



Media Toolkit

July 24, 2019

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FACT SHEET

2415 First Ave., Sacramento, CA 95818 | dmvpublicaffairs@dmv.ca.gov | 916-657-6437

Operation Excellence: DMV Training

The Department of Motor Vehicles will close its field offices statewide to customers for a half day on Wednesday, July 24, to train all frontline field office employees to more efficiently and effectively service REAL ID transactions while delivering excellent customer service.

“Operation Excellence: DMV Training” will result in more consistent customer experiences statewide and equip employees with the tools they need to handle an unprecedented volume of REAL ID applications, which are more complex and take more time to process.

Operation Excellence is an initiative of the DMV Reinvention Strike Team, which Governor Gavin Newsom created within the Government Operations Agency to lead a comprehensive modernization and reinvention of the DMV with an emphasis on transparency, worker performance, speed of service and overall consumer satisfaction.

What: Employees will receive four hours of uninterrupted actionable training on how to improve day-to-day operations, deliver excellent customer service consistently, and prepare for the unique challenges posed by REAL ID transactions.

When: Training is from 8 a.m. to noon, July 24.
Offices will open from 1 p.m. to 5 p.m.

Where: Employees will be trained in their home offices – 183 field offices, commercial drive test centers and industry business centers throughout the state.

Who: More than 5,100 frontline employees will be trained by facilitators from the DMV and other state departments.

Why: The federal government will begin enforcing REAL ID on October 1, 2020.

Enhanced training needs to start as soon as possible as the DMV already is experiencing unprecedented demand for DMV services due to a greater volume of REAL ID applications, which are more complex and take more time to process.

REAL ID transactions are required to occur in-person in the field office and cannot be processed online. In addition, field offices are experiencing their normal summer surge of new drivers seeking licenses. The volume of REAL ID customers is only expected to grow as the federal enforcement date of October 1, 2020 approaches. Field offices need to be prepared for at least a doubling of customer volume as the enforcement date approaches.



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Operation Excellence also addresses findings in a March 2019 report by the Department of Finance's Office of State Audits and Evaluations, which determined training to be lacking at the DMV. Report recommendations include more timely and comprehensive training for new hires and expanded training opportunities, particularly surrounding significant changes to policies and procedures including REAL ID.

How: Field offices, which normally open at 9 a.m. on Wednesdays, will open at 1 p.m. on July 24 so that facilitators can provide uninterrupted, hands-on training in each of the 183 field offices, commercial drive test centers, and industry business centers.

Frequently Asked Questions

1. What do customers do if they need DMV services during the closure?

DMV field offices will open at 1 p.m. on July 24.

While field offices are closed, DMV contact centers will remain open for customer calls. Customers will also be able to:

- Conduct transactions online, including renewing a vehicle registration, changing an address, requesting a copy of their driving record, or making an appointment.
- Conduct transactions at DMV Now self-service kiosks located at grocery stores and select libraries, such as renewing a vehicle registration, filing for planned nonoperation (PNO) status, submitting an affidavit of non-use, submitting proof of insurance, and paying a \$14 insurance reinstatement fee. Kiosks at field offices will not be available.
- AAA members may visit AAA offices to conduct transactions including vehicle registration renewal.

Registration services also are available at California DMV Business Partners for a fee.

Customers can search for partners with this online map:

https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc

2. How many customers visit DMV offices on a typical Wednesday?

On a typical Wednesday, approximately 67,000 customers visit DMV field offices.

3. What happened to appointments made that day?

In anticipation of the Operation Excellence, the DMV did not make appointments for July 24.



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3. What are the goals of Operation Excellence?

To improve customer service for all Californians doing business in a DMV field office by better preparing and empowering DMV employees.

4. What is the cost?

The 2019/2020 state Budget included \$1 million for the purpose of designing and implementing the training, which is taking place in 183 offices.

5. How will DMV look different the day after?

Employees will be equipped with new tools to more efficiently help customers through REAL ID transactions, and they'll be empowered to provide better customer service in general.

