



RMV Update

MassDOT Board Meeting
July 20, 2022



RMV Service Updates and Reminders

Worcester RMV Service Center

- New location opening by mid August at 50 Southwest Cutoff, Suite 1E
 - WRTA public bus stop directly in front of facility and convenient access to Routes 20, 122, 9 and Interstate 90
 - 2 walk-up exterior transaction windows for commercial agents and on-site motorcycle testing course
 - Approximately 350 parking spots



RMV Service Updates and Reminders

Low Plate Lottery

- Customers can enter the plate lottery online using the myRMV Online Service Center. The lottery is online submission only; there is no paper application available.
- The deadline to enter the 2022 Low Plate Lottery is 9/2/22 at 5:00 p.m.
- This year there are 198 plates available for the low number plate lottery.
- Some of this year's low plates are F7, 36, 78K, X44, 1S, and 6666.
- Drawing will be 9/13 – stay tuned for more information!
- Visit [Mass.Gov/RMV](https://www.mass.gov/RMV) for rules and eligibility requirements.



RMV Service Updates and Reminders

REAL ID – Reminder

- Compliance date is less than one year away, 5/3/23
- Currently, Massachusetts is at 44% REAL ID adoption
- Plan ahead and be prepared by having available all of the required documentation (proof of lawful presence, residency, and SSN)) needed to secure a REAL ID
- Visit [Mass.Gov/ID](https://www.mass.gov/id) for acceptable documents

Card Type	Number of Credentials	Percentage
REAL ID	2,540,189	44%
Standard	2,517,499	43%
Legacy	787,517	13%
Total	5,845,205	100%

Projects

- **Driver History Record (DHR)**

- DHR is an electronic service by AAMVA that provides states with new measures to improve the administration of non-CDL driver history. Specifically, DHR:
 - supports the electronic exchange of out-of-state convictions and withdrawals
 - provides visibility of individuals that may have more than one DHR
 - sets rules for maintaining Driver History in a standardized manner.
- DHR was successfully implemented in MA during weekend of June 25 and 26, 2022.
- South Carolina, Maryland, and Minnesota will join DHR by end of 2022 and 8 more states scheduled for 2023

**Massachusetts Becomes the
4th State to Join State-to-
State Driver History Record**



Projects, continued

DL/ID RFR

- RMV is seeking a vendor to provide a Driver's License and Identification (DL/ID) card solution and associated services. Services include customer image capture, signature capture, and centralized card manufacturing/mailing of several DL/ID types and other RMV issued credentials. Additional services and equipment that will be required include biometric identification processes, document scanning and authentication, knowledge/permit exams, and portable workstations.
- RFR will be posted on 7/20.

