

TAX COMMISSIONER'S OFFICE





Richmond County Tax Commissioner's Office

2022 ANNUAL REPORT

Pub. March 2023

# A NOTE FROM COMMISSIONER JOHNSON



### **TAX COMMISSIONER'S OFFICE**

Richmond County Tax Commissioner's Office 535 Telfair St., Suite #100 Augusta, GA 30901 (706) 821-2391

### From the Desk of the Tax Commissioner

My friends,

I am honored to serve the citizens of Richmond County as your new Tax Commissioner. Though changes have occurred, I am committed to maintaining the same standard of Excellence that has made us the best Tax Commissioners Office in the State of Georgia.

It is the responsibility of the Tax Commissioner to serve as the county's billing, collection, and distribution agency, collecting property and motor vehicle taxes, as well as processing Homestead Exemption applications, and digest preparation. I am pleased to have a proficient and dedicated staff who is committed to performing their duties in an efficient and responsible way while providing excellent customer service.

This annual report will detail the functions and accomplishments of this office, as well as highlight our commitment to community service and to the citizens of Richmond County.

Thank you for your trust in us.



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# PURPOSE, MISSION, AND VALUES

# **OUR PURPOSE**

The Richmond County Tax Commissioner, an office established by the Georgia Constitution and elected for a four-year term, is the official responsible for receiving and processing applications for homestead exemption; serving as agent of the State Revenue Commissioner for the registration of motor vehicles; and performing all functions related to billing, collecting, disbursing, and accounting for ad valorem taxes collected in this county on behalf of the State of Georgia, Richmond County Commission, and the Richmond County Board of Education.

### **OUR MISSION**

The mission of the Richmond County Tax Commissioner's Office is to collect taxes while providing a pleasant experience focused on excellent customer service, accessibility, innovation, and community outreach.

# **OUR CORE VALUES & BELIEFS**

Accuracy - Provide information to county officials, that is accurate so decisions can be made with confidence and in a timely manner.

Cooperation - Be able to work with other governmental organizations, county departments, elected officials, and citizens to identify how we can work together to meet our goals.

Customer Service - Treat internal and external customers with respect and assist them in a timely manner. Follow a process of continuous improvement in our operations in order to become more efficient, responsive and better serve the needs of the citizens.

Efficiency - Maximize impact of revenue received by our office to ensure the county continues to receive an excellent return on its investment. Review expenses to ensure funds are spent wisely and waste is minimized.

Trust - Citizens must have confidence in this office's commitment to public service. We must allocate county funds properly and with the aim of improving our outcomes.



TAX COMMISSIONER'S OFFICE

# MEET YOUR LEADERSHIP TEAM

### Leadership Team:

Top row (left to right)

Ryan Barbin, *Property Tax Director* 

Ashleigh Neville, Executive Assistant to T. Chris Johnson

John Rose. Finance Director

Tanya Kitchings, Administrative Assistant

Bottom row (left to right)

Jeff Pooser, *Project Manager* 

Sharon Kendrick, Deputy Tax Commissioner

T. Chris Johnson. Tax Commissioner

Lynn Gladney, Motor Vehicle Registration Director

Steven Kendrick, Chief Deputy Tax Commissioner

Dorinda Waiters, Motor Vehicle Registration Deputy Director



### ABOUT YOUR TAX COMMISSIONER

Tederell "Chris" Johnson was born in Glennville, Georgia and later moved to Augusta, where he was educated in the Richmond County Public School System. He attended Morehouse College in Atlanta, Georgia, and graduated from Cameron University in Lawton, Oklahoma, where he obtained a Bachelor of Arts Degree in Political Science.

Commissioner Johnson began working at Savannah River Site in 1989, working for the Department of Energy Contractors, DuPont, Westinghouse, Washington Group and Savannah River Remediation. He served in positions of increasing responsibility to include Radiological Controls Supervision and Management, Public Affairs, Operations Integrations, Operations Management, Equal Employment Opportunity Investigations, Human Resources Operations, and Operations Training. Commissioner Johnson retired from Savannah River Remediation in October 2012, accepting the position of Chief Deputy Tax Commissioner for Richmond County, where he oversaw all Motor Vehicle and Property Tax Operations.

