

For Immediate Release:

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Jesse White Receives Customer Convenience Award from National Organization for Driver Services Appointment System

Illinois Secretary of State Jesse White was recently honored with the Region 3 Customer Convenience Award from the American Association of Motor Vehicle Administrators (AAMVA) for his office's web-based appointment system at select Driver Services facilities.

"My office is committed to providing Illinoisans with the best customer service, and this award is proof that our efforts have been recognized throughout the Midwest," said White. "I thank AAMVA for this prestigious award. During the pandemic, we have continued to serve the public, including face-to-face transactions, in a safe and responsible manner. Throughout this time, we also greatly expanded online services in a diversified effort to address the heavy customer demand at facilities caused by the ongoing pandemic."

The AAMVA Customer Convenience Award recognized White's office for implementing the stand-alone web-based appointment system designed to address heavy customer demand caused by the ongoing COVID-19 pandemic. AAMVA cited the online appointment system's ease of use for customers to schedule an appointment.

Under the appointment system, customers may visit ilsos.gov to schedule an appointment same day and up to 10 days in advance for behind-the-wheel road tests, REAL IDs, standard driver's licenses and ID cards at the appointment-designated facilities. New appointment slots are made available each morning at ilsos.gov. The system also addresses complexities such as allowing seniors, veterans, persons with disabilities and expectant mothers to walk in without appointments.

Currently, 16 Chicagoland Driver Services facilities are requiring appointments while 13 larger central and downstate Illinois facilities are being added over the next two months. A list of these facilities can be found at ilsos.gov.

The Secretary of State is also partnering with the Chicago Lighthouse to provide an appointment hotline, which the public may call at 844-817-4649. The Chicago Lighthouse's call centers offer career opportunities for people who are blind, visually impaired, disabled, veterans and economically disadvantaged.

In addition to the appointment system, White's office continues expanding remote renewal for driver's license and ID card holders. During the fall and through the end of 2021, the office is mailing letters to eligible customers with expired driver's licenses and ID cards requiring them to renew online, by phone or by mail. White estimates that this will eliminate the need for approximately 1 million people to visit a facility.

As a reminder, White has extended all driver's license and ID card expiration dates to Jan. 1, 2022. This extension does not apply to commercial driver's licenses (CDL) and CDL learner's permits.

In addition, the U.S. Department of Homeland Security has extended the federal REAL ID deadline to May 3, 2023.