



# RMV Update

MassDOT Board Meeting  
September 21, 2020



# Extensions of License & ID Renewal Dates

Prior Expiration Date (Physically Printed on License / ID)	Extended Expiration Date
March, April, May 2020	September 2020
June 2020	October 2020
July 2020	November 2020
August 2020	December 2020

- All learner's permits with a printed expiration date between March & August 2020 have been automatically extended to December 2020.
- Renewal dates typically coincide with the individual's birthdate during the month.

# Licenses & IDs Expiring In September

- Approximately 100,000 licenses & IDs expiring in September 2020, including those automatically extended from March, April and May of 2020.
- *All customers who are eligible to do so **should renew online** -- upgrade fee to REAL ID will be waived for those who need one in the future if done six months after the State of Emergency is lifted.*
  - Over 163,000 online renewals completed since promotion began June 12<sup>th</sup>, compared to just 49,600 over the same time period in 2019.
- Limited in-person license renewal appointments available at AAA's or in Service Centers for those unable to do so online.
- Renewal outreach includes earned & successful paid digital media campaigns, and 500,000+ targeted letters & emails to addresses on file with the RMV.



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# Customers 75+ -- Dedicated Service Hours

- Introduced dedicated appointment hours on Wednesday's in September at select Service Centers for customers 75 years of age or older to renew their Massachusetts' license or credential.
- State law requires customers 75+ to visit a Service Center in-person for a vision screening in order to renew.
- New customer service option for more vulnerable population – will be continued through Wednesday's in October.
- All customers will continue to have appointment options for license and ID renewals at all open Service Centers, in addition to AAA for AAA members.
- **Initial Locations:** Danvers, Leominster, New Bedford, South Yarmouth, Springfield, Watertown.
  - **Coming Soon:** Brockton, Fall River, Greenfield, Lawrence, North Adams, Pittsfield, Plymouth, Revere, Worcester.



REGISTRY OF MOTOR VEHICLES

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# Customers 75+ -- Dedicated Service Hours

*“Dear Registrar:*

*I am an over age 75 driver and had to visit the New Bedford Registry ... to renew my license. Since this is a dedicated office for dealing with elderly drivers there were many of us being serviced when I arrived. I know that it is not an easy process in dealing with the elderly. We are slow to move and easily confused going in and out of the wrong doors and have trouble following directions.*

*Despite all of these behaviors your staff in New Bedford was exemplary in the way they dealt with us. They were patient forbearing and kind. The policeman stationed outside of the building was also patient with us. My compliments to the staff of your office in New Bedford! Please see that they receive this letter.”*

– Customer M. C. of Wareham, MA



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# Customers 75+ -- Dedicated Service Hours

*“On Wednesday I went to the [RMV] for a 9:00am appointment with my mother for her to renew her license.*

*I was very impressed from the moment I arrived and how kind the officers were. They were very clear with the instructions and every person we interacted with after that point until we got to the counter could not have been so kind and informative.*

*It felt very calm safe and I was very impressed with the logistics of it all.*

*Honestly I was concerned about going to the [RMV] with my 78-year-old mother during [COVID] but it actually was the easiest thing we’ve done so far.*

*The RMV gets a bad rap so really wanted to share some good news! Thank you for your attention to these details.”*

*– Customer R.C. Visiting the Watertown Service Center*



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# 2020 Low-Plate Lottery

- Annual lottery drawing was held in the Transportation Board Room via livestream on Monday, September 14th.
- Included 99 available plates such as 6P, 751, V35, 12K, K5.
- Application period open August 12<sup>th</sup> to September 6<sup>th</sup> – nearly 12,000 applications received.
- Results posted online and selected customers are being notified with instructions on how to register their new plate.



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# 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)