



What We Value



DOROTHY JACKS
CFA, AAS
Palm Beach County Property Appraiser

Palm Beach County at a glance



1,485,941
residents



1,969.76
square miles



PBC agriculture leads the nation in production of **sugarcane, fresh sweet corn, and sweet bell peppers**



Median household income
\$57,256

Median sale price of single family home
\$360,000



Number of Real Property parcels
641,485

Real Property Market Value
\$266B



Tangible Personal Property Accounts
59,567

Tangible Personal Property Market Value
\$10.8B

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office | (561) 355-3230 | pbcgov.org/PAPA

Contents

- 3** Message from Property Appraiser Dorothy Jacks, CFA, AAS
- 4** Our Vision / Our Mission / Tax Roll Calendar
- 5** Real Property Values and Parcel Counts
- 6** Residential Appraisal
- 7** Commercial Appraisal
- 8** Agriculture
- 9** Tangible Personal Property
- 10** New Construction
- 11** Homestead Exemption
- 13** Assessment Savings
- 14** Portability
- 15** Value Adjustment Board / Petitions
- 16** Our Story
- 18** Palm Beach County
 - 18 North
 - 19 South
 - 20 Central
 - 21 West and Unincorporated PBC
- 22** Highest Valued Properties (Commercial Real Property & Tangible Personal Property)
- 23** Fiscal Responsibility / Employee Community Service
- 24** Our Strategic Plan
- 25** Community Outreach
- 26** Service Centers

Message from **Property Appraiser Dorothy Jacks, CFA, AAS**

We Value What You Value—our slogan was created when my leadership team met to discuss our future and what our office would look like as we navigate a growing county and a technologically sophisticated world where our taxpayers expect more. We examined our values and what was important to our office and we realized that they were the same things that you value—our homes, our businesses, our families and our communities.

This report chronicles how we do that. Who are the professionals that make sure the 640,000 parcels of property in Palm Beach County are valued correctly? How do we serve the 1.4 million people who call Palm Beach County home? What is next in the expanding use of technology that the office is known for? And what can we do for you?

When I began my career with the office over 30 years ago, much of the work was on paper; many more staff were needed just to manage the work load. Now, using the same basic appraisal principles

but working in a much smarter and faster way, we are looking toward a future that provides more accuracy and transparency for property owners. It will also provide new access to data that can be used for many other important functions, really harnessing the power of sharing. We like that. We believe that as a team, we can be more cost-efficient, more streamlined and more open to you—the public we serve.

I hope this document provides you with a picture of the work we do and how we see Palm Beach County. Much of the data reflects a growing, vibrant and changing county. It also highlights how we are here to help, whether filing for Homestead Exemption or explaining how your assessment was calculated. We also want to share our culture and our successes.

We now turn toward the future. My office's ambitious plans for the organization will not only ensure it's flourishing in the years to come, but that Palm Beach County will as well.

It is a privilege to serve as your Property Appraiser.

We Value What You Value



Dorothy Jacks, CFA, AAS
Palm Beach County
Property Appraiser





Our Vision

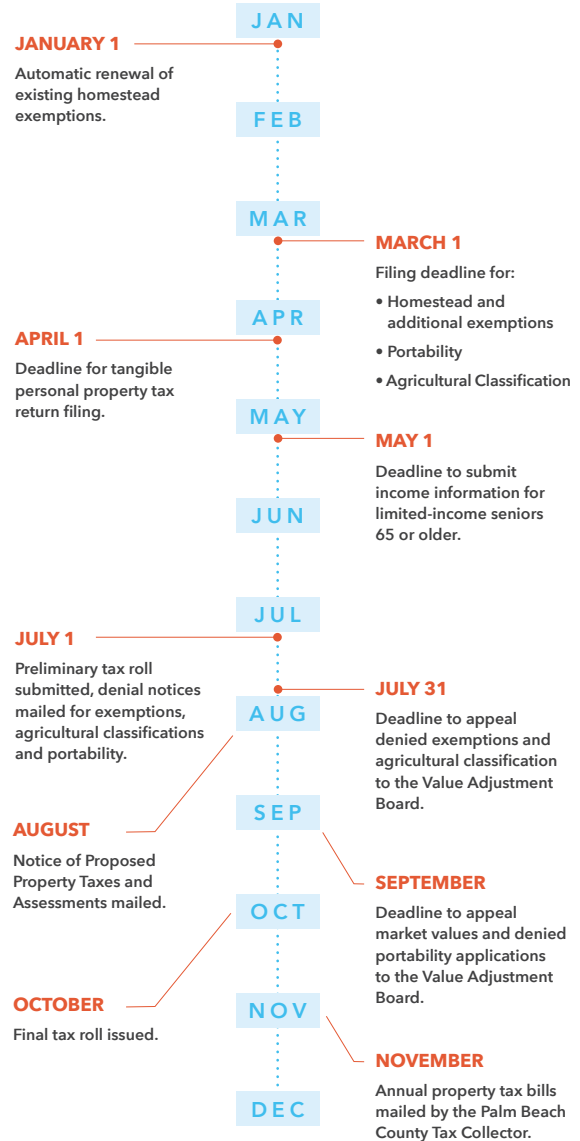
A world where state-of-the-art valuation and excellence in customer service come together.

Our Mission

We value property, administer exemptions, and maintain ownership records for Palm Beach County, fairly, equitably and in accordance with Florida law.

IMPORTANT DATES

Tax Roll Calendar



Real Property Values and Parcel Counts

Real Property Values

For the past five years, Palm Beach County has experienced a continued rise in market and taxable values. Since 2015, taxable values have risen nearly 33%.

