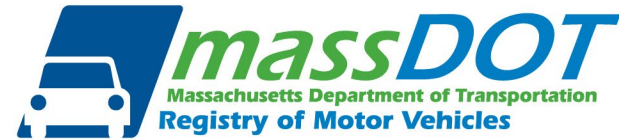


MassDOT Board Meeting RMV Update

WFMA and General RMV Updates

June 22, 2023

Work and Family Mobility Act



Overview

- Chapter 81 of the Acts of 2022 provides RMV ability to issue standard driver's license to those who can meet identity requirements outlined in the law
- WFMA goes into effect on July 1st, 2023. Beginning on **Monday, July 3**, newly eligible individuals will be able to be served by appointment at RMV service centers.
- Final filing of regulation changes posted on May 26
 - Amend 540 CMR 2.06, *Requirements for Driver (Operator) Licenses, Learner Permits and Identification Cards*.
 - As an alternative to provide a Social Security Number or a denial letter from the Social Security Administration, the RMV will begin accepting an affidavit (either notarized or signed in front of an RMV representative) stating that the customer has never been issued a Social Security number



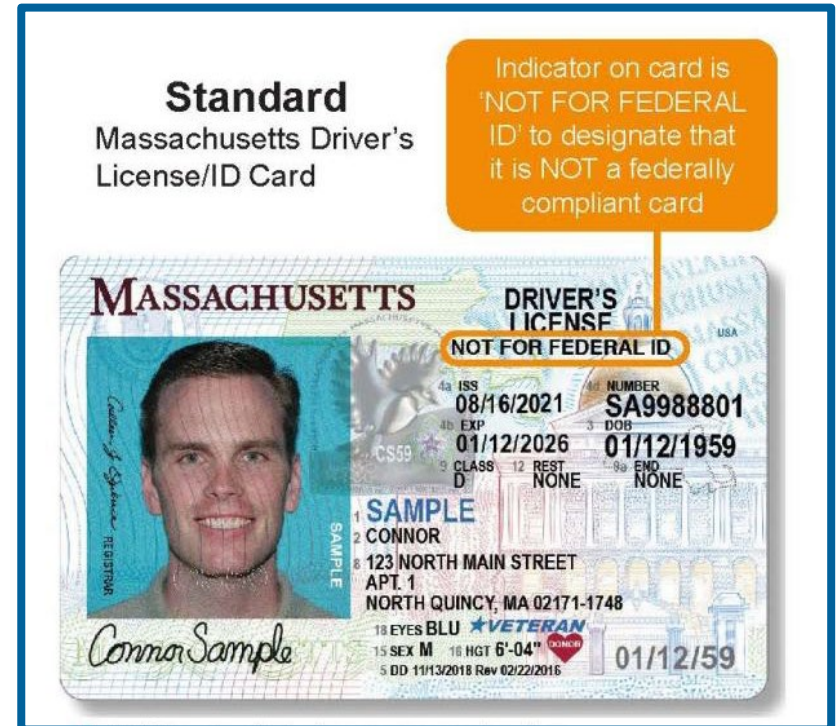
WORK AND FAMILY MOBILITY ACT

Driver Licenses For All MA Residents

Work and Family Mobility Act

WFMA Applies to Standard (Class D or M) Licenses

- WFMA only changes identity requirements for **Standard (Class D or M) driver's licenses**. Requirements for other credentials and voter registration remain the same.
- **ALL** Standard Driver's Licenses will continue to have "NOT FOR FEDERAL ID" printed on the card.
- The RMV will continue to require applicants to prove their identity, date of birth, and Massachusetts residency. All drivers will still be required to make an appointment, pay fees, pass a learner's permit exam, and a road test.



