

Palm Beach County

RESIDENT GUIDE



Take a deep *breath*, and
just enjoy your life



www.pbcgov.com

TAX COLLECTOR & PROPERTY APPRAISER OFFICE LOCATIONS

Note: Sunpasses are sold at all locations.

SERVICES AVAILABLE*	
 Driver License	 Property Tax
 Vehicle & Boat Registration	 Business Tax
 Road Tests	 Hunting & Fishing License
 Exemption Service Center	 Tourist Development Tax

BELLE GLADE        
Belle Glade Service Center
 2976 State Road #15, Belle Glade, FL 33430
Property Appraiser: 996-4890 Tax Collector: 355-2264

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

**Property Appraiser
South County Office** 
 14925 Cumberland Drive, Delray Beach, FL 33446
Property Appraiser: 276-1250

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

PALM BEACH GARDENS       
North County Government Center
 3188 PGA Boulevard, Palm Beach Gardens, FL 33410
*Property Appraiser: 624-6521
Tax Collector: 355-2264*

**Palm Beach Gardens
Service Center**  
 3185 PGA Boulevard, Palm Beach Gardens, FL 33410
Tax Collector: 355-2264

ROYAL PALM BEACH        
 Midwestern Communities Service Center
 200 Civic Center Way, Royal Palm Beach, FL 33411
Property Appraiser: 784-1220 Tax Collector: 355-2264

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

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

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 ocean 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, and dozens of schools, colleges and universities, hospitals and shopping/entertainment centers.

Palm Beach County government services include:

- 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
- workforce housing
- 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 Delaware. 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 more than 1.4 million people living in Palm Beach County. The lifestyles of residents range from urban to rural, with the more densely populated areas in the east.

Many municipalities provide residents with services such as water, 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 www.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. The BCC elects a mayor and vice mayor annually.

The BCC usually meets on the first and third Tuesdays of each month 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.

The meetings are cablecast on the county's government television PBC TV Channel 20, and they are also streamed live on www.pbcgov.com/CH20. Workshops are usually held on the fourth Tuesday of each month. The public may offer



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

comments to the board during “Matters by the Public” which usually occurs on the first Tuesday of each month. 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 www.pbcgov.com for more information on the meeting schedule, 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.

Visit www.palmbeachcountyethics.com/complaints.htm for more information.

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 www.pbcgov.com/oig/rwfa.htm or via email at inspector@pbcgov.org.

For more information, visit www.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 www.pbctax.com.

Disabled Parking Permit

For information on disabled parking permits, contact the Tax Collector’s Office at 355-2264 or visit www.pbctax.com.

Driver License/Vehicle & Boat Registration

You can get a Florida driver 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 1-800-303-7288 or visit www.flhsmv.gov.

The federal REAL ID Act sets new identification requirements for obtaining a driver license or identification card. If your license has a gold star in the upper right corner, you are compliant. Homeland Security is requiring everyone to have a REAL ID by October 1, 2020. If you do not have one by then, you will need a second form of identification to board a commercial aircraft. If you need a REAL ID, you must visit a service center and complete the process in person.

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

Education

There are 193 public schools in the county including elementary, middle, high and alternative schools. The School District of Palm Beach County offers 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.

To find out which school your children will attend, visit www.palmbeachschools.org/planning/boundaries, or call the Boundary Office at 434-8100.

For information on required immunizations and where to get them, call the Florida Department of Health Palm Beach County Immunization Program at 840-4568 (toll free 1-800-810-1225), or visit www.pbchd.com and click on Programs and Services.

To get a list of private schools or for information on home-schooling, call the Florida Department of Education Office of Independent Education & Parental Choice at 1-800-447-1636.

To find the nearest Head Start center, call LSF Children and Head Start Services at 233-1600, or visit <https://lsfnet.org>.

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).

Palm Beach County has a number of colleges and universities including:

- [Barry University](#)
- [Everglades University](#)
- [Florida Atlantic University](#)
- [Keiser University](#)
- [Lynn University](#)
- [Nova Southeastern University](#)
- [Palm Beach Atlantic University](#)
- [Palm Beach State College](#)
- [South University](#)
- [Strayer University](#)

Health Care

The Health Care District of Palm Beach County helps low-income residents get health care coverage. For information, call 659-1270 (toll-free 1-866-930-0035) or visit www.hcdpbc.org.

Landscaping

Palm Beach County has several divisions that handle specific landscaping issues.

