



PRESS RELEASE

NEWS FROM THE DMV NEWS FROM THE DMV

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EL CERRITO DMV OFFICE TO CLOSE FOR BRIEF RENOVATION PROJECT

Sacramento—The El Cerrito office of the California Department of Motor Vehicles, located at 6400 Manila Ave., will close for two weeks at end of the business day on Thurs., Nov. 5, 2009, for a renovation project -- which includes the removal of asbestos, replacement of flooring and carpeting, interior painting and much more.

The easiest way to accommodate this project is to close the office completely for the duration of the repairs. The El Cerrito office is scheduled to reopen for business on Mon., Nov. 23, 2009, at 8 a.m.

DMV officials say the 37-year old office has not had any substantial renovations since it opened in 1972. The El Cerrito facility is one of several offices slated for maintenance or repair projects of some sort during 2009. DMV usually schedules about a dozen office closures each year for varying lengths of time to make infrastructure improvements or for equipment installation.

The El Cerrito office has 20 full-time and 12 part-time employees who handle some 180,000 transactions each year.

DMV officials say they will carefully monitor customer flow to the surrounding offices and move technicians as needed to provide the best customer service possible during the extensive renovation process.

During the closure, El Cerrito-area DMV customers will be directed to neighboring offices in:

- Vallejo, 200 Couch St., 18 miles away;
- Walnut Creek, 1910 N. Broadway; 23 miles away;
- Concord, 2070 Diamond Blvd.; 24 miles away;
- Fairfield, 160 Serrano Dr., 30 miles away.

In a continuing effort to shorten lines and wait times, the DMV wants customers to understand there are a number of service options currently available to them, which if properly utilized, can dramatically reduce the number of transactions handled in any field office on a face-to-face basis. That means shorter wait times.

For example, most routine services the DMV provides can be done by mail; instructions for mailing license or registration renewals are included with the notifications sent out by the department. Customers can use checks or money orders to renew by mail.



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Or, simply go online. Doing business with the DMV has never been easier. The DMV offers an array of services to customers 24 hours a day, 7 days a week through its website (www.dmv.ca.gov), including online appointments for written and drive tests, vehicle registration and driver license renewals, selection of personalized license plates, changes of address and payment of fees via secure debit transactions.

DMV is a department under the Business, Transportation and Housing Agency, which is under the direction of Secretary Dale E. Bonner. The DMV licenses drivers; maintains driving records; registers and tracks official ownership of vehicles and vessels; investigates auto and identity-related fraud; and licenses car dealers, driving schools, and traffic violator schools.

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