



# 2024 Business Plan Presentation

**Denise R. Mitchell, MPA**  
**Gwinnett County Tax Commissioner**  
**August 2023**



# Leadership Team



**Jeremy Collins**

Chief Deputy  
Tax Commissioner



**Elaine Melvin-Morgan**

Director, Department  
of Motor Vehicles



**Khadija Thomas**

Director, Department  
of Finance & Accounting



**Alexandra Jenkins**

Director, Department  
of Property Tax



**Vicky Sutton-Jackson**

Director, Communications

## Vision

Distinction in  
government and  
exemplary service.

## Mission

We instill trust in government through  
innovation, transparency, and  
unparalleled tax and tag services.



# Office Overview

- 132 County Employees
- 18 Contract Employees
- 1 Administrative and Property Tax Office
- 5 Tag Offices
- 10 Tag Renewal Kiosks
- 1 Dealer, Mail, and Fleet Office
- 1 Customer Call Center



# 2022 – 2023 YTD Recap

## Accomplishments

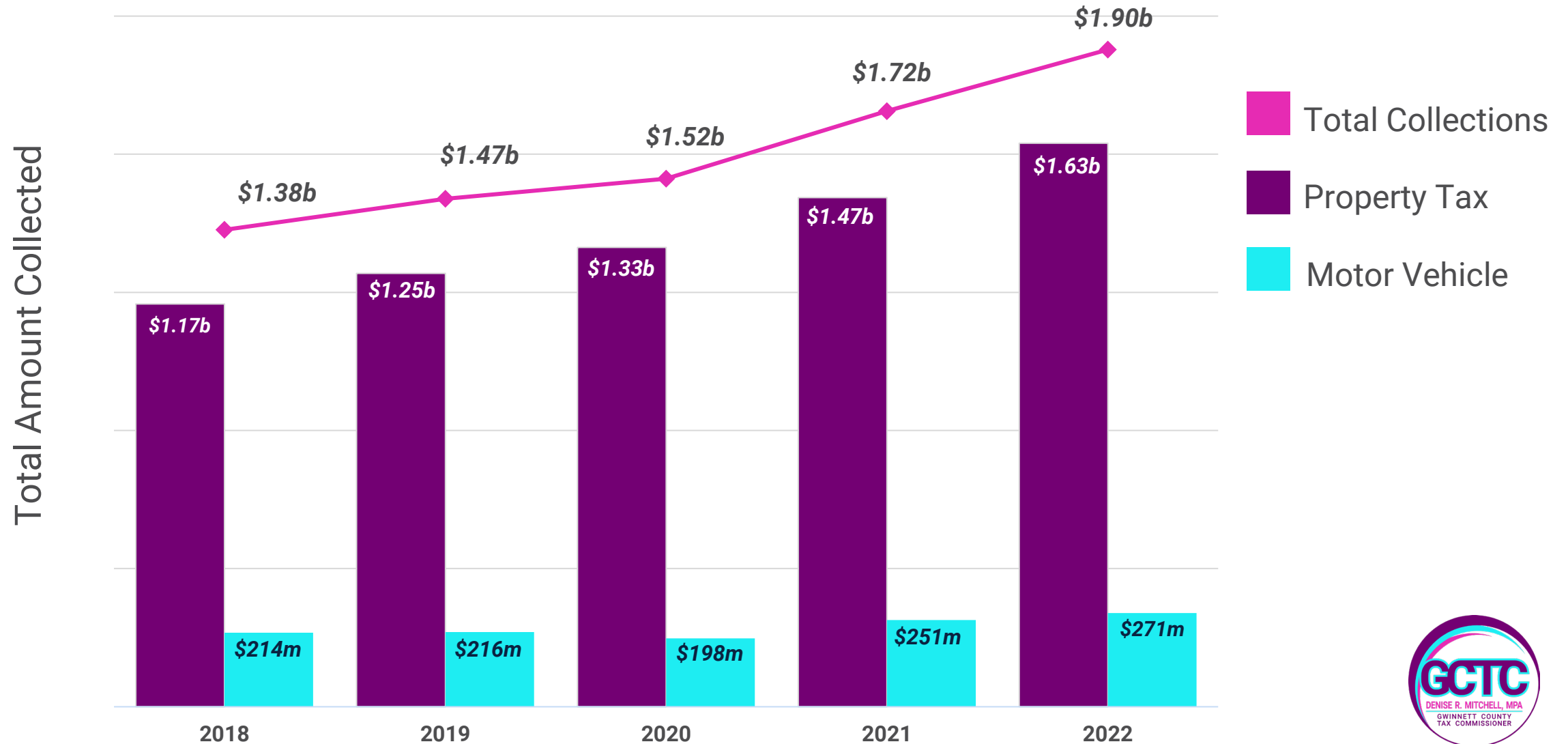
1. Increased kiosk access
2. Implemented a monthly publication
3. Published new homeowner brochure in five languages: Hindi, Korean, Mandarin, Spanish, and Vietnamese
4. Increased staff by converting 13 contract positions

