

FOR IMMEDIATE RELEASE

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DeKalb Tax Commissioner's Office named 2021 Tyler Technologies Public Sector Excellence Award winner

DECATUR, Ga. – The DeKalb County Tax Commissioner's office was recently recognized as a 2021 Tyler Public Sector Excellence Award winner during Connect, Tyler's annual user conference in April. The award is presented to an agency that demonstrates excellence in deploying Tyler's iasWorld software in innovative and impactful ways.

Faced with the challenge of adjusting the system when on-boarding a new entity just days before the 2020 tax digest deadline, staff worked with the Tyler team to implement a new process to address a nuance in the entity's charter that impacted the frozen base assessment values in the database. The tax office expertise enabled the successful billing of taxes and prevented a costly separate billing cycle for more than 10,000 parcels.

"The product allows us to do accurate and timely tax billing," said DeKalb County Tax Commissioner Irvin Johnson. "Using Tyler solutions over the past few years, we have successfully mailed tax bills at the same time of the year, without having to alter billing dates for nine years in a row."



Photo (L-R): Property Tax Director Christy Huiel, Clayton McDonald (former Property Tax Specialist), Property Tax Technical Support Analyst David Butler, DeKalb County Tax Commissioner Irvin Johnson.

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Tyler's Excellence Award submissions were evaluated by a diverse panel of Tyler leadership and were judged on the following criteria:

- Organizational efficiency and productivity
- Organizational responsiveness to employees, vendors, or citizens
- Business value
- Innovation in using Tyler applications or services in unique ways
- Relevance to other organizations using Tyler solutions
- COVID-19 response in handling transitions, changes, and/or other effects from the pandemic

Tyler Excellence Award winners were honored during the virtual Connect conference, where they were recognized in front of more than 5,000 of their public sector peers. For more information about Tyler Excellence Award winners, visit <https://www.tylertech.com/about-us/tyler-client-difference/tyler-excellence-awards/winners>.



About the DeKalb County Tax Commissioner’s Office

DeKalb County Tax Commissioner Irvin J. Johnson, an elected constitutional officer, is responsible to bill, collect and disburse \$1.3 billion in personal and real property taxes, and to administer homestead exemptions for the nearly 150,000 property owners. Serving also as an agent for the State of Georgia, the tax commissioner registers and titles motor vehicles, and disburses associated revenue.

In 2019, the tax office under Commissioner Johnson was also recognized with a Horizon Award for Government Agency website category. For more information about the Tax Commissioner’s office, please visit www.dekalbtax.org. For updates about the tax office, follow @dekalbtaxga on [Twitter](#) and [Facebook](#).

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