



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES



MEMORANDUM

To: Automobile Dealerships

From: Fabien Toussaint, DC DMV Processing Center Manager

Date: Monday, July 20, 2020

Subject: Update - DC DMV Operating Status For Dealer Transactions

Update. Please be advised of the following District of Columbia, Department of Motor Vehicles (DC DMV) operations changes, which have become necessary in compliance with Coronavirus (COVID-19) public safety protection measures.

- **DC Mayor Muriel Bowser recently announced the Phase Two re-opening of DC by lifting more restrictions on retail establishments, restaurants, recreational activities, and government services.**
- **Effective Tuesday, July 21, 2020, all DC DMV Service Center locations, including Ticket Adjudication Services, and the Brentwood Commercial Driver License (CDL) Office, will continue to operate on an "Appointment Only" basis throughout Phase Two of the District's reopening plan, by performing limited in-person services.**
- **The DC DMV Inspection Station will continue to operate on a "first come, first serve" basis. The Inspection Station Spring/Summer operating hours are Tuesdays to Saturdays, from 6:00am to 2:00pm, and Wednesdays from 7:00am to 2:00pm.**
- **At the Southwest Service Center (95 M Street, SW), the appointment only services during the Phase Two Re-Opening, now facilitates in-person, individual transactions for vehicle title and registrations, as well as, dealer/runner same day vehicle title and registrations with a three (3) transaction limit. The vehicle must have an expiring dealer issued temporary registration, which will expire within the next fifteen (15) days of the appointment date. Once again, the**

dealer/runner must have an appointment in order to receive window service.

- **Drop-off dealer transactions for title and registration will resume during the DC DMV Phase Two Re-Opening. The drop-off dealer transactions do not require pre-set appointments, however, the dealer/runners must join the customer service line when they arrive at the Southwest Service Center (95 M Street, SW). They will then inform the greeter, that they are there to drop-off/pick-up Processing Center dealer transactions. Once they get inside, they will be directed to the Processing Center dealer transactions drop-off/pick-up area.**
- **All DC Government COVID-19 public safety guidelines are in force at all DC DMV locations, and no service will be provided if customers do not comply with these guidelines.**
- **There will be no dealer services for expedited dealer transactions services until further notice.**
- **Dealer transactions should still be submitted via mail or overnight mail.**
- **There is no transaction limit for Processing Center dealer transactions drop-off, however, please understand, that the higher the volume of transactions dropped off, the longer it will take for them to be processed.**
- **Due to staffing level modifications as a result of the COVID-19 Public Health Emergency, turn-around times on dealer transactions will now be fourteen (14) business days.**
- **DC DMV online services remain available, and customers are encouraged to use online options by visiting dmv.dc.gov.**
- **DC DMV has extended the expiration date for all documents expiring March 1 through the duration of the public health emergency, including driver licenses, identification cards, vehicle registrations, inspections, ticket payments and ticket adjudication responses, until 45 days after the public health emergency concludes.**
- **All driver licenses, vehicle registrations, and vehicle inspections scheduled to expire will be granted a waiver without penalty until DC DMV reopens at full operating capacity.**
- **Please visit the DC DMV official website at dmv.dc.gov for current updates on our operational status and hours of operation.**