



RMV Update

MassDOT Board Meeting
November, 2021



Personnel Changes – RMV and MRB

On November 1, 2021

- Paul Franzese named Chief Operating Officer (COO)
- Sonja Singleton named interim Director of Merit Rating Board (MRB)



RMV Service Reminders

RMV Service Center Reminder

- Customers are strongly encouraged to go online to schedule appointments at Service Centers. Customers, if needed, are welcome to conduct walk-in transactions during early morning or late afternoon hours but are advised they will be served after customers with appointments. Customers without appointments may have to either wait until assistance can be offered or return to a center on another date.
- The RMV is closely monitoring customer demand and will make adjustments to appointment availability to respond to customer demand.
- Any Massachusetts resident who is a member of AAA may visit an AAA location by making an appointment or as a walk-in for many Registry transactions.
- All Registry customers should check [Mass.Gov/RMV](https://www.mass.gov/rmv) to learn whether they can do a transaction online, start a transaction online to find out the documents required to do a transaction, and to make an appointment at a customer service center.



RMV Service Reminders

Renew your registrations now – avoid delays and renew today!

- **Trailer, Camper, Antique, and Vanity Plates**
 - 430,950 registrations on 11/30
 - Quickest and easiest way to renew is online at [Mass.Gov/RMV](https://www.mass.gov/RMV)
- **Commercial and Motorcycle Registrations**
 - 442,950 registrations expire on 12/31
 - Quickest and easiest way to renew is online at [Mass.Gov/RMV](https://www.mass.gov/RMV)



RMV Service Updates

School Pupil Drivers – One Day Events

- Camp Curtis – 9/22
 - licensed 173 National Guard members
- Framingham – 9/25
 - licensed 75 applicants for private bus companies and 23 additional National Guard members
- Chelmsford – 10/16
 - licensed 98 applicants for private bus companies
- Chelmsford – 10/30
 - Licensed 60 applicants for private bus companies
- Chelmsford – 12/4
 - TBD



RMV System Updates

- **Road Test Vehicles**
 - Road test applicants with a road test scheduled on or after January 3, 2022 will be required to supply their own vehicle
 - Road test applicants with a road test scheduled prior to 1/3/22 can use state vehicles
 - All occupants of a vehicle used in a road test, including the applicant, sponsor and examiner will continue to be required to wear a face covering. Applicants will be asked to keep open windows for ventilation and be asked to clean or wipe down the surfaces surrounding the passenger seat and center console of the vehicle prior to the test beginning.
- **RMV System Update**
 - Massachusetts Registry of Motor Vehicles (RMV) migrated to a new infrastructure platform. RMV services were unavailable from Saturday, 11/13/21 at 1:00 a.m. until Sunday, 11/14 at 12:00 p.m.
- **Crash Data System**
 - Request for Response (RFR) procurement posted November 15 to replace system



Commercial Drivers

- **Federal Motor Carrier Safety Administration - Reminder**
 - Entry-Level Driver Training (ELDT) Requirement Training Provider Registry requirement beginning in February 2022 for all commercial drivers
- **CDL Recruitment**
 - RMV continues to work with state agencies and private industry to assist to permitting and road testing of CDL applicants
- **Permit and Skills Test**
 - Permit appointments available for commercial learner's permit test at [Mass.Gov/RMV](https://www.mass.gov/rmv)
 - Skills tests available for commercial (class A, B, and C) road tests by calling 857-368-7381. This phone line is monitored by the State Police who conduct the commercial road tests.

Past Events



Massachusetts Association of Insurance Agents (MAIA) Big Event Conference and Trade Fair

- 10/28 – 10/31 in Seaport
- RMV presented on 10/30

RMV Good News Stories – Emails/Letter Received

I want to thank the team at the Watertown RMV for a great experience this morning, particularly Grace in booth 13. Thanks for pleasant attitudes and helpful explanations.

I am writing to you in regards to Connie, who I had the pleasure of working with this afternoon. She was so kind and patient with me and I have never had a more enjoyable experience at the RMV/DMV before. I felt very grateful to have had her as my clerk and can't thank her enough! Please send my regards and do something nice for her if possible.

Had to get my license renewed and also the Real ID, so booked an open appointment at Plymouth Branch. Waited 5mins to be called! Then had the sweetest representative process my transaction. Total time was 10mins! Also, the place was immaculate, and two security guards were posted in case of any knuckleheads protesting the rules (there wasn't any).

RMV Good News Stories – Emails/Letter Received

Yesterday I registered a used automobile at the Watertown, MA RMV. I understand the need for appointments and the need to thin out the previous crowd at all RMV offices. The wait at Watertown was not too bad.

The reason for writing is commend the courtesy and helpfulness of the RMV clerk who registered my automobile. Ana Gonzalez was very helpful especially since my insurance company, without local agents, really did not know what was needed to register my car. This is the first time in dealing with the Registry that I have encountered anyone so polite and helpful, and I did not want to pass up the opportunity to pass on some appreciation for a job well done.

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

