

Annual Report 2020



NORTH OFFICE

1358 Dresden Drive
Atlanta, GA 30319



CENTRAL OFFICE

4380 Memorial Drive
Decatur, GA 30032



SOUTH OFFICE

2801 Candler Drive
Decatur, GA 30034

Irvin J. Johnson, Tax Commissioner

DeKalbTax.org

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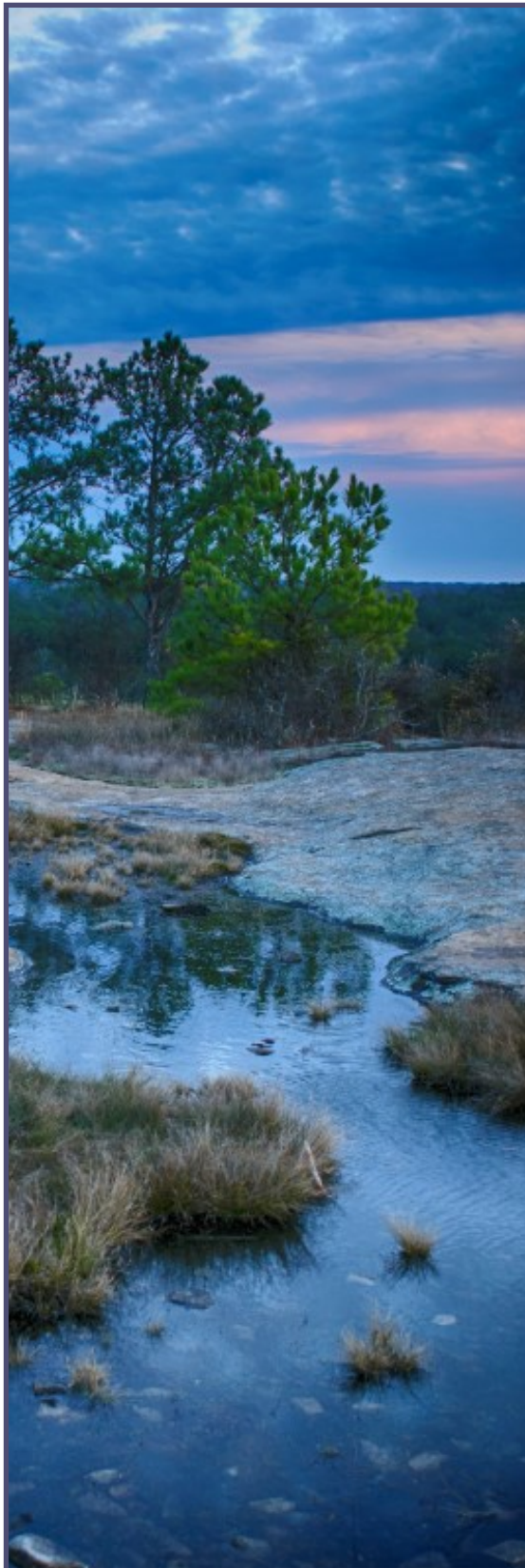


Photo courtesy of Discover DeKalb at <https://discoverdekalb.com>

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We Care About Serving You!

OUR VISION

To provide an excellent customer experience to all customers in the processing of motor vehicle and property tax transactions.

OUR MISSION

To perform all transactions in a legal, transparent, and ethical manner.

C = CUSTOMER-FOCUSED

A = ACCOUNTABILITY

R = RESPONSIBILITY

E = EXCELLENCE

From The Tax Commissioner



We are honored to serve DeKalb County. It is our pleasure to assist you in handling your motor vehicle titling, renewal, and property tax responsibilities. This past year was especially challenging because taxpayers, educators, government, and businesses had to face a global pandemic. All of us were forced to choose between competing priorities in our daily lives, at home and at work.

Here at the tax office, one of the major choices for us was how to deliver quality public services while operating under a public health crisis. The decisions were often difficult due to the uncertainty of the pandemic and its impact on the environment, staff, working conditions, and other factors. Now, as we begin to

see the availability of vaccines, we continue our attempt to balance the delivery of public services while the public health crisis is still unpredictable.

In 2020, COVID-19 forced us to implement safety measures to reduce or eliminate risky and unnecessary personal contact and interactions with the community at large. To prepare for the re-opening of in-person customer service, we enhanced security, purchased and installed personal protective equipment (PPE), and implemented COVID-19 cleaning protocols in all offices. We compensated for this change by enhancing our dropbox facilities, improving our mailing processes, expanding kiosks educational efforts, bringing E-Services online, setting up remote call center operations, and informing customers about our website at **DeKalbTax.org**. We also launched two appointment systems, **Click2Skip** and **Text & Wait**, which allow customers to access in-person office services by setting up their own appointments. This process now serves as many customers as we did before the pandemic. With these systems in place, the quality of service is as good as before the pandemic, and the lobby is less likely a potential source for spreading an airborne virus.

And still, in this environment, the tax office performed well in key areas: we passed our state, county, and city annual audits. The property tax digest was approved. Tax billing was timely, and motor vehicle tag and title processing continued. The number of seniors receiving exemptions increased. We returned \$336,000 budgeted funds to the County.

We encourage you to go to **DeKalbTax.org** to schedule appointments if you require an office visit. Otherwise, please complete your renewals by mail, use the dropboxes, go to one of seven kiosks, or renew online. Check out **Eservices.drives.ga.gov** to renew tags, update your address, check insurance status, check your emissions status, replace a lost registration card, and cancel or reinstate registration.

We thank you, again, for your trust in us, and we encourage you to protect yourselves and others!

Please complete our
customer service survey at
DeKalbTax.org
or scan the QR bar code.

