

## **UPDATED Thursday, October 1, 2020**

### **AGENCIES**

#### **Will I have to wait all day to be served?**

- When our Centers open at 8AM, tickets are distributed to those waiting in line, up to the total capacity for the day. Customers are told when to return for service or sent a text when they should return. We work through those customers for the rest of the day. This way **no one** stands outside the agency all day waiting.
- Just because no one is standing outside doesn't mean we aren't processing transactions all day. MVC continues to process transactions at a higher rate than a year ago.
- Average waits for road tests, driver knowledge tests, Commercial Driver license testing, and inspections are normal for pre-COVID-19 levels.

#### **Why are the lines so long?**

- We can't allow 100 or 200 people inside an agency like we used to. A "normal" number of people waiting at MVC in COVID times now appears as dozens in line outside the facility, due to social distancing requirements.
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#### **What are "Licensing Centers" and "Vehicle Centers"?**

In order to maintain social distancing, some agencies have been designated as [Licensing Centers](#) and some as [Vehicle Centers](#).

In **Vehicle Centers**, we are processing **vehicle transactions only**:

- Registration/title transfers for private sales
- New registrations/titles, individual and in bulk.
- Salvage titles.
- License plate transactions.
- **No renewals for unexpired registrations.** Those can be done online at NJMVC.gov.
- **No license transactions.**

In **Licensing Centers**, we are processing **license transactions** only:

- First-time licenses and permits (REAL ID will be an option).
- Out-of-state transfers.
- Expired CDLs, TVRs (temporary visa restricted licenses), and any other expired licenses not eligible for online renewal.

- REAL ID, only if:
  - You have an email verifying your appointment was cancelled;
  - You are due for renewal of your standard license;
  - You are transferring your license to NJ from another state; or
  - You are a first-time licensee.
- **No other REAL ID walk-ins will be allowed.**
- **No renewals, replacements, or changes of address.** Those can be done online at [NJMVC.gov](http://NJMVC.gov).
- **No vehicle transactions: no registration or title work.**

Everyone who enters the MVC agency will be required to wear a face covering. If a customer cannot wear a face covering, MVC will make other arrangements for their transaction.