

i DEPARTMENT OF SAFETY COVID-19 UPDATES

i ALL DRIVER SERVICES CENTERS OFFERING LIMITED SERVICES DUE TO COVID-19 OUTBREAK

Tennessee Department of Safety COVID-19 Updates

For current Driver Services Centers and Self-Service Kiosks closed or unavailable, please click [here](#).

During this time, we encourage as many customers as possible to utilize the [e-Services portal](#) for available online services rather than coming into a Driver Services Center.

March 25, 2020

- Extending the expiration of Commercial Drivers Licenses (CDL) and Commercial Driving Permits (CDLP). These licenses will be extended until June 30 if set to expire between March 12, 2020 and May 18, 2020. All non-CDL licenses will expire six months from the date the license is set to expire. This does not apply to an individual with a Class X license.
- Suspend non-CDL knowledge and skills tests until May 18, 2020.
- Tennessee will temporarily suspend the issuance of REAL ID credentials effective March 25, 2020 through May 18, 2020.
- The requirement that new Tennessee residents obtaining a Tennessee driver license within 30 days of becoming a resident has been extended to June 17, 2020.
- Allow Med-Cert extension for CDL holders with a medical card expiring between March 12, 2020 and May 18, 2020. CDL holders have until June 30, 2020 to submit their new Med-Cert to the Department. The extension is available to CDL holders with a medical card that is currently valid for more than 90 days.

With the above changes going into effect, Driver Services Centers will still be able to process:

- New and returning residents

- Photo identification licenses (including voter identification credentials)
- Reinstatements
- Handgun carry permits
- CDL knowledge and skills tests
- Renewal and duplicate transactions for non U.S. citizens with legal presence.

We encourage everyone to utilize our e-Services portal for available online services such as renewals, duplicates, paying reinstatement fees, and changing your address. **The e-Services portal can be accessed [here](#).**

March 19, 2020

- Starting March 20, 2020, the Department is waiving its requirement that citizens appear in person and have a new photograph taken through October 1, 2021. This will allow many customers with expiring credentials to **renew online** and not visit in person.
- Non-US citizens with Temporary driver licenses (Class XD and XID) will still need to visit in person to renew those licenses upon expiration of the current license.
- All Driver Licenses, Learner Permits, Commercial Driver Licenses, Photo Identification Licenses (ID), and Handgun Carry Permits that would expire between March 12, 2020, and May 19, 2020, will be extended for six months from the original expiration date. The Department will issue a letter of extension to the individuals affected. Affected individuals will be required to keep the letter with them during the extension period.

We encourage everyone to utilize our e-Services portal for available online services such as renewals, duplicates, paying reinstatement fees, and changing your address. **The e-Services portal can be accessed [here](#).**

If you wish to obtain a REAL ID at this time, you will still need to visit a Driver Services Center. However, Gov. Lee has asked the federal government to delay the October 1st deadline to acquire a Real ID. That decision from the federal government is pending.

Ignition Interlock Updates:

As part of our continuing efforts to confront and limit the spread of COVID-19, the Tennessee Ignition Interlock Program is implementing the following protocols effective immediately:

- All required monthly services are suspended until June 15, 2020; services will then resume on the originally scheduled day of the month. Your interlock provider will let you know if you need service before

this goes into effect;

- If service is required, you must provide all necessary breath samples;
- If you are unable to have the ignition interlock device removed upon compliance during this period, there shall be no monthly lease charge for the extended period.

The Ignition Interlock Program advises the following:

- We understand the importance of using hand sanitizer during this time. To reduce the chance of incurring a high BAC violation, use sanitizer outside of your vehicle and allow your hands to dry before giving a test;
- Always provide a passing retest within 10 minutes for any fails;
- Services will be provided at the discretion of the manufacturer and the service center during this period.

March 18, 2020

The Department of Safety and Homeland Security continues to monitor the COVID-19 outbreak closely. At this time most State Driver Services Centers remain open and the department is currently taking the following precautions to protect the health and safety of our customers and employees:

- Adapting Centers for Disease Control (CDC) guidelines for cleaning and sanitizing all Driver Services Centers and equipment.
- Provide guidance to our personnel regarding precautions to minimize risk of exposure for themselves and customers.
- Station a staff member at the entrance of each Driver Services Center to ensure the number of customers entering the Center does not exceed CDC recommendations.
- Encourage and allow customers to wait in their vehicles using the Department's queuing technology (E-Ticketing) until notified by text or call to enter the Driver Services Center.
- Provide protective gear for examiners who interact with customers following TSA procedures.
- Encourage high- or at-risk customers to use e-Services for renewal and duplicate transactions.
- Customers are encouraged to use credit/debit cards only to limit handling of cash.

We encourage everyone to utilize our e-Services portal for available online services such as renewals, duplicates, paying reinstatement fees, and changing your address. If you wish to obtain a REAL ID at this time, you will still need to visit a Driver Services Center. Our Department has submitted a letter to the U.S. Department of Homeland Security for consideration of extending the REAL ID deadline.

We ask our customers that if you are not feeling well, please consider the health and safety of our employees and other customers and visit a Center at another time.

This remains an ongoing situation and any updates or changes to our services in response to the COVID-19 outbreak will be proactively posted to our website and social media accounts.