

Registry of Motor Vehicles

Work and Family Mobility Act (WFMA)

1Year Anniversary

Registrar Colleen Ogilvie

July 17, 2024



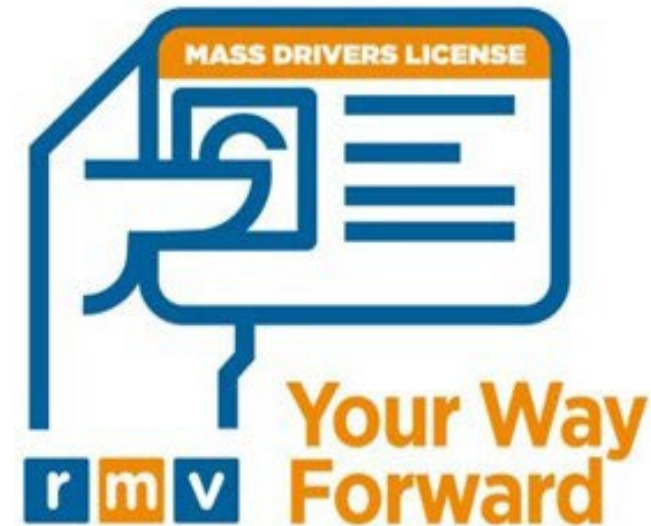
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WFMA 1Year Anniversary- July 1,2024

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- Law began on July 1,2023, RMV first day of service was July 3, 2023
- Expanded RMV Service Center hours
 - Monday–Friday 8 am – 6 pm
 - Saturday openings at 7 sites
- Driver's Manual provided in 15 new languages
- Language phone line implemented
 - RMV Contact Center in April 2023
 - RMV Service Centers July 2023
- Introduced in-person interpreters for road tests
- Established weekly meetings with members of the Driving Family Forward coalition
- Shared the facts on the process to get a driver's license with...
 - Community based organization meetings
 - Community based radio shows
 - Meetings with Legislators



WFMA 1Year Anniversary - July 1, 2024

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STATE

A license to live a 'better life'

Year after law, RMV overseeing massive program to qualify undocumented immigrants for a driver's license

BY HADLEY BARNDOLLAR
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While trying their luck at a life in the U.S., Alex and Carolina shared one bicycle to get to and from work — her for the day shift, him at night.

One night in 2020, Carolina was hit by a car in downtown Springfield while riding home in the dark; a hit-and-run. The couple, with two children, who MassLive is not fully naming because of their undocumented status, had to save up enough money to buy another bike.

But with a change of law in Massachusetts, Alex, from the Dominican Republic, was able to attain his driver's license, and Carolina, from Colombia, is within sight, with only her road test remaining. A joyful picture saved on his phone shows Alex holding up his paper license on the day he passed last September.

"For me, that day was amazing," he said in Spanish through a translator. "I celebrated it as if I won \$1 million."

July 1 marks the one-year anniversary of the Work and Family Mobility Act becoming law in Massachusetts — 365 days, during which undocumented immigrants have been able to apply for standard driver's licenses. They are not eligible for Real ID licenses unless their legal status changes.

What took years of grassroots organizing on the part of Driving Families Forward — a coalition of more than 270 organizations founded and co-led by the Brazilian Worker Center and Local 32BJ of the Service Employees International Union — culminated with success in 2022.

The Legislature passed the related bill that year, but then-Gov. Charlie Baker vetoed it. And while the House and Senate successfully overrode the veto, it was voters who gave the final say by approving a state election ballot question in November 2022.

The law went into effect on July 1, 2023. Since then, all eligible Massachusetts residents, regardless of immigration status, have been able to apply for a driver's license by undergoing a vision



A man walks to the Commonwealth of Massachusetts Registry of Motor Vehicles office in Lawrence, Mass. (CHARLES KRUPA, ASSOCIATED PRESS FILE)

screening, learner's permit exam and subsequent road test.

Javier Luengo-Garrido, a Western Massachusetts-based organizer with the American Civil Liberties Union, recalled the number of available appointments at the Registry of Motor Vehicles being in the single digits in the four to five weeks after the law was activated.