Landscape Tree Replacement/Removal 233-5037
(PBC Zoning)

Landscape Code Violations 233-5500
(PBC Code Enforcement)

Environmental Horticulture 233-1759
(PBC Cooperative Extension)

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

Pets

Dogs and cats 4 months and older must have a rabies license tag annually purchased through Animal Care and Control (ACC), local veterinarians, or online at www.pbcgov.com/snapp. Residents on public assistance may obtain free rabies vaccinations and tags for sterilized pets.

Upon purchase of a tag for a non-sterilized dog or American Cat Fanciers 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 4 months. Exceptions are pedigreed cats registered with the American Cat Fanciers Association, and if the owner holds a valid breeding permit issued by Animal Care and Control.



Palm Beach County's main animal shelter is located at 7100 Belvedere Road, West Palm Beach.

holds a valid breeding permit issued by Animal Care and Control.

The county offers low-cost and/or 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 www.pbcgov.com/animal.

Animal Care and Control also offers low-cost rabies vaccinations, microchipping, and yearly vaccine packages for dogs and cats. Please visit the website for pricing and details.

Animal Care and Control has a variety of pets available for adoption. Residents 55 years and older are offered special adoption rates for dogs and cats. All dogs and cats adopted are sterilized, vaccinated and microchipped. For adoption information, call 233-1200.

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

Animal cruelty is a crime. Please 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 <https://secure.co.palm-beach.fl.us/PSD.ACC.AnimalCruelty/>.

Volunteers are needed to assist in all areas of shelter operations including dog walking, cat cuddling, dog playgroups and fostering sick or injured animals. For information, visit www.pbcgov.com/animal or call 233-1281.

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

To read all rules and regulations mandated by Palm Beach County Animal Care, see Ordinance [98-22](#).

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 www.palmtran.org. For information on Palm Tran CONNECTION (paratransit van service for seniors and riders with disabilities), call 649-9838 or toll-free 877-870-9849.



Buses are equipped with bicycle racks and can accommodate wheelchairs.

Tri-Rail offers commuter train service in three counties: Miami Dade, Broward and Palm Beach. For information, call 800-TRI-RAIL (1-800-874-7245) or visit www.tri-rail.com.

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

Brightline is a privately owned railroad that operates an express passenger train from West Palm Beach to Miami with a stop in Fort Lauderdale. For information, visit <https://gobrightline.com>.

Social Security

To find the office nearest you, call 1-800-772-1213.

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 www.pbctax.com and www.pbcgov.com/papa, respectively.

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

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 www.pbcgov.com/districtlocator. For information on obtaining free curbside recycling bins, call 866-NEW-BINS or order them online at www.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 (www.pbcgov.com/waterutilities, 740-4600), or from your own private well. Telephone service is provided by AT&T (888-757-6500), and other companies offer service through cable or the Internet. One of the primary providers of cable television is Comcast (800-266-2278 or 800-COMCAST). 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 1-866-868-3321) or look for applications at city halls, banks, public assistance agencies, libraries or post offices. You may also visit www.pbcelections.org for information on where to vote, voting by mail, early voting times and locations, and becoming a poll worker.

GETTING CONNECTED

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

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 I.D. badges. For more information, visit www.pbcgov.com/consumer or call 712-6600.

Employment

If you are interested in employment with Palm Beach County, visit the county home page www.pbcgov.com and click on 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 www.careersourcepbc.com.

Entertainment/Tourist Attractions

For a list of things to do and places to visit, go to www.pbcgov.com, and click on Things to Do. You can also visit the Palm Beach County Tourist Development Council website, www.pbcgov.com/touristdevelopment for information on sports, nature and cultural activities.

The Discover the Palm Beaches, Florida website, www.thepalmbeaches.com, lists more things to do in Palm Beach County. For information on arts and cultural events, visit the Cultural Council's website at www.palmbeachculture.com.



The Morikami Museum and Japanese Gardens in Delray Beach holds events and festivals throughout the year that include cultural performances such as taiko drumming.

For more information or to schedule a tour, visit www.hspbc.org for information, or call the Historical Society of Palm Beach County at 832-4164.

