Registry of Motor Vehicles Report Registrar Colleen Ogilvie

June 18, 2024



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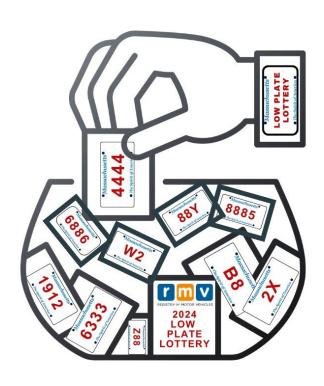
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Low Plate Lottery

Lottery Plate combinations...

- One number (1 9)
- Two Numbers (10 99)
- Three Numbers (100 999)
- Four Numbers (1000 9999)
- One Letter and One Number
- One Number and One Letter (excluding the letter "O")
- Two Numbers and One Letter (excluding the letter "O)
- One Letter and Two Numbers
- One Letter (A Z)

There are no Lottery plates that begin with Zero.



- Starts on 6/17 and ends on 8/16
- All submissions must be done online at Mass.Gov/RMV
- 298 plates in this year's Low Plate Lottery
- Drawing will be held on 9/10 details are TBD



School Bus Inspections

- School Bus inspection season (April-May)
- 9,164 buses requiring inspection
- 8,934 (97%) inspected as of 6/6
- On average we inspect 1000 buses every week
- Overall pass rate of 94%
- Next inspection cycle will be conducted in August/September

Items reviewed during inspection

- Body Interior
- Body exterior
- Chassis
- Engine compartment
- Any special equipment





WFMA - January 2024 thru May 2024

| Credential | January thru May 2023 | | Increased Volume | |
|-----------------------|--------------------------|--------|---------------------|------|
| Learner's Permit | · | 67,870 | 36,772 | 118% |
| Driver's License | 21,658 | 55,254 | 33,596 | 155% |
| License Conversion | • | 15,539 | 6,317 | 68% |



WFMA - Year in Review, cont.

Contact Center

• Call volume increased by 28% since 7/1/2023

Language Services

- □ Permit exam **35 languages**
 - Driver's Manual & informational materials 15 languages
- In-person services & over-phone services 100+ languages
- Top languages for in-person, over the phone, and road tests are Spanish, Portuguese, and Haitian Creole.

Top RMV Locations

For Learner's Permit Appointments:

- Haymarket/Boston
- Brockton
- Worcester

For Road Tests:

- Worcester
- Braintree
- Lawrence



Thank You



Appendix



Events

Look Both Ways PSA Contest



Buckle Up Brockton Event





MassDOT Pride Parade









