



Abstract

Palm Beach County Property Appraiser's Public Access (PAPA) web sites are one of the most heavily visited web sites of all of the county web pages. It is utilized by citizens and by real estate professionals who find the site essential in finding information on property throughout the county. Palm Beach County's Information System Services (ISS) programmers were responsible for re-designing the PAPA website with the goal of creating a "citizen-centric" experience in mind while keeping the site easy to maintain. The redesigned web site has also incorporated the need to be able to E-file for a homestead exemption on the day that you close on a home in Palm Beach County without a deed and if you have owned a home with a homestead exemption in Florida, you can E-File for portability too. Portability is transferring 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.

<https://www.pbcgov.org/papa/>

The Need for the Program

The redesigned PAPA offers a more intuitive user experience that improves the organization and presentation of content so that visitors can find the information they seek at-a-glance. New features such as MyPAPA allow the personalization and filtering of search results as well as the streaming of custom video content. Other new features that enhance the user experience are:

- Ability to E-file for a homestead exemption without having a deed at the time of closing on your new residence;
- Improved Navigation features, with more choices in dropdown menus;
- Modernized Search options for real property and tangible personal property;
- A more robust Sales Search function;
- Social presence (twitter, face book, etc.);
- Additional Mapping tools; and,
- Ability to request a change of Mailing Address for both Real Estate and Tangible Property.



Program Description

Overview

The re-design was done in close coordination with the Property Appraiser's office, and was highly praised by the Property Appraiser as well as from real estate professionals. The new site has the ability to integrate with GIS maps, allows you to find nearby properties for sale and much more. The employees working on this re-design worked nights and weekends to overcome obstacles encountered during the design, implementation and testing phases of this project. The work of these employees has created a much higher level of customer service to county citizens as well as to real estate professionals needing information at the tip of their fingers.

<https://www.pbcgov.org/papa/>

Couple of the salient features of this website are listed below.

Nearby Sales Search

Citizens can search an address and retrieve the sales near the chosen address. The sales data can be viewed by clicking the colored point of by the grid below or exporting the data to excel.

The screenshot displays the 'Nearby Sales Search' tool on the PAPA website. The search criteria are set to '9265 Delemar Ct, Wellington 33414' with a vicinity of '1/8 mile' and 'RESIDENTIAL' property type. The map shows several colored points representing sales near the subject property. Below the map is a table of results:

PCN	Address	City	Lot Size Acres	A/C Sq Ft	Total Sq Ft	Year Built	Bedrooms	Full Bath	Half Bath	Sale Date	Sale Price	Description
73424417020013690	2726 ELEANOR WAY	WELLINGTON	0.2506	3963	5248	2004	6	4	0	2019-09-20	\$585,000	SINGLE FAMILY
73424417020017800	2650 COOPER WAY	WELLINGTON	0.2133	3883	5181	2011	5	4	0	2019-09-13	\$585,000	SINGLE FAMILY
73424417020014030	2707 DANFORTH TER	WELLINGTON	0.1871	3963	5248	2004	6	4	0	2019-08-23	\$510,000	SINGLE FAMILY
73424417020014080	2677 DANFORTH TER	WELLINGTON	0.1791	3467	4111	2004	5	3	0	2019-06-14	\$489,900	SINGLE FAMILY



MyPAPA

Allow the user to limit data being displayed on a property by selecting the Display Criteria they would like to display.

The screenshot shows the MyPAPA web application interface. At the top, there is a navigation bar with a star icon and the text "MyPAPA". Below this, a search bar is visible with a dropdown menu containing "Inestead Exemption", "Departments", "Forms", and "Tools". The main content area features a "PROPERTY APPRAISER PUBLIC ACCESS" header and a search box with a tooltip that reads: "Real Property This application allows you to customize and filter your search results." Below the search box are three buttons: "MyPAPA", "More Search Options", and "Advanced". On the right side, a "Display Criteria (Filter)" panel is open, listing various categories with checkboxes: "Property Detail" (checked), "Owner Information" (checked), "Sales Information" (unchecked), "Exemption Information" (checked), "Property Information" (unchecked), "Appraisals" (unchecked), "Assessed and Taxable Values" (unchecked), and "Taxes" (unchecked). At the bottom of the filter panel are three buttons: "Select All", "Apply", and "Clear".



