



RMV Update

MassDOT Board Meeting
September 21, 2022



RMV Service Updates and Reminders

Plymouth RMV – Temporarily Closed

Customers who have a transaction appointment scheduled at the Plymouth RMV during the closure will have their appointment honored at the Taunton or South Yarmouth RMVs for the same date and time as their Plymouth appointment.

- Taunton Service Center – 1 Washington Street, Taunton, MA 02780
- South Yarmouth Service Center - 1084 MA-28, South Yarmouth, MA 02664

The Registry's staff who would work normally out of the Plymouth location are being temporarily reassigned to customer service centers in Taunton and South Yarmouth.

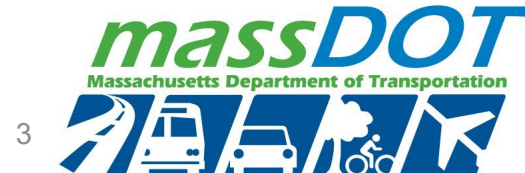
Road Tests scheduled at the Plymouth Service Center location will continue to be conducted from the Plymouth Service Center during the Service Center closure.



RMV Service Updates and Reminders

Registration-Related Transactions – Walk-In Service

- The RMV is expanding the accessibility/availability of same day walk-in services for required in-person registration-related transactions.
- Appointments for these transactions will no longer be necessary and will be unavailable for scheduling as of Monday, September 26.
- Customers are encouraged to continue to conduct registration transactions by working through their insurance agents and auto dealers who are able to complete bulk transactions in-person through Business 2 Business (B2B) services, electronically using the Electronic Vehicle Registration (EVR) Program, or AAA site, if you are a member.
- Chicopee RMV will remain strictly a Business to Business (B2B) office and walk-in customers should visit Springfield to conduct their registration transaction
- Any registration appointments that have been previously scheduled online to date will remain in place and be honored.
- Before visiting an RMV Service Center, contact your insurance agent to ensure you have the correct paperwork and you arrive prepared.
- Appointments for learner's permits, driver's licenses, and Massachusetts identification cards will continue to be available on [Mass.Gov/myRMV](https://www.mass.gov/myrmv).



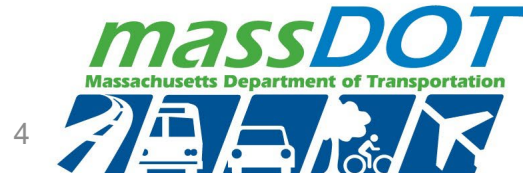
RMV Service Updates and Reminders

Vehicle Inspection Report

- Starting October 1, 2022, in an effort to reduce paper waste in the environment, vehicle owners will no longer receive a printed inspection report when a vehicle passes inspection.
- Vehicle owners can access and print a report by going online to [Mass Vehicle Check](#) or by using a cell phone and scanning the QR code on the poster displayed at the inspection site.
- If a vehicle fails the inspection, the owner **will** be provided with a printed vehicle inspection report by the inspection station.

New Commercial Driver Disqualification

- As of September 23, 2022, the RMV is required to apply a lifetime disqualification to a driver that is convicted of human trafficking in a commercial motor vehicle under 49 CFR 383.51.
- The RMV is working with the Office of Court Management to meet the federal requirement.
- The RMV is working with the Office of Court Management in creating a data feed with the conviction information the RMV needs to create a new administrative action for this offense to add to a driver's record.



RMV Service Updates and Reminders

Low Plate Lottery

- The Low Plate Lottery drawing was held on 9/13
- Over 21,000 applicants submitted chance to win one of the 196 available low plates
- Over 1400 people tuned into the virtual drawing
- Winners are posted on Mass.Gov/RMV



Massachusetts RMV @MassRMV

• 2 mins ago

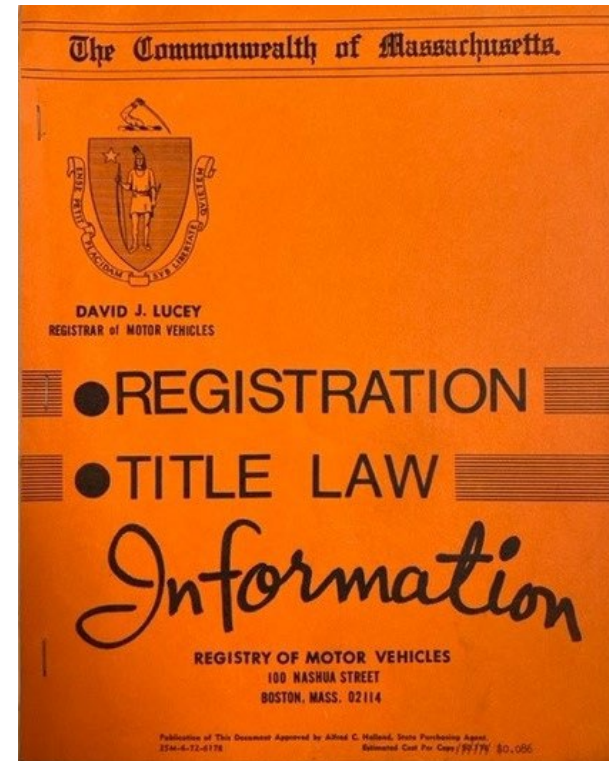
@MassDOT Secretary Tesler drew our first winner of the 2022 Low Plate Lottery! Join us via Livestream now to see if you are a winner! livestream.com/mbta/events/10...



RMV Service Updates and Reminders

Massachusetts Title turns 50!

