



# RMV Update

MassDOT Board Meeting  
May 17, 2023



# Service Updates

Beginning May 8, a redesigned version of the Red Sox special plate will be available on the RMV website ([www.mass.gov/rmv](http://www.mass.gov/rmv)) and can be ordered through RMV Service Centers. The new plate design features a pair of red socks with a blue heart between them.

**The previous design Red Sox plates will no longer be issued, but will remain valid.**



# Service Updates

All school buses are inspected twice per year. The RMV is currently inspecting school buses and as of 5/12, have completed 2/3 of these inspections. There are over 9,000 school buses registered in MA.

All school buses are checked for:

- Body Interior
- Body Exterior
- Chassis
- Special equipment such as wheelchair lift, if applicable



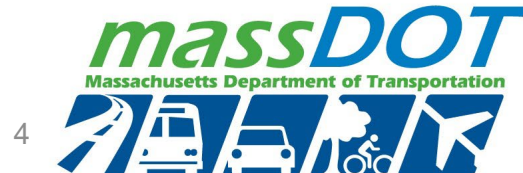
# RMV Procurements

## RMV Road Test Examination Augmentation

- The Massachusetts Registry of Motor Vehicles (RMV) is exploring a short-term (1-year) solution to allow for a third-party organization to administer road test exams for Class D driver licenses. Currently all such exams are administered by RMV staff at RMV sites or at driving school locations.
- The RMV anticipates that the combination of existing demand for Class D road test exams and implementation of The Work and Family Mobility Act (H.3012 / S.2061) WFMA will significantly increase overall demand.

## 3<sup>rd</sup> party language line solution to Contact Center

- This procurement will expand the RMV's language support for current non-English speaking customers seeking to conduct current transactions or with information needs through 3<sup>rd</sup> party Contact Center agents/staff.



# Work and Family Mobility Act (WFMA)

- 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
- Implementation date of 7/1/23
- Regulation changes include
  - The Registry of Motor Vehicles Division ("RMV") will accept public comment on the following regulatory action:
    - Amend 540 CMR 2.06, *Requirements for Driver (Operator) Licenses, Learner Permits and Identification Cards*.
    - The proposed regulatory action will create an additional option for individuals submitting certain identity documents who were never issued a Social Security Number to meet the requirements to obtain a Massachusetts standard driver's license.
  - Written comments will be accepted until **5:00 p.m. on May 19, 2023**.

# WFMA, cont.

## Memorandum of Agreement between MassDOT and National Association of Government Employees (NAGE)

- Increase more staff and salaries for service center and contact customer service representatives and road test examiners
- Ability to leverage third-party assistance for Contact Center, IT helpdesk, Road Test services
- Greater flexibility to manage extended operational hours at Service Centers and vacations during first two weeks of July

# WFMA, cont.

## Website, Phone Line, Translated Materials

- Dedicated webpage that will be continually updated: **Mass.Gov/WFMA**
- Dedicated information phone line available in 5 languages – additional languages will be added soon: **857-368-WFMA**
- The RMV will be translating materials into 15 languages. Including:
  - Driver's Manual
  - Checklists
  - Guides

Spanish
Portuguese (Brazil & Portugal)
Chinese (includes simplified & traditional, Mandarin & Cantonese)
Haitian
French
Vietnamese
Russian
Arabic
Khmer
Cape Verdean
Hindi
Korean
Tagalog
Pashto
American Sign Language



# WFMA, cont.



WORK AND FAMILY MOBILITY ACT

*Driver Licenses For All MA Residents*

## Interpreter Services

- In-person interpreter services will be available for customers who arrive without an interpreter
- 3<sup>rd</sup> party call center dedicated to taking WFMA-related calls and interpreter services will be available to assist customers who are not proficient in English



