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News Release

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DMV adds more appointment times, adjusts walk-in hours starting Jan. 17

LĪHU'E – The Department of Motor Vehicles (DMV) announces adding more appointment times and adjusting walk-in hours starting Tuesday, Jan. 17.

“To provide a better customer experience by providing timely service, we are adding more appointment times to the DMV’s normal schedule and taking in walk-in customers until 2 p.m. starting on Jan. 17,” said Reiko Matsuyama, Finance Director. “For anyone who must come as a walk-in customer, please expect a longer wait time and know that our representatives are doing their best to help everyone. Effective Tuesday, the DMV will not take walk-ins past 2 p.m.,”

In addition, the DMV will be closed during lunch from 11 a.m. to 1 p.m. for a scheduled employee event on Jan. 17.

Customers with scheduled appointments may check in up to 15 minutes before their appointment time. If you are more than 5 minutes late, the appointment will be canceled, and you will then be considered a walk-in customer. Walk-in customers are served as time permits, with no guarantee for same-day service.

Customers needing to renew vehicle registrations are asked to consider using the convenient options of paying online, paying at a DMV Kiosk, or sending a mail-in payment. DMV Kiosks are located at Foodland in Princeville, Safeway in Kapa'a and Līhu'e, and Ishihara Market in Waimea. For further

instructions on how to renew your vehicle registration, visit www.kauai.gov/DMV and click on the “Registration (Renewals)” link.

The DMV is open Monday to Friday, except for state and federal holidays. As a reminder, Kupuna Hour for customers aged 65 and older is from 8 a.m. to 8:45 a.m., with no appointments necessary.

To book an appointment or for more information, please visit the DMV’s website, www.kauai.gov/DMV. A video tutorial on how to book an appointment is also available on the DMV’s website.

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