



# RMV Update

MassDOT Board Meeting  
August 24, 2020



# Overview

- Increasing service opportunities to meet demand, driving overall online transaction growth, creating new service channels, reopening additional Service Centers and increasing appointment capacity.
- Extending key provisions of Governor Baker's Executive Order impacting online license renewals, registration transfer timeframes, and in-car observation requirements for students until the State of Emergency is lifted.
- Performing and enhancing critical safety functions, including at the Merit Rating Board (MRB) and for suspension notifications to local law enforcement.



08/24/2020



# Section 62 Suspension Notifications

- Chapter 90, Section 62 requires the RMV notify local Massachusetts-based police departments of individual or vehicle suspensions or revocations within their jurisdiction relative to certain, serious offenses.
- Intended to assist local law enforcement in having greater awareness as to those with suspended driver privileges, hopefully keeping them off the road.
- Prompted by the Cremer Family after their 20-year old daughter Haley was struck and killed on June 15, 2014 by a vehicle whose driver was operating under a suspended license.
- Since summer 2019, the RMV has been collaborating with the Cremer Family, the Department of Criminal Justice Information Services (DCJIS), and the Massachusetts Police Chiefs to leverage ATLAS to enhance these notifications.
- On August 4<sup>th</sup>, RMV and DCJIS launched new, electronic secure suspension notification process for municipal police agencies to receive real-time notification, including daily summary reports – 85% of departments currently enrolled.



08/24/2020




# Section 62 Summary Notifications

- Daily summary reports regarding status changes for licenses and registrations within jurisdiction.

Send  Subject

**From:** CJIS Notification System <>  
**Sent:** Tuesday, August 11, 2020 6:08 AM  
**To:**  
**Subject:** Section 62 - Suspension, Revocation, Disqualification, Reinstatement, RMV Admin Change: Operator's License [OLN] Consolidated

**CJIS Notification System**  
Commonwealth of Massachusetts  
Department of Criminal Justice Information Services

**Notification Message**

In the last 24 hours, the following suspension/disqualification/reinstatement activity has been taken against individuals residing in SHARON, this includes activity that must be reported to your department by MGL Chapter 90, Section 62 for a violation of Chapter 90 Section 22 subsection (a) or (b), 22F, 22I, 24, 24I/2, 24D, 24G or 24L.


In the last 24 hours, there have been 1 new license/right to operate suspensions.  
In the last 24 hours, there have been 0 new license/right to operate disqualifications.  
In the last 24 hours, there have been 2 license/right to operate reinstatements.  
In the last 24 hours, there have been 1 license/right to operate RMV admin changes/inactive suspensions and disqualifications.

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SAMPLE DATA ONLY

Subject

**From:** CJIS Notification System <>  
**Sent:** Tuesday, August 11, 2020 6:13 AM  
**To:**  
**Subject:** Section 62 - Suspension, Revocation, Disqualification, Reinstatement, RMV Admin Change: Registration [LIC] Consolidated

**CJIS Notification System**  
Commonwealth of Massachusetts  
Department of Criminal Justice Information Services

**Notification Message**

In the last 24 hours, the following suspension/revocation/reinstatement activity has been taken against vehicles registered in SHARON, this includes activity that must be reported to your department by MGL Chapter 90, Section 62 for a violation of Chapter 90 Section 22 subsection (a) or (b), 22F, 22I, 24, 24I/2, 24D, 24G or 24L.

In the last 24 hours, there have been 0 new motor vehicle registration suspensions.  
In the last 24 hours, there have been 7 new motor vehicle registration revocations.  
In the last 24 hours, there have been 0 motor vehicle registration reinstatements.  
In the last 24 hours, there have been 1 motor vehicle registration RMV admin changes/inactive suspensions and revocations.

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# Section 62 Individual Suspension Notification

- Individual suspension notice sent in real-time with picture.

Subject: Section 62 - Suspension, Revocation, Reinstatement: Operator's License [OLN] Individual

Attached: license\_photo.png (1 MB)

From: CJIS Notification System <>  
Sent: Tuesday, August 11, 2020 3:58 PM  
To: Sharon Police Department  
Subject: Section 62 - Suspension, Revocation, Reinstatement: Operator's License [OLN] Individual

**CJIS Notification System**  
Commonwealth of Massachusetts  
Department of Criminal Justice Information Services

**Notification Message**

LICENSE/RIGHT TO OPERATE SUSPENSION: An individual residing in SHARON, SAMPLE, JANICE, has had their license/right to operate suspended as of 8/11/2020 for an INDEFINITE period. You are receiving this notification as required by MGL Chapter 90, Section 62 for a violation of Chapter 90 Section 22 subsection (a) or (b), 22F, 22I, 24, 24I/2, 24D, 24G or 24L.

