State Bureau of Identification Dover Office Temporarily Changes Operating Procedures

Dover – The Delaware State Police State Bureau of Identification (SBI), remains open and ready to serve the public during the Coronavirus outbreak. However, to remain consistent with current public health guidelines, we are reducing visitor traffic at our main office, located at **655 South Bay Road, Suite 1 B, Dover**, in an attempt to safeguard our employees and those we serve.

Effective Monday, March 23, 2020, our Dover location will change operations from a *walk-in facility* to *appointment only*. Appointments may be scheduled by calling: 302-739-2528.

THIS CHANGE DOES NOT APPLY TO SEX OFFENDER REGISTRATION. YOU ARE ADVISED TO CONTINUE TO REPORT AS REQUIRED.

SBI operations at our New Castle County (Troop 2) location, as well as the Sussex County (Thurman Adams State Service Center) location, remain unchanged. Both these locations are by appointment only.

We thank the public for cooperating with these guidelines and ask that individuals visiting our customer service centers follow these recommendations:

- Take advantage of using hand sanitizer, available at our customer service windows, before conducting any transaction.
- Use a credit card for any transaction to limit the amount of hand-to-hand contact.

- Keep at least six feet of space between fellow customers and do not crowd.

We will continue to provide updates regarding operations as the situation evolves.

For updated information you can always visit our website at: https://dsp.delaware.gov/obtaining-a-certified-criminal-history

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Please tell us how we're doing via our Citizen Satisfaction Survey.

Presented by Public Information Officer, Master Corporal Michael Austin

Released:032020 1400

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