



RMV Update

MassDOT Board Meeting
May 18, 2022



RMV Service Updates and Reminders

Road Test Vehicles - Reminder

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

REAL ID – Reminder

- Compliance date is one year away, 5/3/23
- Currently, Massachusetts is at 41% 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

Natick Service Center

- Re-opened on 5/9 with limited transactions by appointment

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 in June 2022.
- **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.

May is Motorcycle Awareness Month



We have all seen the Check Twice, Save a Life lawn signs and bumper stickers but in addition to those, the RMV is distributing hanging tags to motorcycle dealers to promote safety and is also in the process of revising our Motorcycle Manual.



Placard Abuse Prevention Week – 5/2 – 5/7

- A yearly public service campaign seeking to bring attention and awareness to the misuse of disability parking placards.
- In 2021, there were 1,449 disability violations issued

The most common forms of disability placard abuse are:

- Using someone else's disability placard, or parking in a disabled parking spot with a disability plate and the disabled person not present;
- Using an expired placard;
- Using an old-style indefinite placard, which has not been valid for use since 2008; and
- Making a counterfeit placard, photocopying, or altering an existing one.



Upcoming and Past Events

Past Events

- 7D Event – 4/30
 - Assist with licensing school pupil drivers
- REAL ID Event – 5/3
 - Virtual event with MassPort and AAA announcing one year compliance deadline of 5/3/23
- Idemia Ribbon Cutting – 5/11
 - New office in Bedford, MA

Upcoming Events

The RMV will participate in the following events in May:

- Veterans Resource Festival in Springfield – 5/18
- AAMVA Region 1 Annual Meeting – 5/24
- 100 Deadliest Days Event - TBD



April was National Donate Life month



Registrar Ogilvie joined @NEDonorServices to support and raise awareness of #OrganDonorAwareness Month. #Medford. Learn more about organ & tissue donation at ow.ly/CyFm50IMs6c @MassDOT



Registrar Colleen Ogilvie honored for the RMV's contribution and partnership with @NEDonorServices. @CityofWaltham #DonateLife



Thank you @NEDonorServices for visiting our #WatertownRMV location! Honored to continue this partnership! #DonateLife



Tweet



Massachusetts RMV @MassRMV

We're proud to support #OrganDonorAwareness month flag raising in #Chicopee. The easiest way to register to become a donor is to visit ow.ly/kpbU50IW0rQ. Thank you! ❤️ @Chicopee_MA @NEDonorServices



Add another Tweet



Massachusetts RMV @MassRMV
29 mins ago

Registrar Ogilvie & #Braintree RMV doing their part to support #OrganDonor Awareness Month! ❤️ Become an organ donor & give the gift of life. @NEDonorServices @MassDOT



RMV Good News Stories – Emails/Letter Received

Help when it was needed

By The Martha's Vineyard Times - April 20, 2022

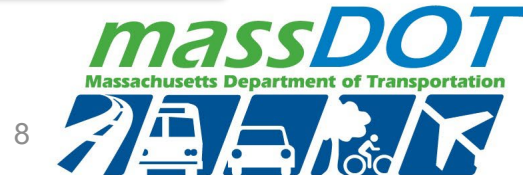
To the Editor:

Thank you so very much to the ladies of the Martha's Vineyard RMV! I'd like to recognize their professionalism, expertise, and commitment to service. I was in quite a bind with an expired license with little time to get it corrected (as an active-duty military member I was "home" on the Island for just a short time and dealing with some other challenges) and not only did they get me set right, they did so graciously and expeditiously. Sure, they were running a little behind, but that's because they were actually helping each person. You simply cannot expect more from the service-provision point of our public institutions. Thank you.

Elise Chapdelaine
Norfolk, VA



REGISTRY OF MOTOR VEHICLES



RMV Good News Stories – Emails/Letter Received

I just wanted to say I spoke with Jennifer Stewart today on the phone and she was amazing. Im fro. California and our DMV they are not pleasant. She was so friendly and patient with all my questions. She deserves a raise

*Hi,
This is not a question or concern, but I wanted to reach out to say what great experience I recently had at the Wilmington RMV.
June was so helpful and patient while I was trying to switch my out of state car!
She really went above and beyond to help me get everything settled same day! It was such a welcomed change from what a typical RMV experience is like.
I just wanted to take a second and recognize June over at the Wilmington RMV!*



Steve ????????
[? @the_proch?](#)



Credit where it's due, [? @MassRMV?](#) website got good these last few years. Just updated my address sitting in a target parking lot. It never used to be that easy.

5/1/22, 11:13 AM

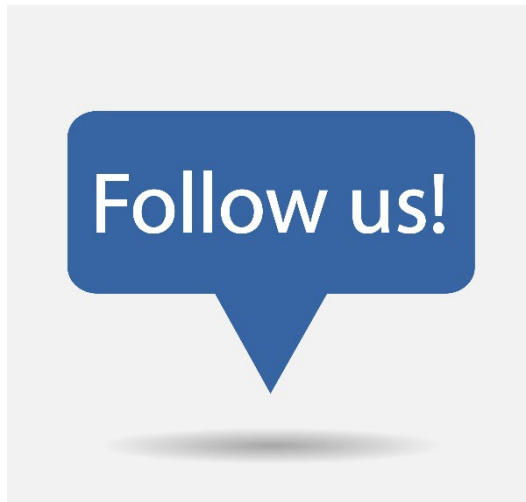


REGISTRY OF MOTOR VEHICLES



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