REGISTRY OF MOTOR VEHICLES





# RMV Updates – MassDOT Innovation Conference

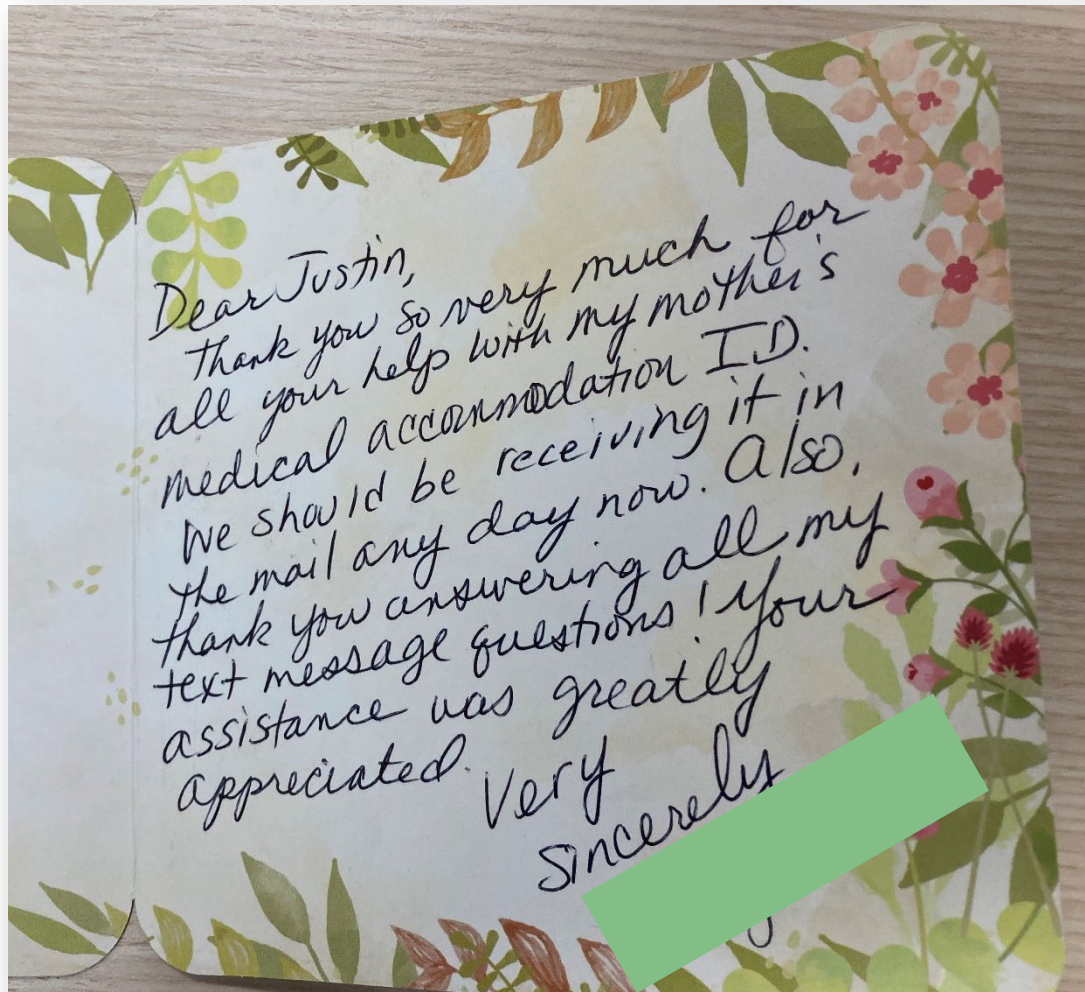
## The Driving Years - How the MassDOT Highway Division and the RMV are "Promoting Safe & Equitable Transportation"

Attendees heard about:

- the RMV's highly interactive website for first time drivers and their parents/guardians
- how the RMV driver's manual is placing a greater focus on safety and a more direct approach to the privileges and responsibilities of safe driving and sharing the road;
- what is being done to educate and raise awareness for motorcyclists and drivers;
- the work the RMV is doing to develop a public-facing Citation Data Portal to provide safety stakeholders with the data needed to enhance safety and equity;
- how age-related changes can impact a person's ability to drive safely and how you can support older driver safety and mobility.

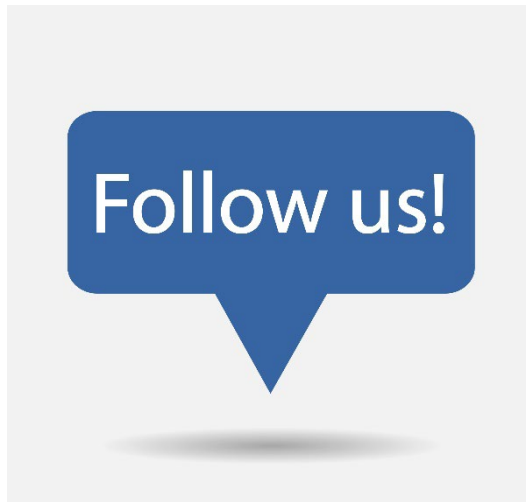


# RMV Good News Stories – Letter Received



# 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