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Aug. 18, 2020

ALEA and Madison County Partner to Open New Driver License Office in Madison

New Location Opened with a 10 a.m. Ribbon Cutting on Tuesday, Aug. 18

MONTGOMERY – The Alabama Law Enforcement Agency (ALEA) has partnered with the Madison County Commission to open a new Driver License Examining Office in Madison, marking the first new office for ALEA’s Driver License Division since the agency was established Jan. 1, 2015.

ALEA Secretary Hal Taylor said, “Since our agency’s inception, we have worked continuously to expand and improve our Driver License Division services to meet the growing demands and needs of Alabama citizens. We are elated to announce the opening of this new office, which was made possible through our partnership with the Madison County Commission and city officials.”

Secretary Taylor, Speaker of the Alabama House of Representatives Mac McCutcheon and other officials attended a ribbon cutting ceremony Tuesday, Aug. 18, to celebrate the official opening of the new office in the Madison County Service Center, 100 Plaza Blvd.

Speaker of the Alabama House of Representatives Mac McCutcheon said, "Secretary Taylor and ALEA have worked diligently with officials in Madison County to expand their Driver License Division services. With the development of this new Driver License Office, Madison County residents will see significantly reduced wait times and enhancements to additional Probate services that will better accommodate the needs of our residents. I look forward to our continued partnership with Secretary Taylor and ALEA and applaud the services they are providing to our citizens amidst a pandemic."

The new location will accommodate up to three Driver License Examiners and can provide service for up to 80 customers daily. Other than for the commercial driver license road test, the office will offer all other Driver License Division services, including first issuance of STAR ID, along with knowledge testing, road testing and other exam services. In addition to these services, it will alleviate long wait times at the Huntsville office, on 1115 Church Street.

In February of this year, the concept originated for a new ALEA Driver License Office in Madison. The Madison County Commission offered to assist ALEA, which gave them the ability to begin exploring various options for the creation of an additional office. As a result of the pandemic, progress slowed until mid-June. Since then, ALEA and county officials have worked to design and renovate the space to ensure it will meet the needs of the state and county’s mutual customers.

In addition to the new ALEA Driver License Office, the Madison County Service Center will be a one-stop shop for tags, titles and other Probate Office services.

Over the past few months, ALEA's Driver License Division has expanded operations in Madison County, including offering Saturday service in Huntsville and expanding hours at its Redstone Arsenal location from two days a week to three days a week.

On Friday, March 27, ALEA closed its Driver License Offices to the public. As a result, Driver License Division employees served customers via phone, email, and through online services.

ALEA also reopened the Huntsville office as soon as Governor Kay Ivey lifted her Stay at Home Order in early May. Secretary Taylor said, "Despite the pandemic, our Driver License Division has worked tirelessly to continue to serve Alabama's citizens while ensuring the health and safety of both customers and employees."

The agency will continue to adhere to Governor Ivey and the Alabama Department of Public Health's guidelines concerning hygiene, the use of personal protective equipment and other safeguards to combat the spread of the coronavirus during in-person transactions.