



# RMV Update

MassDOT Board Meeting  
May 11, 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.
- 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.
  - Advising public to only perform their transactions only at Mass.Gov/RMV and avoid third party mimic sites seeking to take advantage of customers.
- For critical in-person needs, the RMV is maintaining limited in-person service offerings by appointment / reservation only at approximately 1/3 of it's existing locations. No walk-in services.
- The RMV continues to take additional steps to better ensure the safety of its staff and customers, the traveling public and essential service providers.



05/11/2020



# Road Safety

- Significant Decrease in Overall (Criminal, Civil, Arrest, Warning) Citations Issued by Law Enforcement but Rate of Speeding Violations in Excess of 100 MPH **INCREASED**.

	March 2019	March 2020	April 2019	April 2020
Total Citations	53,670	36,590	47,211	5,127**
Total Speeding Violations	17,622	11,677	14,447	2,024
Exceeding 100 MPH	199	129	150	140
Exceeding 90 MPH	1,183	805	1005	500

\*\*\*April 2020 statistics should be considered incomplete due to citation submission and processing timeframes.

- Total Distracted Driving Citations (Since Feb. 23<sup>rd</sup>) 10,794
  - 1<sup>st</sup> Fineable Offense 225
  - 2<sup>nd</sup> Fineable Offense / Safety Class Requirement 1
  - 3<sup>rd</sup> Fineable Offense / Class & Surcharge 0

# Key Updates

- **Appointment-Only Reservations:** Booking availability extended from 3-days to 7-days in advance.
- Additional appointment capacity will be made available for the general public in Springfield after Chicopee Service Center reopens to exclusively perform drop-off only bulk commercial transactions via a “drive-thru” setup at that facility.
- **Suspension Hearings and NSC Classes:** Averaging 133 hearings by phone per day since March 23<sup>rd</sup> rollout / over 8,100 NSC classes completed online since transition from classroom setting.
- **PPE / Cleaning:** Implemented temperature check policy for all staff. Face coverings now required and issued to staff and customers who visit without them.
- **Establishing New Mail-In Process for Reactivating Plates / Registrations for ‘Non-Essential’ Transactions such as Motorcycles, Campers and Trailers**
- **Expiration Extensions:** Expiring May (and March) Plate Registrations, Inspection Stickers, Licenses & Permits Extended 60 Days / Professional Credentials Extended 90 Days from End of State of Emergency
- **Non-CDL Road Tests Suspended / AAA Closed Through At Least May 18th**



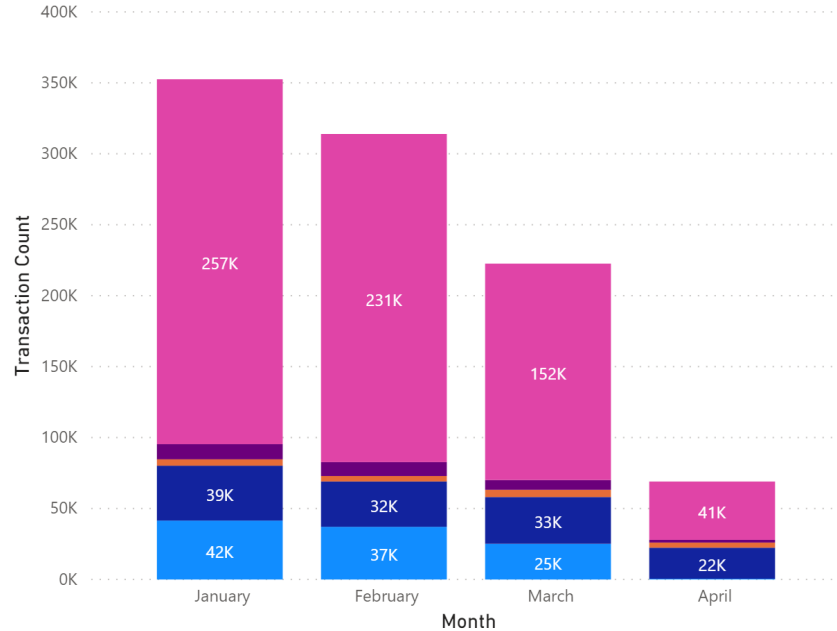
05/11/2020



# Appointment-Only Reservations

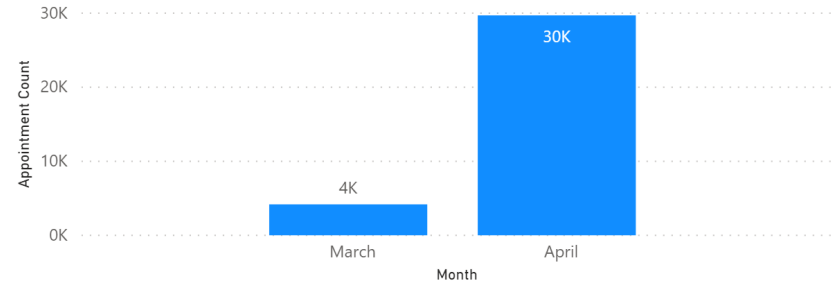
Transaction Counts by Office Type and Office

