

## **UPDATED Wednesday, September 23, 2020**

**NJMVC Frequently Asked Questions** during the COVID-19 Public Health Emergency

### **My renewal notice says I can't renew online.**

Even if your renewal notice says you have to renew in person, a new law now allows most people to renew online. Go to <link> for online renewal.

### **Was my expiration date extended?**

The following documents, if expiring between Mar 1 and May 31, have been extended to **September 30**.

If expiring between June 1 and August 31, they have been extended to **December 31**.

- All standard driver licenses (including permits)
- Standard non-driver IDs
- Vehicle registrations
- Inspections
- Temporary tags

Commercial Driver Licenses (CDLs) and Commercial Learner's Permits (CLPs)

### **What about CDL Extensions?**

**Any valid New Jersey CDL or CLP due for renewal between March 1, 2020 and December 31, 2020 has been extended until December 31, 2020.** This means expirations that were previously extended to September 30 have been extended for another three months

Medical Certifications have also been extended.

For CDL and CLP holders whose medical certification or medical variance expired

- March 1 to May 31, 2020, your new due date is **October 31, 2020**.
- June 1 to December 31, 2020, the new due date is **December 31, 2020**.

HAZMAT endorsements that expired after March 1 are extended until September 30, 2020.

The extensions mirror those issued recently by the Federal Motor Carrier Safety Administration, which oversees CDLs, and the federal Transportation Security Administration, which oversees Hazardous Materials endorsements (HAZMAT).

### **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 **all** down to pre-COVID-19 levels.

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

- We simply can't cram 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.
- 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.

### **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.
- **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.

### **I can't renew my license online. Why?**

You may NOT be eligible to renew your license online if...

- Your license expired beyond the approved extension period
- Your license has been suspended
- Your license has a Temporary Visa Restriction (TVR)
- Your license is a CDL

You can renew your license in-person at a **Licensing Center**.

### **I can't renew my registration online. Why?**

You may NOT be eligible to renew your registration online if...

- Your registration expired beyond the approved extension period
- Your registration has been suspended.

You can renew your registration in-person at a **Vehicle Center**.

### **If I pay to restore my suspended license, how do I get my license back?**

If your license has not yet passed the expiration date, you should renew or request a replacement license online.

If it is expired, you can email a copy of your receipt(s), with your name and driver license number, to [Suspension.Info@mvc.nj.gov](mailto:Suspension.Info@mvc.nj.gov). Due to the Covid-19 emergency, it may take a while for us to respond.

### **How do I resolve a court suspension matter?**

You must email receipts and/or inquiries to [Suspension.Info@mvc.nj.gov](mailto:Suspension.Info@mvc.nj.gov). Please include your driver license number. Someone will respond in the order it was received. Due to the Covid-19 emergency, responses may be delayed. If you are currently suspended, do not drive until you have received verification that your driving privileges are restored.

### **How do I resolve an insurance matter?**

You must email inquiries to [UM.info@mvc.nj.gov](mailto:UM.info@mvc.nj.gov). Please include your driver license number. Due to the Covid-19 emergency, responses may be delayed.

If your license or registration is currently suspended, do not drive until you have received verification that your driving and/or registration privileges are restored.

### **What if I have a DUI Suspension pending an Intoxicated Driving Program (IDP)?**

Most drivers convicted of DUIs currently are able to work with their Intoxicated Driver Resource Center (IDRC) and IDP to remain in compliance or become compliant. The drivers can call their IDRC to obtain information about referrals and rescheduled classes:

Directory Link:

[https://nj.gov/humanservices/dmhas/resources/services/treatment/addictions/IDRC\\_Directory.pdf](https://nj.gov/humanservices/dmhas/resources/services/treatment/addictions/IDRC_Directory.pdf)

IDP is operational and working remotely during the COVID-19 pandemic. Drivers can reach the IDP:

- Call 609-815-3100 to leave a voicemail;
- Email IDP at [DMHAS.IDP@dhs.nj.gov](mailto:DMHAS.IDP@dhs.nj.gov); Or
- [Visit their website](#)