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CONTACT: Brian Wessels, Chenango County Clerk

DMV offices to close for statewide technology upgrade

CHENANGO COUNTY — The Chenango 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 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 on Friday, February 13, 2026. Due to this, my Norwich DMV location will be closed on that day.

The office will remain closed Monday, which is the Presidents Day holiday, and Tuesday (February 16-17), with a planned reopening on Wednesday, February 18 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 8:30 am on February 18th. Any changes to that will be posted on the Chenango County website and the Brian Wessels for Chenango County Clerk Facebook page.

“In the short term, this shutdown is inconvenient for residents and users of the Norwich DMV. However, in the long run, this upgrade will significantly improve the overall DMV experience. I would appreciate everyone’s help in spreading the word about the office closure schedule so customers are aware and can avoid making an unnecessary trip to the DMV while the office is closed”, Chenango County Clerk Brian Wessels said.

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.