	2019	2018	2017	2016	2015
Market Value	\$266,602,584,421	\$253,749,855,305	\$241,202,318,931	\$225,889,916,705	\$206,283,315,838
% Change Market Value	5.07%	5.20%	6.78%	9.50%	-
Taxable Value	\$189,375,509,316	\$178,218,789,559	\$167,424,468,954	\$154,941,658,364	\$142,815,572,588
% Change Taxable Value	6.26%	6.45%	8.06%	8.49%	-

Real Property Parcel Count

From 2015 to 2019, the number of new parcels in Palm Beach County increased by 1.4%.

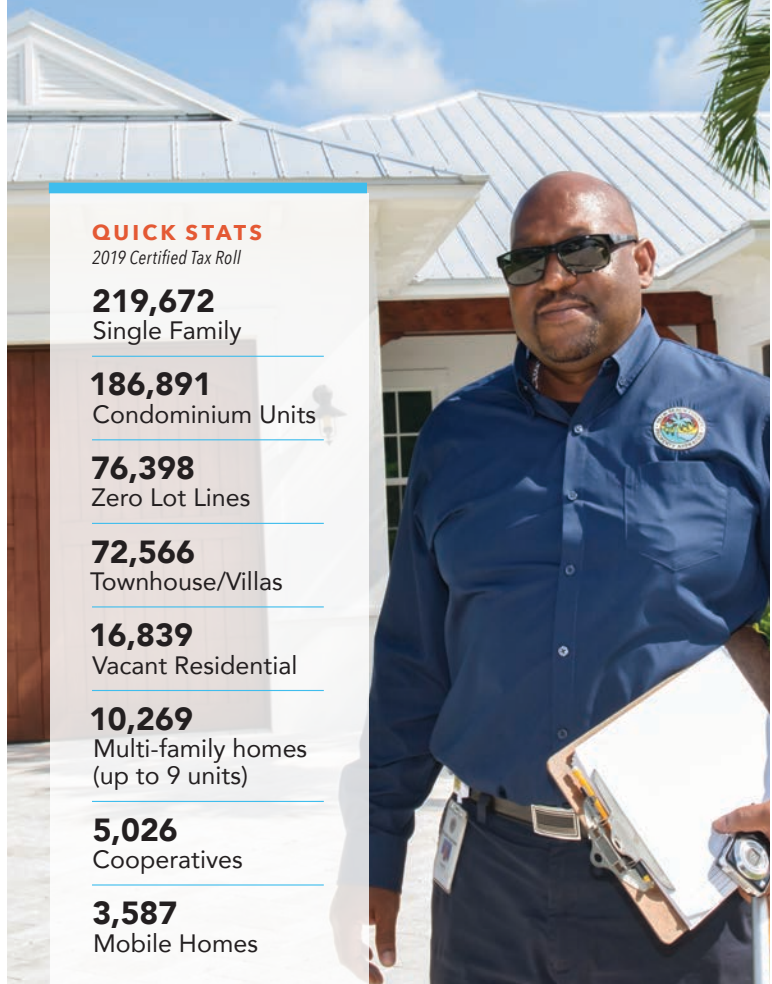
	2019	2018	2017	2016	2015
Parcel Count	641,485	640,395	636,512	635,142	632,489
Parcel Count Change	1,090	3,883	1,370	2,653	-

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office | (561) 355-3230 | www.pbcgov.org/PAPA

Residential Appraisal

We determine your home's market value by considering the sale prices of similar homes in the area and what it would cost to replace it. We also review improvements to your property and conduct a physical inspection at least every five years through on-site visits or using aerial photography.

For the past several years, Palm Beach County has seen steady appreciation in residential real estate values. Low unemployment, continued growth, and measured new construction have resulted in single-digit appreciation for the past five years.



QUICK STATS

2019 Certified Tax Roll

219,672
Single Family

186,891
Condominium Units

76,398
Zero Lot Lines

72,566
Townhouse/Villas

16,839
Vacant Residential

10,269
Multi-family homes
(up to 9 units)

5,026
Cooperatives

3,587
Mobile Homes

Figures per Tax Roll Year

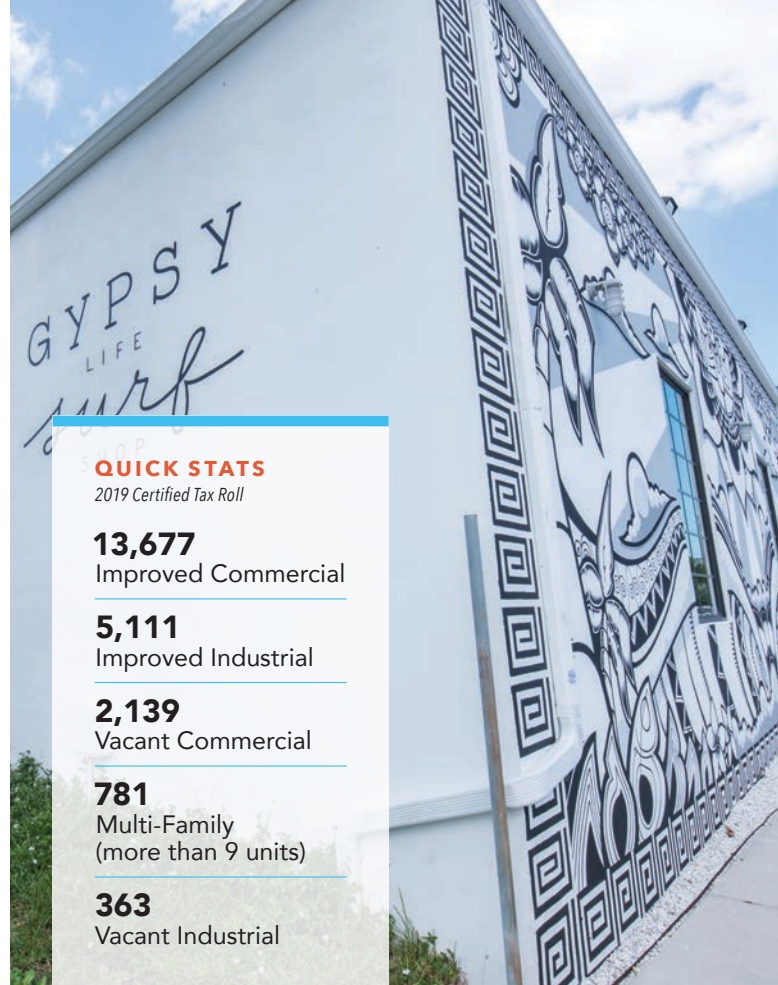
Real Property	2019	2018	2017	2016	2015
Total Market Value	\$196,141,778,528	\$186,685,492,002	\$178,007,714,852	\$168,038,860,469	\$153,834,672,899
Total Taxable Value	\$143,026,459,006	\$135,212,930,386	\$127,624,147,420	\$119,112,729,746	\$110,717,651,79
Number of Residential Properties	591,248	590,235	586,495	585,165	582,526