## Challenges

1. Retaining well-trained employees and reducing 100% turnover rate
2. Meeting the service needs of a growing population
3. Operating with an antiquated property tax system
4. Implementing operational changes from recent legislation



# 5-Year Collection Totals





# 5-Year Property Tax Collection Rate

Tax Year	Collection Rate
2018	99.92%
2019	99.87%
2020	99.78%
2021	99.66%
2022	98.68%

As of July 31, 2023



# External Influences

- State legislation
- State systems and programs
- Service vendors
- Digest cycle
- Antiquated property tax system



# 2024 Strategic Initiatives

1. Operate fully staffed to ensure exceptional customer service
2. Enhance operational infrastructure for sustainability and efficiency
3. Increase residents' access to needed services
4. Outreach to an increasingly diverse population





# Educating Citizens

**GCTC**  
GWINNETT COUNTY TAX COMMISSIONER

## TAX & TAG TIPS

From **Denise R. Mitchell, MPA**  
Tax Commissioner

**Homeowner Tax Relief Grants (HTRG)**

June 2023

**Homeowner Tax Relief Grants (HTRG)**

Hello homeowners! If you have an existing homestead exemption or applied by the April 1, 2023 deadline and met the qualifications for an exemption, you may notice an additional credit on your tax bill later this year. The State of Georgia has approved Homeowner Tax Relief Grants (HTRG) for 2023. Here is what you need to know:

The HTRG is a one-time tax credit funded by the State of Georgia. The Georgia General Assembly and Governor Brian Kemp provided grant funds to pay a portion of property taxes and it will be applied to the 2023 property tax bill. The HTRG is in addition to your homestead exemption and will automatically be added after all homestead exemptions are applied. Therefore, no extra steps are necessary.

The HTRG credit is up to \$500. The State of Georgia designated that up to \$18,000 of assessed value is eligible for credit. The actual amount of the credit will depend on the location of your property and how much assessed value remains after your homestead exemption is applied.

If you live in Berkeley Lake, Grayson, or Peachtree Corners, the HTRG will be applied to your city taxes on your Gwinnett County tax bill. If you live in another city in Gwinnett, please contact your city directly to ask about the HTRG credit. You can find your city's contact information at [gwinnetttaxcommissioner.com/citytaxes](http://gwinnetttaxcommissioner.com/citytaxes).

If eligible, you will see the credit reflected on your property tax bill in August or September along with any qualifying homestead exemptions.

Best regards,  
*Denise Mitchell*

Rev. July 2023  
[www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com)

**Gwinnett Tax Commissioner** @GwinnettTaxComm · Jul 11

Self-Service Tag Renewals in Snellville! Introducing Gwinnett's 10th tag renewal kiosk, now inside Publix! Experience the convenience of renewing your tag in a flash. Visit the new kiosk today!

# NEW TAG RENEWAL KIOSK!

**SNELLVILLE - PUBLIX**  
3550 CENTERVILLE HWY. STE 201  
SNELLVILLE, GA 30039  
OPEN 7AM - 10PM.  
HOURS ARE SUBJECT TO CHANGE.

**Gwinnett Tax Commissioner**  
March 9

Here's what you need to obtain a disabled person's license plate or placard. Learn more at <https://tinyurl.com/DisabledPlates>

## LET'S TALK PLATES

### DISABLED PERSONS PLATE

To obtain a disabled persons plate or placard:

- MV-9D (Disabled Person's Parking Affidavit) completed by a Georgia-licensed healthcare practitioner and notarized.
- OR
- A signed and dated statement by a doctor including the disabled person's name, indicating whether the disability is permanent or temporary.

Instagram  
@gwinnetttaxcommissioner

Save the Date

SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**APRIL 1, 2024**  
2024 HOMESTEAD APPLICATION DEADLINE

gwinnetttaxcommissioner Calling All Homeowners: Don't miss out on your homestead exemption! Apply before the April 1, 2024 deadline for potential savings on next year's property taxes.



