

2020 Business Plan



Richard Steele

Tax Commissioner

Presented by Mike Sweigart

Chief Deputy



Vision: A Leader in Public Service

A few of our values...

- We exist to serve customers.
- We lead by fact to remain conservative stewards of public resources.
- We plan for the future.



Today

- 121 Staff Employees
- 36 Contract Employees
- \$14.3m Budget
- 321k Property Tax Bills Due Oct. 15



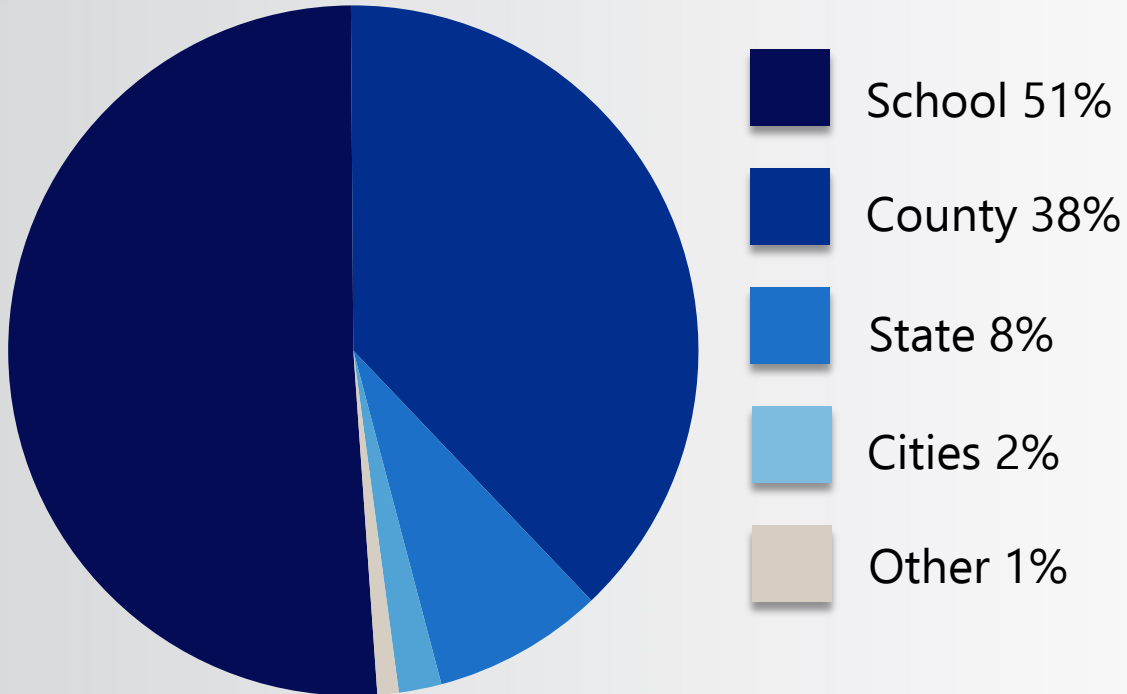
OTC Recap 2017 vs 2018

Collections: \$1.3b vs \$1.4b

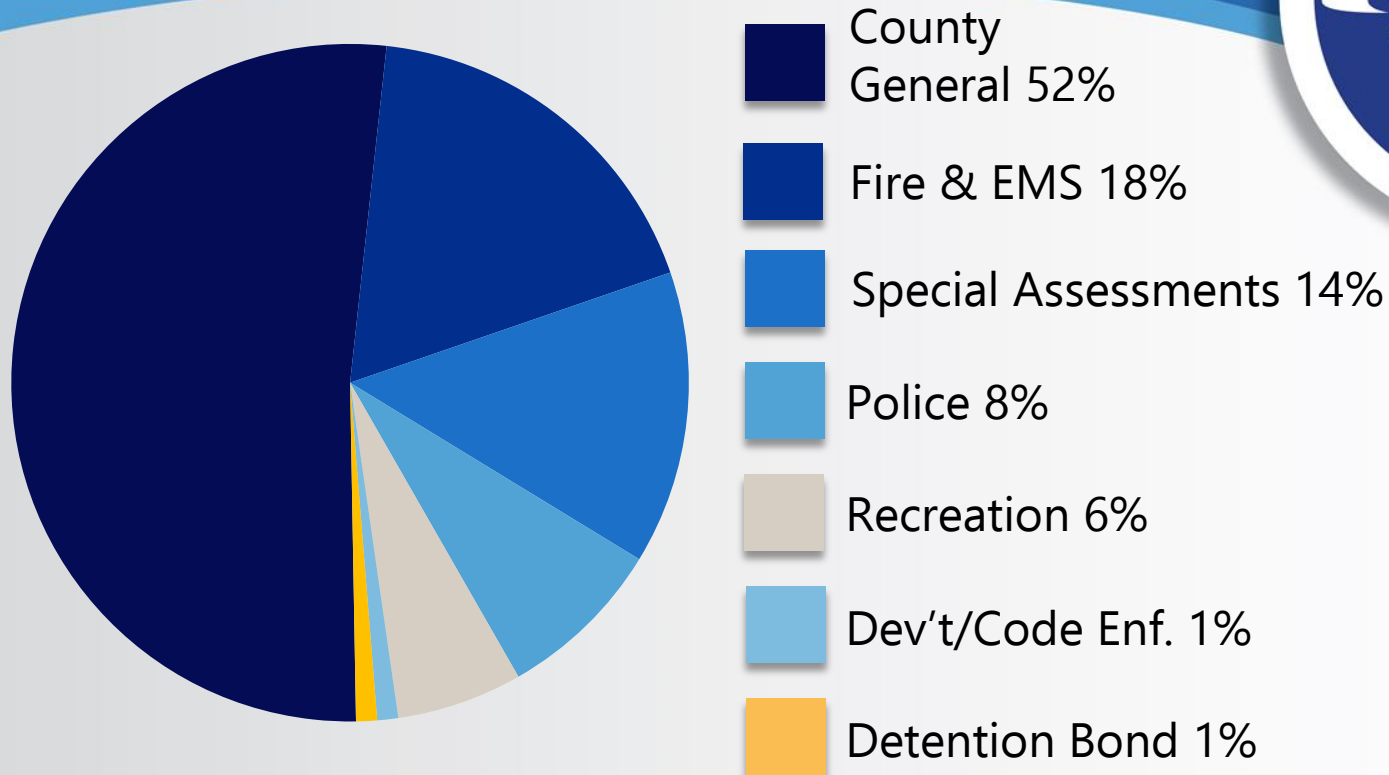
Transactions: 1.5m vs 1.5m



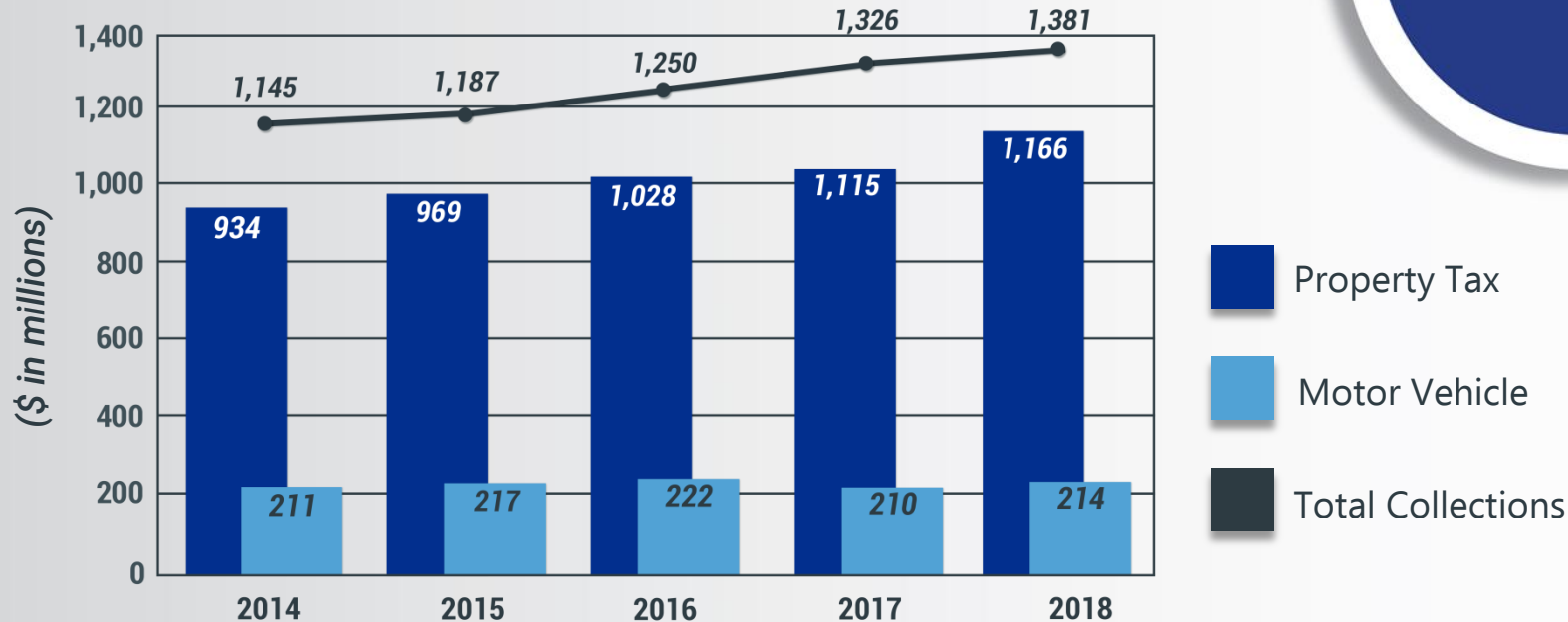
Disbursements to Taxing Authorities



County Breakdown



5-Year OTC Total Collection



Property Tax 2017 vs 2018



Collections: \$1.1b vs \$1.2b

↗ 4.5% increase

Transactions: 334k vs 341k

