

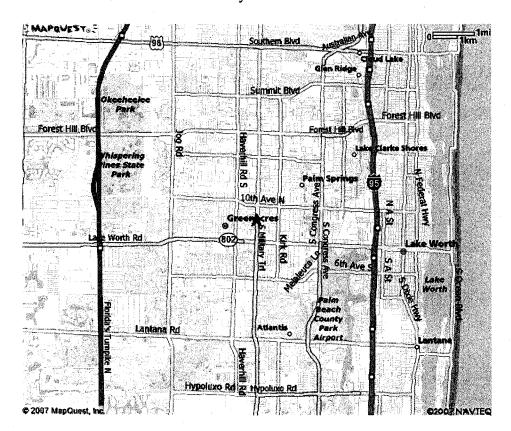
The Honorable Anne M. Gannon Palm Beach County Tax Collector

Future Needs Analysis

# **Existing Lake Worth Office**

## **Location**

The Office of the Tax Collector's Lake Worth branch office is located at 3551 S. Military Trail in unincorporated Palm Beach County. The land parcel on which it resides is .65 acres, a lot of 130 feet by 218 feet.



## **Business**

The Lake Worth branch office offers the following services to the public:

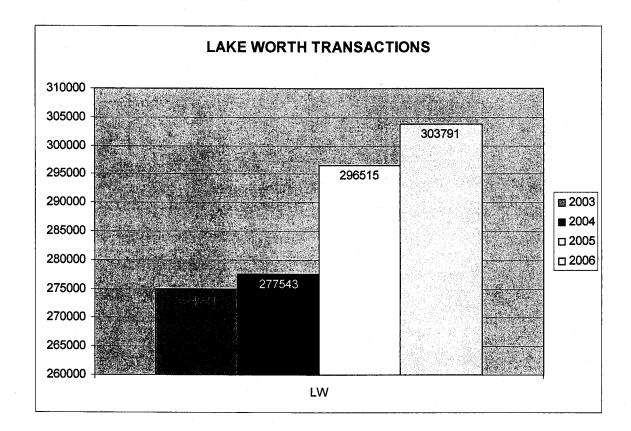
- Motor vehicle title issuance, registration and renewal
- Property tax payment
- Business Tax License registration and renewal
- Vessel title issuance, registration and renewal
- Hunting and fishing license issuance

The Lake Worth branch office performs more transactions annually than any other branch office in the County. Since 2003, the number of transactions completed at the Lake Worth branch office has increased 10.5%.

2006 Annual Transactions: 303,791

Daily Transactions (240 business days): 1,266

Customers per Day: Up to 700



The office currently has the following space to accommodate the public's needs:

- Motor Vehicle 11 workstations and 4 cashiers
- Property Tax 3 workstations
- Dealer Titles 4 workstations

The clientele believed to be economically challenged, has limited access to the internet, and traditionally pays in person with cash.

# **Building**

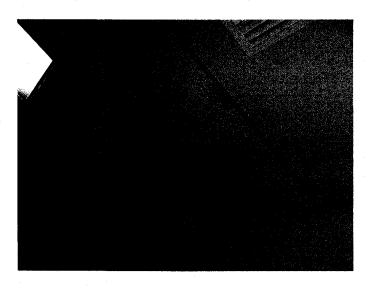
The office, built in 1980, is a one-story building with approximately 6500 square feet, and supports 32 employees of the Office of the Tax Collector. The parking lot has 87 parking spaces, which must accommodate not only our clients, but our employees, a Palm Beach County Sheriff's deputy, and the disabled parking.

# Lake Worth Office - Areas of Concern

#### Structural/Site

The Lake Worth branch office is 27 years old and the maintenance is a continual challenge. The challenges are comprised of the following major areas:

1. The Roof – The roof, which was replaced in 2004, is not watertight. The leaks created by the new roof have been a regular occurrence.



- 2. Flooding An area in our "back yard" near the rear wall of the building opposite the manager and assistant manager's offices retains water. This may be occurring due to improper site drainage. Occasionally this retained water will infiltrate the foundation to wet carpets in these offices from below. A degraded expansion joint buried beneath the flooring is suspected to be allowing the water to seep through the foundation.
- 3. Site Drainage the lot is not graded properly to provide adequate drainage, which increases the occurrence of flooding inside the building, and creates large potholes along Clemens Avenue.
- 4. The Septic Tank Since November 2006, the septic has needed service three times, averaging 3 4 months between services.
- 5. Public & Employee Restroom Ventilation the current exhaust system facilitating the restrooms is inadequate to non-existent, leaving malodors lingering throughout the office, customer waiting area, and outside areas.

- 6. ADA Compliance The employee restrooms do not meet ADA requirements.
- 7. Mold After the hurricanes in 2004, excessive water damage occurred in the ceiling tiles and insulation. The insulation was taken outside to dry and treated with Kilz, and reinstalled in the office. Many employees complain of sinus problems and headaches.

## Accommodation of current/future business levels

- 1. Additional employees Our ability to adequately serve our customers is limited. As we consider new business ventures, such as driver's license renewals, we will need to add additional employees, for which the current office can not accommodate.
- 2. Lobby space The customer demand for service frequently results in a long customer line in our lobby, as shown in the picture below. For the volume of business the present lobby is crowded and incompatible with a new customer service model.



- 3. Bathroom Facility The public bathroom only accommodates 2 people, and is inadequate for the number of daily clients.
- 4. Parking The office currently has 87 parking spaces. After our 32 employees and Palm Beach County Sheriff's deputy are accommodated, the public has 55 parking spaces. When we have 700 customers per day, we need to accommodate an average of 78 customers per hour.

### **Safety**

1. Potholes on Clemens Street and in our North Parking Lot – Giant potholes exist on Clemens Street, caused by the high volume of traffic from our office and from improper drainage. Periodically requests have been issued to repair the road, resulting in temporary repairs and many discussions without resolution. The majority of our customer parking is located on the north side of Clemens Street. Customers crossing the street to get to our offices are at risk of falling or tripping over the potholes, creating a liability to our office and ultimately the County.



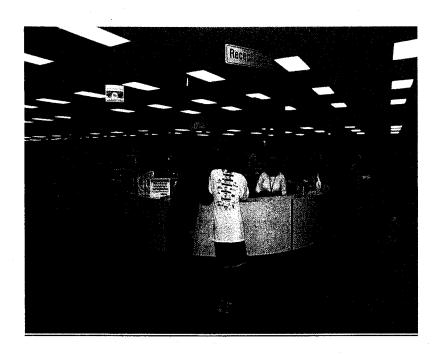
- 2. Car Accidents The principal access to parking is via the private Clemens Street. Because of the arrangement of parking lots many times cars are backed up on south-bound Military Trail as confused drivers pause on Clemens Street to sort out the parking situation. According to the Palm Beach County Sheriff's Office, there have been 7 car accidents in the past year near the building.
- 3. Crime The Lake Worth office is located in an unsafe neighborhood. To mitigate the situation, there is a Palm Beach County Sheriff's deputy onsite everyday from 10am until 6pm. According to the Palm Beach County Sheriff's Office, there have been 133 incidents in the past year near the building. The most common calls have been for suspicious persons/vehicles/incidents (21 calls), stolen vehicles (8), larceny (5), and drug cases (4). To create a more secure environment for our employees and customers, the county and the tax collector share the expenses for a Sheriff's Deputy. The cost for his presence is \$92,734 annually.

