



# COUNTY OF ANOKA

## OFFICE OF PUBLIC INFORMATION

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February 13, 2012

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### **FOR IMMEDIATE RELEASE**

#### **Anoka County License Center Hours Changing March 1: Expand service hours; reduce costs**

Hours of operation for Anoka County's five license centers are being adjusted to better serve customer needs and save taxpayer dollars. Beginning March 1, 2012, the total number of license center service hours will increase to 54 hours per week. However, weekly business hours at individual license centers will be cut from 47 to 42 hours per week. A study of customer service needs at each center showed that staggering the open and close times at each site provided better and more tailored service unique to each location's customers.

For example, the Columbia Heights License Center will now open at 7 a.m. four days a week – the earliest opening time offered at any metro area license center – and all license centers will be open until 7 p.m. one night a week. (See chart for all open hours.)

“This move is in direct response to changing customer needs,” said Anoka County Board Chair Rhonda Sivarajah. “It gives people more flexibility on where and when to conduct business.”

The change in hours will save up to \$90,000 in labor costs annually. It also allows greater flexibility to schedule staff as business volume dictates.

**-more-**

**Anoka County License Center Hours Changing March 1 – Add 1**

Hours of operation will remain 8 a.m.-4:30 p.m. Monday-Friday at Anoka County’s Vital Statistics Office located in the Government Center in Anoka.

As determined by federal law, not all services are available at all License Centers or the Vital Statistics Office. Go to [www.anokacounty.us/license](http://www.anokacounty.us/license) for a detailed summary of where services are offered.

**New Service Hours at Anoka County License Centers:**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Columbia Heights	7am-3:30pm	7am-3:30pm	11am-7pm	7am-3:30pm	7am-3:30pm
*Ramsey Coon Rapids	8:30am-5pm	11am-7pm	8:30am-5pm	8:30am-5pm	8:30am-5pm
*Blaine **Ham Lake	8:30am-5pm	8:30am-5pm	8:30am-5pm	11am-7pm	8:30am-5pm
Government Center Vitals	8am-4:30pm	8am-4:30pm	8am-4:30pm	8am-4:30pm	8am-4:30pm

\* Passport applications must be completed 1/2 hour before closing

\*\*Passport processing no longer available

**Services By Location:**

DL=Driver's License IP=Instructional Permit ID=Identification Card	COON RAPIDS	RAMSEY	COLUMBIA HEIGHTS	BLAINE	HAM LAKE	GOV CTR VITALS
DL/IP/ID Renewal	●	●	●	●	●	
DL/IP/ID Duplicates and Replacements	●	●	●	●	●	
First-Time DL/IP/ID	●		●		●	
Passport Application		●		●		
Birth/Death Certificate	●		●		●	●
Motor Vehicle	●	●	●	●	●	
Game/Fish License	●	●	●	●	●	
DNR (Boat, ATV, etc)	●	●	●	●	●	
Marriage License	●	●	●	●	●	●
Notary Public	●	●	●	●	●	●
County Park Permits	●	●	●	●	●	●