



RMV Update

MassDOT Board Meeting
February 16, 2022



RMV Service Updates and Reminders

Road Test Vehicles - Reminder

- RMV will continue with the use of state-owned vehicles for Class D road testing services through April 30, 2022 and has delayed the return to the use of private passenger vehicles for road tests.

Electronic Vehicle Registration (EVR) Lite - Update

- The EVR Lite Program allows individual EVR Participants the ability to perform the same base RMV transactions as EVR traditional users but with less volume and without plate inventory
- 62 participants have been approved to process vehicle registrations

BPHC's Engagement Center

- RMV will continue to assist BPHC's Engagement Center in Boston in February 2022 to determine ID eligibility for customers.

City of Boston

- Working with the Office of Immigrant Advancement of constituent requests



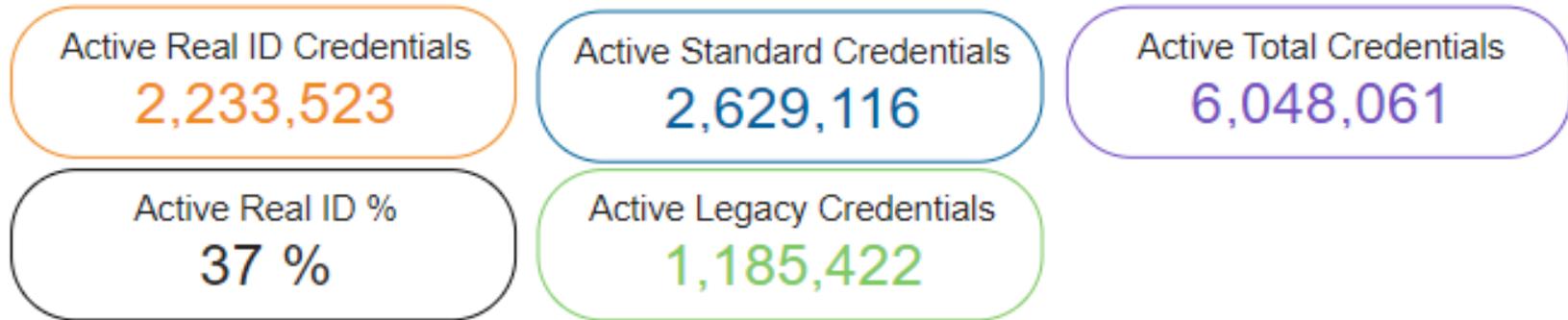
Commercial Drivers

- **Federal Motor Carrier Safety Administration**
 - Entry-Level Driver Training (ELDT) Requirement Training Provider Registry - requirement began on 2/7 for all commercial drivers
 - 304 Commercial Permit Exam (Class A, B, or C) appointments that were cancelled on Friday, 2/4 due to bad weather have been granted a waiver and have until 2/28 to comply.
 - Registered training providers can be found at <https://tpr.fmcsa.dot.gov/>
- **CDL Recruitment**
 - One day event for 7D drivers will be held on 2/24 includes training and testing of new drivers.
- **Permit and Skills Test**
 - Permit appointments available for commercial learner's permit test at [Mass.Gov/RMV](https://www.mass.gov/rmv)
 - Skills tests available for commercial (class A, B, and C) road tests by calling 857-368-7381. Currently scheduling commercial road tests 3 weeks out
 - RMV working with MBTA to schedule knowledge and skills testing for eligible applicants