6. How many offices will be affected?

183 total offices:

- 169 of DMV's 172 field offices (Paradise, Palm Springs and Tulelake are closed)
- 4 Commercial Drive Test Centers (West Sacramento, Fresno, Gardena, Fontana)
- 10 Industry Business Centers (Winnetka, Bakersfield, Fairfield, San Bernardino, Mountain View, Sacramento, Placentia, Rancho San Diego, LA Metro, San Marcos)
- The DMV office in the Legislative Office Building that serves primarily for constituent services also will be closed so that staff can participate in the training.

7. What is the curriculum?

Facilitators will provide training on customer service in general and REAL ID specifically. The goals are to:

- Inspire and motivate employees with the vision and future of DMV by hearing from DMV leaders and Governor Newsom
- Provide practical best practices on delivering excellent customer service
- Provide context to and an update on the REAL ID initiative; inform employees on how to communicate to customers about REAL ID effectively and practicing delivery through a set of potential scenarios
- Provide realistic simulations, detailed training, and a toolkit that employees can utilize immediately for processing REAL ID in the field

8. Were employees involved in developing the training?

Employees were involved in both the development of curriculum and design of the training session.



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9. Is this happening because the DMV got REAL ID requirements wrong the first time?

No. The Department of Homeland Security gave California updated guidance after the state had already begun issuing REAL ID driver licenses and identification cards. The DMV is mailing letters to those REAL ID cardholders who submitted one proof of residency, which they simply must sign and send back to DMV. They do not have to make a return visit to a DMV office.

10. Why do the Operation Excellence training in the summer, when DMV is so busy?

The federal government will begin enforcing REAL ID on October 1, 2020. Enhanced training needs to start as soon as possible as the DMV already is experiencing a greater volume of REAL ID applications, which are more complex and take more time to process. Field offices are experiencing their normal summer surge of new drivers seeking licenses. The volume of REAL ID customers is only expected to grow as the federal deadline approaches.

11. Why not stagger the training across the state?

None of the DMV's customers should have to wait for improved service. Delivering comprehensive training to front-line field staff in all offices will provide consistency statewide in the quality of customer service DMV provides.

12. Why did you decide to do training this way?

Management and employees at DMV consider the weekly, 1-hour training sessions on Wednesday useful for general training and for communicating information to field office employees. Significant changes to policies and procedures such as REAL ID require more intensive training than can be offered in an hour.

13. How have employees responded to Operation Excellence?

The overall response to the training has been positive. Employees were involved in both the development of curriculum and design of the training session. Frontline employees were surveyed about what specific training regarding REAL ID transactions would be most helpful. Frontline employees also worked alongside managers and consultants during a two-day workshop to design the half-day training session and create curriculum.

Operation Excellence Agenda

Time

Module

Contents

8am – 8:30am



Why we are here today

Kick off the day with introductions, an energizer activity, and video messages from Governor Newsom, CalSTA Secretary Kim and Acting Director Webb

8:30am – 10am



Delivering superior customer service

Introduce the REAL ID communication strategy, meet 3 customer characters, and role play customer scenarios to practice communication strategy

10am – 10:15am



Break

10:15am – 11:45am



Preparing for REAL ID

Launch REAL ID Field Guide and use it to verify the documents of 5 different customers

11:45am – 12pm



Make commitments and looking forward

Hear from leaders of customer service exemplars and FOD Deputy Director Solomon about the way forward, and make commitments for the future



NEWS RELEASE

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FOR IMMEDIATE RELEASE

June 24, 2019

DMV to Close Offices Statewide for Half-Day ‘Operation Excellence: DMV Training’

Sacramento – The California Department of Motor Vehicles (DMV) will close its offices statewide for a half day on July 24, 2019, to better prepare employees to process REAL ID transactions and reinforce training on providing excellent customer service.

Operation Excellence: DMV Training will result in more consistent customer experiences statewide and equip employees with the tools they need to handle an unprecedented volume of REAL ID applications, which are more complex and take more time to process.

The training will take place at 183 DMV field offices, Commercial Drive Test Centers and Industry Business Centers throughout the state. More than 5,000 employees will receive the training at their home offices, which will open for business at 1 p.m.

“Our employees are at the heart of every transaction we perform,” said Kathleen Webb, DMV acting director. “With this commitment to training, we can ensure they have the proper tools, knowledge, and experience to provide excellent customer service to the people of California.”

