
2022 ANNUAL REPORT



Monroe County Clerk
JAMIE ROMEO

DMV • PASSPORTS • PISTOL PERMITS

MONROE COUNTY CLERK
Ms. Jamie Romeo

DEPUTY COUNTY CLERK
Mr. Tad Mack

39 West Main Street Room 101 Rochester, New York 14614
www.MonroeCounty.gov/Clerk

December 2022

Dear Neighbor:



Monroe County Clerk
JAMIE ROMEO
DMV • PASSPORTS • PISTOL PERMITS

I am proud to present to you the first Annual Report to the Community for the Monroe County Clerk's Office. Since taking office in February 2020, weeks before the unprecedented COVID-19 pandemic forced us to deconstruct and rebuild the ways government functions, I have been committed to building on the many intersections the Monroe County Clerk's Office has with every member of the community that walks through our doors.

The Monroe County Clerk's Office serves our residents through the administration of many county, state, and federal public services. Together, our team acts as the County Registrar and Clerk of the Supreme and County Courts. We are responsible for filing, recording, and storing official documents and act as an agent for state and federal government for passports, pistol permits, sporting licenses, and motor vehicle-related transactions.

Every year, the Monroe County Clerk's Office processes close to one million transactions. That is one million touches with members in our community, and one million opportunities for our team to take a moment to provide the best access to the information and services our office provides. We take those million opportunities very seriously. We hope that this Annual Report to the Community will not only highlight our goals and objectives on the positive impacts we seek to make but, more importantly, offer a glimpse into the potential of new partnerships and opportunities to further that impact.

We thank you for taking the time to review our report and encourage you to also review our website at www.MonroeCounty.gov/Clerk or visit any one of our five locations. Together, the team at the Monroe County Clerk's Office continues to pledge our service to keep the gears of government and our community moving, and moving forward.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jamie Romeo".

Ms. Jamie Romeo
Monroe County Clerk

Meet the County Clerk Executive Team



Tad Mack
Deputy County Clerk

Tad Mack was appointed Deputy County Clerk in March of 2021. Previously, Tad worked for NYS Comptroller Tom DiNapoli as his Finger-Lakes Regional Director. He also worked for former New York State Majority Leader Joe Morelle and held various positions throughout County & State Government. Tad Mack was a recipient of the 2017 Rochester Business Journal's Forty under 40 honors. He serves on several Boards of Directors and Advisory Boards, including 13Thirty Cancer Connect, Red Tie Society-Ronald McDonald House, Victory Fund, and Rochester Regional Health Foundation. When Tad is not working, you can find him at a country music concert or taking in a Broadway musical locally or in NYC. He lives in City with his two dogs and two cats.



Jackie Consol
Assistant Deputy County Clerk
Operations

Jackie Consol was appointed as Assistant Deputy County Clerk in late 2021, prior to that she served under the Bello Administration as Pistol Permit Clerk and Executive Assistant. She has a Bachelor's degree from RIT in Criminal Justice and is currently enrolled at St. John Fisher University studying to receive a Masters in Mental Health Counseling. When Jackie is not working or studying, she enjoys traveling, playing board games, and baking. Jackie and her husband Chris live in the City of Rochester with their two dogs Luigi and Daisy.



Shawn Brown
Assistant Deputy County Clerk
Human Resources

Shawn Brown joined the Clerk's Office during the spring of 2021, accepting the role of Assistant Deputy County Clerk. Prior to joining the Clerk's Office, Shawn worked as Program Director for Teen Empowerment and was also Director of Teens Services for the Boys & Girls Club of Rochester. He worked as a mentor guiding countless youth during his tenure in both positions. He has a Bachelor's Degree in education from SUNY Brockport. He volunteers his time with Southwest Colts Football & Cheer and still is involved with Teen Empowerment. Shawn loves to travel and is a music concert enthusiast. His mom Maxine Brown Hart is always checking-in on him and seeing what projects he's working on. Shawn has a daughter, Tianna and he is a dog-dad to Flint and Dodger.