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office - Residential Appraisal Services | (561) 355-2883 | myhouse@pbcgov.org

Commercial Appraisal

For commercial properties, we use all three approaches of value, Cost Approach, Market Approach and Income Approach. The income approach reflects a property's value based on its potential to produce revenue. The sales comparison approach indicates what properties are selling for and the cost approach helps us evaluate what it would cost to replace the property improvements. Which approach or combination of approaches that are applied can vary depending on the property type. Given the number of commercial properties countywide, we rely on models to help us with the mass appraisal process.

For the past few years, commercial properties in Palm Beach County have enjoyed rising rental rates, decreasing vacancy, and steady appreciation. In some sectors, such as hospitality, the past several years have brought record-setting performance. Commercial values are expected to continue to increase but at a slightly slower pace than previous years.



QUICK STATS

2019 Certified Tax Roll

13,677
Improved Commercial

5,111
Improved Industrial

2,139
Vacant Commercial

781
Multi-Family
(more than 9 units)

363
Vacant Industrial

Figures per Tax Roll Year

	2019	2018	2017	2016	2015
Total Market Value	\$43,246,559,944	\$40,622,685,192	\$37,982,731,324	\$34,207,916,917	\$30,428,144,607
Total Taxable Value	\$41,062,247,753	\$38,260,765,440	\$35,432,276,027	\$31,838,659,052	\$28,487,381,906
Number of Commercial Properties	22,071	22,121	22,195	22,218	22,264

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office - Commercial Appraisal Services | (561) 355-3988 | mycommercial@pbcgov.org

Agriculture

Agriculture in Palm Beach County is central to our economy. According to the Palm Beach County Cooperative Extension Service, Palm Beach County's estimated \$1.38 billion in total agricultural sales leads the State of Florida and all counties east of the Mississippi River, and is one of the ten largest county agricultural industries in the United States.

An agricultural classification may be applied to different types of agricultural property such as sugar cane fields, pastures, groves, nurseries, etc. The agricultural classification is available only to the portion of the property that is being used primarily for bona fide agricultural purposes. The term "bona fide agricultural purposes" means good faith commercial agricultural use of the land, pursuant to Florida Law.

You may receive the agricultural classification and retain a homestead exemption on your property. The portion of your property consisting of the residence and associated curtilage is assessed separately. The agriculturally classified lands are excluded from the homestead exemption and not protected by the 3% cap.

If you are the owner of record on January 1 and a commercial agricultural business is in operation on the property, you may apply for this classification by submitting an application between January 1 and March 1. You will be notified of the status of your application around July 1. If we approve your application, it is not necessary to reapply each year. If there is a change in the use type or acreage used, you must notify the office.



QUICK STATS

2019 Certified Tax Roll

445,196

Total number of 2019 agricultural acres in PBC

TOP 5 AGRICULTURE IN PBC:

Sugarcane

309,065 acres

Row Crops

23,586 acres

Sod

10,559 acres

Equestrian

8,746 acres

Cattle Grazing

5,451 acres

The two largest owners of agricultural classified land in Palm Beach County: **US Sugar Corporation** and **Florida Crystals**.

Figures per Tax Roll Year

	2019	2018	2017	2016	2015
Total Market Value	\$8,198,638,671	\$8,158,526,912	\$7,895,886,255	\$7,710,605,885	\$7,290,202,705
Total Taxable Value	\$2,096,008,703	\$1,913,333,852	\$1,806,571,653	\$1,643,057,863	\$1,484,837,939
Number of Parcels with an Agricultural Classification	5,213	5,237	5,189	5,153	5,222

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office - Agricultural Appraisal Services | (561) 355-4577 | myfarm@pbcgov.org

Tangible Personal Property

Florida Law requires that a tangible personal property tax return shall be filed. This tax is in addition to your annual real estate tax.

Tangible personal property consists of assets used in a business. We determine the value by taking into consideration the original cost of the property and its age and condition.

Business tangible assets such as furniture and equipment valued at more than \$25,000 are subject to ad valorem taxes. All businesses are required to file a Tangible Personal Property Tax Return annually, by April 1, unless the value of your tangible personal property last year was under \$25,000 and you received notice from our office that your requirement to file has been waived. If you purchase additional assets that increase the total value above \$25,000, you are required to file a return.

Our office works with businesses in the community to help them understand the property tax benefits that are available to them.