DMV Call Centers (1-800-777-0133) will remain open during the half-day office closure. Customers also will be able to:

- Conduct transactions online, at dmv.ca.gov, including renewing a vehicle registration, changing an address, requesting a copy of their driving record or making an appointment.
- Conduct transactions at DMV Now self-service kiosks located at grocery stores and select libraries, such as renewing a vehicle registration, filing for planned nonoperation (PNO) status, submitting an affidavit of non-use, submitting proof of insurance, and paying a \$14 insurance reinstatement fee. A map of kiosks can be found online: https://www.dmv.ca.gov/portal/dmv/detail/about/sst_map.
- AAA members may visit AAA offices to conduct some transactions, including vehicle registration renewal.
- Registration services also are available at California DMV Business Partners for a fee. Customers can search for partners with this online map: https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc

Operation Excellence is an initiative of the DMV Reinvention Strike Team, which Governor Gavin Newsom created in January to lead a comprehensive modernization and reinvention of the DMV with an emphasis on transparency, worker performance, speed of service and overall consumer satisfaction. The Strike Team was created in response to long wait times in DMV field offices, which were exacerbated by the federal government’s REAL ID requirements.

Beginning October 1, 2020, the federal government will require passengers flying within the United States to present a REAL ID-compliant driver license or identification card – or a passport or passport card – before boarding a plane. REAL ID-compliant cards or another [federally approved document](#) will also be required to enter secure federal facilities such as military bases.

“The unprecedented complexity of the REAL ID requirements is what led to the idea that we needed to take the extraordinary step of closing DMV offices for a short time to make sure all employees have consistent information in order to complete the transactions successfully,” said Government Operations Agency Secretary Marybel Batjer, who is leading the DMV Strike Team. “It is a complicated transaction and we want customers to be well prepared in order to receive their REAL ID efficiently.”

- more -

The DMV already is experiencing unprecedented demand for its services because of a greater volume of REAL ID applications, which must be done in person in the field office and cannot be processed online or via the phone. In addition, field offices are experiencing their normal summer surge of new drivers seeking licenses.

Field offices need to be prepared for at least a doubling of customer volume as the enforcement date approaches. On July 1, 2019, the DMV will open an additional 53 field offices early to handle the summer surge, bringing to 69 the total number of offices that open at 7 a.m. on Mondays, Tuesdays, Thursdays and Fridays to accommodate the increase in customers. The DMV also now offers [Saturday service at 62 offices](#).

Curriculum for Operation Excellence addresses the specific challenges DMV employees have identified in processing REAL ID transactions. Frontline staff will receive detailed training and a toolkit they can utilize immediately for processing REAL ID driver licenses and identification cards in the field. They also will be trained on best practices on delivering excellent customer service.

This half-day effort is the start of ongoing training around REAL ID and builds on DMV’s renewed commitment to providing sufficient training on all significant policy and procedure changes.

Operation Excellence addresses findings in a March 2019 report by the Department of Finance’s Office of State Audits and Evaluations, which determined training to be lacking at DMV. Report recommendations include more timely and comprehensive training for new hires and expanded training opportunities, particularly surrounding significant changes to policies and procedures including REAL ID.

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FOR IMMEDIATE RELEASE

July 22, 2019

DMV to Close Offices Statewide for Half-Day ‘Operation Excellence: DMV Training’

Sacramento – The California Department of Motor Vehicles (DMV) will close its offices statewide for a half day on Wednesday, July 24, to better prepare employees to process REAL ID transactions and reinforce training on providing excellent customer service. All DMV field offices will open at 1 p.m.

Operation Excellence: DMV Training will provide more than 5,000 frontline staff at 183 DMV field offices, Commercial Drive Test Centers and Industry Business Centers throughout the state with detailed training and a toolkit they can utilize immediately for processing REAL ID licenses and identification cards in the field.

“As a result of Operation Excellence, Californians will see more consistent customer service statewide,” said Kathleen Webb, acting director at DMV. “This unprecedented training effort will provide employees with the tools they need to handle an increasingly high volume of REAL ID applications, which are more complex and take more time to process.”