Patrick Chase
Executive Secretary to the
County Clerk

Patrick Chase joined the Clerk's Office in February of 2022 as the Executive Secretary for the Clerk. A resident of the Rochester's Corn Hill neighborhood, he is the Co-Founder of Empire Space, a non-profit dedicated to the NY space ecosystem, leading New York to become a major player in the 21st century Space Age. He is a huge fan of space exploration and loves to spend his free time outdoors whenever possible. Patrick previously worked with County Clerk Romeo during her time serving as Assemblywoman representing the 136th District.

Our Mission:

The Office of the County Clerk provides access to vital government services and records to the residents of Monroe County. The Clerk's Office must follow all federal, state, and county laws, providing accurate and timely processing of transactions. We are also responsible for providing records to the public while adapting to new technology and the needs of the community by enhancing accessibility. The County Clerk's Office is also responsible for the preservation and integrity of our database systems. Our team is comprised of the Downtown Operations Division, located in the County Office Building, and the Auto License Bureau with four branches strategically located throughout the County.



Our Impact: Supporting Taxpayers

The Monroe County Clerk's Office is one of the only revenue generating entities in County Government that does not rely on the Property Tax Levy to fund our operations. Every year, we return our surplus revenue to the County's General Fund, an effort to help mitigate the burden on local taxpayers.

Annually, the Monroe County Clerk's Office generates between \$10 to \$11 million in revenue. ***In 2020 despite the COVID-19 shutdowns, our office still returned \$1.9 million in revenues to the General Fund.***

Our ability to generate these revenues continues to be threatened by an outdated DMV revenue-sharing agreement and other stagnant State fees. Across New York State, county governments run the majority of DMVs, receiving only 12.75% of all the revenues generated on behalf of the State. For the sake of taxpayer equity we call on Governor Hochul and the State Legislature to renegotiate this 23-year old formula, allowing DMV revenues to grow with expenses.