Commissioner Johnson is a United States Naval Reserve Veteran, a youth pastor, and a seminarian. He also has a strong interest in Blight Remediation, Urban Redevelopment, and Real Property Development as indicated by his involvement as Chairman of The Augusta Georgia Land Bank Authority - a role he has been in for 9 years. He also has a passion for youth ministry, youth development, and the health and the wellbeing of Augustans, and is involved with organizations that focus on these areas. Organizations past and present in his community service include:

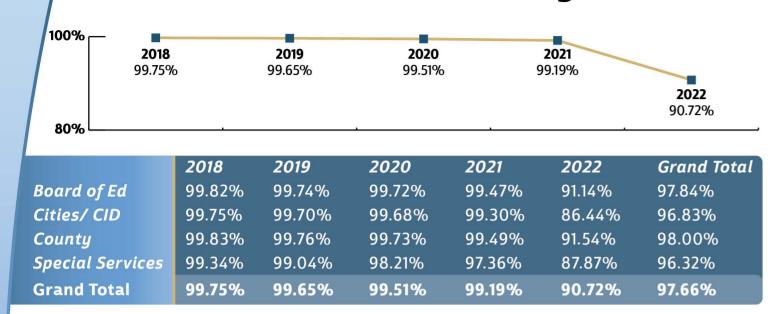
> The Augusta, Georgia Land Bank Authority, *Chairman* Greater Mt. Canaan Missionary Baptist Church, Youth Pastor Project Impact, Advisor Christ Community Health Services, Board Member

Leadership Augusta, Advisory Board Member Leadership Augusta Class of 2014

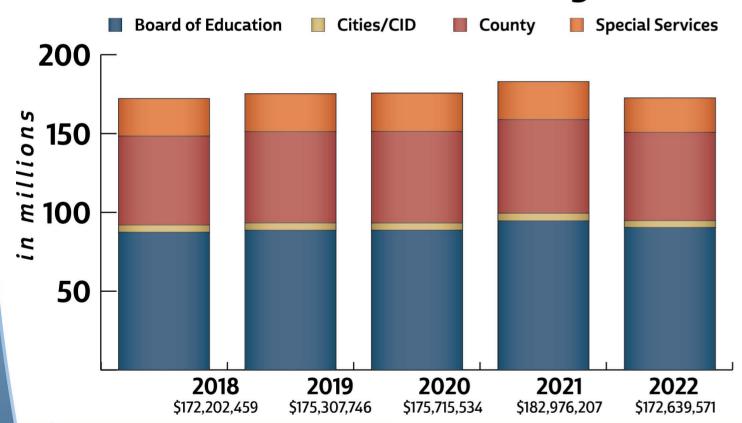
City View Seminary of Augusta, Georgia, Board Member Board of Trustees of Greater Mt. Canaan Missionary Baptist Church, Chairman Virginia College Business School Advisory Board, Board Member The Savannah River Site Diversity Board of Directors, **Board Member** The Savannah River Site First Line Managers Advisory Board, Chairman Lake Forest Hills Elementary PTO Board of Directors, Board Member

### **OFFICE HIGHLIGHTS**

# Annual Collection Rate by Year



# Total Annual Disbursements by Year



# Arctax.com analytics snapshot

# **2022 Online Payments**

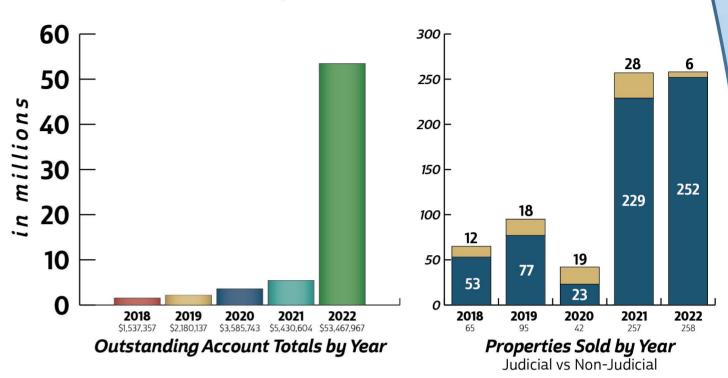
Count 17,227
Total Amount Paid \$23,271,153.18