The DMV already is experiencing unprecedented demand for its services because of a greater volume of REAL ID applications, which must be done in person in the field office and cannot be processed online or via mail. In addition, field offices are experiencing their normal summer surge of new drivers seeking licenses.

Beginning October 1, 2020, the federal government will require passengers flying within the United States to present a REAL ID-compliant driver license or identification card – or another [federally approved document](#), such as a passport or passport card – before boarding a plane. REAL ID-compliant identification will also be required to enter secure federal facilities such as military bases.

On July 1, 2019, the DMV opened an additional 53 field offices early to handle the summer surge, bringing to 69 the total number of offices that open at 7 a.m. on Monday, Tuesday, Thursday and Friday to accommodate the increase in customers. The DMV also offers [Saturday service at 62 offices](#).

Operation Excellence is an initiative of the DMV Reinvention Strike Team, which Governor Gavin Newsom created in January to lead a comprehensive modernization and reinvention of the DMV with an emphasis on transparency, worker performance, speed of service and overall consumer satisfaction. The Strike Team was created in response to long wait times in DMV field offices, which were exacerbated by the federal government’s REAL ID requirements.

- more -

ALTERNATIVE OPTIONS TO CONDUCT DMV BUSINESS:

DMV Contact Centers (1-800-777-0133) will remain open during the half-day office closure. Customers also will be able to:

- Conduct transactions online, at [dmv.ca.gov](https://www.dmv.ca.gov), including renewing a vehicle registration, changing an address, requesting a copy of their driving record or making an appointment.
- Conduct transactions at DMV Now self-service kiosks located at grocery stores and select libraries, such as renewing a vehicle registration, filing for planned nonoperation (PNO) status, submitting an affidavit of non-use, submitting proof of insurance, and paying a \$14 insurance reinstatement fee. Kiosks located within field offices will not be available. A map of kiosks can be found online: https://www.dmv.ca.gov/portal/dmv/detail/about/sst_map.
- AAA members may visit AAA offices to conduct some transactions, including vehicle registration renewal.
- Registration services also are available at California DMV Business Partners for a fee. Customers can search for partners with this online map: https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc.

###

Know Before You Go

The Real Difference Between REAL ID and Federal Non-Compliant



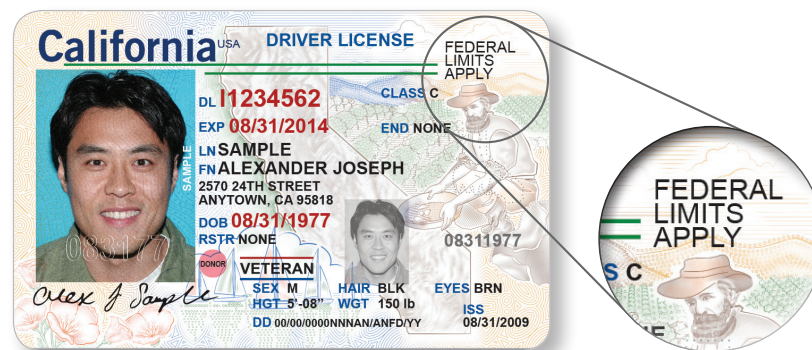
REAL ID Driver License/ ID Card

- To get one, you must visit a DMV office and bring:
 - One Proof of Identity
 - One Proof of Social Security Number
 - Two Proofs of California Residency
- Use it to fly within the U.S.
- Use it to enter a secure federal facility.
(EX: military base)
- Features a bear and star.



Federal Non-Compliant Driver License / ID Card

- May renew online without going to a DMV office.*
- **NOT** allowed for boarding a plane starting October 1, 2020.
- **NOT** allowed to enter a secure federal facility starting October 1, 2020.
- May require showing further evidence of legal presence to purchase a firearm.
- Says “FEDERAL LIMITS APPLY”



If you do not choose a REAL ID card, you will be issued the Federal Non-Compliant driver license or identification card.

For more information visit REALID.dmv.ca.gov

**Certain customers may be required to renew in person. Check your DMV renewal paperwork to see if this applies.*



Easy as 1-2-3



Bring documents from each section below: 1-2-3 Done!

