



RMV Update

MassDOT Board Meeting
October 19, 2022



RMV Service Updates and Reminders

Plymouth RMV – Re-Opened on 10/11

- Plymouth Service Center reopened on Tuesday, October 11, for in-person transactions. The location had been temporarily closed due to cleanup following flooding caused by a water pipe that burst on Sunday, September 11. Building materials and some supplies were damaged by water and had to be replaced or repaired.

November Registration Renewals

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



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

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

Inspection Sticker Changes

- 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.
- Vehicles with inspection stickers that expired last year will receive a January sticker of the current year the vehicle is being inspected, no matter the month the vehicle is inspected this year. This change does not impact the requirements for newly purchased vehicles. All newly purchased vehicles must be inspected within seven days of the vehicle registration date and will receive a sticker of the month in which it was inspected and is valid for one year.



RMV Service Updates and Reminders

REAL ID – Reminder

- Compliance date is 6 months away, 5/3/23
- Currently, Massachusetts is at 46% 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.

2,607,791

Real Id Count

2,459,302

Standard Count

573,136

Legacy Count

5,640,229

Total Credentials

46 %

Real ID %

44 %

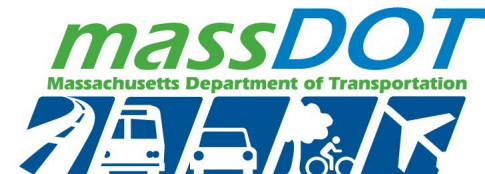
Standard %

10 %

Legacy %



REGISTRY OF MOTOR VEHICLES



RMV Service Updates and Reminders

REAL ID - Common Issues:

- Insufficient or expired documents
 - Visit <https://www.mass.gov/guides/rmv-real-id-info-center> to learn how to renew your passport, replace your birth certificate, replace your SSN card
 - Visit Mass.Gov/ID for acceptable documents and prestage your application on Mass.Gov/RMV to be prepared for your visit
- Name must match for REAL ID
 - If your current name doesn't match the one that appears on your lawful presence document(s), you must prove your legal name change in order to qualify for a REAL ID driver's license/ID card. If multiple name changes, documentation for each name change must be provided. You will need to provide the following:
 - Marriage Certificate (must be issued from the municipality)
 - Divorce Decree
 - Court Document

Teen Driver Safety Week: 10/16 – 10/22

- A week dedicated to raising awareness and seeking solutions to prevent teen injuries and deaths on the road.
- In 2020 in Massachusetts, an estimated **834** teen passenger vehicle drivers were injured in motor vehicle traffic crashes and an estimated **2,268** people were injured in crashes involving a teen driver operating a passenger car, which accounts for almost **7%** of all roadway injuries that year.



Junior Operator Violations

Total Citations

9,058

JOL

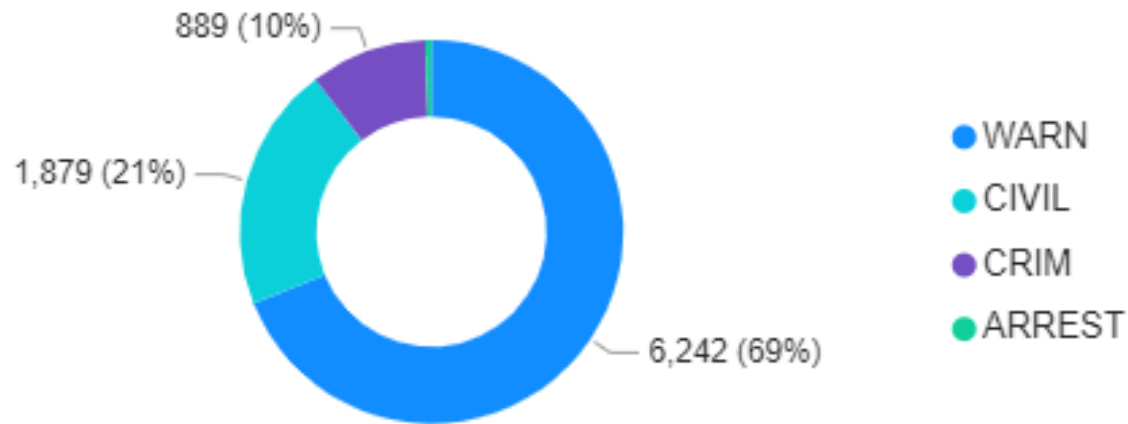
9,058

100 %

January 1, 2022 – September 30, 2022

- Speeding
- Stop/Yield
- Marked Lanes Violation

Citations by Citation Type



REGISTRY OF MOTOR VEHICLES

School Bus Safety Week: 10/17 – 10/21

- A week dedicated to preventing illegal School Bus passing
- RMV's School Bus Data
 - RMV just completed inspecting 8,800 school buses
 - Pass = 8617
 - Failed = 138
 - Unavailable/under repair = 45
- There are 9,215 active school bus drivers in MA



Projects

DL/ID RFR

- Procurement team is currently reviewing responses for a vendor to provide a Driver's License and Identification (DL/ID) card solution and associated services. Services include customer image capture, signature capture, and centralized card manufacturing/mailing of several DL/ID types and other RMV issued credentials. Additional services and equipment that will be required include biometric identification processes, document scanning and authentication, knowledge/permit exams, and portable workstations.