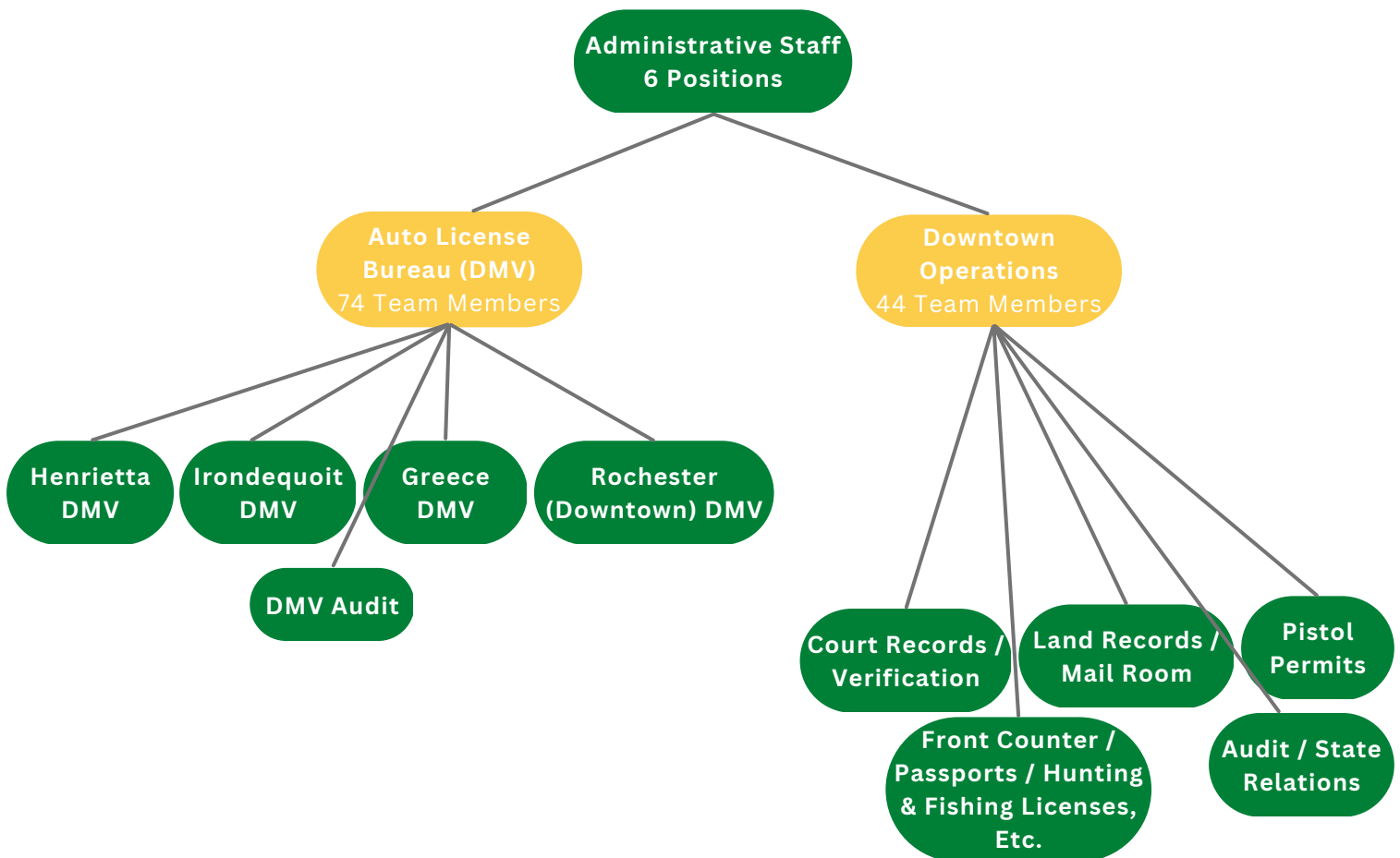
Serving our Community - Who We Are

Auto License Bureau (Department of Motor Vehicles-DMV)

The Auto License Bureau has four branch offices: Henrietta, Greece, Irondequoit, and Downtown Rochester. Each office provides public counter service for license transactions, vehicle registrations, and other motor vehicle transactions primarily serving residents and commercial automobile dealer work throughout Monroe County.

Downtown Operations (Downtown Filing Office)

The Downtown Operations Division is responsible for the administration, recording, filing, and storing of official documents. This division's responsibilities include intake, indexing, preservation, and retrieval of official documents as required by law. Items processed, recorded, and filed by this section include mortgages, deeds, civil, criminal, and divorce actions. The County Clerk additionally acts as an agent for the state and federal government for issuance of passports, pistol permits, and conservation licenses. The County Clerk also administers the Oath of Allegiance at naturalization ceremonies for new citizens.

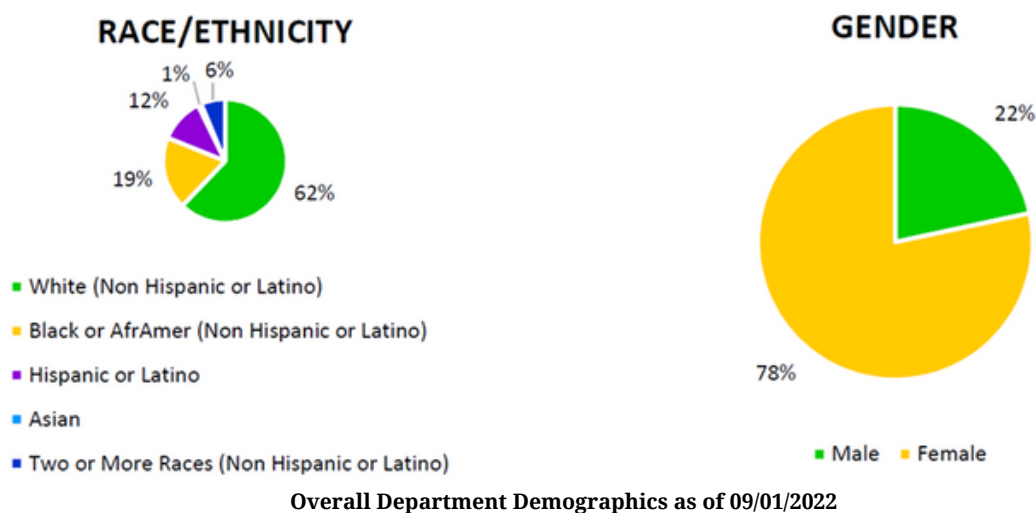


Our Impact: Committing to Diversity, Equity, and Inclusion

The Monroe County Clerk's Office continues to demonstrate our commitment to Diversity, Equity, and Inclusion with our investments to expand access to the services we provide in an equitable fashion while reviewing our own hiring practices.

