



# RMV Update

MassDOT Board Meeting  
March 16, 2022



# RMV Service Updates and Reminders

## Road Test Vehicles - Reminder

- RMV will continue with the use of state-owned vehicles for Class D road testing services through April 30, 2022.
- Masks will be required in road test vehicles until 4/18

## 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 of constituent requests

## School Pupil Drivers

- Permit exam now available in Spanish

## Commercial Drivers

- Certificates that expire between February 28, 2022 and April 14, 2022 will expire on April 15, 2022

## Vehicle Inspections

- Vendor contract (Applus) extended until 9/30/25



REGISTRY OF MOTOR VEHICLES

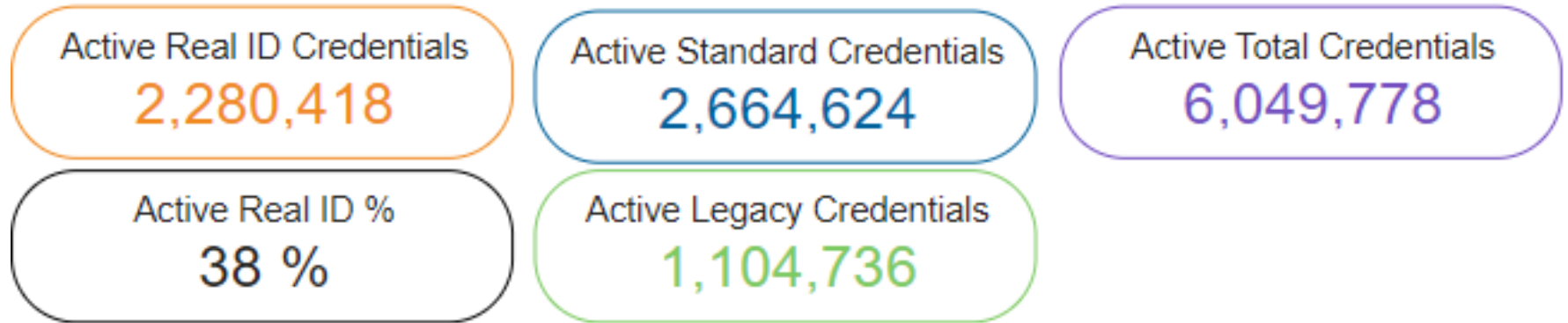


# Consumer Alert

Consumers are purchasing products from a site assuming it will meet Massachusetts driver training requirements and that is not the case - <https://driversed.com/> - does NOT meet Massachusetts requirements and are not an RMV licensed driver's education provider.

# REAL ID Stats

- 38% of credentials are REAL ID compliant



- Standard = not federally compliant
- Legacy = credentials issued before 3/26/18

***REMINDER: REAL ID compliance date is May 3, 2023. Visit [Mass.Gov/ID](https://www.mass.gov/id).***

# Upcoming and Past Events

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## Past Events

- Merit Rating Board – 3/9
- MOIA Community Webinar – 3/8
- Joint Committee on Ways and Means – 3/11
- Executive Board of the Massachusetts Driver Education Association – 3/11

## Upcoming Events

The RMV will participate in the following events in April:

- Massachusetts Chiefs of Police Association (MCOPA) Annual Trade Show – 4/13

# RMV Good News Stories – Emails/Letter Received

**McNeilus**

Registry of Motor Vehicles  
PO Box 55889  
Boston, MA 02205

Dear Manager of Commercial Title Services,

This is a word of thanks for the exceptional support I received over the phone today, with Angelica in your Title Services group. I was experiencing issues related to registration certificates and titles, for trucks being used by our company's largest customer.

I spent approximately 2.5 hours holding and briefly speaking with other personnel, before being connected with Angelica. She was polite and professional in helping to work through multiple items on eight different registrations. In a situation where I imagine call volume is extremely high, and many callers are likely impatient or unkind, I did not feel rushed and was surprised at her pleasant attitude.

Warm regards,

  
**Christine Kersting**  
Senior Sales Administrator



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# RMV Good News Stories – Emails/Letter Received

*Hi, I would like to ask if this can please be forwarded to the manager at the Haverhill Registry Office....I was at the Haverhill Registry this morning (3/9/22) with a unresolved online issue with my order of a vanity plate and my current registration. Jenn W. was a wonderful person to work with and I wanted to relay this information to her manager if that is possible. I sincerely appreciate the kind and thoughtful manner (and humor) that Jenn W expressed while I was there and her patience with my questions and needs. She went above and beyond. Thank you for having such caring and kind people there for me to work with.*

*I asked Kim for your email, so I could reach out and share what a true gift she has been to me.*

*Governor Baker's office gave me the phone number for the RMV FID office and I was lucky enough to have Kim answer. My son purchased a car that he wanted in his Revocable Trust and we were having a difficult time making that happen. Kim turned out to be our guardian angel. She registered my son's Trust and provided me with the pertinent information, which I shared with the dealership. They didn't have a clue what to do (going on 3 days at this point) and in fact, told me they wanted to renege on the deal because they couldn't figure out how to register the car in the Trust name. I reached back out to Kim, who promptly told me she would be happy to speak to them, if they wanted to call her. And, hearing my desperation, she actually reached out to them. I am beyond appreciative of her dedication and for being such an amazingly good person.*



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](http://www.Mass.Gov/Info-Details/RMV-COVID-19-Information)

- Follow us on Twitter - @MassRMV

