Take a deep breath, and just enjoy your life
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SERVICES AVAILABLE*

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BELLE GLADE ........................................
Belle Glade Service Center
2976 State Road #15, Belle Glade, FL 33430
Property Appraiser: 996-4890  Tax Collector: 355-2264

DELRAY BEACH .......................................
Tax Collector - South County Service Center
501 S. Congress Avenue, Delray Beach, FL 33445
Tax Collector: 355-2264

Property Appraiser
South County Office.............
14925 Cumberland Drive, Delray Beach, FL 33446
Property Appraiser: 276-1250

Central Palm Beach
Service Center....................
4215 S. Military Trail, Lake Worth, FL 33463
Tax Collector: 355-2264

PALM BEACH GARDENS ......
North County Government Center
3188 PGA Boulevard, Palm Beach Gardens, FL 33410
Property Appraiser: 624-6521
Tax Collector: 355-2264

Palm Beach Gardens
Service Center....................
3185 PGA Boulevard, Palm Beach Gardens, FL 33410
Tax Collector: 355-2264

ROYAL PALM BEACH ..........
Midwestern Communities Service Center
200 Civic Center Way, Royal Palm Beach, FL 33411
Property Appraiser: 784-1220  Tax Collector: 355-2264

WEST PALM BEACH ............
Robert Weisman Palm Beach County
Governmental Center
301 N. Olive Avenue, West Palm Beach, FL 33401
Property Appraiser: 355-2866  Tax Collector: 355-2264

For more information, visit www.pbctax.com
and www.pbcgov.com/papa.

Tax Collector services offered at the above locations may change
at any time.

Note: Except where indicated, all phone numbers in this publication
are in the 561 area code.
Palm Beach County is geographically among the largest of the 67 counties in Florida and is larger than the state of Delaware. The county is bounded by Lake Okeechobee, the Everglades and the Atlantic Ocean, all of which offer recreational opportunities in beautiful natural settings. Major industries in Palm Beach County include tourism, agriculture and construction.

There are more than 1.4 million people living in Palm Beach County. The lifestyles of residents range from urban to rural, with the more densely populated areas in the east.

Many municipalities provide residents with services such as water, refuse collection, law enforcement and fire rescue. In some communities and unincorporated areas, these services may be provided by county government. To find out if a property address is in an incorporated or unincorporated area, visit www.pbcgov.com/districtlocator or call the Palm Beach County Planning Division at 233-5300.

GOVERNMENT

The Palm Beach County Home Rule Charter became effective in 1985. True Home Rule gives the Board of County Commissioners (BCC) the ability to create, through a local public hearing ordinance procedure, local laws that are not in conflict with or specifically prohibited by state general law or the state constitution. This process is done without going to the Florida Legislature to request special legislation.

The seven-member BCC is the legislative governing body of Palm Beach County. Commissioners are elected to staggered four-year terms by voters in the district in which they reside. The BCC elects a mayor and vice mayor annually.

The BCC usually meets on the first and third Tuesdays of each month in the Jane M. Thompson Memorial Chambers on the sixth floor of the Robert Weisman Palm Beach County Governmental Center, 301 N. Olive Avenue, West Palm Beach.

The meetings are cablecast on the county’s government television PBC TV Channel 20, and they are also streamed live on www.pbcgov.com/CH20. Workshops are usually held on the fourth Tuesday of each month. The public may offer
comments to the board during “Matters by the Public” which usually occurs on the first Tuesday of each month. At that time, residents can address the board on any issue under its jurisdiction. Anyone who wishes to speak is required to complete a Public Comment Card.

Visit www.pbcgov.com for more information on the meeting schedule, or call 355-3229.

COMMISSION ON ETHICS
The mission of the Commission on Ethics (COE) is to foster integrity in public services, to promote the public’s trust and confidence, and to prevent conflicts between private interests and public duties. Its jurisdiction extends to all elected and appointed county and municipal employees and officials, including county advisory board members. The COE reviews, interprets, renders advisory opinions on, and enforces the Palm Beach County Code of Ethics, and lobbyist registration and post-employment ordinances. To file a complaint, call the ethics hotline at 355-1915 (or 877-766-5920) or use the online Ethics Complaint Form.

