

DMV 2 Go

Yesterday and Today

Discover DMV 2 Go

DMV 2 Go, the ultimate in customer service and convenience, may soon visit your office, college, retirement community, or local DMV Select office. The DMV offices on wheels are community connection tools, bringing services to today's busy Virginians.

DMV's mobile customer service centers, called *DMV 2 Go*, are handicapped-accessible full service offices that provide all DMV transactions including applying for and renewing driver's licenses and ID cards. Road and knowledge tests are available. Customers can order disabled parking placards or plates, and get vehicle titles, license plates and decals. If Virginians have recently moved, they can stop in to update their address on their DMV record, and also update their voter registration address and organ donor status. Customers can search for other state services through a wireless Virginia Internet portal.

Bringing DMV service to **you.**

Department of  Motor Vehicles

Yesterday's Mobile Licensing Unit

DMV's very first office on wheels was called the "mobile licensing unit" and it used a telephone modem to connect with DMV's systems in Richmond. The unit issued its first driver's license to then-Governor L. Douglas Wilder in a kick-off ceremony at the Capitol on March 1, 1990. During that inaugural year, the licensing unit traveled to large trucking and bus companies to license commercial drivers.

Beginning in 1991, the unit started visiting other sites, primarily in rural areas where residents didn't have easy access to a DMV branch office. Some of the stops included Patrick County High School in Stuart, the Highland County Courthouse in Monterey, Bullitt Park in Big Stone Gap and Brunswick Senior High School in Lawrenceville.

In 1992, DMV purchased the second mobile licensing unit and it was based at the Roanoke Customer Service Center. Three more mobile customer service centers were added and during the next decade the five units expanded their services to universities, retirement communities and large businesses. The mobile units were popular at sites such as Geico, Capital One, Ford Motor Company, Norfolk Naval Base and Newport News Shipbuilding. The units were sold after state budget reductions in 2002.

DMV wheels in, wheels
Brunswick proves to be busy stop for mobile licensing unit

"From what we have experienced, this unit will recommend that some areas be expanded to more than two days will

PAGE NEWS AND COURIER Luray, Va., T

DMV mobile li to visit Luray

Today (Thursday) and Friday, there will be an additional feature at the Luray DMV License Agent office. The Virginia Department of Motor

The Virginia Department of Motor Vehicles (DMV) sent its mobile testing unit to Patrick County High School last week. The van, which offers driver licensing services to the public, was parked next to the vocational building at PCHS. DMV officials Dwight L. Lanford, assistant branch manager, and Maureen T. Lehman, District 5 driver licensing specialist, said the turnout was good for the 3 1/2 days the van was in Patrick. They said a number of people came who needed out-of-state licenses changed to Virginia tags, as well as some older people who renewed their licenses. "They were afraid we wouldn't come back," Lanford said, "but we're hoping we will." He said the DMV will probably be sending the van on a monthly basis.



Bringing

em out
DMV ON WHEELS

Thursday, October 24, 1991 15

**License unit
this week**

Vehicle transactions such as registration and titling are provided by the DMV license agent on a regular basis at the Luray office.

**DMV Branch
On Wheels
In Mathews
Monday**

The Department of Motor Vehicles' Mobile Licensing Unit (MLU), a DMV branch office on wheels, will visit Mathews from 9 a.m. to 4 p.m. Monday to offer driver services to the public.

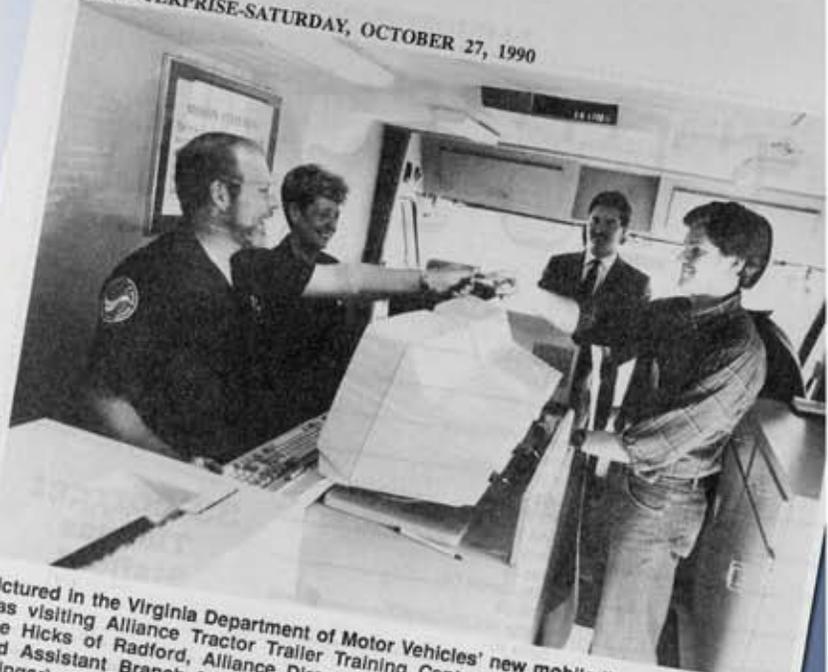
The unit will be located at the Foster-Faulkner Funeral Home parking lot on Main Street.

