



RMV Update

MassDOT Board Meeting
February 10, 2020



Brockton RMV Service Center

- Re-Opened Monday, February 10th (Today)
- Temporary closure caused by flooding and water damage from a pipe burst on Sunday, January 19th.
- MassDOT-Wide coordination on cleanup, repairs and redeployment of staff and equipment to nearby Service Centers.
- Extended Friday hours at neighboring Service Centers to accommodate customers displaced from Brockton.

Brockton RMV Service Center



Distracted Driving / Hands-Free Law

- **February 23rd Effective Date:** Preparations underway for proper system communication of violations and processing of paper warnings.
- **Driver Education:** Updating Driver's Manual & Tests; Developing Version 1 Online Course with National Safety Council (NSC).
- Paid Awareness Campaign in Coordination with Highway Safety
- **Internal / External Communication:** Collaborating with MassDOT Highway, Highway Safety, EOPSS, Law Enforcement, AAA, Driving Schools, State Agencies

HANDS-FREE WHILE DRIVING IT'S THE LAW. FEBRUARY 23

COMMONWEALTH OF MASSACHUSETTS
EOPSS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY



massDOT
Massachusetts Department of Transportation

rmv
REGISTRY OF MOTOR VEHICLES



02/10/2020

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REAL ID

- Beginning, **October 1, 2020** individuals traveling on domestic flights will require a valid passport or REAL ID credential.
 - 5.84 Million Total Massachusetts Credentials
 - 1.45M Total MA REAL ID-Compliant Credentials
 - 1.26M Total MA Standard / Non-Compliant Credentials
 - 3.13M Total MA Legacy Credentials
- Increased Customer Service Demands RMV Wide – 8% Volume Increase January 2020 over January 2019.
- Customers should visit Mass.Gov/ID to determine if a REAL ID is right for them, to determine what documents they need, and begin the application process prior to visiting a Service Center.

What you need to travel is about to change.

WILL YOUR DRIVER'S LICENSE FLY?



Look for the star.

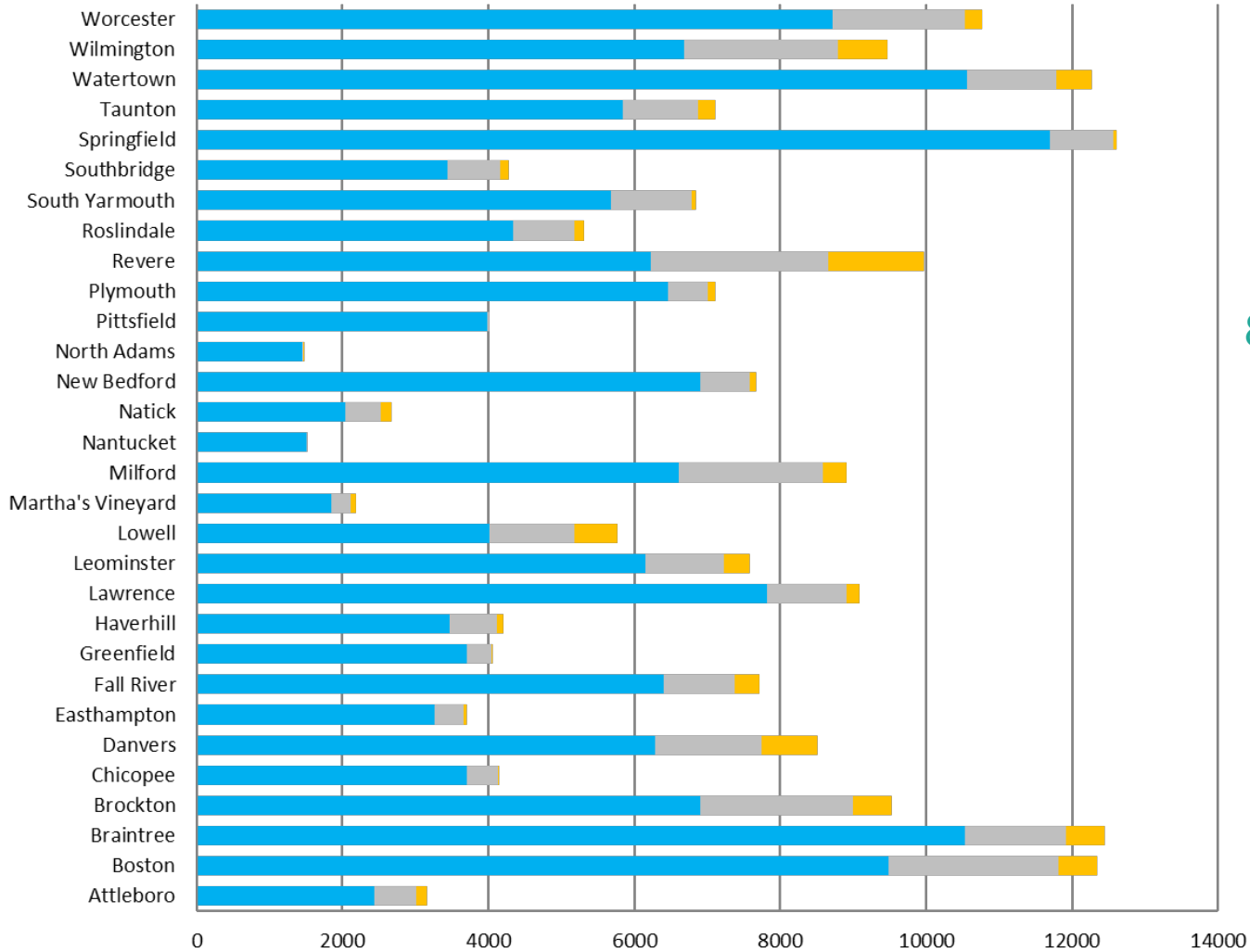
Beginning
October 1, 2020
you will need a
REAL ID or other
acceptable ID such
as a valid passport
to fly within the U.S.

