



Monroe County Clerk  
**JAMIE ROMEO**

DMV • PASSPORTS • PISTOL PERMITS

**For Immediate Release**

January 30, 2026

**\*\*\* Media Release \*\*\***

## **Monroe County Clerk QLESS Roll Out for DMVs**

**(Rochester, NY)** – Monroe County Clerk Jamie Romeo continues to provide improved accessibility to local residents by streamlining a new appointment and walk-in process called QLESS.

On February 2nd, QLESS will roll out to all four Monroe County DMVs. This will allow residents to join virtual queues and schedule appointments online, or from on-site kiosks, and provides real-time updates and notifications relating to their service request, allowing constituents to take control of their time.

The system not only prioritizes resident convenience, it also facilitates more efficient workflows within the office, promoting more personalized service and increased service capacity.

The goal of the Monroe County Clerk's transition to QLESS is to create a quicker and more efficient process for everyone through providing a personalized experience to each person who walks into the DMV.

QLESS will go live on Monday, February 2, 2026.

To schedule an appointment today at any of our Monroe County DMVs, please visit <https://www.monroecounty.gov/dmv>

If you have questions or need more information, please feel free to contact our communications officer Katelyn at [mcclerkpress@monroecounty.gov](mailto:mcclerkpress@monroecounty.gov).

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