As the first County entity to implement a Language Access Plan, the Monroe County Clerk's Office continues to lead the way with an expansion of ASL video interpreting services available at all four DMV locations and the Downtown Filing Office. In our lobbying efforts, the Monroe County Clerk's Office also continues to work to eliminate language barriers for residents, asking New York State DMV to provide more testing materials in additional languages, including Dari and Ukrainian.

The Monroe County Clerk's Office also leads as one of the County's most diverse teams, from the Administrative team on down. The County's DEI State of Diversity Report stated that *"The County Clerk's Office has been a leader at Monroe County in the implementation of diverse and equitable hiring practices. The department has committed to creating an environment where people of marginalized backgrounds have access to development and opportunity. The department has implemented the first Language Access Plan at Monroe County and continues to educate staff on tools and resources for success. The County Clerk's Office also intentionally hires people with diverse abilities."*



Assistant Deputy County Clerk Shawn Brown has been tasked with leading to improve the Monroe County Clerk's Office's hiring practices, broadening our reach to potential applicants and working to develop a welcoming and inclusive work environment for all of our team members.

Our Impact: Community Engagement & Outreach

Meet Katelyn! County Clerk Communications Officer

In 2022, County Clerk Romeo created the first-ever Communications Officer position as part of her Administrative team, focusing on the efforts to bring services and information out into the community. Shortly after, we were excited to welcome Katelyn Plonczynski-Cruz to the team.



Communicating is what Katelyn does best, she shares her talents by sitting on a variety of Boards throughout the City and County. She currently serves as Treasurer for the Puerto Rican Day Parade and sits on the boards of Latinas Unidas, the Northeast Safety Committee, and the Advisory Committee for the Boys and Girls Club of Puerto Rico. Prior to the Clerk's Office, Katelyn worked for Casco Security Systems for 11 years.

She lives in the City with her childhood sweetheart, her husband Santos, who is a firefighter with the Rochester Fire Department. The two of them run the Rochester Hispanic Youth Baseball League and when they have a moment, you can catch them out salsa dancing around town.

2022 Events & Programs

Project TIPS

Through the support of Camp Good Days & Special Times, Project T.I.P.S. (Trust, Information, Programs & Services) is an annual series of community events during the summer months in efforts to build positive relationships between neighborhoods in the City of Rochester, law enforcement, and local service agencies. The Monroe County Clerk's Office has been a long time partner in Project T.I.P.S. efforts to bring people together to combat gun violence and provide information to better access the services we provide.



Our Impact: Community Engagement & Outreach 2022 Events & Programs Cont'd

US Passport Outreach

After a brief pause due to the COVID-19 pandemic, the Monroe County Clerk's Office redeployed our mobile U.S. Passport services to help connect students and families with the application and renewal process. We were proud to work with R.I.T., Nazareth College, local school districts, and municipalities on many events in 2022. We are excited to expand these opportunities with new partnerships with the University of Rochester and SUNY Brockport in 2023!



Promoting Responsible Gun Ownership

Through a new partnership with the Monroe County Sheriff's Office and the UR Medicine Kessler Trauma Center, the Monroe County Clerk's Office began a new campaign to help empower new and existing pistol permit holders with information about responsible gun ownership and safety tips. With every new application and new firearm added to a permit, the County Clerk's Office has distributed thousands of flyers with important statistics and tips, along with FAQ and contacts of local resources. In addition, the Monroe County Clerk's Office has distributed over 800 gun locks at our pistol permit counter.

RESPONSIBLE GUN OWNERSHIP Gun Safety & Your Health

You have the **RIGHT** to own a gun. You have the **RESPONSIBILITY** to make sure it is secure. Guns, like cleaning products or medicines, can be dangerous if used or stored incorrectly.

PREVENT GUN RELATED INJURY AND DEATH

- Be sure your gun is **NEVER** accessible to unauthorized or untrained individuals.
- Know how to secure, handle, load, unload and clean your gun.
- **SAFE STORAGE IS KEY:** Securely lock all guns unloaded, and keep separate from ammunition.
- Keep key or combination to gun lock to yourself.
- A car is **NOT** a safe place to keep a gun.
- Alcohol/Drugs and guns **DO NOT MIX**.
- Report lost or stolen guns immediately and keep a personal gun list remotely so you can report a stolen gun accurately.

