RESIDENT GUIDE





the Best of Everything

PROPERTY APPRAISER & TAX COLLECTOR OFFICE LOCATIONS

Note: Sunpasses are sold at all locations.

SERVICES AVAILABLE*



- Vehicle & Boat Registration
- **Road Tests**
- Exemption Service Center
- **Property Tax**

- **Business Tax**
- Hunting & Fishing License
- Tourist Development Tax
- Hazmat Fingerprinting

BELLE GLADE

Belle Glade Service Center 2976 State Road 15, Belle Glade 33430 Property Appraiser: 996-4890

Tax Collector: 355-2264

DELRAY BEACH

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

Property Appraiser - South County Service Center 14925 Cumberland Drive, Delray Beach 33446 Property Appraiser: 276-1250

GREENACRES

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

PALM BEACH GARDENS

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

Property Appraiser - North County Service Center 3188 PGA Boulevard, Palm Beach Gardens 33410 Property Appraiser: 624-6521

ROYAL PALM BEACH

Mid West County Service Center 200 Civic Center Way, Suite 200, Royal Palm Beach 33411 Property Appraiser: 784-1220

WESTLAKE

Westlake Service Center 16440 Town Center Parkway South, Westlake 33470 Tax Collector: 355-2264

WEST PALM BEACH

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

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

*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.

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INTRODUCTION

Whether you are new to Palm Beach County or have lived here for years, this brochure can assist you with day-to-day challenges such as getting a disabled parking permit, taking night classes or registering to vote.

You will find information to help you get connected to your community, including the county parks, libraries and aquatic facilities located throughout Palm Beach County.

This brochure also lists all hospitals in Palm Beach County that have 24-hour emergency rooms and all county government administrative buildings.

This guide can help you get your business done quickly, so you can have more time to enjoy all that Palm Beach County has to offer.



Palm Beach County has 47 miles of scenic coastline.

GREETINGS FROM PALM BEACH COUNTY

Palm Beach County has something for everyone. The average temperature is 78 degrees, its 47-mile ocean shoreline has numerous public beaches, and the landscape ranges from urban to agricultural to natural wetlands.

In Palm Beach County, there are approximately 160 public and private golf courses, hundreds of tennis courts, dozens of parks, waterparks, boating docks, snorkeling and diving sites, cultural and historic attractions, regional libraries, adult education programs, hundreds of houses of worship, dozens of schools, colleges and universities, hospitals and shopping/entertainment centers.

Palm Beach County government services include:

- · affordable workforce housing
- airports
- animal care and control
- · consumer affairs
- cooperative extension
- · economic sustainability
- · emergency management
- engineering
- environmental resources management
- fire rescue
- homeless resources

- law enforcement
- migrant programs
- · parks and recreation
- planning/zoning/building
- protected natural areas
- public records requests
- public transportation
- roads and bridges
- senior services
- stormwater drainage
- tourist development
- veteran services
- victim services
- waste collection
- water and sewer utilities
- youth and family services

Palm Beach County is geographically among the largest of the 67 counties in Florida and is larger than the state of Rhode Island. 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 approximately 1.5 million people living in Palm Beach County. The lifestyles of residents range from urban to rural, with more densely populated areas in the east.

Many municipalities provide residents with services such as water and sewer, 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 **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 fouryear terms by voters in the district in which they reside and can only serve two terms. The BCC elects a mayor and vice mayor annually.

The BCC meets 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 33401. BCC meetings and workshops are held Tuesday mornings at 9:30 a.m. The meetings are cablecast on the county's government television



The central administrative office is located at 301 N. Olive Ave., West Palm Beach.

PBC TV Channel 20, and they are also streamed live on **pbcgov.com/CH20** and social media. For the meeting schedule, visit **pbcgov.com**.

The public may offer comments to the board during "Matters by the Public" which usually occurs in the afternoon. 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 **pbcgov.com** for more information 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.

For more information, visit palmbeachcountyethics.com/ contact_us.htm.

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 pbcgov.com/oig/rwfa.htm or via email at inspector@pbcgov.org. For more information, visit pbcgov.com/oig.

GETTING BUSINESS DONE

The following information will help you get business done quickly.

Business License

In Palm Beach County, a business license is referred to as a local business tax receipt. For information, contact the Tax Collector's Office at 355-2264 or visit **pbctax.com**.

Disabled Parking Permit

For information on disabled parking permits, contact the Tax

Collector's Office at 355-2264 or visit pbctax.com.

Driver's License/Vehicle & Boat Registration

You can get a Florida driver's 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 reservation or find out office hours and locations, call 850-617-3000 or visit flhsmv.gov.

The federal REAL ID Act set new identification requirements for obtaining a driver's license or identification card. If your license or ID card has a gold star in the upper right corner, you are already compliant. Homeland Security requires everyone to have a REAL ID by May 7, 2025 in order to board a domestic flight. To obtain a REAL ID, you must visit a Tax Collector's Office and complete the process in person. For more information and to make an appointment, visit **pbctax.com/driver-license/real-id**.