↗ 2.1% increase

Parcels: 316k vs 322k

↗ 1.8% increase

5-Year Property Tax Collection Rate



As of 7/31 of the following year

Tax Year	Collection Rate
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2014	99.4%
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2015	99.5%
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2016	99.4%
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2017	99.3%
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2018	99.4%
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Motor Vehicles 2017 vs 2018



Collections: \$211m vs \$215m

↗ 2.0% increase

Transactions: 1.15m vs 1.13m

↘ 1.7% decrease

Vehicles: 746k vs 747k

↗ 0.1% increase

Key Drivers of Change

- Population Growth
- Shift to Online Services
- DRIVES – the New DMV System



E-transactions 2017 vs 2018

	2017	2018
Online Tag Renewals ↗ 8.4%	144k	156k
Online PT Payments ↗ 9.8%	35k	38k
Paperless Billings ↗ 29.3%	4k	5k



2019 Key Initiatives



1. Expand Kiosks
2. Proactively Prepare for DRIVES
3. Launch an Employee Recognition Program

Kiosk Locations

Kiosk Transactions

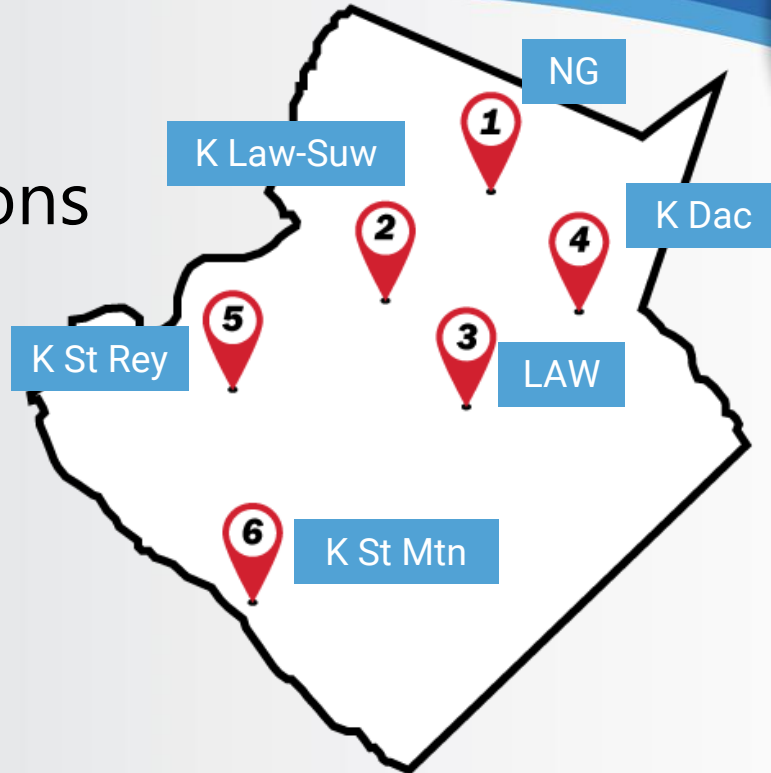
↗ 1,607%

2017

1k

2018

19k



DRIVES Implementation – Front End



DRIVES Implementation – Back End



Employee Recognition Program

- Implemented Jan. 1
- Well Received
- 3 Key Components



S.P.A.R.K. Awards

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SPARK Award

TO: **Christine** FROM: Dana Mitchell

THANK YOU FOR hard work and time you have spent getting
a 'standardized method of reporting the weekly data from
DRIVES for our disbursement to all of our taxing authorities.

