



# RMV Update

MassDOT Board Meeting  
April 27, 2023



# Service Updates

## Professional Driving Schools

- RMV implemented a new transaction in the Driving School portal on 4/17. Driving Schools can now submit driving school renewal applications online.

## Foreign language interpreter pilot RMV Contact Center

- During the week of April 10th, the RMV started a Foreign language interpreter pilot with Bay State Interpreters to provide on demand interpreter services when calling the RMV contact center.

## Florida joined State to State Verification

- The State-to-State (S2S) Verification Service is a means for states to electronically check with all other participating states to determine if a customer currently holds a driver license or identification card in another state.
- 130,000 potential duplicate customers between MA and FLA will be reviewed to determine the state of driver license record

# Work and Family Mobility Act (WFMA)

- Chapter 81 of the Acts of 2022 provides RMV ability to issue standard driver's license to individuals who can meet identity requirements outlined in the law
- Implementation date of 7/1/23
- Regulation changes include
  - Massachusetts Department of Transportation, Registry of Motor Vehicles Division ("RMV") will accept public comment concerning the following regulatory action:
  - Amend 540 CMR 2.06, *Requirements for Driver (Operator) Licenses, Learner Permits and Identification Cards*.
  - The proposed regulatory action will create an additional option for individuals submitting certain identity documents who were never issued a Social Security Number to meet the requirements to obtain a Massachusetts standard driver's license.
  - Written comments will be accepted until **5:00 p.m. on May 19, 2023**.



# WFMA, continued

The RMV will be translating driver's license related materials into the following languages:

Spanish

Portuguese (Brazil  
& Portugal)

Chinese (includes  
simplified &  
traditional, Mandarin  
& Cantonese)

Haitian

French

Vietnamese

Russian

Arabic

Khmer

Cape Verdean

Hindi

Korean

Tagalog

Pashto

American Sign  
Language

# RMV Updates – RMV Partnership with DOC

PRESS RELEASE

## Healey-Driscoll Administration Announces Enhanced State ID Program for Returning Citizens

Initiative Supports Successful Reentry for Individuals Upon Release from DOC Facilities

*A newly enhanced and streamlined process to provide individuals with an RMV-issued photo identification card upon release from the Massachusetts Department of Correction. As an essential tool for successful community reintegration, the Massachusetts ID Card Program empowers returning citizens by removing barriers to critical reentry services following incarceration.*



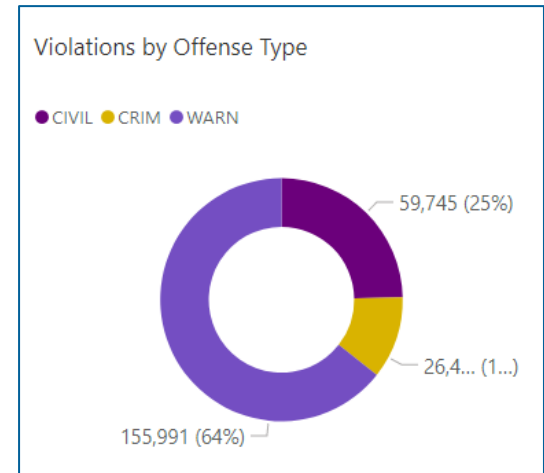
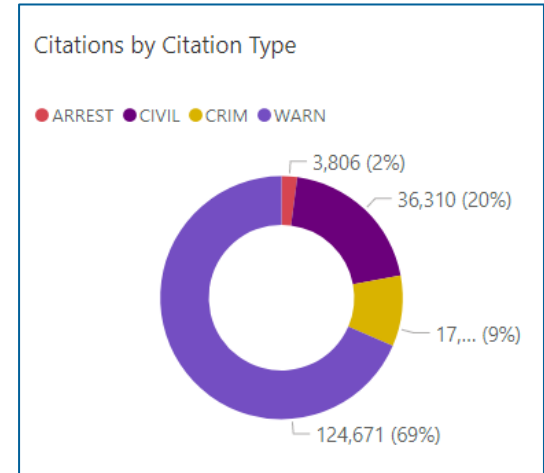
# Civil Motor Vehicle Citations (CMVI) & Violations Processed as of 4/14/23

