

Registry of Motor Vehicles Report

Registrar Colleen Ogilvie

July 30, 2025



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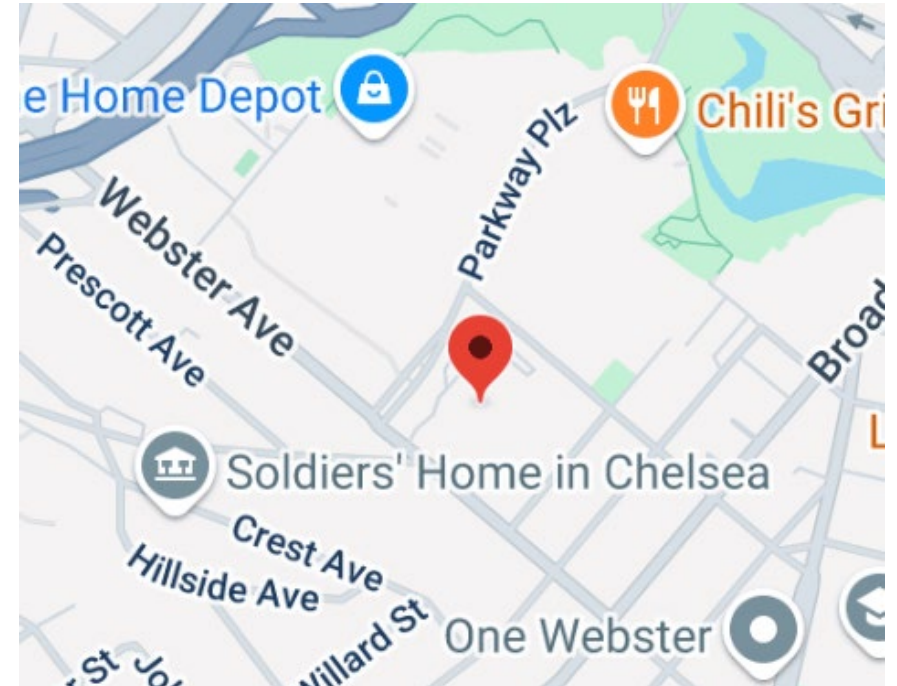
RMV Service Center Change

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Chelsea RMV – new location

Revere RMV has moved from 9c Everett St, Revere to 121 Webster Ave, Chelsea on July 14th

- Improved accessibility and parking
- Improved design to support customer needs
- Green construction with sustainability features
- Services offered will remain the same



