RESIDENT GUIDE

Discover the Palm Beaches ...
the Best of Everything
PROPERTY APPRAISER & TAX COLLECTOR
OFFICE LOCATIONS

Note: Sunpasses are sold at all locations.

SERVICES AVAILABLE*

- Driver’s License
- 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
North County Service Center
3188 PGA Boulevard, Palm Beach Gardens 33410
Property Appraiser: 624-6521  Tax Collector: 355-2264

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
1660 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 four-year 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
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

For information on local business licenses, 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 appointment 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 3, 2023 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 lsfnet.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
- Florida Atlantic University
- Nova Southeastern University
- Palm Beach Atlantic University
- Palm Beach State College
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.

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 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.

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 commuter rail service that operates between West Palm Beach and Miami with a stop in Fort Lauderdale. 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 at thepalmbeaches.com. For information on arts and cultural events, visit the Cultural Council’s website at palmbeachculture.com.

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. 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, water-parks, splashparks, 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, 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 water-use 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 official 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 text) .............................. 911
Engineering Action Center .................................................. 684-4012
FPL Power Outages .......................................................... 697-8000
Poison Control Hotline ..................................................... 800-222-1222
Senior Helpline/Crisis Line ............................................... 211
(866-882-2991 or 383-1112)
Victim Services 24-hour Crisis Hotline ............................ 866-891-7273
Water Utilities 24-hour Emergency ................................. 740-4600, #1

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
Code Enforcement ................................................................. 233-5500
Community Services .................................................................. 355-4792
Consumer Affairs (county) .......................................................... 712-6600
Consumer Assistance (Florida) .................................................... 800-435-7352
Cooperative Extension .............................................................. 233-1700
Emergency Information Center .................................................. 712-6400
Engineering & Public Works ....................................................... 684-4000
Equal Business Opportunity ...................................................... 616-6840
FEMA ....................................................................................... 800-621-3362
Fire Rescue (nonemergency) ......................................................... 616-7000
Insurance Consumer Helpline (Florida) ....................................... 877-693-5236
Head Start/Early Head Start ......................................................... 233-1600
Health Care District of Palm Beach County ................................. 642-1000
Health Department ................................................................... 840-4500
Homeless Coalition of Palm Beach County ................................ 355-4663
Library System (Palm Beach County, Main Library) ..................... 233-2600
Mosquito Control Hotline .......................................................... 967-6480
Palm Beach County Food Bank .................................................... 670-2518
Palm Beach International Airport ................................................. 471-7459
Palm Tran .................................................................................... 841-4200
Potholes, Roads, Drainage, Sidewalk Repair ................................. 684-4012
Price gouging Hotline (Florida) ................................................. 866-966-7226
Public Affairs Department (county) ............................................. 355-2754
Salvation Army .......................................................................... 686-3530
School District of Palm Beach County ........................................ 434-8000
Senior and Veterans Services (county) ....................................... 355-4746
Sheriff (nonemergency) ............................................................. 688-3000
Solid Waste Authority ............................................................... 640-4000
South Florida Water Management District ................................. 686-8800
Summer Camp (Parks & Recreation) ............................................ 966-7054
Supervisor of Elections .............................................................. 656-6200
Traffic and Road Information ...................................................... 511
Traffic Signal Malfunction ........................................................ 683-6885
Traffic Signal Timing and Street Light Repair ............................... 684-4030
United Way of Palm Beach County ............................................. 375-6600
Veterans Affairs Department (federal) ...................................... 800-827-1000
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

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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 .................................... 422-8262
7305 N. Military Trail, West Palm Beach ......................... 800-972-8262

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