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## **Kansas improves customer service, announces evening hours pilot project in Johnson County**

Dec. 9, 2013

TOPEKA – In order to improve customer service and to adapt to Kansans' evolving needs, the Kansas Department of Revenue will be open later in its Mission and Olathe driver licensing offices.

Starting Monday, Dec. 9, the Mission and Olathe offices will be open 7 a.m. to 7:45 p.m. Monday through Thursday and Friday 7 a.m. to 4:45 p.m. Due to safety concerns, drive tests will not be administered after 5 p.m., but all other services will be available including renewals and written tests.

"This is one more step we're taking to improve customer service while adapting to Kansans' schedules and make the once-every-six-years task of getting a driver's license as simple as possible," said Kansas Secretary of Revenue Nick Jordan.

If pilot project, which will run through May 2014, proves popular then the hours will be expanded to other busy state driver licensing offices.

This fall, the department began year-round Monday hours in its busiest offices: Olathe, Mission, Wichita, Derby, Andover and Topeka. The move came after two successful summers of Monday hours in the Wichita and one Johnson County office. During that time, more than 10,000 additional people were able to come in and take care of their driver's licenses or state identification card needs.

"Kansas originally switched to a four-day work week for driver licensing offices 30 years ago. It made sense for the way business was conducted then, but it no longer makes sense for our customer needs," Kaspar said. "People's schedules and lives are changing constantly; we're always working change with them by adapting our business practices to meet our customer's needs".

In addition to expanding hours, the department has also added staff in several state offices including Olathe and Mission.