



RMV Update

MassDOT Board Meeting
November 16, 2022



RMV Service Updates and Reminders

RMV Service Centers – Reminder

- If you need to complete an in-person permit, license, or ID transaction, you are required to make a reservation online at [Mass.Gov/RMV](https://www.mass.gov/rmv).
- Transactions that can be performed at an RMV Service Center without an appointment:
 - Register My Vehicle
 - Reinstate My Registration
 - Transfer Vehicle to a Surviving Spouse
 - Amend My Registration
 - Confirm Identity for a Registration Renewal
- Appointments will become available each hour starting 11/21
- All other transactions can be done via another channel such as online, by mail, or over the phone.

AAA Members

AAA members can process RMV-related transactions at AAA locations throughout Massachusetts. Visit aaa.com/reservations to schedule your visit up to two weeks in advance.



RMV Service Updates and Reminders

Suspension Hearings

- Customers can schedule a telephone hearing and upload supporting documentation by visiting the RMV's Online Service Center at [Mass.Gov/myRMV](https://www.mass.gov/myrmv)
- Average wait time is 5 – 7 days for general suspension hearings and 1 - 3 days for ignition interlock device hearings
- Attorney block booking on Wednesdays

November Registration Renewals

- The following plate types expire on November 30th :
 - Antique
 - Vanity
 - Trailer
 - Camper
- Avoid delays and renew online now – [Mass.Gov/RMV](https://www.mass.gov/RMV)



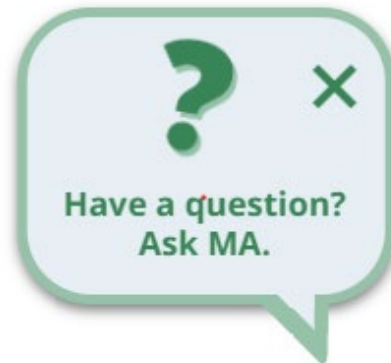
RMV Service Updates and Reminders

VOTES Act

- RMV will no longer offer applicants the opportunity to opt-out of voter registration effective January 1, 2023
- RMV will send all eligible applicants to State Secretary via Automatic Voter Registration (AVR), applicant may decline to register with local election officials
- Reduces registration deadline from 21 to 10 days before election

Chatbot

- New feature on Mass.Gov/RMV
- Get answers to your questions quickly
- Appears on most License/ID, Registration, and Suspension pages



RMV Service Updates and Reminders

Inspection Sticker Changes - Reminder

- Effective November 1, 2022, motor vehicles passing required safety and emissions inspections will get a new sticker with the month the last sticker expired, valid for one year. Any vehicle owner late in getting a vehicle inspected, beyond one year from the last inspection, will no longer get a sticker displaying the month the new inspection occurred.
- The chart displays the first fifteen days this has been in affect and the month the customer should have come for a sticker

**12,390 is the number of stickers that had expired some time before January 1, 2022*

Sticker Expiration	Count
31-Jan	3,686
Jan	12,390*
Feb	577
Mar	2,351
Apr	586
May	1,870
Jun	2,226
Jul	3,118
Aug	6,792
Sep	14,956
Oct	58,929

RMV Service Updates and Reminders

REAL ID – Reminder

- Compliance date is 6 months away, 5/3/23
- Currently, Massachusetts is at 47% REAL ID adoption
- A REAL ID is NOT required. BUT if you travel on a plane in the US or frequent certain federal buildings, this type of MA credential is beneficial to you.

