



2022 Business Plan Presentation

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Gwinnett County Tax Commissioner
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2020 – 2021 YTD Recap

Accomplishments

1. Continuous service throughout the pandemic
2. Successful transition
3. Customer service improvements
 - Tag office hours extended to 6 or 7 p.m.
 - Online appointment scheduling
 - More than 35 internal promotions
4. Increased collections: \$1.47b vs \$1.53b (Y-O-Y)
5. The 2021 property tax bills mailed on time

Challenges

1. Serving a growing population with the same staffing levels
2. Retirement of key staff
3. Low adoption rate of online services
4. Legacy system issues
5. COVID-19 safe service process

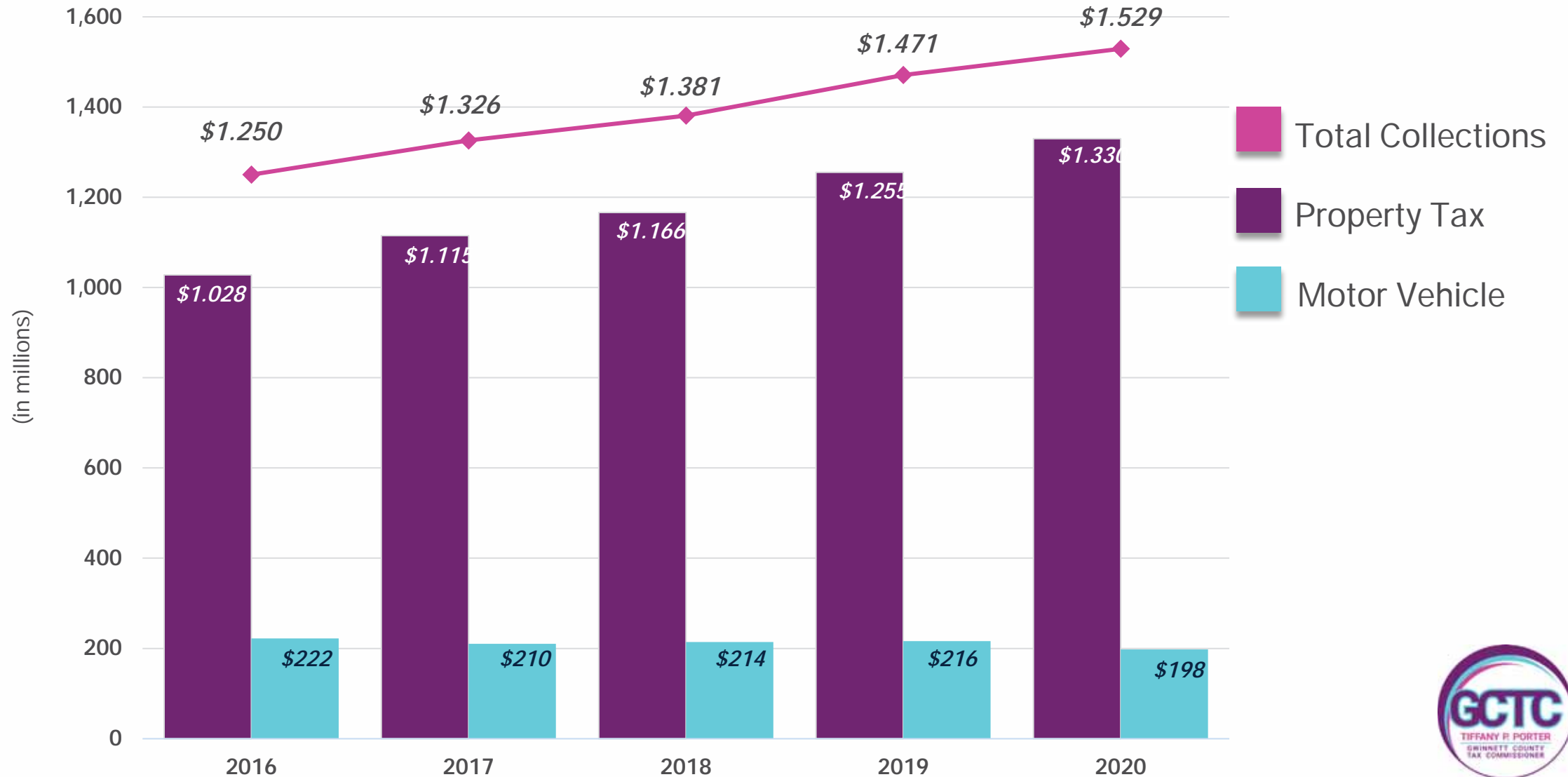
Office Overview

"Distinction in government and exemplary service."

