

# GWINNETT AUTOMOBILE DEALER MATTERS

**gwinnettcounty**  
tax commissioner's office

## Newsletter Goes Paperless!

Greetings to all our Gwinnett Dealership partners and welcome to our inaugural E-edition of *Gwinnett Automobile Dealer Matters*. This edition marks our fourth year of this newsletter and our first paperless edition.

You'll receive this newsletter through e-mail or you can navigate to the dealer section from the homepage at [www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com). Simply select the "Motor Vehicle" tab shown at the top of the screen. Scroll down to the "Commercial, Fleet and Dealer Information." Then select "Dealer Newsletter," and the most current newsletter will appear at the top of the list. Every edition of *Gwinnett Automobile Dealer Matters* is posted on the website for you to view at your convenience.

If you have any comments or suggestions, please e-mail Amy Rogers, our Dealer, Mail and Fleet Manager, at [amy.rogers@gwinnettcounty.com](mailto:amy.rogers@gwinnettcounty.com). We are always pleased to hear from you!



**Katherine Meyer**  
Tax Commissioner

**Celebrating 25 years  
of Service Excellence**

### ANNOUNCEMENTS

#### Free Title Training for Dealers

October 21, 2009

Contact Melinda Chatham  
678-377-4217

[melinda.chatham@  
gwinnettcounty.com](mailto:melinda.chatham@gwinnettcounty.com)

Dealer Title Processing Performance Statistics				
Processing Time Measure (Quarterly)				
	7/1/08 to 9/30/08	10/1/08 to 12/31/08	1/1/09 to 3/31/09	4/1/09 to 6/30/09
Average Processing Time-Delivery to Completion	4.61	2.02	5.60	2.56
Average Turnaround Time-Delivery to Pickup	5.76	3.34	6.61	3.63
Title Measures				
Number of Title Applications Received	28,217	20,210	21,281	20,563
Number of Returned Title Applications	3,105	2,232	2,450	2,071
Percentage of Title Applications Returned	11.00%	11.04%	11.51%	10.07%

Office of the Tax Commissioner  
Department of Motor Vehicles

24/7 Customer Service:  
770-822-8818

Agents available:  
Monday - Friday  
8:30am - 5:00pm  
(except holidays)

E-mail: [tag@gwinnettcountry.com](mailto:tag@gwinnettcountry.com)

### Extended Walk-Through Hours

Dealer, Mail and Fleet Branch  
(Lawrenceville)  
Monday-Thursday  
8:00-11:45am and 1:30-5:30pm

Norcross Tag Office  
Monday-Thursday  
8:00-11:45am and 1:30-5:30pm

Peachtree Corners and Snellville  
Tag Offices  
Tuesday-Friday  
8:00-11:45am and 1:30-5:30pm

North Gwinnett Tag Office  
Wednesday-Friday  
8:00-11:45am and 1:30-5:30pm  
(no Saturday walk-throughs)

#### IMPORTANT NOTE:

Tag Office work schedules are  
different during holiday weeks.  
Please note the changes and plan ahead.

Drop-offs can be made any time  
during regular business hours.



## Katherine Meyer Dealer Award Program Winners CONGRATULATIONS TO OUR FIRST QUARTER 2009 WINNERS!



### Gold: Sutherlin Nissan Mall of Georgia

L-R: Tessa Larson, Office Manager; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch (Tax Commissioner's Office); Kim Shulte, Title Clerk and Jennifer Matheson, Accounts Payable.



### Silver: Atlanta Toyota

L-R: Virginia Jacobs, Title Clerk; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch (Tax Commissioner's Office) and Symmignon Waller, Title Clerk.



### Bronze: Honda Mall of Georgia

L-R: Cori Hardnett, Title Clerk; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch (Tax Commissioner's Office); Cecilia Waites, Office Manager and Phillippe Ackerman, General Manager.



### Partnership: Nash Chevrolet

L-R: Katie Brown, Title Assistant; Andrea Etchinson, Title Clerk; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch (Tax Commissioner's Office); Ray Rhodes, General Manager and Tommy Nash, President.

## CONGRATULATIONS ALSO TO OUR SECOND QUARTER 2009 AWARD WINNERS!

Gold Award - Sutherlin Nissan Mall of Georgia

Sliver Award - Carey Paul Honda

Bronze Award - Atlanta Toyota

Partnership Award - CarMax

Watch for photos in the next issue!