



PLAIN DEALING

A policy and administrative bulletin for licensed dealers
from the WisDOT DMV Dealer and Agent Section

wisconsin.dmv.gov

March 2020 Vol 31 Special Release

DMV Limiting In-Person Services Beginning March 23

To help slow the spread of COVID-19, Governor Evers has directed Wisconsin Department of Transportation Secretary-designee Craig Thompson to ensure continuation of essential services of the Division of Motor Vehicles (DMV) and protect the health and safety of citizens and employees.

After reviewing public-facing DMV services, Secretary Thompson authorized DMVs across the state to enact a one-day closure to deep clean and modify public spaces, minimize in-person transactions and direct customers to online services.

All DMV Customer Service Centers will be closed to the public on Friday, March 20. DMVs will use this time to deep clean each location and modify office space to allow additional social distancing practices when the service centers reopen on Monday, March 23.

Social distancing remains a best practice to combat the spread of the virus and efforts. When Wisconsin DMVs reopen Monday, March 23, in-person customer service will be restricted, by appointment only, to:

- New driver licenses
- Issuing identification cards

What Does This Mean For Dealers?

Limiting in-person services could have the following impacts on your business:

- Beginning Monday, March 23, DMV service centers will no longer accept any title and/or registration products. Everything will need to be mailed in. This will impact some dealers who use runners to obtain replacement titles. Dealers will need to adjust their business practice to obtain a replacement title via mail. The customer can also request one online but that **must be completed by the customer**.
- DMV Service Centers will continue to administer salesperson tests as long as they can comply with the social distancing mandate.

For up-to-date information regarding the Wisconsin Department of Transportation's response to COVID-19, visit the WisDOT Newsroom at:

Connect with us

[Sign up to receive Plain Dealing!](#)

Follow us for breaking news.



Published by the
Wisconsin Department of Transportation,
Division of Motor Vehicles, Bureau of Vehicle Services, Dealer and Agent Section.

Kristina Boardman,
Administrator
Patrick Fernan,
Deputy Administrator
Ann Perry,
Bureau Director (BVS)
Michael Domke,
Section Chief (DAS)
Scott Selbach, Vehicle Emissions Program, Supervisor
Mirenda McArdle, Field Investigation Unit, Supervisor
Shin Lin Tung, Business and Consumer Services Unit, Supervisor

Dealer & Agent Section
dealers.dmv@dot.wi.gov
Phone: (608) 266-1425



Wisconsin Department of Transportation | (608) 266-1425
AgentPartnershipUnit@dot.wi.gov | DealerLicensingUnit@dot.wi.gov
Dealer and Agent Section
PO Box 7909
Madison, WI 53707