

# **Registry of Motor Vehicles**

## Registrar Colleen Ogilvie

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# Work and Family Mobility Act

## Updates

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**As of 10/12/2023**

WFMA Learner's Permit Appointment Tracking	
<b>78</b> Current Waitlist for Permit Appointment	<b>Current Waitlist for Learner's Permit</b> Customers currently on the waitlist for learner's permit appointments.
<b>Thursday, October 12, 2023</b> Earliest Permit Waitlist Entry	<b>Earliest Waitlist Entry Date for Learner's Permits</b> Earliest date that anyone currently on the waitlist joined the waitlist.
<b>374,655</b> Customers Offered Permit Appointment	<b>Customers Offered Learner's Permit Appointments</b> 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.
<b>808,075</b> Total Customers Seeking Appointment	<b>Total Customers Seeking All Transaction Types</b> 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.)
<b>34.1 days</b> Average Days from Inquiry to Appointment Date	<b>Average Days from Inquiry Date to Appointment Date</b> 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.
<b>7.7 days</b> Average Days to Issue Permit Appointment	<b>Average Days to Issue Permit Appointment Token</b> 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.
<b>0.4 days</b> Average Days on Waitlist for Permit Appointment	<b>Average Days on Waitlist for Permit Appointment</b> 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

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**As of 10/12/2023**

Licenses Issued Since July 1st 2023		
49,146	27,091	22,055
Both	New Issuance	OOS Conversion
Licenses Issued - Same Time Period 2022		
22,251	15,383	6,868
Both	New Issuance	OOS Conversion
Licenses Issued % Increase 2022 to 2023		
121%	76%	221%
Both	New Issuance	OOS Conversion
Permits Issued Since July 1st 2023		
50,577	50,389	188
Both	New Issuance	OOS Conversion
Permits Issued - Same Time Period 2022		
17,174	17,090	84
Both	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

# 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

<b>Please complete a section for each vulnerable user involved in the crash.</b>										
<b>Vulnerable User</b>		Type	<b>VU1</b>	Action	<b>VU2</b>	Location	<b>VU3</b>			
<b>VU:</b>		Last	First	Middle	Primary Injury Area: <b>VU7</b>					
Address _____										
City _____ State _____ Zip _____										
License # _____ St _____ DOB/Age _____		Event Sequence				<b>VU8</b>	<b>VU8</b>	<b>VU8</b>		
Traffic Control Device	<b>VU4</b>	<p>Diagram for VU6</p> <p>Overhead bicycle illustration Source: Anne C Luak et al. Inj Prev doi:10.1136/injprev-2014-041317.</p>				<b>VU8</b>	<b>VU8</b>	Test Status:	<b>VU11</b>	
Origin/Destination	<b>VU5</b>					Contributing Code	<b>VU9</b>	<b>VU9</b>	Type of Test:	<b>VU12</b>
Contact Point:	<b>VU6</b>					Distracted by	<b>VU10</b>	<b>VU10</b>	BAC Test Result:	<b>VU13</b>
						Susp. Alcohol:	<b>VU14</b>			
						Susp. Drug:	<b>VU15</b>			
	Sex	VU16 Seat Pos.	VU17 Safety Equipment	VU18 Eject Code	VU19 Trap Code	VU20 Injury Status	VU21 Transp. Code	<b>Medical Facility</b>		
<b>Vulnerable User</b>										

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

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- 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

