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DMV NEWS

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NYS DMV TO SERVE CUSTOMERS BY RESERVATION ONLY AND ADJOURN ALL TRAFFIC VIOLATION BUREAU HEARINGS

Reservation Requirement will be Implemented Regionally Beginning March 18

Traffic Hearings to be Adjourned Beginning March 18

DMV Offices to Suspend Extended Hours

Only Those Completing DMV Transaction Will be Allowed in the Office

Encourages Customers Not to Visit DMV Unless Necessary

DMV Reminds Customers More Than 60 Transactions Can Be Done Online

Consistent with the guidance from Governor Cuomo and the New York State Department of Health to reduce the community spread of COVID-19, the New York State Department of Motor Vehicles will be requiring reservations at State-run offices in the five boroughs of New York City and in Nassau, Suffolk, Westchester, Rockland, Albany and Onondaga counties.

The reservation-only policy will be phased in regionally beginning Wednesday, March 18, 2020 through Friday March 20, 2020. DMV will also be reverting to regular hours from the extended hours that were implemented in January. DMV regular hours can be found on the DMV website for each office location.

In addition, to reduce the number of people being assembled in DMV hearing rooms, DMV will adjourn all traffic violation hearings for one month beginning Wednesday, March 18. There are eight Traffic Violations Bureaus (TVBs) operated by the DMV in the five boroughs of New York City to adjudicate traffic tickets issued in New York City. Those who are scheduled to appear during this time will receive an adjournment notice from the DMV.

“Above all else, we want our customers to be safe, so we are now requiring reservations and adjourning traffic hearings in our Traffic Violation Bureaus to limit large crowds in our offices,” said **DMV Commissioner Mark J.F. Schroeder**. “We are advising customers to only visit an office if they have to—any customer who can complete their transaction online should do so.”

The DMV will begin serving customers by reservation only on the following dates in the following offices:

March 18 - Peekskill, White Plains, Yonkers, West Haverstraw

March 19 - Bethpage, Garden City, Massapequa, Port Jefferson, Hauppauge, Huntington, Medford, Riverhead

March 20 - College Point, Jamaica, Springfield Gardens, Harlem, License Express, Midtown Manhattan, Lower Manhattan-Greenwich Street, Brooklyn-Atlantic Center, Brooklyn-Coney Island, Bronx Registration Center, Bronx License Center, Richmond, Albany District Office, Syracuse, North Syracuse

Earlier this year, the DMV opened five new offices to assist customers needing to complete license transactions. Those offices—Brooklyn–Chisholm office, Harlem– Powell office,

Nassau—Oak Street License Center, Queens College office and Suffolk-Selden office—currently serve customers by reservation only.

Customers can make a reservation online or by calling the reservation hotline at 518-626-8990. Those who need assistance may also call the hotline for personalized service, or contact the DMV directly through dmv.ny.gov. Customers can choose to make a reservation at any of the 27 state-run DMV offices.

Reservations should only be made for transactions that cannot be performed online such as applying for a REAL ID or EDL, registering a vehicle for the first time or applying for a learner permit, among others. All other customers are strongly advised to conduct their business with the DMV online.

There are more than 60 online transactions available, including renewing a license or registration, ordering a custom plate, obtaining a driver record (abstract), changing an address, making a payment and much more. Customers can also plead or pay New York City traffic tickets and associated fees online or by mail, and customers do not need to visit a DMV office to turn in their license plates—they can do it by mail.

Many county clerks who provide DMV services in 51 counties have some reservation system in place and DMV will explore ways to assist them and the other counties without such a system. If you are visiting an office operated by a county clerk, please check with the applicable office and website.

The DMV encourages customers to visit an office only if necessary and will not allow "walk-ins" in the 27 State-run district offices. Customers who visit the DMV without a reservation will be assisted by a DMV representative to make an appointment for another time that is convenient for that customer.

Customers are advised that they will not be allowed to bring a companion into the office unless necessary, for example, a parent/guardian of a minor; individuals with a disability who need support services, and seniors who need assistance. All other companions such as friends or relatives who are not conducting business with the DMV will be required to wait outside of the office, to help further limit crowds in our facilities.

Customers should not come to the DMV if they:

- Have been in any Level 3 country identified by the CDC (https://wwwnc.cdc.gov/travel/notices), which includes China, South Korea, Japan, Iran, United Kingdom, Ireland, Italy and most other European countries within the last 14 days; or
- Reside or have had close contact with anyone who has been in one of the countries listed above within the last 14 days; or

- Have been directed to quarantine, isolate or self-monitor at home for the coronavirus by any doctor, hospital or health agency; or
- Have been diagnosed with, or have had close contact with anyone diagnosed with COVID-19; or

- Have flu-like symptoms.

While in the office, customers are advised to take precautions to avoid the spread of germs such as:

- Wash hands with soap and water for at least 20 seconds after using the bathroom, coughing, or blowing your nose;
- Use hand sanitizer when soap and water are not available;
- Avoid touching your face with unwashed hands;
- Cover coughs or sneezes with a tissue, then discard into the trash.

Customers who need to visit a DMV office should come prepared. An online checklist helps customers applying for a license, permit, or non-driver ID, or those upgrading to a REAL ID or Enhanced Driver License determine what documents they need. A separate checklist helps customers determine what they need to register and title a vehicle, boat, snowmobile or trailer.

For more information about DMV, follow DMV on Facebook, Twitter and Instagram.

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