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

Education

The School District of Palm Beach County includes elementary, middle, high and alternative schools that offer 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.

For information on schools in your area, call 434-8000 or visit palmbeachschools.org.

For information on required immunizations and where to get them, call the Florida Department of Health Palm Beach County Immunization Program at 840-4568 or visit **pbchd.com**. To schedule an immunization, call the Florida Health Palm Beach County Appointment Line at 625-5180.

To get a list of private schools or for information on home schooling, call the Florida Department of Education School Choice Hotline at 800-447-1636 or visit **floridaschoolchoice.org**.

To find the nearest Head Start center, call LSF Children and Head Start Services at 233-1600 or visit **Isfnet.org/children-families/head-start/palmbeach**.

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 for adults).

Palm Beach County has technical schools as well as colleges and universities including:

- Barry University
 Everglades University
- Nova Southeastern University
- Palm Beach Atlantic University

- Keiser University
- Lynn University
- Florida 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 642-1000 (toll-free 866-930-0035) or visit hcdpbc.org.

Landscaping

| The county can help with a variety of landscaping issues. | | |
|---|------------|--|
| Clear Property Permit | . 233-2400 | |
| (Environmental Resources Management) | | |
| Landscape Code Violations | . 233-5500 | |
| (Code Enforcement) | | |
| Landscape Section (problems/questions) | 233-5037 | |
| (Zoning) | | |
| Residential Horticulture | 233-1750 | |
| (Cooperative Extension) | | |

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

Pets

Dogs and cats four months and older must have a rabies license tag purchased annually at Animal Care and Control (ACC), local veterinarians or at petdata.com. Tags can also be renewed at ACC or at petdata.com. Call 800-738-3463 for information or visit pbcgov.com/animal. Residents on public assistance may obtain free rabies vaccinations and tags for sterilized pets.



The county's main animal shelter is located at 7100 Belvedere Road. West Palm Beach.

Upon purchase of a tag for a nonsterilized dog or American Cat Fanciers Association 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 four months.

Exceptions are pedigreed cats registered with the American Cat Fanciers Association and if the owner holds a valid breeding permit issued by ACC.

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

Animal Care and Control also offers low-cost rabies vaccinations and microchipping for dogs and cats. Visit the website for pricing and details.

Animal Care and Control has a variety of pets available to adopt or foster. All adopted dogs and cats are sterilized, vaccinated and microchipped. Being a foster parent helps healthy pets get adopted. For information, call 233-1200 or visit **pbcgov.com/snap** to see pictures.

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

Animal cruelty is a crime. 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 secure.co.palm-beach.fl.us/PSD.ACC.AnimalCruelty.

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

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 **palmtran.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.



Buses are equipped with bicycle racks and can accommodate wheelchairs.

Tri-Rail offers commuter train service in Miami-Dade, Broward and Palm Beach counties and direct access to Miami International Airport. For information, call 800-TRI-RAIL (800-874-7245) or visit tri-rail.com.

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

Brightline is a privately owned rail service that operates from Miami to Orlando, with stops in between including West Palm Beach. For information, visit gobrightline.com.

Palm Beach International Airport (PBIA) in West Palm Beach serves commercial airlines and general aviation aircraft. The county also operates three other smaller, general aviation airports located in Lantana, Pahokee and Palm Beach Gardens that do not serve commercial airlines. For more information, visit **pbia.org**.

Social Security

For information, call 800-772-1213 or visit ssa.gov.

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 their websites at pbctax.com and pbcgov.com/papa, respectively.

If you are a homeowner in Florida, and your home is your primary residence, you qualify for a homestead exemption. Senior citizens may qualify for an additional exemption. There are also widow/widower, disability and quadriplegic exemptions. These are handled through the Property Appraiser's offices that 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 6% tourist development tax is charged which must be submitted to the Tax Collector's Office. For more information, call 355-3547 or visit **pbctax.com/tourist-development-tax**.

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 **pbcgov**. **com/districtlocator**. For information on obtaining free curbside recycling bins, call 866-NEW-BINS or order them online at **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 (pbcgov.com/waterutilities, 740-4600), or from your own private well.

Due to demand, there is an additional area code in the county. The area code 728 will be assigned to new telephone lines. The 561 area code will not change for existing customers. Everyone needs to dial a 10-digit number to make calls.

One of the primary providers of cable television is Xfinity (800-COMCAST or 800-266-2278). 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 866-868-3321) or visit **pbcelections.org**. Florida residents who are U.S. citizens and at least 18 years old can register online, in person or by mail. Visit **pbcelections.org** for information on where to vote, voting by mail and early voting times/locations.

GETTING CONNECTED

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

AlertPBC

Get alerted about emergencies and other important community news by signing up for our Emergency Alert Program. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods. Visit AlertPBC.com to register today.

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 ID badges. For more information, visit **pbcgov.com/consumer** or call 712-6600 (888-852-7362).

Employment

If you are interested in employment with Palm Beach County, visit **pbcgov.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 **careersourcepbc.com**.

