

# Registry of Motor Vehicles

Registrar Colleen Ogilvie

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# REAL ID – the countdown is on!

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- **3 weeks to go! 57% MA adoption rate of REAL ID**
- RMV adds appointments daily to increase capacity as compliance date nears
- Continued media campaign and promotions including interviews, signage, videos
- For those who don't have valid federally acceptable ID and need to meet the REAL ID compliance date, the RMV is currently accepting walk-ins for REAL ID transactions at all RMV sites.
- If a customer who walks in cannot be helped immediately, a service center staff will see if another time slot may be available later that same day or scheduled over the next several days.



RMV at Logan Express in Braintree promoting REAL ID

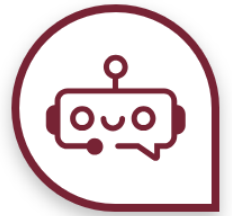
# Virtual Assistant

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- Partnership with EOTSS (including producing a video)
- Enhanced version of chatbot focused on REAL ID including acceptable documents
- Appears to 40% of users and will increase week over week as we monitor results
- Adding more business areas by June



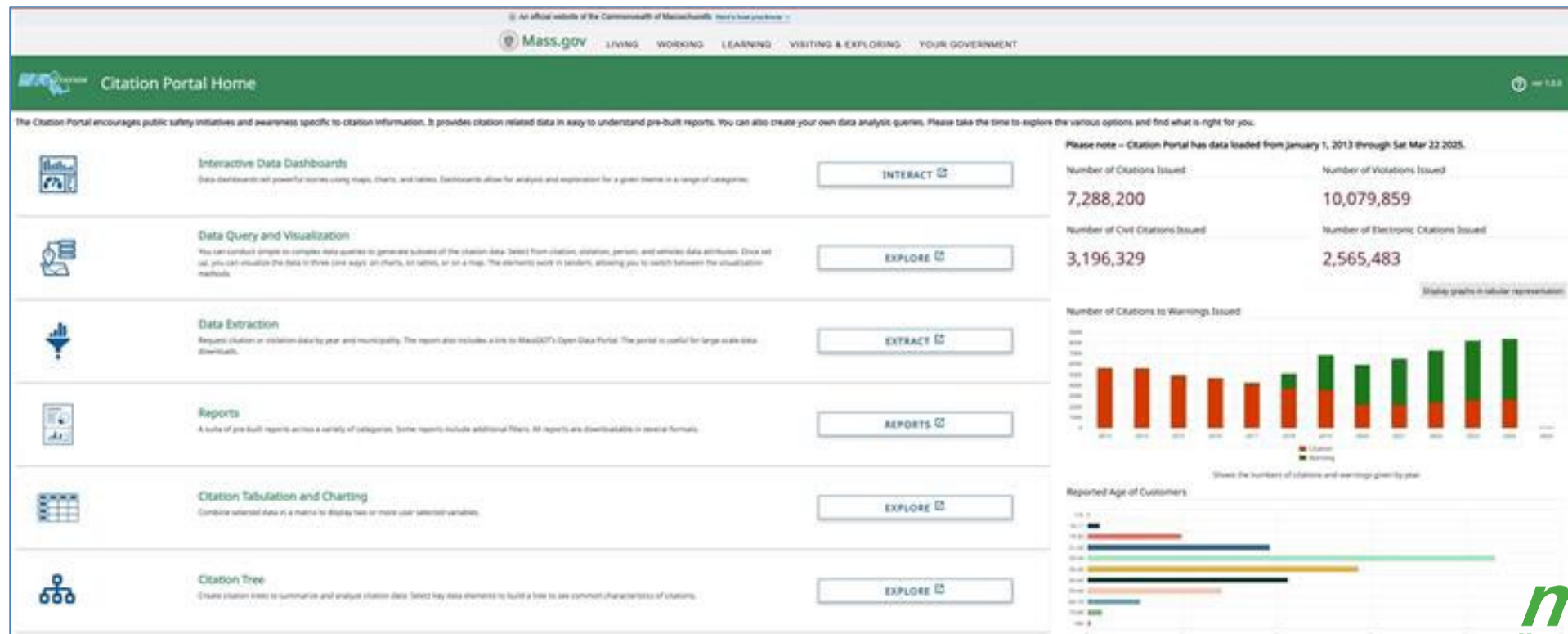
Have a question about upgrading to a REAL ID? The RMV Virtual Assistant is here to help.



# Citation Portal

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- Online self-service tool allows access to real-time, on demand citation Information.
- Designed to encourage public awareness of citation and violation information.
- Includes pre-built reports, interactive dashboards, and self-driven analysis.
- The portal will be available beginning April 21.



**There will be no Personal Identifiable Information available through the portal.**

# Commercial Drivers Legislative Changes – Regulations

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## Reinstatement & Rehabilitation Program

- A hearing for proposed amendments to 540 CMR 2.00, Motor Vehicle Regulations was held on April 4<sup>th</sup> with 2 speakers at the hearing and additional comment submitted in writing.
- The regulatory change will establish a process for most individuals with a lifetime CDL disqualification to apply to reinstate their license after serving 10 years of their disqualification by meeting specific federal/state requirements
- The RMV will promulgate regulations by July 1, 2025, defining the parameters of the program.

# Thank You



# Appendix



# Organ Donor Events

Waltham City Hall – April 1, 2025

