



NEWS FROM THE OFFICE OF
ADAM J. BELLO
MONROE COUNTY EXECUTIVE

For Immediate Release
Friday, July 19, 2024

COUNTY OFFICES CLOSED TO PUBLIC FRIDAY, JULY 19 DUE TO CROWDSTRIKE WINDOWS OUTAGE

ROCHESTER, NY — Monroe County is working to fix the CrowdStrike/Windows outage that has affected county services. Critical infrastructure systems, such as water, sewer, traffic control are not impacted, but many public facing operations lack connections to their servers and devices. 9-1-1 and emergency communications are operating with back-up systems. If you call 9-1-1 and the call is not answered immediately, do not hang up as the calls are answered in order.

The Frederick Douglass Greater Rochester International Airport is open, but people should check their flights for any cancelations or delays. Monroe County essential employees should report to work. County employees who can work from home should do so.

The outage impacts some 35-hundred county devices, including emergency communications and almost all county operations. As a result of the all public facing county operations are closed to the public.

The following county facilities are closed to the public today:

- The County Office Building
- The County Clerk's Office
- All Department of Motor Vehicles branches
- Department of Public Health public facing operations, including Vital Records and all health clinics
- Department of Human Services, 111 Westfall Road
 - Anyone requiring assistance or emergency housing can call DHS at 585-442-1742

The following county functions are operating:

- The Monroe County Court System, all jurors should report
- Seneca Park Zoo

- County Parks
- Department of Transportation
- Medical Examiner’s Office
- Department of Environmental Services
- Probation
- Monroe Community Hospital

The repair will be automatic for some devices, but many will need to be addressed manually by a county IT professional. Given the sheer volume of devices, some 35-hundred of them, and the multiple county operations locations, this will also take some time. County IT has mobilized to begin the manual system repair on individual devices. The priority focus is the 9-1-1 operations center.

The effort will continue over the weekend with the goal of having all county services open for business on Monday.

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