1 Identity Document (original or certified copy only)

- Unexpired U.S. passport or passport card
- Birth certificate from a U.S. state or U.S. territory (abbreviated or abstract certificates not accepted)
- U.S. certificate or consular report of birth abroad
- Unexpired foreign passport with valid U.S. visa and approved I-94 form
- Certificate of naturalization or citizenship
- Valid, unexpired Permanent Resident Card
- Unexpired employment authorization document (EAD) Card (I-766) or valid/expired EAD Card with Notice of Action (I-797 C)
- Unexpired Permanent Resident Card or valid/expired Permanent Resident Card with Notice of Action (I-797 C) or Approval Notice (I-797)
- Unexpired foreign passport stamped "Processed for I-551"

Certified legal document supporting name change, if applicable

If the name on your identity document is different than your current name you must bring a document with the new name.

NOTE: Multiple name change documents are needed if your name has changed multiple times.

- Certified marriage certificate
- Court filed adoption documents with the new name as a result of the adoption
- A court certified name change document.
- Domestic partnership documents (certificate, declaration or registration).
- A certified dissolution of marriage/domestic partnership document with new name.

2 Proof of Social Security Number (full number required, no photocopies)

The name on your Proof of Social Security Number must match your identity document or name change document.

For example, the name on your SSN card must match the name on your marriage certificate.

- Social Security card
- W-2 form
- SSA-1099 form
- Non-SSA-1099 form
- Paystub

3 Proof of California Residency (copies accepted, printed documents required)

Two different documents are required from the list below.

- Home utility bills (including cellular phone)
- Medical documents
- Car or Boat registration
- Employment documents
- Insurance documents
- Bank and Financial institution records
- Change of Address confirmation by the U.S. Postal Service
- Mortgage bill, rental or lease agreement (signed by owner and tenant)
- IRS or California FTB tax return
- Deed or title to residential real property, property tax bill or statement, original copy of an approved claim for Homeowners' Property Tax Exemption (BOE-266) form filed with a local California County Assessor
- School documents (includes Date of Birth), proof of payment of resident tuition at a public institution of higher education in California
- A document issued by a government agency (local, state, or federal)
- A No Fee Identification Card Eligibility Verification (DL 933) form, completed and signed
- Faith-based documents, including name and address of organization

Use a PO Box?

Proof of a physical address is required. A PO Box can be used as the mailing address to receive your REAL ID, but your residency document must display a PO Box and physical address.

What if I do not have one of the above residency documents?

You can use a relative's (parent, child, spouse/domestic partner) residency document if you live at the same address and provide a document (such as a birth or marriage certificate) that shows that relationship.



Video links for download

B-Roll of DMV field offices, self-service kiosks:
bit.ly/2XU0qPk

Spanish SOT:
we.tl/t-NIGb3r5j8z



NEWS RELEASE

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PARA DIFUSIÓN INMEDIATA

24 de junio de 2019

El DMV cerrará sus oficinas medio día para entrenamiento ‘Operation Excellence’

Sacramento- El Departamento de Vehículos Motorizados de California (DMV) cerrará sus oficinas en todo el estado durante medio día el 24 de julio de 2019, para preparar mejor a los empleados para procesar transacciones de REAL ID y reforzar el entrenamiento para brindar un excelente servicio al cliente.

EL entrenamiento Operation Excellence del DMV resultará en experiencias del cliente más consistentes en todo el estado y brindará a los empleados las herramientas que necesitan para manejar un volumen sin precedentes de aplicaciones REAL ID, que son más complejas y requieren más tiempo para procesarse.

El entrenamiento se llevará a cabo en 183 oficinas del DMV, incluyendo centros de pruebas de manejo comercial y centros de negocios de la industria a través de todo el estado. Más de 5,000 empleados recibirán el entrenamiento en sus oficinas principales, que abrirán sus puertas a la 1 p.m.

“Nuestros empleados están en el corazón de cada transacción que realizamos”, dijo Kathleen Webb, directora interina del DMV. “Con este compromiso con la capacitación, podemos asegurarnos de que tengan las herramientas, el conocimiento y la experiencia adecuados para brindar un excelente servicio al cliente a la gente de California”.