Lifetime Disqualification Waiver Program

Regulation Change and Implementation

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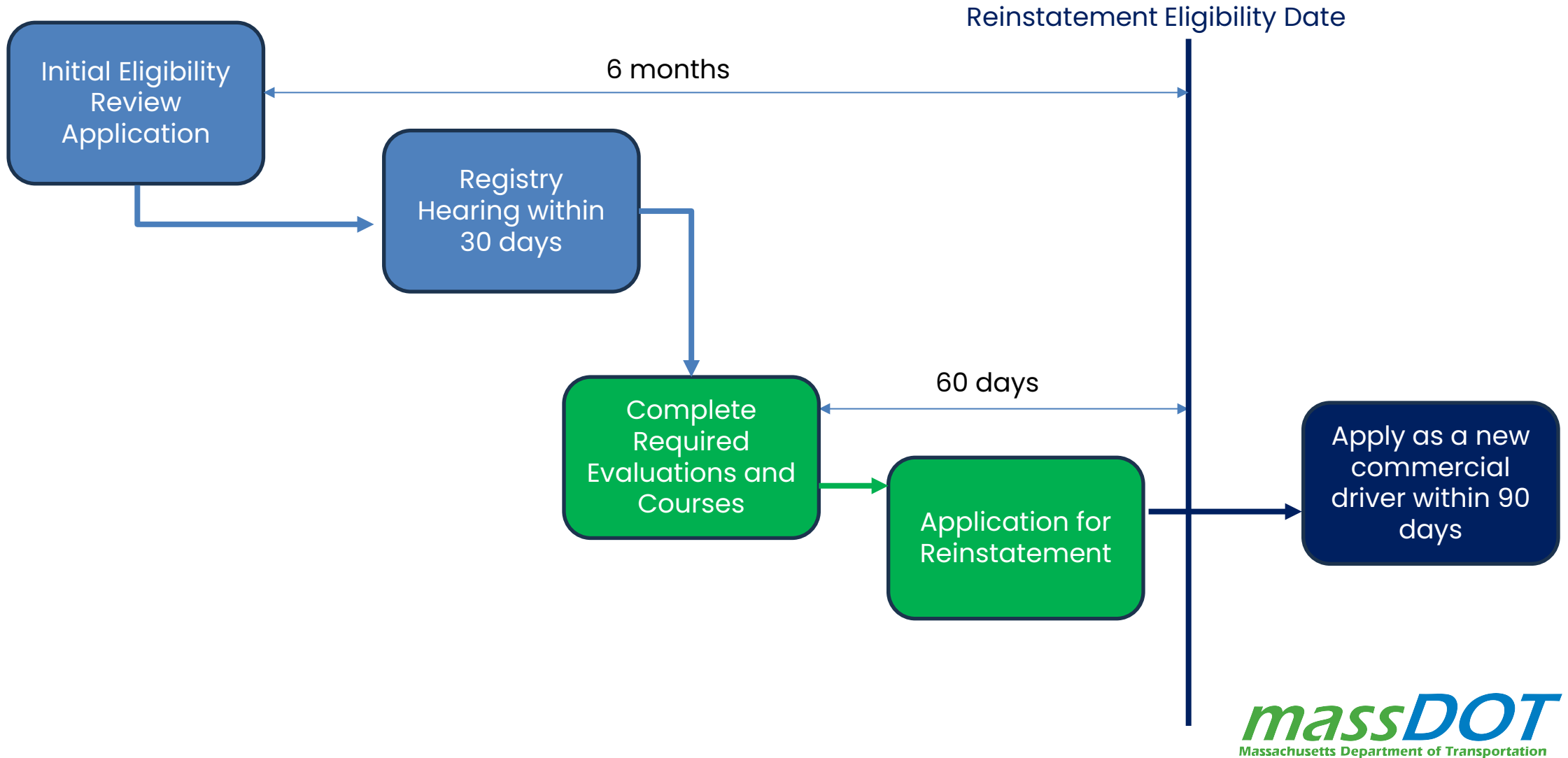
- Regulation changes for 540 CMR 2.00 for the CDL 10-YEAR Program were filed on July 2, 2025
- The RMV began accepting applications on July 18, 2025, for drivers seeking reinstatement of their commercial driving privileges after a lifetime commercial disqualification.
 - Drivers' currently disqualified for life or ineligible for a commercial license under Massachusetts law for certain offenses may have the ability to reinstate their commercial driving privilege if they meet the required eligibility criteria.
 - Full commercial retesting is required for all eligible drivers under the Waiver Program to apply to reinstate their commercial privileges.



Lifetime Disqualification Waiver Program

How It Works

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AAMVA Awards

6

- **Service Awards – Community Service, for RMV’s participation in “Fill a Bus”**
 - Every December, MassDOT/MBTA host a toy drive “Fill a Bus.” The goal is to fill an MBTA bus with new/unwrapped toys. In 2023, the RMV saw a record number of donated gifts from employees, customers, and partners.
- **Service Awards – Customer Service, for RMV’s Frederick Apel**
 - As the ombudsman, Fred plays a pivotal role as a neutral advocate and intermediary between the public and RMV. His primary responsibility is to ensure that customers' concerns, complaints, and inquiries are addressed fairly, thoroughly, and impartially.
- **Service Awards – Innovative Use of Technology, for RMV’s SMS Text Messaging**
 - The RMV implemented the use of SMS (Short Message Service) text messaging to enhance customer interactions, providing quick access to essential forms, policies, and service information. This innovative tool has improved service accessibility, reduced call volume, and decreased the need for repeat calls.



Thank You