Figures per Tax Roll Year

	2019	2018	2017	2016	2015
Total Market Value	10,856,270,352	10,564,304,545	10,335,685,403	11,289,142,388	11,003,146,075
Total Taxable Value	9,271,281,163	8,966,530,060	8,721,064,419	9,671,883,997	9,373,768,061
Number TPP Accounts	59,567	59,702	59,452	58,600	58,217

Some data reported may be subject to change. Palm Beach County Property Appraiser's Office - Tangible Personal Property | (561) 355-2896 | mytpp@pbcgov.org

New Construction

For more than a decade, single-family homes have topped the list for most new construction in Palm Beach County, followed by townhomes and condominiums.

For commercial properties: apartment complexes, industrial, and retail have consistently rounded out the top three for new construction.

Top 10 Properties in New Construction – 2019

	Market Value
United Technologies <i>Palm Beach Gardens</i>	\$85,391,357
Parkline Luxury Apartments <i>West Palm Beach</i>	\$85,000,000
Tradition of the Palm Beaches <i>West Palm Beach</i>	\$73,685,611
Atlantico at Alton <i>Palm Beach Gardens</i>	\$72,002,632
Broadstone City Center Apartments <i>West Palm Beach</i>	\$65,000,000
500 Ocean Apartments <i>Boynton Beach</i>	\$47,395,724
The Lumin Boca Apartments <i>Boca Raton</i>	\$40,000,000
Niagara Bottling <i>Unincorporated Palm Beach County</i>	\$36,978,087
Clarity Point ALF <i>Palm Beach Gardens</i>	\$35,000,000
Santorini Renaissance Commons <i>Boynton Beach</i>	\$31,499,585

The Palm Beach County Property Appraiser’s Office has more than 75 appraisers on staff who assess, or appraise, the value of all residential, commercial and agricultural properties and tangible personal property in Palm Beach County.

We use a state-of-the-art computer system to continually process property data from local and industry sources and data obtained from field inspections.

We update property values every year:

- based on market conditions as of January 1.
- to reflect improvements made during the previous year, such as adding a pool to a residential property or adding a building to a commercial property.



RESIDENTIAL STATS

2019 Certified Tax Roll

2,216

New Single Family

682

New Townhomes

256

New Condominium Units

COMMERCIAL STATS

2019 Certified Tax Roll

47

New Apartment Complexes

46

New Industrial

34

New Retail

23

New Office

74

New Miscellaneous (includes auto repair, golf courses, churches, schools, agriculture, etc.)

Some data reported may be subject to change. Palm Beach County Property Appraiser’s Office | (561) 355-3230 | www.pbcgov.org/PAPA

Homestead Exemption

Exemptions reduce the assessed value of your property, thereby reducing the amount of property tax you pay. If your property is your permanent residence, or homestead, you may be eligible for the tax exemption.

In the state of Florida, a \$25,000 exemption is applied to the first \$50,000 of your property's assessed value if your property is your permanent residence, you are a Florida resident, and you owned the property on January 1 of the tax year. This exemption applies to all taxes, including school district taxes. An additional exemption of up to \$25,000 will be applied if your property's assessed value is between at least \$50,000 and \$75,000. This exemption is not applied to school district taxes.

When qualifying for the homestead exemption, you will need the following documents for all property owners applying:

- ✓ **Florida Driver's License or Florida ID if you do not drive**
- ✓ **Florida car registration (if you own a motor vehicle)**
- ✓ **Florida Voter's ID (if you vote)**
- ✓ **Immigration documents if not a U.S. citizen.**
- ✓ **Documents should reflect the address of your homesteaded property.**

How To Apply

You have a few options to submit your application for the homestead exemption.



**E File at
www.pbcgov.org/PAPA**

(The day you close on a home in Palm Beach County, you can E file for a homestead exemption on our website.)

or



Complete the application online, print it out and mail it to our office.

or



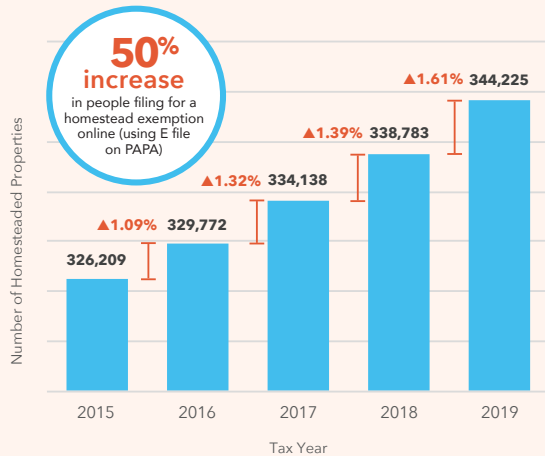
Visit one of our five service centers to file in person.

You do not need to reapply for a homestead exemption every year. We will renew your homestead exemption annually as long as you continue to qualify for the exemption. After January 1 of each year, we will send you a homestead exemption receipt by mail to confirm the renewal.

Homestead Exemption (Continued)

As our office grows increasingly reliant on electronic communication, the era of a paperless office is becoming more of a reality. We encourage property owners to not only file for a homestead exemption, but also to file online.

Since 2015, we have seen a steady increase in the number of properties with a homestead exemption:



If you receive a homestead exemption, you may be eligible for additional exemptions or discounts. The application deadline for all exemptions is March 1.

