



RMV Update

MassDOT Board Meeting
February 22, 2021



RMV Presentation Highlights

- **Introduction:** Acting Registrar Colleen Ogilvie
- **Service & Safety Updates**
 - Hours for Customers 75+
 - Flexibility of Appointments in Responding to Severe Weather
 - Online Renewal / Free REAL ID Upgrade Promotion
- **“Check Ya Stickah” – Expired Inspection Sticker Update Campaign**
- **Contract Extension Request:** Next Agenda Item
 - With Mass. Department of Environmental Protection (MassDEP)



02/22/2021



RMV Service Updates

- Dedicated Wednesday appointment hours at 17 Service Centers for customers 75 years of age or older extended through February and March; expanded to include all in-person transaction types.
- Appointment System Providing Significant Improvements and Flexibility to Localize and Address Weather-Related Impacts.
- Anticipate Road Test Appointments Returning in Lowell & Worcester in March.
- Planning Sunset of “Renew Online Now / Free REAL ID Upgrade Later” Promotion
 - Will make final push to renew online prior to sun-setting later this spring.
 - Over 385,000 have qualified since promotion launched, though with ongoing pandemic not all are expected to take advantage, nor will need a REAL ID if they have a U.S. Passport or other documentation.
 - Anticipate offering “free” upgrades as soon as this summer for those who qualified.
 - Rebuilding Service Center capacity and working with AAA to accommodate demand.
 - Continuing to monitor federal discussion of October 1, 2021 REAL ID effective date.



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RMV Public Safety Updates

- Continue to Enhance and Promote First-Time Driver Portal, Including New Safety Resources and Educational Tools, Videos, Tips and Guidance for Parents / Guardians, Junior Operators.
 - Practice Learners Permit Exams and Transaction to Order Hard-Copy Driver's Manual Added in January.
 - Almost 13,000 visits to Portal in January – most from a mobile device.
 - Over 1,600 practice learners permit exams taken to date.
 - Over 140 orders for 155+ driving manuals to date (free to download online).
 - Need for heightened visibility and understanding evident in new GHSA report showing that from 2015 to 2019, teen drivers and passengers (16-19 years of age) accounted for a greater proportion of speeding-related fatalities (43%) than all other age groups (30%). During this period, 4,930 teen drivers and passengers died in speeding-related crashes.
- Finalizing facial recognition MOU with MSP per new statutory changes.
- 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.



01/11/2021



Expired “Check Ya Stickah” Campaign

- 584,000+ vehicles in need of required annual emissions & safety inspection (MA Vehicle Check Program) -- essential to the public safety of the Commonwealth’s environment and roadways.
 - Some extensions granted at pandemic’s outset for stickers expiring March-May of 2020; those have long since expired and no further extensions have been given or are planned.
 - MA has 1,800 Licensed Inspection Stations – many of whom are small businesses – open and conducting vehicle inspections safely in accordance with all applicable COVID-19 public health guidelines and safety protocols.
- Partnering with law enforcement to encourage use of discretion to remind – not cite – expired drivers, though violations could result in a fine and impact on individual insurance rates.
- Public awareness campaign launched to encourage customers to update inspection stickers.
 - Email reminder to approx. 437,000 of above individuals with address on record.
 - Website Updates & Social Media Outreach
 - Buck slips to be included in RMV Registration Renewal Reminders
 - Partnering with Law Enforcement, AAA, MassDEP



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Expired “Check Ya Stickah” Campaign (cont.)

Inspection Sticker Reminder

Is the inspection sticker located on your vehicle's front windshield expired?

Check your sticker today and if it is, there are 1,800 local inspection stations across Massachusetts that are open for business and conducting inspections safely in accordance with state public health guidelines and safety protocols.

Visit

www.mavehiclecheck.com/apps/station-locator
to find a location near you.



REGISTRY OF MOTOR VEHICLES

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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