Results of MyPAPA Filter.

Home Searches ▾ Homestead Exemption ▾ Departments ▾ Forms ▾ Tools ▾ How Do I ▾ Learn More ▾

Real Property ▾ Search by Owner Name (Last Name first) or Address or PCN Search


Classic PAPA MyPAPA Print This Page Save as PDF Print Property Summary 2019 Proposed Notice

Property Detail Owner Information Sales Information Exemption Information Property Information Appraisals Assessed and Taxable Values Taxes

Filtered Property Detail

Property Detail

Location Address: 1522 FARMINGTON CT
 Municipality: WELLINGTON
 Parcel Control Number: 73-41-44-09-02-018-0200
 Subdivision: GREENVIEW SHORES NO 2 OF WELLINGTON
 Official Records Book/Page: 11805 / 287
 Sale Date: MAY-2000
 Legal Description: GREENVIEW SHORES NO 2 OF WELLINGTON LOT 20 BLK 18

Show Full Map 

Nearby Sales Search

Owner Information

Change of Address

Owner(s)	Mailing Address
PATEL ABUBKR & PATEL SHAHIDA A	1522 FARMINGTON CT WELLINGTON FL 33414 8992

Exemption Information

Portability Calculator

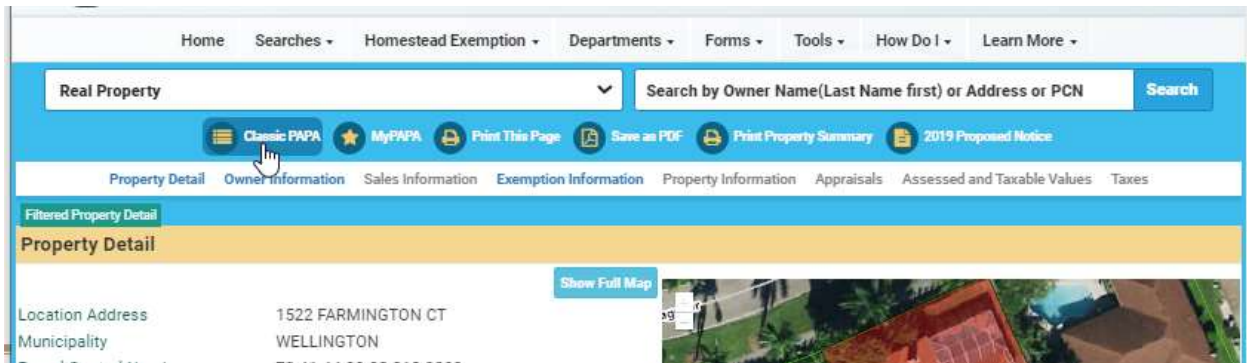
Save Our Homes (SOH) Base Year: 1999
 Exemption Year: 2020

Applicant/Owner	Year	Detail
PATEL ABUBKR &	2020	ADDITIONAL HOMESTEAD
	2020	HOMESTEAD
	2020	QUALIFIED EXEMPTION

