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## PRESS RELEASE

FOR IMMEDIATE RELEASE

OFFICE OF THE COMMISSIONER

### **DMV Now Offers Appointments, Online Scheduling**

**Anchorage, Fairbanks and Palmer will offer same-day appointments**

November 22, 2016, Anchorage - DMV is working hard to modernize their processes to improve customer service. In the past year, they have cut wait times to less than 20 minutes on average and are pleased to announce a new feature to further decrease wait times: same day appointments.

Anchorage customers can now avoid the lines by scheduling a same day appointment. Simply visit [www.doa.alaska.gov/dmv](http://www.doa.alaska.gov/dmv) and provide a phone number to receive available appointment times. Customers can also call 334-0899 to schedule an appointment. This service will be rolled out in Fairbanks and Palmer in December.

"Dealing with DMV shouldn't take your whole day, says Sheldon Fisher, Commissioner of the Department of Administration, who oversees the DMV. "We are working to get you in and out quickly, and now you can sign up for a same-day appointment, get a text reminder, and head into the DMV knowing you'll be served immediately."

Customers looking to visit a DMV without an appointment can check out another DMV online service: all DMV offices have current wait times listed on the website, as well as Web Cams to show real-time activity.

To help you plan your next appointment or visit to your local DMV office, here is the holiday schedule for DMV statewide offices. In addition to state holidays, employees will be taking unpaid furlough days on November 25 and December 23 as an austerity measure to reduce state expenses. These are historically DMV's slowest days.

#### **Thanksgiving**

Thursday, November 24th (Holiday)

Friday, November 25th, (Furlough)

#### **Christmas**

Friday December 23<sup>rd</sup> (Furlough)

Monday December 26<sup>th</sup> (State Holiday)

#### **New Year's Day**

Monday January 2<sup>nd</sup> (State Holiday)

Your Alaska DMV wishes you a safe and happy holiday season.

For more information on appointments and other DMV services, follow DMV on Facebook [here](#).

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