THANK YOU!



A handwritten signature in black ink, reading "Irvin J. Johnson".

Irvin J. Johnson
Tax Commissioner, DeKalb County

Follow us @**DeKalbTaxGa**



Accomplishments



In 2020, the Tax Commissioner's Office accomplished the following:

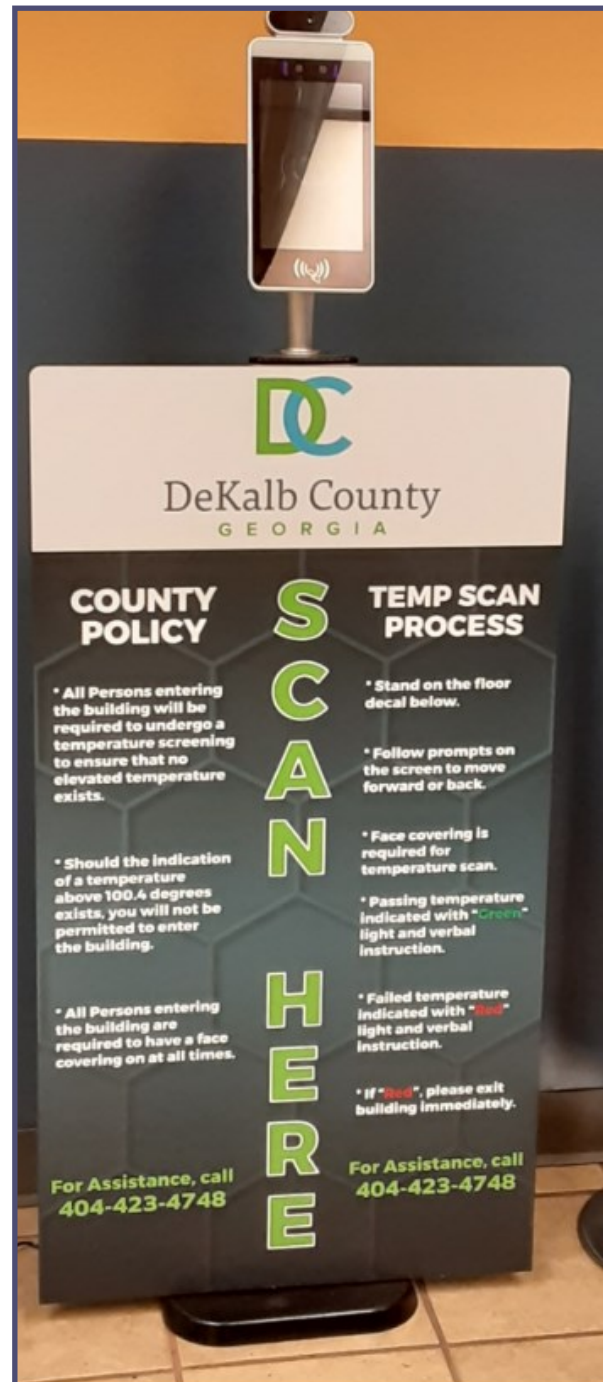
- Established pre-scheduled appointment service, Click2Skip, to allow taxpayers to reserve service times in advance and avoid waiting in line to be serviced.
- Created same-day, waitlist options with no-touch contact services that allow taxpayers to wait in their cars until it's their turn to be serviced.
- Installed plexiglass protective shields throughout the offices and initiated routine temperature checks to provide for taxpayer and employee safety.
- Enhanced sanitation practices, including installing additional hand sanitizer stations, performing counter wipe-downs between customers, and conducting frequent/biweekly electrostatic spraying.
- Equipped Call Center with technology to allow for remote operation in case of another government shut-down.
- Maintained customer services during pandemic through the website, and dropbox and kiosk locations in lieu of a total shutdown of vehicle tag and property tax services.
- Restored full-service operation after only closing twelve weeks for pandemic.
- Improved social media presence and retooled website to educate the public about new service options.
- Successfully completed annual tax digest approval, which allows for tax billing.
- Mailed tax billing on time despite office shutdown for pandemic protocol.
- Passed annual audits.
- Enhanced security protocols under Georgia open carry laws.
- Enhanced document security and retrieval times with imaging process updates.
- Conducted in-house training unique to our industry.





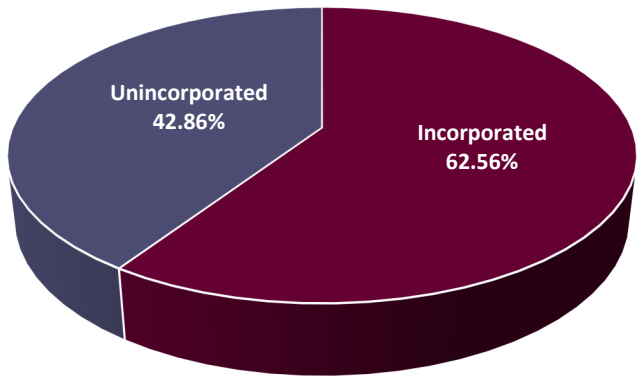
TO PROVIDE A SAFE EXPERIENCE FOR OUR CUSTOMERS AND EMPLOYEES, WE REQUEST ALL PARTIES CONDUCTING BUSINESS ADHERE TO THE FOLLOWING REQUIREMENTS:

NO LOBBY WAITING & STAY HOME IF SICK	PROTECTIVE MASKS REQUIRED
COUGH/SNEEZE IN CREASE OF ELBOW	USE HAND SANITIZER STATIONS
TEMPERATURE CHECKS	ADHERE TO SOCIAL DISTANCING

