



# RMV Update

MassDOT Board Meeting  
June 15, 2022



# RMV Service Updates and Reminders

## RMV Closed on 6/20 – Reminder

**Globe Direct** – RMV's vendor who prints all DL/ID reminders and registration renewal reminders. Globe Direct 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 is researching options to replace this function.

## REAL ID – Reminder

- Compliance date is less than one year away, 5/3/23
- Currently, Massachusetts is at 43% REAL ID adoption
- Plan ahead and be prepared by having available all of the required documentation needed to secure a REAL ID
- Visit [Mass.Gov/ID](https://www.mass.gov/id) for acceptable documents

# RMV Service Updates and Reminders

## Medal of Liberty Plate - now available

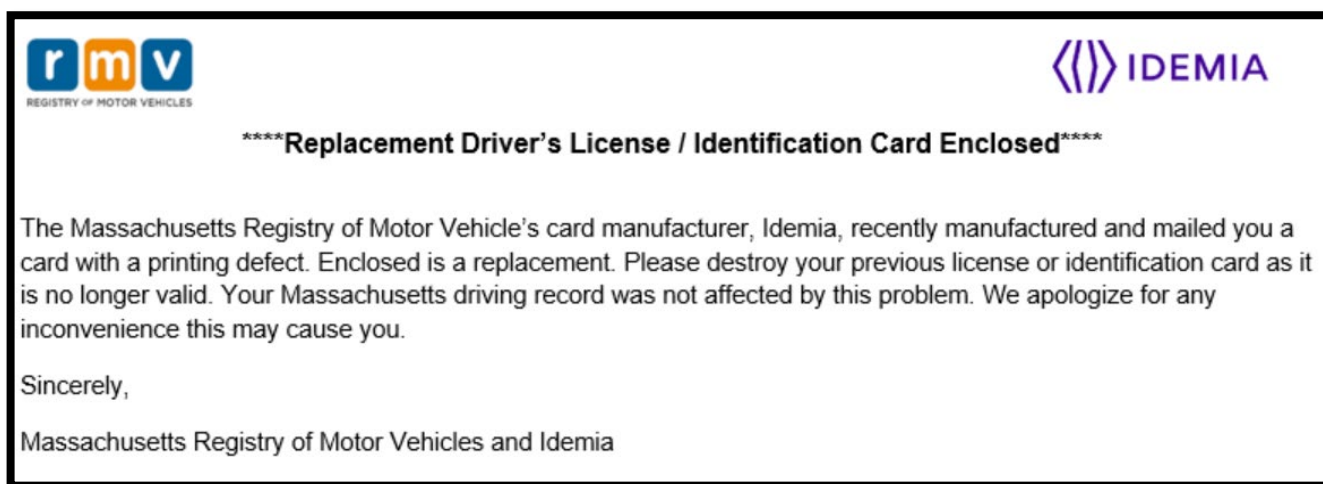
The RMV is now accepting applications for a new Medal of Liberty plate which will be issued at no cost to approved family members of service men and women from Massachusetts who were killed in action, died in service while in a designated combat area in the line of duty, or died as a result of wounds received in action. Visit [Mass.Gov/RMV](https://www.mass.gov/RMV) for more information.



# Mass DL/ID Cards – Vendor Printing Issue

On May 25, IDEMIA, the Massachusetts RMV vendor which prints credentials, notified the RMV it had discovered an anomaly with a single printer that resulted in a need to replace 53,680 driver licenses and identification cards. Replacement cards were mailed on June 6 to individuals who received one of the cards with an anomaly.

Those who receive replacement cards are being instructed to destroy their old card. No other action is required. There are no impacts to any license holder's driving record.



# MassDOT Safety Event

RMV participated in MassDOT's Safety Event on 6/7. Registrar Ogilvie stressed the importance of motorcycle safety.

**CHECK TWICE,  
SAVE A LIFE**



**Massachusetts RMV**  @MassRMV · Jun 7

Registrar Ogilvie participated in MassDOT's Safety Event today with other leaders to promote roadway, bicycle, and pedestrian safety.





