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For Immediate Release- Senator Joyce Waddell's " DMV Improvements"

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From the Office of Sen. Joyce Waddell, NC Senate
Mecklenburg County



FOR IMMEDIATE RELEASE

Friday, August 17, 2018

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DMV Improvements

Charlotte, NC—North Carolina Division of Motor Vehicles (DMV) announced new strategies to improve customer services in offices across the state. The months throughout June and September are traditionally very busy due to summer vacations and increased travel. Changes in identification requirements by the federal government to fly, visit federal buildings, and military bases have also been a factor in the extended wait times. The federal program requires additional documents that DMV examiners must verify to process REAL ID's, which has been a cause to the longer lines as this must be done in person.

As the state continues to grow at a fast pace, the demand on DMV services are growing with it. "Our top priorities are to issue accurate and timely documents in an efficient manner for all our customers," DMV commissioner Torre Jessup said in a written statement. Efforts to reduce wait times include, DMV staff talking with customers waiting in line to ensure they have the correct paperwork and seeing if they are comfortable with completing their business online. Additionally, creating express lines for customers who have quick transactions, and establishing designated road test teams, so DMV examiners are not leaving their desks to do road tests.

"The changes that DMV is making highlights the innovative actions that are taking place across North Carolina to meet the needs of the growing state. We need to ensure that all departments are being proactive, rather than reactive to the increased demands on public services that come with a growing population." said Senator Joyce Waddell.

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