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Massachusetts Department of Transportation
Registry of Motor Vehicles

MassDOT Board Meeting
RMV Update

WFMA and General RMV Updates

July 19, 2023

Work and Family Mobility Act

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Overview

- In-person transactions started July 3rd
- Launched multi-cultural communication campaign to share facts and process
- Hiring July
  - Service Centers adding 52 employees
  - Road Tests Program has 21 employees in process of hiring
  - Contact Center has 10 employees in various stages of hiring
- Attorney General promulgated regulations on data privacy
- Third party road test vendors
  - AAA & Central MA Safety Council (CMSC)
  - Scheduling will be done through RMV road test website scheduling
  - Customers will go to the 3rd party site for the road test
  - Road Test fee is $35 - the same as the RMV

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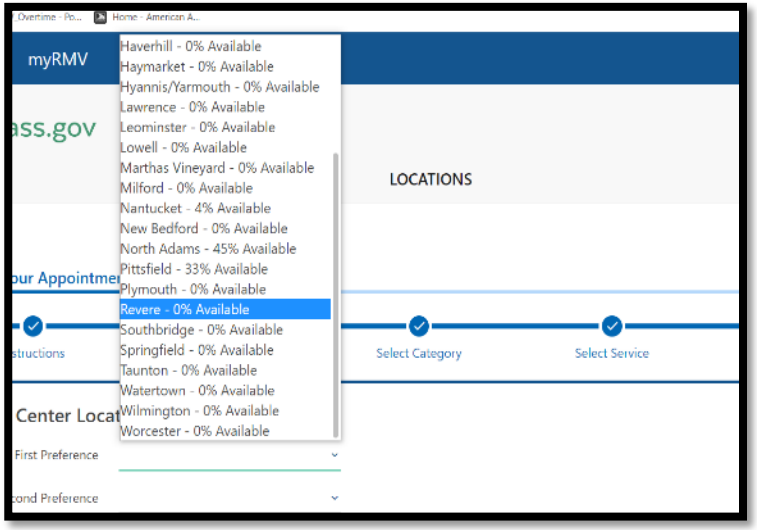
New Pre-Registration for Permit Appointments

- Customer can select up to 3 location choices for their appointment
- If an appointment is available, customer will receive email with unique link to make the appointment
- If an appointment is not available for the selected location, customer sent email to notify of no availability and put on the waitlist
  - Once an appointment is available, an email will be sent with a link to schedule the appointment
  - Appointment will be held for 24 hours
  - Confirmation email sent with appointment date, time and location once the appointment is scheduled
- Haymarket Service Center is the most popular followed by Springfield
- Pre-registration provides helpful data on customer demand for permits and preferred locations



Work and Family Mobility Act

Data as of 7/11 – 9:00am

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WFMA
Permit & Road Tests

Total Average Lead Time	Current Lead Time vs Target	Appointments Made Available	Appointments Made Available
46	31	35	60
Days	Target <= 77 days	Days (Permit)	Days (Road Test)

Permit Appointment Lead Time (days)

25	28	32	25	35	22
Average	Prior Business Day	Prior Week	Prior Month	Longest Daily Average	Shortest Daily Average

Road Test Appointment Lead Time by Date (days)

20	20	21	21	26	17
Average	Prior Business Day	Prior Week	Prior Month	Longest Daily Avg.	Shortest Daily Avg.

WFMA
Contact Center (SaviLinx)

SaviLinx Call Center Stats

13,629	6,658	1	0%
Call Volume	Calls Handled	Calls Abandoned	Call Abandoned %

Appointments

24
Avg. Lead Time (days)

3,695
Appts Open

97 %
Appts Booked %

135,480
Appts Max Capacity

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Class D (Passenger) Driver's Manuals

- English Driver's Manual (English, PDF 7.21 MB)
- Vietnamese Driver's Manual (tiếng Việt) (English, PDF 3.76 MB)
- Traditional Chinese Driver's Manual (繁體中文) (English, PDF 3.38 MB)
- Spanish Driver's Manual (Español) (English, PDF 7.12 MB)
- Simplified Chinese Driver's Manual (简体中文) (English, PDF 4.4 MB)
- Portuguese Driver's Manual (português) (English, PDF 5.91 MB)
- Korean Driver's Manual (한국어) (English, PDF 7.5 MB)
- Haitian Creole Driver's Manual (Kreyòl Ayisyen) (English, PDF 3.34 MB)
- Cape Verdean Driver's Manual (Kriolu Caboverdianu) (English, PDF 2.98 MB)
- Arabic Driver's Manual (العربية) (English, PDF 4.08 MB)
- Hindi Driver's Manual (हिन्दी) (English, PDF 4.63 MB)
- Russian Driver's Manual (Русский) (English, PDF 7.72 MB)
- Khmer Driver's Manual (ភាសាខ្មែរ) (English, PDF 6.09 MB)
- Tagalog Driver's Manual (Tagalog) (English, PDF 7.32 MB)
- Pashto Driver's Manual (پښتو) (English, PDF 7.77 MB)

https://www.mass.gov/lists/drivers-manuals

OFFERED BY Massachusetts Registry of Motor Vehicles

RMV Translated Documents

This page will be updated as more materials are translated.