INDIVIDUAL AND FAMILY EXEMPTIONS

- ✓ Limited Income Senior Citizen Exemption for Persons 65 and Older
- ✓ Widow & Widowers
- ✓ Civilian Disability: Total & Permanent Disability, Quadriplegic, Legally Blind
- ✓ Living Quarters of Parents or Grandparents
(also known as the Granny Flat exemption)

VETERAN AND ACTIVE DUTY MILITARY EXEMPTIONS

- ✓ Disabled Veteran Exemption
- ✓ Veterans 65 or older with Combat Related Disabilities
- ✓ Total & Permanent Disability for Veterans & Veteran's Widow
- ✓ Active Duty Military Exemption
- ✓ Surviving Spouse of Military Veteran who Died in the Line of Duty

OTHER

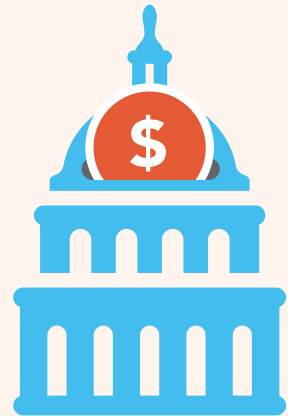
- ✓ Disabled Law Enforcement & First Responder Exemptions
- ✓ Institutional Exemptions

Homestead Exemption Non-Compliance

Homestead Exemption was created as a benefit for homeowners who live in Florida and make it their permanent and legal residence. It becomes a serious issue that affects every taxpayer when someone is receiving the exemption to which he or she is not entitled.

Each year our office steps up efforts to crack down on homestead exemption non-compliance.

Over the past 5 years, our office has returned **nearly \$8 million** in tax dollars to the taxing authorities of Palm Beach County after pursuing homestead exemption non-compliance investigations.



Some data reported may be subject to change. Palm Beach County Property Appraiser's Office - Exemption Services | (561) 355-2866 | myexemption@pbcbgov.org

Assessment Savings

“Save Our Homes” (SOH) is a constitutional amendment that was approved by Florida voters in 1992. It limits the annual increase in assessed value of a property with a homestead exemption to 3 percent or the change in the Consumer Price Index, whichever is lower. This cap remains in place as long as the property has a homestead exemption. The 3% cap applies to all taxing authorities. For a property that does not have a homestead exemption, the annual assessment increase limit is 10 percent. This 10% cap applies to all taxing authorities except school districts.

Since 2015, the total cap savings for the 3% cap has grown. That’s because the market value has increased more than 3% each year. During the same period, 10% cap savings declined, because market value for those properties did not increase more than 10% each year in the past few years.



All Assessment Savings – Palm Beach County

	2019	2018	2017	2016	2015
3% Cap	\$33,126,012,241	\$31,489,722,042	\$30,337,709,401	\$28,744,007,854	\$23,617,964,664
10% Cap	\$5,326,298,059	\$6,016,352,456	\$6,941,042,313	\$7,324,375,462	\$6,476,362,383
TOTAL	\$38,452,310,300	\$37,506,074,498	\$37,278,751,714	\$36,068,383,316	\$30,094,327,047

Some data reported may be subject to change. Palm Beach County Property Appraiser’s Office - Exemption Services | (561) 355-2866 | myexemption@pbcgov.org

Portability

Increases in the assessment of homestead properties are capped at 3% or the change in Consumer Price Index, whichever is less. The difference between the market value and the “capped” assessed value is often called “cap savings” because that is value that is not taxed.

Florida’s Save Our Homes (SOH) provision allows you to transfer all or a significant portion of your cap savings, up to \$500,000, from a home with a homestead exemption to a new home within the state of Florida that qualifies for a homestead exemption. This is referred to as “portability.”

Important points to consider when filing for Portability:

- To transfer your CAP savings, you must have established a new homestead on or before January 1 of the second year after abandoning your previous homestead.

- The amount of cap savings you transfer will depend on whether you are upsizing (buying a more expensive home) or downsizing.
- Apply for Portability when you apply for a Homestead Exemption on your new property.

You can find out how much you have accumulated in cap savings by doing a property search on our website, www.pbcgov.org/PAPA, and clicking on the portability calculator.

The application for portability is available on our website. You can also apply online when you file for homestead on your new home.

For questions, contact our Portability staff at (561) 355-2866 for more information.

Since 2015, the “Save Our Homes” cap savings transferred to new properties has increased more than 100%.

Figures per Tax Roll Year

	2019	2018	2017	2016	2015
Number of Parcels Receiving Portability	6,935	6,464	6,485	6,394	5,374
Total Value of Portability	\$494,112,280	\$447,016,678	\$431,483,190	\$368,998,407	\$232,477,732

Some data reported may be subject to change. Palm Beach County Property Appraiser’s Office - Exemption Services | (561) 355-2866 | myexemption@pbccgov.org

Value Adjustment Board / Petitions

The Value Adjustment Board (VAB), administered by the Clerk & Comptroller’s Office, provides property owners the opportunity to appeal a property value or denied exemption, listed on their Notice of Proposed Property Taxes and Assessments. Per Florida Statutes,

the petition-filing period begins when the notices are mailed in August and ends 25 days later, usually in mid-September.

There are two options available for property owners—contact our office for an informal review or file a petition for adjustment with the VAB, or both.

Once all VAB hearings have been conducted, the final tax roll is then certified, which includes all changes approved by the VAB.

In the past, the timeframe of the petition hearings would typically linger several months into the following tax roll year.

It has been a top priority in our office to work with the VAB on shortening that timeframe. And we did, reducing the petition hearing schedule by nearly a month and a half from the prior year and certifying the final tax roll on April 2, 2019.

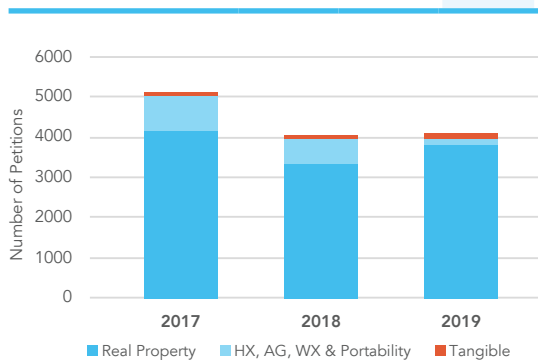
This is important because it then allows our staff to focus all their efforts on the next tax roll.