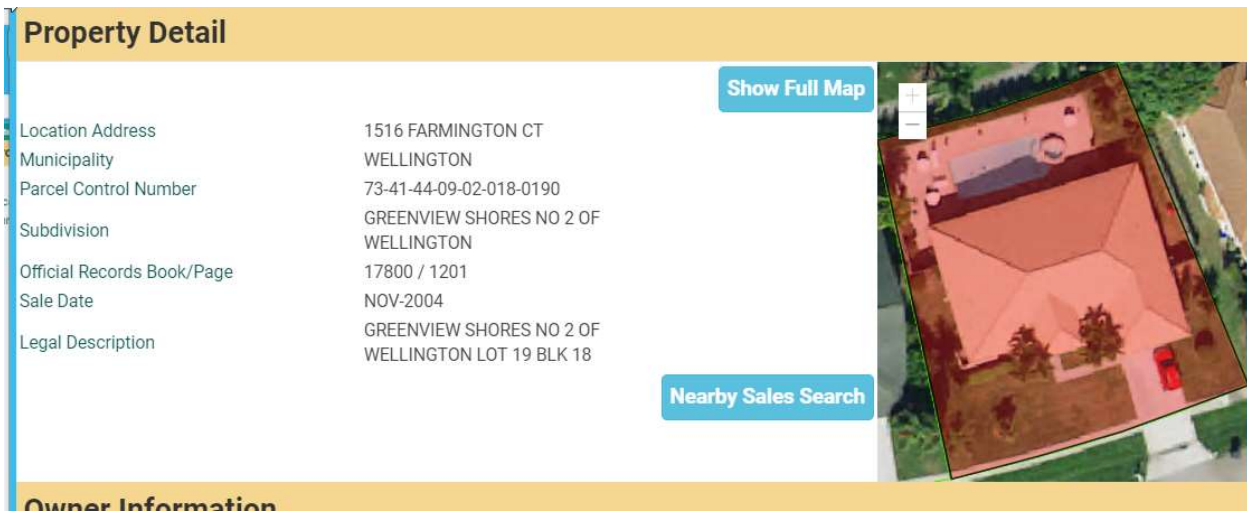
HOME CONTACT US RECORDS CUSTODIAN



User can then decide to see all sections of the property by clicking **Classic PAPA** link as shown below.

