

# Occupational Licensing Industry News

## OLIN 2020-05

### IBCs by Appointment Only

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**Effective: Immediately**

#### New Information

All Department of Motor Vehicles (DMV) Industry Business Service Centers (IBCs), upon reopening, will serve industry customers by **appointment only**. Providing in-person service by appointment allows DMV to manage the flow of customers entering offices and ensures proper physical and social distancing.

As an additional service channel, industry customers may drop off or mail in work to be processed.

#### Procedures

IBC service options:

**In-person service:** Schedule an appointment by phone through your local IBC:

Bakersfield IBC — (661) 282-2350

Fairfield IBC — (707) 864-4763

LA Metro IBC — (626) 974-7150

Mountain View IBC — (650) 429-3295

Placentia IBC — (657) 315-4092

Rancho San Diego IBC — (619) 456-6851

Sacramento IBC — (916) 262-3253

San Bernardino IBC — (909) 501-3173

San Marcos IBC — (760) 916-9282

Winnetka IBC — (818) 702-2828

**Drop-off:** Industry customers without an appointment may drop off transactions during normal business hours. Contact your local IBC for hours of operation. These transactions will be processed in the order received and completed within 5 business days from the date received. Completed items will be mailed back to the industry customer.

**Mail delivery:** Industry customers may mail transactions to their local IBC.

Transactions will be processed in the order received and completed within 5 business days from the date received. Completed items will be mailed back to the industry customer.

#### Background

Previously, IBCs allowed walk-in customers to sit in the lobby of the IBC until completion of their work. However, due to the contagious nature of COVID-19, California Governor Gavin Newsom has issued a *Proclamation of a State of Emergency* to halt the spread of the infectious disease by enacting an ordinance pertaining to social distancing.

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## **References**

California Department of Public Health (CDPH) Guidance for the Prevention of COVID-19 Transmission for Gatherings  
Executive Order N-54-20

## **Contact**

Questions regarding this memo may be directed to your local IBC.