On average, the number of petitions filed in Palm Beach County is low, typically less than 1% of the total parcels in the County.

Moreover, during the last three years, the Property Appraiser’s Office has successfully defended 86% of our valuations and denied exemptions at the VAB hearings.

Petition Count Summary by Tax Roll Year

	2017	2018	2019
Real Property	4,154	3,362	3,830
Agriculture Classification	133	106	86
Wholly Exemptions	36	19	1
HX/Other Exemptions	471	414	105
Homestead Portability	389	170	14
Tangible	107	92	132
Total Petitions	5,290	4,163	4,168



Our Story

The Palm Beach County Property Appraiser's Office employs 240 qualified employees, has five service centers located throughout the County, and retains more credentialed appraisal experts than any other jurisdiction in the United States. The majority of the staff hold professional certifications that include Certified Florida Evaluators, Residential Evaluation Specialists, Cadastral Mapping Specialists, Assessment Administration Specialists, Personal Property Specialists and Certified Residential and General Appraisers.

Our office has three primary responsibilities:

- Determine the taxable value of more than 640,000 parcels and nearly 60,000 tangible personal property accounts in Palm Beach County.
- Apply tax exemptions to properties that meet certain qualifications.
- Maintain the county's official map of property ownership.

Under Property Appraiser Dorothy Jacks' leadership, key initiatives implemented include broadening the efficiency of the office, embracing new and innovative technology, enhancing community outreach, and increasing exceptional customer service.





Highlights

- Redesigned the Property Appraiser Public Access (PAPA) website with enhanced features for navigation and customized filtered searches.
- Streamlined processes of online filing for homestead exemption and portability applications.
- Developed an online tool for mailing address change requests for real property and tangible personal property.
- Launched the office's first-ever strategic plan.
- Significantly condensed the Value Adjustment Board petition hearing schedule.
- Shortened the amount of time to show recent sale transactions on the PAPA website from 6 weeks to 1-3 weeks.
- Instituted the office's digital communications program, including social media channels and multimedia productions.
- Incorporated new technology using computer software, data analytics, and mobile platforms to assist with our office's valuation processes.
- Restructured office space within various departments to improve the lines of communication and remove barriers to productivity.

These highlights provide a snapshot of our work performed during the past few years.



Palm Beach County North

Juno Beach / Jupiter / Jupiter Inlet Colony / Lake Park / Mangonia Park
 North Palm Beach / Palm Beach Gardens / Palm Beach Shores / Riviera Beach / Tequesta



(2019 Certified Tax Roll)

Municipality	2019 Market Value	2019 Taxable Value
City of Palm Beach Gardens	\$15,886,154,225	\$12,657,340,058
Town of Jupiter	\$14,997,966,441	\$11,389,856,502
City of Riviera Beach	\$7,419,504,646	\$5,633,154,855
Village of North Palm Beach	\$3,268,790,727	\$2,346,438,768
Town of Juno Beach	\$1,931,299,599	\$1,600,741,302
Village of Tequesta	\$1,643,084,036	\$1,172,469,036
Town of Lake Park	\$1,012,309,649	\$725,795,357
Town of Palm Beach Shores	\$699,216,160	\$606,976,377
Town of Jupiter Inlet Colony	\$497,544,605	\$371,939,343
Town of Mangonia Park	\$273,354,184	\$217,397,789
	\$47,629,224,272	\$36,722,109,387

Total Market and Taxable Values include real property, tangible personal property and centrally assessed values.*

Some data reported may be subject to change.

*Centrally Assessed is all railroad operating property including private car and freight lines.



Palm Beach County **South**

Boca Raton / Boynton Beach / Briny Breezes / Delray Beach / Golf
Gulf Stream / Highland Beach / Hypoluxo / Manalapan / Ocean Ridge



(2019 Certified Tax Roll)

Municipality	2019 Market Value	2019 Taxable Value
City of Boca Raton	\$32,464,803,841	\$25,003,402,679
City of Delray Beach	\$14,870,346,306	\$11,100,179,939
City of Boynton Beach	\$8,960,659,593	\$6,208,473,339
Town of Highland Beach	\$3,099,715,941	\$2,607,870,092
Town of Manalapan	\$1,589,160,917	\$1,379,847,150
Town of Gulf Stream	\$1,553,650,119	\$1,196,022,564
Town of Ocean Ridge	\$1,384,751,771	\$1,056,792,903
Town of Hypoluxo	\$487,331,670	\$366,925,649
Village of Golf	\$207,007,104	\$170,686,567
Town of Briny Breezes	\$78,467,231	\$53,736,144
	\$64,695,894,493	\$49,143,937,026

Total Market and Taxable Values include real property, tangible personal property and centrally assessed values.*

Some data reported may be subject to change.

*Centrally Assessed is all railroad operating property including private car and freight lines.



Palm Beach County Central

Atlantis / Cloud Lake / Glen Ridge / Greenacres / Haverhill / Lake Clarke Shores
 Lake Worth Beach / Lantana / Loxahatchee Groves / Palm Beach / Palm Springs
 Royal Palm Beach / South Palm Beach / Wellington / West Palm Beach / Westlake



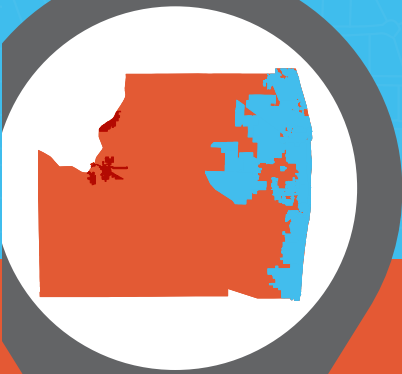
(2019 Certified Tax Roll)