The public will be able to transact business such as: driver's license written and road tests; duplicate driver's licenses; license information changes; and, driving



Instead of driving 80 miles to Courtland or Petersburg to receive her driver's license, 21-year-old Marty Atkins of Lawrenceville took advantage of the Division of Motor Vehicles mobile licensing unit when it came to Brunswick County last week. Atkins was processed and was out the door five minutes after beginning the process with Dwight Lanford, assistant branch manager and supervisor of the mobile unit.

B-6-ENTERPRISE-SATURDAY, OCTOBER 27, 1990



Pictured in the Virginia Department of Motor Vehicles' new mobile licensing unit which was visiting Alliance Tractor Trailer Training Center in Wytheville are (left to right) Lee Hicks of Radford, Alliance Director Mark Presley, CDL examiner Toby Lehman and Assistant Branch Manager Dwight L. Lanford of the DMV. (Photo by Todd F. Stringer)

**Wilder is
issued 1st
license**

Governor L. Douglas Wilder has been issued the first driver's license from the Department of Motor Vehicles' new mobile licensing unit at a kick-off ceremony on the Capitol grounds.



The Virginia Department of Motor Vehicles' new mobile licensing unit will be traveling to sites around the state to offer driver licensing services to accommodate rural residents who may not be served by a local DMV branch office. (Photo by Todd F. Stringer)

Charlottesville, Virginia, Friday, May 31, 1991

**DMV licensing unit
hits the road in area**

The Division of Motor Vehicles' mobile licensing unit will visit Lovingston on Tuesday and Orange on Wednesday and Thursday. The unit, which will be open from 9 a.m. to 4 p.m. on the



DMV To Visit Town

RICHMOND — On June 21, 1991, there will be an additional feature at the Goodyear Tire Co. in

- Writing and road tests
- driver's licenses
- Duplicate licenses

g DMV service to **you.**

Today's DMV 2 Go

Today's popular mobile office program consists of five DMV 2 Go units. The first modern DMV 2 Go office – a 1990 recreational vehicle (RV) with an odometer reading of 11,000 miles – was acquired at no cost from another state agency that no longer used the unit. DMV recycled the vehicle into a mobile DMV office, giving it a new life of service for Virginia's citizens.

DMV 2 Go, nicknamed 'Mo' for mobile office, made its inaugural outing during the 2011 General Assembly session by providing services to legislators, other state employees and the general public. Some of the guest book comments during that week were "heaven on wheels," "phenomenal idea," "so convenient and no wait," and "please come back!"

Keeping with the 'Mo' naming convention, the second DMV 2 Go, nicknamed 'Mozelle' and based at the Roanoke DMV Customer Service Center, debuted in western Virginia in August 2011. Mozelle was a mobile classroom that was renovated into a full-service DMV office.

The third and smallest unit in the DMV 2 Go program is nicknamed 'Mini Mo.' This 25-foot RV was purchased by DMV years ago with a federal highway grant for motor carrier enforcement activities. No longer needed for enforcement, DMV employees renovated the small RV to be used as a mobile office. Joining the DMV 2 Go fleet in February 2012, Mini Mo serves various outdoor shows selling products such as fishing and hunting licenses and provides driver-related transactions at DMV Select offices that conduct mostly vehicle-related transactions.

The final additions to the mobile fleet hit the streets in May 2012. They are two more used vehicles – a bus, nicknamed 'Monique,' that once served as a book mobile and an RV, nicknamed 'Mozart,' that was a mobile computer lab. These were also renovated by DMV employees and are dedicated to serving Hampton Roads and North Virginia.

All units are equipped with the latest wireless technology to accomplish the needed connection to DMV's computer systems. The wireless capability allows the mobile offices to provide secure service at virtually any location.