- 119 staff employees
- 26 contract employees
- \$16m budget
- 335k property tax bills



5-Year Collection Totals



5-Year Property Tax Collection Rate

Tax Year	Collection Rate
2016	99.4%
2017	99.3%
2018	99.4%
2019	99.2%
2020	99.1%

As of July 31, 2021

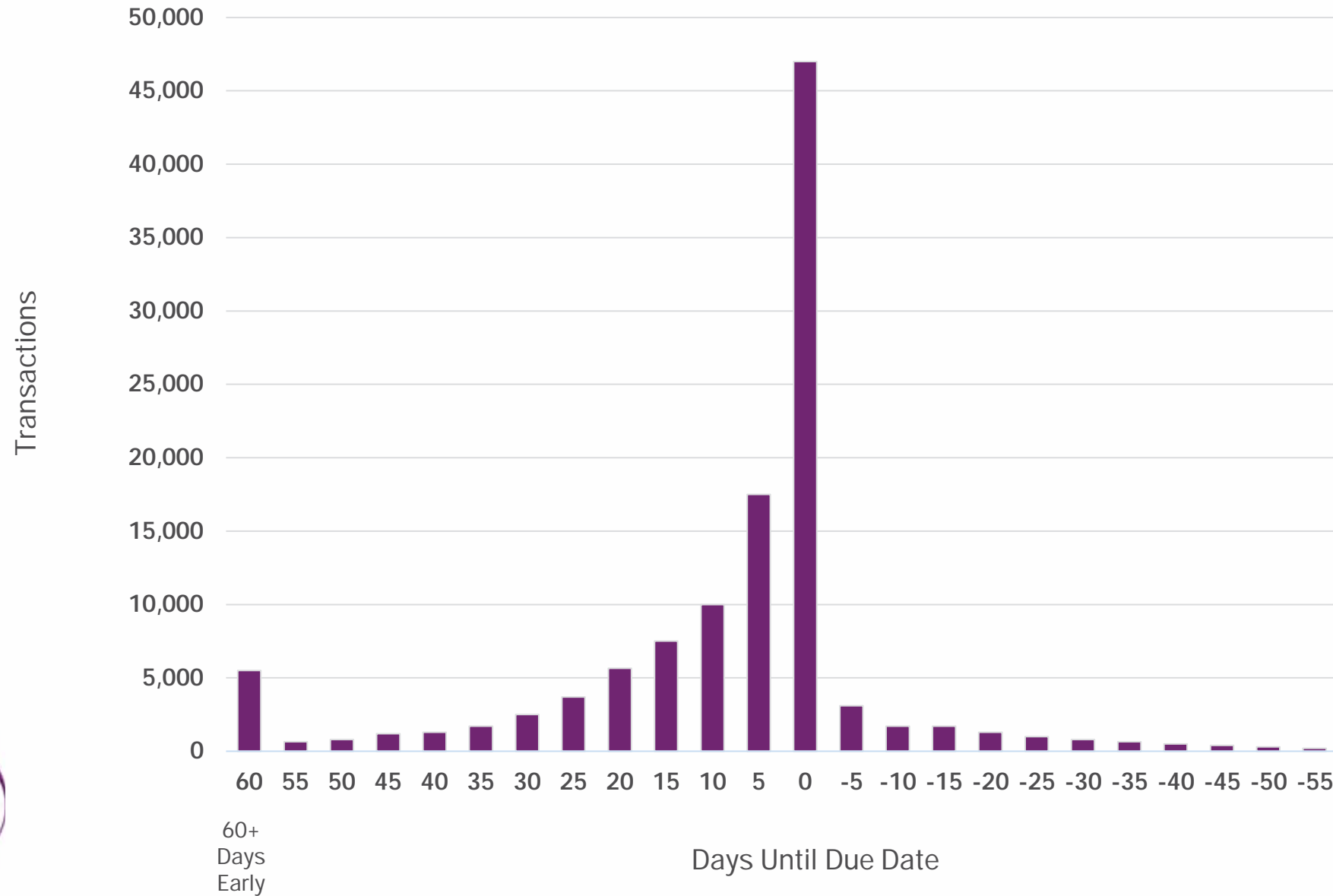




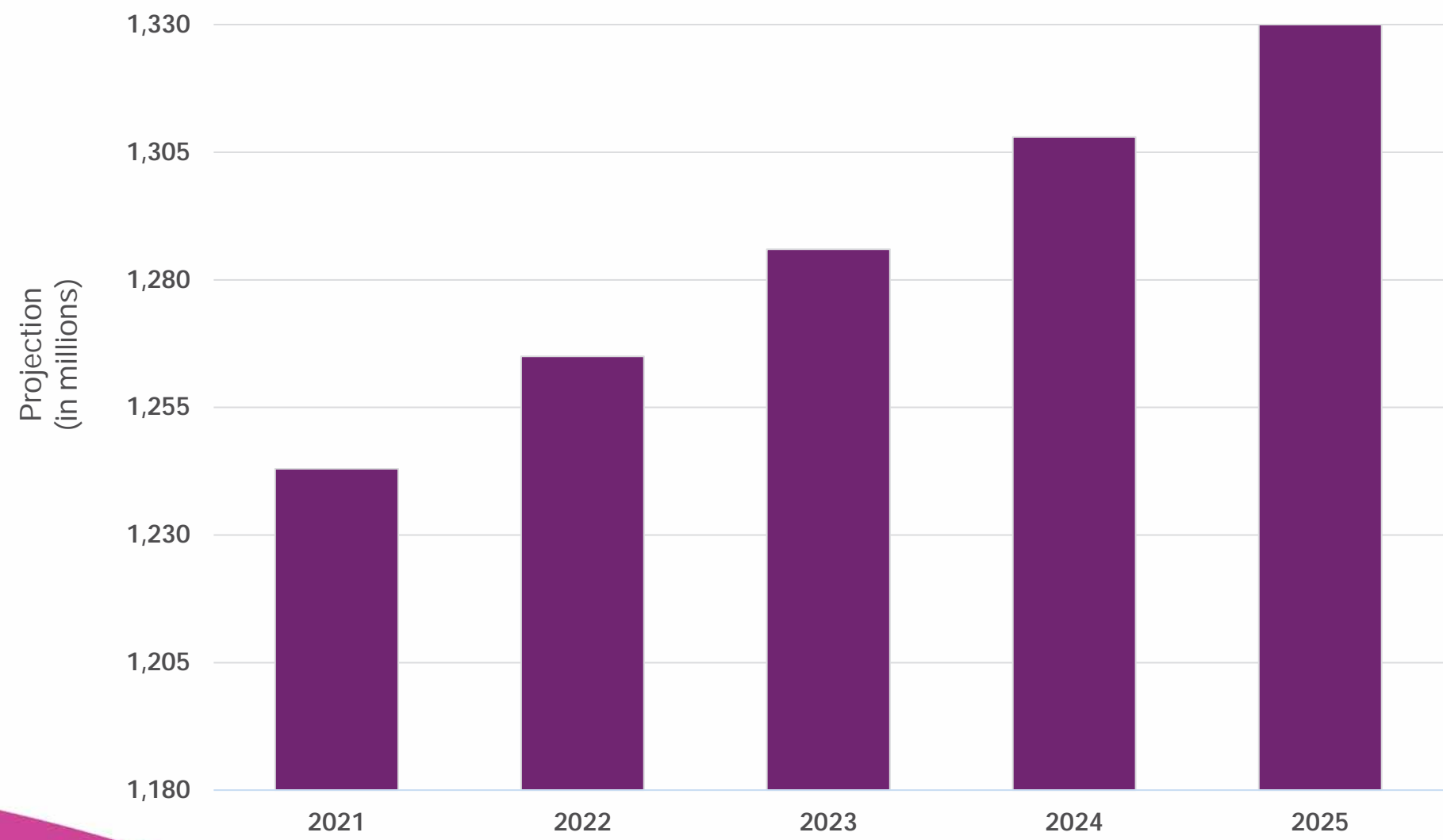
2022 Key Initiatives

1. Stabilize staffing (decision package)
2. Add two strategically-placed kiosks
3. Continue customer service improvements
4. Public education campaigns (pay/renew/apply online)