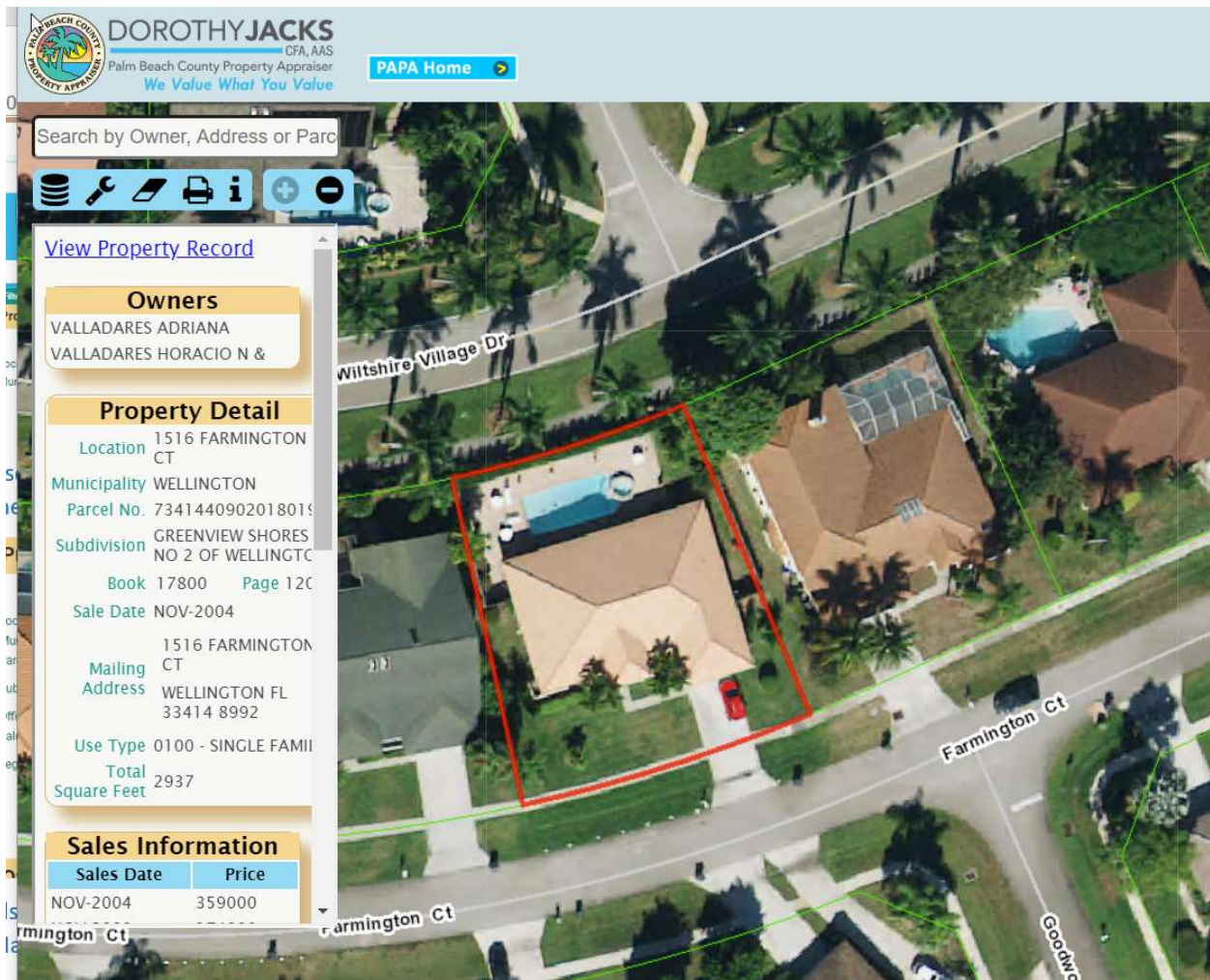


User can see details of adjacent properties by just clicking on map without leaving the site.





User can see full county map with property information by clicking **Show Full Map** button.



Structural Detail Change

Property Owner can now request structural details change on line by searching a property and clicking on **Request Structural Details Change** button to have their property correctly assessed.





User can access Tax Collector record by just clicking on the button **Tax Collector** on property detail page. They can even pay their taxes online by visiting that link.

Taxes

Show 5 year | Show 10 year

Tax Year	2019	2018	2017	2016	2015
Ad Valorem	\$1,662	\$1,564	\$1,536	\$1,521	\$1,551
Non Ad Valorem	\$214	\$212	\$212	\$209	\$209
Total tax	\$1,876	\$1,776	\$1,748	\$1,730	\$1,760

***Buyers take note:** Taxes will change and often increase substantially when a property sells. The seller's exemption benefits will GO AWAY the year after they sell and this may result in higher taxes for a buyer. Please use the [Property Tax Calculator](#) to get a better annual tax estimate if you are purchasing this property.

[Property Tax Calculator](#)

[Property Tax Detail](#) [Tax Collector](#)

User can access Palm Beach County Court record for deed verification by just clicking on hour glass on Sales information section as shown below.

Sales Information

Sales Date	Price	OR Book/Page	Sale Type	Owner
AUG-2000	\$100	11987 / 00602	WARRANTY DEED	PATE JAMES E &
AUG-1981	\$88,900	03589 / 00512	WARRANTY DEED	

NOTE: Sales do not generally appear in the PAPA database until approximately 1 to 3 weeks after the closing date. If a recent sale does not show up in this list, please allow more time for the sale record to be processed.

