RMV Update

MassDOT Board Meeting
March 23, 2020
Reducing In-Person Customer Volumes

- More than 40 RMV Transactions may already be conducted online at www.mass.gov/RMV; others available by mail and by phone.

- Encouraging customers delay in-person visits until after State of Emergency is lifted if not facing immediate deadline

- Expiring March and April Credentials Extended 60 Days – includes Class D & DM Drivers’ Licenses, ID Cards, Learner’s Permits, commercial licenses & permits (CDL / CLP).

- Class D & DM Road Tests Suspended Through April 6th; CDL Tests Still Being Conducted by MSP
Limited In-Person Service Opportunities

• All Locations Closed March 16th and 17th; Limited Service Center Re-Openings, Effective March 18th.

• 8 Service Centers Open to General Public

• Hearings Being Conducted at 7 Service Centers

• 2 Service Centers Processing CDL Only and Bulk B2B & IRP Transactions

• AAA (for AAA Customers)
Cleaning and Social Distancing

• All locations following DPH recommendations on enhanced cleaning practices; expanded areas to be disinfected.

• Additional contactless hand sanitizer dispensing stations purchased and installed.

• Issued anti-viral disinfectant wipes and individual hand sanitizers to certain employees.

• Introduced first-come, first-served ticketing system to mitigate customer queuing.
Other Updates

• All safety-critical “back office” functions continue, including processing in-state and out-of-state convictions and mail.

• Canceled In-Person Classroom Driver Safety Classes – Developing Online Alternative with Vendor

• Waived Minimum 6 Hours Per Day, 5 Days Per Week Requirement for Inspection Stations

• Extending Inspection Sticker Requirements:
  • 2 Mos. for Non-Commercial Expirations on March 31 & April 30, including Re-Inspections
  • 2 Mos. for Newly Registered Non-Commercial Vehicles (Typically 7 Days)
  • 1 Mo. for Motorcycle Expirations on May 31
Other Updates

• Exploring Functionality to Implement Appointment-Only System ASAP

• Exploring Moving As Many Required In-Person Transactions Online ASAP

• Exploring Additional Capacity for By-Phone, Virtual / Digital Opportunities for Transactions and Hearings
Appendix
Roslindale RMV Service Center

• Closed on February 20th Until Further Notice – Damage Due to Water Sprinkler Break in City of Boston Building

• Working with City Partners on Restoration Process

• Staff Reassigned & Customers Re-Routed to Nearby Locations – i.e. Haymarket, Watertown, Braintree

• Location primarily performs license & registration/title transaction; no suspension hearings, learners’ permits or road tests.
Roslindale RMV Service Center
Distracted Driving / Hands-Free Law

• Law Effective on February 23rd
  • 6,513 Total Warnings / Citations
    • 2,549 via eCitation
    • 3,964 via Paper
REAL ID

• Beginning, **October 1, 2020** individuals traveling on domestic flights will require a valid passport or REAL ID credential.

  • 5.83 Million Total Massachusetts Credentials
    • 1.59 M Total MA REAL ID-Compliant Credentials
    • 1.30 M Total MA Standard / Non-Compliant Credentials
    • 2.94 M Total MA Legacy Credentials


• 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.
Service Update – February 2020

74% under 30 minutes
19% 30 to 60 minutes
6% over 60 minutes