Visit www.palmbeachcountyethics.com/complaints.htm for more information.

OFFICE OF INSPECTOR GENERAL
The Office of Inspector General (OIG) was created by county ordinance to promote economy, efficiency and effectiveness in county programs and operations and to prevent and detect fraud and abuse. The OIG’s jurisdiction extends to all municipalities in the county. If you have reason to suspect public fraud, waste, mismanagement or misconduct, call the hotline at 877-283-7068. You may also report waste, fraud or abuse online at www.pbcgov.com/oig/rwfa.htm or via email at inspector@pbcgov.org.

For more information, visit www.pbcgov.com/oig.

GETTING BUSINESS DONE
The following information will help you get business done quickly.

Business License
For information on local business licenses, contact the Tax Collector’s Office at 355-2264 or visit www.pbctax.com.

Disabled Parking Permit
For information on disabled parking permits, contact the Tax Collector’s Office at 355-2264 or visit www.pbctax.com.

Driver License/Vehicle & Boat Registration
You can get a Florida driver license through the Florida Department of Highway Safety and Motor Vehicles (DHSMV) or the Palm Beach County Tax Collector’s Office. To make a DHSMV appointment or find out office hours and locations, call 1-800-303-7288 or visit www.flhsmv.gov.

The federal REAL ID Act sets new identification requirements for obtaining a driver license or identification card. If your license has a gold star in the upper right corner, you are compliant. Homeland Security is requiring everyone to have a REAL ID by October 1, 2020. If you do not have one by then, you will need a second form of identification to board a commercial aircraft. If you need a REAL ID, you must visit a service center and complete the process in person.

For information on driver licenses and vehicle and boat registrations and titles, contact the Tax Collector’s Office at 355-2264 or visit www.pbctax.com.

Education
There are 193 public schools in the county including elementary, middle, high and alternative schools. The School District of Palm Beach County offers high school career academies and middle school pre-academies. There are also exceptional student education (ESE) programs for disabled and gifted students and English for speakers of other languages (ESOL) classes.

To find out which school your children will attend, visit www.palmbeachschools.org/planning/boundaries, or call the Boundary Office at 434-8100.

For information on required immunizations and where to get them, call the Florida Department of Health Palm Beach County Immunization Program at 840-4568 (toll free 1-800-810-1225), or visit www.pbchd.com and click on Programs and Services.

To get a list of private schools or for information on homeschooling, call the Florida Department of Education Office of Independent Education & Parental Choice at 1-800-447-1636.

To find the nearest Head Start center, call LSF Children and Head Start Services at 233-1600, or visit www.pbclearn.org or the Palm Beach County Tax Collector's Office. To make a registration and appointment, call 355-2264 or visit www.pbctax.com.

Adult education is also offered at public schools. For the latest listing, call the Adult and Community Education Department at 649-6010. You can also visit pbclearn.org (for fun and leisure classes), gedyes.com (to earn a high school equivalency diploma), aprendepbc.com (classes for Spanish speakers), or esolpbc.com (English classes).

Palm Beach County has a number of colleges and universities including:

- Barry University
- Everglades University
- Florida Atlantic University
- Keiser University
- Lynn University
- Nova Southeastern University
- Palm Beach Atlantic University
- Palm Beach State College
- South University
- Strayer University
Health Care

The Health Care District of Palm Beach County helps low-income residents get health care coverage. For information, call 659-1270 (toll-free 1-866-930-0035) or visit www.hcdpbc.org.

Landscaping

Palm Beach County has several divisions that handle specific landscaping issues. 
- Landscape Tree Replacement/Removal ................. 233-5037 (PBC Zoning)
- Landscape Code Violations ............................... 233-5500 (PBC Code Enforcement)
- Environmental Horticulture ............................... 233-1759 (PBC Cooperative Extension)

For tips on how to conserve water by using special landscaping techniques and selecting appropriate plants, call the Cooperative Extension Master Gardener Hotline at 233-1750.