Libraries

There are 17 county libraries located throughout the county. Visit the website, www.pbclibrary.org, or call 233-2600 (Boca Raton, Delray Beach and the Glades: 1-888-780-4962) to find the branch or book mobile location nearest you. 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 Environmental Resources Management at 233-2400, or visit www.pbcgov.com/erm. The county operates three nature centers: Okeetheelee, Green Cay and Daggerwing. For locations, call 966-6600 or visit www.pbcgov.com/parks. For eco-adventures in all areas of the county, visit the Discover the Palm Beaches, Florida website, www.palmbeachfl.com.

Palm Beach County Guide to Services

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

Parks/ Pools/ Beaches

For a complete list and map of county parks, call Parks & Recreation at 966-6600 or visit www.pbcgov.com/parks. Palm Beach County manages more than 100 park properties including pools, beaches, waterparks, splash parks, recreation centers, tennis courts, barrier-free play areas, amphitheaters, dog parks and campgrounds. The Parks & Recreation Department also offers summer camp.



Westgate Splashpark is a shaded interactive play area at Westgate Park and Recreation Center in West Palm Beach.

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 and broadcasts Board of County Commissioners meetings, announcements and locally produced programs. To view the schedule online, visit www.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 www.pbcgov.com/publications.

Senior Centers

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 centers are open weekdays. Transportation to and from the centers is available, and no membership or fee is required.

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 www.pbcgov.com/volunteer.

Website

Visit the county homepage, www.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 www.sfwmd.gov or call 1-800-432-2045. 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 www.readypbc.org.

HELPFUL PHONE NUMBERS

Emergencies:

Life-Threatening Emergency (call or text)	911
FPL Power Outages	697-8000
Poison Control Hotline	1-800-222-1222
Senior Helpline/Crisis Line	211 (547-1000, 866-882-2991 or 383-1112)
TDD (Hearing Impaired)	712-6342
Victim Services 24-hour Hotline	833-7273
Water Utilities 24-hour Emergency	740-4600, #1

Other:

4-H Youth Development Program	233-1731
Animal Care & Control	233-1200 (West County 924-5657, South County 276-1344)
American Red Cross	833-7711
Clerk & Comptroller	355-2996
Code Enforcement	233-5500
Community Services	355-4700
Consumer Affairs (PBC)	712-6600
Consumer Assistance (Florida)	800-435-7352
Cooperative Extension	233-1700
Emergency Management	712-6400
Engineering & Public Works	684-4000 (toll-free 888-808-3121)
FEMA	800-621-3362
Fire Rescue (non-emergency)	616-7000
Insurance Commissioner (Florida)	877-693-5236
Health Department	840-4500
Head Start/Early Head Start	233-1600
Human and Veterans Services	355-4775
Mosquito Control Hotline	642-8775
Palm Tran	841-4200
Parks & Recreation	966-6600
Price Gouging Hotline (Florida)	866-966-7226
Public Affairs Department (PBC)	355-2754

Roads, Drainage, Traffic.....	684-4018
Salvation Army	686-3530
School District of Palm Beach County.....	434-8000
Senior Services	355-4746
Sheriff (non-emergency)	688-3000
Small Business Assistance	616-6840
Solid Waste Authority.....	640-4000
South Florida Water Management District.....	686-8800
Summer camp (PBC Parks & Rec.).....	966-7054
Supervisor of Elections.....	656-6200
Traffic and Road Information.....	511
Traffic Signal Repair	233-3900
United Way of Palm Beach County.....	375-6600
Youth Services	625-2540

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	395-7100
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	
JFK Medical Center - Boynton Beach (emergency care only)	548-8250
10921 S. Jog Road, Boynton Beach	
JFK Medical Center - Main Campus	965-7300
5301 S. Congress Avenue, Atlantis	
JFK Medical Center - North Campus	842-6141
2201 45th Street, West Palm Beach	
JFK Medical Center - Palm Beach Gardens (emergency care only)	548-8200
4797 PGA Boulevard, Palm Beach Gardens	
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 Beach1-800-972-8262	



Visit Palm Beach County's website

www.pbcgov.com

for direct links to:

- Count-e-News (online newsletter)
 - County departments
 - County publications
 - Current news
 - Events calendar
 - Jobs
- On-Demand PBC TV programs
 - Online services
 - PBC TV Channel 20 Live
 - Public Records requests
 - Social media
 - Things to do
 - Volunteer opportunities



**Palm Beach County
Public Affairs Department
301 N. Olive Avenue, Suite 1102
West Palm Beach, FL 33401
561-355-2754**

August 2018



**Palm Beach County
Board of County Commissioners**

In accordance with the provisions of the ADA,
this document may be requested
in an alternate format.