

Registry of Motor Vehicles

Registrar Colleen Ogilvie

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RMV & Department of Corrections Re-Entry Program

- The RMV began visiting nine Department of Corrections (DOC) facilities the week of March 4th to issue Mass IDs to new applicants.
- DOC purchased a mobile driver's license workstation so an RMV representative can visit DOC facilities throughout the state to capture photos/signatures and review the soon to be released applicant's identity documents- before issuing the Mass ID.
- This is an extension of the partnership that has been in place to issue IDs to soon to be released individuals who already exist in the RMV's system.



Work and Family Mobility Act – Updates

3rd Party Road Test Sites

The RMV ended the 3rd party road test contract on March 1st. The following sites are closed.

- Avon (Central Mass Safety Council Road Test Site)
- Framingham (Central Mass Safety Council Road Test Site)
- West Boylston (Central Mass Safety Council Road Test Site)
- Holyoke (Department of Conservation and Recreation Fitzpatrick Arena Skating Rink)

3rd Party Contact Center Support

The RMV concluded the contract with Savinlinx on March 15th. All customer call volume has been rerouted to the RMV. RMV will continue to provide language services to callers.

TOTALS

Transaction	2022	2023	% Increase
Learner’s Permit	39,665	130,601	228%
License Issuance	36,263	85,008	134%
License Out of State Conversion	14,846	42,284	185%



Vehicle Safety and Emissions Inspections

450,000
Inspections per month on average

93.2% pass rate in CY 2023

83% of those who fail first inspection get it fixed in <120 days

Compliance Rates

Year	Active Plate	# non compliant	% compliant
2018	5,078,009	614,017	87.90%
2019	5,116,743	576,183	88.70%
2022	5,481,624	427,836	92.20%

Top 5 Safety Failure Reasons

Safety Item	Failure Rate
Tires	17%
Front End	13%
Steering & Suspension	9%
Lighting Devices & Reflectors	9%
Brake System	8%

Thank You



Appendix

Calendar Years 2020–2023 Comparison of Civil Motor Vehicle Citations and Violations

Year	Total Citations	Total Violations
2020	588,829	775,985
2021	645,713	848,811
2022	722,981	954,014
2023	809,443	1,078,120

Civil Motor Vehicle Citation Violations – CY 2020 – 2023

Year	Civil	Criminal	Warning	TOTAL
2020	237,682	109,714	429,330	776,726
2021	226,762	110,504	511,977	849,243
2022	242,794	117,519	594,054	954,367
2023	272,477	124,347	683,869	1,080,693