Pets

Dogs and cats 4 months and older must have a rabies license tag annually purchased through Animal Care and Control (ACC), local veterinarians, or online at www.pbcgov.com/snap. Residents on public assistance may obtain free rabies vaccinations and tags for sterilized pets.

Upon purchase of a tag for a non-sterilized dog or American Cat Fanciers pedigreed cat, the owner agrees that the animal will not be used for breeding without the required breeder permit. Any pet owner who breeds animals is required to purchase a breeder permit from ACC. For permit information, call 233-1200. All cats must be sterilized in Palm Beach County by the age of 4 months. Exceptions are pedigreed cats registered with the American Cat Fanciers Association, and if the owner holds a valid breeding permit issued by Animal Care and Control.

The county offers low-cost and/or free spay/neuter services. Low-cost or free sterilization is available for feral cats as part of the Community Cat Program. Residents on public assistance may obtain free pet sterilization. For information, call 233-1261 or visit www.pbcgov.com/animal.

Animal Care and Control also offers low-cost rabies vaccinations, microchipping, and yearly vaccine packages for dogs and cats. Please visit the website for pricing and details.

Animal Care and Control has a variety of pets available for adoption. Residents 55 years and older are offered special adoption rates for dogs and cats. All dogs and cats adopted are sterilized, vaccinated and microchipped. For adoption information, call 233-1200.

For lost and found pets visit www.pbcgov.com/snap. This site allows the owner of a lost pet to file a lost report online and to upload a photograph. Residents who find a dog or cat must report the animal to the division by filing a found report online. For information or assistance, please call 233-1282.

Animal cruelty is a crime. Please report animal cruelty or neglect by calling 233-1200, ext. 0. Anonymous reports of cruelty are accepted by calling Crimestoppers at 800-458-TIPS or by submitting a report online at https://secure.co.palm-beach.fl.us/PSD.ACC.AnimalCruelty/.

Volunteers are needed to assist in all areas of shelter operations including dog walking, cat cuddling, dog playgroups and fostering sick or injured animals. For information, visit www.pbcgov.com/animal or call 233-1281.

The main shelter is located at 7100 Belvedere Road, West Palm Beach, FL 33411. The West County facility is located at 3615 State Road 715, Pahokee, FL 33476 (924-5657). The West County facility is only open on specific days for spay/neuter services. Please call before visiting, or check the website, www.pbcgov.com/animal for hours of operation.

To read all rules and regulations mandated by Palm Beach County Animal Care, see Ordinance 98-22.

Public Transportation

Palm Tran offers fixed-route bus service throughout Palm Beach County. For route information, call 841-4BUS (4287) or toll-free 877-930-4287. Information is also available at any county library and at www.palmtan.org. For information on Palm Tran CONNECTION (paratransit van service for seniors and riders with disabilities), call 649-9838 or toll-free 877-870-9849.

Tri-Rail offers commuter train service in three counties: Miami Dade, Broward and Palm Beach. For information, call 800-TRI-RAIL (1-800-874-7245) or visit www.tri-rail.com.

Amtrak has train stations in West Palm Beach, Boynton Beach and Boca Raton. For information, call 800-USA-RAIL (872-7245) or visit www.amtrak.com.

Brightline is a privately owned railroad that operates an express passenger train from West Palm Beach to Miami with a stop in Fort Lauderdale. For information, visit https://gobrightline.com.

Social Security

To find the office nearest you, call 1-800-772-1213.

