



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



REGISTRY OF MOTOR VEHICLES

03/23/2020



5

Other Updates

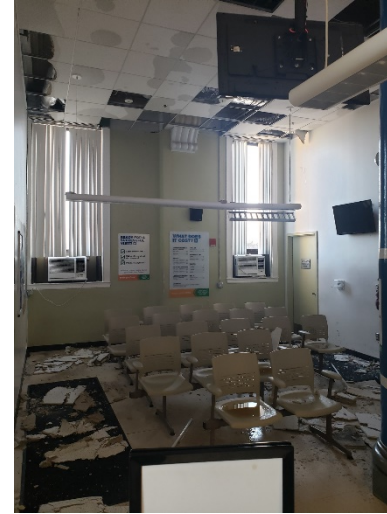
- Exploring Functionality to Implement Appointment-Only System ASAP
- Exploring Moving As Many Required In-Person Transactions Online ASAP
- Exploring Additional Capacity for By-Phone, Virtual / Digital Opportunities for Transactions and Hearings

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

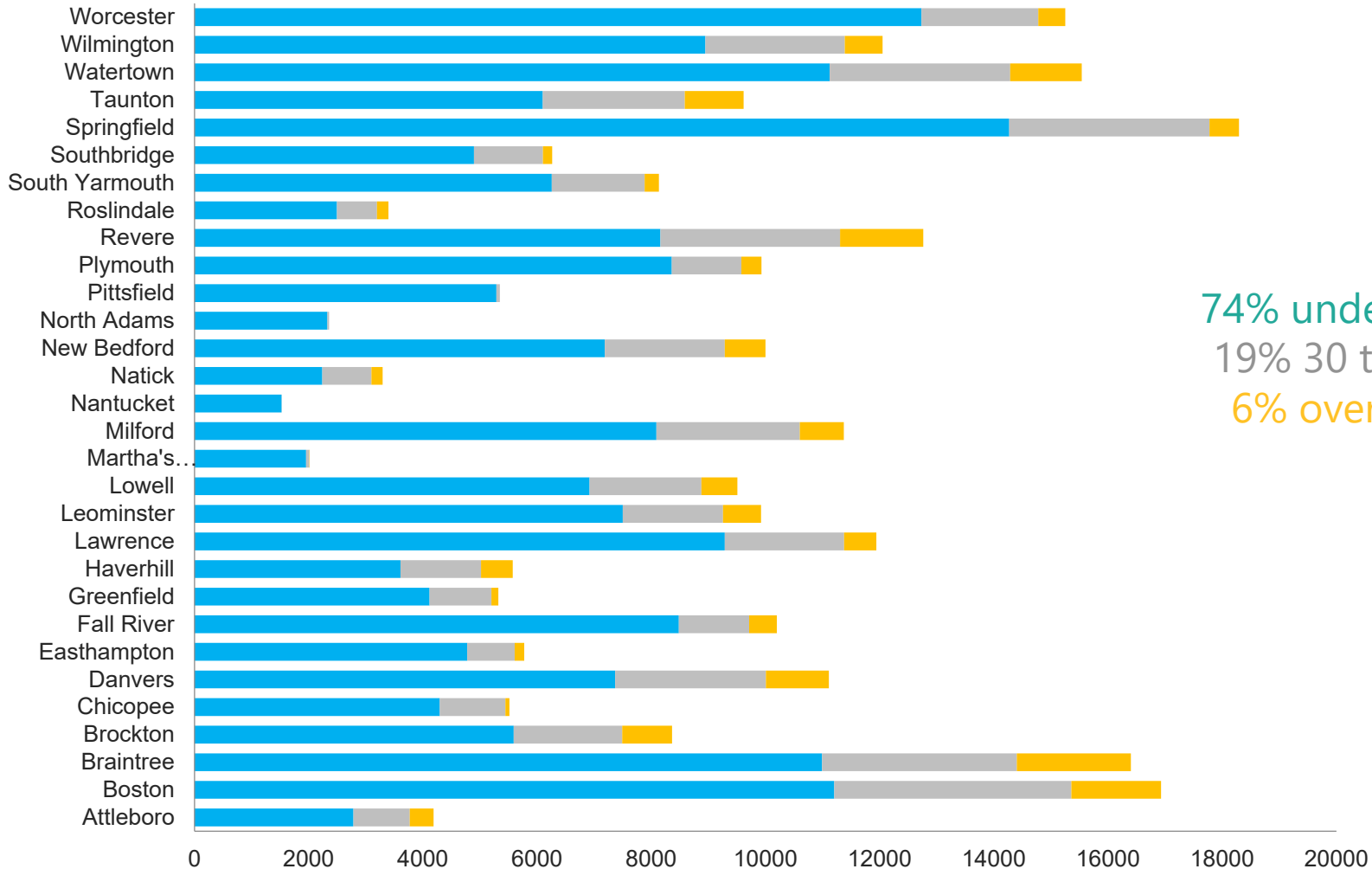
- **Law Effective on February 23rd**
 - 6,513 Total Warnings / Citations
 - 2,549 via eCitation
 - 3,964 via Paper



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
- 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.

Service Update – February 2020



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