



News From

The Monroe County Clerk's Office

Jamie Romeo, Monroe County Clerk

For Immediate Release

March 15, 2020

*****Media Release*****

Monroe County DMVs Move to Appointment-Only Service until April 1st, U.S. Passports Applications Suspended

Changes in Response to Coronavirus State of Emergency in Monroe County

March 14, 2020 (Rochester, NY) Beginning on Monday, March 16th until April 1st, all four (4) DMV branches will be moving to an appointment system only, except for the surrendering of license plates. The four DMV branches (Irondequoit, Greece, Henrietta, Rochester) will continue to be fully staffed and provide all services available. In response to the State of Emergency in Monroe County due to coronavirus, an appointment-only system will promote social distancing and reduce lines and gathering at our DMV offices.

Residents can continue to make appointments through our website at <https://monroedmv.setmore.com/>. There will now be the option for those who cannot book online to call (585) 753-1604 to make an appointment. All walk-in visitors to our branches will be provided information about booking an appointment and will be asked to schedule an appointment.

Monroe County Clerk Jamie Romeo stated, "Our first responsibility at this time is to provide safe working environments for our staff and residents who utilize our DMV services and our Downtown Filing Office. Today's announcement will allow us to continue to provide these vital services to residents, while promoting the needed social distancing. We strongly encourage individuals to complete your transactions online or by mail when possible."

In addition, we are asking customers to limit your interactions with the Downtown Filing Office to only essential transactions. We are specifically limiting the following three transactions within the Downtown Filing Office:

1. US Passports - we will be temporarily suspending the acceptance of U.S. Passport applications and renewals;
2. Doing Business As (DBA's) - We are only accepting DBA transactions that are submitted via U.S. mail; and
3. Pistol Permit Plastic Cards All customers requesting to transfer from a paper card to a plastic card will be instructed to leave their paperwork with County Clerk staff to be processed later.

DMV transactions that can be completed online are listed at <https://dmv.ny.gov/more-info/online-licenseid-transactions>. They include:

- Renew a vehicle's registration
- Renew your driver license, permit or ID
- Replace a missing license or registration document or sticker
- Change your address

- Check your license status
- Check your registration information
- Get your driving record (abstract).
- Restore your license after revocation

“We ask for patience from the public as we continue to adjust our operations over the next few weeks. We will do our best to continue to serve all Monroe County residents during this unprecedented time.” County Clerk Romeo added.

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