

Issue Date: June 24, 2019

New Information

The Department of Motor Vehicles (DMV) will close its field offices, Commercial Drive Test Centers, and Industry Business Centers throughout the state for a half day employee training on **Wednesday, July 24, 2019. Offices will be open from 1 p.m. to 5 p.m.**

Background

Beginning October 1, 2020, the federal government will require individuals to show a passport or another federally approved document, such as a REAL ID driver license or identification (DL/ID) card, to fly within the United States and enter secure federal facilities and military bases.

Enhanced training for employees is needed to adequately prepare staff to handle the unprecedented demand for DMV services due to a greater volume of REAL ID applications, which are complex and take more time to process. This is in addition to the normal summer surge of new applicants who visit field offices to apply for DL/ID cards.

The federal identification program requires REAL ID DL/ID card applications to be completed in person at a DMV field office and cannot be processed online or by telephone.

The volume of REAL ID applicants is only expected to grow as the federal enforcement date of October 1, 2020, approaches.

References

REAL ID webpage at **REAL ID.dmv.ca.gov**

REAL ID Application Guide (video) **<https://www.youtube.com/watch?v=eIMqo2hghSE>**

REAL ID Frequently Asked Questions at **dmv.ca.gov/portal/dmv/detail/realid/realidfaq**

Distribution

Notification that this memo is available online at **dmv.ca.gov** under Publications was made via California DMV's Automated Email Alert System in June 2019.

Contact

Call the DMV Customer Communications Section at (916) 657-6560 for further clarification of this memo.