⚠ Notices & Alerts

TABLE OF CONTENTS

- Class D & M Road Test Information Sheets
- Affidavit of No SSN
- WFMA Public Flyer
- Standard Class D or M Driver's License Documents Checklist
- How to Schedule a Service Center Learner's Permit Appointment
- How to Prepare for a Learner's Permit Appointment
- How to Transfer Your Out of State Driver's License
- Emails (received after July 1, 2023)

https://www.mass.gov/lists/rmv-translated-documents

Work and Family Mobility Act

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The RMV is committed to the success of WFMA implementation and devoted to providing quality services to all customers and business partners.

Resources

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Work and Family Mobility Act (WFMA)

Dedicated Phone Line for WFMA Information

The RMV has a dedicated information phone line to help customers understand WFMA and the process of applying for a driver's license at **857-368-9362 (WFMA).**

857-368-WFMA

This informational phone line provides guidance on document requirements, how to make your appointment, and how to prepare. Agents are available to answer questions during regular business hours. Interpreters can be provided if needed.

The information line is available in many different languages.

Resources

- Mass.Gov/RMV
- 857-368-WFMA

Low Plate Lottery Launched

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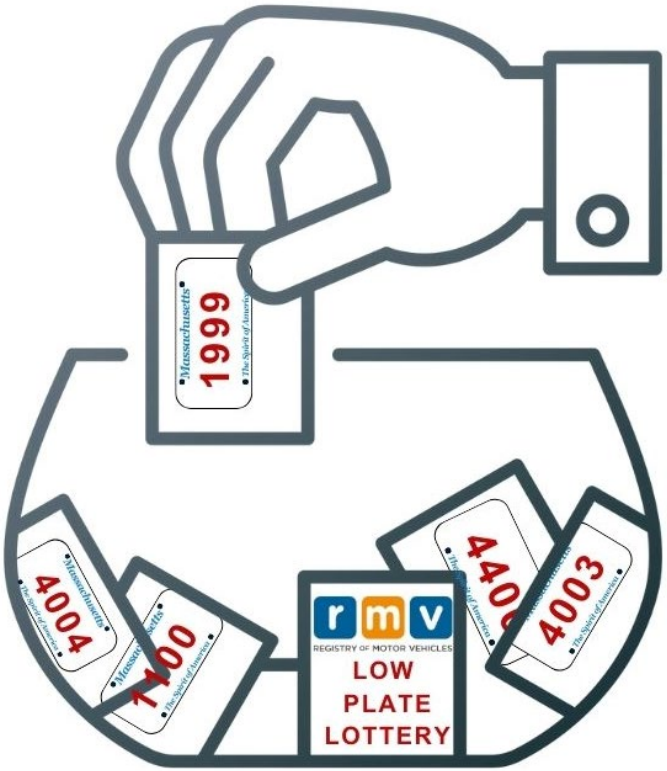
191 Plates available this year

- Applications currently being accepted online for the 2023 Low Number Plate Lottery at Mass.Gov/RMV
- Applicants must apply by 5 p.m. on Friday, August 31
- For eligibility requirements visit Mass.Gov/RMV



Over 3000 applications received as of 7/11!

RMV Good News Stories

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Good afternoon,

Hope all is well! I am writing this email as an appraisal for two of your ladies, Melissa & Carla. They both were so humble and provided exceptional service.

I know this time of year can be overwhelming for all of you as well as for us trying to get all necessary documents in place to renew our fleets. Melissa and Carla were very helpful and comforting.

It's always good to know that you have good people on your team.

I just wanted to provide my feedback on my experience at the registry on St. James Avenue in Springfield. I went in for a scheduled appointment with my father who is over 65 and walks with a walker to get him an id. Open entering the person waiting at the kiosk was very friendly, greeted us and made sure he was careful on a small carpet that was inside the door as she was concerned he might trip with his walker. We were 15 minutes early and went right away up to the window. The women helping us, Becky was very pleasant, kind & informative. We were in and out in less than 20 minutes. It was a great experience overall.

