



RMV Update

MassDOT Board Meeting
April 13, 2020



Summary

- The RMV continues to perform critical safety functions and provide support to the traveling public for essential services, including medical providers, law enforcement and members of the supply chain.
- The RMV normally has 30+ Service Centers (and AAA locations) available for walk-in services to the public.
- To protect the health and safety of the public, our customers, and our staff, the RMV is encouraging necessary services to primarily be performed online, by mail, or by phone.
- For critical in-person needs, the RMV is operating 10 Service Centers on a limited basis, with 8 serving the general public by appointment / reservation only.
- The RMV continues to take additional steps to better ensure the safety of its staff and customers, the traveling public and essential service providers.



04/13/2020



Limited In-Person Customer Service Availability

- More than 40 RMV Transactions may already be conducted online at www.mass.gov/RMV; others available by mail and by phone.
- **Service to General Public:** Available at 8 Open Service Centers by Appointment Only / Strictly Enforcing No Walk-In Policy
- **Bulk B2B & IRP Transactions:** Available for Drop Off Only Service at Milford, Springfield and Wilmington Service Centers
- **Commercial Transactions:** Available for Walk-In Service at Milford and Wilmington Service Centers; or by Appointment at Other Locations
- AAA – Closed April 6th Until Monday, April 20th



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Appointment-Only Reservations / No Walk-Ins

- Implemented March 27th at 8 Service Centers Open to General Public – Appointments Made Online or via Contact Center
- Only Processing Essential In-Person Transactions Unable to be Completed by Phone, Mail or Online
- Strictly Enforcing No Walk-In Policy / Customers Without Appointments Turned Away
- Customers Receive Confirmation Email and Advised to Arrive On-Time and Prepared to Perform Transaction
- Appointment Times / Slots Based on Staffing and Volume Capacity
- Adaptable for Additional Transactions, Locations in Future



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Appointment-Only Reservation System

< Home

Make or Cancel your Reservation at a RMV Service Center

Make or Cancel Reservation

Get Ready

Select Option

Appointment Information

I want to

Make a Reservation

Cancel a Reservation

Transaction Type *

Required

Required

Add an Endorsement to My CDL

Add/Remove Lienholder on Title

Amend My Registration

Apply for Salvage/Owner Retained Title

Apply for a CDL Permit

Apply for a Learner's Permit

Apply for a Mass ID

Apply for a Real ID

Apply for a Registration

Apply for Liquor ID

Cancel My Registration

Change My Address

Change Name on My License/ID

Change Plate on Existing Vehicle

Confirm identity for registration renewal

Correct a Title and/or Registration

Downgrade to a Passenger License


Extend My Temporary Plate

Order a Disability Placard or Plate

Cancel

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Feedback

Suspension Hearings (By Phone)

- **Step 1:** Request Initiated In-Person at Service Center
 - Tickets Allotted Based on Hearing Officer Availability
 - Customer Submits Completed Application & Supporting Documents -- Departs Service Center
- **Step 2:** Hearing Officers Assigned Casework –
 - Review Documents and Conduct Additional Research as Required
- **Step 3:** Hearing Officer Calls Customer – Conducts Hearing Over the Phone
- **Step 4:** Reinstatement Fee Payments Can be Made Online or By Phone / May Require Visit for New License or Permit



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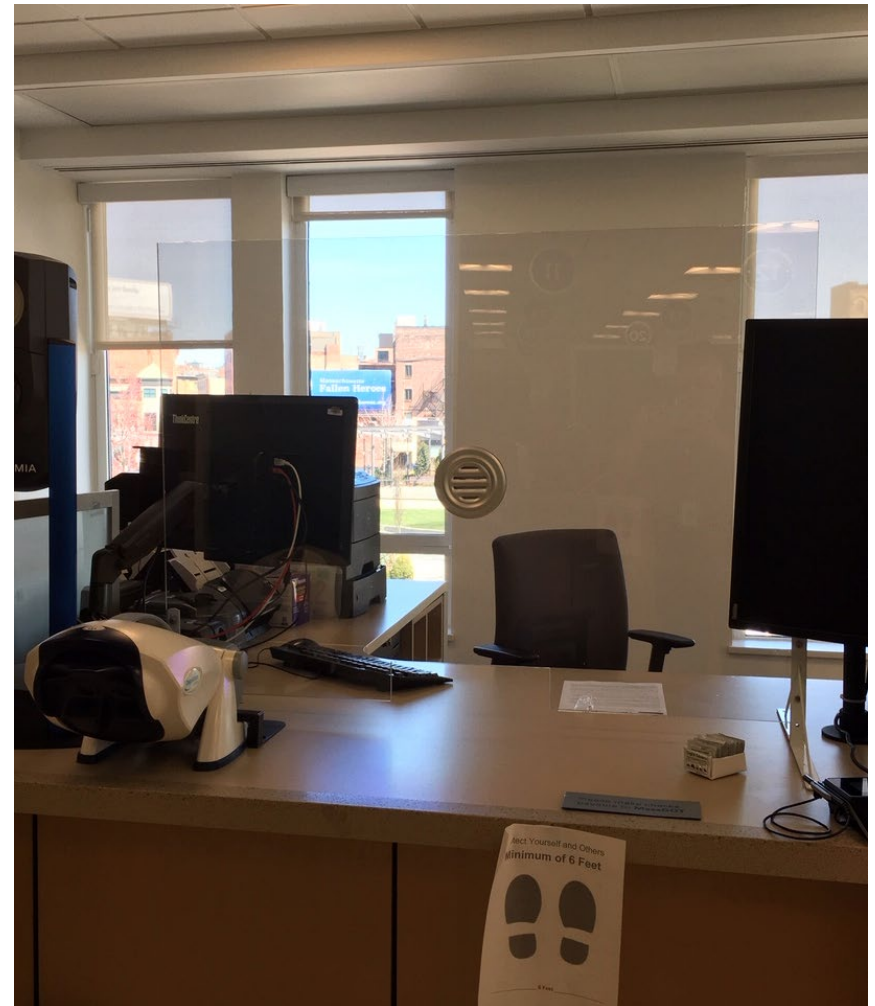
REAL ID

- Federal Department of Homeland Security (DHS) Announced 1-Year Extension of Compliance Deadline to **October 1, 2021.**
- New REAL ID's Require In-Person Verification – RMV Ceased Issuance if Outside Customer's Renewal Cycle
 - 5.85 Million Total Massachusetts Credentials
 - 1.59 M Total MA REAL ID-Compliant Credentials
 - 1.31 M Total MA Standard / Non-Compliant Credentials
 - 2.95 M Total MA Legacy Credentials

PPE and Cleaning Measures

- Following MassDOT COVID-19 Standard Operating Procedures to Address Potential Exposure Incidents.
- Screening Customers to Determine Recent Potential Exposure Risks.
- All locations following DPH recommendations on enhanced cleaning practices; expanded areas to be disinfected.
- Additional contactless hand sanitizer dispensing stations purchased and installed; staff requests to wash hands at regular intervals being honored.
- Issued anti-viral disinfectant wipes and individual hand sanitizers to certain employees.
- Gloves and masks distributed to staff; protective screens to be temporarily installed at open locations.

PPE and Cleaning Measures



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

Distracted Driving / Hands-Free Law

- **Law Effective on February 23rd**
 - 9,406 Total Citations (Including Warnings)
 - 2,608 via eCitation
 - 6,798 via Paper
- **Fineable Offense Citations Effective April 1st**
 - 135 1st Offense Citations Issued
 - 1 2nd Offense Citations / Class Requirement
 - 0 3rd Offense Citations / Class Requirement & Surcharge

