Effective Date: Immediately

New Information
The Department of Motor Vehicles (DMV) will begin offering one 30-minute walk-in service per day, per industry customer, in addition to the appointment, drop-off and mail-in bundle services currently offered at Industry Business Centers (IBCs). Walk-in services will be provided at the 10 IBCs each business day until 2:00 p.m., and will only process the following urgent transactions:

- Vehicles impounded due to registration-related issues
- Temporary operating permits (TOPs) due to extenuating circumstances
- Partial year registration (PYR)
- Commercial vehicles held at weight scales due to registration-related issues
- Customer demands title due to out of the country export
- One trip permits and commercial permits (fee paid permits)
- Vehicle information requests for lien sales

While these transactions are being processed, industry customers will not be permitted to wait in the lobby area due to current capacity restrictions and gathering guidelines.

DMV strongly encourages industry customers to drop off or mail in bundle applications to support physical distancing practices that protect customers and employees during the COVID-19 pandemic.

IBC Service Options
Mail—Transactions will be processed in the order received and completed within 5 business days from the date received.

Drop-Off—Industry business customers may drop off transactions during normal business hours. 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 customer.

In-Person Appointment—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) 262-3253
- Sacramento IBC – (916) 262-3253
- San Bernardino IBC – (909) 501-3173
- San Marcos IBC – (760) 916-9282
- Winnetka IBC – (818) 702-2828

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In-Person Walk-In—One 30-minute walk-in service per day until 2:00 p.m. daily.
IBC locations:
Bakersfield IBC
5800 District Blvd., Ste 100
Fairfield IBC
4630 W. America Dr.
LA Metro IBC
1365 N. Grand Ave., Ste 100
Mountain View IBC
595 Showers Dr.
Placentia IBC
2390 Rose Dr.
Rancho San Diego IBC
1530 Hilton Head Rd.
Sacramento IBC
7226 Florin Mall Dr.
San Bernardino IBC
473 E. Carnegie Dr., Ste 125
San Marcos IBC
590 Rancheros Dr.
Winnetka IBC
20725 Sherman Way

Background
Due to the contagious nature of COVID-19, California Governor Gavin Newsom issued a State of Emergency enacting an ordinance regarding social distancing. Established health standards and safeguards now allow for controlled customer interaction using face masks or face shields and social distancing.

Reference
California Department of Public Health (CDPH) Guidance for the Prevention of COVID-19 Transmission for Gatherings

Distribution
Notification that this memo is available at dmv.ca.gov under Vehicle Industry Services, was made via the California DMV Automated Email Alert System in December 2020 to the following:
• Dealers
• Registration Services