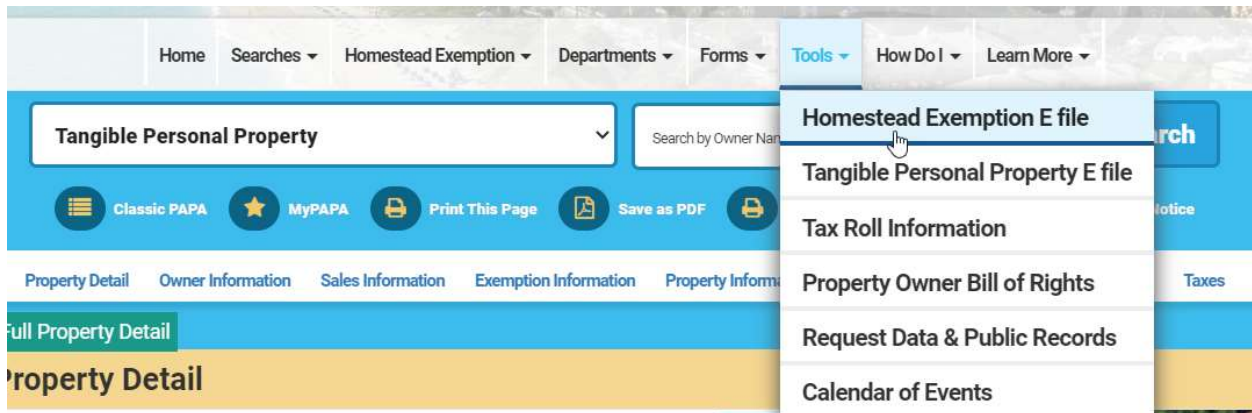
Exemption Information



E-File Homestead Exemption at Closing on Property

You are now able to apply for your Homestead Exemption without having the Deed, by entering your basic information on this first screen of the application and completing the same remaining screens as a person whose name is on the Deed. Once your name has been applied to the property your application will be transferred to the Clerk for processing.

You can access E-file application as shown below.



URL is <https://secure.co.palm-beach.fl.us/papaefile/web/heapplication/login.aspx>

Homestead Applicant(s)

Property Detail

Location Address : 6861 BRIARLAKE CIR
 Municipality : UNINCORPORATED
 Parcel Control Number : 00-42-41-34-04-000-0090
 Subdivision : EASTPOINTE SUB PL 10-A
 Official Records Book: Page:
 Sale Date:
 Legal Description: EASTPOINTE SUB PL 10-A LT 9

Note: If any of the information shown above is incorrect, please [contact us](#).

Please use the **check boxes** below to select and enter the applicant/applicants information who are applying for Homestead Exemption. At this time, a total of four owners are allowed to apply online per property. If more than four owners plan to apply, please contact the [Service Center](#) nearest you.

If married and both are applying, both names must be listed in separate Applicant Name boxes and a **check mark must be placed in front of both names.**

* All Dates should be in mm/dd/yyyy format.

<input type="checkbox"/>	Applicant Name ?	Marital Status	Spouse Name	Spouse is also Owner	Date of Florida Residency	Date this property became your Permanent Residence
<input type="checkbox"/>	Last Name First Name	▼	Last Name First Name	<input type="radio"/> Yes <input type="radio"/> No	<input style="width: 80px;" type="text"/> 📅	<input style="width: 80px;" type="text"/> 📅
<input type="checkbox"/>	Last Name First Name	▼	Last Name First Name	<input type="radio"/> Yes <input type="radio"/> No	<input style="width: 80px;" type="text"/> 📅	<input style="width: 80px;" type="text"/> 📅
<input type="checkbox"/>	Last Name First Name	▼	Last Name First Name	<input type="radio"/> Yes <input type="radio"/> No	<input style="width: 80px;" type="text"/> 📅	<input style="width: 80px;" type="text"/> 📅
<input type="checkbox"/>	Last Name First Name	▼	Last Name First Name	<input type="radio"/> Yes <input type="radio"/> No	<input style="width: 80px;" type="text"/> 📅	<input style="width: 80px;" type="text"/> 📅



Portability Exemption

The Homestead Exemption E-file routine prompts the user to file for their Portability Exemption if they are eligible according to the Statute.