Taxes

Property owners pay a county tax based on the appraised value of their property. For more information, call the Tax Collector at 355-2264 or the Property Appraiser at 355-3230, or visit www.pbctax.com and www.pbcgov.com/papa, respectively.
If you are a homeowner in Florida, and your home is your primary residence, you qualify for a homestead exemption. Certain senior citizens may qualify for an additional exemption. There are also widow/widower, disability and quadriplegic exemptions. These are all handled through the Property Appraiser’s offices which are located in the administrative buildings throughout the county. (The locations are listed inside the front cover of this brochure.) In addition to county taxes, property owners may have to pay taxes required by municipalities and/or various special taxing districts.

If you rent out your house, condominium, mobile home or RV for six months or less, a six percent tourist development tax is charged which must be submitted to the Tax Collector’s Office. For more information, call 355-3547 or visit www.pbctax.com/fdt.

Trash Pickup/Recycling
If you live in a municipality, call your city hall for information. If you live in an unincorporated area, call the Solid Waste Authority at 697-2700 (Boca Raton, Delray Beach and the Glades: 866-792-4636). If you don’t know if you live in an unincorporated area, call the Planning Division at 233-5300, or visit the county website at www.pbcgov.com/districtlocator. For information on obtaining free curbside recycling bins, call 866-NEW-BINS or order them online at www.swa.org.

Utilities/Telephone/Cable TV
Electricity in most of Palm Beach County is provided by Florida Power & Light (697-8000). In Lake Worth, electricity is provided by Lake Worth Utilities (533-7300). Drinking water is provided by many municipalities, several independent utilities, the Palm Beach County Water Utilities Department (www.pbcgov.com/waterutilities, 740-4600), or from your own private well. Telephone service is provided by AT&T (888-757-6500), and other companies offer service through cable or the Internet. One of the primary providers of cable television is Comcast (800-266-2278 or 800-COMCAST). Certain communities may have cable service through a different provider.

Voter Registration
To register to vote, call the Supervisor of Elections Office at 656-6200 (Boca Raton, Delray Beach and the Glades call 1-866-868-3321) or look for applications at city halls, banks, public assistance agencies, libraries or post offices. You may also visit www.pbcelections.org for information on where to vote, voting by mail, early voting times and locations, and becoming a poll worker.

GETTING CONNECTED
After you have taken care of business, you might want to discover more about your community. The county’s Stay Connected page, www.pbcgov.com/stayconnected, has the latest news, events and social media updates from the county’s departments and elected officials.

Consumer Affairs
The Consumer Affairs Division assists residents and visitors with advice and information about unfair, fraudulent or deceptive practices of businesses and landlords, and can provide information about scams. The division regulates taxicab, water taxi, limousine, and local moving companies and nonconsent towing companies. Consumer Affairs also issues home caregiver and adult entertainment I.D. badges. For more information, visit www.pbcgov.com/consumer or call 712-6600.

Employment
If you are interested in employment with Palm Beach County, visit the county home page www.pbcgov.com and click on Jobs. For a list of major employers in the county, call CareerSource Palm Beach County at 340-1060 (West Palm Beach) or 829-2040 (Belle Glade), or visit www.careersourcepbc.com.

Entertainment/Tourist Attractions
For a list of things to do and places to visit, go to www.pbcgov.com, and click on Things to Do. You can also visit the Palm Beach County Tourist Development Council website, www.pbcgov.com/touristdevelopment for information on sports, nature and cultural activities.

The Discover the Palm Beaches, Florida website, www.thepalmbeaches.com, lists more things to do in Palm Beach County. For information on arts and cultural events, visit the Cultural Council’s website at www.palmbeachculture.com.

The Richard and Pat Johnson Palm Beach County History Museum (located in the historic courthouse at 300 North Dixie Highway, West Palm Beach) is free and open to the public. For more information or to schedule a tour, visit www.hspbc.org for information, or call the Historical Society of Palm Beach County at 832-4164.

Libraries
There are 17 county libraries located throughout the county. Visit the website, www.pbclibrary.org, or call 233-2600 (Boca Raton, Delray Beach and the Glades: 1-888-780-4962) to find the branch or book mobile location nearest you. There might also be a municipal library in your community.

