



RMV Update

MassDOT Board Meeting
July 26, 2021



RMV Service Updates

- **Low Number Plate Lottery**

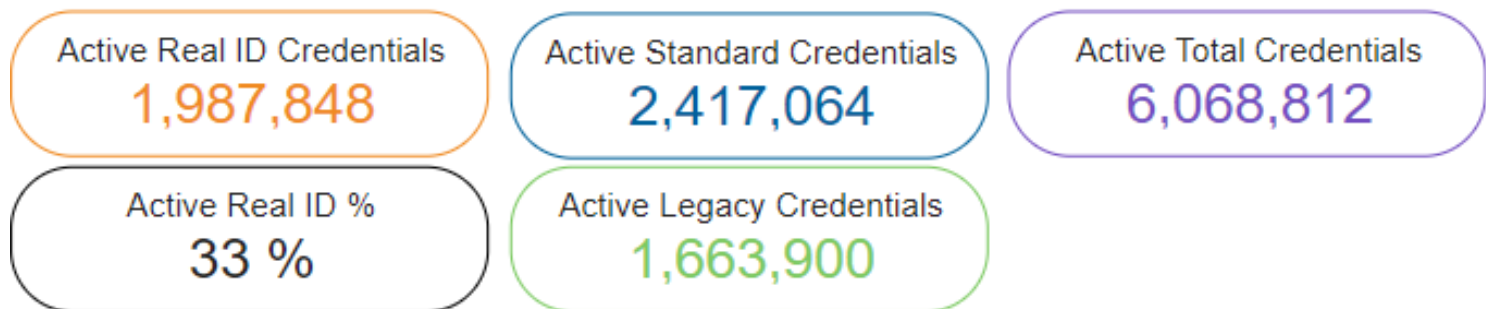
- Applications accepted online at Mass.Gov/RMV, now through August 27. Drawing will be held on 9/8. There are 200 plates available in this year's lottery.

- **RMV Locations**

- Southbridge, Easthampton, and Lowell RMVs will open for appointments on 8/2.

- **REAL ID**

- 33% of Mass residents have a REAL ID credential (up 1% which is approximately 61,000)



RMV Public Safety Updates

Implementation of First-Offense Ignition Interlock Statute Changes:

- New changes took effect on 7/1 for first time OUI offenders seeking hardship license:
 - Drivers required to have an ignition interlock device (IID) installed into a vehicle as a condition of that hardship.
 - Drivers who took a breathalyzer with BAC results of .15 or above may seek a hardship license once they have enrolled in a treatment program ordered by the court and have proof of hardship.
 - Drivers are required to have the IID in their vehicle throughout the life of the hardship, and they must apply for removal of the device.
- New and existing interlock program participants may apply for waiver of certain costs
 - Drivers apply to the RMV for determination of indigency.
 - RMV transmits status electronically to interlock vendors.
 - Waived costs will be covered by interlock vendors. Waived costs include installation, device, monitoring, and service, but not costs related to violations.

RMV Public Safety Updates, cont.

- **Suspension Hearing Appointments**

- Deployed the week of 7/12/21
- Allows drivers to make an appointment online for a virtual hearing, eliminating need to show up to RMV to request a hearing
- customers can upload relevant supporting documentation for their hearing which will eliminate the need for another hearing and making the process more efficient
- Plan is to expand this new functionality to all hearing locations across the state over the next few weeks

- **Out of State Unit**

- NH joined State to State on June 12, 2021.
- The State-to-State (S2S) Verification Service is a means for states to electronically check with participating states to determine if applicant currently holds a driver license or identification card in another state.
- MA has participated in program since 2018.
- Because NH is a bordering state, RMV ran a bulk process that systemically pulls pointers for records identified as MA as the State of Record (SOR) and identity is an exact match.



PSA


Massachusetts Registry of Motor Vehicles Cautions Customers to be Aware of Text Phishing Scam

The Massachusetts Registry of Motor Vehicles (RMV) is cautioning customers to be aware of a text phishing scam that has been reported here in the Commonwealth and in other states. The RMV does not send unsolicited requests for personal and/or contact information to customers by text.

<https://www.mass.gov/news/massachusetts-registry-of-motor-vehicles-cautions-customers-to-be-aware-of-text-phishing-scam-0>



RMV Good News Stories – Emails/Tweets

 **kelkelly @kelkelly**
43 mins ago


@MassRMV Wanted to send a 2nd thank u about your employee Chris @ Fall River RMV. She worked diligently to help me get everything processed in time for my upcoming 10-wk cross country van trip. She's an absolute angel & lifted me at a time when I know she needed lifting herself.



To whom it may concern:

I'd like to write a note of thanks to Kadeem for the help and professionalism he showed me during my recent visit to the RMV. He went above and beyond assisting me with a challenging title issue and it was most appreciated.

*Sincerely,
Cindy Malloy*

 **Hemal N. Sampat, M.D. @SampatMD**
9 mins ago

Hey @MassRMV, just want you to know that the woman working at Booth #4 at the Boston Haymarket branch is a very friendly person. Like not just courteous but I mean genuinely warm and friendly and makes your day better. Please have more people like her!



REGISTRY OF MOTOR VEHICLES



RMV Good News Stories – Letter Received

Dear Jamey Tesler,

I am writing to bring to your attention the outstanding service I have received from Massachusetts Registry of Motor Vehicles employee, Christina Rodrigues, of the Special Plates Section.

In 2020, I contacted the Special Plates Section about obtaining a specific Cape and Island registration for my vehicle. I spoke with and corresponded with Christina Rodrigues. She explained that due to administrative procedure changes implemented during the Covid pandemic, she was unable to process my request and she advised that it would likely be some time before the pandemic procedure changes would be lifted. This week, several months after my last correspondence with Christina, and long after I had expected I would hear from anyone at the Registry, she contacted me and asked if I wanted to process the request that we spoke about last year. Additionally, she assisted me in the processing of my request.

I have worked at every level of government – local, state and federal. In my experience, the general public can be quick to criticize government agencies and workers when their requests are not acted upon quickly enough, or in accordance with their understanding of the process. While my experience with Registry of Motor Vehicles employee Christina Rodrigues may be consistent with all who interact with her in the course of her workday, I believe it is important to acknowledge the good work of this dedicated public servant.

Sincerely,



David J. Best



REGISTRY OF MOTOR VEHICLES



Keeping the Public Informed

- Customers are encouraged to visit the following website for the most up-to-date information on the RMV's available services and other measures:

www.Mass.Gov/Info-Details/RMV-COVID-19-Information

- Follow us on Twitter - @MassRMV

