



RMV Update

MassDOT Board Meeting
March 29, 2021



RMV Service Updates

- **Senior Hours** - Dedicated Wednesday appointment hours at 17 Service Centers extended through April and expanded to include customers 65+; April appointments available effective March 24th.
- **Online Special / Vanity Plate Requests** – Available online again after temporary suspension during the pandemic to prioritize plate manufacturing constraints.
- **Sunset of “Renew Online Now / Free REAL ID Upgrade Later” Promotion in April**
 - Final push in April to renew online for ‘standard’ credential and qualify.
 - 445,000+ have qualified to date; not all will need a REAL ID if they have U.S. Passport or other compliant document.
 - Capacity planning in Service Centers and with AAA to accommodate demand and begin offering “free” upgrade appointments to those who qualified, effective April 1st.
 - Continuing to monitor federal compliance guidance which is currently set to take effect Oct. 1, 2021.
 - ~5.84M MA Credentials: 33% are REAL ID with ~1.94M legacy credentials remaining.
- **Road Test Appointments** - Returned in Lowell & Worcester in March.



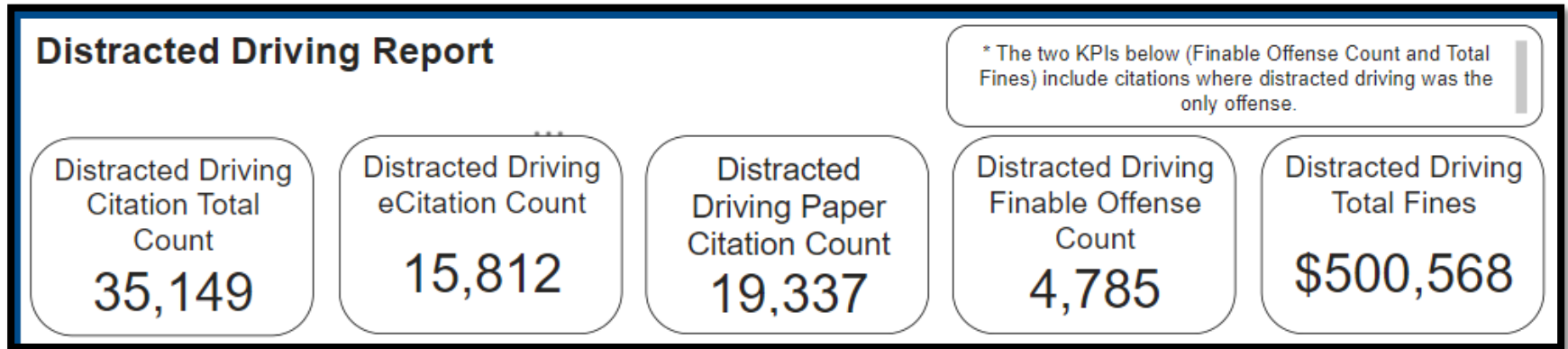
RMV Public Safety Updates

- Board Authorized Contract Extension with Applus for Safety & Emissions Inspections Program (MA Vehicle Check) has been Signed and Executed.
- 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.
 - Over 46,000 visits to Portal in last 4 months.
 - Over 215,800 practice learners permit exams taken to date.
 - Over 557 orders for 635 driving manuals to date (free to download online).
- Facial recognition MOU with MSP per new statutory changes is signed.
- Implementation planning continues for first-time ignition interlock requirements under 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 within 1-2 days of receipt.



Distracted Driving / Hands Free Law

- Massachusetts' Distracted Driving / Hands Free Law has been effective for one full year as of February 23rd; RMV is accommodating data transfer requirements under the law with EOPSS.



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.
 - 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.
 - Out of 545,578 customers with expired sticker, 176,270 have since been updated
 - 437,000 of the 545,578 had email address on record, 108,009 of the emailed customers are with active inspection stickers
 - Another email scheduled to be sent on 4/1 for vehicles still in need of inspection
 - Website Updates & Social Media Outreach
 - Buck slips included in RMV Registration Renewal Reminders



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