## **Registry of Motor Vehicles** Registrar Colleen Ogilvie

April 15, 2025



## Table of Contents

REAL ID Countdown
 Virtual Assistant
 Citation Portal
 Commercial Driver Update
 Appendix

## **REAL ID - the countdown is on!**

- 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**

- 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**

- 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.

	8 At all of which which all the Community of Manachurdh, warry had protone w			
	BASS.gov LIVING WORKING LEARNING VIETTI	A EXPLORING YOUR GOVERNME	NT	
Citat	ion Portal Home			@
Itation Portal encourage	is public safety initiatives and exercises specific to citation information. It provides citation related data in easy to understand pre-built reports. You can also create your of	explore the various options and find what is right for you. Please note - Citation Portal has data loaded from January 1, 2013 through Sat Mar 22 2025.		
that.	Interactive Data Databioants beadentowers of powerfunctions, using maps, there, and takes, backsowrite allow for analysis and regionalist for a great theme in a range of using map	INTERACT C	Number of Clations Issued	Number of Violations Issued
			7,288,200	10,079,859
1000	Data Query and Visualization		Number of Civil Citations Issued	Number of Electronic Clustons Issuell
雪	The can contact anyon to complex tops porces to generate before of the channel data. Sense (how contacts, porces, outperces, and annuals) data and uses. Encount (a), you can nearly the data in these contacts, on data, or one, to use rugs. The exercises porce to contact, attemp you to contact between the classification methods.	EXPLORE D	3,196,329	2,565,483
				Distance graphs in industry representations
#	Data Extraction Repert cluster or relation data to pay and monitority. The report data reliable a line to MacQUTs Dyne Data Parial. The period is confid for large scale data distribution		Number of Citations to Warnings Issued	
		ENTRACT E		
10	Reports	ALPORTS C	4 E E E	
1174) (1144)	A torte of pre-built repret actions a society of seleptrine, Some reports holide addressed fibers. M reports are downloadable in sevel of formats	ALPORTS CO		
			(South Party)	angenesi ng symenosi may minangin tipangi Manandi
800	Otation fabulation and Charting Control events for its end to be an even of the event of the events of the event of th	EXPLORE D	Reported Age of Customers	
			1-4 1-4 1-4	
ക	Disabon Tiner (trave phases reset to summarian and evaluationized law basis been to be built a low to be prevent characteristics of characteristics	EXPLORE D		- 0
		11/10/00/00/		
				Massa

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

#### **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.



6

## ThankYou



# Appendix



### **Organ Donor Events**

#### Waltham City Hall – April 1, 2025