RMV Registration and Renewal Notice Program

- RMV is proposing to enter into a 5-year contract with Kirkwood Direct, LLC to design, print, produce, and mail various forms related to registration and licensing.

Crash Data System (CDS)

- 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.



REGISTRY OF MOTOR VEHICLES

Merit Rating Board Updates

People, Process, Technology

- Development / Training
- Maintenance of Service Level Agreements
- Technical Enhancements to Streamline Workflows

Federal Grant Project Update – Self Service Citation Portal

- Phase 1 – Information Gathering – Wrapping up
- Phase 2 – Technical Build, Testing

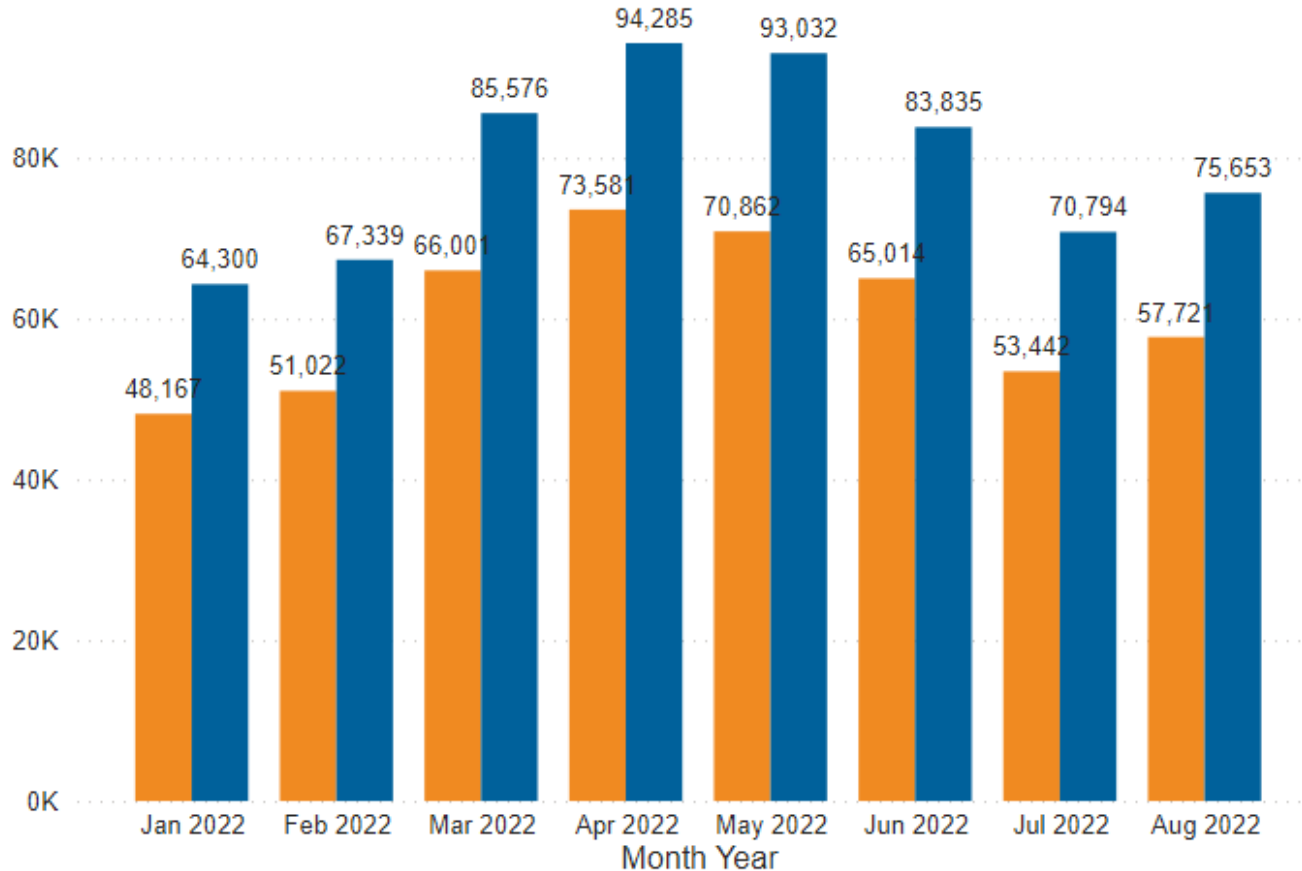
Top 3 Violations

- Speeding
- Failure to Stop / Yield
- Inspection Sticker

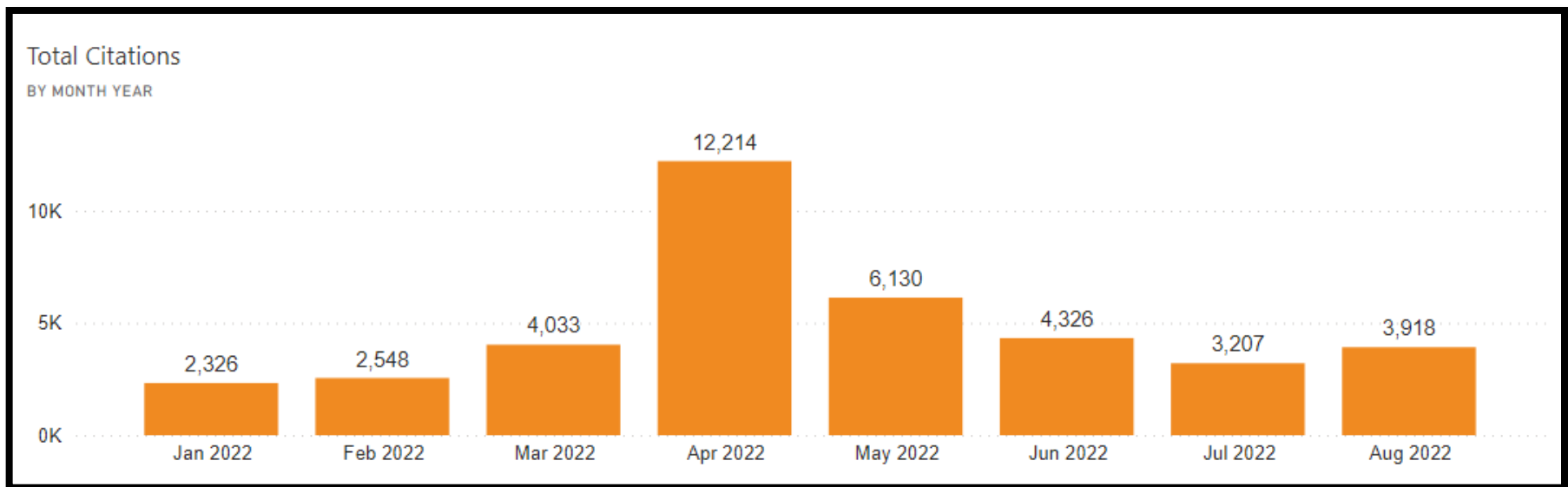
Merit Rating Board Updates

Citations & Violations by Date

● Total Citations ● Total Violations



Merit Rating Board Updates



RMV in the Community

RMV participated in the following events in Sept. & Oct.

- Operation Stand Down on 9/9
- CORI Friendly Career and Resource Fair on 9/27
- Project Homeless Connect on 9/30
- New Bedford Connect on 10/19



RMV Good News Stories – Emails/Letter Received

Yesterday, my husband and I visited the Milford RMV, and we had a phenomenal experience with Jackie! She was incredibly helpful, understanding, and just a pleasant person throughout the entire service. What could have been a stressful experience, she made easy and enjoyable. If I could have Jackie for all my RMV services, I certainly would.

