

# Registry of Motor Vehicles

## Registrar Colleen Ogilvie

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# Commercial Drivers Legislative Changes – Regulations

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## **An Act Relative to Commercial Driver's Licenses (CDL) – amendment to Chapter 90F, Section 9**

### **Reinstatement & Rehabilitation Program**

The RMV is drafting regulations to develop a federally compliant reinstatement and rehabilitation program for lifetime disqualified commercial drivers in MA. As required by the new legislation, the RMV will promulgate regulations by July 1, 2025 defining the parameters of the program.

The public hearing date is scheduled for April 4<sup>th</sup>.

# Medical Examiner's Certification Integration – NRII

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- RMV will implement the electronic connection to National Registry of Certified Medical Examiners (National Registry) in April 2025.
- Federal Motor Carrier Safety Administration (FMCSA) will electronically transmit medical certification information for commercial permit holders and commercial drivers to the RMV.
- This is a federal compliance requirement required by June 23, 2025.

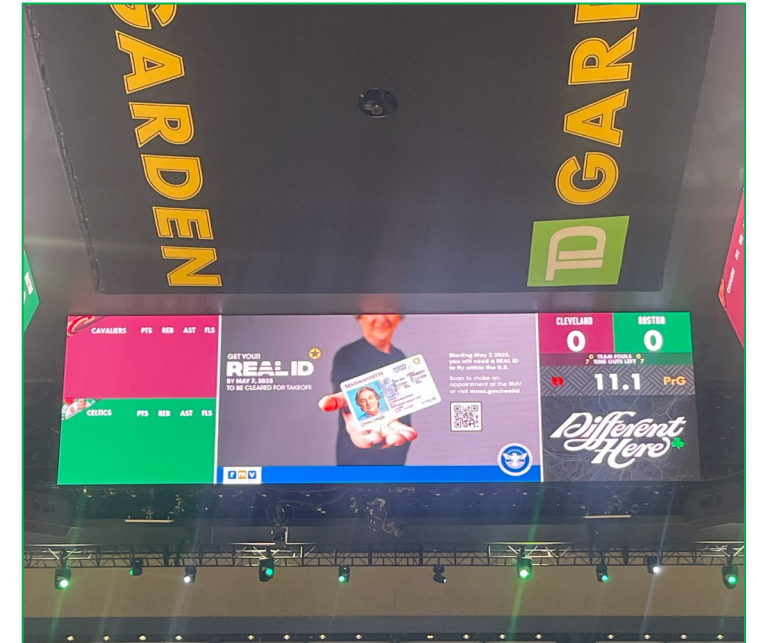


# Let's Get REAL ID Ready!

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- **56% MA** adoption rate of REAL ID with goal of 60% by May 7<sup>th</sup>.
- Steady increase in weekly demand for REAL ID appointments
- RMV promotions/campaign:
  - WHAV morning program that serves Haverhill area
  - WATD morning show serves Plymouth County

Awaiting details on Transportation Security Administration for phased enforcement.



# New License Plates– Available Now!

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## Dr. Seuss

The special plate fee will benefit the Massachusetts Chapter of the Springfield Library and Museum Association.

Customers who order these plates in service centers and EVR locations will receive a temporary plate while the permanent plates are mailed. In addition, the both plates are available for order on the RMV's website – [Mass.Gov/RMV](https://www.mass.gov/RMV)

## Zoo New England

The special plate fee will benefit the Zoo New England



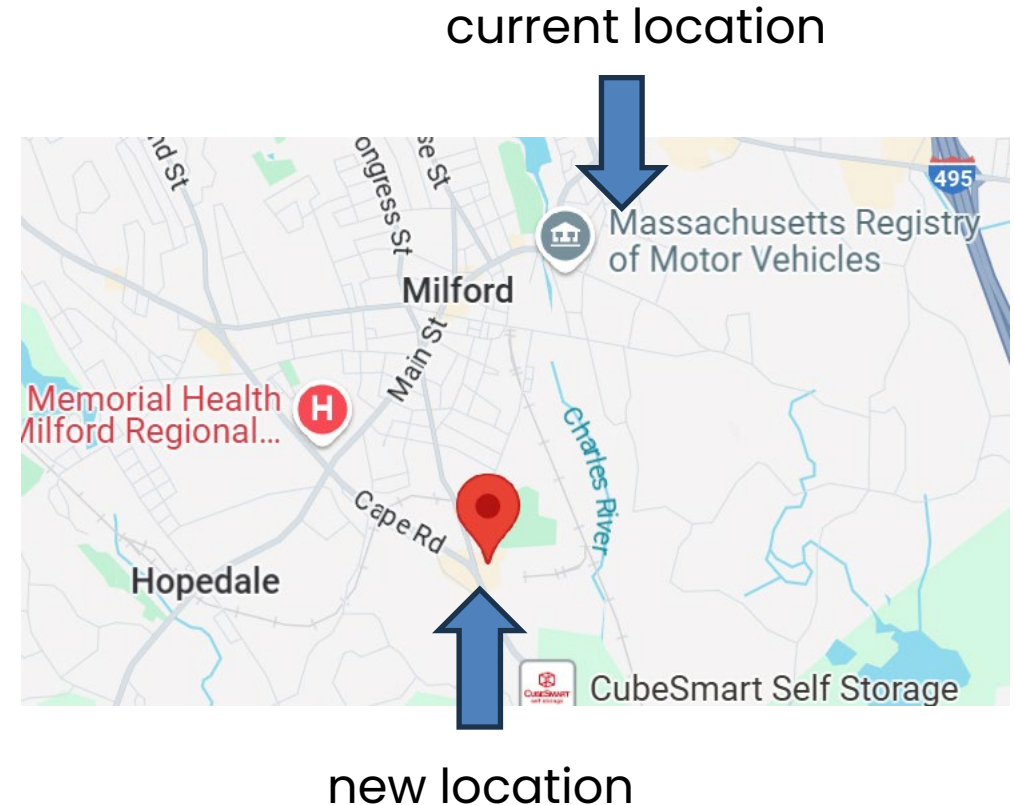


# Service Center – Move

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## Milford RMV

- Will be moving from 14 Beach St. to 138 S Main Street, Milford before end of the state fiscal year
- The new location includes updates to enhance accessibility, safety, and the customer experience.
- RMV services offered will remain the same



# Thank You





# Appendix

# Customer Feedback – REAL ID

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## **Pittsfield RMV**

*I was just looking for a place to leave a comment about what wonderful customer service I got today at the Pittsfield RMV office. I went to obtain my real. I. D and the clerk named Leonardo was so patient and polite and efficient. I hope this reaches his supervisor- thank you!!*

This is just to commend the Registry for seeing applicants in branches by prior online appointment only. It's efficient and speedy. My license renewal took all of 10 minutes or so. I also commend the Registry for creating a dedicated phone line the help the elderly and disabled applicants. I found the service reps on that line very courteous and helpful in every way. So my thanks and congrats to all involved.