



# RMV Update

**DRAFT** MassDOT Board Meeting  
February 2, 2023



# RMV Updates – New Laws

- **Temporary License Plates**
  - M.G.L. c. 90, § 2D, as amended by Chapter 423 of the Acts of 2022
  - Provides ability to issue temporary license plates to out of state residents who purchased a vehicle from a MA dealer
- **Translation and Accessibility Services**
  - Item 1599-6090 contained in Section 2A of Chapter 268 of the Acts of 2022
  - Provides ability to ensure equitable access to state services, programs, and activities serving limited English proficient individuals
- **Work and Family Mobility Act (WFMA)**
  - Chapter 81 of the Acts of 2022
  - Beginning 7/1/23, provides RMV ability to issue standard driver's license to individuals who can meet identity requirements outlined in the law
- **Votes Act**
  - Chapter 92 of the Acts of 2022
  - Implemented on 1/1/23 – RMV removed opt out option for voter registration process for license/ID customers
  - Phase 2 – work with Secretary of Commonwealth to share voter data with Electronic Registration Information Center (ERIC)



# RMV Updates – CRASH and MRB

## CRASH Implementation

- Replacement of the RMV's Crash Data system (CDS). CDS is the system used to process and maintain crash data from across the Commonwealth. The system informs highway safety improvements as well as federal and state policies and regulations to improve public safety.
- Implementation scheduled for 2/20/23.
- During weekend of 2/18 and 2/19, certain RMV transactions may be unavailable while the RMV migrates to the new system. Any system downtime will be posted to Mass.Gov/RMV.

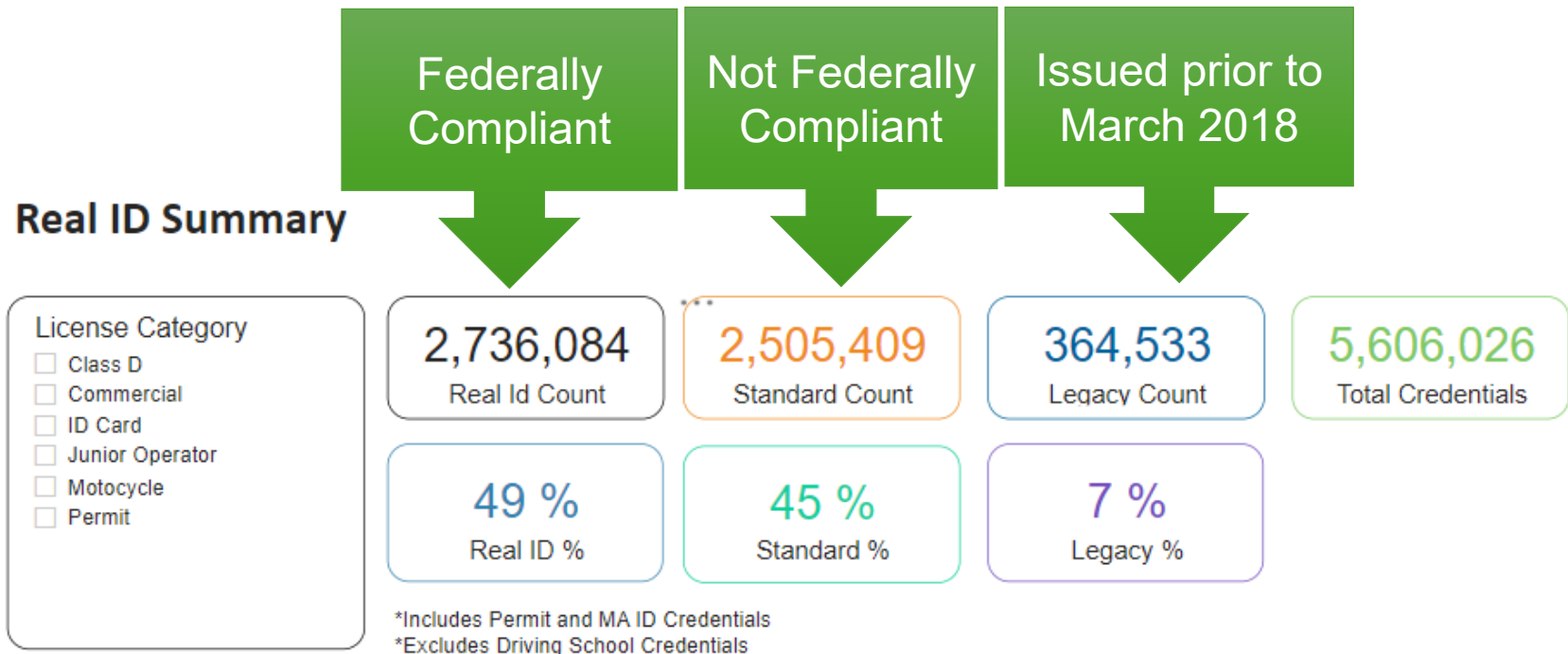
## MRB Citation Portal

- The Portal will improve access and visibility to traffic citation information for engineers and transportation planners, law enforcement and other Commonwealth constituents which will benefit strategic planning efforts to reduce crashes and improve overall road safety in the Commonwealth
- Phase 1 completed on 10/1/22
- Phase 2 kickoff in January 2023



# RMV Updates – REAL ID

- Implementation date is **May 7, 2025**
- March 2023 is the month that the RMV will have completed the 5 year renewal cycle for all driver's licenses and MA ID cards since the RMV began issuing Real IDs (implemented REAL ID in March 2018). This means anyone who had a license or ID issued before March 26, 2018 has been up for a renewal of their credential



# RMV Good News Stories – Emails/Letter Received

Registry of Motor Vehicles  
PO Box 55889  
Boston, MA 02205

To Whom it May Concern,

I wanted to make a compliment on an employee working at your Wilmington, MA RMV branch. I tried to give feedback on the website but it was only for questions.

The woman that was working the customer service desk was so helpful and had such an upbeat attitude. I wish I got her name but it was on 12/21/2022 about 1:30pm. My receipt said terminal #17. She was so pleasant, knew what she was doing, and kept the line moving without rushing the person in front of her. She was the only one working the customer service desk and at one point had the 2 lines form but acknowledged and explained to the 2 short lines how she was dealing with both lines so it was fair. An elderly person came up while I was being helped, thanked your employee again and again for helping her straighten everything out. Your employee was genuinely happy that the customer was all set and acknowledged the other RMV employee that helped that customer by saying, she knew he would help her straighten everything out. I have worked/managed in customer service for many years and your employee is the type of person I wish I had on my team and multiple of.

I also had to use the self-service station where I was able to print out what my insurance agent emailed me so I didn't have to leave and come back. What a great resource for your customers. Saved me so much time and was able to complete my transaction with 1 trip.

The RMV has gotten a bad rap for a long time but I wanted to acknowledge that I have seen a positive change in the way transactions are being handled and how your employees handle customers in the past few years. It's showing and making RMV trips go so much smoother.



# RMV Good News Stories

## Worcester RMV

Two heroines in our Worcester Service Center, Worcester manager and supervisor, saved a woman's life who injected drugs and overdosed in the public restroom at the Worcester Service Center. The employees found a way to unlock the bathroom stall door and immediately began administering CPR until EMS arrived. EMS administered Narcan and the woman responded to the treatment. A thank you also to the two Allied security guards who assisted with this situation.

# Keeping the Public Informed

- Customers are encouraged to visit [Mass.Gov/RMV](http://Mass.Gov/RMV) for the most up-to-date information on the RMV's available services



On Twitter:

@MassRMV