



RMV Update

MassDOT Board Meeting
January 11, 2021



Federal REAL ID Modernization Act

- The federal REAL ID Modernization Act was enacted on December 27, 2020 within the Consolidated Appropriations Act of 2021 (omnibus spending bill and COVID-19 pandemic relief package).
 - Initiates federal regulatory process by the Department of Homeland Security (DHS) to consider allowing states to electronically accept source identity documents in a REAL ID application.
 - Initiates federal regulatory process by the Transportation Security Administration (TSA) to consider allowing individuals to present REAL ID compliant credentials displayed on mobile devices.
- The RMV will continue to monitor and review implications for existing RMV processes and procedures, and work with AAMVA and our federal partners for further updates and opportunities to contribute feedback.

RMV Service Updates

- Last of RMV non-commercial credential extensions sunset on December 31st; most credentials can still be renewed online within two years of expiring.
- Continue to encourage eligible customers to renew online now and wait for future REAL ID upgrade if needed after the State of Emergency is lifted.
- Eligible commercial credentials – including most commercial driver's licenses / permits (CDLs / CLPs) and CDL Medical Certificates – have been further extended by the federal government through February 28, 2021.
- Dedicated Wednesday appointment hours for customers 75 years of age or older to renew their Massachusetts' license or credential extended through January.
- Over 40 transactions continue to be available online or by mail / phone; appointments, drop-off registration services, suspension hearings and road tests continue to be conducted in-person at select Service Center and AAA locations.
- Commercial registration renewals being processed within day of receipt; however it is taking longer than usual for some customers to receive new registrations & decals due to USPS mailing delays.



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RMV Public Safety Updates

- The RMV has begun work internally to map out necessary updates and improvements to existing processes and procedures in accordance with new state laws recently enacted by the Legislature and Governor.
 - Interlock Device Requirements for First-Time OUI Convictions
 - Facial Recognition Requests Via MA State Police and Court Order
- Functions within the Merit Rating Board (MRB) and Out-of-State (OOS) Unit remain on track with business goals of processing regular daily incoming citations, notifications and work items.
 - OOS has completed the “paper backlog” and begun the third comprehensive run of all 5.2 million drivers against the National Driver Register (NDR).
 - Collaborating with Office of the Inspector General (OIG) on review of MRB’s statutorily-defined roles and authority.

RMV Public Safety Updates (cont.)

- National Transportation Safety Board (NTSB) Investigation concluded with full cooperation of the RMV; Preliminary Report Issued in December with Key Findings & Recommendations
 - RMV efforts to improve state-to-state communications and the processing of out-of-state notifications *“represent progress toward addressing the substantial deficiencies in RMV operations that existed at the time of the crash”* and that if maintained *“would reduce the likelihood of drivers with a history of impaired driving retaining a [MA] driver’s license.”*
 - Based on the RMV’s discovery and actions, nationwide safety efforts *“could be greatly enhanced by improving interstate communication, including promptly sending notifications to other states and expeditiously processing incoming out-of-state notifications.”*
 - MassDOT should *“regularly evaluate the effectiveness of the [RMV’s] processing of out-of-state notifications”*; this work has been underway internally with the RMV and MassDOT’s new safety and compliance functions, the MassDOT Board (including F&A Committee), MassDOT Internal Audit, as well as other external review partners.
 - Based on the RMV’s discovery and actions, all states should direct their RMV / DMV to *“review existing procedures or develop new ones to accurately and expeditiously”* better process state-to-state communications and out-of-state notifications.

First-Time Drivers Webpage

- In December, the RMV launched a new webpage for first-time drivers to serve as a guide for assisting with the process of obtaining a Class D License, including:
 - Steps to Getting a License
 - Parent / Guardian Information
 - Safe Driving Tips & Videos
 - Study Materials for Learner's Permit Exams and Road Tests
- Page will feature practice learner's permit exams beginning by end of January 2021.
- Over 6,000 views to date; website available at <https://www.mass.gov/guides/first-time-driver-start-here>

First-Time Drivers Webpage (cont.)

- Website available at:

<https://www.mass.gov/guides/first-time-driver-start-here>

GUIDE

First Time Driver? Start here...

This guide will step you through the process to get a passenger (Class D) learner's permit and driver's license, which allows you to legally operate a passenger vehicle, van or small truck. Information includes steps to get a driver's license, parent/guardian information, safe driving tips, as well as study materials.

