparalleled customer service to our clients,” said Starks.

## IMPORTANT DATES & DEADLINES

March 1	Tourist Development Tax (TDT) Due
March 13	Daylight Saving Time Begins
March 17	St. Patrick’s Day
March 31	Deadline to pay 2021 property tax
March 31	Final Installment Payment Plan payment due