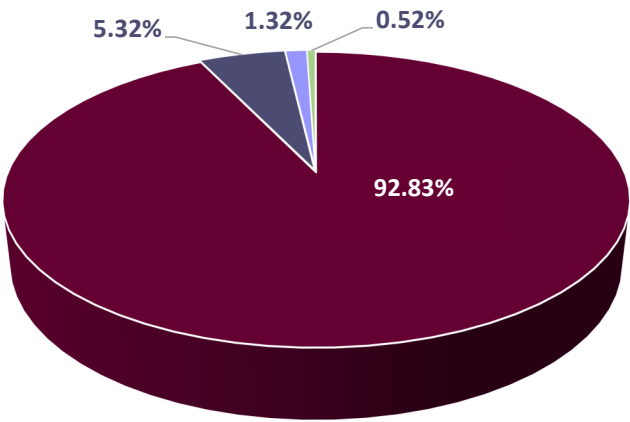




Gross Digest Value



Unincorporated	14,564,340,994
Incorporated	21,260,194,726
Gross Digest Value	33,984,392,802



Real Estate	33,255,135,933
Personal Property	1,907,494,939
Public Utility	474,297,921
Motor Vehicle	186,909,980
Mobile Home / Heavy Duty	696,947
Gross Digest Value	35,824,535,720

The DeKalb County Tax Digest is presented annually to the Georgia Department of Revenue for approval prior to the creation of tax bills. The property tax digest is the sum of all of the assessed values, after exemptions, of properties to be taxed within the County.

The Board of Tax Assessors is the agency charged with the responsibility of establishing the fair market value of property for ad valorem taxation purposes. This Board determines property values based on recent sales and market conditions.

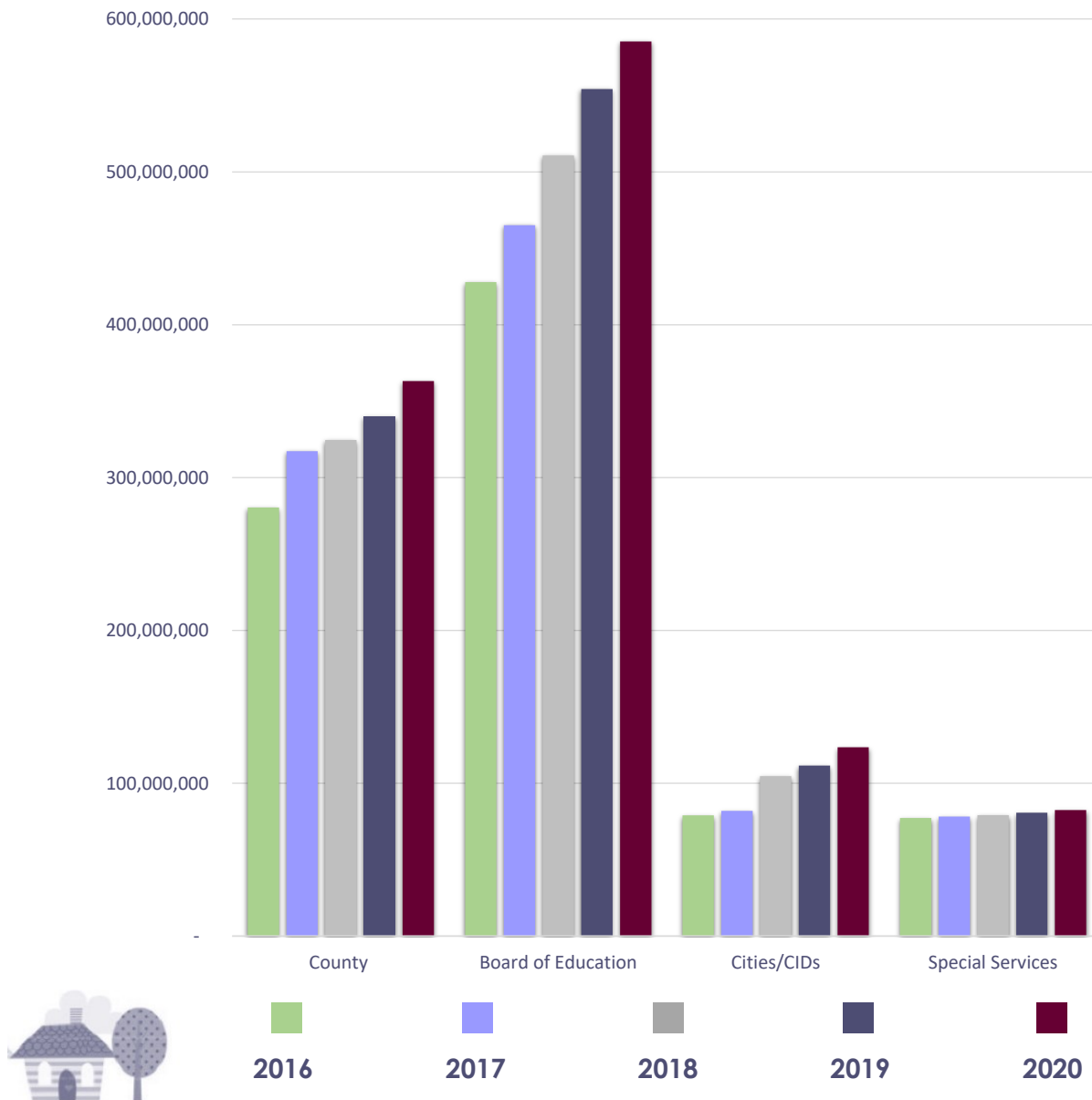
Notices of current value assessment are mailed to all property owners each spring. If a property owner has a disagreement with a property appraisal, an appeal may be filed up to 45 days from the notice date on the assessment form.

