

# 2025 Business Plan Presentation

Denise R. Mitchell, MPA  
Gwinnett County Tax Commissioner  
August 2024



# 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

- 139 County employees
- 8 Contract employees
- 1 Administrative and Property Tax Office
- 5 Tag Offices
- 12 Tag Renewal Kiosks
- 1 Dealer, Mail, and Fleet Office
- 1 Customer Call Center

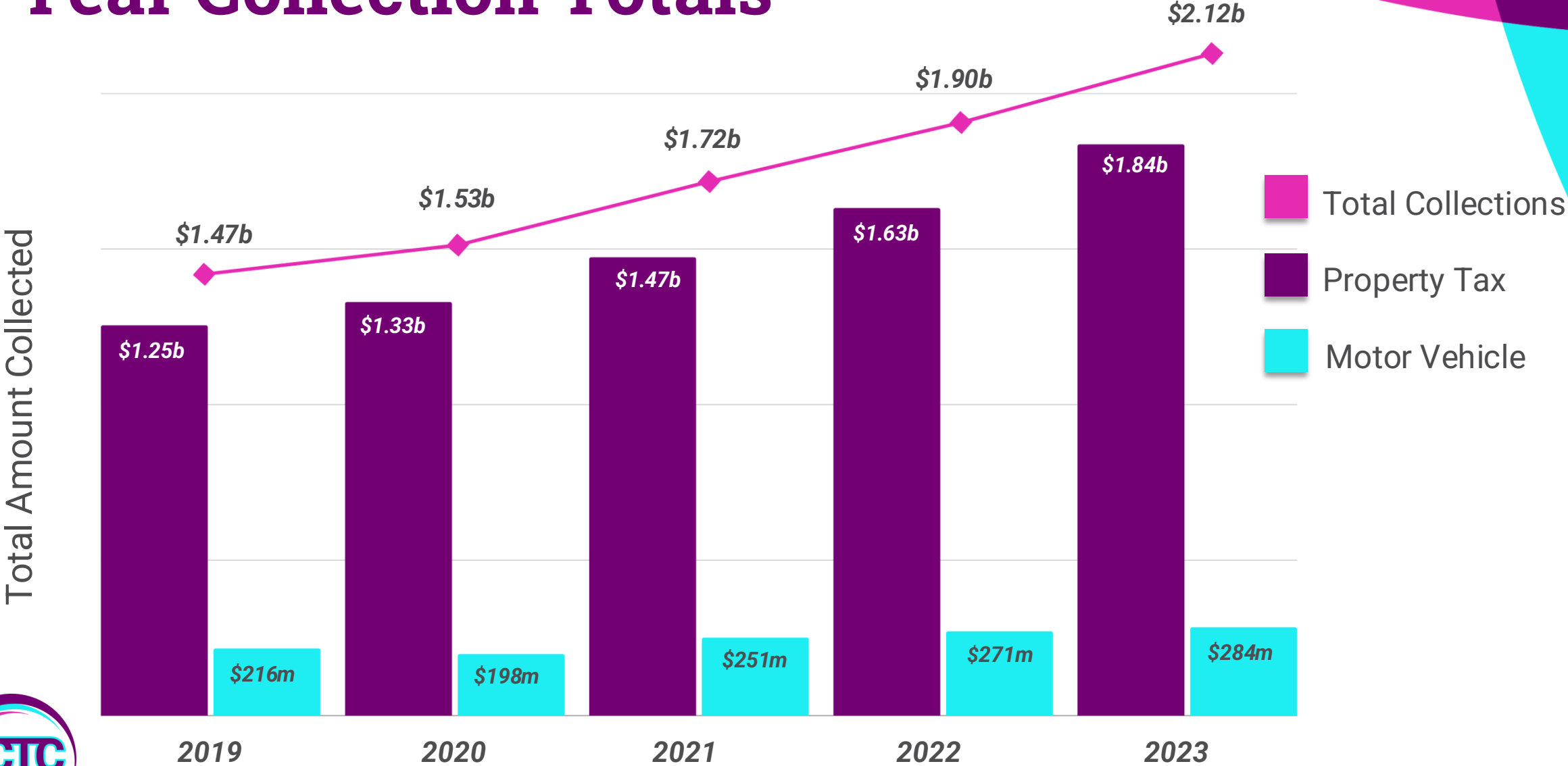


# 2024 Accomplishments

1. Fully staffed
2. New website with enhanced customer features
3. Increased community engagement
4. Increased number of kiosks from 10 to 12
5. Implemented mandated legislative and system changes



# 5-Year Collection Totals





# 5-Year Property Tax Collection Rate

Tax Year	Collection Rate
2023	98.72%
2022	99.55%
2021	99.74%
2020	99.82%
2019	99.90%

*As of July 31, 2024*



# Challenges

1. Continuously training staff
2. Meeting the service needs of a growing population
3. Current property tax system
4. Implementing and communicating legislative changes



# External Influences

- State legislation
- State systems and programs
- Service vendors
- Digest cycle
- U.S. Postal Service mail delays





# Community Engagement

**TAX & TAG TIPS**  
From Denise R. Mitchell, MPA  
Tax Commissioner

**Renewal Tip: Kiosks Are Ready When You Need Them**

When it comes to renewing your registration, I recommend that you renew early and you know it, a year has gone by and it's your birthday. When time is running out and you need to quickly renew your tag, a tag renewal kiosk is just what you need.

