
Samuel M. Williams, Secretary
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Sam Brownback, Governor

Division of Vehicles' wait line management system not available starting March 1 until new system comes online

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TOPEKA – Kansas Division of Vehicles is switching the wait line management software that it uses at its seven largest drivers licensing offices.

Starting Wednesday, March 1 customers visiting the Topeka, Wichita, Andover, Derby, Manhattan, Olathe and Mission drivers licensing offices will temporarily not be able to join the line remotely. Customers will instead be served on a first come, first served basis.

The new wait line management system managed by ACF Technologies will be available for customers to use by mid-March

“We are excited for this new technology which will provide more accurate wait times for our customers,” said Director of Vehicles Lisa Kaspar.

Here are some tips to help make the process go a little bit quicker and smoother:

- Avoid the drivers licensing offices Tuesday and Friday, those are typically the busiest times, although early in the morning is your best option
- Try to visit between 7 a.m. and 10 a.m., Wednesday and Thursday
- If you need to simply renew or replace a driver's license or ID card, visit an office in a smaller neighboring city or county where the lines are typically shorter
- If you are applying for a driver's education permit, be sure to have the right documents including the pink permit form, birth certificate and proof of a Social Security number
- Print out a checklist here <http://www.ksrevenue.org/pdf/de56a.pdf> to make sure you bring all the correct documents with you. Documents must be originals, not photo copies or faxed versions.

The division's Olathe, Mission, Wichita, Topeka, Andover and Derby offices are also open Saturdays from 7:30 to 11:15 a.m.