IN MONROE COUNTY...

Average number of guns stolen from motor vehicles per year* **41**

Average number of guns stolen during burglaries per year* **75**

86% of guns stolen during a burglary were **NOT** secured*

CHILDREN AND GUNS

2/3 gun-related deaths in children could have been prevented with secure gun storage¹

Age at which a child is strong enough to pull a gun's trigger² **three**

75% of kids know where the gun is stored in their home³ | **82%** of kids who died by suicide used a family member's gun⁴

TEACH THE CHILDREN IN YOUR LIFE WHAT TO DO IF THEY FIND A GUN:

- **Stop what you are doing • Don't touch it • Leave the area • Tell an adult**
- Ask about gun safety and storage when your children are visiting other homes
- Talk to your children and family members about gun safety and the risk of gun-related death and injury

*MCSO study 2016-2020

Our Impact: Community Engagement & Outreach 2022 Events & Programs Cont'd

Relocation of Henrietta DMV

For the first time in decades, one of the three main Monroe County DMVs was relocated to the Frontier Commons Plaza on Jefferson Road. This new and updated space was designed to provide a more welcoming, friendly environment for residents seeking out DMV services. In addition, an expanded lobby has allowed for the investment of additional permit testing stations.

Throughout 2022, all Monroe County DMVs continued to make the most of their close to 500,000 annual transactions by partnering with Monroe County STOP-DWI, New York Donate Life, and Monroe County's first ever PRIDE Committee to help share important information with every person who visited any one of our four locations.



Raising Awareness with Monroe County
STOP-DWI



Ribbon Cutting at the new Henrietta
DMV Branch

Access to NY-Issued IDs for All New Yorkers

On July 20th, 2022, Monroe County Clerk Jamie Romeo and Assemblymember Harry Bronson stood with Trillium Health to announce that after years of determined advocacy by a broad coalition of partners, DMV's will now offer 'X' as a choice for gender identification on NYS issued ID's. This is a significant step forward in making government responsive and respectful of the citizens' it serves.



Assemblymember Harry Bronson, Joseph Searles Jr.
from Trillium Health, and County Clerk Romeo

Our Impact: Community Engagement & Outreach 2022 Events & Programs Cont'd



County Clerk Romeo on WXXI Connections, providing an update on the changes to pistol permit regulations following *Bruen v. NYSRPA*



Reciting the Oath of Allegiance at a Naturalization Ceremony



Communications Officer Katelyn out at the El Camino Trail keeping the community informed!



Providing update on REAL ID deadlines at the Frederick Douglass Airport with NYSDMV Commissioner Schroeder

Our Impact: A New Mission for Mobile DMVs

In 2020 the COVID-19 pandemic forced Monroe County's Mobile DMV units to be suspended, allowing for a thorough review of operations and opportunities.

After significant updates and improvements to technology, safety, and processes, the Monroe County Clerk's Office is excited to announce the re-deployment of Mobile DMVs to new locations and under a new mission: to bring DMV services to the underserved residents in Monroe County.

Redeploying Mobile DMVs

Mobile DMVs will continue to build strong relationships with local towns and villages to provide access to services in those municipalities outside of a 20-minute drive of one of our four local branches. **We are excited to announce in 2023 our Mobile DMV unit will begin regular hours at the Village of Brockport and the Town of Ogden.**

Jail ID Program

In November 2022, the Monroe County Clerk's Office and Monroe County Sheriff's Office were able to restart the successful Jail ID Program, an effort to help those currently incarcerated receive a state-issued ID before their release into the community. Access to a state-issued ID is a gateway to many services, and this program hopes to help those in re-entry have the tools they need to succeed. **This program will continue in 2023.**

Project Homeless Connect

For individuals experiencing homelessness, the lack of a state-issued ID can become a significant barrier to accessing vital services. Working with members of the local nonprofit Project Homeless Connect, the **Monroe County Mobile DMVs will begin to hold regular hours at the Rundell Library in Downtown Rochester in 2023** to help issue Non-Driver IDs (NDID) and help set individuals on a path to obtain other documents needed to get a NDID.