The governing body of each taxing authority annually establishes the millage rate, which is the determining factor in the calculation of taxes.

It is the responsibility of the Tax Commissioner to calculate tax bills based on the values set by the Assessor's Office and the millage rate established by the governing body.



Five-Year Net Billed and Percent Collected



Percent Collected

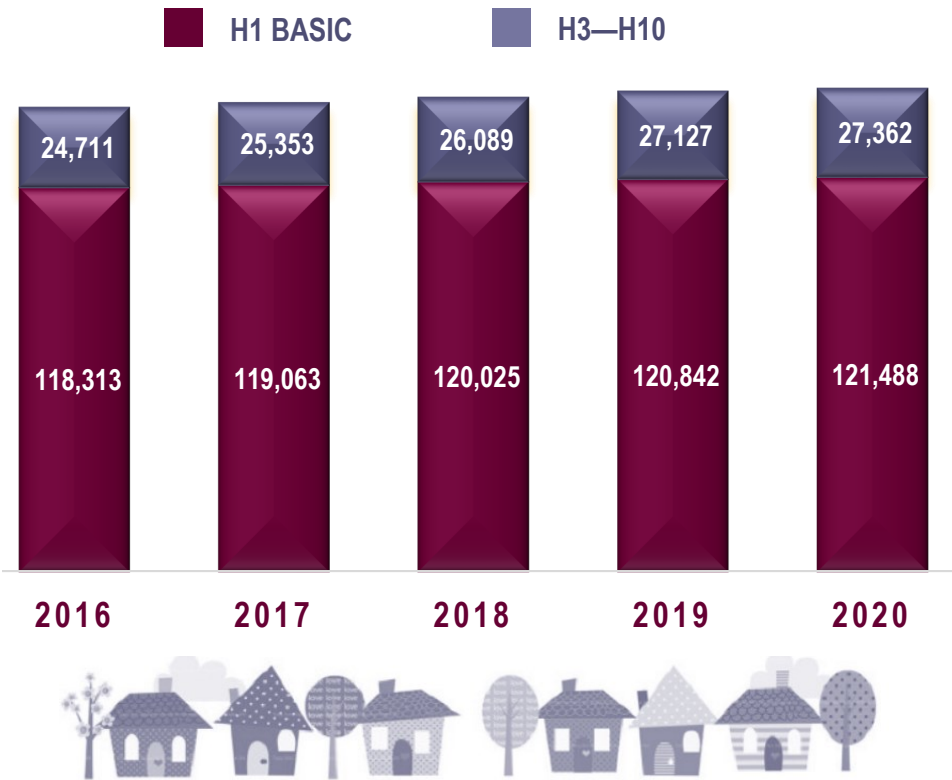
Authority	2016	2017	2018	2019	2020
County	97.24%	97.18%	96.57%	96.77%	96.54%
Board of Ed	97.63%	97.54%	97.20%	97.36%	97.15%
Cities / CIDs	95.91%	95.84%	*61.84%	96.14%	94.90%
Special Services	95.86%	95.85%	91.08%	95.43%	95.43%
Total	97.19%	97.15%	92.89%	96.91%	96.60%

*City of Atlanta taxes were not due until January 2019

Homestead Exemptions



To be granted a homestead exemption, taxpayers must actually occupy the home, and the home is considered the legal residence for all purposes. The deadline to apply for exemptions is April 1st.



Types of Homestead Exemptions

H1 – Basic:
No income limit

H3 – Senior or Disability:
Georgia net income limit \$10,000

H4 – Senior Exemption:
Georgia net income limit \$10,000

H5 – Veteran \ Spousal:
No income limit

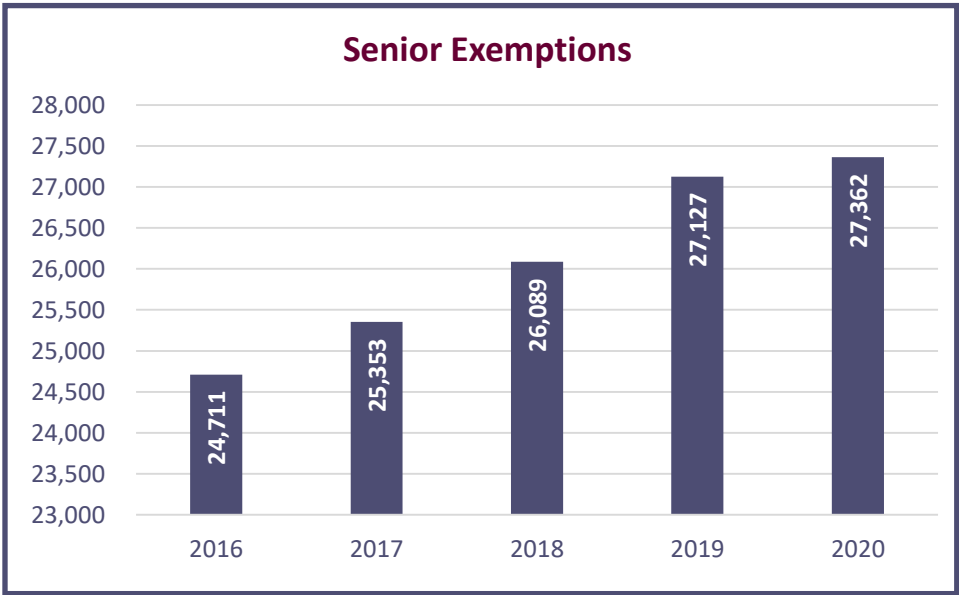
H6 – Senior Exemption:
Georgia net income limit \$15,000

