
HOUSE CONCURRENT 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
4

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
8

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
12

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
17

18 WHEREAS, customer satisfaction at the California Department
19 of Motor Vehicles significantly increased following
20 implementation of an appointment system; now, therefore,
21

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, the Senate concurring, that the counties are
25 urged to implement an online and telephonic scheduling system
26 for people applying for or renewing a driver's license or a
27 state identification card; and
28



1 BE IT FURTHER RESOLVED that certified copies of this
2 Concurrent Resolution be transmitted to the Mayor and the
3 Chairperson of the Council of each county.
4
5
6

OFFERED BY:

Kal Almond

Beth Lukens

John M. ...

Brian Kojan

Jahade B ...

...

Tom Brown

...

...

...

...

...

MAR 07 2014