Refer to CJIS KQ query to view the full driving history for the operator.  
Refer to CJIS SRR query by community for more details regarding operator's specific offense.  
The most recent image of the operator on file with the RMV is included with this email, if an image is available.

FULL NAME: SAMPLE, JANICE  
RESIDENTIAL STREET ADDRESS: 123 NORTH MAIN STREET SHARON MA 02067  
LICENSE STATE: MA  
LICENSE NUMBER: S99988991

This individual is the primary/secondary owner associated to the following 1 motor vehicle registration(s):

VEHICLE 1:  
VEHICLE YEAR: 1985  
VEHICLE MAKE: Ford  
VEHICLE MODEL: FOCUS  
VEHICLE COLOR: RED  
PLATE TYPE: Passenger Normal Red  
PLATE NUMBER: ABC1234  
PLATE COLOR: R

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SAMPLE DATA / PROFILE ONLY

# Merit Rating Board / MRB Update

- Reviewed Latest Progress on Internal Controls, Standards and Operating Procedures with Merit Rating Board (MRB) and MassDOT Finance & Audit Committee on Wednesday, August 19<sup>th</sup>.
- Many improvements made & underway since new Director appointed in August 2019.
  - Development and updating of policies and procedures and cross-training of staff to assist other business units.
  - Performing all critical traffic citation and insurance services functions, including processing all paper warnings and enforcement of distracted driving law.
  - Quality Control work queue reduced from 20,000+ to just daily incoming items from law enforcement and the courts – primarily resolved within 2 business days.
  - Developed strong rapport with the courts and law enforcement to improve system communications, the use of eCitations, and error generation.