H7 – Senior or Disability Exemption:
Gross income limit \$16,000

H8 – Senior Exemption:
Gross income limit \$16,000

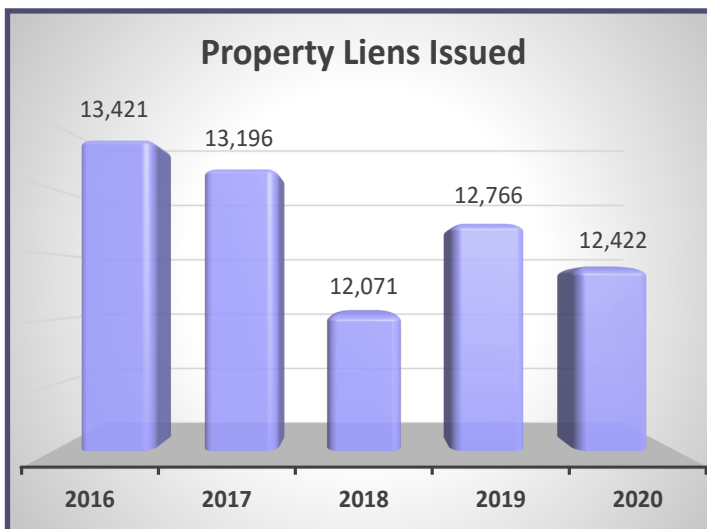
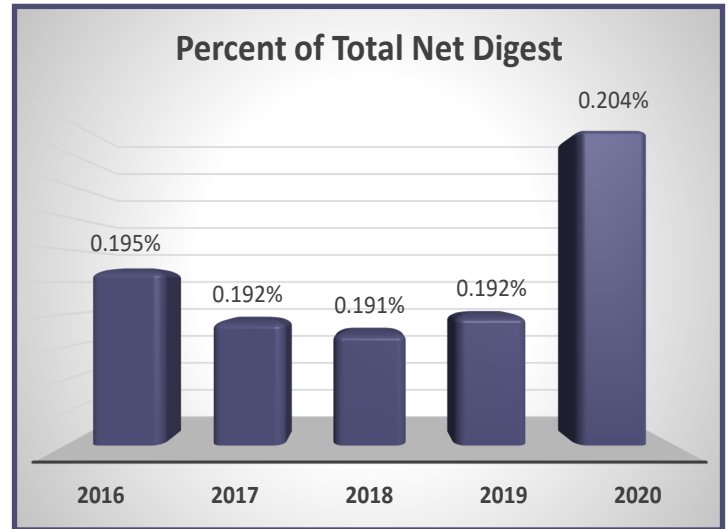
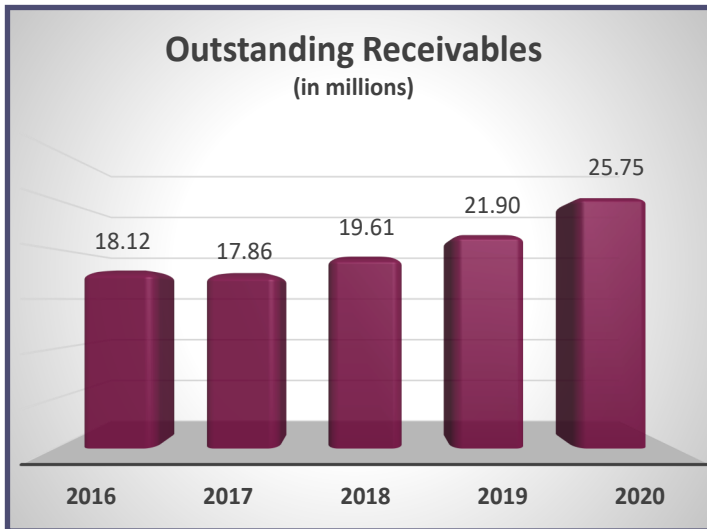
H9 – Senior Exemption:
Federal adjusted gross income limit \$89,637

H10 – Disabled Veterans:
\$10,000 limit Georgia net for schools and \$90,364 for all other levies



Visit our website for additional information on exemption qualifications: DeKalbTax.org/exemptions.

