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FOR IMMEDIATE RELEASE: 1/20/26
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DMV offices to close for statewide technology upgrade

WAYNE COUNTY — The Wayne 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 located in Lyons, New York to be closed and potentially 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 p.m. on Friday, February 13, 2026. Due to this, the Lyons DMV location, located at 9 Pearl Street will close early at 2 p.m. on that day.

The offices will remain closed Monday, which is the Presidents Day holiday, and Tuesday (February 16-17), with a planned reopening on Wednesday, February 18, 2026 provided we receive the go-ahead from State DMV leadership.

During this time, the 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. Again, no DMV transactions will be able to be completed during this period, including through the state DMV website, and they will also not be answering their phones.

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 9 a.m. on February 18, 2026. Any changes to that will be posted on the county website at www.waynecountyny.gov.

"The upgraded system is expected to enhance the overall customer experience at the DMV office for a smoother, more dependable transaction. The employees have been diligent in learning the processes involved and training on the new system" - Jessica Freer, Wayne County Clerk.

ABOUT THE DMV SYSTEM UPGRADE

New York State DMV has contracted with software company FAST Enterprises, LLC, which has implemented similar systems in more than 20 other states, to help NYS DMV modernize its technology platforms and service delivery in two major stages over the next two years. The new technology will replace and consolidate a significant portion of DMV's legacy technology, some of which are over 50 years old. The goal of this initiative is to make the DMV more secure, stable, and agile and to provide DMV customers with more efficient, secure, and convenient services.