# Educating Citizens



## Available Languages

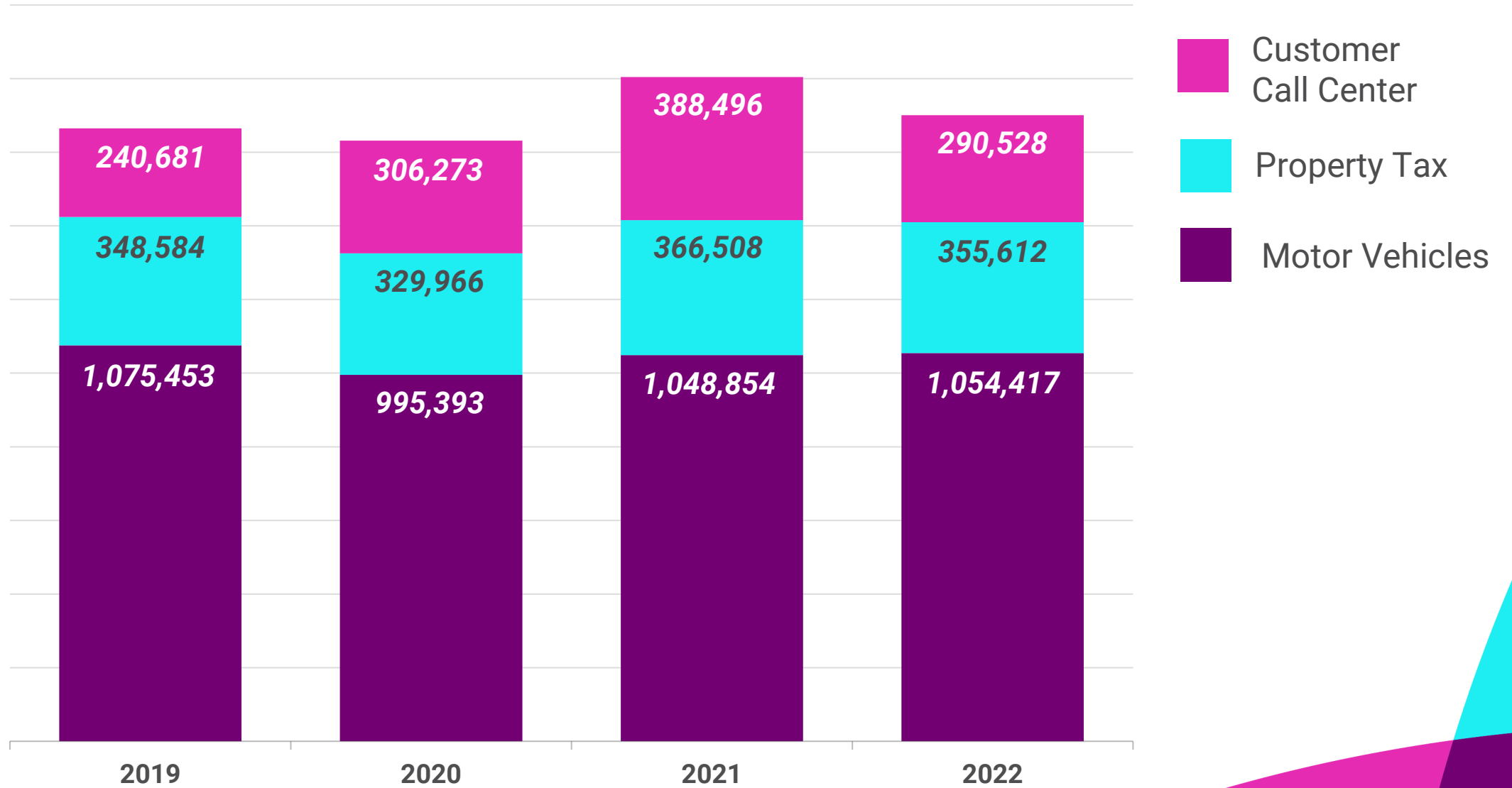
- Hindi
- Korean
- Mandarin
- Spanish
- Vietnamese