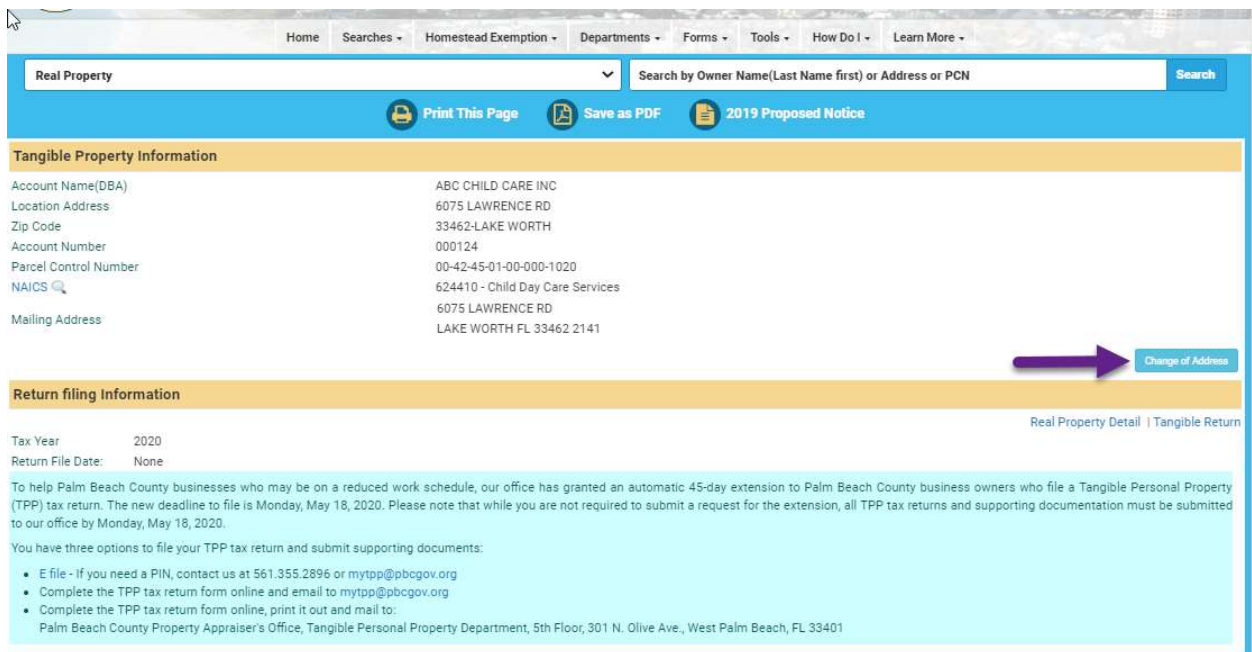
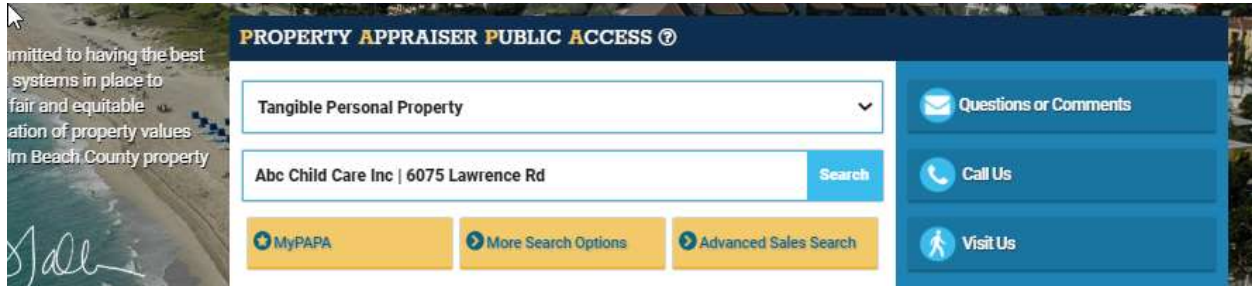
	TRANSFER OF HOMESTEAD ASSESSMENT DIFFERENCE Attachment to Original Application for Homestead Tax Exemption	DR-501T R. 12/08 Rule 12D-16.002 Florida Administrative Code Effective 11/12
	Section 193.155, Florida Statutes	
If you have applied for a new homestead exemption and are entitled to transfer a homestead assessment difference from a previous homestead, file this form with your property appraiser by March 1 . Co-applicants transferring from a different homestead must fill out a separate form.		
COMPLETED BY APPLICANT		
PART 1. New Homestead		
Applicant name		Phone 1 _____ Phone 2 _____
New address		Parcel ID _____ County _____ Total number of applicants _____
PART 2. Previous Homestead		
Previous address		Parcel ID _____ County _____ Date sold or no longer used as your homestead _____
Co-applicants who owned and lived at the previous homestead	Owners of the previous homestead not moving to new homestead	
1. _____	1. _____	
2. _____	2. _____	
3. _____	Did any of the owners stay in the previous homestead? <input type="checkbox"/> yes <input type="checkbox"/> no	
PART 3. Signature of Applicant and All Co-applicants		
I affirm that I qualify for the homestead exemption assessment transfer from the previous homestead above. Under penalties of perjury, I declare that I have read this application and the facts in it are true.		
_____	_____	_____
Signature, applicant	Date	Signature, co-applicant 1
_____	_____	_____
Signature, co-applicant 2	Date	Signature, co-applicant 3
_____	_____	_____
Signature, co-applicant 3	Date	
Add pages, if needed.		
COMPLETED BY PROPERTY APPRAISER OF NEW HOMESTEAD		
_____	_____	_____
Signature, property appraiser or deputy	County	Date
If the previous homestead was in a different county, add your contact information. Send this form with a copy of the Original Application for Homestead Tax Exemption (Form DR-501) to the property appraiser's office in the county of the previous homestead.		
Contact	Email _____	
Address	Phone 1 _____	
	Phone 2 _____	
	Fax _____	
INSTRUCTIONS TO PROPERTY APPRAISER OF PREVIOUS HOMESTEAD		
Based on your county's records, complete and return the Certificate of Transfer of Homestead Assessment Difference (Form DR-501RVSH) to the contact at the property appraiser's office above by April 1 or within 2 weeks after you receive this Transfer of Homestead Assessment Difference (Form DR-501T), whichever is later.		



