
HOUSE RESOLUTION

URGING THE COUNTIES TO IMPLEMENT ONLINE AND TELEPHONIC
SCHEDULING FOR APPLICATION AND RENEWAL OF DRIVER'S LICENSES
AND STATE IDENTIFICATION CARDS.

1 WHEREAS, the customer waiting lines for motor vehicle and
2 driver's license offices have been known to extend out the door
3 with wait times of over an hour; and
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5 WHEREAS, the County of Maui website lists current Division
6 of Motor Vehicles and Licensing wait times and the number of
7 customers waiting in line; and
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9 WHEREAS, the City and County of Honolulu has installed
10 cameras in some of its driver's licensing locations so people
11 can easily see the length of lines by visiting a website; and
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13 WHEREAS, after California implemented an appointment system
14 at its Department of Motor Vehicles, wait times for those with
15 appointments averaged seven minutes while those who did not have
16 an appointment averaged a wait of forty-six minutes; and
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18 WHEREAS, customer satisfaction at the California Department
19 of Motor Vehicles significantly increased following
20 implementation of an appointment system; now, therefore,
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22 BE IT RESOLVED by the House of Representatives of the
23 Twenty-seventh Legislature of the State of Hawaii, Regular
24 Session of 2014, that the counties are urged to implement an
25 online and telephonic scheduling system for people applying for
26 or renewing a driver's license or a state identification card;
27 and
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29 BE IT FURTHER RESOLVED that certified copies of this
30 Resolution be transmitted to the Mayor and the Chairperson of
31 the Council of each county.
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Karl M. ...

OFFERED BY:

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