Total Citations

181,942

Total Violations

242,212



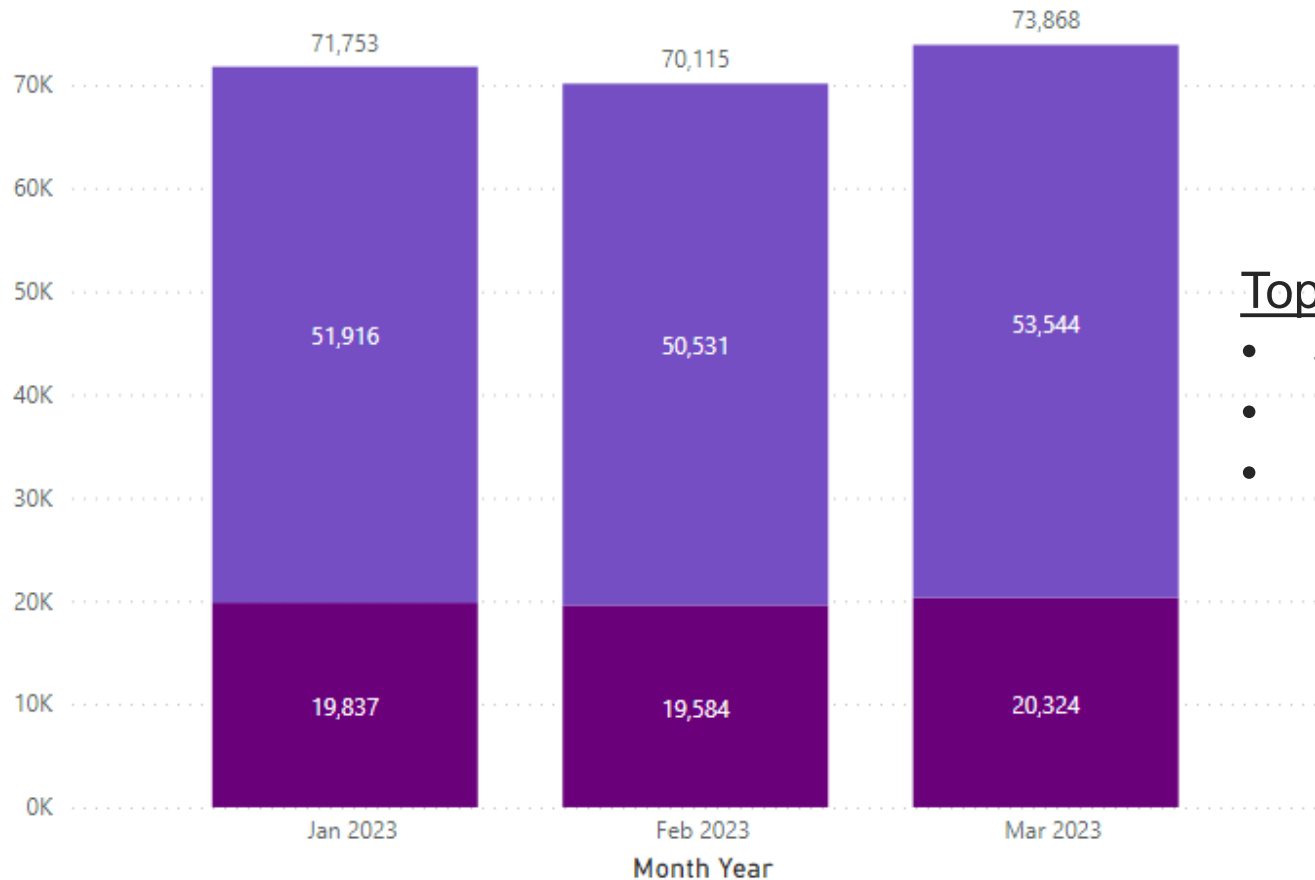
\*A citation can include up to 4 violations



