

## Golden Valley DMV APPOINTMENT-ONLY FAQs

### **Why are you only accepting appointments?**

The appointment-only system is set up to limit the number of people in City Hall at a given time in accordance with protocols and safety measures based on CDC recommendations and social distancing guidelines.

### **Why do your appointments fill up so fast?**

To comply with social distancing guidelines, we are limited to how many staff can be safely working behind the counter. Also, we are handling a backlog of transactions that were unable to be processed while offices were closed. As time goes on and more offices re-open, we expect the demand to decrease somewhat and appointment times easier to schedule.

### **Why can't I schedule more than one week in advance?**

We are attempting to be fair to all customers and limit the amount of no-shows for appointments. As we move forward and demand for appointments decreases, we will revisit the time for advanced scheduling.

### **Do you have a waitlist for no-shows?**

At this time, we do not have the capacity to manage a waitlist or walk-up reservations. With respect to social distancing guidelines, it is best not to have people gather in a group as they wait. We envision revisiting this in the future if/when CDC guidelines begin to relax.

### **When exactly can I schedule an appointment?**

Appointments will open every Thursday morning at 8 am for the following week (For example, scheduling for the week of July 6-10 will open up Thursday, July 2).

### **Why aren't you operating on a first come, first serve basis like you were before?**

The appointment-based system allows us to manage how many people are coming into City Hall at any given time and maintain social distancing guidelines at the counter. We think that with appointments, customers may actually find it easier to conduct business as you know how much time to budget for your transaction. A "first come, first serve" model means you could be waiting 10 minutes some days and an hour on other days.

### **Can I still use the drop box for my tab renewals?**

Absolutely! We encourage customers to use the drop box for renewals, as most of those transactions don't require a face-to-face appointment at the counter. Turnaround time for renewals placed in the drop box is typically three to five days. At this time, we are not opening that service to any other types of transactions. Instructions for the drop box service can be found at [www.goldenvalleymn.gov/motorvehiclelicensing](http://www.goldenvalleymn.gov/motorvehiclelicensing).



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