

# Herkimer County Clerk

109 Mary Street – Suite 1111  
Herkimer, NY 13350-2923  
Phone: 315-867-1129  
Fax: 315-866-4396  
Email: jdemetro@herkimercountyny.gov



**Jennifer M. DeMetro**

**Deputy County Clerk**  
Laura Carpenter  
Phone: 315-867-1134  
**Motor Vehicles Supervisor**  
Jessica Phillips  
Phone: 315-867-1132

FOR IMMEDIATE RELEASE: 1/20/26  
CONTACT: JENNIFER DEMETRO

## **DMV offices to close for statewide technology upgrade**

HERKIMER COUNTY, NY — The HERKIMER COUNTY Department of Motor Vehicles OFFICES in HERKIMER AND OLD FORGE, NY, 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 for several days.

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, my Herkimer and Old Forge DMV locations will be closed 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<sup>th</sup> 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 18th. Although we hope to be up and running transactions on the 18<sup>th</sup>, we advise people to call ahead before coming in, as we cannot process any transactions until the State DMV allows us to do so. Any changes to this timeframe will be posted on the county website and the Herkimer County Facebook page.

### **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.

“Thank you for your patience as we continue to improve the customer experience in Herkimer County,”

Jennifer DeMetro,  
Herkimer County Clerk