Future Opportunities

The Monroe County Clerk's Office has made it a core mission to help every Monroe County resident access a state-issued ID, and use our office to help build bridges to fill the gaps when individuals fail to meet State and Federal regulations. This often will mean obtaining other government documents or forms of identification. Deputy County Clerk Tad Mack has been tasked with spearheading the County Clerk's Office's efforts, seeking out new opportunities and partnerships. If you are interested, please contact him at TadMack@monroecounty.gov.

Our Impact: Opportunities for 2023

The State of the County Clerk's Records

As the official registrar of deeds, mortgages, assignments of mortgages, satisfactions of mortgages, judgments, and liens; the Clerk of the Supreme and County Courts responsible for maintaining the court files for civil and criminal matters; Chief Notary of Monroe County; and administrator of the pistol permit process - the Monroe County Clerk's Office is the custodian of millions of official documents and records on behalf of all Monroe County residents.

Many of our records are currently stored and utilized in their original, physical format. Assistant Deputy County Clerk Jackie Consol has been tasked with overseeing the efforts to modernize the management, storage, and public access of our vast archive. Since 2020 the Monroe County Clerk's Office has been awarded \$219,990 in grants from the Local Government Records Management Improvement Fund Grant from the New York State Archives in pursuit of digitizing many of these records.



Veterans Discount Card & Outreach

In partnership with the Monroe County Office of Veteran Services and other local agencies, the Monroe County Clerk's Office will be redesigning and renewing the Veterans Discount Card, with hopes of increasing business participation and access to the program.

DBA/Small Business Outreach

The first step many take when starting a business is to file a DBA (Doing Business As) form with the Monroe County Clerk's Office. In 2023, through a new partnership with the Rochester Chamber of Commerce, Small Business Development Center, and the City of Rochester, the Clerk's Office plans to launch a new initiative to make the most of these opportunities, connecting entrepreneurs and small business owners with additional tools to help ensure the success of their dream and ambition.

Our Impact: 2023 Legislative Priorities & Advocacy

New York State Association of County Clerk's (NYSACC) Legislative Agenda

Support Increasing the County Share of DMV Retention Revenues

Fifty-one counties (including Monroe) act as the agent of the State in the operation of local DMV offices. These offices provide a majority of DMV services to residents, including all testing and commercial transactions to local car dealers. However, from **an agreement negotiated 23 years ago, Counties only retain 12.7% of the revenues** for all transactions processed within our offices, and 3.75% of all online transactions of County residents after the State has retained \$9,000,000 in revenue.

In the past 23 years, the cost of operations has grown significantly for Counties. This situation is not sustainable. In order for Monroe County to continue to provide DMV services on behalf of the State, there must be an increase in the revenue retention formula.

The Monroe County Clerk's Office echoes the NYSACC legislative priority for:

- an increase to 15% in the county share of Department of Motor Vehicle revenue retention (in-office and internet revenue with no threshold imposed).
- to amend NY Tax Law 1132 (2)(g)(2), which has not been increased in over 50 years, to increase compensation to county clerks for collecting sales tax on motor vehicles.

Supporting Pistol Permit Recertification Continuity

Recertification was a process established under the SAFE Act where active permit holders are required to self-certify with the New York State Police (NYSP) that the information on their permits remained true. Currently, the new laws have established several different recertification processes for a singular permit:

- a Carry Concealed Pistol Permit is required to be recertified with NYSP every 3 years.
- a Possess on Premise or Possess During Employment Pistol Permit is required to be recertified with NYSP every 5 years.
- a Semi-Automatic Rifle Permit is required to be recertified by the local licensing officer (the issuing County Court Judge) every 5 years.

Semi-Automatic Rifle Permits are newly established permits that went into effect on September 4th 2022, that can be issued either as a stand-alone permit or as an endorsement onto a valid Carry Concealed, Possess on Premise, or Possess During Employment Pistol Permit. The current system will result in a single pistol permit potentially two different recertification schedules and two different agencies to report to.

The Monroe County Clerk's Office and NYSACC urge the State Legislature to streamline the pistol permit recertification process, at a minimum, to realign to a single reporting agency, the New York State Police. This will allow for greater compliance and better understanding for all current pistol permit holders and eliminate an unnecessary and undue burden on both pistol permit holders and local governments.