These self-service kiosks are easy and convenient to use. All you need is your driver's license and a debit or credit card to get your deal instantly. Twenty-four-hour kiosks are located in the Lawrenceville and North Gwinnett tag offices. You are not limited to kiosks in Gwinnett; you can use any DMV kiosk across the metro area and conduct your business in English or Spanish.

If you recently moved, it's important to change your address prior to renewing. A passing emissions test (if required) and liability insurance must also be on file. Debit and credit cards are accepted with convenience fees. Up to 10 vehicles may be renewed with one convenience fee. Title services may be renewed with one convenience fee. Title services are not available at kiosks. To find one near you, visit [GwinnettTaxCommissioner.com/kiosks](http://GwinnettTaxCommissioner.com/kiosks).

Best regards,  
Denise R. Mitchell  
Gwinnett Tax Commissioner

**Instagram**  
gwinnetttaxcommissioner

*Save the Date*

SU	MO	TU	WE	THU	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 1st deadline. For more information, visit [GwinnettTaxCommissioner.com/homestead](http://GwinnettTaxCommissioner.com/homestead).

**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 person's 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.

**NEW TAG RENEWAL KIOSK!**

**SNELLVILLE - PUBLIX**  
3550 CENTERVILLE HWY., STE 201  
SNELLVILLE, GA 30039  
OPEN 9AM - 8PM  
HOURS ARE SUBJECT TO CHANGE.



