

Mission and Wichita driver licensing offices open Mondays from July 8 to Aug. 26

July 1, 2013

TOPEKA – To improve customer service, the driver licensing stations in Mission and Wichita’s Twin Lakes location will be open Mondays, 8 a.m. to 4:45 p.m. through Aug. 26.

The additional hours, which will begin July 8, will require no additional staff and are being added to help alleviate long summer lines at the state’s busiest offices.

“During the summer, our offices are crowded as teenagers come in to get permits and licenses while they are out of school. This year, applications for concealed carry permits have also more than doubled adding the traffic,” explained Vehicles Director Donna Shelite. “While this can increase wait times at all of our offices, it is particularly problematic in our urban areas.”

“Last summer, we opened our Olathe and Wichita offices up on Monday for the first time since the state switched to the four-day work week almost 20 years ago,” Shelite said. “Being open those eight Mondays allowed us to serve an additional 4,556 customers – including 212 drive tests which take about three times as long to administer than normal transactions.”

“We are hoping that Monday hours are just as successful this year,” she added

Currently, the additional hours will only be available at the Mission, 6507 Johnson Drive, Mission, and Twin Lakes, 1823 W. 21St. North, locations. While the offices will serve customers until 4:45 p.m. testing will not start after 4 p.m.

The state’s driver licensing offices switched to longer four-day work weeks in 1984.

To help manage the lines at the state’s largest offices, the Kansas Department of Revenue has also installed a line management system that allows people to secure a place in line without first coming into the office.

To sign in online visit: <http://www.ksrevenue.org/qlless.html>, to sign in using your cell phone, text the name of the office you will be going to with “DL” after the city and the if you need a new license or are renewing (for example Wichita DL Renewal or Mission DL Original) to 626-609-1234. The phone number accepts only text messages.

Once they have a place in line, people can roam freely while they wait, allowing them to stay at work or run errands instead of having to sit and wait in the office. The system will send them updates via text alerting them as their number progresses to the front of the line. The time

displayed is not an appointment, but an estimate of how long before a customer will reach the front of the line.

The QLess system is also available at the state's Olathe, Andover, Topeka and Manhattan offices.