**2017 Massachusetts Community Transportation Coordination Conference**

**Older Drivers and the Registry of Motor Vehicles**

## Presenter

* Michele Ellicks, Massachusetts RMV

## 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