# **Lake Worth Office - Solution**

Based on the concerns with the current Lake Worth office, the best solution is to relocate the Lake Worth Branch office to a new location, in a new building. Not only can the Tax Collector better meet the needs of our constituents today, we can focus on meeting the needs of future growth in our current business lines, and pursue new business. The following summarizes our vision for the operations of our business in Lake Worth.

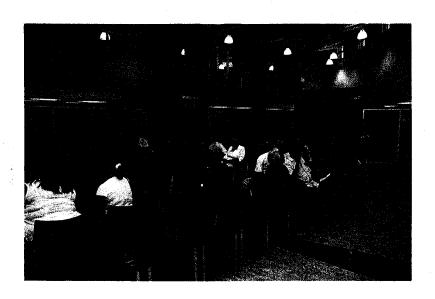
## Receptionist and Queuing system

Customers will be greeted at a reception area, where they can ensure that they have all the proper documentation for their transaction, increasing office efficiency, and reducing wait times.



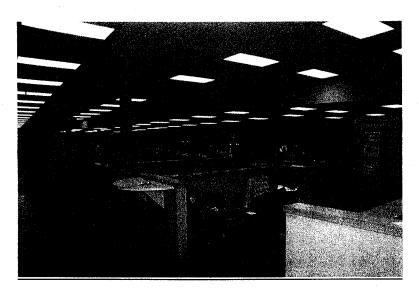


The receptionist prioritizes each customer using an intelligent "queuing" system. The "queuing" system allows customers to maintain their 'place in line' for service without having to wait while standing in a line. Instead, they will be invited to a seated waiting area. Additionally it allows us to analyze activities in development of performance standards for our employees and implement these standards into our training procedures.



# Open Office Atmosphere

As shown in the photo on the next page, the new office space will be an "Open" office atmosphere. Clerks will serve clients at low profile desks/workstations and clients can sit while completing their transactions.



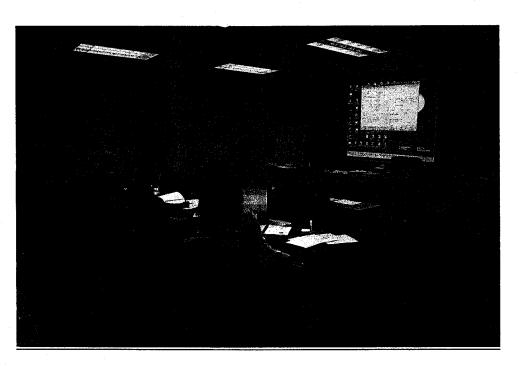
## Space to Accommodate Business Growth and New Business Development

Our ability is serve the public is limited by the space constraints in the Lake Worth branch office. We are currently pursuing new lines of business and revenue sources. The Lake Worth office is the perfect location to accommodate the new functions. Under consideration are the following:

- Driver's License Services
- Expansion of current motor vehicle title work generated from dealerships. Currently, 40% of Palm Beach County automobile dealerships are traveling to Miami-Dade to process their titles.
- Pet Registration for Animal Care & Control
- Utility Bill Collection for Municipalities
- Business Tax Receipts for Municipalities
- Professional Licenses for the Department of Business and Professional Regulation
- Sun Pass sales
- Passports
- Centralized Mail Services for the County

### **Training Center**

An integral part of improving customer service and improving office efficiency is to cross-train our employees. We will design a dedicated training facility in the new Lake Worth office.



## Administrative Offices

Our administrative offices in the Governmental Center will be relocated to the new Lake Worth branch office. The space on the third floor of the Governmental Center is not laid out to maximize the office's productivity. This space will now be available for the County's needs.

## **Green Building Techniques**

Green buildings incorporate environmentally friendly technologies and building materials to encourage environmentally responsible, healthy, and productive work environments. Through multiple interviews with local builders, it is estimated that building a green commercial building will increase building costs from 1.4% to 2.0%. The operational and cost benefits are estimated to save:

- 30% Energy Savings
- 35% Carbon Savings
- 30 % 50% Water Use Savings
- 50 %- 90% Waste Cost Savings

# Implementation of Solutions

## **Summary & Estimated Costs:**

To accommodate the needs listed above, the new office will house 175 employees and have 350 parking spaces. We are planning a 60,000 square foot building on five – six acres. Based on meetings with and analysis from local developers and builders, the following table summarizes our preliminary cost estimates:

Land	5.5 Acres	\$1,677,060
	60,000 Square	
Office	Feet	\$9,000,000
Total Estimated		
Cost		\$10,677,060

#### Deal Structure

Many Tax Collectors' offices around the state have recently built new buildings, and have used one of the following deal structures:

- 1. The Tax Collector purchases the land and builds the building. Once occupied, the deed is transferred to the County.
- 2. The Tax Collector enters a public/private partnership with a developer/builder who buys the land, builds a "build to suit" building, which the Tax Collector purchases upon issuance of Certificate of Occupancy, and then the deed is transferred to the County.
- 3. The Tax Collector enters a public/private partnership with a developer/builder who buys the land, builds a "build to suit" building, which the Tax Collector leases.
- 4. The Tax Collector enters into an agreement with County Facilities to build a "build to suit" building, which the Tax Collector will occupy upon Certificate of Occupancy.



# Anne M. Gannon

TAX COLLECTOR, PALM BEACH COUNTY

Governmental Center • 301 N. Olive Avenue, 3rd Floor • West Palm Beach, FL 33401 Mailing Address • Post Office Box 3715 • West Palm Beach, FL 33402-3715 www.pbctc.com • Tel (561) 355-2264 • Fax (561) 355-4123

Glades Branch

2976 State Road 15
Belle Glade

May 21, 2007

North County Branch

3188 PGA Boulevard Palm Beach Gardens

Lake Worth Branch

3551 South Military Trail

Lake Worth

South County Branch

501 South Congress Avenue Delray Beach

Royal Palm Beach Branch

200 Civic Center Way Royal Palm Beach The Honorable Jeff Koons, Vice-Chairperson County Commissioner Board of County Commissioner 301 N. Olive Avenue, 12th Floor West Palm Beach, FL 33401

Dear Jeff,

As you requested, we have attached the Excess Fees Schedules for the past five years. The excess fees distributed to the Board of County Commissioners are highlighted on each schedule.

If you have any questions, please contact me at (561)355-2804.