Keeping the Public Informed

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

On Twitter:

@MassRMV

Appendix

Overview of Licensing Process

All customers go through the same steps at the RMV to get a learner's permit and driver's license. Here is a guide for new customers:

Step 1: Get Informed

Step 2: Schedule Your Appointment for your Learner's Permit

Step 3: Study for the Learner's Permit Exam

Step 4: Prepare your Documents

Step 5: Visit the Service Center, Take your Exam*, and Get Your Learner's Permit

Step 6: Practice Driving

Step 7: Schedule your Road Test

Step 8: Take your Road Test and Get your Driver's License

** Learner's permit exam could be taken online or in-person at a service center*

Affidavit of No SSN

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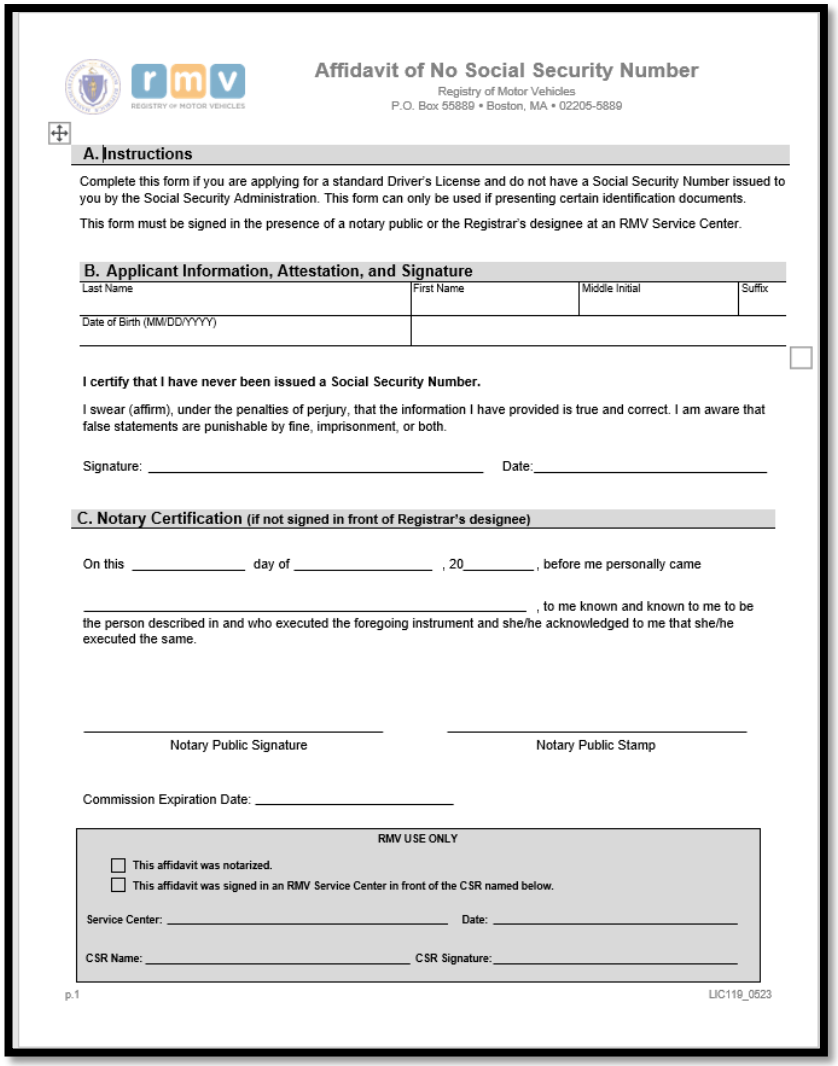
If you present a foreign passport or consular ID to meet document requirements, you may sign an affidavit stating that you have never been issued a social security number

Available on Mass.Gov/RMV



rmv
REGISTRY OF MOTOR VEHICLES

Affidavit of No Social Security Number

Registry of Motor Vehicles
P.O. Box 55889 • Boston, MA • 02205-5889

A. Instructions

Complete this form if you are applying for a standard Driver's License and do not have a Social Security Number issued to you by the Social Security Administration. This form can only be used if presenting certain identification documents.

This form must be signed in the presence of a notary public or the Registrar's designee at an RMV Service Center.

B. Applicant Information, Attestation, and Signature

Last Name	First Name	Middle Initial	Suffix
Date of Birth (MM/DD/YYYY)			

I certify that I have never been issued a Social Security Number.

I swear (affirm), under the penalties of perjury, that the information I have provided is true and correct. I am aware that false statements are punishable by fine, imprisonment, or both.

Signature: _____ Date: _____

C. Notary Certification (if not signed in front of Registrar's designee)

On this _____ day of _____ , 20_____, before me personally came

_____ , to me known and known to me to be the person described in and who executed the foregoing instrument and she/he acknowledged to me that she/he executed the same.

_____ Notary Public Signature

_____ Notary Public Stamp

Commission Expiration Date: _____

RMV USE ONLY

☐ This affidavit was notarized.
☐ This affidavit was signed in an RMV Service Center in front of the CSR named below.

Service Center: _____ Date: _____

CSR Name: _____ CSR Signature: _____

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