Tangible Change of Address

You can now request your Mailing and Location addresses be changed on your Business on-line, by answering a few questions and supplying your new address.

You can search for a tangible property and click on **Change of Address** button on tangible property detail screen as shown below.



Alternatively you can directly go to the URL

[https://secure.co.palm-beach.fl.us/TangEaddresschange/Web/EAddressChange/AddressChange.aspx?parcel=\[AccountNum\]](https://secure.co.palm-beach.fl.us/TangEaddresschange/Web/EAddressChange/AddressChange.aspx?parcel=[AccountNum])



Tangible Property E-Address Change

Required Fields

Property Current Information

Account Name (DBA): FOOD MART
 Account Number: 071466
 NAICS: 445120 - Convenience Stores

Location Address	Mailing Address
3020 S JOG RD LAKE WORTH FL 33467	3020 JOG RD LAKE WORTH FL 33467 2004

Authorization

Do you plan to e-file your Tangible Personal Property Tax Return? * Yes No
 Are you an Owner, Corporate Officer or Authorized Employee? * Yes No
 Has the business been sold? * Yes No

Location Address

Please check for **No Change** in Location Address.

Street# 3020	Street Fraction 	Pre Direction S
Street Name JOG	Suffix ROAD	Post Direction
Unit Desc 	Unit# 	City * LAKE WORTH
Zip * 33467 -		

* P.O. Boxes or Private Mailboxes are not allowed

Mailing Address

Please check for **No Change** in Mailing Address.

Address Type

Street# 3020	Street Fraction 	Pre Direction
Street Name JOG	Suffix ROAD	Post Direction
Unit Desc 	Unit# 	City * LAKE WORTH
State * Florida	Zip * 33467 - 2004	

Requestor

Name of Requestor *

Requester phone number *

Comments

Pin Request

You will need to request a **PIN** to complete the E-Address Change. Please provide an email address where we can send you your Personal Identification Number (PIN). Please keep a record of your PIN. This number and your email address will serve as your signature.

Email Address *

Re-enter Email Address *

[Pin Request](#)

Submit Form

Please enter the PIN and click Submit E-Address Change. You will receive notification of your request and a follow up confirmation when the address change has been updated in our database.

PIN Number *

[Submit E-Address Change](#)



Real Estate Change of Address

You are able to change your Mailing Address on any Real Estate parcel that does not have a Homestead Exemption by using the on-line change of address routine.

You can search for property and click on **Change of Address** button as shown below.

