Suspension of Saturday Driver License Office Hours Continued Through May 2

RALEIGH – The N.C. Division of Motor Vehicles has canceled Saturday hours through May 2 at the 13 Driver License offices across the state that are normally open that day. People who had appointments at those offices are being contacted and offered appointments for another date.

Click on this list to view the 13 affected locations.

The NCDMV on Wednesday closed more than half of its offices because of concerns about the COVID-19 outbreak. The move affected locations that have the fewest examiner stations or have office setups that make it difficult to maintain the proper social distancing recommended by the Centers for Disease Control and Prevention. Affected employees are being re-assigned to help staff other offices.

About 50 license offices remain open, but they have been transitioned to appointment-only locations. To maintain proper social distancing, the number of customers allowed in each office's waiting room will depend on the size of the room. NCDMV staff will also ask customers to complete a wellness questionnaire provided by state health officials before they enter the office. In addition, the open offices have temporarily suspended road tests, except for people seeking commercial driver's licenses or medical reassessments.

The steps taken this week do not apply to NCDMV License Plate Agencies, as all but one of those offices is operated either by a contractor or local government. The status of those offices is available on the NCDMV website.

Appointments for driver license offices can be made by calling the NCDMV customer service center at 919-715-7000. For some offices, people may be able to make an appointment online by visiting www.ncdot.gov/dmv and using the “Driver License Office” appointments link. Additional offices are being added to the online appointment system daily. Customers who already have appointments at the open offices can keep those appointments, except for driving tests.

Customers are urged to check on the status of their local offices by clicking on the “Offices & Services” link on the NCDMV website’s home page. If you don’t have internet access, you can call the customer service center.
Customers are encouraged to use the DMV website for services that can be handled online, including license and registration renewals, and ordering a duplicate license and registration card. Information on all the services available online can be found on the DMV home page. They should watch out for copycat DMV websites, and only use the DMV site that has .gov in its web address.
For information on how to conduct your critical NCDMV business or if you have additional questions, please visit ncdot.gov/dmv. For information regarding COVID-19, please visit ncdhhs.gov/coronavirus.

NCDOT

Last updated 8:08 a.m. on Apr. 24, 2020

Published Date:

3/20/2020

Share this page:

Facebook Twitter