



RMV Update

MassDOT Board Meeting
April 13, 2022



RMV Service Updates and Reminders

Road Test Vehicles - Reminder

- RMV will discontinue use of state vehicles for road tests starting on 5/1. Customers must bring an acceptable vehicle to take the road test in.

Natick Service Center

- Plan to re-open in May. Date TBD

Nantucket Road Tests

- Will resume one day per week starting on 4/15

April Vacation Week

- Preparing for high customer volume during April Vacation Week
- Customers urged to avoid unnecessary in-person visits by using Mass.Gov/RMV to conduct more than 40 online transactions

Organ Donor Awareness Month

- April is National Donate Life month
- 2,790,000+ active credentials where the driver is marked as an organ donor



Advocacy Groups/Business Partners/Agencies

BPHC's Engagement Center

- RMV will continue to assist BPHC's Engagement Center in Boston in March and April to determine ID eligibility for customers.

City of Boston

- Working with the Office of Immigrant Advancement on constituent requests.

Department of Correction

- Working with DOC on ID process for prisoner re-entry program.

Islamic Center in Worcester

- Assisting refugees to obtain credentials.

MBTA

- Continued work with MBTA to license drivers.



Upcoming and Past Events

Past Events

- AAA Work Zone Safety – 4/12

Upcoming Events

The RMV will participate in the following events in April:

- Massachusetts Chiefs of Police Association (MCOPA) Annual Trade Show – 4/13
- Executive Board of the Massachusetts Driver Education Association – 4/15
- Organ Donor events throughout April



RMV Good News Stories – Emails/Letter Received

Just a quick note to say that this morning I experienced one of the most surprising, efficient and enjoyable business experiences ever! I will be 81 in just a few weeks.

At 10:30 a.m. I left my house in Winchester, drove to your Wilmington office, obtained myMean drivers license and was back home by 11:25. This included about a 15 minute drive each way, plus time to fill out the application at the Registry and to conduct my scheduled visit.

Everyone, from the security people at the door, to the front desk and on to my clerk, was cheerful, informative and helpful. In fact, the entire process from reviewing information on line in advance, to making a reservation, to preparing for what documents I would need was clear and easy. As an added bonus, the facilities are clean and welcoming.

Over all my years dealing with the Registry, this was like the sun coming out at midnight! Oh, do I ever remember so many other occasions where one needed psychiatric aid after dealing with the RMV!

Finally, a special word regarding your clerk who served me: his name is Edwin S. and he is clearly a person who represents the Registry in a most exemplary manner. I hope someone in charge has an encouraging eye on him.

Congratulation to you and your management team for this extraordinary turn-around.



REGISTRY OF MOTOR VEHICLES



RMV Good News Stories – Emails/Letter Received

I know RMV doesn't get many positive comments but I wanted to offer our thanks to the service rep at Plymouth RMV who helped us surrender my wife's driver license and apply for a state I D. The rep was knowledgeable and professional and kept her cool despite balky equipment requiring additional work and processing. She was very respectful of the impact on us as we waited and repeatedly apologized which was unnecessary but appreciated. Wish we know her name but she was on #8 booth.

Dear Sirs/madame: today I renewed my driver's license at Haymarket RMV. I had to write to indicate how impressed I was with the system. They served at least 60 customers in 45 min. In an organized and friendly fashion. I couldn't believe I got out so fast. Michael, who processed my application at window 18 was terrific. He was friendly, knowledgeable and fixed a problem with my application quickly. His supervisors were equally helpful. Thanks for making this experience a quick and pleasant one.



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