Get the facts about REAL ID at [Mass.Gov/ID](https://www.mass.gov/id)



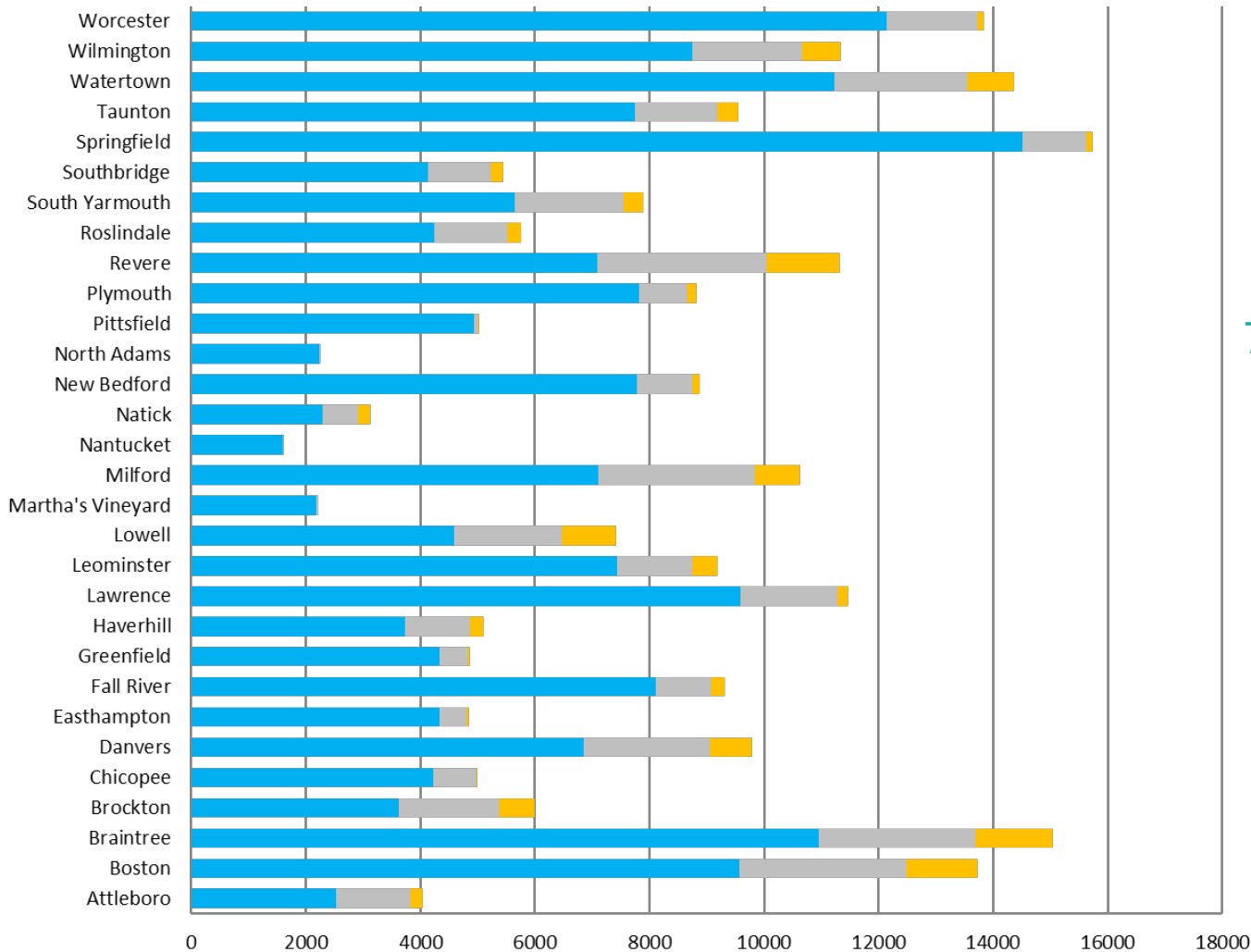
Appendix

Service Update – December 2019



81% under 30 minutes
 15% 30 to 60 minutes
 4% over 60 minutes

Service Update – January 2020



79% under 30 minutes
 17% 30 to 60 minutes
 5% over 60 minutes



REGISTRY OF MOTOR VEHICLES

02/10/2020

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