



**DEREK S.K. KAWAKAMI, MAYOR**  
**MICHAEL A. DAHLIG, MANAGING DIRECTOR**

## **News Release**

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### **DMV officials encourage customers to make an appointment for efficient service**

LĪHU'E – The Department of Motor Vehicles (DMV) is reminding customers the importance of making an appointment for DMV services, as it will ensure efficiency and offer a better experience for all.

“While we do accept walk-in customers, we can’t guaranty those customers will be serviced in a timely manner,” said Reiko Matsuyama, Finance Director. “Our appointment system has been working well, and we receive a lot of positive feedback from those who go through that process. It’s really the best way to get fast service and a more pleasant experience at the DMV. For anyone who must come as a walk-in customer, please expect a longer wait time and know that our representatives are doing their best to help everyone.”

Customers with scheduled appointments may check in up to 15 minutes prior to their appointment time. If you are more than 5 minutes late, the appointment will be canceled and you will then be considered a walk-in customer. Walk-in customers are served as time permits, with no guaranty for same-day service.

The DMV is open Monday to Friday, except for state and federal holidays. As a reminder, Kupuna Hour for customers aged 65 and older is from 8 a.m. to 8:45 a.m., with no appointments necessary.

To book an appointment or for more information, please visit the DMV's website, [www.kauai.gov/DMV](http://www.kauai.gov/DMV). A video tutorial on how to book an appointment is also available on the DMV's website.

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