Sincerely,

anne M. Gannon

AMG:jpm

Attachments

CC: Hon. Addie Greene, Chairperson, County Commissioner

Hon. Karen Marcus, County Commissioner

Hon. Warren Newell, County Commissioner

Hon. Mary McCarty, County Commissioner

Hon. Burt Aaronson, County Commissioner

Hon. Jess R. Santamaria, County Commissioner

Taxing Authority	2002 Commissions	_	Excess Fee Allocation		% of Total Commissions	,
Ad Valorem Taxes						
County (Includes 2 School Funds) Other Revenue Library Fire Rescue MSTU Glades Fire Rescue MSTU Jupiter Fire Rescue Palm Beach County Utility Assessment Palm Beach Road Improvement Assessment South Lake Worth Inlet District/BCC	20,204,285.21 9,278,566.76 442,530.83 1,764,198.15 16,279.70 128,426.03 4,243.75 5,074.51 0.30		12,497,679.91 5,739,404.10 273,734.44 1,091,272.64 10,070.06 79,439.95 2,625.04 3,138.92		52.0735% 23.9141% 1.1405% 4.5470% 0.0419% 0.3310% 0.0109% 0.0131%	
Boca Raton Fire Hydrant Riviera Beach Fire Hydrant	3,754.60 315.60		0.19 2,322.47 195.22		0.0001% 0.0097% 0.0008%	
Sub-Total	:	31,847,675.44		19,699,882.94		82.0826%
Solid Waste Authority	1,574,523.04		973,946.11		4.0581%	
Sub-Total		1,574,523.04		973,946.11		4.0581%
School Board	600,846.75		371,663.25		1.5486%	
Sub-Total		600,846.75		371,663.25		1.5486%
Districts Greater Boca Raton Beach & Park District PBC Healthcare District Childrens Services Council FIND South Florida Water Mgmt. District South Florida Water Mgmt Basin South Florida Water Mgmt Everglades Construction Project Jupiter Inlet District	297,838.42 1,722,709.68 854,241.02 57,764.47 425,497.54 468,947.33 149,823.74 15,568.15		184,232.66 1,065,609.30 528,404.28 35,731.13 263,198.23 290,074.78 92,675.84 9,629.92		0.7676% 4.4400% 2.2017% 0.1489% 1.0967% 1.2086% 0.3861% 0.0401%	
Sub-Total		3,992,390.35		2,469,556.14		10.2897%