# Top 3 CMVI Violations - as of 4/14/23

Violations by Date and Offense Type

● CIVIL ● WARN



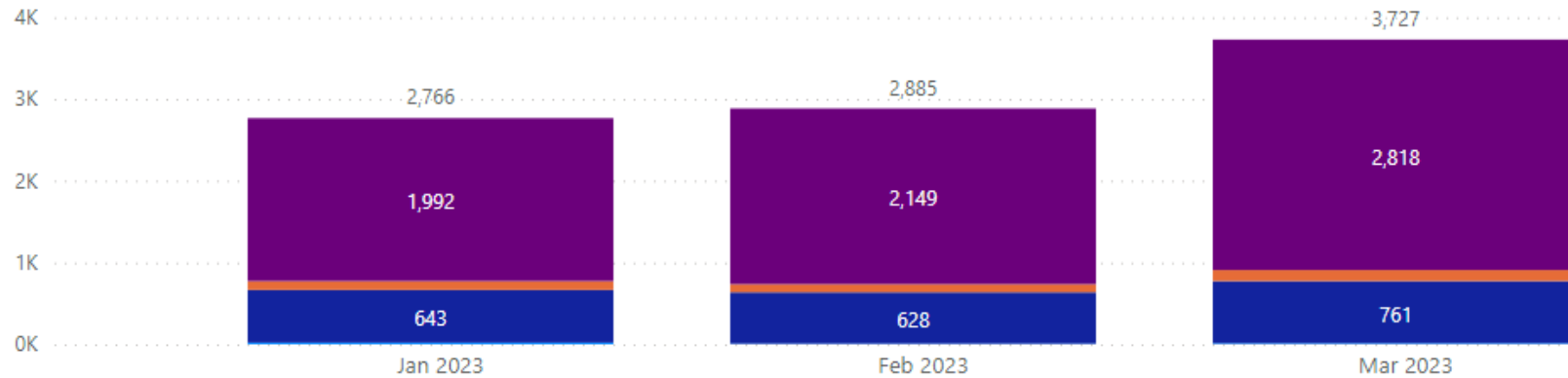
## Top 3 Violations

- Speeding
- Failure to Stop / Yield
- Inspection Sticker

# Distracted Driving/Hands-Free Law – as of 4/14/23

Total Citations by Month Year by Citation Type

● ARREST ● CIVIL ● CRIM ● WARN





# One Boston Day

RMV Quincy headquarters is remembering the 10th anniversary of “ONE BOSTON DAY” and the tragedy of the Boston Marathon bombings by hosting a “Cereal Drive” to support food pantries in the Greater Boston and South Shore area.



# National Blue/Green Day to Support Organ/Tissue Donation in support of New England Organ Donor Services



Haverhill RMV



Quincy HQ



Fall River RMV



Taunton RMV



Pittsfield RMV

# RMV Good News Stories – Emails Received

*I hope you're doing well. A constituent asked us to pass along some feedback about her experience at the Wilmington RMV offices.*

*She had excellent service in regards to researching a Title issue at the Wilmington office. Wilmington researched the title history and were patient and good at explaining everything. There was an error with a date on a document provided by the leasing company that the Wilmington office worked with her to correct it while she was there by letting the company fax a copy of the corrected document. She says that she will recommend to other friends/customers that when they need RMV assistance that the Wilmington RMV staff would be a great place to do RMV business.*

*I visited the Watertown registry with my elderly mother in law yesterday for a new photo ID. The gentleman who took care of us was exceptional. He treated my mother in law with dignity and respect and took his time to ensure she understood everything. She suffers from dementia and it was not an easy task for him. His name was Louis and I wanted you to know how much he was appreciated. One of the best experiences with the registry.*

*Thank you*



# Keeping the Public Informed

Customers are encouraged to visit Mass.Gov/RMV for the most up-to-date information on the RMV's available services



On Twitter:

@MassRMV