

## Program Background

Travel teams have been part of DMV's service model since the 1950s. Before the times of multiple customer service centers, employees with Polaroid cameras visited local libraries or fire stations to provide driver's licensing services.

Travel teams helped supplement DMV service until the late 1980s when computers became more mainstream. Unfortunately at the time, the equipment was no longer portable.

In 2002 and 2003, DMV resurrected travel teams after state budget reductions closed customer service centers. Before DMV was able to re-open those offices, travel teams served customers in the affected areas.

Advances in technology now allow needed equipment to fit in one suitcase. As a result, DMV Connect teams easily bring service to customers.

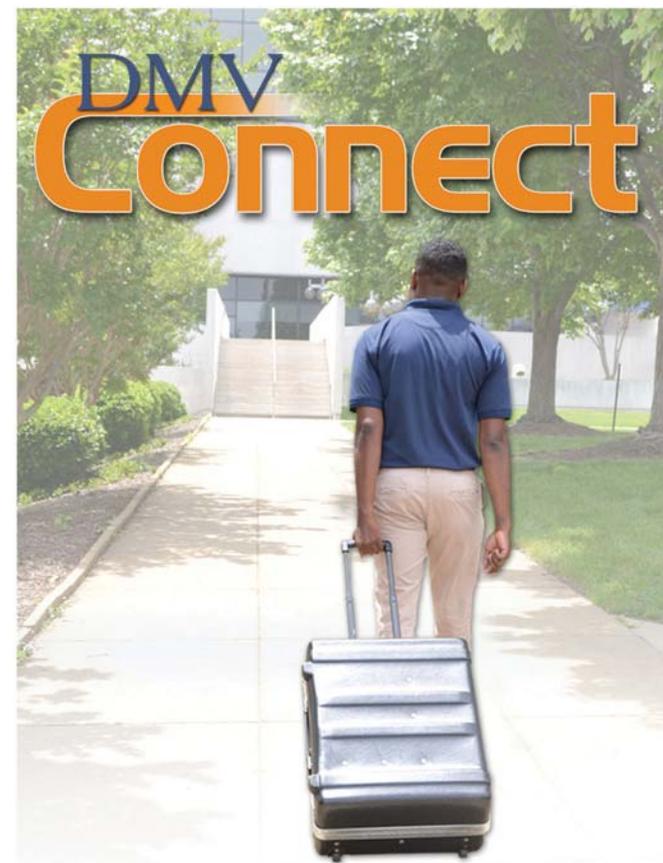


**Connecting Virginians  
with services they need.**

  
[www.dmvNow.com](http://www.dmvNow.com)  
Virginia Department of Motor Vehicles  
Post Office Box 27412  
Richmond, Virginia 23269-0001  
(804) 497-7100



DMV 249-B (08/03/2016)  
© Commonwealth of Virginia,  
Department of Motor Vehicles (DMV) 2016.  
All rights reserved.



**Connecting Virginians  
with services they need.**

  
[www.dmvNow.com](http://www.dmvNow.com)

# DMV Connect

## Compact, Portable Equipment Provides Confined Virginians a Connection to DMV Service

DMV Connect is a portable outreach program that serves Virginians who may not be able to travel to a DMV office. The program began in 2012 as a partnership with the Department of Corrections to provide identification cards to offenders preparing for release. Leaving a correctional facility with identification in hand helps ease the transition back into society and reduces recidivism rates.



## Services and Locations

DMV Connect has expanded to provide identification cards, driver's licenses, veteran ID cards, vehicle titles and registrations, compliance summaries, and more at locations that include:

- ▶ Assisted living facilities
- ▶ Veterans care centers
- ▶ Colleges and universities
- ▶ Homeless shelters
- ▶ Government centers
- ▶ Specialty schools for hearing and visually impaired and autistic students
- ▶ Tangier Island



## How it Works

DMV employees carry customized cases that contain a laptop, signature pad, and camera. Only requiring electricity and an Internet connect, the teams securely process real-time transactions. The identification cards and driver's licenses are mailed to the customer's address or facility from a secure central location.

The minimum space needed to operate DMV Connect is 8 feet by 6 feet. A nearby electrical outlet and small table are needed for the equipment.



## Hours and Contact Information

DMV Connect service is available Monday through Friday between 9 a.m. and 4 p.m. For more information about DMV Connect or if this service could benefit your organization, contact [DMVConnect@dmv.virginia.gov](mailto:DMVConnect@dmv.virginia.gov).