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DMV DIRECTOR RELEASES STATEMENT ABOUT REOPENING OF 25 FIELD OFFICES

[Spanish](#)

[\[http://web/20200627170627/https://www.dmv.ca.gov/portal/es/news-and-media/dmv-director-releases-statement-about-reopening-of-25-field-offices/\]](http://web/20200627170627/https://www.dmv.ca.gov/portal/es/news-and-media/dmv-director-releases-statement-about-reopening-of-25-field-offices/)

Contact: Office of Public Affairs
2415 First Avenue
Sacramento, CA 95818

(916) 657-6437 | dmvpublicaffairs@dmv.ca.gov [\[http://web.archive.org/web/20200627170627/mailto:dmvpublicaffairs@dmv.ca.gov\]](http://web.archive.org/web/20200627170627/mailto:dmvpublicaffairs@dmv.ca.gov)

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FOR IMMEDIATE RELEASE

May 8, 2020

The following is a statement from DMV Director Steve Gordon regarding the re-opening of 25 field offices:

"We are facing unprecedented times that are challenging for all of us. We've never experienced anything like this before. Please know that every decision we make at the DMV is based on the health of our customers and employees.

Today, a select number of DMV offices reopened to the public. We understand there is pent up demand for services, but in order to maintain physical distancing and protect the health and safety of both our customers and our DMV team, we must limit the number of people we can serve.

The open offices are for currently scheduled appointments only and a few select services.

We are also serving customers in new ways. The DMV continues to provide essential services online and through our virtual field office. We also offer services through mail, kiosks, our call center and business partners. Most DMV transactions can be done without an office visit. We encourage our customers to use these alternative services.

I ask for your patience as we transition to full operations. Thank you."

The DMV also offers the following reminder of actions taken by the administration on behalf of California's drivers:

- We have extended vehicle registrations, driver licenses and permits.
- For car owners who need tags, you've been given a 60 day extension and late fees have been waived.
- Please don't come to an office. Take advantage of the extensions or go online or to the virtual field office to do your DMV business
- If you absolutely have to come to an office to get it done, we'll be happy to serve you.

The DMV is honoring **existing** appointments at the field offices that are reopening. Those offices will also serve customers with transactions that absolutely require an in-person visit to a field office. The DMV is developing strategies for those who had appointments canceled to be prioritized.

Transactions that will be served at a field office:

The DMV will offer same-day appointments to customers in need of the following critical services:

- All Commercial Driver License transactions including applications, medical reports and administering knowledge and vision tests.
- Paying registration for a vehicle impounded because of registration-related issues

- Reinstating a suspended or revoked driver license
- Applying for a reduced-fee or no-fee identification card
- Applying for a disabled person parking placard (this can also be done by mail using the [REG 195 form \(PDF\)](#))
- Adding an ambulance certificate or firefighter endorsement to a driver license
- Verifying a transit training document to drive a transit bus.
- Processing DMV Express customers for REAL ID transactions, if time and space allow.

In order to focus field office services to these select transactions, DMV may direct customers to online services and other available options to complete their transactions.

Link to the DMV announcement select offices are re-opening:

[Select DMV Field Offices Reopen to Public \(May 07, 2020\)](#)
[\[web/20200627170627/https://www.dmv.ca.gov/portal/news-and-media/select-dmv-field-offices-reopen-to-public-2/\]](#)

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