Office Type ● AAA ● Headquarters ● InsAutoAuct ● Other ● SvcCenter



Month	AAA	Headquarters	InsAutoAuct	Other	SvcCenter	Total
January	41,515	38,658	4,519	10,675	257,157	352,524
February	37,112	31,959	3,843	9,825	231,220	313,959
March	25,157	32,941	5,118	6,889	152,492	222,597
April	514	21,890	3,612	1,919	41,094	69,029
<b>Total</b>	<b>104,298</b>	<b>125,448</b>	<b>17,092</b>	<b>29,308</b>	<b>681,963</b>	<b>958,109</b>

Appointment Counts by Service Center and Date

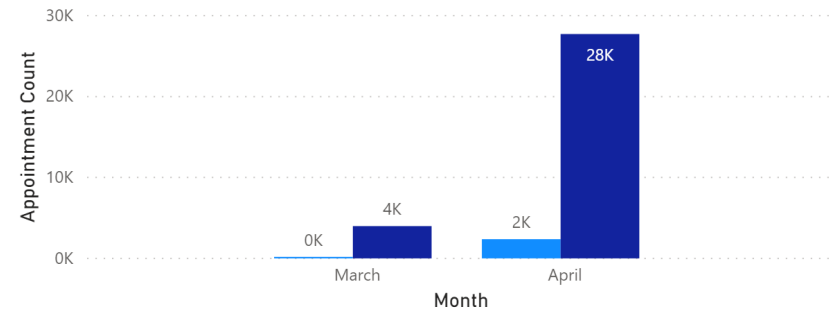


Appointments by Service Center and Date

Month	Brockton	Fall River	Haymarket	Lawrence	Pittsfield	Plymouth	Springfield	Worcester	Total
March	527	449	742	587	131	395	642	701	4,174
April	3,754	3,111	4,524	3,925	1,750	2,882	5,152	4,600	29,698
<b>Total</b>	<b>4,281</b>	<b>3,560</b>	<b>5,266</b>	<b>4,512</b>	<b>1,881</b>	<b>3,277</b>	<b>5,794</b>	<b>5,301</b>	<b>33,872</b>

Appointments Scheduled Online vs. Contact Center

Scheduled By ● Contact Center ● Online



REGISTRY OF MOTOR VEHICLES

05/11/2020

5

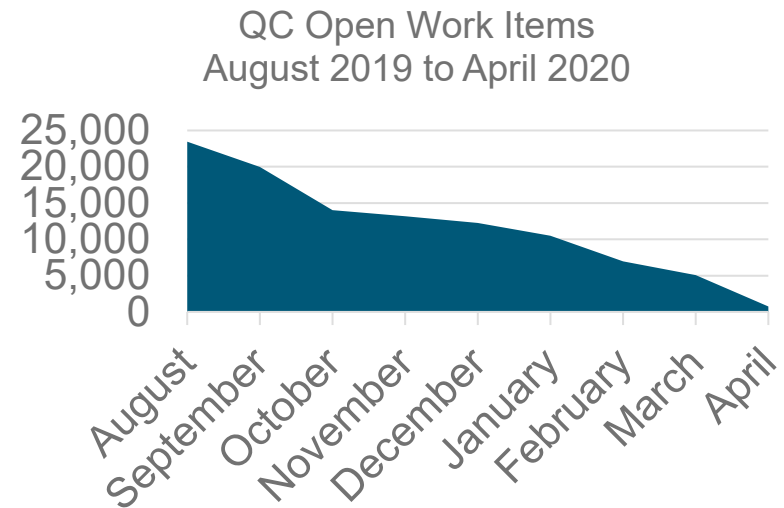


# Keeping the Public Informed

- 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](http://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](http://www.Mass.Gov/Info-Details/Commercial-Driver-Information-During-State-of-Emergency)

# Update on the Merit Rating Board (MRB)

- MRB continues to perform critical traffic citation and insurance services functions.
- MRB has reduced Quality Control work queue from 20,000+ to just daily incoming items from law enforcement and the courts.
- Processing all warnings issued via paper.
- Unanimous decision made by the MRB Board to permanently appoint the current Interim Director, Paul Franzese.



# “Some Good (RMV) News”

- The RMV plays a pivotal background role in keeping the Commonwealth’s first responders, healthcare professionals, essential frontline workers and transportation assets moving.
- The RMV acted swiftly to re-activate the cancelled plates and registration of a duck boat that took BIDMC COVID-19 Unit nurses on a surprise trip to Fenway Park in recognition of an unofficial “Opening Day.”