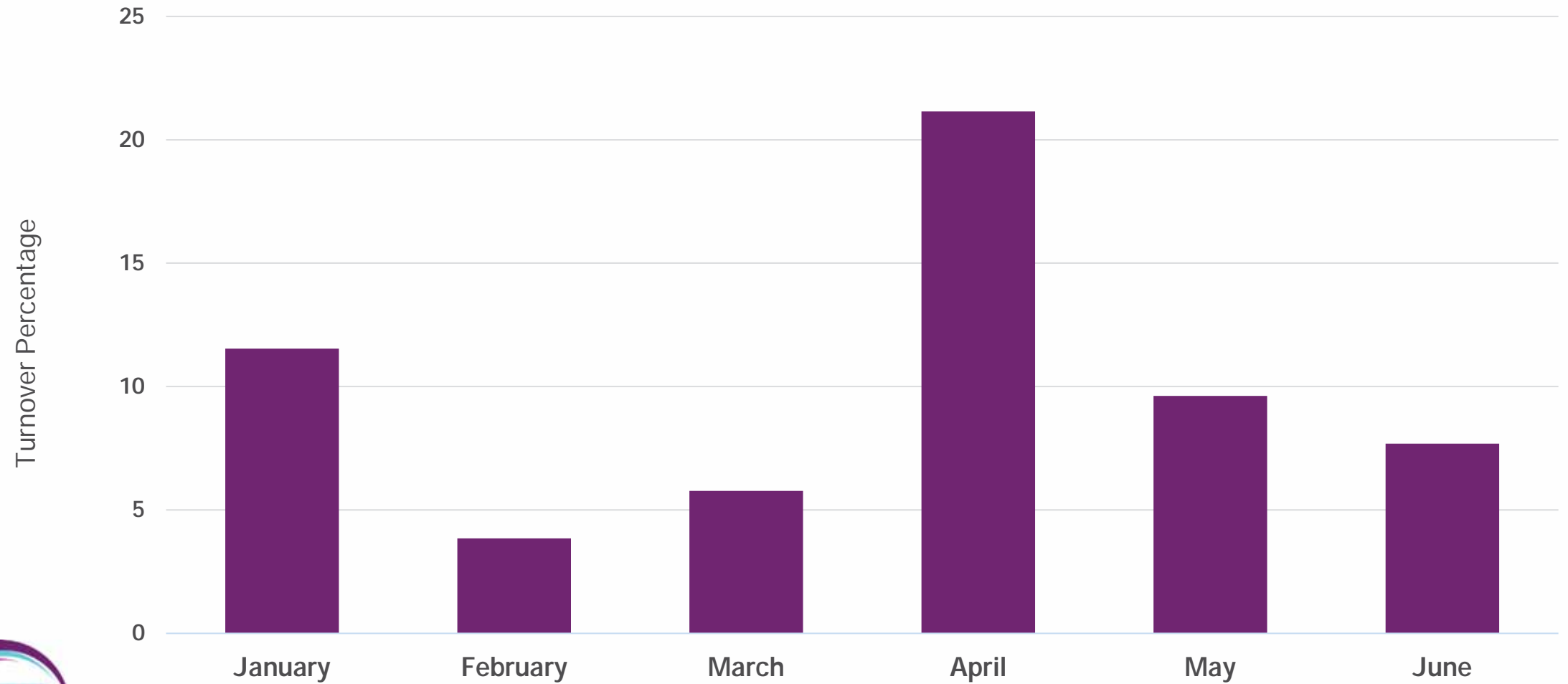
Renewal Trends



Projected Demand for Services 2021 – 2025



Turnover Rate for Contractors: 2021





Decision Package Request

Convert 13 key contractors to county positions.

Decision Package Request: \$94,404

Professional

Services Budget: \$966,451

Less Cost of 13

Contractors: - 386,675

Revised Professional

Services: \$579,776

Salary + Benefits as of March 2022

for 13 County TSAs: \$481,079

Less Contractor Cost: -386,675

Total Cost Increase: \$94,404



Total Budget Request

2021 Budget	\$16,022,750
Changes to Base	-\$43,383
2022 Base	\$15,979,367
Decision Packages	\$94,404
Total 2022 Budget	\$16,073,771





Questions?

