Registry of Motor Vehicles Registrar Colleen Ogilvie

October 18, 2023

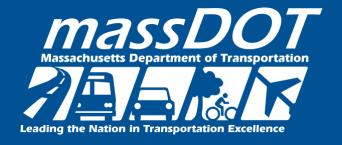


Table of Contents

- 3 WFMA Updates
- 5 Vulnerable Road Users
- 6 DOC Re-Entry Fairs

Work and Family Mobility Act

Updates

As of 10/12/2023

WFMA

Learner's Permit Appointment Tracking

78

Current Waitlist for Permit Appointment

Thursday, October 12, 2023 Earliest date that anyone of

Earliest Permit Waitlist Entry

374,655

Customers Offered Permit Appointment

808,075

Total Customers Seeking Appointment

34.1 days

Average Days from Inquiry to Appointment Date

7.7 days

Average Days to Issue Permit Appointment

0.4 days

Average Days on Waitlist for Permit Appointment

Current Waitlist for Learner's Permit

Customers currently on the waitlist for learner's permit appointments.

Earliest Waitlist Entry Date for Learner's Permits

Earliest date that anyone currently on the waitlist joined the waitlist.

Customers Offered Learner's Permit Appointments

Total number of customers who have received an opportunity to book a learner's permit appointment after being waitlisted (# of "waitlisted tokens" issued) since soft-launch of pre-registration on 6/21.

Total Customers Seeking All Transaction Types

Total number of online appointment requests since 6/21 pre-registration launch (includes all appointment types: learner's permit, license renewal, out of state conversion, etc.)

Average Days from Inquiry Date to Appointment Date

The number of days it takes on average for a customer to make a permit appointment inquiry to the date the customer arrives at the service center for their scheduled learner's permit appointment.

Average Days to Issue Permit Appointment Token

The number of days it takes on average for a permit appointment token to be issued to a customer since the day the customer requested it.

Average Days on Waitlist for Permit Appointment

For the customers that are currently on the waitlist, on average, how many days have they been waiting for a permit appointment token to be issued to them since they requested it.

Expanded Services:

- Expanded weekday hours at several locations from 8 AM to 6 PM and added Saturday hours at Braintree, Brockton, Fall River, Haymarket, Lawrence, Leominster, New Bedford, Revere, Springfield, and Worcester
- Added 6 new temporary Department of Conservation & Recreation sites in Holyoke, Revere, Cambridge, Franklin, Worcester, and Brockton
- Contracted with 3rd parties to administer road tests at 5 AAA locations in West Springfield, Worcester, North Andover, Somerset, and Rockland and 3 CMSC locations in West Boylston, Avon, and Framingham.



Work and Family Mobility Act

Updates

As of 10/12/2023

Licenses Issued Since July 1st 2023

49,146 Both 27,091 New Issuance 22,055 OOS Conversion

Licenses Issued - Same Time Period 2022

22,251 Both 15,383 New Issuance 6,868 OOS Conversion

Licenses Issued % Increase 2022 to 2023

121% Both 76% New Issuance 221% OOS Conversion

Permits Issued Since July 1st 2023

50,577 Both 50,389 New Issuance 188 OOS Conversion

Permits Issued - Same Time Period 2022

17,174 Both 17,090 New Issuance

OOS Conversion

Permits Issued % Increase 2022 to 2023

194%

195%

124%

Both New Issuance

OOS Conversion

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

Top Language Requests

- English
- Spanish
- Portuguese
- Haitian Creole

Most requested Service Centers for Permit Appointments

- Revere
- Haymarket
- Brockton
- Braintree
- Worcester



Vulnerable Road Users

An Act to Reduce Traffic Fatalities

• Effective January 1, 2024, the RMV's system will begin accepting detailed vulnerable user information in its Crash Portal

The Motor Vehicle Crash Police Report will be revised to capture this information

 RMV is working with Law Enforcement and Law Enforcement Records management system vendors to prepare for this change

Training materials are being distributed to law enforcement agencies and training academies

Please complete a section for each vulnerable user involved in the crash.									
Vulnerable Use	Type VU1			Action VU2		Location VU3			
VU: Last First Middle Primary Injury Area: Address									
City State Zip License # St DOB/Age Traffic Control Device				Event Sequence VU8 VU8 VU8 VU8 Contributing Code VU9 VU9 Distracted by VU10 VU10			Test Status: Type of Test: BAC Test Result: Susp. Alcohol: Susp. Drug:	VU11 VU12 VU13 VU14 VU15	
Se	VU16 Seat Pos.	VU17 Safety Equipment	VU18 Eject Code	VU19 Trap Code	VU20 Injury Status	VU21 Transp. Code	Medic	al Facility	
Vulnerable User									

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

changes to the RMV Motor Vehicle Crash Police Report - effective January 1, 2024



Department of Correction (DOC) Re-Entry Fairs

- Framingham September 22, 9-11
- Boston Pre-Release- October 10, 9-11
- Shirley October 17, 9–11
- Gardner October 17, 1–3
- Souza October 23, 9–11
- Norfolk November 8, 9-11
- Pondville- November 8, 1-3
- Concord November 15, 9–11
- Northeast Correctional Center November 15, 1–3
- Old Colony Medium, Minimum
 November 16, 9–11
- Mass Treatment Center November 16, 1–3

- The RMV will participate in the Re-Entry Fairs being held at DOC facilities across the state in September, October, and November
- The RMV provides information to inmates on how to obtain a license or ID, how to reinstate a license, and other RMV policies and procedures to ensure inmate is ready for re-entry into society



Thank You