Municipality	2019 Market Value	2019 Taxable Value
Town of Palm Beach	\$24,260,360,892	\$19,197,024,731
City of West Palm Beach	\$19,568,084,661	\$13,597,401,337
Village of Wellington	\$12,611,047,588	\$8,670,256,030
Village of Royal Palm Beach	\$4,432,726,535	\$2,981,036,294
City of Greenacres	\$3,212,520,435	\$1,971,042,873
City of Lake Worth Beach	\$3,192,074,096	\$1,994,454,746
Village of Palm Springs	\$2,002,381,863	\$1,323,890,935
Town of Lantana	\$1,639,672,610	\$1,141,563,485
Town of Loxahatchee Groves	\$673,460,328	\$333,379,401
City of Atlantis	\$644,382,849	\$533,770,956
Town of Lake Clarke Shores	\$469,533,674	\$273,513,617
Town of South Palm Beach	\$429,812,638	\$361,457,248
City of Westlake	\$258,306,012	\$108,506,287
Town of Haverhill	\$188,186,563	\$104,922,553
Town of Glen Ridge	\$42,517,419	\$18,548,321
Town of Cloud Lake	\$10,832,000	\$7,187,816
	\$73,635,900,163	\$52,617,956,630

Total Market and Taxable Values include real property, tangible personal property and centrally assessed values.*

Some data reported may be subject to change.

*Centrally Assessed is all railroad operating property including private car and freight lines.



Palm Beach County West and Unincorporated Areas

Belle Glade / Pahokee / South Bay / Unincorporated PBC



(2019 Certified Tax Roll)

Palm Beach County West

Municipality	2019 Market Value	2019 Taxable Value
City of Belle Glade	\$691,912,305	\$359,931,890
City of Pahokee	\$238,871,765	\$89,397,189
City of South Bay	\$167,568,780	\$69,151,716
	\$1,098,352,850	\$518,480,795

(2019 Certified Tax Roll)

Unincorporated Palm Beach County

Municipality	2019 Market Value	2019 Taxable Value
Unincorporated Palm Beach County	\$90,607,031,135	\$59,849,663,765

Total Market and Taxable Values include real property, tangible personal property and centrally assessed values.*

Some data reported may be subject to change.

*Centrally Assessed is all railroad operating property including private car and freight lines.

Highest Valued Properties

(2019 Certified Tax Roll)

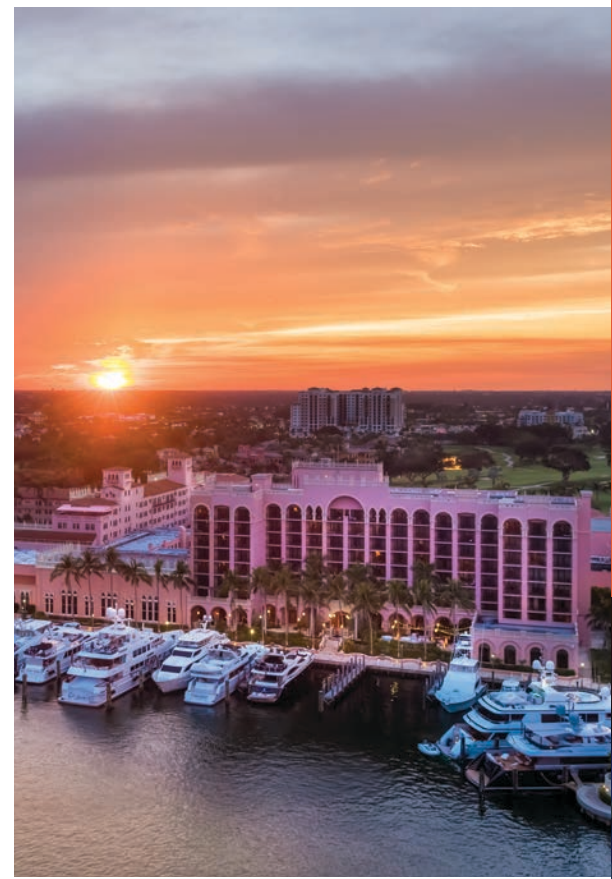
Commercial Real Property Parcels

	Market Value	Taxable Value
Town Center at Boca Raton	\$580,000,000	\$580,000,000
The Gardens Mall	\$360,000,000	\$354,322,879
The Breakers Palm Beach	\$286,890,108	\$267,495,898
Boca Raton Resort and Club	\$268,282,138	\$245,814,964
Palm Beach Outlets	\$177,848,463	\$177,848,463
The Mall at Wellington Green	\$150,000,000	\$150,000,000
Boca Raton Innovation Campus	\$136,522,492	\$136,522,492
City Place Tower	\$132,889,484	\$132,889,484
Eau Palm Beach Resort	\$132,000,000	\$132,000,000
101 Via Mizner Apartments	\$126,092,160	\$126,092,160

Tangible Personal Property Accounts

	Market Value	Taxable Value
Florida Power & Light Co.	\$5,052,128,405	\$5,049,398,397
AT&T Florida	\$174,543,026	\$174,068,026
Comcast of Florida	\$169,850,989	\$169,605,699
Florida Public Utilities	\$121,096,064	\$121,046,064
Florida Southeast Connection LLC	\$86,234,880	\$86,234,880
Sugar Cane Growers Cooperative of Florida	\$72,043,922	\$72,018,922
Publix Supermarkets Inc.	\$66,734,122	\$64,518,914
United Technologies Corp.	\$60,083,156	\$60,058,156
Crown Castle Fiber LLC	\$53,343,741	\$53,318,741
Hotwire Communications Ltd.	\$ 45,344,667	\$45,294,667

Some data reported may be subject to change.



Fiscal Responsibility

Our office operates in compliance with Florida Statutes and provides independent assurance that public funds are spent responsibly.

