



Tag Office 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: Go to the staging area.

Paperwork Checklist

A Georgia driver's license or GA ID with your current Gwinnett County address is required for all transactions, plus for:

Non-Dealer Purchases

- **Original** title (with seller's signature; buyer's printed name, signature and address; date of sale/purchase; and mileage)
- Bill of sale
- Payment
- Valid GA insurance must be submitted electronically or you must include a copy of an insurance binder or Declarations page dated 30 days or less (no insurance cards)
- A **passing emissions inspection** must be completed for all 1996-2017 model years

Dealer Purchases

The GA dealer must send purchase paperwork electronically to the Dept. of Revenue first. We then need the following:

- Copy of the title receipt from the dealer

If your vehicle did not pass an emission test:

A 30-day temporary registration can be issued with the following:

- Copy of your GA driver's license
- Failed emissions test certificate

1. Use Drop-Box Service

No need to wait, use the drop box to deposit any paperwork you would normally take into a tag office.

- 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. Click e-services at GwinnettTaxCommissioner.com.

3. Use a Kiosk

Same vehicle and address as last year? Renew at a kiosk and get your decal in hand. To find the nearest kiosk, visit GwinnettTaxCommissioner.com/locations. Convenience fees apply.

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.



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

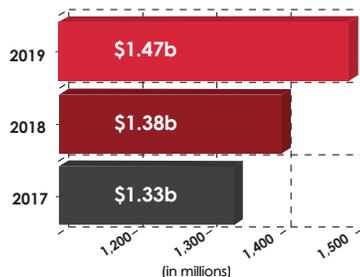
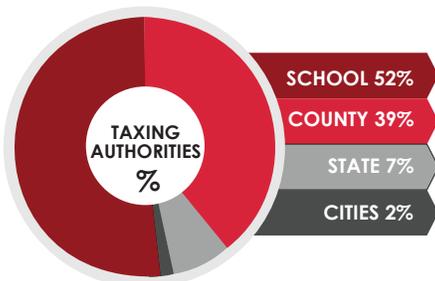
OFFICE OF THE TAX COMMISSIONER CONSOLIDATED OPERATIONS & SERVICE METRICS

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
Total	\$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
Total	\$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