RMV mailing services/profit sharing RFR

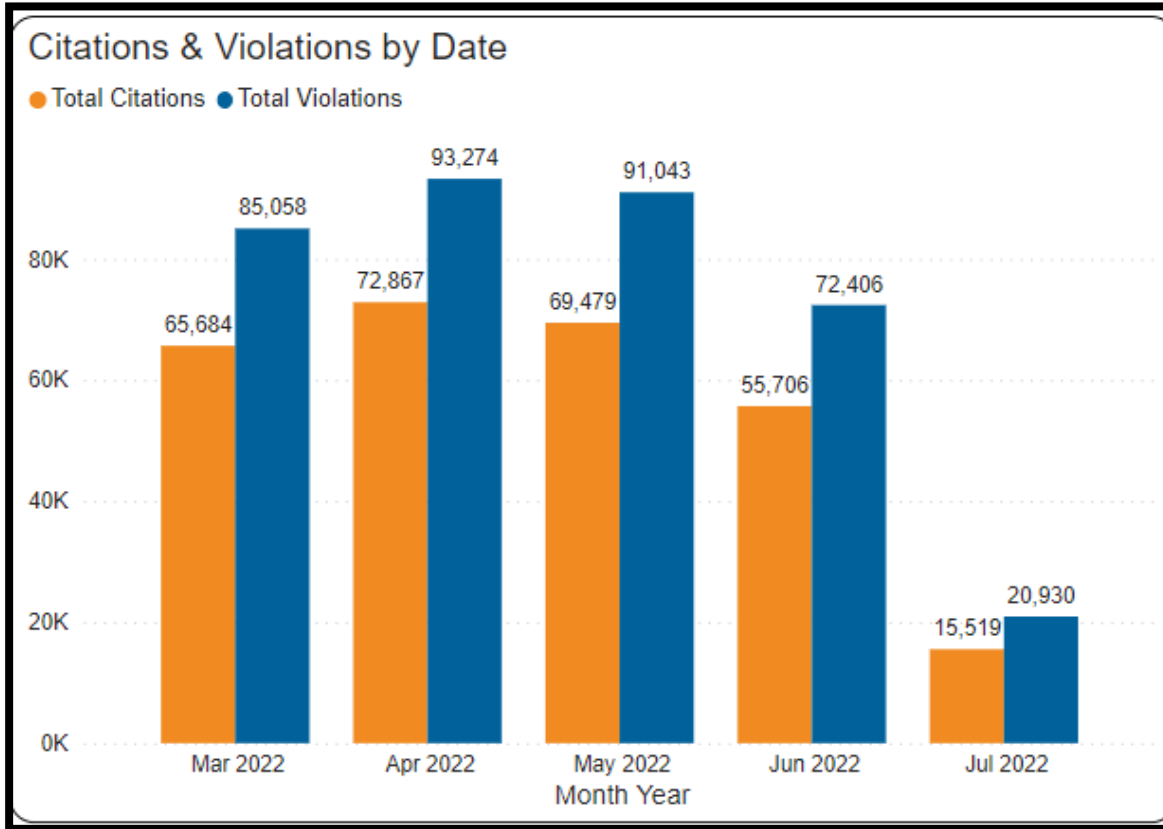
- RMV's current vendor (Globe Direct) who prints all DL/ID reminders, registrations, and registration renewal reminders notified the RMV that they will begin shutting down its operations over the next couple of months, with a full business closure by the end of the year.
- The RMV sends approximately 2.7 million renewal notices, approximately 3.2 million registrations, and approximately 1 million License/ID renewal reminders annually.
- Vendor responses to RFR were due on 7/15 – 4 responses received



REGISTRY OF MOTOR VEHICLES



Merit Rating Board – Data



Top 3 Violations

March - July 2022

- Speeding
- Failure to Stop / Yield
- Inspection Sticker

Paper vs E-Citations

March 2022:

- 67% Electronic and 33% Paper

June 2022:

- 74% Electronic and 26% Paper

Too Hot for Spot Campaign

RMV participated in the Too Hot for Spot event on 7/12 along with Animal Rescue League of Boston, NE Revolution, and Mass State Police to raise awareness of leaving pets in vehicles when temperatures are high. When the outside temperature is 80 degrees, the inside of a car can heat up to more than 120 degrees in just minutes!

For tips to keep your pets safe and more information, visit:

<https://www.arlboston.org/protection/too-hot-for-spot/>



RMV Good News Stories – Emails/Letter Received



The Commonwealth of Massachusetts
MASSACHUSETTS SENATE

SENATOR ERIC P. LESSER
First Hampden and Hampshire District

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Chair
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and
ETHICS
Vice Chair
TRANSPORTATION

DISTRICT OFFICE
60 SHAKER ROAD, SUITE 11
EAST LONGMEADOW, MA 01028
TEL: (413) 526-6501

June 30, 2022

Michele Ellicks
Massachusetts RMV
10 Park Plaza
Boston, MA 02116

Dear Michele,

Thank you for committing to come out for our community. As an exhibitor, your expertise, resources and generosity made the event a success. Your commitment to our region is valued and appreciated! The resources shared at Thrive After 55 are critical for the residents of our area. You add to the quality of life we enjoy in here in Western Massachusetts. That is what Thrive is about, shining the light on quality of life for those 55 and over.

Thank you and enjoy your summer!

