

WARREN CO. CLERK AND WARREN CO. DMV COVID-19 UPDATE

"On behalf of the entire staff at the Warren County Clerk's Office and Dept. of Motor Vehicles, please know that your cooperation at this most difficult time is greatly appreciated. Rest assured, we will do our very best for you. Be Safe, Be Well."

Pamela J. Vogel, Warren County Clerk

Due to the COVID-19 crisis, the county building and offices have been closed to the public as of 3/20/20 (as per Executive Orders from the Governor and Warren Co.) This has been a most difficult decision for all involved. Please disregard all prior notices from this office and note the following as of **9/2/20** (which also may be subject to change at any moment). Please read carefully the information on services available for both the **County Clerk and the Warren Co. DMV**.

Warren County Clerk

At a Glance Contact Info:

Address: Warren County Clerk, 1340 State Route 9, Lake George, NY 12845

Best telephones w/ messages: (518) 761-6426 (front counter); (518) 761-6455(Record Rm./RSC)

Emails: countyclerk@warrencountyny.gov , vogelp@warrencountyny.gov , recordscenter@warrencountyny.gov

Best times: 9 am – 3 pm (Erec/Efile 8 a.m.; daily reconciliations of the day: 3 p.m.

Updates: Check out, please see: www.warrencountyny.gov/clerk/docs/covidupdate.pdf

Here's how we can help!

- 1.) While our building remains closed, our FT staff is processing all documents:
 - By **mail or electronically** (we are current!) and via our **secure drop box** (located at the Co. Clerk/DMV entrance). It is emptied multiple times per day; do not hesitate to let us know if you have placed a document in the box; we can retrieve and receipt, while you wait, if needed.
 - **Copies - standard or certified** – we can provide, with id, if required; and arrange for mailing or pickup – **curbside!**
 - Staff is responsive to all calls: **(518) 761-6426; (518) 761-6455**. Happy to do look-ups; provide guidance on the SearchIQS online records (see below).
- 2.) **E-Recordings accepted**. We do more than half of recordings thru this method. Need info, our staff can help.
- 3.) Other Non-Court/**Misc. transactions** are also received by mail (ie: notary renewals, maps, DBAs, transcripts of judgments) and processed. (Note: Maps are typically accepted at Real Property Tax Service by appointment, moved fwd to Treasurer, and Clerk's Office. Due to our building being closed, we ask that you obtain notary services from your local bank. Emergencies, let us know.
- 4.) **DBAs**: Please see mail-in instructions and forms. www.warrencountyny.gov/clerk/dba.php
- 5.) **Passports**: The US Dept of State advises all to visit the US Passport Services website: www.travel.state.gov for the most current info on passports. They are only at phase 1 & 2;

limited staffing; issuing new for life-death emergencies; mail in renewals are being done, however, expect delays. Serious backlogs. No expedited passports. (Reminder: Enhanced Drivers Licenses (EDLs) allow for flying domestic and crossing border to Canada or cruises into the Caribbean, Mexico. These can be done for children as non-driver Enhanced, too; contact Warren Co. DMV (518) 761-6438 or www.warrencountydmv.setmore.com).

- 6.) **Court Filings:** As per most current advisory, all filings for all actions are accepted – by mail or by **e-filing**.
- 7.) **Warren Co. Public Records Online:** www.warrencountyny.gov/clerk . Click yellow button for online records. Follow directions. Online available 24/7. Now includes **Civil Actions 2000-present**. Search and view for free; download/print for a fee (either commercial subscriptions or per document fee). We have over 5 million pages, plus all index references available, Deeds back to 1813, Mortgage Volumes, Lis Pendens, Certificate of Incorporations and virtual indices . Check out our Data Availability and also IndexBooks drop down. Website has more details. And if you don't see something, just say something! Give us a call and we can help!
- 8.) **NEW! Public Records Room Access: M-F 3:00 pm – 4:30 p.m. Maximum – 4 at one time.** Appointments: vogelp@warrencountyny.gov For our professional community ~~Attorneys, Abstractors & Title Companies, Finance. Should you still require a visit to the Warren Co. Public Records Room, we now offer this limited access following all Building Security procedures, Social Distancing, and COVID-19 safety precautions (ie: facemasks, covid screening forms). Available for searching only – pc's or hard copy; no filing/recording available. Access is limited to our office only; if you need another office/dept. , separate arrangements must be made). Please give us 24 hour notice.
- 9.) **Pistol Permits: Revised!**

Pending Applications: Applications submitted prior to building closure continue to be processed – our office, NYSP, mental health & HIPAA, Sheriff's Investigations, Data Entry, and then on to Judge Hall. Upon receipt of your approval letter, please call or email for appointment to pick-up (518-761-6516; linehans@warrencountyny.gov).

