

Registry of Motor Vehicles

Registrar Colleen Ogilvie

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Work and Family Mobility Act (WFMA)

Updates

Licenses Issued Since July 1st 2023

98,766	62,861	35,905
Both	New Issuance	OOS Conversion

Licenses Issued - Same Time Period 2022

40,972	28,996	11,976
Both	New Issuance	OOS Conversion

Licenses Issued % Increase 2022 to 2023

141%	117%	200%
Both	New Issuance	OOS Conversion

Permits Issued Since July 1st 2023

102,155	101,733	422
Both	New Issuance	OOS Conversion

Permits Issued - Same Time Period 2022

31,204	31,064	140
Both	New Issuance	OOS Conversion

Permits Issued % Increase 2022 to 2023

227%	227%	201%
Both	New Issuance	OOS Conversion

Note: Class D M Licenses/Permits Only (Excludes junior operators)

Interpreter Requests for Road Tests

- RMV implemented an electronic process to request interpreters for road tests
- The RMV has conducted over 14,000 road tests with an interpreter since July 1, 2023

3rd Party Contact Center

- RMV signed 3-month extension with SaviLinx- contract expires March 15th
- Call volume to Contact Center remains steady with top languages of Spanish, Portuguese, and Haitian Creole

Legislative Changes

M.G.L. c. 90, §8 – notifying JOLs and parent/guardian of suspension and requirements to reinstate

- The RMV has amended its speeding suspension notice letters for Junior Operators and their Parent/Guardian to comply with the legislative revisions to M.G.L. c. 90, §8.

M.G.L. c. 90, §2D and M.G.L. c. 90D, §2 – Non-Resident Short Term Registration

- Temporary registration plates issued to out of state residents will be valid for 15 days. This change from 9 days to 15 days is being made to provide enough time for the vehicle to be registered in its home state and will be implemented on 1/17.

Vulnerable Road Users (VRUs)

An Act to Reduce Traffic Fatalities

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Update on readiness to report Vulnerable Users

- RMS vendors continue to test their systems. One vendor will be ready to send VRU information beginning mid-January 2024. Other vendors will implement on a staggered basis through February 2024.
- Worcester and Lexington are using the revised police crash report form. Worcester has submitted the first crash report with a pedestrian vulnerable user recorded.
- MassDOT's IMPACT system is ready to receive VRU data.

VRUs include: A pedestrian, including a person engaged in work, upon utility facilities, or engaged in the provision of emergency services along a way. A person operating a Bicycle, Handcycle, Tricycle, Skateboard, Roller skates, In-line skates, Non-motorized scooter, Wheelchair, Electric personal assistive mobility device, Horse, Horse-drawn carriage, Motorized bicycle, Motorized scooter, or other micro mobility device, Farm tractor or similar vehicle designed primarily for farm use



Upcoming Changes

New language options for Commercial knowledge testing

- Commercial learner's permit general knowledge and endorsement exams will be translated into Spanish and Portuguese and available in the 2nd quarter of CY2024
- Commercial Road Skills Tests are only available in English due to federal regulations

National Safety Council (NSC) / Massachusetts driver retraining program

- The RMV may require you to complete one or more classes or programs in order to reinstate your driver's license.
- NSC's driver retraining program is currently available in English and Spanish
- Due to high demand, the course will be offered in Portuguese in the near future

2023 National Safety Council Advocacy in Safety Award

RMV's Deputy Chief of Staff, Sara Lavoie has been selected for the **2023 National Safety Council Advocacy in Safety Award**. This prestigious award recognizes the impact on safety in the community and serves as a "thank you" for the collaborative efforts to achieve shared roadway safety goals.



Sara will be recognized on January 22, 2024.

Thank You

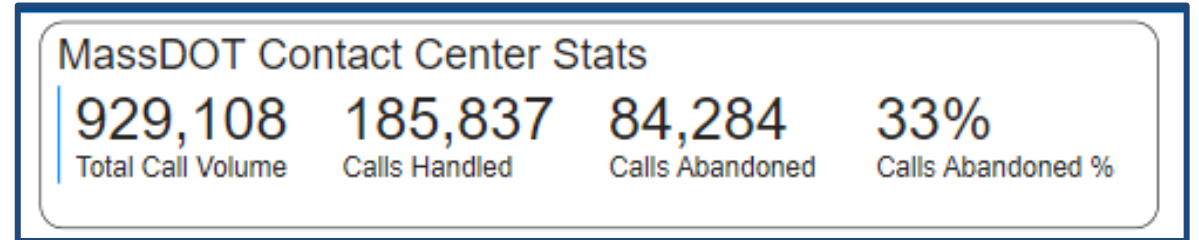
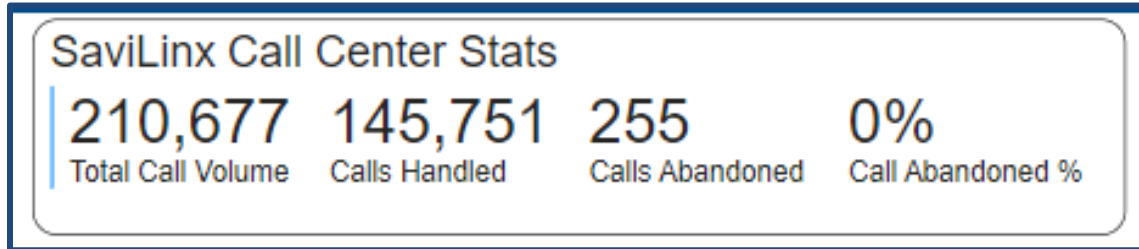


Appendix

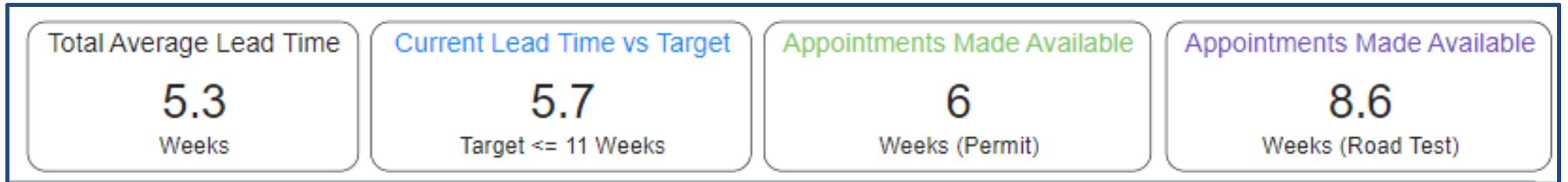
Work and Family Mobility Act – 6-month update

As of 01/09/2024

Call Center



Appointments



Work and Family Mobility Act – 6-month update, cont.

As of December 2023

Mass.Gov/WFMA

