



## CUSTOMER SERVICE UPDATE: More People Using Online Scheduling

A release from the Governor's Office • Contact Phill Leon Guerrero at 929-7467 or Phillip.Leonguerrero@Guam.gov

“Online services make things easier for our customers. These initiatives mean you won’t spend as much time waiting in line or waiting on the phone. It’s good to see the system is working for the Department of Revenue and Taxation and the people they serve. Our administration will keep looking for ways to use technology to cut down on the time you spend waiting for government services.” – *Governor Eddie Baza Calvo*

### Online registration increases

Since its implementation in March, the Department of Revenue and Taxation has processed more and more online appointments for Guam IDs and driver’s licenses. This system cuts down on the time customers wait in line at the department, and makes it easier to receive your license or Guam ID.

The month of July is expected to be the most productive time period yet, with 282 appointments scheduled by July 19. So far, 1,165 appointments have been made using this online system.

Here is a monthly breakdown of appointments scheduled:

- **March:** 241
- **April:** 233
- **May:** 181
- **June:** 228
- **July 1 to July 19:** 282
- **Total:** 1,165

### How to register

The online appointment system allows customers to pre-register their driver’s license and Guam identification card information. Residents can also schedule an appointment with an agent at the driver’s license branch to process their applications.

It can be accessed at <https://realid.drt.guam.gov/Default.aspx>. The system provides a user-friendly interface to enter applicant data and print the required application forms. Applicants may bypass the on-line application and only schedule an appointment with an agent, as well.

The system was developed and installed in order to reduce wait times at the Driver’s License Branch. A component was implemented to process