Defray Beach Stornwater Utility	Taxing Authority	2002 Commissions	Excess FeeAllocation		% of Total ommissions	
Everglades Agricultural Area Del'any Beach Stormwater Utility Lake Park Refuse Collection 4,368.53 2,702.22 0,0113% Cypress Grove Comm Dev 13,486.00 132,039.06 0,5502% Cypress Grove Comm Dev 15,694.71 12,905.38 11,534.87 0,0064% 14,905.38 1,534.87 0,0064% 14,905.38 1,534.87 0,0064% 14,905.38 1,797.17 0,0075% Acme Improvement District 13,828.54 1,833 1,534.87 0,0064% 1,901.38 1,901.48 1,901.57 1,9	Non-Ad Valorem Assessments					
Delray Beach Stormwater Utility		04 740 04				
Lake Park Refuse Collection					0.0560%	
South Florida Water Mgmt, District - EAA Privilege Tax 213,400.00 132,039.06 0.5502%   Cypress Grove Common	Lake Park Refuse Collection				0.0404%	
Cyress Grove Comm Dev Tequests Refuse Collection 12, 481.33 1, 534.87 1, 0.0016% Tequests Stormwater Utility 2, 905.39 1, 797.17 1, 0.0075% Acme Improvement District 26, 421.87 16, 343.67	South Florida Water Mgmt District - EAA Privilege Tax				0.0113%	
Tequesta Refuse Collection Tequesta Stormwater Utility 2, 481.33 1,534.87 0,0064% Wellington Refuse Collection 13,828.54 Acme Improvement District 26,421.87 18,343.67 0,0064% Acme Improvement District 26,421.87 18,343.67 0,00681% East Beach WCD 2,263.80 1,400.31 0,0058% Gladeview DD 1,135.68 702.49 0,00029% Highland Glades DD 1,135.68 702.49 0,00029% Highland Glades DD 1,281.34 1,742.09 0,0073% Lake Worth DD 96,269.09 96,269.09 96,269.09 99,548.77 0,2481% Northern Palm Beach County Improvement District 13,265.78 N.P.B. Heights WCD 1,265.78 Pal-Mar WCD 1,363.26 Pal-Mar W	Cypress Grove Comm Dev				0.5502%	
Tequests Stormwater Utility Wellington Refuse Collection 13,828,54 Acme Improvement District 26,421.87 18,343.67 0,0064% Acme Improvement District 26,421.87 East Beach WCD 2,263.80 1,400.31 0,0025% East Shore WCD 1,135.68 Gladeview DD 1,35.68 Gladeview DD 1,35.68 Gladeview DD 1,35.68 Gladeview DD 1,35.68 Gladeview DD 1,36.68 Indian Trail Improvement District 1,86.44.76 1,742.09 1,0073% Indian Trail Improvement District 1,86.44.76 1,86.46.96 0,2027% Lake Worth DD 1,006,299 1,007,37 1,074,099 1,077 1,078,007 1,079,007 1,07	Tequesta Refuse Collection				0.0016%	
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Acme Improvement District East Beach WCD 2, 263,80 1, 400,31 2, 263,80 1, 400,31 0, 0058%  Gladeview DD 632,01 1, 135,68 702,49 0, 0029%  Highland Glades DD 1, 136,84 1, 742,09 1, 746,84	Wellington Refuse Collection	The state of the s			0.0075%	
East Beach WCD	Acme Improvement District				0.0356%	
East Shore WCD 1,135.68 702.49 0.0058% Gladeview DD 632.01 390.94 0.0016% Highland Glades DD 632.01 390.94 0.0016% Indian Trail Improvement District 78,644.76 48,646.96 0.2027% Lake Worth DD 96,269.09 59,548.77 0.2481% D.0027% D.0016% D.0		•	16,343.67			
Gladeview DD		· ·			0.0058%	·
Highland Glades DD			702.49			
Indian Trail Improvement District Lake Worth DD 178,844,76 186,496 196,269.09 178,644.76 186,064.96 196,269.09 178,644.77 198,44.76 186,064.96 199,227% 199,544.77 198,644.77 198,644.76 199,544.77 198,644.76 199,544.77 198,644.77 198,644.77 198,644.77 198,648.50 199,010.77 199,118.92 198,118.93 198,118.93 19			390.94			
Lake Worth DD 96,289.09 59,548.77 0.2027% 10,00000000000000000000000000000000000			1,742.09			
Loxahatchee Groves WCD	l ake Worth DD		48,646.96			
Northern Palm Beach County Improvement District N.P.B. Heights WCD Pahokee WCD Pahokee WCD Pal-Mar WCD Pal-Mar WCD Pelican Lake WCD Pelican Lake WCD Pelican Lake WCD Polican Lake WCD Polican Lake WCD Pelican La	· · · · ·		59,548.77			
N.P.B. Heights WCD Pahokee WCD Pahokee WCD Pal-Mar WCD Pal-Mar WCD Pal-Mar WCD Pilcan Lake WCD	Northern Palm Beach County Improvement District		4,968.50			
Pahokee WCD 9,010,77 5,573,75 0.0232% Pal-Mar WCD 2,148.17 1,328.78 0.0055% Pal-Mar WCD 383.96 237.50 0.0010% Palican Lake WCD 1,363.26 843.27 0.0035% Seminole WCD 424.65 262.67 0.0011% Shawano DD 5,433.68 3,361.09 0.0140% Shawano DD 2,891.77 1,788.75 0.0075% South Florida Conservancy District 4,225.47 2,613.73 0.0109% South Shore DD 34,900.87 21,588.48 0.0900% South Shore DD 1,424.27 881.00 0.0037% Quantum Community Dev District 7,213.60 4,462.09 0.0186% Lake Worth Utilities 2,413.43 1,492.87 0.0062% Eake Worth Utilities 2,413.43 1,492.87 0.0062% Eake Worth Utilities 1,254.19 775.80 0.0032% Eale Glade Stormwater 1,028.31 636.08 0.0027% Eale Glade Stormwater 1,028.31 636.08 0.0027% Unno Refuse Collection 339.65 210.10 0.0009% Winston Trails Comm Dev Dist 2,842.45 1,758.24 0.0073% Eale Comm Dist 2,261.84 1,399.10 0.0058%	N.P.B. Heights WCD		131,918.92			
Pal-Mar WCD		·	5,573.75			
Pelican Lake WCD Pine Tree Pine VCD Pine Tree			1,328.78	•		•
Pine Tree WCD Seminole WCD Seminole WCD Seminole WCD Shawano DD Standard Conservancy District South Florida Conservancy District South Indian River WCD South Shore DD South Shore DD Quantum Community Dev District Lake Worth Utilities Lake Worth Utilities Loxahatchee River Environmental District Selle Glade Stormwater Juno Refuse Collection Winston Trails Comm Dev Dist Sub-Total Sub-Total  1,363.26 843.27 0.0035% 626.67 0.0011% 634.32.66 262.67 0.0011% 634.32.69 0.0011% 634.36.09 0.0140% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0075% 0.0073% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0032% 0.0033% 0.0027% 0.0009% 0.			237.50			
Seminole WCD		<del>-</del>	843.27			
Shawano DD       5,433.68       3,361.09       0.0140%         South Florida Conservancy District       2,891.77       1,788.75       0.0075%         South Indian River WCD       34,900.87       26,613.73       0.0109%         South Shore DD       1,424.27       881.00       0.0900%         Quantum Community Dev District       7,213.60       4,462.09       0.0186%         Lake Worth Utilities       2,413.43       1,492.87       0.0062%         Loxahatchee River Environmental District       1,254.19       775.80       0.0032%         Belle Glade Stormwater       1,028.31       636.08       0.0027%         Juno Refuse Collection       339.65       210.10       0.0009%         Winston Trails Comm Dev Dist       2,842.45       1,758.24       0.0073%         Journey's End Comm Dist       2,261.84       1,399.10       0.0058%     Total			262.67			
South Florida Conservancy District       2,891.77       1,788.75       0.0075%         South Indian River WCD       34,900.87       21,588.48       0.0900%         South Shore DD       1,424.27       881.00       0.0037%         Quantum Community Dev District       7,213.60       4,462.09       0.0186%         Lake Worth Utilities       2,413.43       1,492.87       0.0062%         Loxahatchee River Environmental District       1,254.19       775.80       0.0062%         Belle Glade Stormwater       1,028.31       636.08       0.0027%         Juno Refuse Collection       339.65       210.10       0.0009%         Winston Trails Comm Dev Dist       2,842.45       1,758.24       0.0073%         Journey's End Comm Dist       2,261.84       1,399.10       0.0058%     Total			3,361.09			
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South Shore DD       34,900.87       21,588.48       0.0900%         Quantum Community Dev District       7,213.60       881.00       0.0037%         Lake Worth Utilities       2,413.43       1,492.87       0.0186%         Loxahatchee River Environmental District       1,254.19       775.80       0.0032%         Belle Glade Stormwater       1,028.31       636.08       0.0027%         Juno Refuse Collection       339.65       210.10       0.009%         Winston Trails Comm Dev Dist       2,842.45       1,758.24       0.0073%         Journey's End Comm Dist       2,261.84       1,399.10       0.0058%     Total	South Indian River WCD		2,613.73			
Quantum Community Dev District Lake Worth Utilities Loxahatchee River Environmental District Belle Glade Stormwater Juno Refuse Collection Winston Trails Comm Dev Dist Journey's End Comm Dist  Sub-Total  1,424.27 881.00 0.0037% 4,462.09 0.0186% 1,492.87 0.0062% 1,492.87 0.0062% 1,028.31 636.08 0.0027% 339.65 210.10 0.0009% 1,758.24 0.0073% 1,758.24 0.0073% 1,399.10 0.0058%  784,131.91  485,037.19 2.0210%			21,588.48			
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Belle Glade Stormwater  Juno Refuse Collection  Winston Trails Comm Dev Dist  Journey's End Comm Dist  Sub-Total  1,254.19  1,028.31  1,758.24  1,000.009%  1,758.24  1,399.10		· · · · · · · · · · · · · · · · · · ·				
Juno Refuse Collection       1,028.31       636.08       0.0027%         Winston Trails Comm Dev Dist       2,842.45       210.10       0.0009%         Journey's End Comm Dist       2,842.45       1,758.24       0.0073%         Sub-Total       784,131.91       485,037.19       2.0210%	Relle Glade Stormwater					
Winston Trails Comm Dev Dist 2,842.45 1,758.24 0.0073% 2,261.84 1,399.10 0.0058%  Sub-Total 784,131.91 485,037.19 2.0210%						
2,842.45   1,758.24   0.0073%   2,261.84   1,399.10   0.0058%			210.10			
Sub-Total     784,131.91     485,037.19     2.0210%       Total     38,799,567.40     24,261.84     2.0210%						
Total 38.799.567.49 485,037.19 2.0210%	Southey's End Confin Dist	2,261.84				
Total 38 700 567 40	Sub-Total		784,131.91	485,037.19		2.0210%
	Total	3	8,799,567.49	24,000,085.63		

Taxing Authority	2003 Commissions		Excess Fee Allocation		% of Total Commissions	
Ad Valorem Taxes						
County (Includes 2 School Funds)	21,987,861.30	•	13,850,207.47		53.4268%	
Other Revenue	8,991,833.62		5,663,977.93		21.8486%	
Library	494,786.76		311,667.39		1.2022%	
Fire Rescue MSTU	1,960,299.80		1,234,797.62		4.7632%	
Glades Fire Rescue MSTU	15,665.92		9,868.00		0.0380%	
Jupiter Fire Rescue	142,784.05		89,940.02		0.3469%	
Palm Beach County Utility Assessment	6,074.14		3,826.11		0.0148%	
Palm Beach Road Improvement Assessment	5,099.88		3,212.43		0.0124%	
South Lake Worth Inlet District/BCC	1.03		0.65		0.0001%	
Boca Raton Fire Hydrant	3,769.14		2,374.19		0.0091%	
Riviera Beach Fire Hydrant	320.98	•	202.19		0.0008%	
		- -	en e	•		
Sub-Total		33,608,496.62	<i>C</i>	21,170,074.00		81.6629%
			•			
Solid Waste Authority	1,634,629.10	· -	1,029,656.86		3.9719%	
Sub-Total		1,634,629.10		1,029,656.86		3.9719%
				•		
School Board	585,045.92	·_	368,521.85		1.4216%	
Sub-Total		585,045.92		368,521.85	•	1.4216%
Districts						
Greater Boca Raton Beach & Park District	302,181.13		190,344.63		0.70400/	
PBC Healthcare District	1,877,463.87		1,182,619.07		0.7342% 4.5619%	
Childrens Services Council	1,034,507.01		651,638.49		4.50 19% 2.5137%	
FIND	64,073.31		40,359.94		2.5137% 0.1557%	
South Florida Water Mgmt. District	471,883.26		297,240.42		1.1466%	
South Florida Water Mgmt Basin	520,067.71		327,591.92		1.2637%	•
South Florida Water Mgmt Everglades Construction Project	166,156.96		104,662.67		0.4037%	
Jupiter Inlet District	16,301.62		10,268.43		0.0396%	
Sub-Total		4,452,634.87		2,804,725.57		10.8191%