2,651,870

Real Id Count

2,477,348

Standard Count

502,876

Legacy Count

5,632,094

Total Credentials

47 %

Real ID %

44 %

Standard %

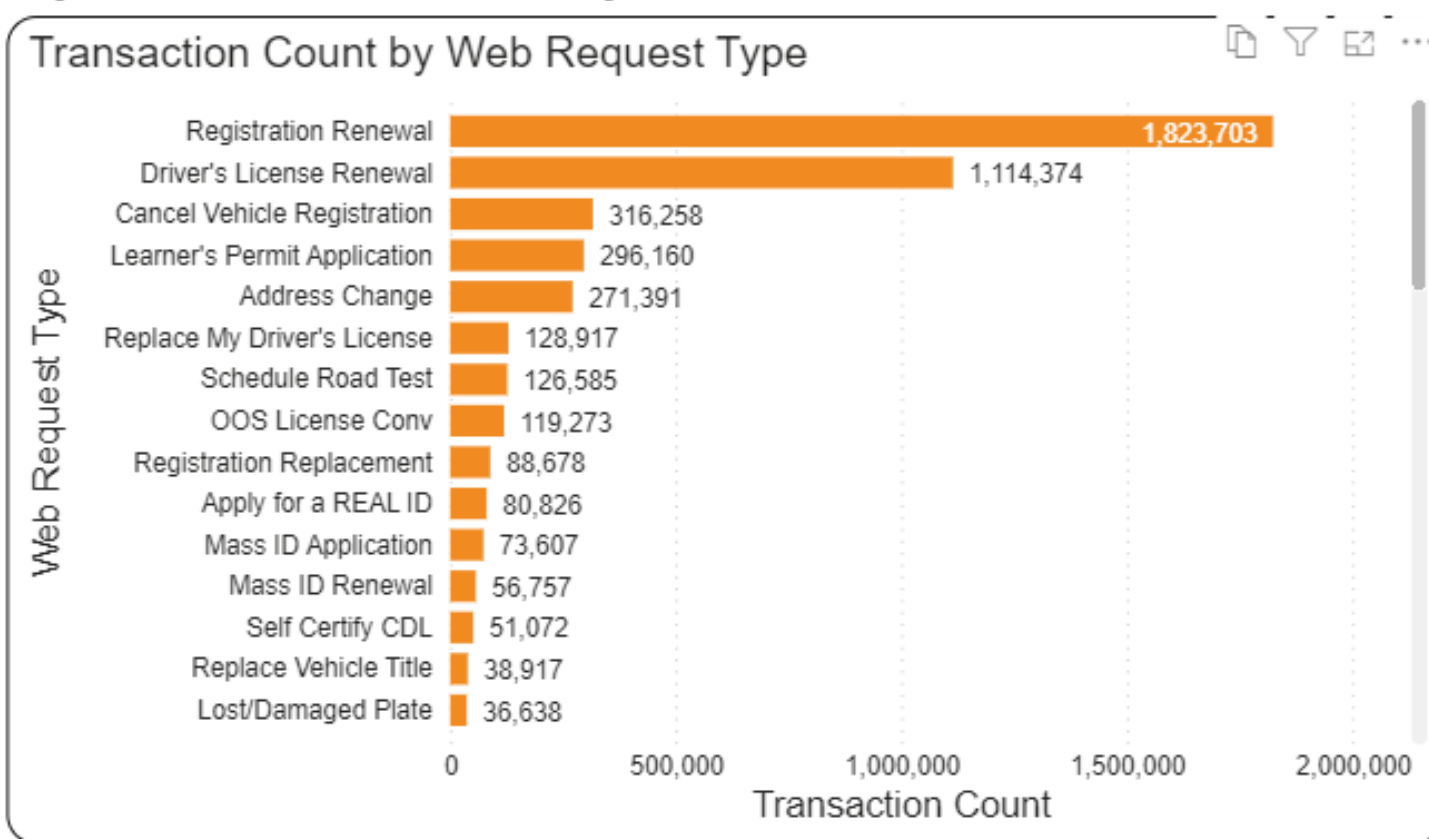
9 %

Legacy %



REGISTRY OF MOTOR VEHICLES



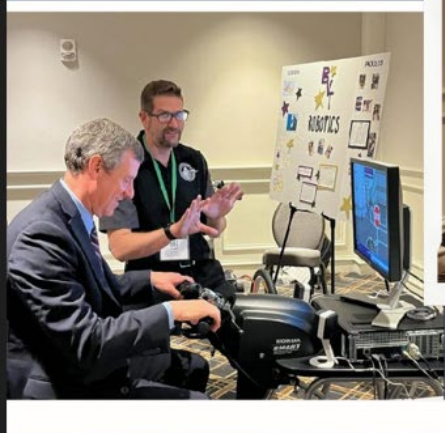


Snapshot of online transactions from January 1, 2022 – 11/13/22

Moving Together Conference – 11/1/22



VISITORS TESTING THE ALCOHOL & CANNABIS IMPAIRMENT GOGGLES TO BETTER UNDERSTAND THE EFFECTS OF DRIVING UNDER THE INFLUENCE.



