

Customer Service Center Operations Manual

Carrying Firearms or Explosive Materials in a CSC CSCOM-101

Original Date: 04/10/2016

Revision Date: 07/01/2021

[Overview](#)

[Definitions](#)

[CSC Management or Designee](#)

[Contact](#)

OVERVIEW

<<<<<REVISION

The Code of Virginia ([18.2-283.2](#)) prohibits carrying any firearm (open carry or concealed carry) or any explosive material in any building owned or leased by the Commonwealth. This applies to all DMV Customer Service Centers.

Exception 1: The following individuals are authorized to carry firearms and/or explosive material in a DMV Customer Service Center: law enforcement officers, authorized security (see definition below), military personnel (authorized to carry firearms in accordance with their duties), and fire marshals with police powers.

Exception 2: The following individuals are authorized to carry firearms while acting in the conduct of their official duties in any DMV Customer Service Center: a bail bondsman as defined in § [9.1-185](#), an employee of the Department of Corrections or a state juvenile correctional facility, an employee of the Department of Conservation and Recreation, or an employee of the Department of Wildlife Resources.

CSCs will post signs at every entrance indicating the prohibition of firearms and explosive materials in DMV buildings.

END REVISION>>>>>

[Return to Top of Page](#)

DEFINITIONS

Authorized Security – a natural person who performs the functions of observation, detection, reporting or notification of appropriate authorities or designated agents regarding persons or property on the premises he or she is contracted to protect. Authorized security includes (but is not limited to) DMV Security and armored transport personnel (in performance of duty).

Concealed Firearm – any firearm hidden from common observation, including a firearm hidden when it is observable but is of such deceptive appearance as to disguise the firearm's true nature.

Firearm – any handgun, pistol, revolver, or any other weapon designed to or intended to propel a missile of any kind by action of an explosion of any combustible material.

<<<<<REVISION

Explosive Material - any chemical compound mixture, or device, the primary or common purpose of which is to function by explosion; the term includes, but is not limited to, dynamite and other high explosives, black powder, pellet powder, smokeless gun powder, detonators, blasting caps and detonating cord. **END REVISION>>>>>**

[Return to Top of Page](#)

CSC MANAGEMENT OR DESIGNEE

<<<<<REVISION

IMPORTANT: If the customer becomes hostile or threatening at any point, CSC personnel are authorized to press their panic switch.

If a customer enters a CSC with a firearm:

1. Inform the customer Virginia law prohibits entry in CSC with a firearm.
2. Request the customer present documentation to verify they are authorized to carry firearms in a CSC:
 - law enforcement officer,
 - military personnel (authorized to carry firearms in accordance with their duties),
 - authorized security,
 - a fire marshals with police powers,

- a bail bondsman as defined in § [9.1-185](#),
 - an employee of the Department of Corrections or a state juvenile correctional facility,
 - an employee of the Department of Conservation and Recreation, or
 - an employee of the Department of Wildlife Resources.
3. Customers not authorized to enter a CSC with a firearm should be instructed to leave the facility.
- NOTE:** If the customer is aggressive or threatening, contact local law enforcement or state police.
4. If the customer refuses to leave, contact local law enforcement, or state police.
- Refer to [LE-1.00](#) for further requirements after law enforcement is called.

If the customer enters a CSC with an explosive material.

1. Contact local law enforcement or state police.
2. Refer to [LE-1.00](#) for further requirements after law enforcement is called. **END REVISION>>>>**

[Return to Top of Page](#)

CONTACT

For further information contact DMV Law Enforcement: (804) 367-1997 or (804) 367-1678

[Return to Top of Page](#)