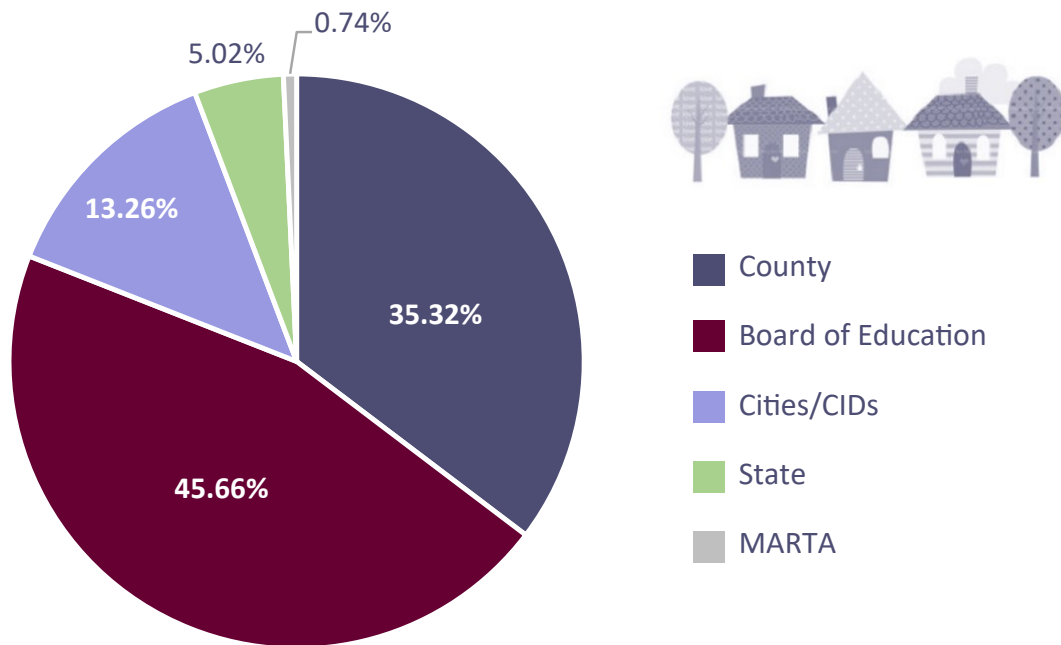
Delinquent Property Tax



* There were no tax sales in 2020 due to the COVID-19 pandemic.

Delinquent properties that have not been paid as of December 31st will have a lien placed on the property. Once the lien is placed on the property, fees and penalties will be added to the tax amount due. If payment is not received, the property is subject to being sold at a tax sale. These tax sales are held on the first Tuesday of each month, usually between April and December. Notice of tax sales are advertised in *The Champion Newspaper* once a week for four weeks prior to the sale.

Total Disbursements



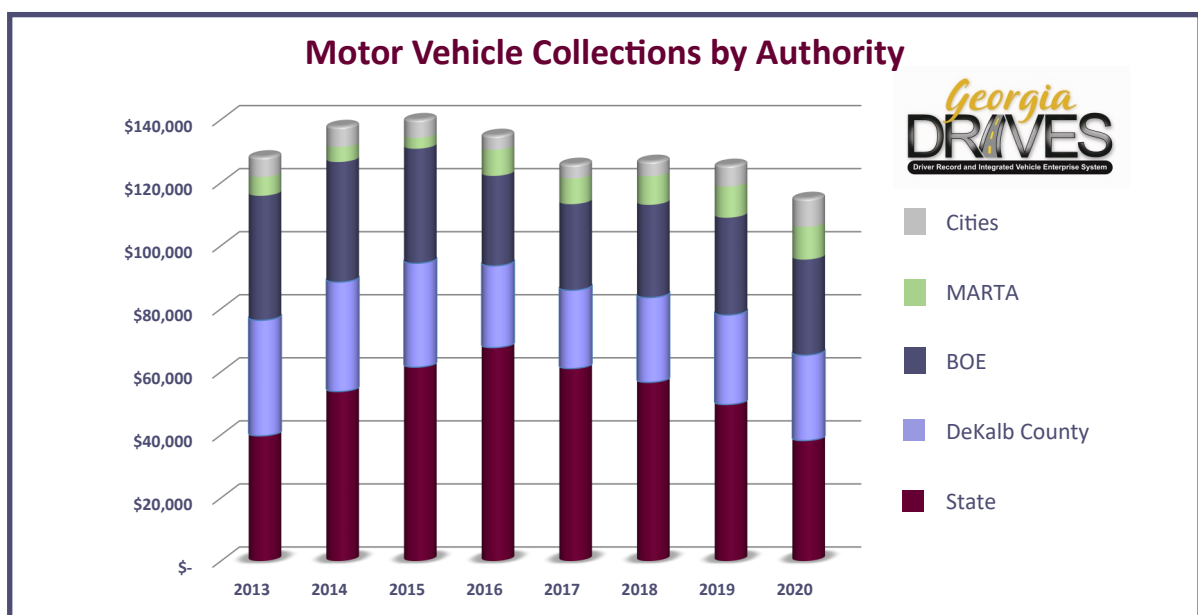
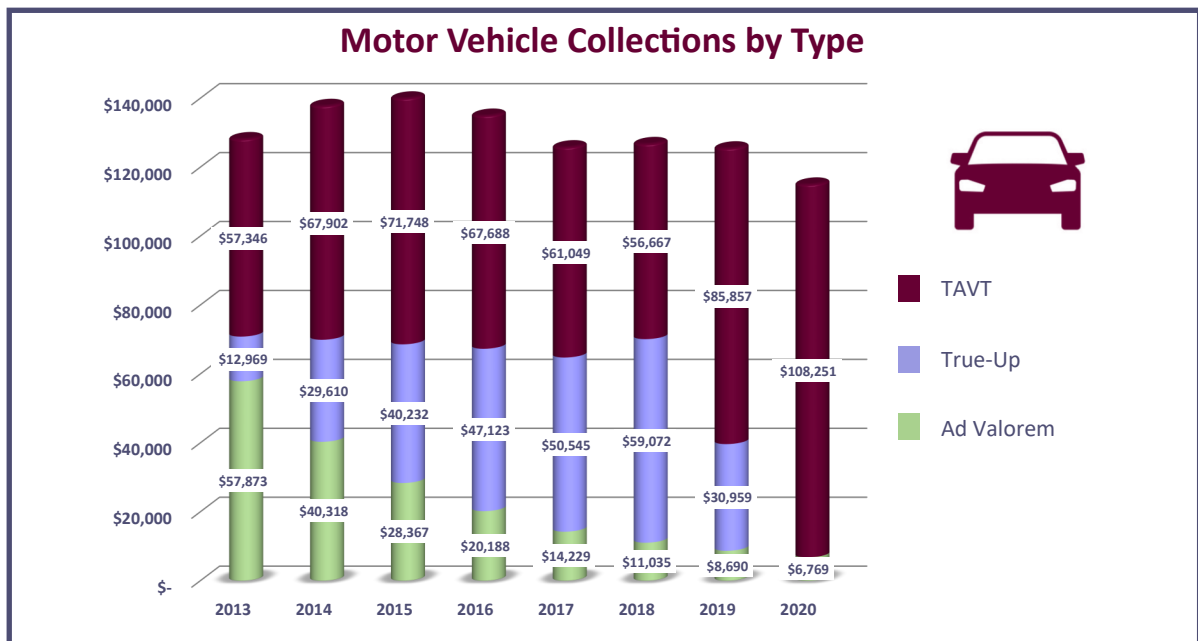
Authority	Amount Disbursed	Authority	Amount Disbursed
County	467,782,891	Doraville TAD	451,999
Board of Education	603,382,202	Dunwoody	11,662,543
State	52,387,146	Lithonia	549,890
MARTA	10,268,218	Pine Lake	637,417
Atlanta	30,723,111	Stonecrest	2,708,696
Atlanta Schools	42,244,845	Stone Mountain	2,497,107
Fulton County	2,884,747	Tucker	2,469,056
Avondale Estates	3,536,594	Perimeter CID	4,114,383
Brookhaven	16,563,277	Tucker Summit CID	1,213,829
Chamblee	12,092,726	East Metro CID	258,923
Chamblee Doraville CID	745,053	Greater Conley CID	361,582
Clarkston	3,499,178	Assembly CID	385,017
Decatur	1,348,840	Little 5 Points CID	10,271
Doraville	8,225,898	Tucker CID	473,115
DDA	2,049,401	Emory Annex	4,297,698
Grand Total Disbursements		1,289,825,654	