MASSDOT SECRETARY TESLER TESTING THE MOTORCYCLE/MOPED SIMULATOR THAT HELPS RIDERS IMPROVE THEIR SAFETY SKILLS.



rmv
REGISTRATION MOTOR VEHICLES
@MASSRMV

RMV Good News Stories – Emails/Letter Received

I want to send profound thanks to both Pam (officer) and Kiala (customer service) at the Haverhill RMV.

I was desperately in need of obtaining a printed temporary license for myself prior to travel, as my renewed license was not delivered to my home because construction blocked access to our mailbox. I literally ran into the Haverhill RMV after work 4 minutes prior to closing, as it was the soonest I could get there after work. Both Pam and Kiala could not have been kinder. Pam directed me right to Kiala when I arrived and even though it was closing time, Kiala helped me to get my license resent to my home and printed my temporary license without complaint and wishing me an enjoyable trip. I am extremely grateful to Kiala for helping me with this and ensuring I could go on my vacation.

Thank you so much to Pam and Kiala for making my RMV experience a pleasant one. Give both these fabulous women a raise!!

RMV Good News Stories – Emails/Letter Received

I am writing this letter to inform you of an outstanding Manager at your RMV location.

My husband and I had an appointment a week prior to meeting Suraya. We thought I had all of the paperwork for a Real ID. The person who helped us on October 17, even had Supervisor, Kevin approve my marriage certificate. When I received just a renewed license, we came back on October 26 to ask why. Kevin was paged and told us to make another appointment as he had a lot of people waiting to talk to him. As we walked out disgusted to have to start all over, and having driven again from Brookline, we talked with the police officer and he kindly let us go to a window to talk to someone. Lucky for us, we met Suraya.

Suraya was professional, efficient, knowledgeable, and kind. She looked at the paperwork I had. She discussed the marriage document I had with another person and put info into the computer to ask if it was acceptable. She sent me information as to where to apply to get a document from Pennsylvania which is where I was married. She followed up answering many questions and putting information for the Real ID paperwork into the computer so it was correct and would not be a problem. She was fantastic! She “bent over backwards” to help me so that all would be input carefully with my personal information.

Suraya is a model for other employees to emulate. She listens well and works hard so that visitors will leave satisfied. (On October 17, I was told that I would be getting the Real ID as this was why I came in in person to the RMV and was shocked that that was not sent to me.) Suraya represents the RMV as it should be which is a stark difference from the October 17th RMV woman.

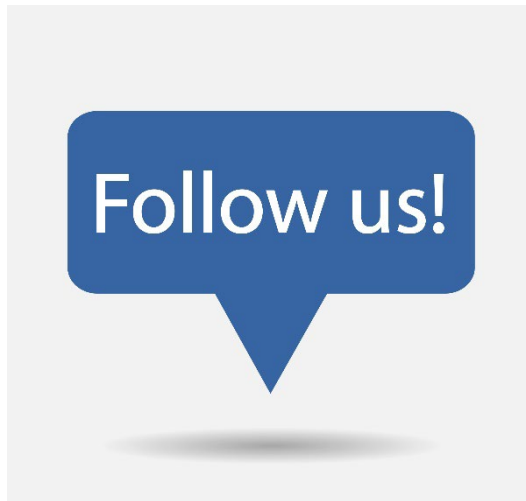
Suraya should be recognized for her outstanding customer care and service. She represents the very best that the government has in its work force. Her competence, ability to solve problems, and follow up are exemplary. Kudos to RMV, Braintree for having such a fine person on staff.



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