

Registry of Motor Vehicles Report

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July 17, 2024



Table of Contents

- 3. Drug & Alcohol Clearinghouse
- 5. Equity Assessment
- 7. Supporting our Communities
- 9. Appendix

Federal Motor Carrier Safety Administration Drug and Alcohol Clearinghouse (DACH) Overview

3

- An Act of Congress required U.S. Secretary of Transportation to create the Clearinghouse
- Online database provides real-time information to employers, Federal Motor Carrier Safety Administration (FMCSA), State Driver Licensing Agencies and state law enforcement about commercial driver's license (CDL) and commercial learner's permit (CLP) holder's drug and alcohol program violations
- State Driver Licensing Agencies will be required to remove the commercial license or commercial permit privilege from the driver's license of an individual
 - Query the Clearinghouse before issuing, renewing, upgrading or transferring commercial driver's licenses and issuing, renewing and upgrading commercial permits.
 - License/permit downgrade until the driver completes the return-to-duty (RTD) process.
- Compliance date is November 18, 2024



DACH - RMV Actions

4

- **Communications**
 - Stakeholder webinars June 26 and July 9th
 - RMV, Department of Public Utilities, and FMCSA
 - Commercial employer industries
 - Commercial related associations
 - School Transportation associations
 - Written communications
 - Schedule additional webinars after the Summer
- **Business Process changes**
 - Policy
 - Customer letters
- **Core Operational System Changes**

Equity Assessment – RMV Program

5

The RMV chose the ***Process to Obtain a Massachusetts Passenger Driver's License for Customers Over the Age of 18*** as its program to assess.

- A "program" is a plan or a system towards a goal. It should be a contained effort that has a set of related activities and long term aims.
- The Program touches citizens over the age of 18 in Massachusetts who wish to obtain a driver's license
- Includes the Work and Family Mobility Act (WFMA) which RMV implemented in July 2023.

Passenger (Class D) Driver's Licenses

If you are a Massachusetts resident (or even a non-resident), you must have a valid driver's license to operate a motor vehicle on any public road, highway, or other way permitting access to the public.

LOG IN: [myRMV](#)



Equity Assessment – Score 84-Solid!

6

Access	Fairness	Accountability	Accessibility	Transparency	TOTAL
<ul style="list-style-type: none">• What are eligibility requirements to access program?• What are the steps?	<p>What are barriers to inclusion in program?</p> <p>List 3 examples of when rules need to be exempted & why</p>	<ul style="list-style-type: none">• List 3 commitments & promises of program that have been made to public• List 3 examples of how you share outcomes of program	<ul style="list-style-type: none">• How do you define people with disabilities?• How does partnership feedback get included in decision-making & priority?	<ul style="list-style-type: none">• How well do you communicate your purpose?• How does program proactively engage with community?	<ul style="list-style-type: none">• 84 out of 100 points

Supporting Our Communities

7

Veterans Stand Down - Worcester



Worcester & Leominster RMV Employees

MassDOT Multi-Cultural Event June 22nd



Thank You



Appendix

RMV – General Updates

10

New Language Services August 2024

- Passenger Learner's permit test to be available in Nepali language
- Commercial knowledge & endorsement tests to be available in Spanish and Portuguese

RMV Service Center Office Procurements

- Attleboro
- Lowell
- Revere

School Transportation Association of Massachusetts (STAM)

- Conference 7/30

Live Chat Pilot

- Enforcement Services Unit implemented week of 6/17
- Leverages Five9 telecommunications system and accessible on Mass.Gov/RMV

NEED HELP?

Speak with a live agent

LAUNCH CHAT