Dear RMV, I just used your on-line site to renew registration for my 5 trailers. I was wowed and amazed at how quickly and easily it went. The process was so smooth and streamlined, it felt as if somebody from Amazon or LLBean had designed it! Thank you for such a POSITIVE experience. You rock!

RMV Good News Stories – Emails/Letter Received

Dear Ms. Ogilvie,

You may already be aware of this, but you have an outstanding employee in the area that handles medical complaint hearings. Her first name is Carrie, and I regret I do not know her last name.

My husband [REDACTED] was summoned to an administrative hearing following the issuance of a handicap parking permit. At that time he still possessed a Massachusetts driver's license though he had not driven since 2017 due to medical issues.

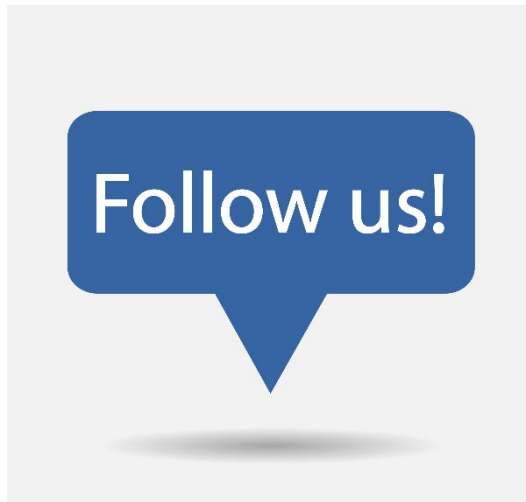
We certainly were not going to ask for reinstatement of the driving license, but nonetheless dreaded a hearing where we feared we might be fined or have the handicap parking permit revoked.

Much to our relief, we were treated with the utmost courtesy and efficiency by Carrie. She asked appropriate questions and fairly immediately resolved the issue. She said she would try to expedite getting Steve an ID card to replace the license without his having to go to one of the RMV locations. She followed up to tell us it was authorized and then again to assure us she received the document I faxed to her.

She is knowledge, thorough, kind, and compassionate. Frankly, she totally changed my perception of RMV customer service.

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