



FOR IMMEDIATE RELEASE

April 30, 2019

**Bryan County in Partnership with the Georgia Department of Revenue
will Implement new Georgia DRIVES Motor Vehicles System**

The Georgia Department of Revenue (DOR) is installing a new state-of-the-art system, Georgia Driver Record and Integrated Vehicle Enterprise System (DRIVES), to upgrade and modernize the vehicle registration and titling system. The new Georgia DRIVES system will enable more self-service options, improve customer service, and enhance data integrity.

Beginning 21, May, some online vehicle services and location hours may be reduced in preparation for the system upgrade. Implementation of the new system will require the vehicle registrations and titling services to be unavailable Friday, May 24. During June, customers may experience longer than normal wait times when visiting the tag office. Vehicle owners with renewal dates in May and June who normally renew in person are encouraged to do so prior to May 20 to avoid delays. Individuals who ordinarily renew online will not experience delays.

From Bryan County Tax Commissioner, Carrol Ann Coleman, "Leading up to the launch of the Georgia DRIVES Project, some of our services will be unavailable. It is important that drivers plan accordingly. We want to continue offering excellent customer service and will work with customers as they come into the Bryan County Tax Commissioner's Office. If your renewal date is in May or June and you normally renew your tag in person, please plan to visit us prior to May 20."

What to Expect: Tuesday, May 21 – Monday, May 27

- No online services will be available for tag renewals.
- The Motor Vehicle Division will only be able to process Trip Permit transactions at the DOR Southmeadow facility. All other transactions including International Fuel Tax Agreements (IFTA) and International Registration Plans (IRP) will be unavailable.

What to Expect: Thursday, May 23

- The county tax office will be unable to process vehicle transactions after 10:00 A.M. As usual, we will be able to process property tax transactions 8:30 A.M. – 5:00 P.M.

What to Expect: Friday, May 24

The county tax office will be closed to the public for system upgrade and staff training.

What to Expect: Monday, May 27

- The county tax office will be closed for Memorial Day holiday.



What to Expect: Tuesday, May 28

- County tax office will open to the public beginning 12:00 noon.

How will this impact Georgia customers and drivers?

- In the first month of the DRIVES system, walk-in customers may experience delays and longer than normal wait times. To avoid such delays, Georgia residents with May and June renewal dates are encouraged to renew prior to Monday, May 20.
- Customers and dealers seeking to conduct any title transactions should complete their business at a county tag office prior to Friday, May 23.
- Dealers will be able to initiate electronic title and registration (ETR) transactions and issue temporary operating permits (TOPs) over Memorial Day weekend.
- Law enforcement will still have access to motor vehicle records through a statewide backup file.
- The Department of Driver Services will not be affected.

Please visit our county tag website at www.bryancountyga.org for more information on upcoming scheduling changes.

Contact

Name: Carrol Ann Coleman

Phone: 912-653-3880

Cell: 912-572-2859

Email: ccoleman@bryan-county.org