Since 2017, we have identified cost savings so that we may function in the most fiscally responsible manner possible. With an approved budget between \$24-25 million, we have consistently returned close to \$2 million back to the taxpayers of Palm Beach County each year.

In addition, a reduction in our workforce by nearly 10% (since 2017) has occurred through implementing new technologies and improving work processes.

Historically, our office's low turnover rate demonstrates a culture and work environment where our employees feel valued, are satisfied in their work and feel they can progress in their career paths.



Employee Community Service

The Palm Beach County Property Appraiser's Office encourages employee community service involvement throughout Palm Beach County. Every two years, our employees select two local charitable organizations to be the recipients of our fundraising efforts. Through the years, our dedicated employees have raised thousands of dollars for numerous charities. We are committed to the responsibility of enriching our communities.

Some members of our employee committee for Forgotten Soldiers Outreach, Inc. visiting with staff at their headquarters located in Lake Worth, Florida.

Our Strategic Plan: **We Value What You Value**

Our Strategic Plan is an office-wide process of envisioning what the Palm Beach County Property Appraiser's office will look like in five years, defining a set of core values and goals, and using those goals to develop a series of strategic plans for implementation and evaluation in the years ahead.

Vision Statement

A world where state-of-the-art valuation and excellence in customer service come together.

Mission Statement

We value property, administer exemptions, and maintain ownership records for Palm Beach County fairly, equitably and in accordance with Florida law.

Core Values

We are a team of qualified professionals.

We are dedicated to providing quality service.

We are responsible and accountable.

We are committed to accuracy.

We operate with fairness and integrity.

Our Goals:



Customer Service

Enhance customer service by defining service standards, training staff, and educating the public



Technology

Leverage technology to improve work processes



Standard Operating Procedures

Create, communicate, and monitor SOPs for each department



Strategic Staff Development

Empower and develop staff by providing opportunities for knowledge sharing, cross training, and creation of succession plans



100% Paperless

Become a paperless office through effective electronic workflow

Community Outreach

The Palm Beach County Property Appraiser's Office hosts a series of community outreach events each year, typically beginning in the fall, across Palm Beach County. The program allows our office to be onsite, in numerous communities, where staff members can assist with Homestead, Senior and other property tax exemption applications, as well as answer questions about property values. They also accept applications for Portability.

We provide updates about our community outreach events through the Property Appraiser Public Access (PAPA) website's 'Calendar of Events', our social media channels, and Property Appraiser Dorothy Jacks' monthly newsletter.

Whether it is a homeowner association meeting, civic organization or municipal gathering, we attend these events to distribute information and news concerning the Office and interact with the public by listening to their concerns, answering questions, and obtaining public feedback on current issues.

We encourage your community to participate (with our office) in this onsite outreach program. For more information, please contact Mike Pratt, ASA, IFA, IAAO-P, CFE, CAM, Director of Education Services at (561) 355-4021 or mpratt@pbcgov.org.



Service Centers – Customer Service

Our office strives to provide excellence in customer service to our taxpayers every day.

We have 50 qualified staff members spread across five Service Centers, conveniently located throughout Palm Beach County. They are professionals who value property, administer the homestead exemption and additional property tax exemptions, as well as execute mailing address and ownership changes, process portability applications, and more.

We value the opinion and input from our taxpayers. To the right is feedback describing their experience when visiting one of our Service Centers.

Fabulous Awesome Courteous Polite
Professional Friendly
Exceptional Great Helpful
Pleasant Efficient Kind Warm Patient
Wonderful Excellent
Outstanding Informative Personable
Fantastic Understanding Thoughtful
 Nice Team
Knowledgeable
Caring Cooperative Responsive

SERVICE CENTERS:

By the Numbers



5
locations



50
staff members



13
languages spoken



80,000
phone calls per year
on average



40,000
counter service
(walk-ins) per year
on average

Our Offices

Main Office & Downtown Service Center

County Governmental Center
Main Office - 5th Floor
Downtown Service Center (Exemptions) - 1st Floor
301 North Olive Avenue
West Palm Beach, FL 33401
(561) 355-2866

Mid West County Service Center

200 Civic Center Way, Suite 200
Royal Palm Beach, FL 33411
(561) 784-1220

South County Service Center

14925 Cumberland Drive
Delray Beach, FL 33446
(561) 276-1250

Belle Glade Service Center

2976 State Road 15
Belle Glade, FL 33430
(561) 996-4890

North County Service Center

3188 PGA Boulevard, 2nd Floor
Palm Beach Gardens, FL 33410
(561) 624-6521

Palm Beach County Property Appraiser's Office

301 N. Olive Avenue - 5th Floor, West Palm Beach, FL 33401
(561) 355-3230 | www.pbcgov.org/PAPA

Condominium, Cooperative, Townhouse

Countywide
(561) 355-2690
mycondo@pbcgov.org

Single Family, Mobile Home

North County
(561) 624-6795

West Palm Beach
(561) 355-2883

Mid-County
(561) 784-1210

South County
(561) 276-1201

West County
(561) 996-4890
myhouse@pbcgov.org

Commercial Properties

Countywide
(561) 355-3988
mycommercial@pbcgov.org

Tangible Personal Property

Countywide
(561) 355-2896
mytpp@pbcgov.org

Agricultural Properties

Countywide
(561) 355-4577
myfarm@pbcgov.org

All Types of Exemptions, Portability

(561) 355-2866
myexemption@pbcgov.org

Geographic Information Systems (GIS) Ownership Management

(561) 355-1558
mymap@pbcgov.org

Public Services Support

(561) 255-2881
pa-pubsvc@pbcgov.org

Community Outreach

(561) 355-4021
mpratt@pbcgov.org

