



Dealer Walk-In Visits During COVID-19

Maintain 6 feet social distancing at all times.

In-Person Alternatives

COVID-19 Service Steps

1. CHECK-IN: Provide your phone number.
2. WAIT IN YOUR CAR: Read this handout.
3. WHEN CONTACTED: Return to check-in.

Walk-Through Transactions

- Dealer representatives and tag/title services may also walk through a total of 12 transactions per day (six at a time).
- Due to increased volume after 4 p.m. and our commitment to maintaining our policy of allowing representatives to submit up to six applications at a time, you must submit a separate form of payment for every two applications if you arrive after 4 p.m.
- All applications must be complete and ready to process at time of submission. DMF will not make arrangements for vehicle owners to complete paperwork after it is received. Incomplete paperwork will be returned to the dealership for correction. All applications must include the following:
 - Georgia Title Application (MV-1)
 - Original title or MSO
 - Bill of Sale
 - Form MV-7D
 - Correct payment amount included
 - Any necessary supporting documentation

1. Use Drop-Box Service

No need to wait, use the drop box to deposit any paperwork you would normally take into Dealer, Mail & Fleet (DMF).

- Include your name, phone number and mailing address with the documents, and take a photo of them for your records.
- Review the Paperwork Checklist to ensure all necessary paperwork is included; otherwise, it will be returned to you.
- If we have all the required paperwork, your transaction will be processed and mailed to you.
- Make check or money order payable to 'Gwinnett Tax Commissioner.'
- **Do not deposit cash.**

2. Do It Online

Use your phone or any Internet-connected device to renew, pay fines, cancel tags, request a duplicate registration, change your address and much more. Fleet companies with 100+ vehicles can also register for a fleet account. Click e-services at GwinnettTaxCommissioner.com.

Closing Rules

To comply with mandated social distancing during COVID-19, we are limiting the number of staff and customers inside. Due to a backlog from the stay-at-home order, we may need to cut long lines. We apologize for the inconvenience and appreciate your patience. We're doing our best to serve you while we keep customers and associates safe.

If you would like to receive our newsletter, email DMF@gwinnettcounty.com with the subject: Newsletter.





Richard Steele
Tax Commissioner

We are in unprecedented times, with extraordinary measures underway worldwide in response to the COVID-19 virus. Your safety and that of our associates is the No. 1 priority as we reopen in-person service. Maintaining social distancing is going to require us to limit the number of windows we have open and the number of customers inside the lobby so that everyone can be as safe as possible.

As you can imagine, with a backlog of nearly 200,000 people who need tax and tag services within a matter of a few weeks, lines could be extremely long. For many years, we have taken pride in how quickly we typically serve Gwinnett County residents at tag offices and on the phone, email and chat. In other words, we are just as uncomfortable as you are with the new arrangement, so please bear with us.

It's at times like this that we remember what's most important and discover a deeper level of appreciation for each other and what we can achieve together. The fact that Gwinnett residents can conduct most tag and tax business online means that we can keep everyone as safe as possible while we uphold the laws and fund government. Last May, the state Department of Revenue replaced its 20-year-old motor vehicle system. Because of the excellent preparation measures taken by my staff, Gwinnett residents were able to get their tax and tag work completed despite the state disruption. Planning for the future is just one of the core values that my office holds dear. It's our mission to serve and our vision to be leaders in public service. It's my honor to be your tax commissioner, and to provide below a snapshot of the work we completed in 2019.

As always, if you have any questions or concerns, please bring them to my attention. You can reach me at taxcommissioner@gwinnettcountry.com.

Sincerely,

Richard Steele, May 2020

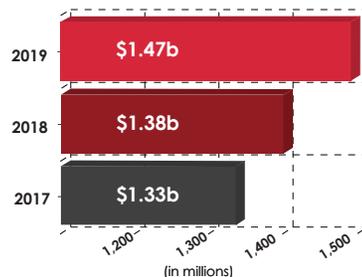
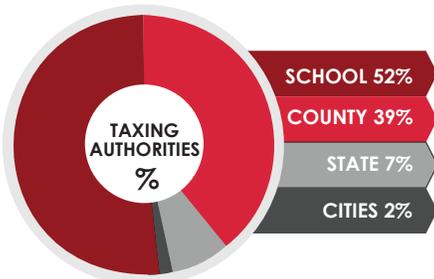
OFFICE OF THE TAX COMMISSIONER CONSOLIDATED OPERATIONS & SERVICE METRICS

Consolidated Collections

	2017	2018	2019
Property Tax	\$1,115,791,716.00	\$1,166,627,948.69	\$1,254,850,609.95
Motor Vehicles	\$210,568,546.00	\$214,880,764.00	\$215,921,235.71
	\$1,326,360,262.00	\$1,381,508,712.69	\$1,470,771,845.66

School	\$667,522,216.31	\$705,846,643.12	\$762,282,781.23
County	\$510,455,712.44	\$526,797,528.24	\$568,268,603.42
State	\$111,434,207.12	\$105,750,768.19	\$96,515,995.94
Cities	\$25,390,464.66	\$31,537,917.42	\$35,842,478.98
Other	\$11,557,661.47	\$11,575,855.72	\$7,861,986.09
	\$1,326,360,262.00	\$1,381,508,712.69	\$1,470,771,845.66

Consolidated Disbursements



Gwinnett County Growth Indicators

	2017	2018	2019
Population	939,205	961,307	973,693
Motor Vehicle Registrations	745,862	746,687	825,383
Ways We Served You: Interactions			
Walk-in Customers	677,549	671,808	658,527
Calls	240,678	225,885	225,979
Emails	15,128	16,448	14,702
Ways We Served You: Transactions			
Property Tax	334,145	341,669	348,584
Motor Vehicles	1,146,741	1,128,494	*1,075,453
Total	1,480,886	1,470,163	1,424,037
Ways We Served You: Online			
Internet Renewals & Payments	178,815	194,294	201,142
Kiosk Renewals	1,099	18,748	46,647

*State motor vehicle system change in May counted multiple transactions as one; nullified accuracy of year-to-year comparison.

Customer Service Agents Available 8 a.m. - 5 p.m. Mon. - Fri.

Motor Vehicles • tag@gwinnettcountry.com • 770-822-8818

Property Tax • tax@gwinnettcountry.com • 770-822-8800