Los centros de servicio al cliente del DMV (1-800-777-0133) permanecerán abiertos durante las horas de entrenamiento. Los clientes también podrán:

- Realizar transacciones en línea en dmv.ca.gov, incluyendo renovar un registro de vehículo, cambiar una dirección, solicitar una copia de su registro de manejo y hacer una cita.
- Realizar transacciones usando las máquinas de autoservicio ubicados en supermercados y bibliotecas selectas, como renovar el registro de un vehículo, solicitar el estado de no operación planificada (PNO), presentar una declaración jurada de no uso, presentar comprobantes de seguro y pagar una trifa de reincorporación de seguro de \$14. Puede encontrar un mapa de las máquinas de autoservicio en línea: https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc
- Miembros del grupo AAA pueden visitar las oficinas de AAA para realizar algunas transacciones, incluyendo la renovación de registro de vehículo.
- Servicios de registración también están disponibles en lugares donde se encuentran Socios de Negocios del DMV de California por una cuota. Los clientes pueden buscar socios con este mapa en línea: https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc

Operation Excellence es una iniciativa del DMV Strike Team, que el Gobernador Gavin Newsom creó en enero para liderar una modernización y reinversión integrales del DMV con énfasis en la transparencia, el desempeño de los trabajadores, la velocidad del servicio y la satisfacción general del consumidor.

A partir del 1 de octubre de 2020, el gobierno federal exigirá a los pasajeros que vuelan dentro de los Estados Unidos que presenten una licencia de manejo o tarjeta de identificación que cumpla con los requisitos de la ley REAL ID, o un pasaporte o tarjeta de pasaporte vigente, antes de abordar un avión. También se requerirán tarjetas REAL ID u otros [documentos aprobados por el gobierno federal](#) para ingresar a instalaciones federales de alta seguridad, como bases militares.

-más-

“La complejidad sin precedentes de los requisitos de Real ID es lo que nos llevó a la idea de que teníamos que dar un paso extraordinario al cerrar las oficinas del DMV por un corto tiempo para asegurarnos de que todos los empleados tengan información coherente para completar las transacciones con éxito,” dijo la secretaria de operaciones del gobierno, Marybel Batjer, quien lidera el DMV Strike Team. “Es una transacción complicada y queremos que los clientes estén bien preparados para recibir su REAL ID de manera eficiente.”

El DMV ya está sintiendo una demanda inesperada de sus servicios debido al mayor volumen de aplicaciones de REAL ID, que deben realizarse en persona en una oficina del DMV y no pueden procesarse en línea o por teléfono. Adicionalmente, las oficinas están experimentando su aumento normal de verano de nuevos conductores que buscan licencias de manejo.

Las oficinas locales deben estar preparados para al menos una duplicación del volumen de clientes a medida que se acerca la fecha de aplicación. El 1 de julio de 2019, el DMV abrirá 53 oficinas adicionales temprano para manejar el aumento de verano, lo que eleva a 69 el número total de oficinas que abren a las 7 a.m. los lunes, martes, jueves y viernes para acomodar el aumento de clientes. El DMV ahora también ofrece servicio [los sábados en 62 oficinas](#).

El plan de estudios para Operación Excelencia aborda los desafíos específicos que los empleados del DMV han identificado al procesar las transacciones REAL ID. El personal de primera línea recibirá entrenamiento detallado y un kit de herramientas que pueden utilizar de inmediato para procesar las licencias de manejo y las tarjetas de identificación REAL ID a través del estado. También recibirán entrenamiento sobre las mejores prácticas para brindar un servicio excelente al cliente.

Este esfuerzo de medio día es el comienzo del entrenamiento continuo en torno a REAL ID y se basa en el compromiso renovado del DMV de brindar preparación suficiente sobre todos los cambios importantes en políticas y procedimientos.

Operación Excelencia aborda los hallazgos en un informe de marzo de 2019 realizado por la Oficina de Auditorías y Evaluaciones Estatales del Departamento de Finanzas, que determinó que faltaba entrenamiento en el DMV. Las recomendaciones del informe incluyen una preparación más oportuna y completa para los nuevos empleados y oportunidades de entrenamiento ampliadas, en particular en torno a cambios significativos en las políticas y procedimientos, incluida la REAL ID.