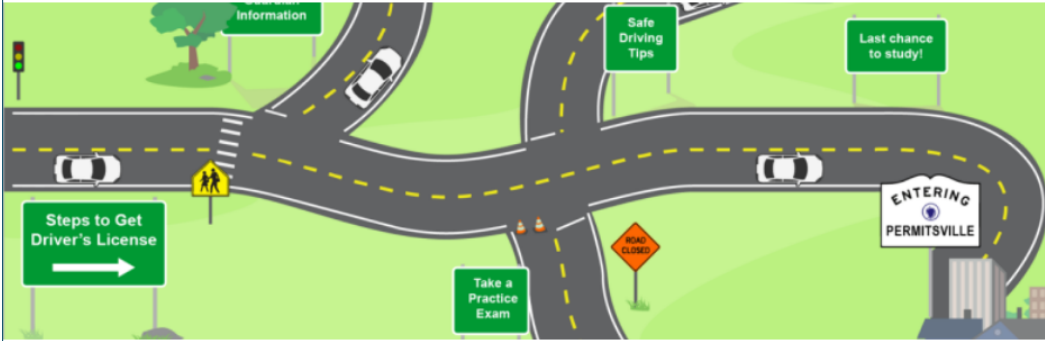


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- ✓ Steps to Get Your Driver's License
- ✓ Parent/Guardian Information
- ✓ Safe Driving Tips

Feedback



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Future of Credentialing in Massachusetts

- In August 2020, the RMV proactively began exploring the future of drivers license and identification (DL/ID) services, publishing an RFI to gain relevant information and marketplace input for a future procurement of ID and credentialing services, including:
 - Mobile DL/ID Services
 - DL/ID Card Services
 - Safety Education & Training Services
 - Accessible Solutions for Statutory Requirements
 - Document Verification and Fraud Prevention
 - Customer Service Training Products / Solutions
- Six vendors presented to RMV leadership and program staff in November & December on their RFI response, products and services: FAST Enterprises, Veridos, IDEMIA, West Publishing, HID Global, and Thales.



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RMV Fill-A-Bus

Over 1,200 toys and \$525 in online donations were donated by RMV, MassDOT and MBTA employees for the 20th Annual Fill-A-Bus.

Toys and donations were given to 3 local charities: Boys & Girls Club of Boston, the Massachusetts Society for the Prevention of Cruelty to Children (MSPCC), and Heading Home, Inc.



RMV 2020 Performance Recognition Awards

2020 Commonwealth Citation for Outstanding Performance

Honors an individual or group of employees who assisted in the attainment of high priority agency objectives; demonstrated exemplarily leadership or exceptional managerial, organizational or communication achievements; assisted in the achievement of significant improvements in productivity and/or cost savings in agency operations.

Out-of-State (OOS) Notifications Unit

Merit Rating Board (MRB)

RMV Contact Center

RMV Brockton Service Center

LaShawnnya Thomas
Mail-In Registration

Melissa Scarpetti
Electronic Vehicle Registration (EVR)

Gretchen Daley
Registration & Titles Division



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RMV 2020 Performance Recognition Awards (cont.)



Salvatore “Sal” Rossetti

Haymarket Contact Center Manager

Former Haymarket Service Center Co-Manager

Former Roslindale Service Center Manager

2020 Governor Paul Cellucci Award for Leadership & Mentoring in State Government

Honors outstanding employee and leader who has made an ongoing commitment to the professional development of fellow employees, serving as a resource and mentor, and is passionate about good government and the important services being provided to the agency's customers and clients.

“His ability to bring a team together and empower staff accordingly is 1st class...During his time at Haymarket the atmosphere had a very noticeable improvement as well as production output...[Sal] was one to lead by example...[and] inspires anyone who would work for him to work harder due to his leadership skills. A true leader and an asset to the agency.”

“No less than five customers pulled me aside to tell me that Sal embodies what State Government should be...Leaders like Sal come along once in a generation.”



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Customer Service Spotlight

Customers J. & C. F, of West Roxbury, MA, a Lt. Col. in the U.S. Marine Corps (Retired) and Former Captain in the U.S. Army Nurse Corps visited the Watertown RMV the day after Veterans Day:

"I want to bring your attention to an exemplary performance by an RMV employee...my wife [C] and I went to the Watertown RMV office to renew her license. This renewal had been delayed for some months because of her hospitalizations in the fall of this year. She was clearly highly stressed by the trip to the RMV in the current Covid setting....In light of [C's] concerns...[an RMV employee]...handled her application deftly and with extraordinary sensitivity. She first walked through all the documentary requirements and offered several helpful recommendations, particularly in light of my wife's veteran status...an Army Nurse who had worked at Walter Reed Hospital treating the most seriously injured servicemen wounded in Vietnam at the height of the Vietnam War. The employee...could not have been nicer, more supportive, and more effective. Before we left, we told her that she had produced the most positive atmosphere we had ever encountered at the RMV (or at any RMV anywhere). Please ensure that this employee receives the appropriate thanks for a job well done and for producing the best image of the RMV possible."



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Keeping the Public Informed

- Customers are encouraged to visit the following websites for the most up-to-date information on the RMV's available services, deadline extension initiatives, and other measures:
 - www.Mass.Gov/Info-Details/RMV-COVID-19-Information
 - Information Specific to Commercial Drivers:
www.Mass.Gov/Info-Details/Commercial-Driver-Information-During-State-of-Emergency