



Bobbie Holsclaw
JEFFERSON COUNTY CLERK

Jefferson County Clerk Temporarily Closes Two Branches Due to KAVIS

FOR IMMEDIATE RELEASE:

Ashley Tinius
Communications, Media, & Public Relations Director
Jefferson County Clerk's Office
O: (502) 574-0045 | C: (502) 648-0525
ATinius@JeffersonCountyClerk.org

Jefferson County Clerk's Office to Close Two Motor Vehicle Branches for Two Weeks in July due to KAVIS Backlog

LOUISVILLE, Ky. (6/29/2024): The West Branch, 228 Amy Avenue, and Downtown Branch, 200 S Fifth Street Ste 228S, of the Jefferson County Clerk's Office will be temporarily closed to the public for a two-week period in July. Bobbie Holsclaw has announced that, due to a significant backlog of dealer work because of KAVIS glitches and stoppages, these branches will assist with processing dealer work from July 8 to July 19.

"It was not a decision made lightly, but we feel this is the best way to handle the KAVIS catastrophe," explained Jefferson County Clerk Bobbie Holsclaw. "Our customers are used to a 24-48 hour turnaround on work, but now we're seeing dealerships wait up to a month because there are so many problems with KAVIS. We cannot afford to pay employees to work late and on weekends, but the sheer volume of backlog has forced me to make this difficult decision. I am optimistic that we will come out of this closure better than we started."

During the closure, the diligent staff of the Jefferson County Clerk's Office will focus on resolving the dealer work backlog. Notably, numerous vehicle buyers are awaiting registration and license plates due to title delays caused by KAVIS glitches and stoppages.

Customers are encouraged to utilize online, phone, or mail-in options for registration renewal, or visit other branches. Following the two-week hiatus, the

Downtown Branch will reopen with limited hours, operating from 8:30 a.m. to noon, Monday through Friday. Subsequently, clerks at that branch will allocate the remainder of their workday to processing dealer work.

Please note that Sheriff's Auto Inspections and property tax drop-off services will not be available at the West Branch during this period. From July 8 onwards, individuals requiring a Sheriff's Auto Inspection should visit 810 W. Market Street, Louisville, 40202, between 8:00 a.m. and 4:15 p.m., Monday through Friday. For property tax payments, the Jefferson County Sheriff's Office downtown, located at the Fiscal Court Building (531 Court Place, Louisville 40202), or any of our other branch locations that have property tax drop boxes, should be visited.

For inquiries concerning vehicle inspections, please contact the Sheriff's Auto Inspection Number at (502) 574-5085. Motor vehicle inspections by the Sheriff's Office will resume on July 22.

For more information on services, branch locations, and operating hours, call (502) 574-5700, or connect online by visiting the Jefferson County Clerk's website at JeffersonCountyClerk.org and on Facebook at facebook.com/JCCOKY

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