Massachusetts Title Law went into effect
on September 1, 1972



Title Manual used in 1972



RMV Service Updates and Reminders

REAL ID – Reminder

- Compliance date is less than one year away, 5/3/23
- Currently, Massachusetts is at 45% REAL ID adoption
- Plan ahead and be prepared by having available all of the required documentation (proof of lawful presence, residency, and SSN)) needed to secure a REAL ID
- Visit [Mass.Gov/ID](https://www.mass.gov/id) for acceptable documents

Card Type	Number of Credentials	Percentage
REAL ID	2,631,681	45.20
Standard	2,549,970	43.80
Legacy	640,357	11
Total	5,822,008	100

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 license/ID renewal reminders,
- Certificate of Registrations
- Duplicate Registrations
- Registration Cancellation Receipts
- Lost Plate Permits



New Worcester RMV – Grand Opening

Lt. Governor Karyn Polito joined Secretary Jamey Tesler and Registrar Colleen Ogilvie to participate in a ribbon cutting ceremony for the new Registry of Motor Vehicles location in Worcester.



RMV – Other News

<https://www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles/news>

PRESS RELEASE

Massachusetts Registry of Motor Vehicles Cautions Customers to be Aware of Unofficial Third-Party Websites and Text/Phishing Scams →

8/16/2022 | *Massachusetts Department of Transportation*

NEWS

MassDOT Participates in National “Drive Sober or Get Pulled Over” Campaign →

8/17/2022 | *Massachusetts Department of Transportation*



REGISTRY OF MOTOR VEHICLES



Merit Rating Board – Distracted Driving

Distracted Driving Report (Citations)

Distracted Driving
Total Citations

38,233

Distracted Driving
Total eCitations

23,830

Distracted Driving
Total Paper
Citations

14,403

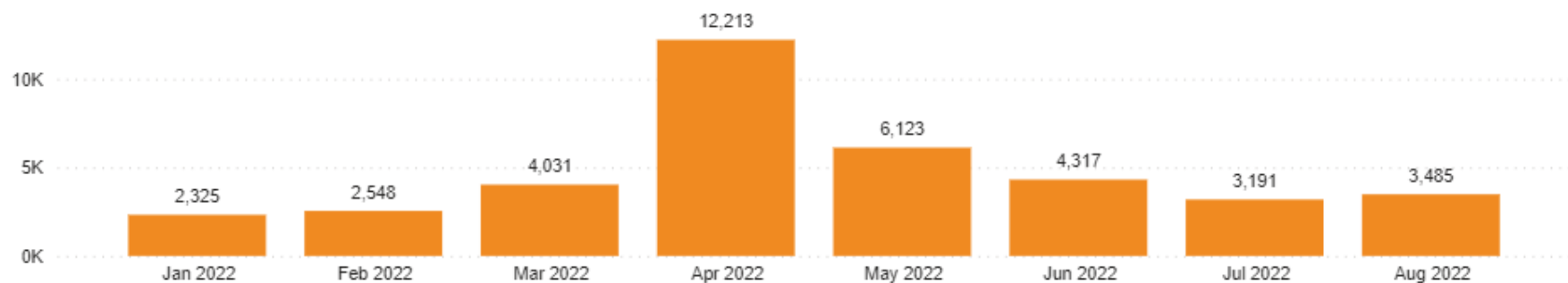
Distracted Driving
Finable Offense
Count

7,615

Distracted Driving
Total Fines

\$829,360

Total Citations by Month Year



RMV Good News Stories – Emails/Letter Received

I wanted to leave a comment regarding the road test instructor named Colletta in the Brockton office. My son took his road test today for the second time. She was wonderful. She was very relaxing and made my son feel not so anxious. She was very respectful. I just wanted to relay that she is a top notch person. Thank you.

A New Bedford employee at the front desk, Steven might have been his name. Walked me thru what I needed to get my insurance and also got on the phone call with my insurance company to make sure I had everything I needed and more. Then he came and found me to make sure I was able to get my learners Permit. Best experience I've ever had this man is a saint.

RMV Good News Stories – Emails/Letter Received

To whom it may concern,

I wanted to pass on my thanks for the great service I received today. Damian, the gentleman who worked at counter #3 at around 2pm today was polite, helpful and efficient. I always shudder when I have to visit the RMV. I'm sorry to say most of my visits have been less than pleasant. However, today was different. I arrived very early for my appointment - mainly because I am legally blind and have to rely on public transportation, which isn't always reliable. Anyway, the officer at the front door told me I could check in, even though I was early - I didn't catch his name, but he was also helpful and polite. When I checked in, the woman at the counter was also nice. I did not catch her name either. She gave me a number and told me to have a seat and that they would call my number. As I was over 90 mins. early, I expected to wait quite a while. Surprisingly though, my number was called within 10 minutes and I was out the door within 15 minutes.

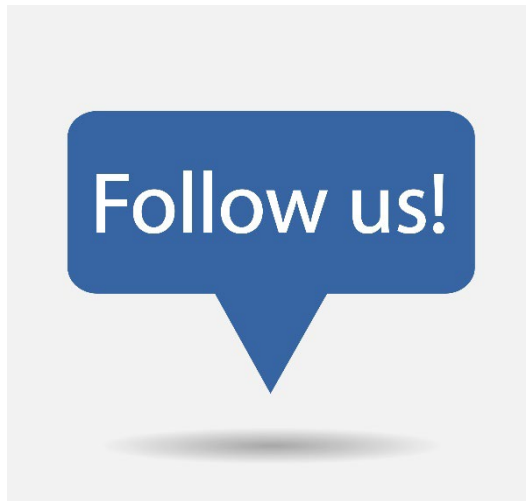
All in all, my experience today was wonderful. I'm sorry to say I can't say the same for your website. Whoever designed it has absolutely no idea how to design a good user interface.



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