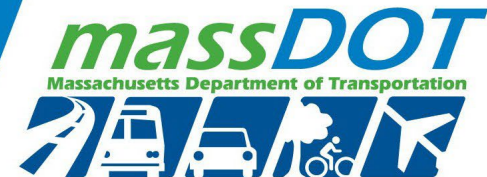




RMV Update

MassDOT Board Meeting
March 15, 2023



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
- Implementation date of 4/5/23

- **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
- First phase implementation date of 7/1/23

- **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



Updated Service – New Languages for Permit Test

- 7 new foreign languages have been added to list of languages offered for a passenger (Class D) and Motorcycle (Class M) learner's permit exam.
 - Albanian
 - Cape Verdean Creole
 - Hungarian
 - Kiswahili
 - Pashto
 - Turkish
 - Ukrainian
- Permit exams now offered in 36 languages below.

Albanian, Arabic, Armenian, Burmese, Cape Verdean Creole, English, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Hungarian, Italian, Japanese, Khmer/Cambodian, Kiswahili, Korean, Laotian, Mandarin (Simplified), Mandarin (Traditional), Pashto, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Somali, Spanish, Tagalog, Thai, Turkish, Ukrainian, Urdu, and Vietnamese.

Updated Service – Replacement Crash System

- Replacement of the RMV's Crash system. 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.
 - Successfully implemented on 2/21/23.
- Business partners impacted by the improved Crash system are:
 - Local law enforcement & records management vendors
 - MA State Police
 - MassDOT Highway Division - safety department
 - Insurance companies
 - Federal partners

This is a screenshot of the old RMV Crash Report form. It is a web-based form with a table at the top for 'Crash Report' details including Submitted By, Document #, and Status. Below this are fields for City/Town, Date, Time, # of Vehicles, Doc #, and Status. The form is divided into two main sections: 'AT INTERSECTION' and 'NOT AT INTERSECTION'. Each section has fields for Route, Dir, and Roadway/Street. The 'NOT AT INTERSECTION' section also includes fields for Mile Marker, Exit Number, and Landmark. At the bottom, there is a 'Crash Diagram Included?' checkbox and a 'Location Validation Results' section showing a message: 'Validation by Intersection method was NOT successful, intersection not found - result:'. There are 'Cancel' and 'Next' buttons at the bottom.

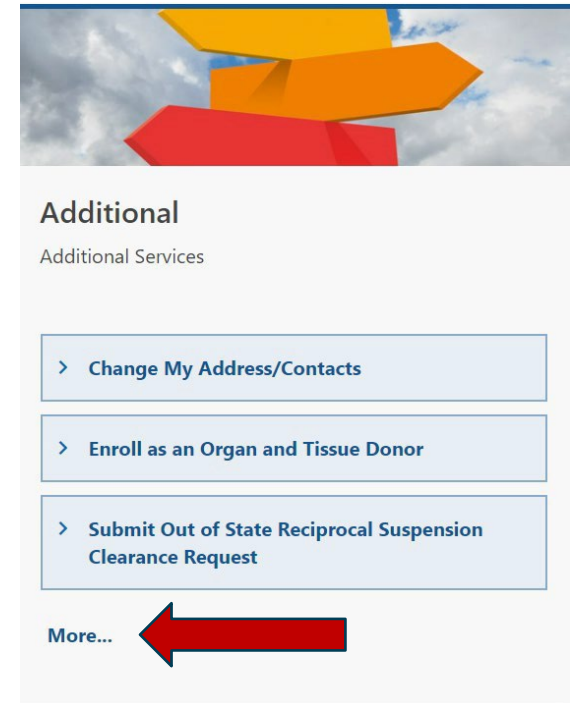
old screen example

This is a screenshot of the new MassDOT Crash Report system interface. It is a modern web application with a dark header bar containing the MassDOT logo and navigation links. The main content area shows a 'Crash Report - CSR4238305' entry. It includes a progress bar with steps: New, Review, Submitted, Modify, and Complete. Below this are fields for Number, Document Number, Crash, Crash Report State, and Crash Report Status. The 'Basic' tab is selected, showing details for Roadway 1 (Route 113, Westbound, Oakland Ave) and Roadway 2 (Route 113, Northbound, Lowell St). There are also tabs for 'Codes', 'Police Officer', and 'More Info'.

new screen example

New Service - IID Services on MyRMV

- The Ignition Interlock Device (IID) program requires multiple and certain first-time OUI offenders to install an IID in vehicle for 2 years after reinstatement.
 - An IID is a handheld breath-alcohol monitoring device that is connected to a vehicle's ignition.
 - A restriction is placed on applicant's license to indicate this requirement when operating a vehicle - the restriction is not automatically removed at the end of the reinstatement period.
 - Applicant's must schedule an appt with a hearings officer to have the IID removed from their vehicle and the license restriction lifted.
 - Currently, 4,200+ participants have an IID installed
- Eligible customers can now request interlock device services online via Mass.Gov/RMV
- The RMV will review and respond to your request via phone in 3 - 5 business days



Additional

- > Change My Address/Contacts
- > Enroll as an Organ and Tissue Donor
- > Submit Out of State Reciprocal Suspension Clearance Request
- > Submit Ignition Interlock Service Request
- > I-Pay-Tax Complaint
- > Prove Lawful Presence
- > Apply for Interlock Indigency

RMV Updates – Vulnerable Road Users Law

Massachusetts law defines ‘**vulnerable road users**’ as:

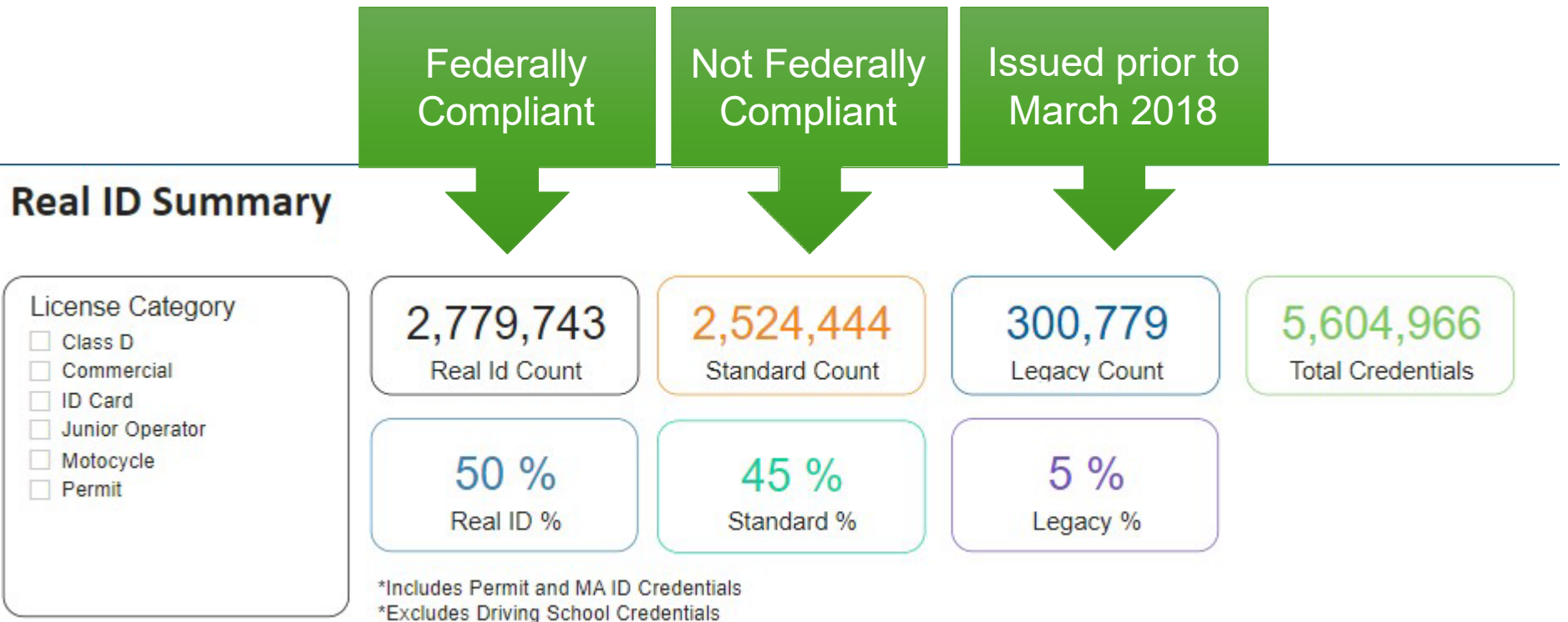
- pedestrians
- roadside workers
- bicyclists
- people riding horses or horse drawn carriages
- people using:
 - wheelchairs
 - mobility devices
 - motorized bicycles
 - motorized scooters
 - non-motorized scooters
 - skateboards
 - roller skates



When you pass a vulnerable road user, you must leave a safe passing distance of **at least 4 feet** between your vehicle and the road user. If it is safe, you may use all or part of the lane next to you and you may cross the center line if necessary. You must obey the speed limit while passing. The sign above will be posted on roads that do not have designated bike lanes or separated paths.

REAL ID – 50% adoption

- Implementation date is May 7, 2025
- RMV will be through 5-year cycle in March (implemented REAL ID in March 2018)



RMV Good News Stories – Emails/Letter Received

To Whom Feb. 10, 2023

Recently, I had to renew my driver's license ID at the Braintree location. My friend help me secure the on line application and appointment date. When I arrived on the 7th with requested documentation the process was efficient with little waiting time. I know

RMV gets a lot of bad press. Some folks just don't prepare ahead of time. Thank you

(Please thank Braintree staff)
Respectfully,



REGISTRY OF MOTOR VEHICLES

RMV Good News Stories – Tweets Received



Jesse Mermell @jessemermell

4 days ago

27 minutes in and out at the Watertown @MassRMV, where I was helped by a delightful woman (whose name I sadly did not get) wearing a purple rhinestone tiara and an "It's My Birthday!" ribbon. Pleasantly surprising all around!



Jen @JenVacca

3 hours ago

Registry of Motor Vehicles gets a bad reputation. Unfriendly hours for workers. Wait times.

But I just came into the Worcester location and got the most helpful and friendly employee on the planet. HUGE shout out to Chayenne. She is a credit to your organization.

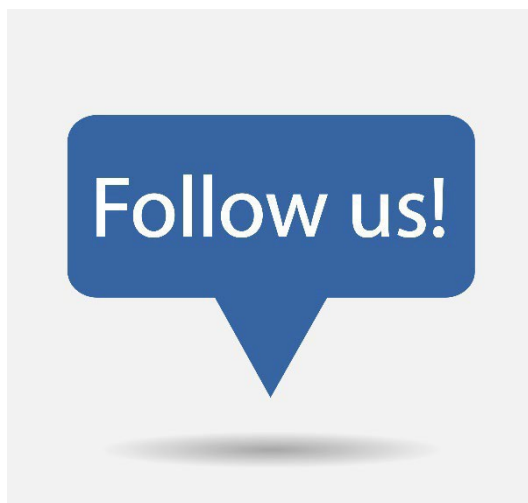
@MassRMV



REGISTRY OF MOTOR VEHICLES

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