

Customer Service Center Operations Manual

Requests from Outside
Individuals/Organizations
CSCOM-204.6

Original Date: 02/10/2008

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BACKGROUND

The purpose of a DMV Customer Service Center (CSC) is to provide a brick-and-mortar location for the general public to conduct its business with DMV. This business is limited to those purposes set forth under *Virginia Code §46.2-200*, including obtaining, renewing, or changing various government-issued credentials such as driver's licenses, learner's permits, and identification (ID) cards; obtaining, renewing or changing vehicle-related documents such as titles and registrations; payment or settlement of motor vehicle fuels taxes; and conducting business with regard to motor carriers. In addition, customers may apply to register to vote, obtain various documents from the Virginia Department of Health, including marriage, birth, divorce, and death certificates, get an E-ZPass transponder, and obtain documents from the Department of Wildlife Resources, such as hunting and fishing licenses.

The DMV CSCs are not designed nor intended as a space for public assembly or debate but rather as a means for the general public to conduct their business with a governmental entity. As such, the areas outside of a CSC are only intended for ingress and egress to or from the CSC. This position is established pursuant to the memorandum order issued by the U.S. District Court for the Eastern District of Virginia on October 2, 2024, in the case of *National Democratic Policy Committee v. Lackey*, and the DMV Policy for Assembly in or around DMV Customer Service Centers dated February 1, 2025.

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EXAMPLES OF ACCEPTABLE & EXCLUDED ACTIVITIES (This is not an exhaustive list.)

Activities Outside of a DMV Customer Service Center	
Acceptable	- Ingress or egress to or from the CSC for the purpose(s) of conducting business with DMV. - Public parking lot access for individuals conducting business with DMV or other governmental business at the CSC. - Public parking lot access for organizations, groups, or entities for parking purposes only that has been approved by the Commissioner. - Any federal, state, or local governmental entity for the purposes of sharing information related to an official function of that governmental entity that has been approved by the Commissioner. For the Woodbridge CSC only: Activities that are specifically protected under election law may take place outside the Prince William County Office of Elections when the office is open.
Excluded (Not Allowed)	- Public demonstrations - Picketing - Oration or speech aimed at the general public - Displaying signs or banners - Partisan activities - Sale or distribution of any merchandise, flyers, brochures, or any other printed or written materials - Solicitation or receipt of funds - Disorderly conduct, such as fighting, abusive language, or threatening behavior - Tailgating or loitering
NOTE: For customer complaints or concerns about individuals or organizations outside DMV facilities, provide the customer with the Customer Concern Report (CSMA 14). When submitted to the CSC by the customer, forward the completed form to "Legal Services" at the address below: DMV Legal Services Post Office Box 27412 Richmond, Virginia 23269-0001	

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CSC MANAGEMENT RESPONSIBILITIES

Individual, Group, or Organization Conducting Excluded Activities at a CSC

If an individual, group, or organization is conducting any activity outside of a CSC, management should first contact your District Manager to advise them of the situation and diplomatically and courteously request that the individual or group cease the activity and vacate the premises. If the party expresses any hostility or refuses to leave, Management should contact DMV Security, DMV Law Enforcement (if on site), or local law enforcement immediately. Refer to Incident Reporting Guidelines ([LE-1.00](#)) for more information.

1. Advise the individual, group, or organization that DMV's policies do not allow for the activities that they are conducting.
2. If the individual, group, or organization wishes to file a complaint or concern, Management may provide a Customer Concern Report ([CSMA 14](#)) and advise the party that they may mail the form to:
DMV Legal and Legislative Services
P.O. Box 27412
Richmond, Virginia 23269-0001

Federal, State, or Local Government Requests and Requests for Groups or Organizations Outside of the Woodbridge CSC ONLY

1. Write a letter on official letterhead addressed to:
Saundra M. Jack, Commissioner
Virginia Department of Motor Vehicles
P.O. Box 27414
Richmond, Virginia 23269-0001
2. Include in the letter the following information:
 - Who the agency or department is;
 - What action they wish to perform at the CSC;
 - Where they wish to perform the activity;
 - When they wish to do the desired activity;
 - Who will be participating in this activity (names of the individuals that will be participating);
 - How long they will be conducting this activity at the CSC (one time, every Saturday, one month, etc.); and
 - Samples of any materials they will be providing to the public for this activity.
3. Await a formal written response from the DMV Commissioner that denies or grants permission to the agency or department to conduct the activity at the desired location.

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DMV COMMISSIONER'S OFFICE RESPONSIBILITIES

1. Review the request for permission to perform a specific action at a specified CSC.
2. Determine if the request will be granted or denied.
3. Send a written response granting or denying permission to the following:
 - Agency or Department making the request;
 - District Office for the CSC(s) where the requested activity is to be performed; and
 - Affected CSC(s).

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POINTS TO REMEMBER

DMV was previously bound by a consent decree from a federal court that allowed the National Democratic Party Committee (NDPC) to set up at CSC locations to distribute materials. The consent decree has since been overturned. There are currently no groups or organizations that have any judicial protection or permission to assemble. Any group claiming to have authorization for an excluded activity listed in this procedure should be referred to Legal Services for further clarification.

For the Woodbridge CSC only: Activities that are specifically protected under election law may take place outside the Prince William County Office of Elections when the office is open. This is a determination that must be made and permission granted by the Commissioner's office and/or the Prince William County Office of Elections.

If management suspects that an excluded activity is taking place, contact your District Manager to advise them of the situation and defer to their guidance.

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RELATED LINKS

[DMV Assembly Policy](#)

Customer Concern Report ([CSMA 14](#))

Incident Reporting Guidelines ([LE-1.00](#))

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