SEE LICENSES, PAGE A2

WFMA – Numbers

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Credential	7/1/22 – 6/30/23	7/1/23 – 7/5/24	Increased Volume	% Increase
Learner's Permit	70,384	183,825	113,441	161%
Driver's License	55,149	128,079	72,930	132%
License Conversion	23,575	54,238	30,663	130%

WFMA Facts for 7/1/22 – 6/30/23 & 7/1/23 – 7/5/24

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Learner's Permit Exam Languages

Language	Permit Exams
English	134,806
Spanish	58,360
Portuguese	53,584
Haitian Creole	8,505
French	3,274
Mandarin (Simplified)	1,807
Arabic	1,196
Russian	986
Turkish	986
Vietnamese	550

Road Test Interpreter Requests

Language	Haitian Creole	Other	Portuguese	Russian	Spanish
Portuguese			12,899		
Spanish					12,531
Haitian Creole	3,999				
Arabic		415			
Turkish		385			
Cape Verdean		297			
Russian				282	
French		256			
Mandarin		233			
Vietnamese		132			

Busiest Service Centers for past year for learner's permit appointments.

- Boston
- Revere
- Braintree
- Worcester
- Lawrence

WFMA 1Year Anniversary - what we have learned

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- Consistent high demand for interpreters– not just WFMA customers
- Government speak doesn't translate well
- Operational coordination is key component for program implementation and maintenance
- Some percentage of **all** customers come unprepared
- Maintaining consistent communication with supporting organizations is very important
- Bad actors persist



Thank You



Appendix

Outreach – WFMA Sample Materials

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Sample consular survey

Consulate Survey - MA Registry of Motor Vehicles

#14

COMPLETE

Collector:

Web Link 1 (Web Link)

Started:

Friday, December 16, 2022 11:07:40 AM

Last Modified:

Friday, December 16, 2022 11:18:26 AM

Time Spent:

00:10:46

IP Address:

50.199.218.57

Page 1

Q1

Please designate a contact person for the RMV to communicate with on this topic:

Name

Paula Barbosa

Title

Chancellery and Protocol Coordinator of the Consulate of Cabo Verde

Email address

paula.barbosa@mneec.gov.cv

Phone number

617.353-0014

Q2

Please select all responses that apply for each document issuance process:

This document is issued in the home country

Passport, National ID Card, Driver's License, Original or certified copy of a birth certificate

This document is issued in the US

Passport, Consular ID, National ID Card, Original or certified copy of a birth certificate

This document is issued in Massachusetts

Passport, Consular ID, National ID Card, Original or certified copy of a birth certificate

Q3

What is the time required to obtain a replacement of each document?

Passport

More than 90 days

Consular ID

N/A

National ID Card

More than 90 days

Driver's License

More than 90 days

Original or certified copy of Birth Certificate

More than 90 days

Sample translation flyer

r

m

v

WORK AND FAMILY MOBILITY ACT

Driver Licenses For All MA Residents

A partir di **Julhu di 2023**, todos rezidentis elejivel di Massachusetts podi pidi un karta di konduson normal, independentimentu di status di imigrason, sob Lei di Mobilidadi Profisional y Familiar (Work and Family Mobility Act, WFMA).

Kuzé bu mesti sabi pa obten un karta di konduson

1. Informa

Saiba mais sobre seus rekizitus na Mass.Gov/WFMA. Uza so websites sob dominiu Mas.Gov.

2. Pidi un Autorizason di Studenti

A partir di 1 di Julhu, bu podi pre-inskrevi pa fazi un markason y prenvi un kandidatura online na Mass.Gov/MyRMV. Bu ta ser notifikadu via mensajen y e-mail kundu un markason pa vizita un Sentru di Sirvisu sta disponibel. Bu mesti fazi markason. Paga taxas online e rekomendadu - taxa di lisensa di Studenti e di US \$ 30, taxa di testi di tranzitu e di US \$ 35 y taxa di lisensa e di US \$ 50. Ka bu paga mas nentun otu algen pa sirvisus di RMV.

3. Studa pa Izami di konduson di Studenti

Studa pa izami di konduson di Studenti y fazi un izami pratika na Mass.Gov/RMV.

4. Prepara bus dokumentu

Vizita Mass.Gov/WFMA pa djebe rekizitus. Si algun dokumentu ka sta na ingles, devi trazi un traduson sertifikadu.

5. Vizita Sentru di Sirvisu, fazi bu izami y obten bu Lisensa di Studenti

Bai pa Sentral di Atendimentu di RMV na dia di bu markason. Trazi tudu dokumentu mestedu y sta prontu pa fazi izami di konduson di Studenti.