Non-Ad Valorem Assessments

Taxing Authority	2003 Commissions	Excess Fee Allocation	% of Tota	
Everglades Agricultural Area	21,800.65	13,732.28	_Commissio	
Delray Beach Stormwater Utility	15,788.22		0.053	
Lake Park Refuse Collection	5,251.65	9,945.04	0.038	
South Florida Water Mgmt. District - EAA Privilege Tax	218,120.53	3,308.03	0.012	٠.٠
Cypress Grove Comm Dev	703.97	137,394.65	0.530	
Tequesta Refuse Collection	2,331.30	443.43	0.001	
Tequesta Stormwater Utility	2,916.89	1,468.49	0.005	
Wellington Refuse Collection	14,978.58	1,837.36	0.007	1%
Acme Improvement District		9,435.05	0.036	
East Beach WCD	27,333.05	17,217.16	0.066	4%
East Shore WCD	2,203.60	1,388.05	0.005	4%
Gladeview DD	1,538.33	969.00	0.003	7%
Highland Glades DD	1,139.26	717.62	0.002	3%
Indian Trail Improvement District	2,817.76	1,774.91	0.0068	3%
Lake Worth DD	80,176.08	50,503.11	0.194	3%
Loxahatchee Groves WCD	97,494.03	61,411.73	0.2369	9%
Northern Palm Beach County Improvement District	8,880.37	5,593.77	0.0216	6%
N.P.B. Heights WCD	250,492.89	157,786.08	0.6087	7%
Pahokee WCD	9,023.08	5,683.66	0.0219	
Pal-Mar WCD	2,439.30	1,536.52	0.0059	
Pelican Lake WCD	387.06	243.81	0.0008	
Pine Tree WCD	1,425.15	897.71	0.0035	
Seminole WCD	1,101.23	693.67	0.0027	
Shawano DD	8,239.55	5,190.11	0.0200	
South Florida Conservancy District	2,872.02	1,809.09	0.0070	
South Indian River WCD	5,887.74	3,708.70	0.0143	
South Shore DD	35,079.16	22,096.45	0.0852	
	1,571.65	989.99	0.0038	
Quantum Community Dev District	12,573.54	7,920.10	. 0.0306	
Lake Worth Utilities	2,347.70	1,478.82	0.0057	
Loxahatchee River Environmental District	1,217.44	766.87	0.0030	
Belle Glade Stormwater	1,050.18	661.51	0.0025	
Juno Refuse Collection	350.95	221.06	0.0009	
Winston Trails Comm Dev Dist	3,023.99	1,904.82	0.0009	
Journey's End Comm Dist	2,459.27	1,549.10	0.0060	
Briger Comm Dev Dist	2,778.46	1,750.16	0.0067	
Boynton Fire Rescue Assessment	25,822.64	16,265.74	0.0627	
PGA Flyover	722.33	455.00	0.0027	
Sub-Total		874,339.60	550,748.65	2.1245%
Total	4.	1,155,146.11	25,923,726.93	
		-,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	۷۵,۵۷۵,1۷0.83	100.00%

Taxing Authority	2004 Commissions		Excess Fee Allocation		% of Total Commissions	•
Ad Valorem Taxes		_		•		
County (Includes 2 School Funds and South Lake Worth Inlet District)	24,264,155.89		15,683,059.99		54.3709%	
Other Revenue	9,044,053.47	4	5,845,595.20		20.2658%	
Library	603,568.29		390,114.44		1.3525%	
Fire Rescue MSTU	2,196,338.31		1,419,596.28		4.9215%	
Glades Fire Rescue MSTU	15,727.14		10,165.19		0.0352%	
Jupiter Fire Rescue	154,182.25		99,655.21		0.3455%	
Palm Beach County Utility Assessment	7,105.31	•	4,592.49		0.0159%	
Palm Beach Road Improvement Assessment	4,317.51		2,790.61		0.0097%	
Boca Raton Fire Hydrant	3,770.98		2,437.36		0.0085%	
Riviera Beach Fire Hydrant	319.99	_	206.82		0.0007%	
Sub-Total		36,293,539.14		23,458,213.59		81.3262%
Solid Waste Authority	1,730,143.73		1,118,272.90		3.8769%	
Sub-Total		1,730,143.73		1,118,272.90		3.8769%
School Board	595,574.90		384,947.94		1.3346%	
Sub-Total		- 595,574.90	<u> </u>	384,947.94		1.3346%
Districts						
Greater Boca Raton Beach & Park District	325,549.95		210,418.17		0.7295%	
PBC Healthcare District	2,102,550.81		1,358,977.03		4.7114%	
Childrens Services Council	1,283,948.37		829,875.95		2.8771%	
FIND	71,742.93		46,370.81		0.1608%	
South Florida Water Mgmt. District	528,446.27		341,559.57		1.1841%	
South Florida Water Mgmt Basin	582,404.69		376,435.42		1.3050%	
South Florida Water Mgmt Everglades Construction Project	186,071.87		120,266.96		0.4169%	
Jupiter Inlet District	18,881.11	_	12,203.75		0.0423%	
Sub-Total		5,099,596.00		3,296,107.66		11.4271%