Be aware of scams

Work and Family Mobility Act



Appointments are required

- Starting July 1, make an appointment online at mass.gov/myrmv.
 - 2 separate appointments are needed:
 - one for a learner's permit
 - one for a road test
 - One appointment is needed for those who can convert a driver's license from another US state or Territory, Mexico and Canada

Prepare required documents

- Gather proof of identity, date of birth, MA residency
- Social security number, social security denial letter, or Affidavit of No SSN

Bring an Interpreter, if possible

- An interpreter can be requested when scheduling a road test starting July 1st

Standard fees- \$115 total

- \$30 for Permit
- \$35 for Road Test
- \$50 for five-year driver's license



WORK AND FAMILY MOBILITY ACT
Driver Licenses For All MA Residents

As of July 2023, all eligible Massachusetts residents can apply for a standard driver's license, regardless of immigration status, under the Work and Family Mobility Act.

What You Need To Know To Get A Driver's License



1. Get Informed

Learn about your requirements at Mass.Gov/WFMA. Only use websites under the Mass.Gov domain.



2. Apply for a Learner's Permit

Beginning July 1, you can pre-register to make an appointment and complete an application online at Mass.Gov/MyRMV. You will be notified via text and email when an appointment to visit a Service Center is available. Making an appointment is required. Paying fees online is recommended - the learner's permit fee is \$30, road test fee is \$35, and license fee is \$50. Do not pay anyone else for RMV services.



3. Study for the Learner's Permit Exam

Study for the learner's permit exam and take a practice exam at Mass.Gov/MyRMV.



4. Prepare Your Documents

Visit Mass.Gov/WFMA to review the requirements. If any document is not in English, you must bring a certified translation.



5. Visit the Service Center, Take Your Exam, and Get Your Learner's Permit

Go to the RMV Service Center on the day of your appointment. Bring all required documents and be ready to take your learner's permit exam.



6. Practice Driving

Practice driving with a licensed driver. Study for the road test exam at Mass.Gov/RoadTest.



7. Schedule Your Road Test

Appointments can be made at Mass.Gov/MyRMV after you receive your learner's permit. You will need to bring a licensed driver and a vehicle. Review the requirements at Mass.Gov/RoadTest.



8. Take Your Road Test and Get Your Driver's License

Once you pass the road test, you will receive a temporary license. Your official driver's license will arrive to your mailing address on file with the RMV within 14 days.

Beware of Scams!

Beware of fraudulent websites and scams and do not pay anyone else, except the RMV, for service.

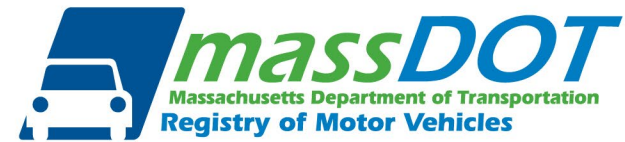
English

For more information visit Mass.Gov/WFMA or call 857-368-WFMA (9362)