Sincerely,

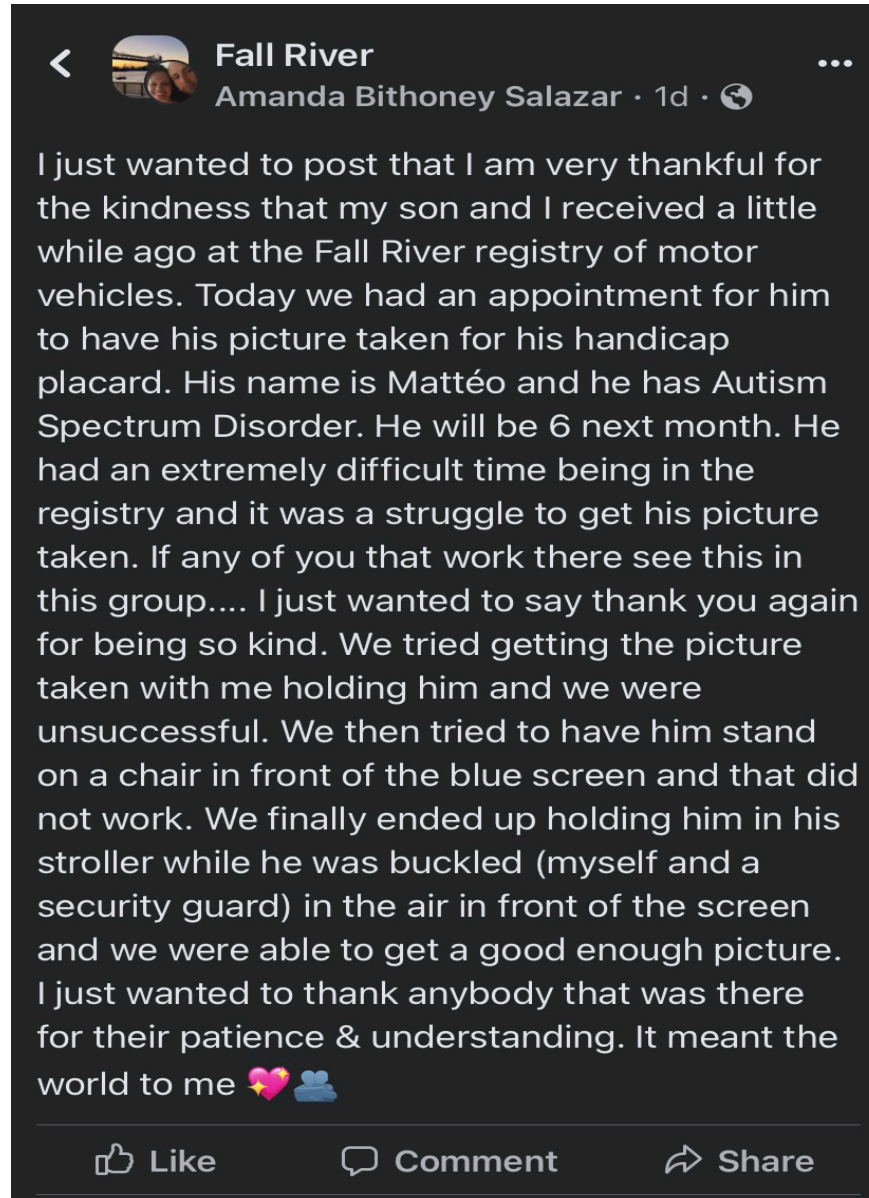

Eric



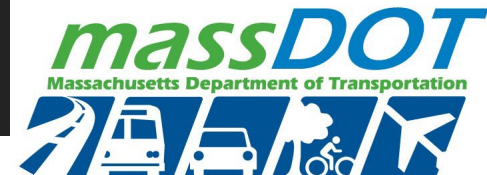
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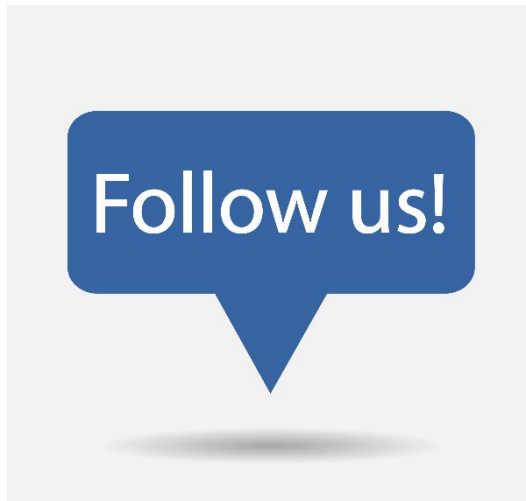


REGISTRY OF MOTOR VEHICLES



Keeping the Public Informed

- Customers are encouraged to visit Mass.Gov/RMV for the most up-to-date information on the RMV's available services



On Twitter:

@MassRMV