## Languages Spoken by Tax Commissioner Associates

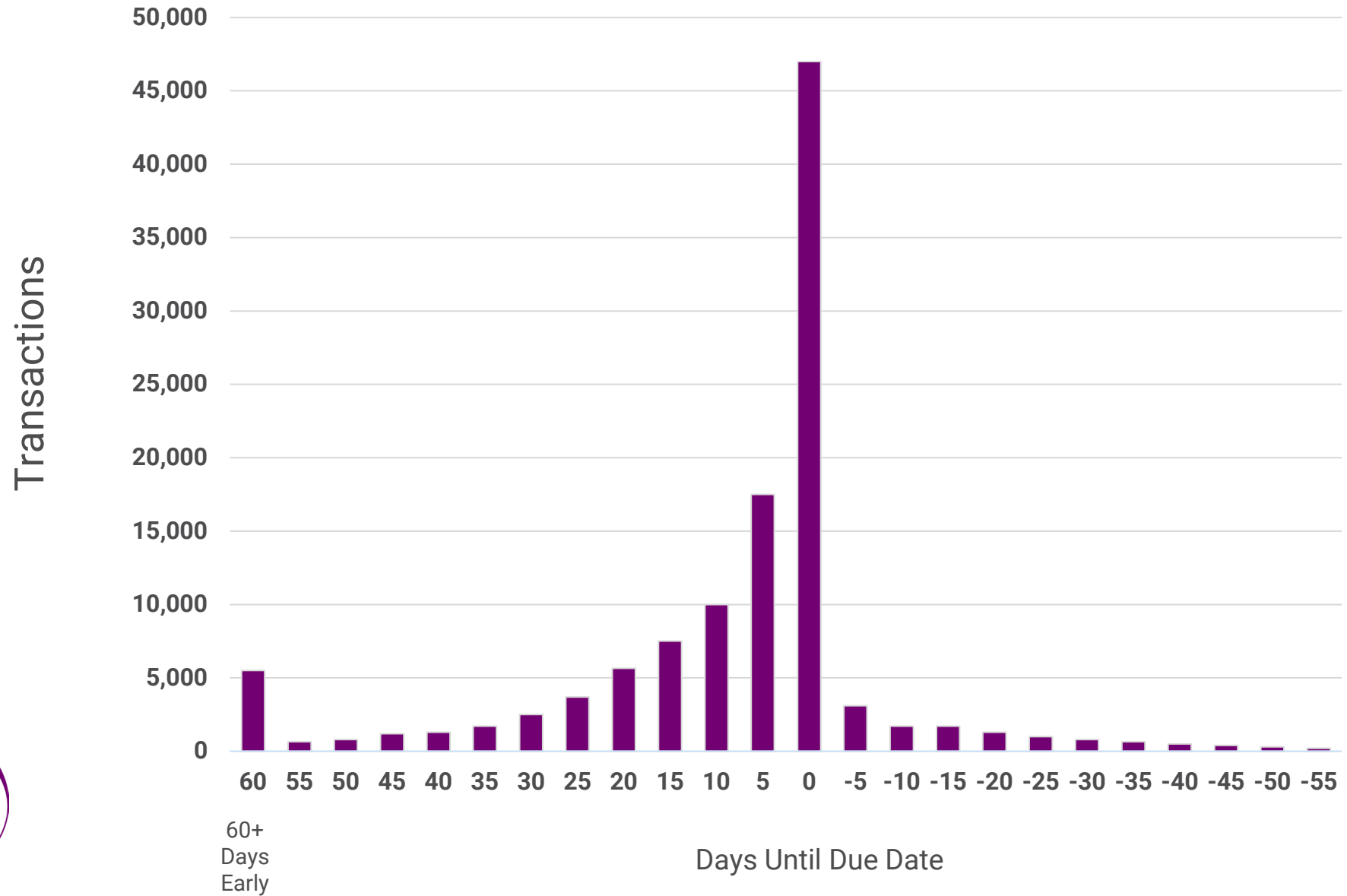
- Bengali
- Bosnian
- Bulgarian
- French
- German
- Gujarati
- Hindi
- Hmong
- Korean
- Mandarin
- Marathi
- Spanish
- Tagalog
- Urdu