6. Pratika bu konduson

Pratika bu konduson ku un motorista lisensiadu. Studa pa izami di strada na Mass.Gov/RoadTest.

7. Marka bu testi di strada

Kes markason podi ser fetu na Mass.Gov/MyRMV dpos di resebi bu autorizason di Studenti. Bu mesti trazi un motorista lisensiadu y un karu. Djebe rekizitus na Mass.Gov/RoadTest.

8. Fazi bu testi di strada y obten bu karta di konduson

Dpos di passa na testi di strada, bu ta resebi un lisensa tempurariu. Bu karta di konduson ofisial ta toga na bu enderesu di kurelu na nomi di RMV dentru di 14 dia.

Kuidadu ku fraude!

Kuidadu ku sites fraudulentu y golpe yka bu paga mas ningen, exsetu RMV, pa kel sirvisu.

Cape Verdean

Pa mais informason, vizita [Mass.Gov/WFMA](https://www.mass.gov/wfma) ou troma pa **857-368-WFMA (9362)**

Massachusetts Department of Transportation

Outreach – WFMA Sample Media

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Sample media coverage



Sample press releases

PRESS RELEASE

Registry of Motor Vehicles Provides Update on Implementation of Work and Family Mobility Act

First Six Months of New Law Result in 91,961 New Learner's Permits and 54,952 New Driver's Licenses

PRESS RELEASE


Registry of Motor Vehicles Announces Pre-Registration Available July 1 in Preparation for Work and Family Mobility Act, Allowing All Residents to Apply for a Standard Driver's License Regardless of Immigration Status

Starting July 1st, newly eligible Massachusetts residents can apply for their Learner's Permit and road test to obtain a standard driver's license; RMV increasing staff, extending hours, and expanding translated materials in preparation for implementation

Outreach – WFMA Sample Videos

Sample explainer videos

Step 5:
Visit the Service Center, Take the Exam, and Get Your Learner's Permit




Work and Family Mobility Act - Explainer

MassDOT
6 videos 1,031 views Last updated on Aug 17, 2023

Play all Shuffle

1


Visit the Service Center, Take the Exam, and Get Your Learner's Permit



5:16

2


Visit the Service Center, Take the Exam, and Get Your Learner's Permit



5:54

3


Visit the Service Center, Take the Exam, and Get Your Learner's Permit



5:30

4


Visit the Service Center, Take the Exam, and Get Your Learner's Permit



5:16

5


Visit the Service Center, Take the Exam, and Get Your Learner's Permit



6:22

6

Visit the Service Center, Take the Exam, and Get Your Learner's Permit



5:16

Work and Family Mobility Act

MassDOT • 5.6K views • 11 months ago

Work and Family Mobility Act - Haitian Creole

MassDOT • 267 views • 9 months ago

Work and Family Mobility Act - Portuguese

MassDOT • 279 views • 9 months ago

Work and Family Mobility Act - Simplified Chinese

MassDOT • 121 views • 9 months ago

Work and Family Mobility Act - Spanish


MassDOT • 370 views • 9 months ago

Work and Family Mobility Act - Vietnamese

MassDOT • 121 views • 9 months ago

YouTube

Search



Work and Family Mobility Act

license, regardless of immigration status, under the new "Work and Family Mobility Act".

Play (k)

0:14 / 5:15

Work and Family Mobility Act

MassDOT
5.18K subscribers

Subscribe

Like Share Save

Outreach – WFMA Sample webpage & Social Media

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Dedicated webpage

 OFFERED BY [Massachusetts Registry of Motor Vehicles](#)

Work and Family Mobility Act (WFMA)

Starting July 2023, eligible residents in Massachusetts can obtain a Standard (Class D or M) driver's license, regardless of immigration status, under the Work and Family Mobility Act.

The Work and Family Mobility Act removes the requirement that customers provide proof of lawful presence for a Standard driver's license.

The RMV is committed to providing quality services to all customers. We are working hard to develop informational resources, translation services, and guidance to help all Massachusetts residents access driver's licenses.

To obtain a license, the RMV will require all applicants to prove their identity and date of birth, social security status, and Massachusetts residency. To see the expanded list of documents the RMV will accept, scroll down. Drivers will also be required to pass a learner's permit exam, vision screening, and a road test.

Please use the information below to successfully get your license.

Sample social media post

The RMV has a dedicated WFMA informational phone line available in multiple languages.
Call 857-368-WFMA (857-368-9362)

