



Ontario County Clerk's Office

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A vibrant community where every citizen has the opportunity to be healthy, safe, and successful.

FOR IMMEDIATE RELEASE

DMV OFFICES TO CLOSE FOR STATEWIDE TECHNOLOGY UPGRADE

ONTARIO COUNTY — The Ontario County Department of Motor Vehicles, along with all DMV offices in New York State, will undergo a large-scale system upgrade next month that will require our office to be closed and alter our business hours.

In February, the New York State DMV is implementing the initial phase of a multi-year project to replace and modernize its aging technology systems. To bring the first part of the new system online, the State is ceasing all DMV operations, including online transactions and their phone system at 2:00 p.m. on Friday, February 13, 2026. Due to this statewide mandate and the inability to complete required financial reports after business hours on the 13th, the Canandaigua DMV office at 20 Ontario Street will be closed all day on Friday, February 13th.

The offices will remain closed on Monday (in observance of President's Day) and Tuesday, February 16 and 17, with a planned reopening on Wednesday, February 18, provided we receive the go-ahead from the New York State DMV leadership.

During this closure, the New York State DMV will migrate about 30 million records to the new system and complete the transition to bring the first phase of the upgrade online. No DMV transactions will be able to be processed during this period, including through the NYS DMV website and phone systems.

The state DMV's implementation timeline calls for offices to be operational and open for customer transactions beginning Wednesday, February 18. We plan on opening our office at 8:30 a.m. that day. Any changes to that will be posted on the County Clerk website page and on the Ontario County Clerk Facebook page.

On February 18, 19, and 20, the Canandaigua DMV will serve Ontario County residents only. This temporary limitation will give staff the necessary time to become familiar with the new software system.

Beginning Wednesday, February 18, and continuing until further notice, the Canandaigua DMV will operate from 8:30 a.m. to 4:00 p.m. Adjusting our hours will give staff the time needed to assist all customers already in the building and complete required end-of-day reporting without incurring overtime.

“This statewide upgrade is a major undertaking, and while it will temporarily disrupt services, it ultimately moves us toward a more reliable and efficient DMV system,” said Ontario County Clerk Jean Chrisman. “We want residents to have as much notice as possible so they can plan ahead. Our staff will be prepared to reopen as soon as the State authorizes us to do so, and we appreciate everyone’s patience and understanding during this transition. Serving Ontario County residents is always our top priority, and we look forward to welcoming you back on February 18,” Ontario County Clerk Chrisman said.