



**For Immediate Release
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Kentucky County Clerks Association Update on KAVIS System

Frankfort, KY— January 23, 2024—Throughout January, the Kentucky Transportation Cabinet has been converting from its legacy motor vehicle system implemented in the late 1970's, known as AVIS to a modern system known as KAVIS. This conversion has not gone as smoothly as hoped. The Kentucky County Clerks Association ask for our motor vehicle customers' patience as we work with the Transportation Cabinet to resolve the issues at hand.

“We continue to see improvements with the KAVIS system each week, however, there are still times when the program is unresponsive or specific transactions are not processing. Because of these issues, we are being forced to turn away customers. It is always our priority to serve our customers, but the new system's shortfalls are preventing us in some instances,” stated Tabatha Clemons, Grant County Clerk, Kentucky County Clerks Association President.

“While County Clerks throughout the Commonwealth pride themselves on providing excellent customer service, it has been a struggle to perform at the levels we expect due to the system's processing errors,” added Clemons.

“Although we have faith in the KAVIS team and their ability to correct the issues, we must be transparent with our customers. Wait times will be longer, and there are transactions that we cannot process. We would love to specifically identify the problem transactions but that changes daily as the programmers work to fix issues.”

KCCA asks customers to be as prepared as possible when they visit their County Clerk. The following steps will make your visit more efficient:

- Bring your driver's license or state issued identification card.
- Bring your renewal notice and previous year's registration.
- Bring your Kentucky proof of insurance printed or refer to your County Clerk if there is an insurance email address or fax number available.
- Be prepared to wait longer than normal due to the new system having issues with processing and creating PVA issues where Clerks must contact the PVA to correct issues. It takes time to work through each customer's account and merge vehicles for each customer.
- Web Renewals do have an issue with trailer fees, but the Kentucky County Clerks Association has requested KYTC to turn the web renewal portal back on even with the fee issue with trailers. If you have a trailer to renew, we recommend you wait for further communication when fees are corrected for any trailer transaction.
- For any transaction by mail, online or drop-off please include a contact phone number so we can reach you.

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