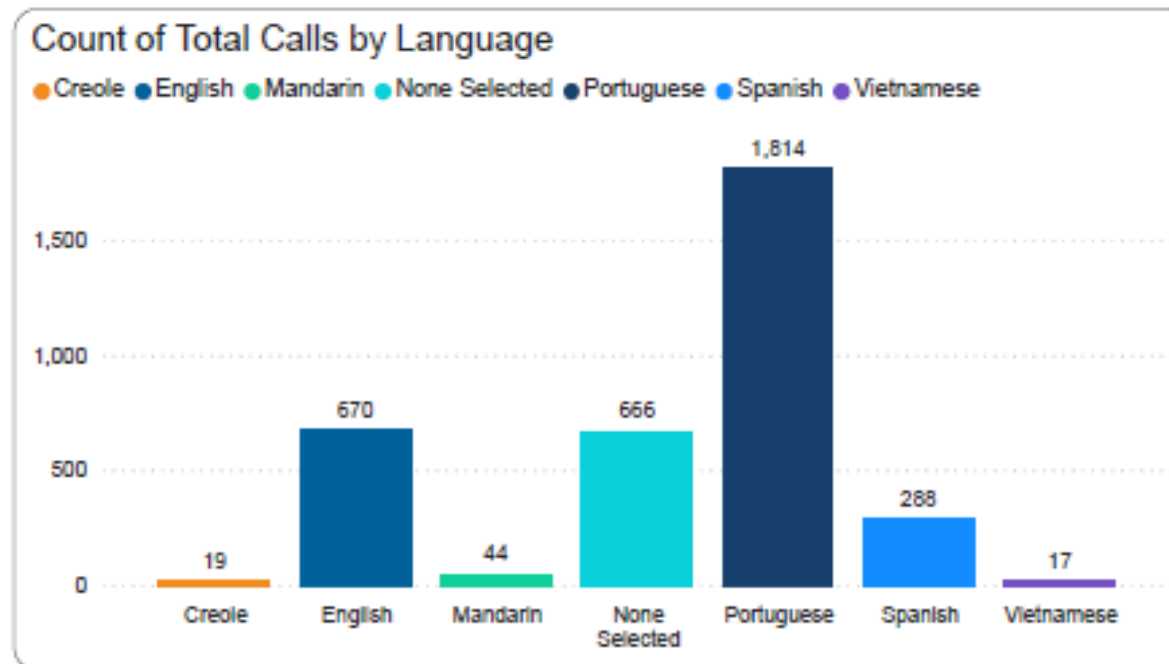
Public Flyer

Work and Family Mobility Act



Translation/Interpreter Services

- The RMV is translating critical documents into up to 15 languages.
- The RMV offers the learner's permit exam in 35 languages.
- A three-way phone “language line” with 100+ languages will support in-person transactions.
- Customers will be able to schedule in-person interpreters for road tests in 35+ languages or bring their own interpreter.



Work and Family Mobility Act

Expanded Hours


- All Service Centers **except** Attleboro, Natick, North Adams, Martha's Vineyard, Nantucket, and Chicopee will have extended hours M-F.
- 7 locations will open on Saturdays, 6 of which offer road tests. Saturday hours will offer appointments for permits, out of state conversions, license renewals.

Hiring Update

- The RMV anticipates ~105,000 unique applicants in the first 6 months, and ~280,000 unique applicants in the first 4 years
- In order to increase capacity, the RMV is hiring additional staff, expanding hours, establishing new locations for road tests, and taking other actions to streamline and expand services to ensure a high-quality experience for all customers.
- Key areas of focus for expanded capacity include Service Centers, Contact Center, Road Tests, Business Units



[Home](#) > [Massachusetts Department of Transportation](#) > [Massachusetts Registry of Motor Vehicles](#)

 OFFERED BY [Massachusetts Registry of Motor Vehicles](#)

Work and Family Mobility Act (WFMA)

Dedicated Phone Line for WFMA Information

The RMV has a dedicated information phone line. Call 857-368-9362 (WFMA) to hear information on the new law that takes effect on July 1.

The information line is currently available in 6 different languages. The RMV will add additional languages in the near future.

- Option 1: English
- Option 2: Spanish
- Option 3: Portuguese
- Option 4: Mandarin
- Option 5: Haitian Creole
- Option 6: Vietnamese

**857-368-
WFMA**

Resources

- [Mass.Gov/RMV](#)
- [857-368-WFMA](#)

Work and Family Mobility Act



Registrar with RMV and DFF team

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

PRESS RELEASE

Registry of Motor Vehicles Announces Standard Driver's Licenses Regardless of Immigration Status Available Soon Under Work and Family Mobility Act

Starting July 1st, newly eligible Massachusetts residents can apply for their Learner's Permit and road test to obtain a license; RMV increasing staff, extending hours, and expanding translated materials in preparation for implementation of the law.

<https://www.mass.gov/news/registry-of-motor-vehicles-announces-standard-drivers-licenses-regardless-of-immigration-status-available-soon-under-work-and-family-mobility-act>

Work and Family Mobility Act



Maura Healey ✓

@MassGovernor

I'm grateful for the advocates, legislators and public safety leaders who worked day in and out to get us here. Our roads will be safer, and our residents will be able to get where they need to go because of the Work and Family Mobility Act. #WFMA



Mass. Transportation ✓ @MassDOT · 4h

The Work and Family Mobility Act goes into effect on July 1, 2023. Eligible residents in #Massachusetts can now obtain a standard class D or class M drivers license, regardless of immigration status. Find out more at Mass.Gov/WFMA. #WFMA

mass.gov/news/registry-...