# **Top Pages by Visits**

Homepage	104,781
/131/Online-Payments	100,870
/203/Tax-Sale-Lists	55,162
/101/Property-Tax	46,592
/159/Registration-Renewals	14,960

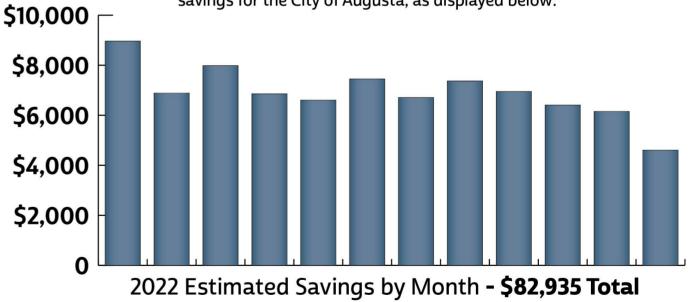
### OFFICE HIGHLIGHTS

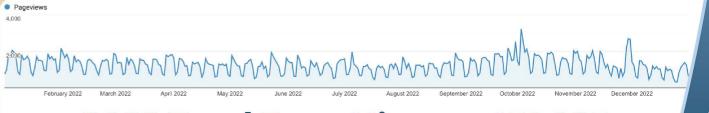
# **Delinquent Collections**



# Utilities Payment Processing

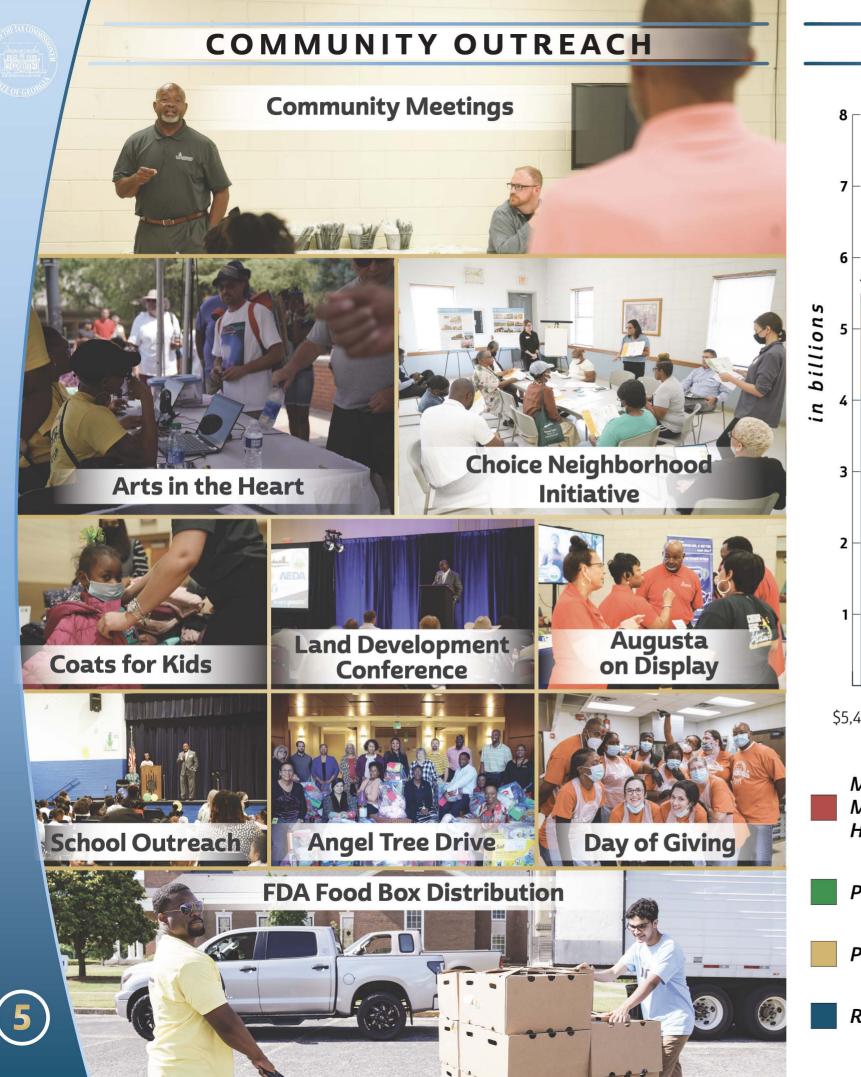
Since 2014, the Richmond County Tax Commissioner's Office has processed mail-in payments on behalf of the Augusta Utilities Department. This has resulted in significant savings for the City of Augusta, as displayed below:



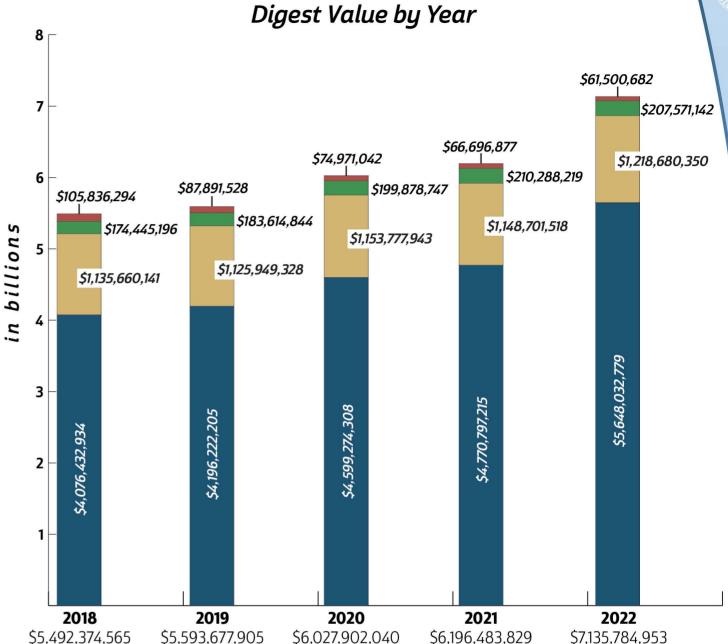


2022 Total Page Views - 451,035



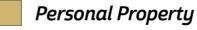


# PROPERTY TAX DIVISION

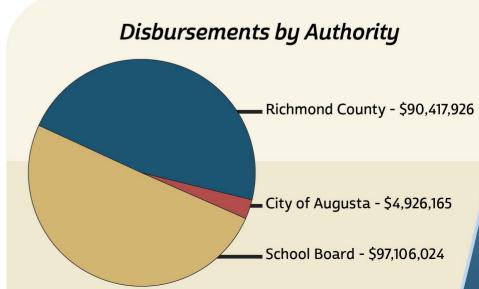




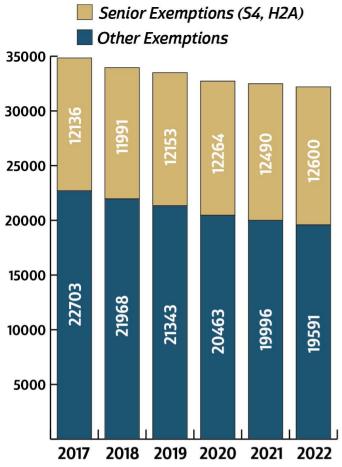


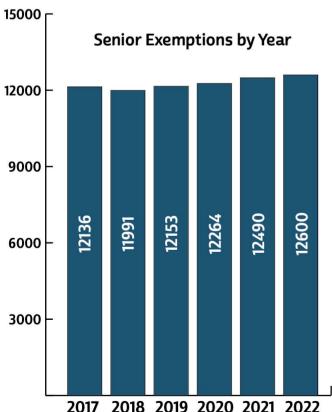






# **HOMESTEAD EXEMPTIONS**





### S1 - Regular Homestead Exemption

· No income limit

# SG - Spouse of Peace Officer or Firefighter Killed In the Line of Duty

 Applies to the un-remarried widow/widower of a police officer or firefighter killed in the line of duty

### S3 - Partial School Exemption

 The net income of the applicant and spouse cannot exceed \$10,000

### **H2A - Full School Exemption**

 Must be 65 years old as of January 1 of the application year

### S4 - Double & School Exemption

- Must be 65 years old as of January 1 of the application year
- The net income of the applicant and spouse cannot exceed \$10,000

# H10 - Local Disability (10R if age 65 or older)

· No age or income limit.

