



Monroe County Clerk
JAMIE ROMEO
DMV • PASSPORTS • PISTOL PERMITS

IMMEDIATE RELEASE
July 31st, 2020

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

Monroe County DMVs Expand Access to Appointments on August 3rd *Drop Boxes will only accept License Plate Surrenders*

July 31st, 2020 (Rochester, NY) Today, Monroe County Clerk Jamie Romeo announced that starting Monday, August 3rd, 2020, the Henrietta, Irondequoit and Rochester (Downtown) branches will begin to take appointments for all DMV available services, including vehicle registrations. The drop boxes located outside of Monroe County DMVs will only accept license plates surrenders. Residents wishing to have DMV transactions processed remotely can continue to mail them into the Henrietta branch, advised that it may take 3 weeks for the transaction to be completed and returned via U.S. Mail.

The Greece DMV branch will continue to serve as a testing hub for Commercial Driver's Licenses (CDLs) and Class D, DJ and M licenses. Public organizations and other groups seeking CDL testing or renewals for their members are encouraged to contact the Clerk's office at DMVcovid19@monroecounty.gov.

"We want to thank the residents of Monroe County for their patience and understanding as our office continues to manage with a significant volume of requested work. Today's announcement will allow us to continue process our current volume of work, in addition to addressing the significant increase of commercial auto dealer transactions our office continue to receive." County Clerk Romeo stated. "We know the demand for seeking out many DMV services is great, we want residents to understand that it will take a few weeks to meet your needs, either through the mail-in process of waiting for appointment availability. However managing the risks of COVID-19 and practicing best practices of social and physical distancing means some things will ismply take more time."

On June 19, 2020, Governor Cuomo issued Executive Order 202.43 that requires that in-person transactions at any county operated Department of Motor Vehicles offices must be conducted by appointment only.

In addition, due to the large volume of phone calls continues to receive, the Clerk's Office has set up [an online portal](#) for residents to send in their questions or concerns into regarding Monroe County DMVs. Residents are asked to send their questions first through the portal before calling DMV offices.

Through Governor Cuomo's Executive Orders and Department of Homeland Security directives, the following changes to vehicle and traffic laws remain in effect:

- All licenses, non-driver IDs and registrations expiring March 1st or later have been extended until further notice.
- All inspections expiring March 31st or later have been extended until further notice.
- The REAL ID enforcement deadline has been delayed a year, until October 1st, 2021.

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