Nature/Reef Sites
For information on county natural areas and reef sites, call Palm Beach County Environmental Resources Management at 233-2400, or visit www.pbcgov.com/erm. The county operates three nature centers: Okeeheelee, Green Cay and Daggerwing. For locations, call 966-6600 or visit www.pbcgov.com/parks. For eco-adventures in all areas of the county, visit the Discover the Palm Beaches, Florida website, www.palmbeachfl.com.
Palm Beach County Guide to Services

To receive a free copy of this service directory that includes phone numbers, descriptions of services and website addresses, call Palm Beach County Public Affairs at 355-2754. This guide is also on the county website, www.pbcgov.com/publications.

Parks/Pools/Beaches

For a complete list and map of county parks, call Parks & Recreation at 966-6600 or visit www.pbcgov.com/parks. Palm Beach County manages more than 100 park properties including pools, beaches, waterparks, splash parks, recreation centers, tennis courts, barrier-free play areas, amphitheaters, dog parks and campgrounds. The Parks & Recreation Department also offers summer camp.

PBC TV Channel 20

Palm Beach County government has its own cable TV channel. PBC TV Channel 20 provides educational and government programming to cable television viewers and broadcasts Board of County Commissioners meetings, announcements and locally produced programs. To view the schedule online, visit www.pbcgov.com/CH20. To receive the schedule digitally, send an email to pbclv@pbcgov.org. You can also receive the schedule in the mail by calling 355-4573.

Publications

To view Palm Beach County publications online, visit www.pbcgov.com/publications.

Senior Centers

There are three senior centers operated by the county’s Senior Services Division: North County (Palm Beach Gardens, 694-5435), West County (Belle Glade, 996-4808), and Mid-County (Lake Worth, 357-7100). The centers are open weekdays. Transportation to and from the centers is available, and no membership or fee is required.

Volunteer Opportunities

There are several types of volunteer opportunities in Palm Beach County that include working with seniors, children, animals or nature. For more information, visit www.pbcgov.com/volunteer.

Website

Visit the county homepage, www.pbcgov.com for information on county services, events, tourist attractions, online services and news. Go to Stay Connected to subscribe to the Count-e-News, connect to the county’s official social media sites, or download apps.

WATER RESTRICTIONS

The major source of fresh water for South Florida is underground aquifers that are replenished by rainwater soaking down through the soil. Rainfall can vary greatly from year to year, and reduced rainfall means less water reaches the aquifers. Therefore, during drought conditions, it is very important to conserve water, and follow water-use restrictions. The South Florida Water Management District oversees water resources in the southern parts of the state.

For more information, visit www.sfwmd.gov or call 1-800-432-2045. For tips on how to conserve water, call the Division of Family & Consumer Sciences at 233-1742.

HURRICANES

The Atlantic Hurricane Season runs from June 1 through Nov. 30. For hurricane information, visit www.readypbc.org.

HELPFUL PHONE NUMBERS

Emergencies:

- Life-Threatening Emergency (call or text) ......................... 911
- FPL Power Outages .................................................. 697-8000
- Poison Control Hotline .............................................. 1-800-222-1222
- Senior Helpline/Crisis Line ......................................... 211
  (547-1000, 866-882-2991 or 383-1112)
- TDD (Hearing Impaired) ........................................... 712-6342
- Victim Services 24-hour Hotline ................................. 833-7273
- Water Utilities 24-hour Emergency ......................... 740-4600, #1

Other:

- 4-H Youth Development Program ............................. 233-1731
- Animal Care & Control ............................................. 233-1200
  (West County 924-5657, South County 276-1344)
- American Red Cross ............................................... 833-7711
- Clerk & Comptroller ............................................... 355-2996
- Code Enforcement .................................................. 233-5500
- Community Services .............................................. 355-4700
- Consumer Affairs (PBC) ......................................... 712-6600
- Consumer Assistance (Florida) ................................. 800-435-7352
- Cooperative Extension ............................................ 233-1700
- Emergency Management ........................................... 712-6400
- Engineering & Public Works .................................... 684-4000
  (toll-free 888-808-3121)
- FEMA ................................................................. 800-621-3362
- Fire Rescue (non-emergency) ................................. 616-7000
- Insurance Commissioner (Florida) .......................... 877-693-5236
- Health Department ................................................. 840-4500
- Head Start/Early Head Start .................................... 233-1600
- Human and Veterans Services .................................. 355-4775
- Mosquito Control Hotline ...................................... 642-8775
- Palm Tran ............................................................ 841-4200
- Parks & Recreation ................................................. 966-6600
- Price Gouging Hotline (Florida) .............................. 866-966-7226
- Public Affairs Department (PBC) ........................... 355-2754
Roads, Drainage, Traffic ........................................ 684-4018  
Salvation Army .................................................. 686-3530  
School District of Palm Beach County .......................... 434-8000  
Senior Services ................................................ 355-4746  
Sheriff (non-emergency) ...................................... 688-3000  
Small Business Assistance ................................. 616-6840  
Solid Waste Authority .......................................... 640-4000  
South Florida Water Management District .................. 686-8800  
Summer camp (PBC Parks & Rec.) ......................... 966-7054  
Supervisor of Elections ....................................... 656-6200  
Traffic and Road Information ............................... 511  
Traffic Signal Repair .......................................... 233-3900  
United Way of Palm Beach County ......................... 375-6600  
Youth Services .................................................. 625-2540

**HOSPITALS**

- **Bethesda Hospital East** .................................. 737-7733  
  2815 S. Seacrest Boulevard, Boynton Beach  
- **Bethesda Hospital West** .................................. 336-7000  
  9655 W. Boynton Beach Boulevard, Boynton Beach  
- **Boca Raton Regional Hospital** ............................. 395-7100  
  800 Meadows Road, Boca Raton  
- **Delray Medical Center** ................................... 498-4440  
  5352 Linton Boulevard, Delray Beach  
- **Good Samaritan Medical Center** .......................... 655-5511  
  1309 N. Flagler Drive, West Palm Beach  
- **JFK Medical Center - Boynton Beach** (emergency care only)  
  .............................................................. 548-8250  
  10921 S. Jog Road, Boynton Beach  
- **JFK Medical Center - Main Campus** ....................... 965-7300  
  5301 S. Congress Avenue, Atlantis  
- **JFK Medical Center - North Campus** ..................... 842-6141  
  2201 45th Street, West Palm Beach  
- **JFK Medical Center - Palm Beach Gardens** (emergency care only)  
  .............................................................. 548-8200  
  4797 PGA Boulevard, Palm Beach Gardens  
- **Jupiter Medical Center** .................................. 263-2234  
  1210 S. Old Dixie Highway, Jupiter  
- **Lakeside Medical Center** ................................ 996-6571  
  39200 Hooker Highway, Belle Glade  
- **Palm Beach Gardens Medical Center** ...................... 622-1411  
  3360 Burns Road, Palm Beach Gardens  
- **Palms West Hospital** .................................... 798-3300  
  13001 Southern Boulevard, Loxahatchee  
- **St. Mary’s Medical Center** ................................. 844-6300  
  901 45th Street, West Palm Beach  
- **Wellington Regional Medical Center** ..................... 798-8500  
  10101 Forest Hill Boulevard, Wellington  
- **West Boca Medical Center** ................................ 488-8000  
  21644 State Road 7, Boca Raton  
- **West Palm Beach VA Medical Center** ...................... 422-8262  
  7305 N. Military Trail, West Palm Beach 1-800-972-8262

Visit Palm Beach County’s website

www.pbcgov.com

for direct links to:

- Count-e-News (online newsletter)
  - County departments
  - County publications
    - Current news
    - Events calendar
  - Jobs
- On-Demand PBC TV programs
  - Online services
- PBC TV Channel 20 Live
- Public Records requests
  - Social media
  - Things to do
- Volunteer opportunities