### H5A - Local Disability w/Income Limitations (H-5B if age 65 or older)

 Maximum Georgia taxable income of \$20,000 for both applicant and spouse.

# S5 - Disabled Veteran Exemption (SD if 65 or over)

 Applicant must be 100% service-connected disabled.

### SS - Surviving Spouse of 100% Disabled Service Connected Veteran Exemption (SE if age 65 or over)

 Death of spouse who was killed or died as a result of a war or armed conflict while on active duty.

# Call us at 706-821-2391 or visit us at arctax.com to learn more about homestead requirements or to find out how to apply. You may also scan the QR code to the right with your mobile phone to view our Homestead Exemption Explanation document.

# 

### **NEW IN 2022 & YEAR'S SUPPORT**

## Wanna talk Homestead Exemptions? We'd love to!

Or property tax, or motor vehicle, or anything related to Richmond County taxes. Scan the QR code on the right to go to the portal where you can schedule a Tax Commissioner's Office representative to come talk to your school, church, or other community group, or visit our website at arctax.com and click on the banner seen below.



In our pursuit of continued excellence, we are offering more payment options than ever before! Here is a brief look at our alternative methods of paying your taxes.



# PAY BY PHONE AT **706-252-9080**

What you will need: The current tax year (2022), your bill number, and payment information.



# PAY AT THE **TAG OFFICES**

What you will need: Your property tax bill and preferred payment method (credit, debit, or check).



# PAY THROUGH A **DROPBOX**

What you will need: Place an envelope with a check for the correct amount and the bottom portion of your bill. Dropboxes are available outside each of our offices.



# PAY DURING EXTENDED HOURS

Our Tag Offices are now open until 7 P.M. every Wednesday to offer you increased flexibility whether you need to pay property taxes or make a vehicle transaction.



# PAY ONLINE AT **ARCTAX.COM**

What you will need: The name of the property owner, map/parcel ID, tax bill number, or street address.

# Year's Support: did you know?

If you are the surviving spouse (or minor child) of a recently lost loved one (within 2 years), you can petition for Year's Support. If a Year's Support is awarded it allows the taxpayer relief from property tax in the year designated on the petition.



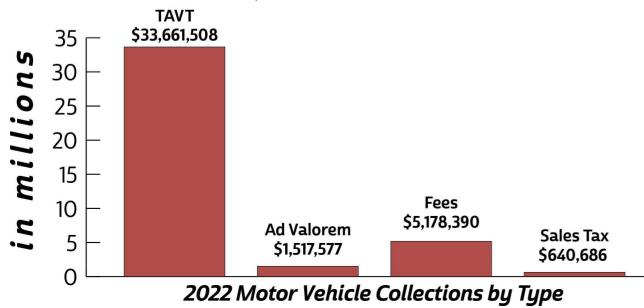
### MOTOR VEHICLE DIVISION

# State of Georgia Augusta - City Augusta - County County School Board Other Municipalities \$17,158,243 \$1,786,197 \$10,499,611

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.

\$11,247,580



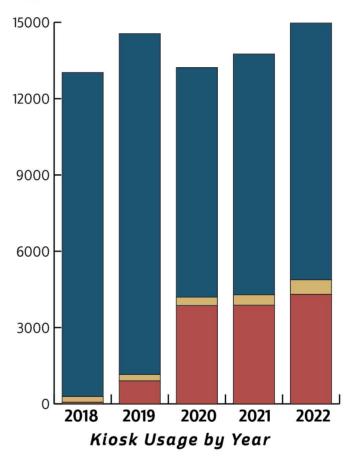
### TAG RENEWAL KIOSKS & DROPBOXES

# Tag Renewal Kiosks

The Richmond County Tax Commissioner's Office operates two tag renewal kiosks located in our South Augusta Tag Office and in the 24/7 Kroger shopping center at 2801 Washington Road (see map).