REAL ID Stats

- 37% of credentials are REAL ID compliant

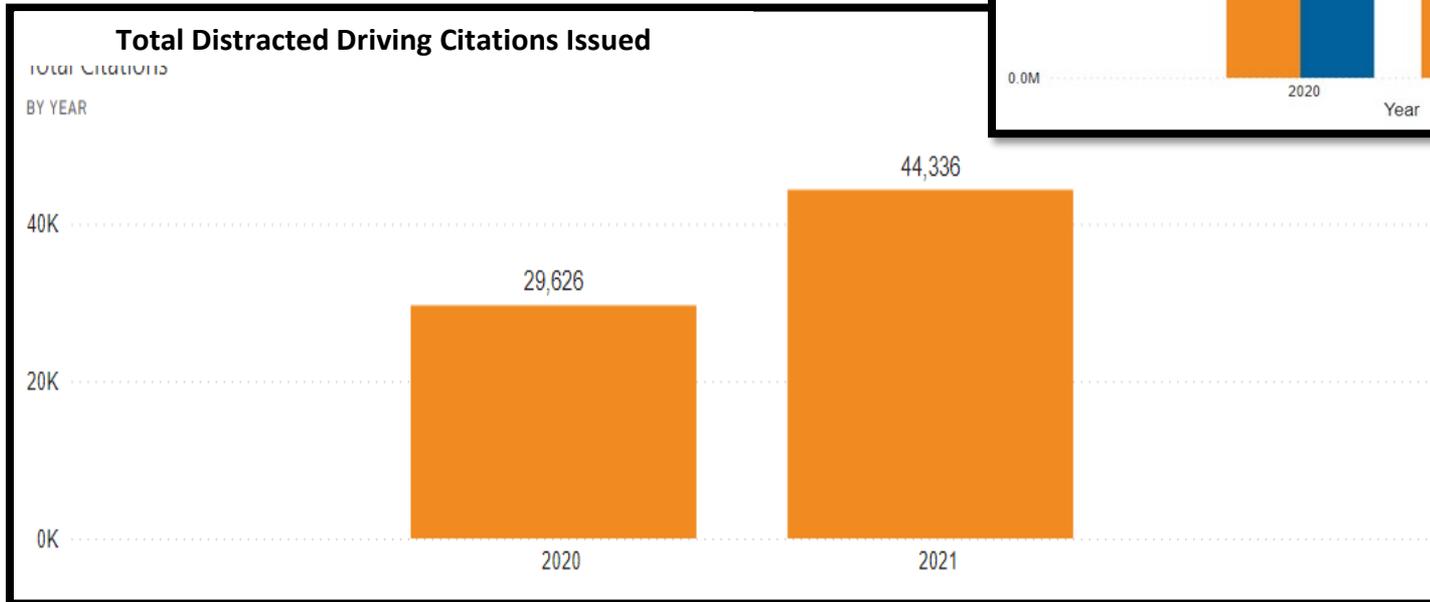
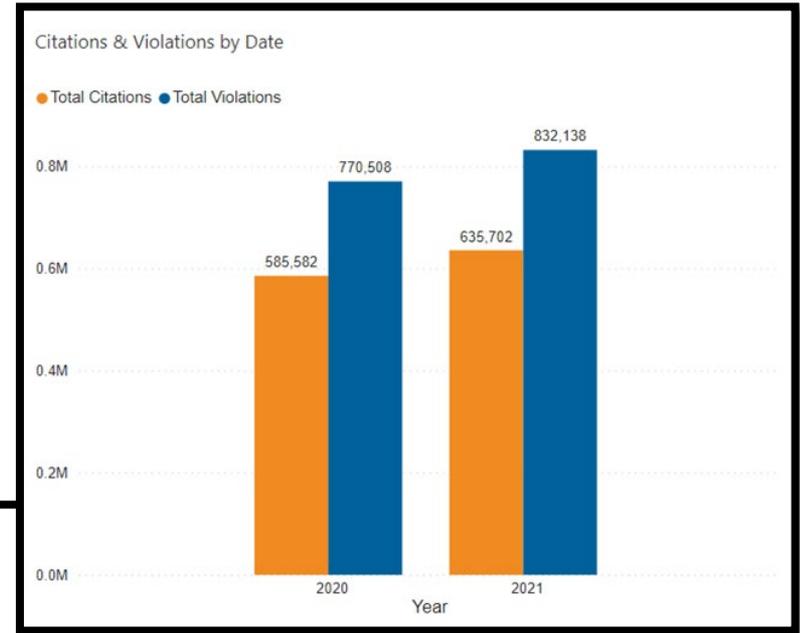


- Standard = not federally compliant
- Legacy = credentials issued before 3/26/18

REMINDER: REAL ID compliance date is May 3, 2023. Visit [Mass.Gov/ID](https://www.mass.gov/id).