Reformatting this data and manually recording this data has
been quite time consuming in addition to the numerous other projects
you've been working on. Your hard work has facilitated timely disbursement
to accurately disburse these revenues according to mandates.

Recipient's Supervisor's Signature: Dana Mitchell Date: 7-10-19

Associate of the Quarter & Year



THE LEADER

VOLUME 2 ISSUE #29: JULY 26, 2019



ERICA GAZAWAY
TAX
SERVICES
ASST.
MGR.



FLAME BEARERS FOR: Their leadership with DRIVES.

WHY IT MATTERS: Orion and Erica demonstrated excellence in co-developing and co-presenting the DRIVES training. Their training helped OTC staff – and the staff of many other counties – to be well-prepared on Day 1 of DRIVES. The responsibilities and time frame required personal sacrifice on their parts for the good of the many. In every way, they represented Gwinnett County very well as "Leaders in Public Service."

WHAT WE LOVE: The fact that very early on, in their initial visits to the DOR to provide input on developing the DRIVES processes, people at the state noticed Orion and Erica's positive attitudes and initiative, and their aptitude with DRIVES and requested they become trainers.

ORION WAKE
TAX
SERVICES
ASST.
MGR.



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2018 Net Cost of Operations

The fees we collect more than offset the OTC's annual budget.

Expense Offsets	\$17.4 million
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Actual Expenses	\$12.8 million
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Net Result of Operations	\$4.6 million
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2020 Key Initiatives

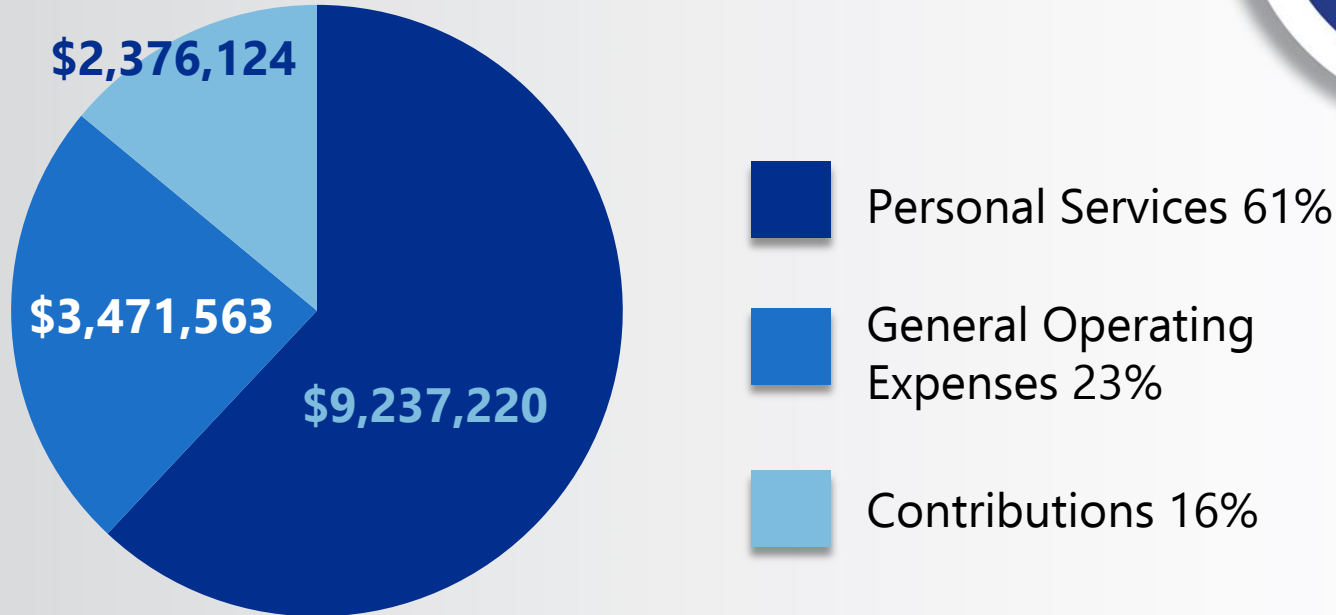


Next-Level Customer Service

- Increase Digital and Social Communications Channels
- Increase Digital Payment Usage
- Improve Customer Feedback Channels

2020 Budget Request

\$15,084,907



Questions?



www.GwinnettTaxCommissioner.com

Thank you.



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