These kiosks offer a fast, convenient, and accessible option for simple tag renewals. Just scan your driver's license, insert your payment, and have your decal printed in seconds!





South Augusta Kiosk

Average Annual Revenue - \$518,634

Other County Kiosks

Average Annual Revenue - \$16,180

Kroger Kiosk

Average Annual Revenue - \$122,869

Total Average Annual Kiosk Revenue \$657.684

# **Dropboxes**

The Richmond County Tax Commissioner's Office maintains three dropboxes (one at each office) for secure and easy drop off payments. Simply drop off your paperwork with a check for the correct amount (if payment is required).

This initiative has been especially beneficial for dealerships that require bulk processing.



### LOCATIONS AND HOURS



# **Municipal Building Office**

535 Telfair Street Suite 100 Augusta, GA 30901

Phone: 706-821-2391 Fax: 706-821-2419

Monday - Friday 8:30 a.m. - 5:00 p.m.

# South Augusta Tag Office

3463 A Peach Orchard Road Augusta, GA 30906

Phone: 706-821-2391 Fax: 706-796-5076

Monday - Tuesday | 8:30 a.m. - 5:00 p.m. **Wednesday** | 8:30 a.m. - 7 p.m. Thursday - Friday | 8:30 a.m. - 5:00 p.m. \*Self-Service kiosk available during business hours.

# **West Augusta Tag Office**

2816 Washington Road Suite 109 Augusta, GA 30909

Phone: 706-821-2391 Fax: 706-849-5915

Monday - Tuesday | 8:30 a.m. - 5:00 p.m. Wednesday | 8:30 a.m. - 7 p.m.

**Thursday - Friday |** 8:30 a.m. - 5:00 p.m.

### CUSTOMER FEEDBACK



Pen Inmidstride

6 reviews

\*\*\* 5 months ago

The men and women in this office went above and beyond. They support the community. Very knowledgeable, patient and helpful with all my issues today.



Local Guide · 70 reviews · 359 photos

★★★★★ 3 weeks ago NEW

Although we had to come back the ladies were very helpful in making sure we had all the right paperwork that we needed to bring back. We didn't even wait 5 minutes before being seen. Reminder can't do drivers license here only registration.

They also have lots of tags available



**Charmaine Williams** 

5 reviews

\*\*\*\* 3 months ago

I went to the South Augusta tag office today; Kelly, seated at station 4, did a fantastic job. She was very professional and kind. The gentleman at the door was great, also. The atmosphere seems so much more pleasant.



10 reviews · 2 photos

★★★★★ 8 months ago

Excellent customer service. We spoke to Mrs. Allen-she handled our question with professionalism and kindness. Couldn't ask for a better rep to speak to! Don't hesitate to call or visit.



Nora Bernhardt

7 reviews

\*\*\*\* 5 months ago

Went to the South Augusta Tag Office this morning and from the moment we were greeted by the man at the door until we were leaving we received superb service. We had three transactions to complete and Danetta (not sure this is the right spelling) was so very pleasant and patient with us. She was at station#3 today, 9/21/22. She made everything very easy for us, explained everything, and ensured we understood each transaction. Please give her our thanks and let her know how very much we appreciated her help and how much she is appreciated and what an important part of your team she is.



Roman Belik

18 reviews · 5 photos

★★★★★ 9 months ago

A little bit small but cozy. Office staff is polite, professional and very helpful. Today was my third visit within 2 years and I always felt welcomed.



Isabella Dorsett

3 reviews

\*\*\* a year ago

Positive: Professionalism, Punctuality, Quality

All of the employees here were very helpful to my husband and I in getting our tags renewed and even advised me on how to get my name changed on my tags to my married name. The only downside is having to wait outside in the cold but I'm sure this is due to the current COVID environment.