Motor Vehicle Collections



Effective July 2019, the State passed House Bill 329, which changed the distribution of State and local government motor vehicle funds established in the new Title Ad Valorem Tax (TAVT) beginning March 1, 2013. The original bill discontinued ad valorem taxes for new vehicles and replaced it with a Title Ad Valorem Tax. The new tax created a “True-Up” amount to ensure local governments would receive the same revenue they received in 2012. Any remaining funds would be distributed to the various local governments according to a factor that they establish.

Due to declining revenues for local governments, the State revisited the law and established a new formula for TAVT disbursements, which included a much lower percentage for the State and elimination of the Ad Valorem True-up.

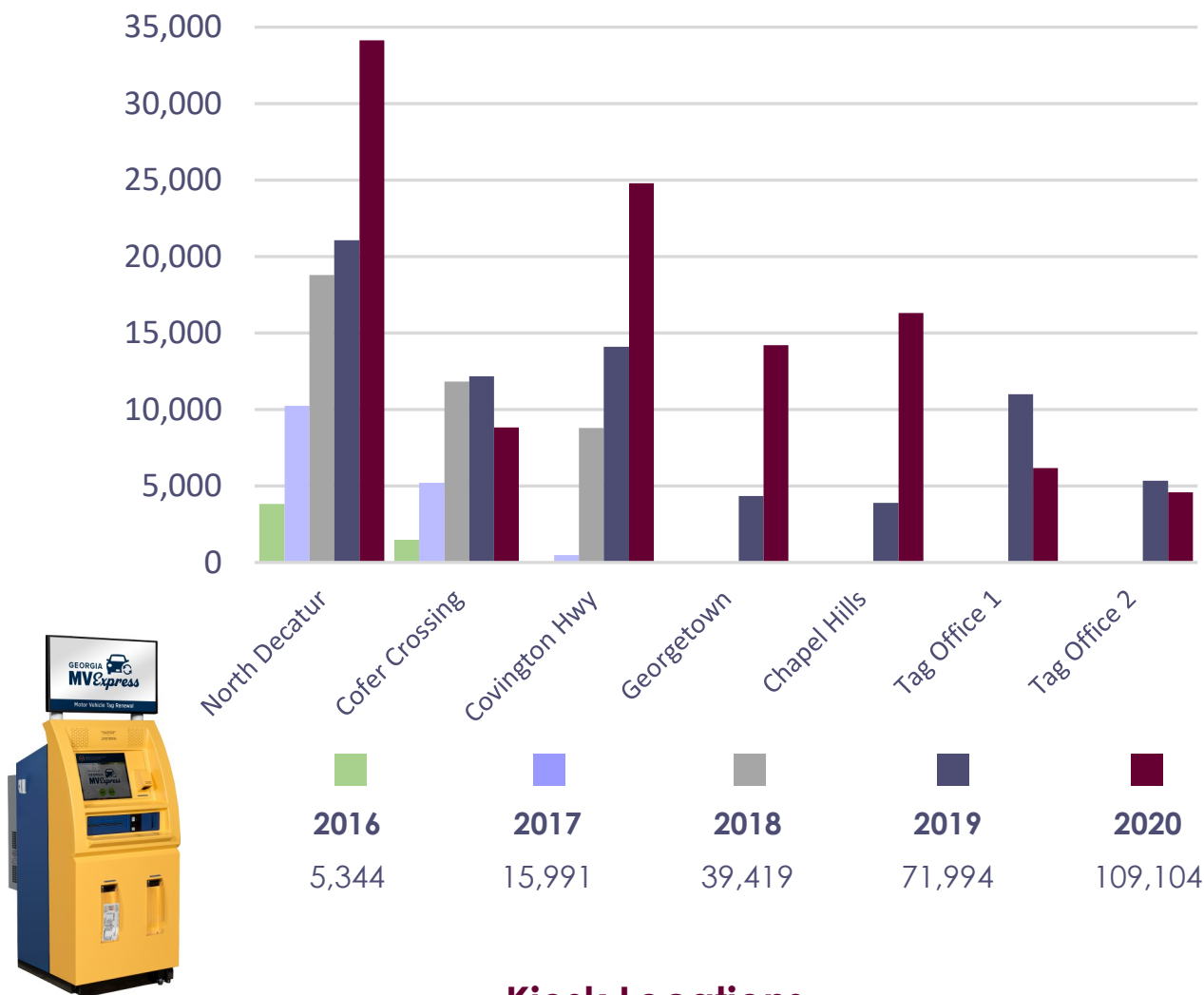


State Kiosks for Tag Renewal



The DeKalb County Tax Commissioner took the initiative and began offering self-service kiosks for taxpayers. These kiosks represent a partnership between the Tax Commissioner, Georgia Department of Revenue, Kroger, and the service provider. Each year, new kiosks are added.

