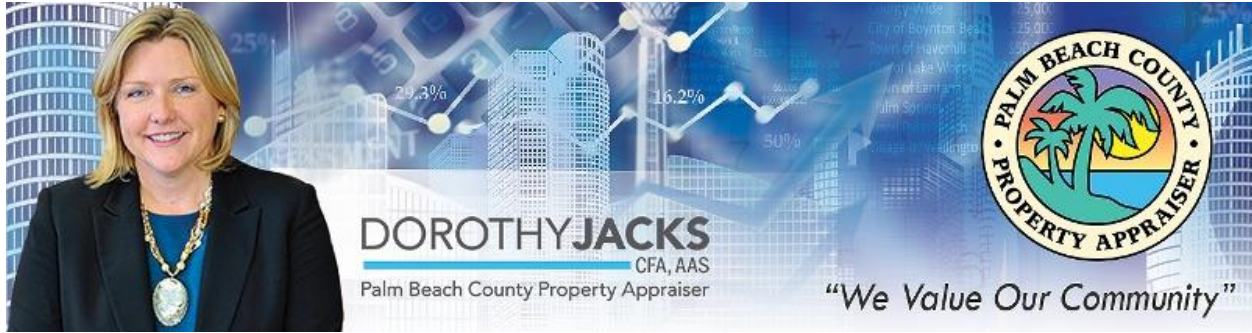


# Palm Beach County Property Appraiser's Office

## April 2018 Newsletter



### Dear Taxpayers:

I am excited to announce that we will launch the new Property Appraiser Public Access (PAPA) website with a fresh new look, later this month. The redesign project was built with you in mind, to refresh its web presence through improved design, content, structure, user experience and maintainability.

The primary goal of PAPA has always been to be the #1 go-to website for all property records in Palm Beach County. That has not changed.

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, an application that allows you to personalize and filter your search results, and streaming custom video content make PAPA more immediate and friendly to users, creating a responsive and approachable design.

*Some overall enhancements include:*

- 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
- More useful Mapping tools

I am proud of the redesign website and feel it will create the experience you're looking for when you pay us a visit. Thank you for bearing with us as we prepare for the reveal in mid-April.

In the meantime, I'd like to highlight the work of the Public Services Support department in my office. This important entity assists with public requests for property data. I hope you find the information in this month's newsletter helpful. Enjoy reading.

**Respectfully,**

**Dorothy Jacks, CFA, AAS**  
**Palm Beach County Property Appraiser**



## Public Services Support Department



**Virginia Leonard**, CFE, serves as Manager of the Public Services Support Department and has been with the Palm Beach County Property Appraiser's Office for 36 years. She oversees the daily functions of the department.

### **What is the primary function of the Public Services Support Department in the Property Appraiser's Office?**

**Leonard:** Public Services Support facilitates public requests for property appraiser data and information from our Geographical Information System and appraisal systems. We have several standard reports such as real property data files, subdivision lists, radius map sets, owners lists, etc., and are able to create customized, specialized reports and maps based on a taxpayer's needs.

Our records system is updated on a daily basis.

### **How does the department support and collaborate with other divisions within the Property Appraiser's Office?**

**Leonard:** We work closely with the various divisions in our office, maintaining archive data records for building cards, tax roll information, tangible personal property tax returns, etc. We also provide our field appraisers with tax maps and aerial maps (if need be) for their designated areas in Palm Beach County. We routinely scan returned taxpayer documents as well perform inter-department scanning for the various software systems which our staff utilizes on a daily basis.

### **What are some of the types of files your department generates for public requests?**

**Leonard:**

- AA File – Tax Roll Data (Name, Address, Legal and Assessment Information) this file can be updated monthly;
- CAMA Files – Structural Details (Number of Bedrooms, Bathrooms, Roof Type, Stucco/Wood and Square Footage of Structure);
- Variance Report – This report is for permitting, when an owner needs to notify other owners around a subject property. (variance reports include a radius map, owners listing,

address labels and excel spread sheet if requested). Usually variances are requested for structural changes, zoning changes, specialized permits.

### **What is the goal of your department?**

**Leonard:** Our number one goal is always to provide superior customer satisfaction.

For all requests for data and associated costs, email us at [pa-publicservices@pbcgov.org](mailto:pa-publicservices@pbcgov.org) and for more information about our services, log onto [www.pbcgov.com/papa](http://www.pbcgov.com/papa) or call us at 561.355.2881.