axing Authority	2004 Commissions	Excess Fee Allocation	% of Total Commissions
on-Ad Valorem Assessments		Anocation	Commissions
Everglades Agricultural Area	21,668.21	14,005.18	0.0486%
Delray Beach Stormwater Utility	16,217.02	10,481.82	0.0466%
Lake Park Refuse Collection	5,408.88	3,496.01	0.0363%
South Florida Water Mgmt. District - EAA Privilege Tax	210,846.32	136,279.85	0.4725%
Cypress Grove Comm Dev District	669.97	433.03	0.4725%
Tequesta Refuse Collection	2,391.14	1,545.51	0.00154%
Tequesta Stormwater Utility	3,009.72	1,945.32	0.0054%
Wellington Refuse Collection	17,148.28	11,083.74	0.0384%
Acme Improvement District	27,399.43	17,709.53	0.0614%
East Beach Water Control District	2,154.54	1,392.58	0.0048%
East Shore Water Control District	1,536.67	993.22	0.00467
Gladeview Drainage District	4,095.44	2,647.07	0.00347
Highland Glades Drainage District	2,821.26	1,823.51	0.00927
Indian Trail Improvement District	84,515.43	54,626.28	0.1894%
Lake Worth Drainage District	98,699.83	63,794.32	0.16947
Loxahatchee Groves Water Control District	9,298.88	6,010.30	0.02089
Northern Palm Beach County Improvement District	259,603.59	167,793.96	0.58179
NPB Heights Water Control District	8,996.92	5,815.13	0.02029
Pahokee Water Control District	2,440.75	1,577.57	0.02027
Pelican Lake Water Control District	1,425.35	921.27	0.00337
Pine Tree Water Control District	1,852.00	1,197.03	0.00329
Seminole Water Control District	5,598.76	3,618.74	0.01259
Shawano Drainage District	2,761.49	1,784.88	0.00629
South Florida Conservancy District	6,359.67	4,110.55	0.00027
South Indian River Water Control District	35,202.54	22,753.05	0.07899
South Shore Drainage District	1,601.79	1,035.31	0.00369
Quantum Community Dev District	10,921.81	7,059.29	0.02459
Lake Worth Utilities	2,228.72	1,440.53	0.00509
Loxahatchee River Environmental District	5,635.86	3,642.72	0.01269
Belle Glade Stormwater	2,158.36	1,395.05	
Juno Refuse Collection	360.54	233.03	0.00489 0.00089
Winston Trails Comm Dev District	3,022.38	1,953.51	0.00689
Journeys End Comm District	2,471.01	1,597.13	0.0055%
Briger Comm Dev District	2,785.02	1,800.09	0.00629
Boynton Fire Rescue Assessment	22,375.17	14,462.12	0.05019
PGA Flyover	2,080.72	1,344.87	0.00479
Solid Waste-Palm Beach	6,176.53	3,992.18	
Hypoluxo/Haverhill District	1,723.09	1,113.71	0.01389 0.00399
Hamal Comm Dev District	12,590.97	8,138.13	0.0039%

Total <u>44,627,107.83</u> <u>28,844,589.21</u>

908,254.06

**Sub-Total** 

2.0352%

100.0000%

587,047.12

Taxing Authority	2005 Commissions		Excess Fee Allocation		% of Total Commissions	
Ad Valorem Taxes		_		•		
County (Includes 2 School Funds and South Lake Worth Inlet District)	27,238,223.71		18,351,054.81		54.8771%	
Other Revenue	10,015,860.54		6,747,929.22		20.1791%	
Library	675,280.28		454,952.77		1.3605%	
Fire Rescue MSTU	2,548,083.83		1,716,706.15		5.1336%	
Glades Fire Rescue MSTU	22,240.98		14,984.29		0.0448%	
Jupiter Fire Rescue	174,502.34		117,566.48		0.3516%	
Palm Beach County Utility Assessment	7,856.29		5,292.97		0.0158%	
Palm Beach Road Improvement Assessment	4,364.76		2,940.65		0.0088%	
Boca Raton Fire Hydrant	3,405.12		2,294.11		0.0069%	
Riviera Beach Fire Hydrant	314.08		211.60	•	0.0006%	
Sub-Total		40,690,131.93		27,413,933.05		81.9788%
Solid Waste Authority	1,767,235.46	-	1,190,629.58		3.5605%	
Sub-Total		1,767,235.46		1,190,629.58		3.5605%
School Board	578,048.66	_	389,445.46	•	1.1646%	
Sub-Total		578,048.66		389,445.46		1.1646%
Districts						
Greater Boca Raton Beach & Park District	331,905.57		222 642 97		0.00070/	
PBC Healthcare District	2,320,287.87		223,612.87		0.6687%	
Childrens Services Council	1,455,809.41		1,563,234.45 980,814.26		4.6747%	
FIND	81,210.73		54,713.65		2.9330%	
South Florida Water Mgmt. District	599,048.22		403,593.38		0.1636% 1.2069%	
South Florida Water Mgmt Basin	660,219.59		444,806.02		1.3302%	
South Florida Water Mgmt Everglades Construction Project	210,933.12		142,110.78			
Jupiter Inlet District	22,087.58		142,110.76		0.4250%	
ouples fillet bloddet	22,007.30	-	14,000.94	•	0.0445%	
Sub-Total		5,681,502.09		3,827,766.35		11.4466%
Non-Ad Valorem Assessments						
Everglades Agricultural Area	40.706.40		0.500.04		0.00==-	
Delray Beach Stormwater Utility	12,736.42		8,580.84		0.0257%	
Lake Park Refuse Collection	16,319.45		10,994.81		0.0329%	
	5,778.63		3,893.20		0.0116%	
South Florida Water Mgmt. District - EAA Privilege Tax	212,327.87		143,050.46		0.4278%	
Cypress Grove Comm Dev District	765.29		515.59		0.0015%	

	2005	Excess Fee	% of Total
xing Authority	Commissions	Allocation	Commissions
Tequesta Refuse Collection	2,741.40	1,846.95	0.0055%
Tequesta Stormwater Utility	2,952.62	1,989.25	0.0060%
Wellington Refuse Collection	20,038.54	13,500.45	0.0404%
Acme Improvement District	27,468.56	18,506.24	0.0553%
East Beach Water Control District	1,782.06	1,200.62	0.0036%
East Shore Water Control District	1,305.57	879.59	0.0026%
Gladeview Drainage District	3,529.04	2,377.60	0.0071%
Highland Glades Drainage District	2,566.49	1,729.11	0.0052%
Indian Trail Improvement District	97,201.55	65,487.05	0.1958%
Lake Worth Drainage District	94,320.96	63,546.33	0.1900%
Loxahatchee Groves Water Control District	9,530.56	6,420.97	0.0192%
Northern Palm Beach County Improvement District	254,643.83	171,559.75	0.5130%
NPB Heights Water Control District	9,037.03	6,088.47	0.0182%
Pahokee Water Control District	2,435.25	1,640.69	0.0049%
Pelican Lake Water Control District	2,014.35	1,357.12	0.0041%
Pine Tree Water Control District	1,268.04	854.31	0.0026%
Seminole Water Control District	5,543.60	3,734.86	0.0112%
Shawano Drainage District	2,757.67	1,857.91	0.0056%
South Florida Conservancy District	6,329.82	4,264.55	0.0128%
South Indian River Water Control District	35,424.77	23,866.53	0.0714%
South Shore Drainage District	1,593.16	1,073.35	0.0032%
Quantum Community Dev District	10,791.99	7,270.83	0.0217%
Lake Worth Utilities	2,152.88	1,450.45	0.0043%
Loxahatchee River Environmental District	6,860.70	4,622.22	0.0138%
Belle Glade Stormwater	2,203.78	1,484.74	0.0044%
Juno Refuse Collection	438.08	295.15	0.0009%
Winston Trails Comm Dev District	2,978.66	2,006.80	0.0060%
Journeys End Comm District	2,469.00	1,663.43	0.0050%
Briger Comm Dev District	2,838.05	1,912.06	0.0057%
Boynton Fire Rescue Assessment	23,006.34	15,499.93	0.0464%
Solid Waste-Palm Beach	6,360.82	4,285.44	0.0128%
Hypoluxo/Haverhill District	1,661.75	1,119.56	0.0033%
Hamal Comm Dev District	12,167.67	8,197.65	0.0245%
Old Palm Comm Dev District	939.67	633.08	0.0019%
Wyndam Park Comm Dev District	2,780.28	1,873.14	0.0056%
Cypress Lakes Comm Dev District	1,754.64	1,182.14	0.0035%
PB Plantation Comm Dev District	6,198.38	4,176.00	0.0125%

