

# NEWS RELEASE

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## Alabama Department of Public Safety

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### **Public Safety Pilots Program to Schedule Road Skills Tests** *Birmingham to Offer Applicants Option of Scheduling Appointments*

The Department of Public Safety announced Wednesday that it is implementing a pilot program to schedule appointments for driver license applicants to take their road skills test. DPS Director Col. J. Christopher Murphy said the program is part of Public Safety's continuing work to lessen wait times and improve customer service and convenience in driver licensing.

Murphy said the appointment service is being implemented on a trial basis at the Birmingham examining office only. If scheduling appointments proves successful, Murphy said the service likely will be offered at other examining offices in the future.

Effective Monday, Oct. 22, the Birmingham Driver License Examining Office, 908 Bankhead Highway West, will begin accepting appointments for the road skills test. Appointments will be scheduled up to two weeks in advance and may be requested by calling (205) 252-7445/7446 during regular business hours, 7 a.m. – 5 p.m., or via e-mail link through Public Safety's Web site, <http://www.dps.alabama.gov>. In addition to the scheduled appointments, the Birmingham office will continue to accept walk-in applicants on a first-come, first-served basis.

"We are working to improve driver license services in Birmingham and statewide by hiring more staff, expanding office hours, and offering innovative, new services like appointment availability," said Murphy.

"With the ongoing support of Gov. Bob Riley and the Alabama Legislature, we will continue to improve the efficiency of driver license operations and the overall quality of services for our driver license customers," he said.

Murphy also announced that Public Safety has employed an additional driver license examiner for the Homewood Driver License Office, 813 Green Springs Highway, allowing that office to extend its hours and remain open during lunch, from 12 noon until 1 p.m.

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