



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR

Serving Palm Beach County • Serving you.



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Dear Friends:

This month, I thought I would share a few “fun facts” about our office that I find quite interesting:

- In December, our Client Care & Research Center answered 18,840 phone calls.
- The Top 5 states from where newly licensed Florida drivers previously resided are, New York, New Jersey, California, Pennsylvania and Massachusetts.
- Each month, we electronically distribute more than 40,000 satisfaction surveys to clients who visit our service centers in person or contact our office by phone.
- For this current property tax season, 65% of property owners paid their property taxes during the month of November.
- The cat, pictured poking its head out of the milk can in our Installment Payment Plan advertisement, is my very own kitty, Ms. Bader.

Payment 1 June 30 or July 31, 2023	Payment 2 September 30, 2023
Payment 3 December 31, 2023	Payment 4 March 31, 2024

For more information, visit www.pbctax.com/ipp

Installment Payment Plan Eligibility

- Your estimated property tax must total more than \$100.
- Complete application online by April 30, 2023.
- For new enrollees, the Installment Payment Plan (IPP) goes into effect for the 2023 property taxes not your current 2022 bill.

Regards,

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

...AND THE SURVEY SAYS...

Delivering on our commitment to provide exceptional customer service, my staff and I remain dedicated to maximizing the efficiency of each transaction. Your feedback is very important to us, and that is why we send out surveys to clients who have interacted with our office via phone or in-person at one of our Service Centers. We are encouraged by the recent results, which indicate that we are delivering on our promise of exceptional service.

Our most recent quarterly client satisfaction surveys show that more than **50% of our clients rate our service "exceptional"** and **another 31% rate our service as "very good."** That means, more than **80% of our clients tell us that they had a positive experience with our office.** This puts our results significantly higher than the 62% national average for government offices similar to ours. We are thrilled that our results are trending higher, and we will continue to strive for "exceptional" with every transaction.

Thank you to the thousands of clients for their time and effort in completing our surveys - we value your feedback!

SPECIALTY VS PERSONALIZED LICENSE PLATES

Have you ever thought about adding a little personality to your vehicle? Specialty and personalized license plates allow you to add that little something extra that your vehicle might be missing; however, there are some important differences:

Specialty License Plate

With over 100 plates from which to choose, these plates raise funds for a variety of organizations throughout Florida and since the program began, millions of dollars have been raised. These specialty plates include an additional fee that is passed on to the sponsoring organization and varies depending on the plate. Like standard plates, specialty plates can be renewed for either one or two year and are replaced every ten years. There are nearly two million specialty license plates currently issued in the State of Florida.

Personalized Plate

If you want to add additional customization to your vehicle you might be interested in a personalized plate. For an additional fee, you can request a five to seven character plate depending on the type of plate being personalized. Keep in mind, that requested personalizations are subject to approval and availability. These plates can only be renewed annually, and are replaced every five years.

'TIS THE SEASON – THE TOURIST SEASON THAT IS

It is that time of year when everyone is fleeing the frigid temperatures and descending on our oasis in the sunshine. Restaurants are busier and traffic is heavier. In 2022 in Palm Beach County, we collected \$80,513,227.59 in Tourist Development Tax (TDT), otherwise known as “bed tax”. This money is collected by my office and distributed to the county and invested in beach restoration, infrastructure, marketing for the county and more. For a full break down of TDT expenditures, visit discover.pbctax.com/touristdevelopment/Pages/default.aspx

Anyone who rents or provides accommodations to visitors in Palm Beach County for 6 months or less is required to have a **Tourist Development Tax Account** and collect 6% of the total taxable rental receipts from the visitor. TDT must be reported monthly even if \$0.00 revenue is collected.

I frequently receive questions about TDT, and I thought I would share a few with you:

I want to list my property online (Airbnb, VRBO, or other platform), do I need a Tourist Development (TDT) Account?

Yes, if you are renting your property for 6 months or less, you need to setup a TDT account, in addition to a business tax receipt for short term rental. Both can be obtained by visiting www.pbctax.com.

I need to create a TDT account where do I start?

First, visit www.pbctax.com/tdt-support-center and review our ‘How to Guides’ for step-by-step instructions on how to create a TDT account.

For any questions about Tourist Development Tax, please visit, www.pbctax.com/contact-us/tourist-development-tax.

NOTEWORTHY DATES

FEB 1 - Tourist Development Taxes Due

FEB 20 – President’s Day – Office Closed

FEB 28 - Deadline for Property Tax 1% Discount