Sub-Total

Total 49,634,933.36 33,440,263.66 100.0000%

918,015.22

618,489.22

1.8495%

Taxing Authority	2006 Commissions		Excess Fee Allocation		% of Total Commissions	
Ad Valorem Taxes		_				
County (Includes 2 School Funds and South Lake Worth Inlet District)	30,919,649.85	Section 1	21,207,573.44		54.6773%	
Other Revenue	11,477,318.33		7,872,213.06		20.2961%	
Library	845,447.38		579,886.50	•	1.4951%	
Fire Rescue MSTU	2,996,258.28		2,055,112.78		5.2985%	
Glades Fire Rescue MSTU	21,244.36		14,571.36		0.0376%	
Jupiter Fire Rescue	211,238.61		144,887.10		0.3735%	
Palm Beach County Utility Assessment	8,214.18		5,634.05		0.0145%	
Palm Beach County Road Improvement Assessment	3,819.32		2,619.65		0.0068%	
Boca Raton Fire Hydrant	2,947.17		2,021.44		0.0052%	
Riviera Beach Fire Hydrant	310.76	_	213.15		0.0005%	
Sub-Total		46,486,448.24		31,884,732.53		82.2051%
Solid Waste Authority	1,979,948.38	_	1,358,032.87		3.5013%	
Sub-Total		1,979,948.38		1,358,032.87		3.5013%
School Board - Debt	545,224.84	<b>-</b>	373,965.94		0.9642%	
Sub-Total		545,224.84		373,965.94		0.9642%
Districts						
Greater Boca Raton Beach & Park District	050 450 40					
Palm Beach County Healthcare District	353,453.40		242,431.24		0.6250%	
Childrens Services Council	2,651,489.56		1,818,638.30		4.6888%	
Florida Inland Navigation District	1,690,693.62		1,159,635.03		2.9898%	
South Florida Water Mgmt. District	94,519.56		64,830.31		0.1671%	
South Florida Water Mgmt Basin	697,224.26		478,221.29		1.2329%	
South Florida Water Mgmt Basin South Florida Water Mgmt Everglades Construction Project	768,421.58		527,055.03		1.3589%	
Jupiter Inlet District	245,502.19		168,388.25		0.4341%	
Supiter met District	25,614.73	_	17,568.97		0.0453%	
Sub-Total		6,526,918.90		4,476,768.42		11.5419%
Non-Ad Valorem Assessments						
Everglades Agricultural Area	14 276 26		0.000.05			
Delray Beach Stormwater Utility	14,376.36		9,860.65		0.0254%	
Lake Park Refuse Collection	16,103.64		11,045.38		0.0285%	
South Florida Water Mgmt. District - EAA Privilege Tax	5,847.70 205,260.51		4,010.90		0.0103%	
Cypress Grove Community Development District	205,260.51 862,58		140,786.76		0.3630%	
Tequesta Refuse Collection			591.64		0.0015%	
Tequesta Stormwater Utility	2,810.21		1,927.50		0.0050%	
requesta Otomiwater Othity	2,991.28		2,051.70		0.0053%	

Taxina Avila adia	2006	Excess Fee	% of Total
Taxing Authority	Commissions	Allocation	Commissions
Wellington Refuse Collection	44,089.22	30,240.49	0.0780%
Acme Improvement District	27,725.35	19,016.62	0.0490%
East Beach Water Control District	1,832.87	1,257.15	0.0032%
East Shore Water Control District	1,305.57	895.48	0.0023%
Gladeview Drainage District	4,063.60	2,787.19	0.0072%
Highland Glades Drainage District	271.77	186.40	0.0005%
Indian Trail Improvement District	125,349.64	85,976.45	0.2217%
Lake Worth Drainage District	95,295.69	65,362.65	0.1685%
Loxahatchee Groves Water Control District	9,470.08	6,495.46	0.0167%
Northern Palm Beach County Improvement District	272,614.02	186,984.07	0.4821%
NPB Heights Water Control District	8,985.81	6,163.30	0.0159%
Pahokee Water Control District	2,435.23	1,670.31	0.0043%
Pelican Lake Water Control District	1,722.13	1,181.20	0.0030%
Pine Tree Water Control District	1,064.83	730.36	0.0019%
Seminole Water Control District	6,143.08	4,213.50	0.0109%
Shawano Drainage District	2,966.13	2,034.45	0.0052%
South Florida Conservancy District	5,712.59	3,918.23	0.0101%
South Indian River Water Control District	40,380.34	27,696.60	0.0714%
South Shore Drainage District	1,533.51	1,051.82	0.0027%
Quantum Community Development District	9,698.09	6,651.85	0.0171%
Lake Worth Utilities	2,359.55	1,618.40	0.0042%
Loxahatchee River Environmental District	7,526.27	5,162.22	0.0133%
Belle Glade Stormwater	2,194.38	1,505.11	0.0039%
Juno Refuse Collection	481.26	330.09	0.0009%
Winston Trails Community Development District	2,768.36	1,898.80	0.0049%
Journeys End Community Development District	2,469.40	1,693.74	0.0044%
Briger Community Development District	2,777.93	1,905.36	0.0049%
Boynton Fire Rescue Assessment	24,880.85	17,065.60	0.0440%
Solid Waste - Palm Beach	6,678.13	4,580.48	0.0118%
Hypoluxo/Haverhill Community Development District	1,664.96	1,141.98	0.0029%
Hamal Community Development District	11,995.09	8,227.35	0.0029%
Old Palm Community Development District	11,645.67	7,987.68	0.0212%
Wyndam Park Community Development District	2,656.52	1,822.09	
Cypress Lakes Community Development District	1,842.47	1,263.74	0.0047%
PB Plantation Community Development District	6,027.95	4,134.53	0.0033%
Captain's Key Dependent District	825.15	565.96	0.0107%
Thousand Oaks Community Development District	4,934.40	3,384.47	0.0015%
Terracina Community Development District	4,085.27	2,802.06	0.0087%
High Ridge/Quantum Community Development District	2,111.74	1,448.43	0.0072%
• • • • • • • • • • • • • • • • • • • •		1,170.43	0.0037%