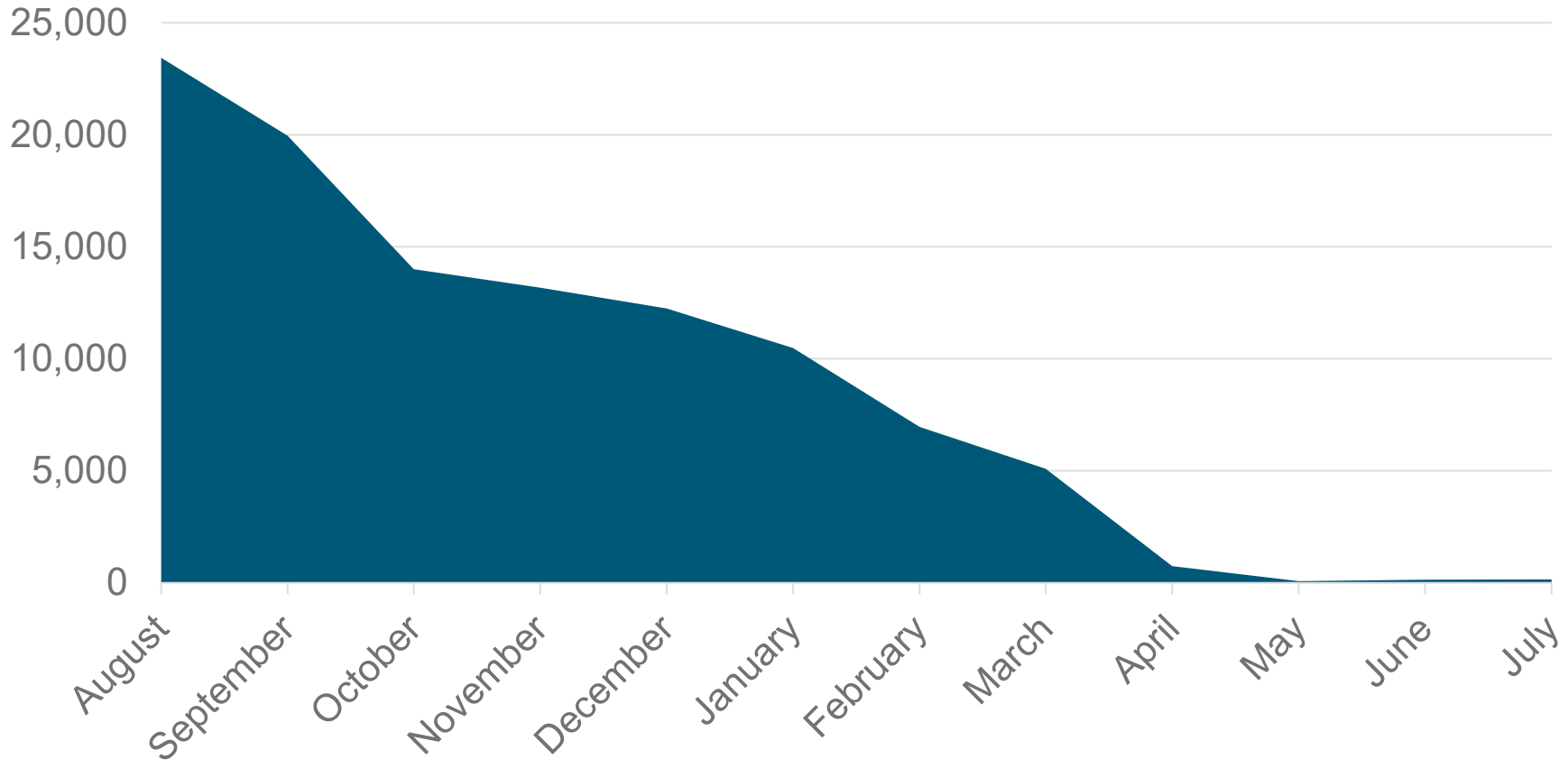


08/24/2020



# Merit Rating Board / MRB Update (cont.)

QC Open Work Items  
August 2019 to July 2020



# Meeting Service Demands

- **Record Overall Transaction Growth:** Completed 684,000 Transactions in July 2020 across all modes and channels. Second highest month since licensing and registrations have been on ATLAS.
- **Online Transaction Growth:** Increased from approximately 175,000 in September 2019 to 310,340 in June 2020 and 333,731 in July 2020, including online license renewals.
- **Open Service Centers:** 23 out of 31 are operational, more than doubling those open on March 18<sup>th</sup>. Achieving approximately 8,000 transactions / day under new appointment model with goal of reaching 11,000 transactions / day this fall.
- **Learner's Permits:** 74,116 tests taken since launching online option on June 9<sup>th</sup>, including 7,195 in Service Centers. AAA began processing applications July 13<sup>th</sup>.
- **Road Tests:** 60-Day Test Calendar Reopened to General Public in addition to Alternative Driving School Tests. Over 24,455 road tests completed since re-starting in June. Approx. 19,435 tests scheduled over coming 60-days.



