

2017 Massachusetts Community Transportation Coordination Conference

Older Drivers and the Registry of Motor Vehicles

Presenter

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Retiring from Driving/Safe Driving

- Licensing/registration
- Disability placards
- License plates
- Voluntary surrender of license (can even be mailed in to medical affairs, with a "Voluntary Surrender affidavit")
- MassRMV.com; allows advertising to paid advertisements (pay for mailings, notices, etc.)
- When to decide when it's time to stop driving?
 - Most of us will "outlive" safe driving time by 7-10 years.
 - Remain safe on the road
 - "Think about where you've driven recently? How would you get there if you were not driving?"
 - It is important to know and determine the alternatives (one of the reasons the MassMobility conference and other opportunities for education about transportation options are crucial)
 - Case by case; each situation is different
- Is there a re-licensing policy in MA?
 - Yes, it begins at age 75
 - Requires you to renew your license in person every 5 years.
 - That does not mean the member will be safe to drive the entire 5 years, regardless of valid license.
 - Medical condition may impact license/driving eligibility
 - Requires in person passing of the vision exam
 - Clerks at RMV are not medical experts. They cannot determine who is or is not eligible, can only administer a vision test
 - If the customer cannot follow protocol for renewal
 - Can flag a Manager for additional review
 - Take the medical evaluation home to the medical provider for submission, medical affairs department is notified.
 - If eye exam failure; given a form to take home to their eye doctor
 - Experience has been "varied" based on RMV staff; encouraged to fill out a comment card to report it
 - RMV receives a "fair amount" of voluntary surrender forms
 - Receives fair amount of "complaints" regarding drivers. Letter must be signed, and RMV must be able to follow up with the person filing complaint.
 - RMV may initiate medical review
 - Form is sent, member is giving 20 days to have it filled out by a physician.

- If form is received outside of 20 day time period; noncompliant. And receives determination that can no longer operate. They would have to go into an RMV branch and speak to a hearings officer
 - If they cannot get to a physician within the 20 day period, they can contact medical affairs @ RMV for an extension
 - State allows a physician to make that determination
 - Some senior center directors may file a report regarding an elderly driver
 - That may initiate a form to be sent > 20 days
 - The driver in question has the right to know who had filed that complaint or report
 - No anonymity
 - If it is a matter of safety; the local police may be involved to monitor if necessary. However, they need just cause
- There are resources to support that transition

Q&A

- RE: Physician sending in the letter or report?
 - The providers can sign forms/documentation required to report unsafe situations of members driving
 - Physician follows reporting requirements (link found at <http://www.massrmv.com/MedicalAffairs.aspx>)
 - Form of report
 - Where to send the report
 - What happens once it's received
 - Requesting a formal evaluation or a competency test
 - License holder always has the rights to appeal RMV decision
 - If license is revoked, RMV will issue free photo ID as replacement
 - If police officer submits report "Immediate threat" report to RMV
 - Form is filled out, sent to medical affairs
 - Letter is sent that day for evaluation (20 days)
 - RMV places a "medical hold" on license while the member is evaluated
 - If safe to operate, medical hold is removed and no impact to driving record
- Define what constitutes "healthcare professional" per RMV:
 - As of 2010; the following is considered "medical professional" per the RMV
 - PCP, physician assistant, physical therapist, occupational therapist, osteopath, ophthalmologist, registered nurse LPN/RN, psychologist, optometrist, podiatrist (approx. 10 different types of provider)
 - Medical affairs brochure is available at the Mass RMV table
 - One medical condition that must be reported to RMV; legal blindness. MCB also sends that information to the RMV (Only scenario where HIPAA is waived)
 - Upon forfeiture of license; encouraged to also utilize a disability placard to use in non-operating vehicles (friends, family members, etc.).
 - This week is disability placard misuse awareness week.
 - MA Placard is applicable **anywhere** except New York City.
 - Placard users still need to follow legal parking requirements.
 - Placard users still have to pay for MBTA commuter rail lots.
- Who has the authority to ask that the privacy sleeve be removed from a placard?

- Police officers
- Parking clerks (meter readers, etc.)
- Extensive advisory board to review misuse
- Fines from placard misuse go directly to that local town's disability committee.
- RE: A lot of people will put their placards on backwards to hide the number?
 - That is improper use of the placard and subject to fine.
 - Misuse of placard or improper display of a placard
- Are there temporary placards?
 - RMV issues a placard based on what the healthcare provider recommends.
 - If it is temporary, it would be issued as few as two months up to two years.
 - Permanent placards are 5 years. Renewals are automatically mailed out.
 - Temporary placards ink is red.
- RE: Permanent renewals sent to deceased placard holders?
 - Elder Affairs; asks for placards to be turned in when a person passes away.
 - SSA is working on a notification system to inform RMV.
 - Encourage sending the placard back; you may keep the picture if you'd like.
 - Always keep the address up to date via MyRMV portal.
 - Address changes
 - Voter registration
 - Organ donor
- Can someone with a disability go from a temporary to permanent placard?
 - Requires the person reapply
 - Provider submits second application for permanent placard
 - It takes 6-8 weeks for disability placard processing
 - 6 employees for the entire state