Entertainment/Tourist Attractions

For a list of things to do and places to visit, go to **pbcgov.com**, and click on Things to Do or the Discover the Palm Beaches Florida website at **thepalmbeaches.com**. For information on arts and cultural events, visit the Cultural Council's website at **palmbeachculture.com**.



The Morikami Museum and Japanese Gardens in Delray Beach holds special events and festivals.

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

Libraries

To find the county library branch nearest you, visit **pbclibrary.org** or call 233-2600 (Boca Raton, Delray Beach and the Glades: 888-780-4962). 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 Department of Environmental Resources Management at 233-2400 or visit **pbcgov.com/erm**. The county operates three nature centers: Okeeheelee, Green Cay and Daggerwing. For locations, call 966-6600 or visit **pbcgov.com/parks**. There are also wetland areas with elevated boardwalks and gazebos. Wakodahatchee (**pbcgov.com/waterutilities**) is in Delray Beach and Green Cay (**pbcgov.com/parks**) is in Boynton Beach. For eco-adventures in all areas of the county, visit the Discover the Palm Beaches Florida website, **thepalmbeaches.com**.

Palm Beach County Guide to Services

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

Parks/Pools/Beaches

For a complete list and map of county parks, call Parks & Recreation at 966-6600 or visit pbcgov.com/parks. Palm Beach

County manages a wide variety of park properties including pools, beaches, splashparks, water-parks. recreation centers. tennis and pickleball courts. barrier-free play areas. amphitheaters, dog parks and campgrounds. The Parks & Recreation Department also offers summer camp.



Westgate Splashpark, in West Palm Beach, is one of the county's interactive play areas.

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, including Board of County Commissioners meetings, announcements and locally produced programs. To view the schedule, visit pbcgov.com/CH20.

To receive the schedule digitally, send an email to **pbctv@pbcgov.org**. You can also receive the schedule in the mail by calling 355-4573.

Publications

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

Senior & Veteran Services

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 hours of operation are weekdays from 8 a.m. to 5 p.m. There is no fee nor membership required. For more information, call 355-4746 or pbcgov.com/SeniorCenters.

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 **pbcgov.com/volunteer**.

Website

Visit **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 wateruse restrictions. The South Florida Water Management District oversees water resources in the southern parts of the state.

For more information, visit **sfwmd.gov** or call 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 **readypbc.com** or call the Department of Public Safety at 712-6400. To download PBC DART, the offical disaster awareness and recovery app, on your smartphone, visit the Apple App Store or the Google Play Store.

HELPFUL PHONE NUMBERS

Note: Except where indicated, all phone numbers in this publication are in the 561 area code.

Emergencies

| - | |
|--|----------------------------|
| Life-Threatening Emergency (call or tex | xt) 911 |
| Engineering Action Center | |
| FPL Power Outages | |
| Poison Control Hotline | |
| Senior Helpline/Crisis Line | |
| | (866-882-2991 or 383-1112) |
| Victim Services 24-hour Crisis Hotline . | |
| Water Utilities 24-hour Emergency | |

Other 4-H Youth Development Program 233-1731 Animal Care & Control 233-1200 South County: 276-1344 West County: 924-5657 American Red Cross 833-7711 CareerSource Palm Beach County 340-1060 Clerk of the Circuit Court & Comptroller 355-2996 Equal Business Opportunity 616-6840 Head Start/Early Head Start 233-1600 Homeless Coalition of Palm Beach County...... 355-4663 Palm Beach County Food Bank 670-2518 School District of Palm Beach County...... 434-8000 Senior and Veterans Services (county) 355-4746 Traffic and Road Information 511 Traffic Signal Timing and Street Light Repair 684-4030 United Way of Palm Beach County 375-6600 Youth Services 242-5700

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 | . 955-7100 |

| 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 | |
| HCA Florida Boynton Emergency | 548-8250 |
| 10921 S. Jog Road, Boynton Beach | |
| HCA Florida JFK Hospital | 965-7300 |
| 5301 S. Congress Avenue, Atlantis | |
| HCA Florida JFK North Hospital | 842-6141 |
| 2201 45th Street, West Palm Beach | |
| 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 | |
| 7305 N. Military Trail, West Palm Beach | . 800-972-8262 |

ACCESSIBILITY RESOURCES

Palm Beach County is dedicated to meeting all of your accessibility needs. If you have specific questions or concerns about the accessibility of this publication, we have trained individuals available to assist you. Contact us directly at 355-2754, email pbcaccessibility@pbcgov.org or visit pbcgov.com/accessibility.

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Visit Palm Beach County's website pbcgov.com

for direct links to:

Count-e-News (online newsletter) County Departments County Publications Current News Events Calendar Jobs Online Services On-Demand PBC TV Programs PBC TV Channel 20 Live Public Records Requests Social Media Things to Do Volunteer Opportunities

STAY CONNECTED

SIGN UP ≫

Scan the QR code with the camera on your phone to sign up for Palm Beach County's weekly newsletter, Count-e-News, to stay informed.



CONNECT WITH US! #PBCGOV

pbcgov.com



Palm Beach County Board of County Commissioners

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