Our Impact: 2023 Legislative Priorities & Advocacy Cont'd

New York State Association of County Clerk's (NYSACC) Legislative Agenda

Support Legislation Amending Article 81 of Mental Hygiene Law to Prevent the Disclosure of Personal Identifying Information

The Monroe County Clerk's Office and NYSACC support legislation to impose greater safeguards on personal information. Article 81 of the Mental Hygiene Law, which also governs the proceedings under former Articles 77 and 78 of the same law, is available for public inspection. Unlike most court records, the files in these cases are replete with personal information.

NYSACC supports and encourages legislation amending §81.14 of the Mental Hygiene Law to limit disclosure of court records to the parties and their counsel, which would include the duly appointed guardians, the court evaluators, and court examiners. Such a restriction would be like that imposed in the case of matrimonial actions and will not impair the “interest of the public” or “the orderly and sound administration of justice.”

Monroe County Clerk Legislative Priorities

Reducing Barriers to Accessing State-Issued IDs

One of the lessons we learned from the COVID-19 pandemic was the number of residents in our community who do not have any current form of state-issued ID, whether that be a Non-Drivers ID, Learners' Permit, or Driver's License. The Monroe County Clerk's Office remains in conversation with Project Homeless Connect, the Monroe County Department of Human Services, the Probation Department, and many other local agencies and community groups to help us better identify and understand the current needs.

Currently, the point system required to issue a state-issued ID can become cumbersome for individuals struggling with poverty or lack of access to original documents. **The Monroe County Clerk's Office encourages New York State DMV and the State Legislature to consider developing additional pathways for residents to obtain a state-issued ID**, including but not limited to the expansion of the MV45b "Statement of Identity" currently available only for applicants who can be considered a disenfranchised, homeless youth. Finding additional opportunities to help residents meet the standards of the State's point system is essential to help all New Yorkers gain access to a state-issued ID.

Breaking Down Language Barriers to DMV Testing

In order to take a permit test for a passenger, motorcycle, or commercial learner's permit, the applicant must take the exam on a State-issued workstation. Currently, Monroe County DMVs can only provide these exams in 16 languages, including Arabic, Bengali, Bosnian and Nepali. **The Monroe County Clerk's Office encourages New York State DMV and the State Legislature to take action to ensure more testing materials are provided in additional languages, specifically Ukrainian and Dari**. Both these languages are common amongst a recent influx of refugees and immigrants from both Ukraine and Afghanistan whom are settling in many parts of New York State, including Monroe County.

Thank you for taking the time to review our first Annual Report to the Community. The accomplishments and vision of the Monroe County Clerk's Office would be nowhere without our amazing staff! **To all 144 team members of the Monroe County Clerk's Office, we thank you for your continued dedication to service and purpose on behalf of a grateful community.**

THANK YOU!



Flu and COVID Booster Clinic

Grateful



Halloween Fun 2022!





Monroe County Clerk's Office

Downtown Filing Office

39 West Main Street, Rooms 101 & 105
Rochester, New York 14614
Open Monday - Friday, 9 AM - 5 PM

Henrietta DMV

Frontier Commons
1225 Jefferson Road Suite A26
Rochester, NY 14623
Open Monday - Friday, Hours: 8:30 AM - 4:30 PM
Open Late Thursdays Until 6:30 PM

Irondequoit DMV

545 Titus Ave.
Rochester, NY 14617
Open Monday - Friday, Hours: 8:30 AM - 4:30 PM
Open Late Wednesdays Until 6:30 PM

Greece DMV

The Mall at Greece Ridge
Use entrance #2 near Ruby Gordon
Rochester, New York 14626
Open Monday - Friday, Hours: 8:30 AM - 4:30 PM
Open Late Tuesdays Until 6:30 PM
Last Saturday of the month (except November & December)
Open 8:30 AM to 12:30 PM

Rochester (Downtown) DMV

200 E. Main St., Ste. 101
Rochester, NY 14604
Open Monday - Friday, Hours: 8:30 AM - 4:30 PM
Open Late Mondays Until 6:30 PM

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