



*Bobbie Holsclaw*  
JEFFERSON COUNTY CLERK

## Jefferson County Clerk Asks Public for Patience Amid Ongoing Statewide System

FOR IMMEDIATE RELEASE:

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### State System Changeover Resulting in Extended Transaction Times as KAVIS Creates New Delays

LOUISVILLE, Ky. (01/24/2024): A statewide shutdown of the Vehicle Title and Registration System has now ended and, following days of doors closed for business at county clerk's offices across the Commonwealth, all Motor Vehicle branches and locations are open following the activation of the new KAVIS system. However, Jefferson County Clerk Bobbie Holsclaw is joining with county clerks across the state in continuing to raise concerns about the progress of the replacement system rollout and the impact it continues to have on being able to serve the public effectively.

"We're back open for business, but with how the system is currently set up, we're encountering a host of unexpected and time-consuming processing errors which are creating unnecessary delays for our customers," said Jefferson County Clerk Bobbie Holsclaw. "Many needed parts of the new state system are not in place, which in some instances is preventing us from serving all our customers' needs. For the transactions KAVIS *will* allow us to process, doing so sometimes takes a 5-minute job and multiplies the timeframe tenfold. We're asking our customers to please allocate additional time than normal when they come to our offices for a motor vehicle transaction, and asking for their understanding as we try to resolve these issues with the Kentucky Transportation Cabinet."

Multiple points of systemic errors have emerged since the new KAVIS system came into effect. Issues with processing even a routine vehicle registration renewal result in deputy clerks across the state needing to call their county's Property Value Administrator's office and manually update tax information for nearly every

transaction, creating a backlog across multiple local agencies. System programming will not currently allow historic vehicles to be renewed, and in some instances, the inability to pay taxes on those vehicles prevents a customer's additional vehicles from also being renewed due to an outstanding balance that cannot be resolved in the system. The online registration renewal system has been inactive for days pending a connection to KAVIS, resulting in even more customers needing to come in person to renew their tags.

"Our deputy clerks work hard every day to navigate these new challenges, but it has not been a smooth experience for them to work with KAVIS," Holsclaw added. "In addition to longer wait and transaction times, this could have a cascading financial impact and an even larger effect on our community. If this continues, backlogs mean less revenue comes into our office. It could postpone projects and programs our office has planned in order to better serve the people. It could also result in our customers receiving late fees they would not have received if the system had not prevented us from properly serving them in time."

With the previous AVIS system active since 1976, efforts to replace the database with a more current version began in 2001. Since then, multiple failures, postponements, reconfigurations, and attempts to launch have characterized the KAVIS project, an effort that has cost millions of dollars over the past nearly-23 years.

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