Alternatively you can directly go to the URL

[https://www.pbcgov.org/papaeaddresschange/Web/RealEAddressChange/AddressChange.aspx?parcel=\[pcn\]](https://www.pbcgov.org/papaeaddresschange/Web/RealEAddressChange/AddressChange.aspx?parcel=[pcn])

Property Detail

Location Address Municipality Parcel Control Number Subdivision Official Records Book/Page Sale Date Legal Description	1516 FARMINGTON CT WELLINGTON 73-41-44-09-02-018-0190 GREENVIEW SHORES NO 2 OF WELLINGTON 17800 / 1201 NOV-2004 GREENVIEW SHORES NO 2 OF WELLINGTON LOT 19 BLK 18	<div style="background-color: #0070c0; color: white; padding: 5px; display: inline-block; border-radius: 3px;">Show Full Map</div>  <div style="background-color: #0070c0; color: white; padding: 5px; display: inline-block; border-radius: 3px;">Nearby Sales Search</div>
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Owner Information

	<div style="background-color: #0070c0; color: white; padding: 5px; display: inline-block; border-radius: 3px;"> Change of Address </div>
Owner(s)	Mailing Address
VALLADARES ADRIANA VALLADARES HORACIO N &	1516 FARMINGTON CT WELLINGTON FL 33414 8992



E-Address Change

*** Required Fields**

Property Current Information

Parcel Control Number : 73-42-44-17-02-001-7210
 Legal Description : OLYMPIA PL 2 LT 1721 BLK P

Owner(s)	Mailing address
PATEL HARESH N & PATEL URVI H	9493 MCANEENY CT WELLINGTON FL 33414 3411

Authorization

Are you a Business? * Yes No
 Are you an owner? * Yes No

Name of Requestor *

Day time phone number *

New Address

Address Type

Street# <input style="width: 100%;" type="text"/>	Street Fraction <input style="width: 100%;" type="text"/>	Pre Direction <input style="width: 100%;" type="text"/>
Street Name <input style="width: 100%;" type="text"/>	Suffix <input style="width: 100%;" type="text"/>	Post Direction <input style="width: 100%;" type="text"/>
Unit Desc <input style="width: 100%;" type="text"/>	Unit <input style="width: 100%;" type="text"/>	City * <input style="width: 100%;" type="text"/>
State * <input style="width: 100%;" type="text"/>	Zip * <input style="width: 100%;" type="text"/>	

Pin Request

You will need to request a **PIN** to complete the E-Address Change. Please provide an e-mail address where we can send you your Personal Identification Number (PIN). Please keep a record of your PIN. This number and your e-mail address will serve as your signature.

E-Mail Address *

Re-enter E-Mail Address *

[Pin Request](#)

Submit Form

Please enter the PIN and click Submit E-Address Change. You will receive notification of your request and a follow up confirmation when the address change has been updated in our database.

PIN Number *

[Submit E-Address Change](#)



The Cost of the Program

ISS was able to re-design the PAPA website without the need to purchase additional software and hardware for the project, as the existing architectural platforms were already available to the staff.

Results/Success of the Program

Since the new PAPA web site was launched in 2018 and e-file launched in 2019, the application has received praise from the public and realtors who are accessing the Property Appraiser data on a 24 hour / 7 day a week basis. The ease of navigating the web site for property information has become more streamlined and easier to use with the new features and the availability of being able to apply ahead of time for a homestead exemption on-line.

Worthiness of the Award

The Property Appraiser Public Access System is deserving of the NACo award for the following reasons:

- It provides the public with access to the latest property detail, owner information, sales information, exemption information, property information, appraisals, assessed and taxable values and taxes
- The ability to apply on-line (E-File) for homestead at the time of closing. This feature allows the homeowner to receive homestead exemption in a timely manner resulting in the lowering of taxable value used in calculation of the property tax.
- The ability to filter the displayed detail information (MyPAPA) has allowed the public to view the data they want to analyze easily.
- The ability to search neighborhood properties (Nearby Sales Search) by proximity to an address and view the sales history of the neighborhood. This feature is beneficial in researching turnover of the neighborhood properties and affordability of purchasing a home in this neighborhood.