REGISTRY OF MOTOR VEHICLES

08/24/2020

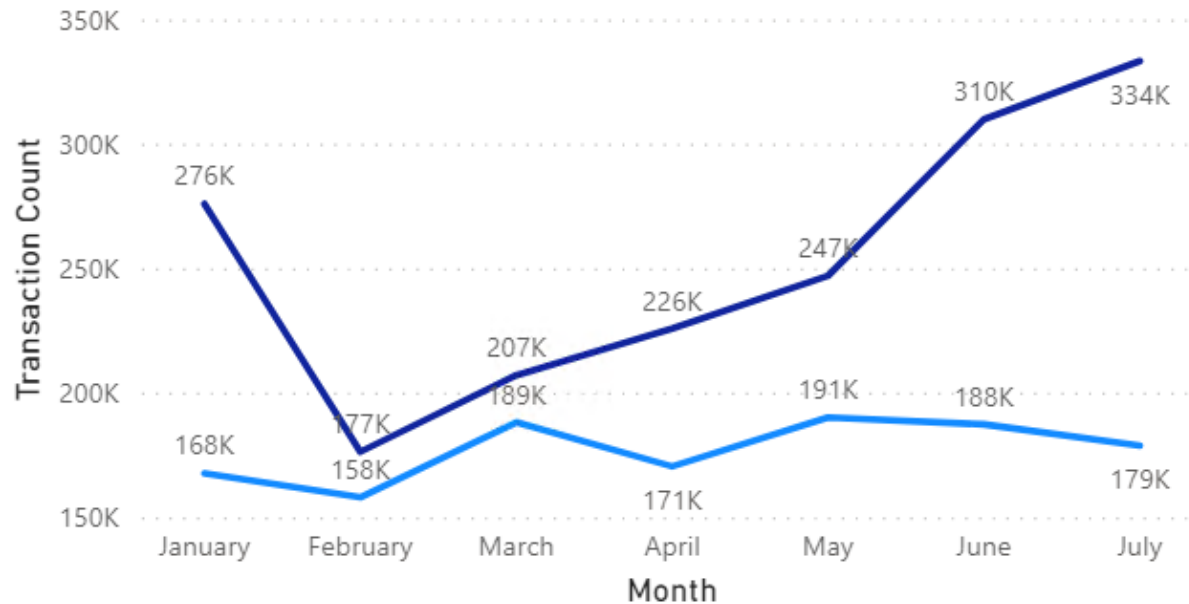


8



# Year-over-Year Overall Online Transactions

Year ● 2019 ● 2020



Month	2019	2020
January	168,137	276,396
February	158,486	176,757
March	188,596	207,472
April	170,922	226,310
May	190,602	247,464
June	187,792	310,340
July	179,216	333,731



REGISTRY OF MOTOR VEHICLES

08/24/2020

9



# License & ID Renewals

- Over 143,000 licenses and ID's renewed online between May and August. Approx. just 63,000 over same timeframe in 2019.
- *'Renew Online / Upgrade to REAL ID Later'* campaign extended via Executive Order until Massachusetts' State of Emergency is lifted.
  - Over 107,000 online renewals completed since promotion began on June 12<sup>th</sup>, compared to just 34,739 over the same time period in 2019.
- Some license extensions still in effect through December 2020 though September expirations coming due.
- Limited in-person license renewal appointments now available in Service Centers – prioritizing September expirations.

# Renew Online Now / Upgrade to REAL ID Later

- Customers are eligible to renew online for a Standard license or ID up to one-year in advance of their expiration date or up to two (2) years after expiration.
- Customers should visit [Mass.Gov/RMV](https://www.mass.gov/RMV) to renew their license or ID online. The cost for a new license is \$50 and \$25 for a ID card. They will be sent their new license or ID via U.S. mail.
- Customers who renew online during the promotion will have to wait at least six (6) months after Massachusetts' State of Emergency is lifted to make an appointment for a REAL ID and have the \$25 upgrade / amendment fee waived.
- Customer's don't need to visit the RMV(!) and can help the RMV enforce 'physical-distancing' by preserving license renewal appointments for those who can't renew online.
- Customer's who need and want a REAL ID can renew online and have the \$25 upgrade fee waived upon a future visit next year. Customer's holding a valid U.S. passport or other federally compliant form of identification may never need an RMV-issued REAL ID.



08/24/2020

11



# Extension of Additional Measures

- Initial Executive Order enabling waiver of REAL ID fee upgrade and other measures effective June 12<sup>th</sup> and recently extended until Massachusetts' State of Emergency is lifted.
  - Customers will not be able to seek their REAL ID upgrade until at least six (6) months after the State of Emergency is lifted.
- Extension also includes these provisions:
  - Extends the 'grace period' requirement for vehicle registration transfers after a vehicle purchase from 7 days to 21 days.
  - Extends ability for junior operators to complete 6 required in-car observation hours with another licensed adults (parent / guardian) instead of other students to minimize mixing of individuals from different households and observe public health guidance for driving schools.

# Registration Drop-Off Centers

- Established 8 Service Centers in early August to exclusively perform drop-off registration and title transactions for all customers, beginning as pilot in Braintree.
  - Expands the successful “B2B” model.
  - Allows customers to drop-off completed paperwork without appointment, pay for their transaction online, and return for pick-up within four (4) business days.
  - Completed over 2,300 transactions in first full week, many in less than the 4 day turnaround.
  - **Locations:** Boston / Haymarket, Braintree, Chicopee, Haverhill, Milford, North Adams, Taunton, Wilmington

# 2020 Low-Plate Lottery

- Application period opened August 12<sup>th</sup> – only online applications will be accepted at Mass.Gov/RMV through September 6<sup>th</sup>.
  - 100 plates available including: 6P, 751, V35, 12K, K5
  - No fee to apply and one entry per applicant. Open to Massachusetts residents. Registration and licenses cannot be in a non-renewal, suspended or revoked status at time of entry, drawing or plate swap.
  - MassDOT employees or immediate family members are not eligible.
  - Drawing to be held by September 15<sup>th</sup>; results will be posted online and customers individually notified.

# 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)