



# Georgia Department of Driver Services

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Brian P. Kemp  
Governor

Spencer R. Moore  
Commissioner

March 30, 2020

To: Georgia Judges and Court Staff  
From: Angelique B. McClendon, General Counsel  
RE: DDS COVID-19 Updates

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We hope that everyone is doing their best to remain safe and we appreciate your partnership during this time. We consider all Georgia Courts to be critical partners in our business operations. Thus, we wanted to communicate operational changes at DDS due to COVID-19. On March 14, 2020 Governor Brian Kemp declared a Public Health State of Emergency due to the spread of COVID-19. We have made the following operational changes to safeguard our employees and customers while continuing our commitment to customer service:

- DDS remains open for non Customer-Facing services. Our online services, DDS 2 GO mobile app, and other services that require headquarters staff are operating.
- Customer-Facing Service Centers across the State of Georgia are closed until April 1, 2020. Once these locations are re-opened, services will be offered by appointment and only for specific Commercial Driver services until further notice.
- **All courts should continue to send in reportable offense to DDS** as DDS processing is still processing records during this time. We acknowledge that court staff is limited, and the number of records sent to us during this time will be lower than usual.
- **Expiration date extensions:**
  - Please see our website for more detailed information: [COVID-19 License Extensions](#)
  - All GA driver's licenses and ID cards with an expiration date from March 14, 2020 through June 30, 2020, will receive a 120-day extension.
  - These card holders can expect to have a new credential mailed to them. Notices will be mailed to affected customers informing them of the extension.
  - Eligible credential types to be extended include: ID cards, commercial and non-commercial licenses, limited permits, driving permits, and licenses and IDs for noncitizens who currently hold a valid credential.
  - Medical Certifications and Commercial Driver License (CDL) endorsements will be extended along with the CDL licenses.

- **FTA Suspensions:** We recognize that customers with pending FTA suspensions cannot resolve their FTA with the court since courts are closed or offering limited services during this time. These suspensions will be delayed for an additional 60 days. Customers should check their driving history through online services for details about their suspension and download DDS 2 Go Mobile App to receive mobile notifications of changes to their driving history.
- **ALS Hearings and driving privileges:** Since OSAH has suspended ALS hearings, we will extend the 45-day temporary driving permit issued with the 1205 for 90 days. This will keep the driving privileges of such drivers valid until normal operations are resumed. Please keep in mind that DDS Records Management is still processing hearing requests during this time. Drivers will also have 120 days from the date of the 1205 to request a hearing.
- **Requesting Ignition Interlock Limited Driving Permits:** Since our DDS Customer Service Centers will be closed until April 1, 2020 customers who wish to request Ignition Interlock Limited Driving Permits will be granted more time to request the permit. Once DDS Customer Service Centers re-open to full services, customers seeking Ignition Interlock Limited Driving Permits will be able to obtain a permit in-person beyond the 30 days required by statute.
- **Customers who are new to Georgia** will not be served while customer service centers are offering limited services and will need to continue utilizing their credential from their former state. Please continue to check our website for updates.
- **Limited Services only for Commercial Drivers:** When DDS opens Customer-Facing locations, services will initially be offered for Commercial Drivers only. Appointments will be required.

To reiterate, DDS will continue processing all eligible transactions through our online services and Mobile App functionality.

- **Reinstatements** can be processed through our online services or the DDS 2 Go App
- **Replacement licenses** can be ordered through our online services or the DDS 2 Go App
- **Driver's History and reinstatement eligibility** can be accessed through online services or DDS 2 Go App
- **License Status** can be checked online at [online.dds.ga.gov/dlstatus](https://online.dds.ga.gov/dlstatus) or by phone at (404) 657-9300

DDS plans to transition to safe in-person transactions for all DDS services within the next few weeks. Please continue to check our website for updates and look for more direct updates from DDS. We are also encouraging customers to use DDS online services and DDS 2 Go mobile app. The mobile app will give drivers notifications of changes to their driving privileges. It is very important for our customers to monitor their driving suspensions during this time.

For updates (click on link): [DDS COVID-19 Information](#)

Click the link below to download DDS 2 GO!



Google Play



Apple App Store