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PARA DIFUSIÓN INMEDIATA

22 de julio de 2019

El DMV cerrará sus oficinas medio día para entrenamiento ‘Operation Excellence’

Sacramento - El Departamento de Vehículos Motorizados de California (DMV) cerrará sus oficinas en todo el estado por medio día el miércoles 24 de julio para preparar mejor a los empleados para procesar transacciones de REAL ID y reforzar el entrenamiento en brindar un servicio excelente al cliente. Todas las oficinas locales del DMV se abrirán a la 1 p.m.

El entrenamiento Operation Excellence proporcionará a más de 5,000 empleados de primera línea en 183 oficinas del DMV, centros de pruebas de manejo comercial y centros de negocios de la industria, en todo el estado con un entrenamiento detallado y un kit de herramientas que pueden utilizar de inmediato para procesar licencias de manejo y tarjetas de identificación REAL ID en todas las regiones.

“Como resultado de Operation Excellence, los californianos verán un servicio al cliente más consistente en todo el estado,” dijo Kathleen Webb, directora interina del DMV. “Este esfuerzo de entrenamiento innovador proporcionará a los empleados las herramientas que necesitan para manejar un volumen cada vez más alto de aplicaciones de REAL ID, que son más complejas y requieren más tiempo para procesarse.”

El DMV ya está sintiendo una demanda inesperada de sus servicios debido al alto volumen de aplicaciones de REAL ID, que deben realizarse en persona en una oficina del DMV y no pueden procesarse en línea o por correo. Adicionalmente, las oficinas están experimentando su aumento normal de verano de nuevos conductores que buscan licencias de manejar.

A partir del 1 de octubre de 2020, el gobierno federal exigirá a los pasajeros que vuelan dentro de los Estados Unidos que presenten una licencia de manejar o tarjeta de identificación que cumpla con los requisitos de la ley REAL ID, o un pasaporte o tarjeta de pasaporte vigente, antes de abordar un avión. También se requerirán tarjetas REAL ID u otros [documentos aprobados por el gobierno federal](#) para ingresar a instalaciones federales de alta seguridad, como bases militares.

El 1 de julio de 2019, el DMV abrió 53 oficinas adicionales temprano para manejar el aumento de clientes durante el verano, lo que elevó a 69 el número de oficinas que abren a las 7 a.m. los lunes, martes, jueves y viernes. El DMV ahora también ofrece servicio [los sábados en 62 oficinas](#).

Operation Excellence es una iniciativa del DMV Strike Team, que el Gobernador Gavin Newsom creó en enero para liderar una modernización y reinversión integral del DMV con énfasis en la transparencia, el desempeño de los trabajadores, la velocidad del servicio y la satisfacción general del consumidor. El Strike Team fue creado en respuesta a los largos tiempos de espera en las oficinas del DMV, que se vieron exacerbadas por los requisitos REAL ID del gobierno federal.

OPCIONES ALTERNATIVAS PARA REALIZAR NEGOCIOS DEL DMV:

Los centros de servicio al cliente del DMV (1-800-777-0133) permanecerán abiertos durante las horas de entrenamiento. Los clientes también podrán:

- Realizar transacciones en línea en [dmv.ca.gov](https://www.dmv.ca.gov), incluyendo la renovación de un registro de vehículo, cambiar una dirección, solicitar una copia de su registro de manejo y hacer una cita.
- Realizar transacciones usando las máquinas de autoservicio ubicados en supermercados, bibliotecas selectas, como renovar el registro de un vehículo, solicitar el estado de no operación planificada (PNO), presentar una declaración jurada de no uso, presentar comprobantes de seguro y pagar una trifa de reincorporación de seguro de \$14. Puede encontrar un mapa de las máquinas de autoservicio en línea: https://www.dmv.ca.gov/portal/dmv/detail/about/sst_map
- Miembros del grupo AAA pueden visitar las oficinas de AAA para realizar algunas transacciones, incluyendo la renovación de registro de vehículo.
- Servicios de registración también están disponibles en lugares donde se encuentran Socios Comerciales del DMV de California por una cuota. Los clientes pueden buscar socios con este mapa en línea: https://www.dmv.ca.gov/portal/dmv/detail/bp_locator/reg_svc

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