Starting July 1, 2023, eligible residents in Massachusetts can obtain a Standard Class D (passenger) or Class M (motorcycle) driver's license, regardless of immigration status, under the Work and Family Mobility Act.

For more info, visit Mass.Gov/WFMA.



WORK AND FAMILY MOBILITY ACT

Driver Licenses For All MA Residents

ALT



Registrar and representatives of the Cape
Verdean Association of Brockton

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

Low Plate Lottery

2023 Low Plate Lottery to Begin this Month

- Applications will be accepted online for the 2023 Low Number Plate Lottery at [Mass.Gov/RMV](https://www.mass.gov/rmv) beginning June 30
- Applicants must apply by 5 p.m., Friday, August 31
- There are 190 plates available this year
- There is no fee to apply. However, winners must pay a special plate fee as well as a standard registration fee
- Customers are encouraged to visit the RMV's website or follow @MassRMV on Twitter for details on the lottery plate drawing to be announced later this summer, including the date, time, and location of the event
- For eligibility requirements visit [Mass.Gov/RMV](https://www.mass.gov/rmv) on or after June 30



RMV Receives Regional Awards

- **Massachusetts RMV Chatbot Customer Convenience Award**
 - This award is presented to jurisdictions for improving customer-facing processes through offering or enhancing things such as online transactions, mobile units, access to vital records, improved payment options, greeter/triage stations, the ability to speed up service if the wait time is long, or other conveniences
- **License and Identity Workshop Excellence in Government Partnership Award**
 - This award is presented to successful projects/programs developed and implemented in cooperation with public or private sector organization(s).



RMV Good News Stories



Dear Ms. Ogilvie,

I'm sure you get many complaints. This is not one of them.

I have been to the Wilmington office of the RMV numerous times over the past year. Most times I have had the pleasure of being helped at the entrance by Linda at the customer service window.

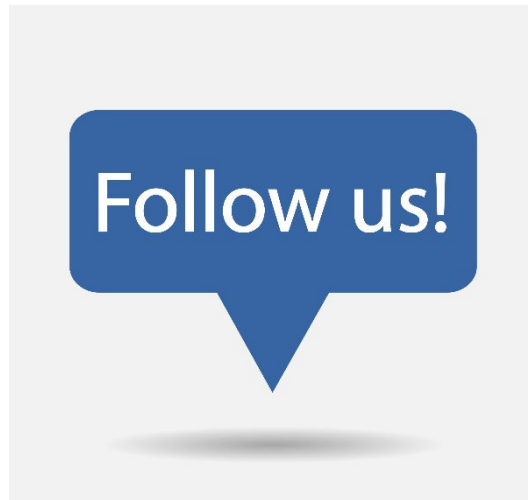
Over that time, I've witnessed her rare combination of friendliness, knowledge, and caring helpfulness. People arrive at the Registry with all sorts of attitudes: some are nervous, some are impatient, some are confused and some are angry. Linda greets them all with a cheery and disarming friendliness which is extraordinary. I've seen her calm a flustered and nervous elderly woman who was in for a vision test, encourage 16 year-olds taking a permit test, straighten out a muddled situation and wish kids well on their road test.

Some of my business has been complicated. Linda made it significantly easier by concisely explaining what I needed to do, then she wrote down the RMV forms I needed, the signatures I needed and the accompanying documents required. And she did all of that efficiently, clearly and with a smile.

Some individuals have the ability to change the tone of their workplace and Linda falls into that category. Her unexpected friendliness is disarming and people move on from her window with a far better attitude than they came in with. The RMV is lucky to have Linda as the office's first point of contact and I would suggest keeping her right where she is until she retires.

Keeping the Public Informed

Customers are encouraged to visit [Mass.Gov/RMV](https://www.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


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



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

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: _____

p.1

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