



DRIVER LICENSING REGIONAL OFFICES

COUNTY

CALDWELL

EFFECTIVE DATE

May 24, 2021

Driver Licensing Regional Office Location

MADISONVILLE

KSP Driver Testing Location

Driver Licensing Regional Office -
Madisonville

FREQUENTLY ASKED QUESTIONS

What is changing?

The Kentucky Transportation Cabinet is spearheading a new driver licensing issuance model to obtain a Kentucky driving or state identification card. Soon, instead of visiting the Office of the Circuit Court Clerk in the county where you live, all Kentuckians will visit a Driver Licensing Regional Office to apply for or renew a driver's license, permit or ID card.

Who does this change impact?

The change applies to any Kentucky resident who wants to apply for or renew an operator's license, commercial license, motorcycle license, combination license, learner's permit, or ID card (same as Voter ID).

When is the Office of the Circuit Court Clerk in my county going to stop issuing licenses?

KYTC will gradually take over all licensing responsibilities one county at a time from each of the 120 Circuit Court Clerks. The statewide transition will be complete no later than June 30, 2022. Specific dates will be shared as the shift approaches each county. Check drive.ky.gov to find out which counties have already transferred services to a regional office.

Where are the new regional offices?

Driver Licensing Regional Offices are strategically located in different areas of the state. They are not in every county (similar to most DMV models in other states). A list of locations is available at bit.ly/KYTCScheduleAnAppt and more are expected to open. Residents may visit ANY regional office location to renew or replace their ID or apply for the first time (if they have already completed driver testing with the Kentucky State Police).

Where do I go for driver testing?

Kentucky State Police will continue to oversee all written and road testing. Some testing locations are in Driver Licensing Regional Offices and some currently remain in county courthouses. To make a testing appointment, visit <http://kentuckystatepolice.org/driver-testing/>.

What's different about the process when I visit a regional office?

Where you go:

Once your county's Office of the Circuit Court Clerk stops providing driver licensing services, you will need to visit a Driver Licensing Regional Office to request, renew, or replace a driving or identity credential. You may visit any regional office located in select counties across the state.

How you apply for/renew/replace your card:

The process remains the same if you seek a standard credential. If you want to apply for a REAL ID driving credential for the first time, you will need to present specific documentation when applying. Learn more at realidky.com.

How you get your card:

All cards- standard or REAL ID- will not be issued over the counter the same day you visit an office. Applicants will receive a temporary document that will serve as their ID until the permanent card arrives in the mail 10-15 business days later. If the applicant already has a Kentucky ID, it will be given back with a hole punch through the card. This temporary document is recognized by law enforcement and, **when shown with the invalidated card**, is accepted by the Transportation Security Administration to board a commercial flight within the United States.

What are the benefits of a regional office?

The shift is more than a change in locations. The Transportation Cabinet is taking licensing to the next level by providing new, modern services that put Kentuckians in the driver's seat to choose how they want to be served. Here's what to expect at all our Driver Licensing Regional Offices.

- Online appointment scheduling is available at each office to help you plan your day. Walk-ins are welcome, but capacity is limited.
- Choose between a [REAL ID](#) or new standard card version. REAL ID versions of Kentucky licenses, permits and IDs can be used to pass through airport security checkpoints to board U.S. commercial flights, visit military bases and enter federal buildings that require identification once federal enforcement starts May 3, 2023. Kentuckians with a standard card version must use another form of federal ID, like a passport, to maintain those air travel and federal facility access benefits.
- **Kentuckians can renew their driver's license online!** This will be offered to residents seeking to maintain the same card version they have and whose name or address has not changed.
- Choose a card that lasts for **four or eight years!**
- Visit **ANY** regional office, regardless of where you live in Kentucky.
- Periodic **"Popup Driver Licensing"** visits will occur in counties without a regional office to offer on-site application and renewal services.
- Licensing is our **only** business. Our focus is on providing an excellent, uniform experience across our network of offices.
- Cards offered at regional offices have a new look that provides state-of-the-art security to better protect your information.
- No more waiting for your card to be printed after taking your photo. You'll get a temporary document at the end of your transaction and the permanent card will be sent to you in the mail. This change improves security in the card issuance process.

What do I do if I need to renew my license, but the next available appointment date at the nearest location is not until after my card expires?

Kentuckians may visit ANY Driver Licensing Regional Office, regardless of the county where they live. Walk-in customers are accepted at all locations but at a limited capacity. As a reminder, Kentuckians may renew their driving credential up to six months before their card is scheduled to expire.

If you want to renew your standard-issue card, have not had a name or address change, and your card expires no later than June 30, 2021, you may submit an application for remote renewal with your circuit court clerk. Learn more about the temporary mail-in program at bit.ly/DLCovid19Updates

Why are things changing?

The Office of the Circuit Court Clerk has historically issued and renewed licenses and fulfilled court duties in the Judicial branch. [HB 453](#) passed in 2020, transferred licensing responsibilities to the Transportation Cabinet. This shifts the state from a decentralized issuance model to a centralized model that offers more uniformity and opportunities for modernization in offices solely focused on licensing.



Schedule your appointment

by visiting our website or scan the QR code above with the your phone's camera or QR code app.

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Visit drive.ky.gov for more information