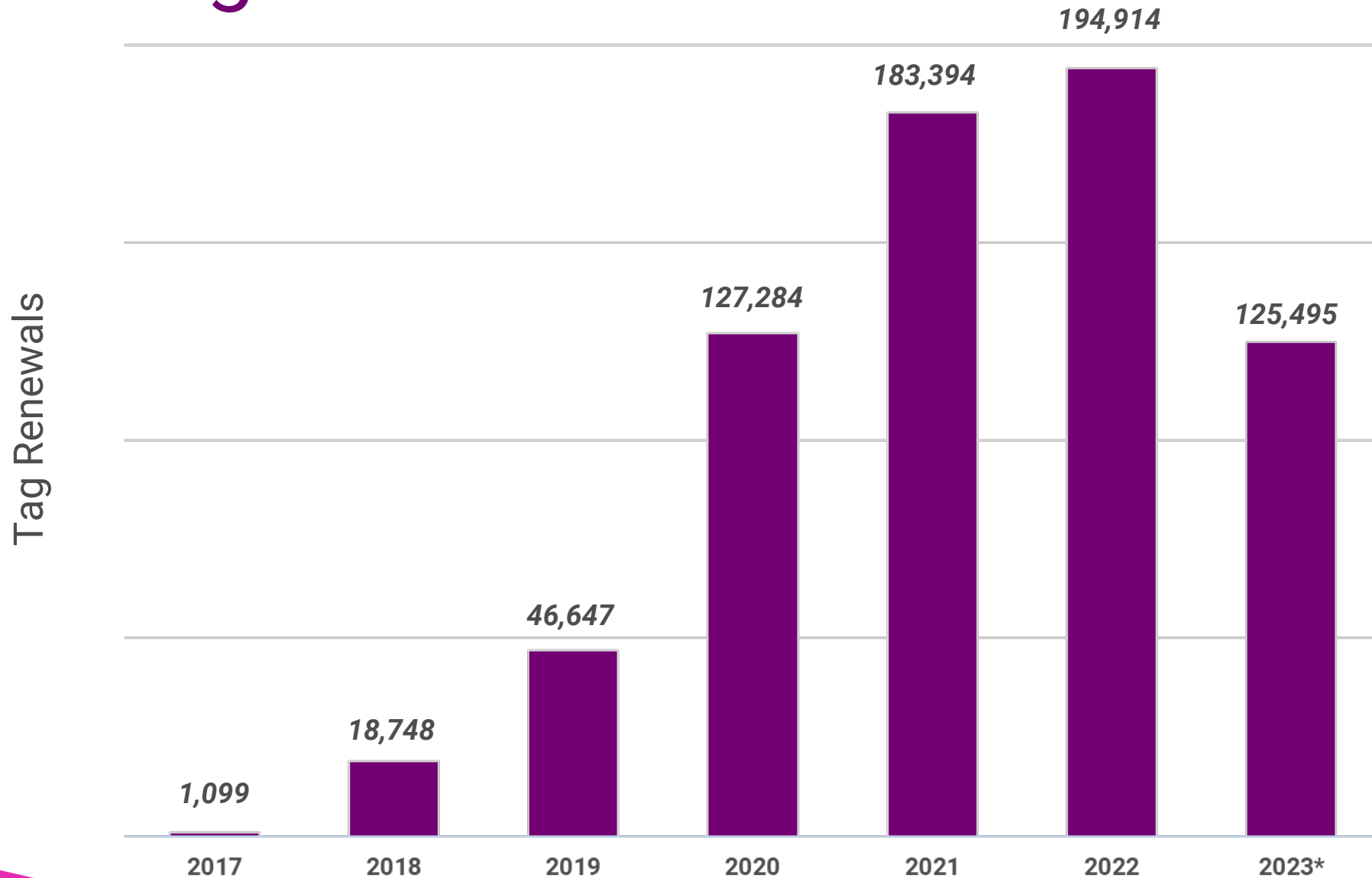
# Total Services Delivered 2019 – 2022



# Renewal Trends



# Kiosk Usage



*\*As of July 31, 2023*



# Operational Decisions

- Reduce the 100% staff turnover
  - Convert 7 contract employees to full-time County employees
  - Add 4 full-time County employees
- Prepare for proposed legislative and system changes



# Operational Decisions

- Convert 7 contract employees to full-time County employees ensuring high-quality customer service, meeting an increased demand due to legislation and new state requirements.

- HB 121

- Unfunded mandates

- HB 175

- Add 4 staff due to legislative changes, property tax software enhancement, and high volume of mailed-in payments.

- SB 215

- HB 711

- HB 311

- HB 748



# 2024 Operational Budget Changes

## Decision Package

### Priority 1

- Convert 7 contract positions to full-time County employees

Cost – \$0







# 2024 Operational Budget Changes

## Decision Package

### Priority 2

Add 4 full-time property tax staff due to legislative changes and tax system migration/upgrade

Cost – \$249,714



# Planning for the Future

- Upgrade or modernize antiquated tax system
- Prepare for proposed legislative changes
- Reduce employee turnover
- Modernize website
- Educate and provide additional innovative efficiencies



# Total Budget

<b>Total Requested Budget</b>	<b>\$19,020,664</b>
<b>Decision Packages</b>	<b>\$249,714</b>

