

# Occupational Licensing Industry News

## OLIN 2020-12

### IBCs Reintroduce Walk-In Option

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**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](https://www.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