



## **ALLEGANY COUNTY DEPARTMENT OF MOTOR VEHICLES**

**PRESS RELEASE – OCTOBER 16, 2020**

### **Coming to DMV? Make a Reservation!**

**The Allegany County Clerk, Rob Christman, with assistance from the Allegany County Board of Legislators, will be initiating a new computer-based reservation system along with a limited walk-in appointment program.**

#### **Computer Reservations begin October 16, 2020.**

- Website Location: [alleganycountydmv.setmore.com](http://alleganycountydmv.setmore.com). (Or visit the County website at [alleganyco.com](http://alleganyco.com), click on [Government](#), then [County Clerk](#) and just follow the instructions on our webpage.)
- Once you have made your reservation you will be emailed a confirmation. A reminder email will be sent 24 hours before your reservation.
- One transaction per day with 15 minute intervals.
- Call (585) 268-9267 for assistance with the computer-based reservation system.

#### **Limited walk-in appointment program starts November 4, 2020 for Allegany County residents only.**

- Individuals who choose to make a walk-in appointment will be provided appointment information at the entrance to the DMV office. Basic documents required for the transaction will be discussed at this time.

- Having a cell phone is critical to participating in the walk-in appointment system as you will be notified when a DMV examiner becomes available.
- All walk in appointment individuals will have to wait outside the county facility until remote notification. Most will wait in their vehicles until they are notified (by text). We will have a few seats available for those who are infirm or disabled.
- The walk-in appointment program is on a first-come-first-serve basis. There is no guarantee that all individuals will be served. We have a limited amount of DMV examiners who are available for walk-in appointments.
- Certain days are traditionally busy. Walk-in appointment times may be lengthy after holidays, at the beginning and end of the month, and on Mondays and Fridays.

Remember, you can call for questions and concerns at (585) 268-9267 during normal business hours (8:30 am – 4:00 pm). We will do our best to answer your questions. During this pandemic, the phone system has been stressed to the limit. We are hoping the new computer-based reservation system and limited walk-in program will break the phone call log jams.

### **Safety Requirements for Allegany County DMV office**

- Only the customer will be allowed in the office unless another person is needed to complete the transaction, for example, a parent/guardian of a minor or an interpreter. All others will be required to wait outside of the office.
- You must always wear a face covering and maintain 6 feet from others in the office whenever possible. Face coverings include cloth, surgical masks, N-95 respirators, or face shields.
- You should not visit a DMV office if you have traveled within 14-days of your visit to a state with significant community spread of COVID-19, as outlined in the county travel health notices.

Thank you for your patience and understanding.

Rob Christman  
Allegany County Clerk