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INTERIM GUIDANCE FOR SUSPENDING DMV SERVICES IN RESPONSE TO COVID-19 PANDEMIC

March 20, 2020

Background:

In December 2019, a new respiratory disease called Coronavirus Disease 2019 (COVID-19) was detected in China. COVID-19 is caused by a virus (SARS-CoV-2) that is part of a large family of viruses called corona viruses. Recently, community-wide transmission of COVID-19 has occurred in the United States, including New York.

Consistent with the guidance from Governor Cuomo and the New York State Health Department to reduce the community spread of COVID-19, the New York State Department of Motor Vehicles (DMV) will be closing its 27 district offices effective Monday, March 23. These offices are in the five boroughs of New York City and in Nassau, Suffolk, Westchester, Rockland, Albany and Onondaga counties. The DMV is also suspending all road tests for one month.

Expiration dates for driver licenses, non-driver IDs and vehicle registrations will be extended.

To ensure New Yorkers can continue to complete essential functions, expiration dates for driver licenses, non-driver IDs and vehicle registrations will be extended. Any customer whose license, non-driver ID or vehicle registration was set to expire on March 1, 2020 or after, will be extended consistent with the applicable Executive Order.

Customers with reservations at any of the 27 state-run district offices should not visit the DMV.

Any customer who had a reservation scheduled during the office closures will be contacted and will have an opportunity to reschedule when the DMV resumes normal operations.

Customers with scheduled road tests should not report to the road test site.

Road tests will be suspended for a period consistent with the applicable Executive Order. The DMV will contact all customers with a road test scheduled during this time to inform them of the suspension and provide guidance on rescheduling.

Prior to these actions, the DMV took steps to significantly reduce the number of customers in its offices and slow the spread of COVID-19. The DMV implemented a reservation-only policy, reduced its hours of operation, and postponed all traffic hearings at its eight Traffic Violation Bureaus. Furthermore, the DMV implemented a policy prohibiting visitors from coming into the office who were not conducting business, unless necessary.

The DMV also advised customers to only visit an office for urgent matters that could not be handled online and strongly advised customers to stay home if they were feeling ill, have flu-like symptoms or if they:

- Had been in any country identified by the [CDC](#) with sustained, widespread transmission of COVID-19 within the last 14 days; or
- Resided or have had close contact with anyone who has been in one of the countries listed above within the last 14 days; or
- Had been directed to quarantine, isolate or self-monitor at home for the coronavirus by any doctor, hospital or health agency; or
- Had been diagnosed with, or have had close contact with anyone diagnosed with COVID-19.

Additional Guidance:

Customers who can complete their [transactions online](#) should do so. The DMV offers more than 60 transactions at [dmv.ny.gov](#) including driver license services, vehicle transactions like renewing a registration, requests for DMV records like crash reports or driving abstracts, and personal services like changing your address. 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.

Customers should not report for scheduled traffic violation hearings. The DMV has adjourned all traffic hearings in New York City for one month beginning March 18. The DMV will notify anyone who is scheduled to appear during this time by mail, email where available and by general public announcements.

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