MRB – Citation Comparison 2020 vs 2021

- Increase in of over **61,000** in Citations & Violations
- Increase of **14,000+** Distracted Driving Citations Issued



Upcoming and Past Events

Past Events

- School Bus Transportation Association of Massachusetts (STAM) Meeting – 1/8

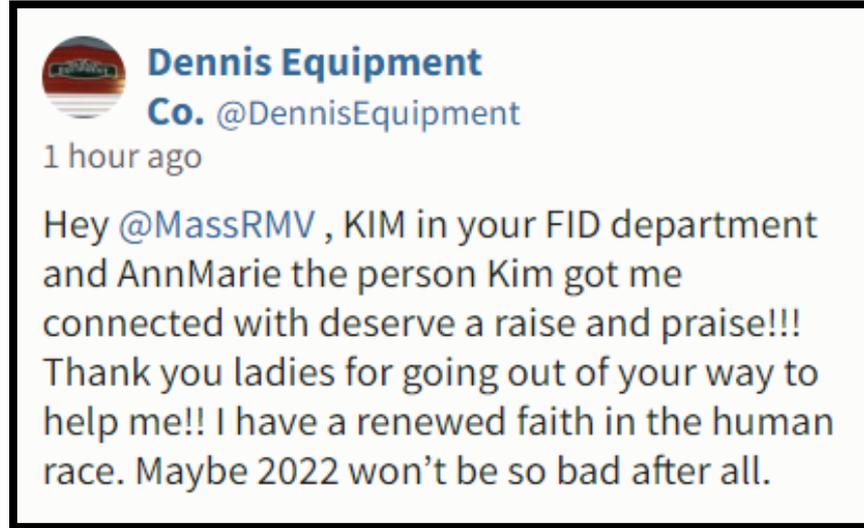
Upcoming Events

The RMV will participate in the following events in February:

- Merit Rating Board Meeting – 2/17
- Executive Board of the Massachusetts Driver Education Association – 2/18
- MOIA Event – 3/8
- MCOPA Annual Trade Show – 4/13



RMV Good News Stories – Emails/Letter Received



RMV Good News Stories – Emails/Letter Received

*I visited the Plymouth RMV Branch at about 2:45 pm on Thursday, January 13, 2022. A gentleman at customer service counter number eight (8) helped me. My wife recently passed away and I needed our car registrations amended. It appeared he was a line supervisor, but he still found the time to help me with my request while being **courteous, compassion, and very professional.***

*Hi I am writing to let you know about the **exceptional service** I experienced today at the Worcester Registry of Motor Vehicles. First off, I came to the registry expecting to find a full parking lot. In fact I had even considered taking a taxi to avoid this problem. Much to my surprise I was able to easily find a spot to park my big pickup truck! Then when I went inside the registry I was expecting to wait in a big long line. Instead I was **pleasantly greeted by an agent** who directed me straight to the service desk with no wait! At this window I met an **enthusiastic representative** who processed my transaction **quickly and efficiently.** I was in and out within a very short period of time, and the **friendliness and professionalism** of your staff was **amazing!** I know that you guys have a high volume of customers to help every day and to provide such **great service with genuine enthusiasm** is above and beyond and deserves to be recognized. Thanks!*



REGISTRY OF MOTOR VEHICLES



Keeping the Public Informed

- Customers are encouraged to visit the following website for the most up-to-date information on the RMV's available services and other measures:

www.Mass.Gov/Info-Details/RMV-COVID-19-Information

- Follow us on Twitter - @MassRMV

