



RMV Update

MassDOT Board Meeting
October 20, 2021



RMV Service Updates and Reminders

RMV Service Center Changes on 9/20

- 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 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 Updates

- **Inspection Stations**

- Contacted 261 interested parties on the wait list
- 113 businesses responded and are still interested
- 4 new station licenses issued
- A new license is a multi-step process that includes at least 2 site visits from RMV Field Investigators, 3 site visits from the program contractor, Applus Technologies. On average, this process could take 60 -75 days.

- **Electronic Vehicle Registration (EVR) Lite**

- The EVR Lite Program will allow individual EVR Participants the ability to perform the same base RMV transactions as EVR traditional users but with less volume and without plate inventory
- 30 insurance agencies implemented and 2- 3 new dealerships approved to process vehicle registrations in November

School Pupil Drivers – One Day Events

RMV participated in one day events to help with school pupil driver shortage - processing applications, administering tests, and issuing certificates.

- 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



RMV Public Safety Updates

- **AAA Slow Down/Move Over Event**
 - Registrar participated in virtual event held on 10/14
- **National Teen Driver Safety Week**
 - 10/17 – 10/23
 - RMV promoting on Twitter
- **Crash Data System**
 - Will repost RFR to replace system in November
 - Cloud based, scalable, secure replacement solution for crash records
- **Revised Parent/Guardian Curriculum Guide Module**
 - Distributed to schools in August - implemented on 10/1
 - Highlights include specific and tangible learning outcomes to help parents and guardians with teen drivers



Commercial Drivers

- **Federal Motor Carrier Safety Administration**
 - Entry-Level Driver Training (ELDT) Requirement Training Provider Registry
 - Webinar held for trucking industry on 9/29 to discuss ELDT requirement beginning in February 2022 for all commercial drivers
- **CDL Recruitment**
 - Sent emails to following groups to assist with recruiting drivers:
 - Expired School Bus Certs and active CDL with 'S' and 'P' Endorsements on how to renew their SB Cert- 493 recipients
 - Active CDL drivers with 'P' endorsement on how to become a School Bus Driver – 33,836 recipients
- **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.



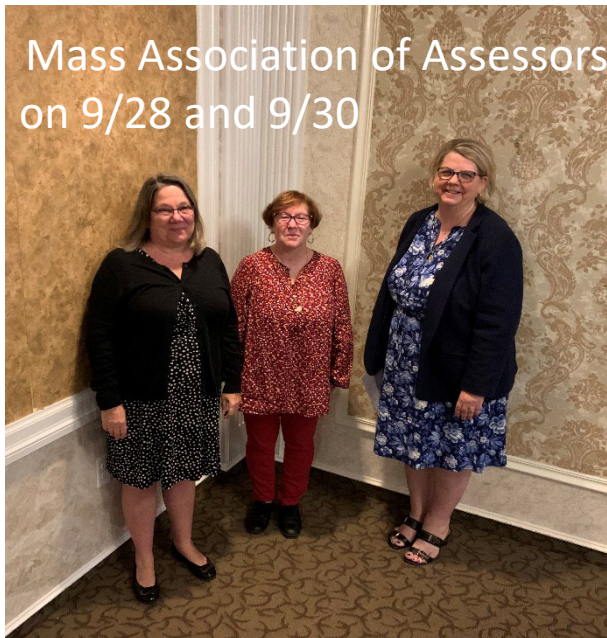
Upcoming and Past Events



New Bedford Connect on 9/22



Organ Donor Event on 10/13



Mass Association of Assessors on 9/28 and 9/30

UPCOMING

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

- 10/28 – 10/31 in Seaport
- RMV will present on 10/30

Executive Board of the Massachusetts Driver Education Association

- Committed to meeting monthly
- Next meeting is 10/27

RMV Good News Stories – Emails/Letter Received

“I recently visited the Wilmington RMV and had the pleasure of dealing with a Customer Service Representative named Lynda Cooke. I want the management to know that I appreciated the personalized and professional service that Lynda provided. As probably with many customers, I had several questions and a small issue that I had to deal with while at the Wilmington location and Lynda took the time to assist me with processing my paperwork to ensure that everything was perfect. She was understanding and very kind during my interaction with her. This location is a bit of a drive for me so the thought of having to come back certainly would have been a huge inconvenience. I am a retired Chief of Police and have always believed that excellent "customer service" is paramount for a successful business or organization. I put Lynda at the top of that list and hope that the next time I have the opportunity to visit the Wilmington office, that I am fortunate enough to have Lynda as a service agent for the RMV. She represented the Wilmington RMV in the highest regard.”

RMV Good News Stories – Emails/Letter Received

My husband and I were at the Lowell RMV the morning of 8/25/2021 with what we thought were the documents needed to obtain licenses and register cars in Massachusetts.

We were fortunate that Jason (assisted my husband) and Kelly (assisted me) were working this day.

They are both very pleasant, helpful and very patient. We were missing something needed and they provided suggestions and means to be able to complete our transactions.

Dealing with RMV departments often conjures thoughts of unpleasant impatient people, but not at the Lowell RMV. It was a pleasure (does that sound right?) to deal with Massachusetts RMV!

I expect you only hear the negative of your staff, but please know these two are wonderful and if all your staff are like them, you are very fortunate.

A very happy new Massachusetts resident,

RMV System Updates

Upcoming RMV System Outage

- Beginning on Saturday, November 13, 2021, at 1:00 a.m. until Sunday, November 14, at 12:00 p.m., the Massachusetts Registry of Motor Vehicles (RMV) is migrating to a new infrastructure platform and the following will not be available:
 - All online transactions
 - AAA will be unable to process any RMV-related transaction
 - Dealerships who participate on EVR program will be unable to process vehicle registrations
 - Inspections will not be conducted



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