# Projects

- **Crash Data System (CDS)**
  - Replacement of the RMV's Crash system. CDS is the system used to process and maintain crash data from across the Commonwealth. The system informs highway safety improvements as well as federal and state policies and regulations to improve public safety.
- **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; and sets rules for maintaining Driver History in a standardized manner. Will be implemented the weekend of June 25 and 26, 2022. License/ID-related transactions will be unavailable during the implementation.
- **ACF**
  - Currently, ACF is the RMV's vendor for queuing - will be replacing the RMV's system (ATLAS) in the scheduling and maintenance of appointments. ACF's appointment and queuing solution will provide enhanced features and improved experience for customers. Will be implemented by end of June/ beginning of July 2022.

# RMV Good News Stories – Emails/Letter Received

*I just wanted to submit some positive feedback about my recent experience using the RMV website to find out how to renew my driver's license (I needed the new one), what I would need to bring to the RMV, filling out the online form at home, and scheduling an appointment for my license renewal. I found the website very easy to use and was amazed at how the process is so easy to understand and follow. The most amazing part of my experience though was going to the RMV in Springfield. I remember how horrible it used to be going to the RMV when it was on Liberty St. - the lines were long, the wait was exasperating, and the staff were some of the rudest people. This new RMV on St. James Ave was a whole different experience. With an online appointment the staff greeted me in a very welcoming manner, I was given my number and called within 1 minute of sitting down, and the associate who checked my form and documents/took my photo, etc. was friendly, efficient, and knowledgeable. I was in and out of that RMV with my new temporary driver's license in less than 10 minutes. I have never experienced such a transformation of a system and certainly not a government office. This new RMV, new website/ online applications, and staff training was absolutely a joy to use!*

*Many thanks to the team that revamped the Springfield RMV - you have done an amazing and excellent job and I appreciate it!*



REGISTRY OF MOTOR VEHICLES



# RMV Good News Stories – Emails/Letter Received

*I just want to say that Demi at the Haymarket RMV (window 7) is the real deal. I was worried about my 4:00pm appointment on Friday, June 3rd, and she was so patient and kind and helpful. Demi exemplified the idea of a public servant - someone with the best interests of the populace at heart. With the RMV being such a mix of humanity, I overheard so many different stories while I was there - tragedies, threats, etc. Not Demi, though - she was kind, numerous, and efficient, and honestly makes me look forward to my RMV appointment.*

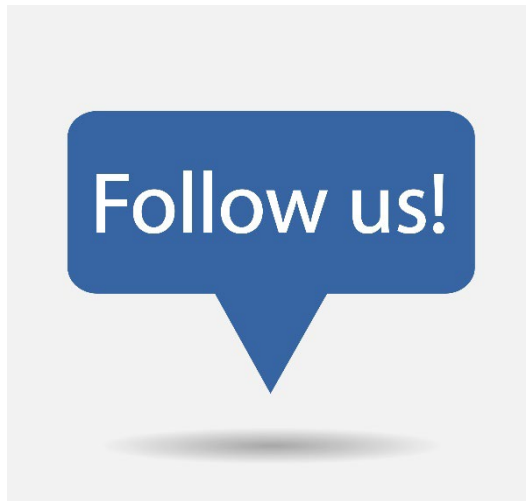
*Please give her a bonus or a raise or something - she deserves it! Go Demi!*

*I recently registered my car at the Wilmington Registry location and I wanted to let you know that I received superb service from June at window 7. She was extremely knowledgeable, very kind, and helped me navigate a problem with my car's title. June helped me to quickly solve my problems and proved to be an expert at her job. Thanks June for all of your help, I appreciate it so much!*



# Keeping the Public Informed

- Customers are encouraged to visit [Mass.Gov/RMV](http://Mass.Gov/RMV) for the most up-to-date information on the RMV's available services



On Twitter:

@MassRMV