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DMV Releases Reopening Plan; No Date Set

Offices will have limited services for first 30 days

CARSON CITY – The Nevada Department of Motor Vehicles is preparing to reopen after shutting down on March 16, 2020, due to the COVID-19 pandemic. However, a reopening date has not been set. All full-service DMV offices remain closed.

“Our hearts go out to everyone affected by the COVID-19 emergency. The DMV thanks you for your continued patience,” said Director Julie Butler. “We’re releasing our plan well in advance so everyone will know what to expect. We’re going to serve motorists with the most pressing needs first and ask others to use alternative services or hold off from visiting a DMV office.”

The DMV's reopening plan focuses on the safety of employees and the public and is predicated on a three-step process: Go online first, wait if possible, and be prepared if you do have to come into the office. While the DMV offices are closed, the DMV encourages you to complete common transactions like vehicle registration renewals online.

The DMV will be offering only services that directly impact a person’s ability to drive during the first 30 days after its reopening. Initially, the Department will offer only the following:

- Driver’s license suspension or revocation reinstatements
- Driver’s license knowledge tests
- License or ID for customers with no form of valid ID
- Original vehicle registration of recently-purchased vehicles not eligible for online registration
- Vehicle movement permits
- Title transfers
- Renewals of documents that expired prior to March 16
- Transactions involving bad debt with the Department
- Commercial Driver License services (where available)
- Dealer Services, Fleets, Motor Carriers, Registration Services and Occupational License Renewals

Driving skills tests for non-commercial licenses will not be offered until a later time due to social distancing requirements.

Only walk-in customers will be accepted during the first 30 days. Appointments will not be available in the metropolitan offices. All previous appointments are canceled.

Customers should visit the DMV website, dmvnv.com, before visiting an office. Customers should follow the guidelines posted for three general groups:

- **Do it online or at a kiosk** - it is more important than ever to use the DMV’s alternate services

- **It can wait** – An automatic 90-day extension on expired documents is in effect. Other transactions that can wait include personalized plate orders, new resident licensing and registration and Real ID upgrades
- **Be prepared if you do come in** – Visit the website, gather all necessary documents and have forms filled out in advance

In the metropolitan offices in Carson City, Henderson, Las Vegas and Reno, DMV staff will be walking the lines outside the offices using the same three steps outlined above. Customers who can use alternate services or wait until a later time will be directed to do so. Those who are served may be asked to wait outside in their vehicle until called.

Only customers and necessary assistants will be allowed into the buildings. Rural offices will allow only ten customers inside at one time. The DMV will make limited exceptions for customers with disabilities and those who lack online access.

DMV staff will be wearing face masks and asks customers to do so as well. The department will observe all current CDC and Nevada Department of Health and Human Services guidelines on social distancing, building occupancy and cleanliness. Sneeze shields have been installed.

The DMV staff will be brought back to work beginning May 26 for training and to work on backlogs prior to reopening.

“The DMV has created a thoughtful, phased approach to reopening that is fair to all and, most important, keeps customers and staff alike as safe as possible,” Butler said. “We’re looking forward to reopening to serve Nevada’s motorists.”

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