Kiosk Transactions



Kiosk Locations

GEORGETOWN

4498 Chamblee-Dunwoody Road
Dunwoody, GA 30338

CENTRAL OFFICE

4380 Memorial Drive
Decatur, GA 30032

CHAPEL HILLS COMMONS

4919 Flat Shoals Parkway
Decatur, GA 30034

COVINGTON

6678 Covington Highway
Lithonia, GA 30058

NORTH DECATUR

2875 North Decatur Road
Decatur, GA 30033

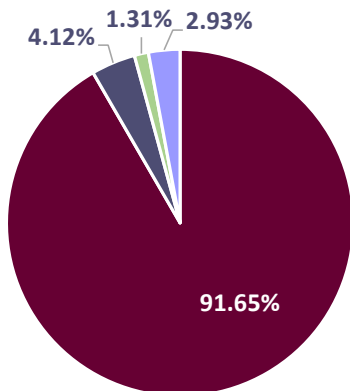
COFER CROSSING

4357 Lawrenceville Highway
Tucker, GA 30084

Customer Survey Feedback



Please rate our knowledge of the subject matter during your transaction.



RATING	%	COUNT
Excellent	91.64	8,208
Good	4.12	369
Fair	1.31	117
Poor	2.93	262

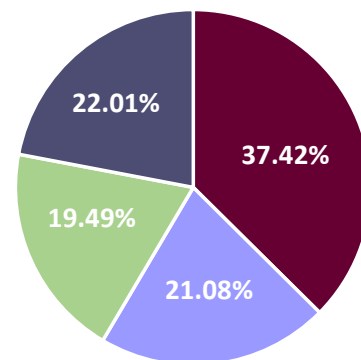
"I was impressed with the protocols in the office. I scheduled an appointment online. It was organized and efficient. The service was exceptional."
— participant #8,857

"Everyone I encountered was proactively kind, organized, professional, helpful, light-hearted, and all-around awesome. It was incredibly busy and, somehow, y'all kept things moving in an organized fashion."
— participant #8,958

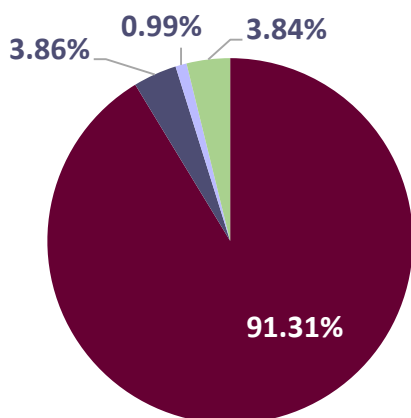
Which location did you visit?

"Great process. Professional staff. Best government department experience I have ever had."
— participant #8,928

LOCATION	%	COUNT
CENTRAL (Memorial Drive)	37.42	3,362
NORTH (Brookhaven)	21.08	1,896
SOUTH (South DeKalb Mall)	19.49	1,753
NOT APPLICABLE	22.01	1,978



Please rate our ability to address and solve your service needs during your visit.



RATING	%	COUNT
Excellent	91.31	8,189
Good	3.86	346
Fair	.99	89
Poor	3.84	344

"Every single employee was polite and helpful and cheerful and worked to make the process enjoyable."
— participant #8,895

DeKalbTax.org

Please let us know how we're doing by taking our survey!



Office Locations and Hours



CLICK2SKIP NOW AVAILABLE AT ALL LOCATIONS!

NORTH



1358 Dresden Drive NE
Atlanta, GA 30319
404-812-1000

Motor Vehicle
8:00 am to 4:30 pm

Property Tax
8:00 am to 4:30 pm



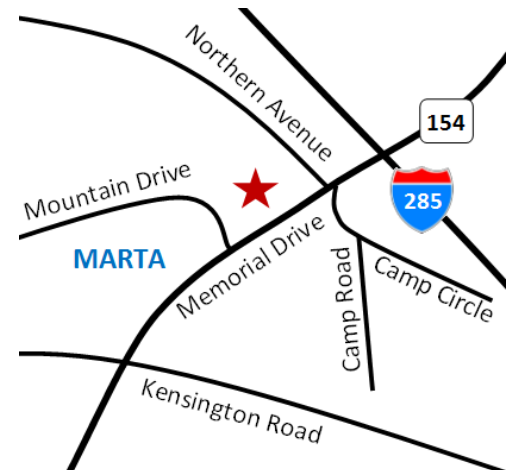
CENTRAL



4380 Memorial Drive, Suite 100
Decatur, GA 30032
404-298-4000

Motor Vehicle
8:00 am to 4:30 pm

Property Tax
8:00 am to 5:00 pm



SOUTH



The Gallery at South DeKalb Mall
2801 Candler Road (near Macy's)
Decatur, GA 30034
404-244-1224

Motor Vehicle
8:00 am to 4:30 pm

Property Tax
8:00 am to 4:30 pm

