



WILL ROBERTS TAX COLLECTOR

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NEWS FOR IMMEDIATE RELEASE

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Surge in driver license renewals at Volusia County Tax Collector branches

DeLand, Fla. – Volusia County residents in need of driver license renewals should be prepared for increased demand over the next three years. The Office of Will Roberts – Tax Collector expects to serve nearly twice as many customers needing driver license renewals in 2025 compared to last year. According to data from the Florida Highway Safety and Motor Vehicles, demand is expected to remain elevated through 2027.

"Our priority is to provide the best possible service to our customers," said Will Roberts, Volusia County Tax Collector. "With the significant increase in demand, we want to ensure customers know their options to avoid long wait times. Renewing online is the fastest and most convenient way to keep your credential up to date."

The surge is not unique to Volusia County. Tax collector offices across the state are experiencing the increase – just like Volusia County. In January and February 2025, Roberts said his team members processed twice as many driver license renewals as in the same month last year. This increase is leading to longer lines and extended wait times at tax collector branches, particularly on Mondays, Fridays, and the day after a holiday closure.

To avoid these delays, eligible customers are encouraged to renew their Florida driver license or identification card online and have it mailed directly to them. This option saves time and fuel by eliminating the need for an in-person visit. Customers with a gold star (Florida's symbol for REAL ID compliance) on their driver license or ID may renew online every other 8-year renewal cycle.

Online renewals can be completed at vntaxcollector.org/online. For those who must visit in person, appointments are strongly recommended and can be scheduled at vntaxcollector.org/appt.

The number of driver license and ID renewals will be higher than usual in 2025, 2026, and 2027 due to a State change made in October 2008 that extended the renewal cycle from six years to eight years. As a result, a large group of customers who renewed before October 2008 had six-year licenses, while those who renewed after October 2008 had eight-year licenses. This created a pattern where renewal volumes surge every eight years.

According to Roberts, his office remains committed to providing efficient service. He urges customers to plan ahead by ensuring they have the documents they need and an appointment if they plan to visit a branch rather than conduct business online. Information is online at vntaxcollector.org/dl.

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