



ALEXI GIANNOULIAS

Secretary of State

July 27, 2023

Giannoulias Implementing Skip-the-Line Program at Busiest DMVs

Scheduling appointments and new extended hours part of initiative to save customers time

- Push for more Illinoisans to renew online
- Required appointments will reduce wait times
- Extended hours offer more availability

In an effort to improve customer service and eliminate the unpredictability of wait times at Illinois DMVs, Secretary of State Alexi Giannoulias will begin implementing a Skip-the-Line program starting September 1.

The Skip-the-Line program includes:

Simplified Online Services — Customers are encouraged to take advantage of the many services offered online at ilsos.gov, including renewing their driver's license or ID card and license plate sticker online.

Appointment Scheduling — Customers will be required to make appointments for in-person visits at 44 of the busiest DMVs including all Chicago and suburban locations and some central and downstate DMVs for those seeking REAL ID, driver's license and ID card services, and in-car driving tests.

Those seeking vehicle-related services, such as title and registration or renewing their license plate sticker, do not need to make an appointment and can just walk in.

Upon arrival, customers will check in with DMV staff and "Skip the Line," eliminating lines and unpredictable wait times. Illinoisans may visit ilsos.gov or call (844) 817-4649 to schedule an appointment.

New Extended Hours of Operation — All DMVs statewide will extend hours of operation, with 16 facilities open six days a week – Monday through Saturday.

- All DMVs will change their days and hours of operation from Tues-Sat to Mon-Fri, 8 a.m.-5:30 p.m.
- 16 DMVs will also be open on Saturday, 8 a.m.-12:30 p.m., as noted below.

"Customers will save time by skipping the line," said Giannoulias. "Our goal is to eliminate the Time Tax that has plagued Illinoisans for years, forcing them to stand in long lines wasting time – just to conduct basic services. Extending hours at all DMVs and requiring appointments at our 44 highest-volume facilities is the most efficient way to get the services you need quickly and without the headache of unpredictable wait times."

The appointment-only facilities include 24 Chicago and suburban DMVs and 20 DMVs in central and downstate Illinois that are within 10 miles from a population center of at least 25,000 residents. The list of these facilities is below, along with their days of operation.

View instruction video on [how to schedule an appointment](#).

Appointment-Only Facilities

Facility	Address	Days of Operation
Chicago:		
Chicago North	5401 N. Elston Ave.	Mon-Sat
Chicago South	9901 S. Dr. Martin Luther King Jr. Drive	Mon-Sat
Chicago West	5301 W. Lexington St.	Mon-Fri
Diversey Express	4642 W. Diversey Ave.	Mon-Fri
Suburbs:		
Aurora	339 E. Indian Trail	Mon-Fri
Bridgeview	7358 W. 87th St.	Mon-Fri
Chicago Heights	570 W. 209th St.	Mon-Fri
Deerfield	405 Lake Cook Road	Mon-Sat
Des Plaines	1470 Lee St.	Mon-Fri
Elgin	595 S. State	Mon-Fri
Joliet	201 S. Joyce Road	Mon-Fri
Lake Zurich	951 S. Rand Road	Mon-Fri
Lockport	1029 - 31 East 9th St.	Mon-Fri
Lombard	837 S. Westmore B27	Mon-Sat
Melrose Park	1903 N. Mannheim Road	Mon-Fri
Midlothian	14434 S. Pulaski	Mon-Sat
Naperville	931 W. 75th St., Ste. 161	Mon-Sat
Orland Township	14807 S. Ravinia Ave.	Mon-Fri (4:30p close)
Plano	236 Mitchell Drive	Mon-Fri
Schaumburg	1227 E. Golf Road	Mon-Sat
St. Charles	3851 E. Main St.	Mon-Fri
Waukegan	617 S. Green Bay Road	Mon-Fri
*West Chicago (CDL only)	721 Kress Road	Mon-Sat
Woodstock	428 S. Eastwood Drive	Mon-Fri
Central/Downstate:		
Belleville	400 W. Main St.	Mon-Fri
Belvidere	425 W. Southtowne Drive	Mon-Fri
Bethalto	20 Terminal Drive, Ste. 103, East Alton	Mon-Fri
Bloomington	1510 W. Market St.	Mon-Sat
*Bradley	111 Village Square Shopping Plaza	Mon-Fri
Champaign	2012 Round Barn Road	Mon-Sat
Decatur	3149 N. Woodford St.	Mon-Fri
DeKalb	1360 Oakwood St.	Mon-Fri
Edwardsville	1502A Troy Road	Mon-Fri
Galesburg	1066 E. Losey St.	Mon-Fri
Granite City	1810 Edison Ave.	Mon-Sat
*Marion	1905 Rendleman St.	Mon-Sat
*Moline/Silvis	2001 Fifth St., Ste. 10	Mon-Sat
Morris	425 E. Route 6	Mon-Fri
Pekin	200 S. Second St.	Mon-Fri
*Peoria	3311 N. Sterling Ave.	Mon-Sat
*Quincy	2512 Locust St.	Mon-Fri
Rockford Central	3720 E. State St.	Mon-Sat
*Springfield Wabash	1650 Wabash Ave.	Mon-Sat
Tilton	#5 Southgate Drive	Mon-Fri

*CDL services will also be available.

-#-