



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, especially near the end of the month and as the holiday season approaches, as it will ensure efficiency and offer a better experience for all.

“We highly encourage making an appointment for DMV services, as we can't guaranty walk-in customers will be served, especially during our busy times,” said Reiko Matsuyama, Finance Director.

“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.

Customers needing to renew vehicle registrations are asked to consider using the convenient options of paying online, paying at a DMV Kiosk, or sending a mail-in payment. DMV Kiosks are located at Foodland in Princeville, Safeway in Kapa'a and Līhu'e, and Ishihara Market in Waimea. For further instructions on how to renew your vehicle registration, visit [www.kauai.gov/DMV](http://www.kauai.gov/DMV) and click on the “Registration (Renewals)” link.

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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