Sub-Total

1,010,837.18

693,326.20

1.7875%

Total

56,549,377.54

38,786,825.96

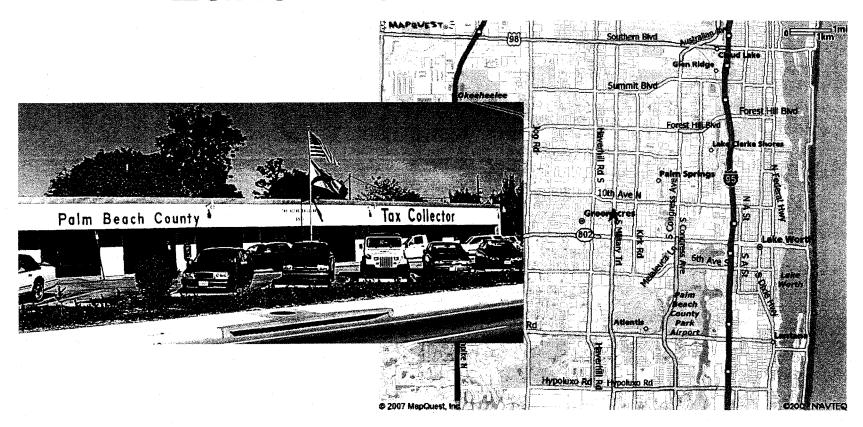
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# **Future Needs Analysis**



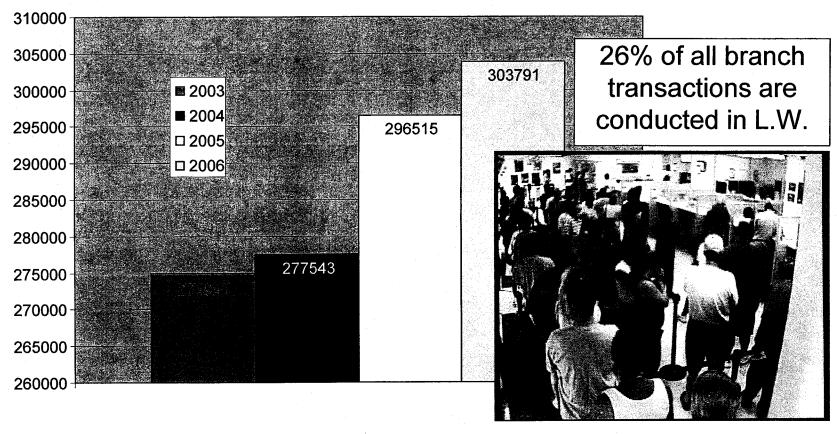
The Honorable Anne M. Gannon Palm Beach County Tax Collector

# Lake Worth Branch



3551 S. Military Trail, Lake Worth

# The busiest branch office



The number of service positions is limited by the space available. The amount of space available will not accommodate our new customer service model.

# Concerns

- Parking bisected by pot-holed private street
- Crime
- Site Drainage/Building Flooding
- Septic tank, overburdened restrooms
- Inadequate space for future customer service model and new business ventures

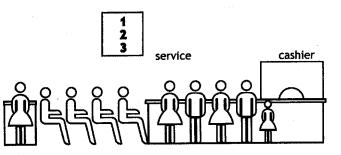
Evolutionary Plan

1 2 3

involved

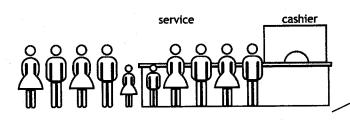
expedited





Greeter & Queue Manager, Seated Waiting, Seated Service 'One Stop Shopping'

Greeter & Queue Manager, Seated Waiting



Current

# New Customer Service Model

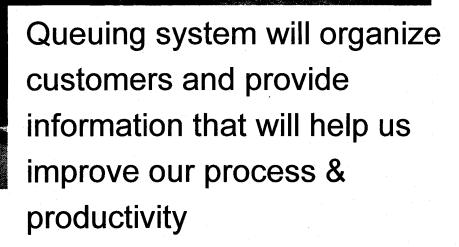


Customers would check-in at a greeter where they would be qualified to continue

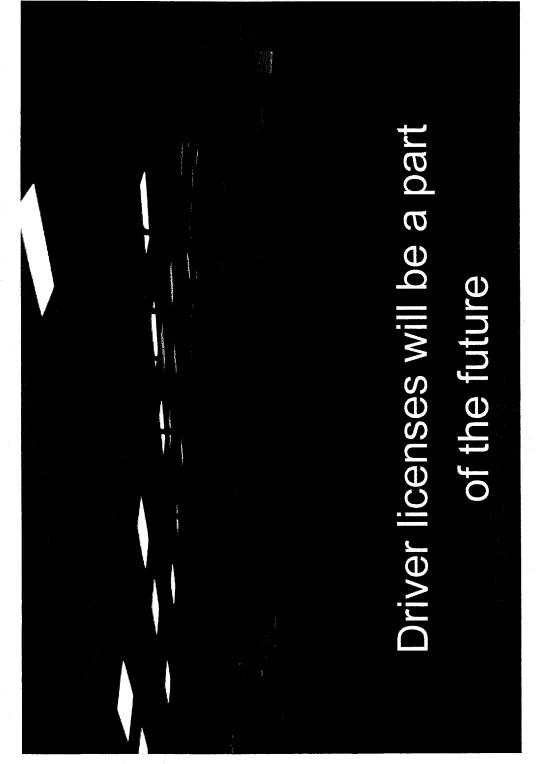
Qualified customers would be advised of approximate wait time and invited to wait in our lobby seating

# A Different Customer Experience

Rather than standing in line, customers are seated while waiting



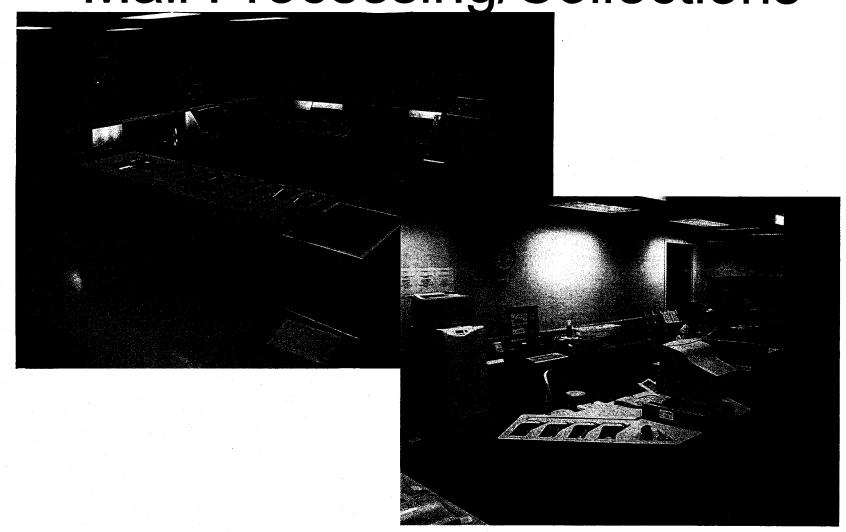
# New Business Ventures



# **New Business Ventures**

- Pet licenses
- Local Business Tax collection for municipalities
- Utility payment collection for various entities
- Mail processing for the County
- Passport Applications
- SunPass
- Professional Licenses

Mail Processing/Collections



# **Training Center**



Dedicated training facilities are needed:

- To cross-train current staff
- To train new employees
- To train staff in new business ventures

Specialized facilities will be required as logistical support for the other branch offices will be centralized to this facility