Amendments to Existing Permits: Judge Hall, Clerk Vogel, and Deputy Linehan have approved amendments by mail (add-on, removals). To get started: send by mail or email a **copy of your dealer receipt to:** Pistol Permits Office, 1340 State Route 9, Lake George, NY 12845 or linehans@warrencountyny.gov . Amendment and payment invoice will be sent to you for original signature, payment. Upon receipt, purchase coupon and firearm record will be returned to you. Keep with your permit. When building reopens an updated permit card will be ready for pick-up.

New Application Packets: Packets are \$ 10 each; simply mail in check or money order and packet will be mailed back to you. Please be sure to include your name and mailing address. Be legible!

10. **Historical & Archival Research:** While we are unable to offer appointments at this time for history projects, we encourage you to take advantage of our excellent online resources- County Clerk, Records Center and our County Historian. (PS: Birth, death and marriage records are with towns and NYS Dept of Health; not with the county clerk!).

Warren County DMV

Our latest DMV update during COVID-19:

- 1.) Appointments are required for all transactions and now can be scheduled on line at: <https://warrencountydmv.setmore.com> . Dates, available times, and transactions options are provided. Please note the following booking policy.
 - Appointments are limited to Warren Co. residents and property owners (tax bill required).
 - **Write down your appointment info OR request a text message or email back to you with the info: date and time.** Please do not call the Warren Co. DMV for this info...we do not have access to your account info. If you need to cancel, you can do on the setmore system just as you did for scheduling...put in your name and it will search for your appoint; then will give you the option to cancel. Again we do not have this readily available in the office.
 - Be timely. Arrive 5 minutes early; security will greet you and allow you to enter when appropriate.
 - Late arrivals may not be allowed to enter. This will be determined by DMV Senior staff.
 - Complete all required information when scheduling your appointment.
 - Review all transaction requirements at www.dmv.ny.gov. Bring all required forms and documentation. Lack of proper identification will require a new appointment.
 - Appointment is limited to the scheduled transactions. No additional transactions or parties permitted.
 - Facemasks are required.
 - To ensure Social Distancing, please refrain from having others accompany you to the appointment. Exceptions: parents for permits, personal care/health needs.
 - Cancel if ill or if you have a conflict. Otherwise, honor your appointment.
 - Cancellation, text, email notices re: your appointment are included in setmore.com . Please use.
 - While there may be a box for you to write an email, please note: these are one way, and do not allow us to respond back. If you must contact us, (518) 761-6438.
 - Please note: Setmore system does not text you on your appointment day to notify you that it is time to come into the DMV. That is a different appointment system.
 - Note: DMV drop box available for plate surrenders, license renewals with vision test, certain vehicle registrations. No EDL or Real ID permitted in drop box.
 - We look forward to serving you!
- 2.) Our DMV telephone line – (518) 761-6438 - has been updated to include the online appointment scheduling information. If you have a question for DMV, please leave your **name, telephone number, and a very brief message**. Speak clearly and slowly in order that we can return the call. Please note: Call volume has been extremely high. Your patience appreciated. Hopefully, the online scheduling directly by the customer will help reduce callbacks and offer you more convenience! We hope it will be a timesaver for all!
- 3.) Transaction options: The Warren Co. DMV currently provides the following services with approximate times:
 - Out of State Registrations/ Transfers /Licenses: 30 min
 - Enhanced (EDL & Real ID): 30 min
 - Permit D or M: 15 min
 - Vehicle Registration: 15 min
 - License Renewal/Amendments: 15 min
 - License & Non-Driver ID: 15 min
 - Conditional/Restricted Licenses: 30 min
 - Consultation: 15 min
 - Permit Test Commercial (CDL): 45 min
 - Abstracts of Driving Record/Plate Surrender: 15 min

Note:

MV-44: License Application Form: for all licensing transactions, replacement/lost, renewals, upgrades, permits, Non-Driver ID
ID-44: How to apply for licenses, proofs for regular, Real ID, EDL
MV-82: Vehicle Registration/Title Application forms: MV-82 for vehicles, trailers, atv's
MV-82B Boat Registrations/Title Application

4.) Other than by scheduled appointments, the DMV is currently closed to the public. Entrance to the DMV and Warren Co. Municipal Center are closed, security provides access for those coming for appointments. Facemasks required at all times; social distancing precautions in place.

5.) Permits (regular, motorcycle, CDL) scheduled Tues., Wed., Thursday 9 am-2:30 .

6.) Drop Box (DMV entrance) is available for the following:

Plate surrenders (with \$ 1 fee)

License Renewals with completed eye test form

Registration Renewals (Pink envelopes)

Payment by Check only, no credit cards: Payable to: Warren Co. Clerk

These also may be sent in by mail.

7.) Note: Licenses and registrations and other documents expiring after March 1, 2020 have been extended during the state of emergency.

8.) Dealers: M-F 8:15 – 3:30. Drop off at Welcome Window. Dealer Pass required.

9.) Forms and selected transactions available on-line at NYS DMV: www.dmv.ny.gov

10.) COVID-19 updates, please visit the Warren Co. website:
www.warrencountyny.gov/clerk

Your cooperation when we re-open (*aka the "New Normal"*) will be greatly appreciated!