# Educating a Diverse Population



## Languages Spoken by Tax Commissioner Associates

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

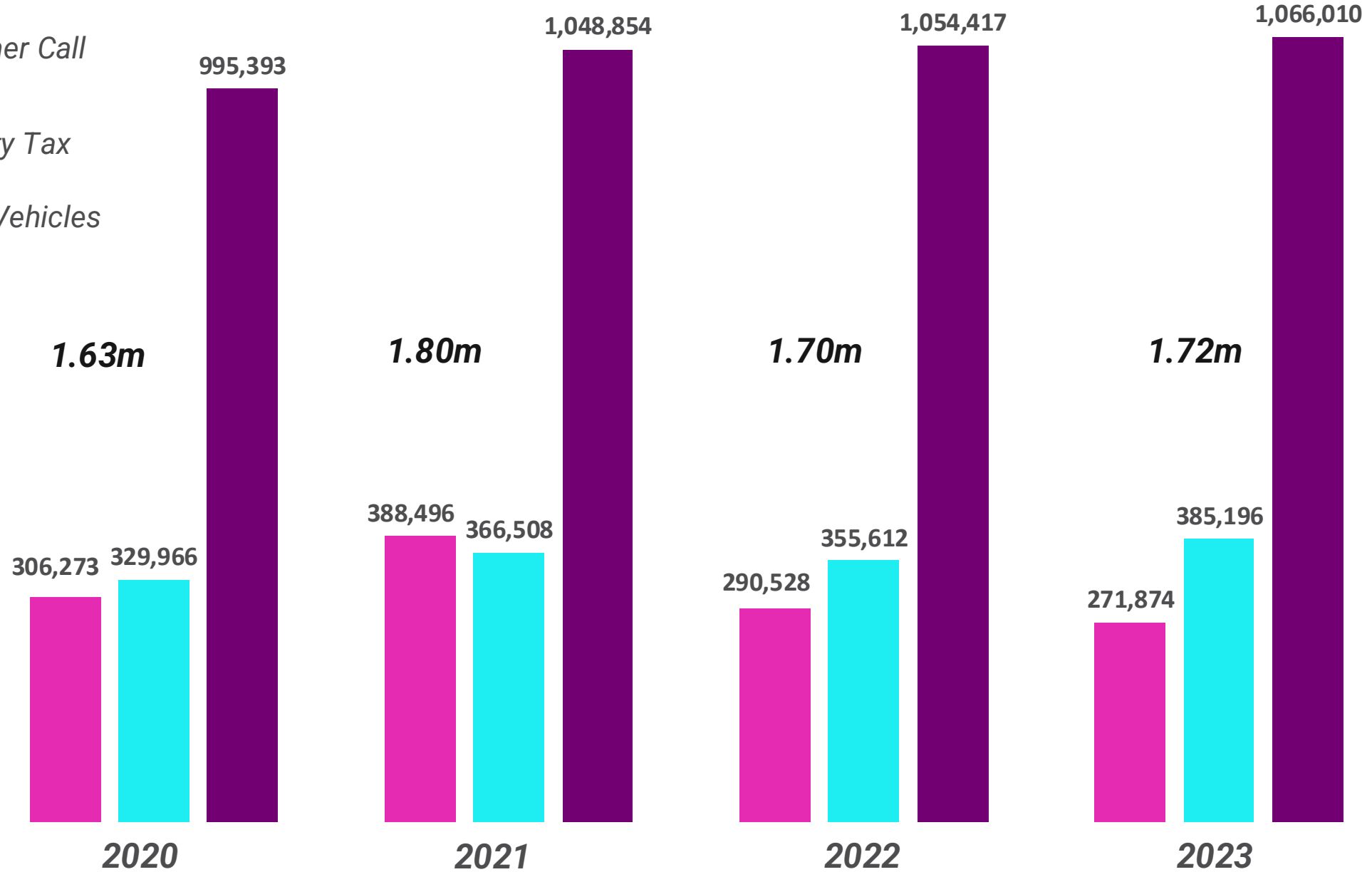
## Available Languages

- Chinese
- Hindi
- Korean
- Spanish
- Vietnamese



# Total Services Delivered 2020-2023

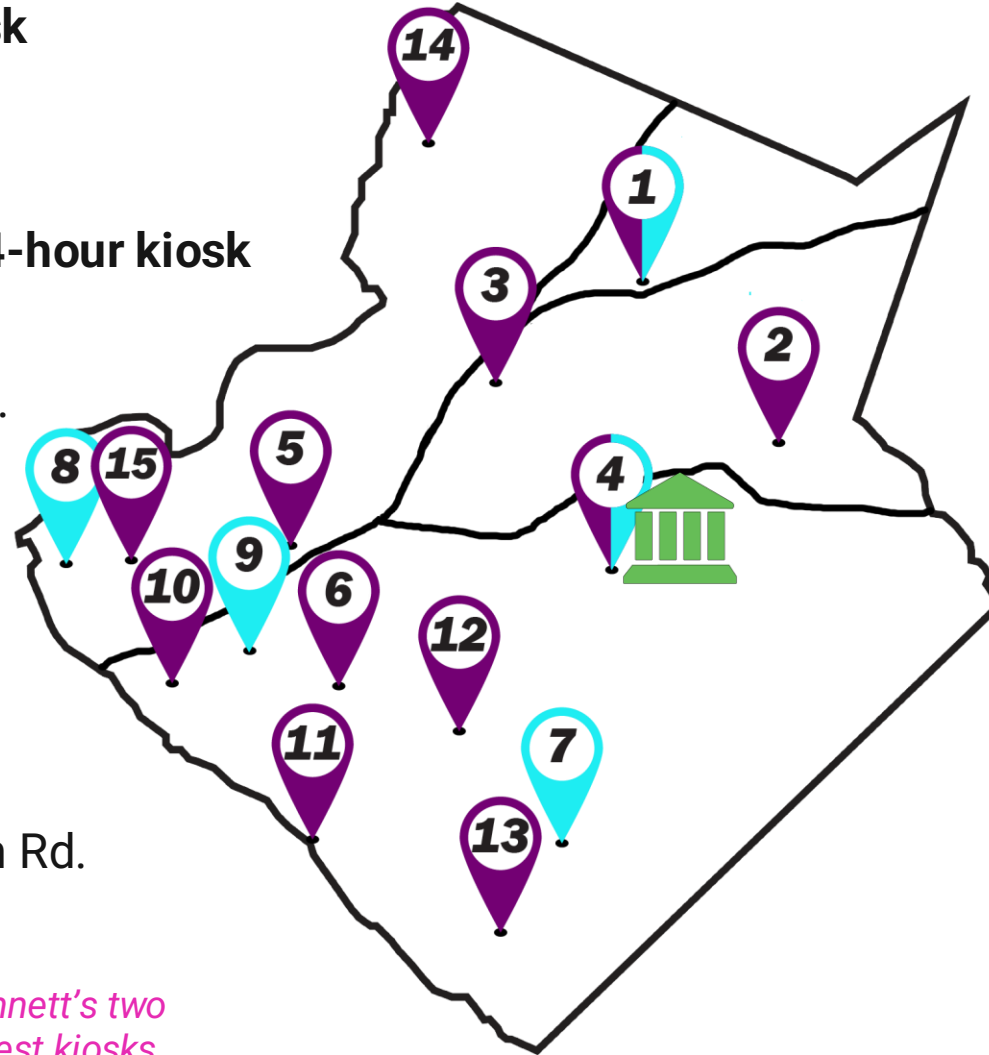
- *Customer Call Center*
- *Property Tax*
- *Motor Vehicles*







# Office and Kiosk Locations

1. **North Gwinnett Tag Office & 24-hour kiosk**
2. Kroger Kiosk – Dacula
3. Kroger Kiosk – Suwanee
4. **Lawrenceville Tag Office, Drive-Thru & 24-hour kiosk**
5. Kroger Kiosk – Duluth
6. Kroger Kiosk – Lilburn, Lawrenceville Hwy.
7. **Snellville Tag Office & Drive-Thru**
8. **Peachtree Corners Tag Office**
9. **Norcross Tag Office**
10. Kroger Kiosk – Norcross
11. Kroger Kiosk – Stone Mountain
12. Kroger Kiosk – Lilburn, Five Forks Trickum Rd.
13. Publix Kiosk – Snellville
14. Kroger Kiosk – Sugar Hill
15. Publix Kiosk – Peachtree Corners

} *Gwinnett's two newest kiosks*



-  Tag Office
-  Kiosk
-  Tag Office with Kiosk
-  Main Office



# Plan for the Future

- Implement 2025 legislative changes
- Expand outreach and education
- Provide additional innovative systems
- Install three tag renewal kiosks



# Total Requested Budget

**Total 2025 Request**

**\$20,982,313**

