

# REGISTRY OF MOTOR VEHICLES BUSINESS UPDATE

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Driving School Community  
May 20, 2020

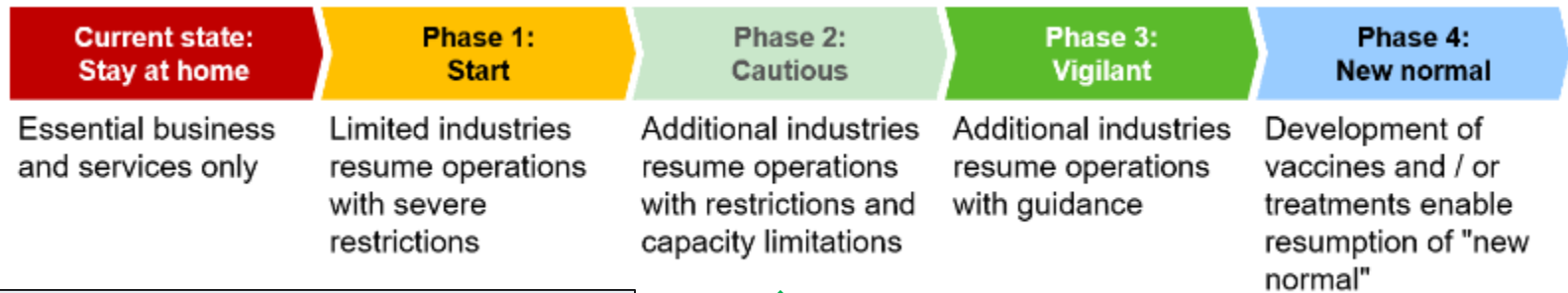
# RMV Approach

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- Keep Customers & Staff Safe
- Prioritize Service Channel
  - 1) Online                      2) Mail                      3) Phone
- Work with Business Partners to Keep Their Staff and Customers Safe
- Be Flexible – Business Services, Processes, Locations will Adjust to Respond to Situations as they Arise

# MA Phased Re-opening

We are here



**Each phase will last a minimum of three weeks and could last longer** before moving to the next phase.

**If public health data trends are negative**, specific industries, regions, and/or the entire Commonwealth **may need to return to an earlier phase.**



## Driving Schools

**Phase 2** – Behind-the-wheel training or observation of another student driver.

# RMV POLICY ACCOMMODATIONS

- Temporary Educational Accommodations:
  - Online Drivers' Education to Continue
  - Parent Class can be Offered Online
  - Online Final Exam
- Learner's Permits and Driver License Extensions- Current Extensions Listed in Chart

Credential	Original Expiration Date	Current Expiration Date
Class D, M, and DM Licenses & Permits	March 2020	July 2020
	April 2020	June 2020
	May 2020	July 2020
	June 2020	June 2020
	July 2020	July 2020
	August 2020	August 2020

- RMV is in the process of extending / re-extending expiring March to August Credentials; including all passenger Learner's Permits (Class D & M) to December 2020.
- Driving School Instructor and Driving School licenses expiring between March 10 and May 31 are extended to 90 days after the State of Emergency is lifted
- Passenger and Motorcycle Permit Testing

# On Road Instruction

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The Junior Operator Law defines the on the road instruction hours and observation hours to ensure new drivers have the skills necessary to drive safely.

- Requirement is statutory and cannot be waived.
- Exploring protocols & hygiene practices used by other states.
- Welcome ideas and feedback from Driving Schools on their contingency plans as direction and guidelines are developed for meeting training and observation requirements safely, and in compliance with re-opening guidelines.

# Class D and M Road Tests

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- Road Tests to re-start as soon as they can be conducted safely for staff, student and sponsor – date TBD.
  - **Priority** will be given to re-scheduling tests cancelled between March 16<sup>th</sup> and May 17<sup>th</sup> – both on public calendar and alternate schedule Driving School Tests.
  - Re-scheduling 111 motorcycle tests.
  - Customers will be re-scheduled automatically and notified of new date, time and location via email or U.S. Mail.

# Class D and M Road Tests (continued)

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- Public Road Test Schedule was closed to prevent additional queuing during pandemic; will reopen only after cancelled tests are re-scheduled.
- Prioritizing 10 Regional RMV Road Test Locations
  - Exploring Expanded Hours to Meet Road Test Demand
  - Exploring Inclusion of 3<sup>rd</sup> Party Road Test Examiners
- Virtual Lobby
  - Customers will not need to enter Service Center; QR code check-in process in road test parking area.

# Road Test Safety Precautions

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- Personal Protection Equipment
  - **Examiners:** Face coverings, face shields, gloves.
  - **Customer:** Health survey, recommended face covering.
- Vehicles
  - Cleaning Time Between Customers
  - Exploring use of MassDOT Vehicles for Road Tests
- Road Test Sponsors
  - Required for test but exploring options to reduce number of individuals in vehicle at the same time.



# RMV RESERVATIONS

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Service Centers with Reservations by Appointment-Only include:

- Boston
  - Brockton
  - Fall River
  - Lawrence
  - Pittsfield
  - Plymouth
  - Springfield
  - Worcester
- Reservations can be made 7 days in advance.
  - Reservations not currently available for all transactions.
    - Many transactions can be conducted online, via mail or phone.
    - No queuing at the service center, your car is our virtual lobby.
  - Schedule or Cancel a Reservation at [Mass.Gov/RMV](https://www.mass.gov/RMV).
    - RMV Contact Center 857-368-8000 can provide assistance with scheduling for those without computer access

# AAA Offices Re-Open as Appointment Only

## Open:

Acton	Pittsfield
Auburn	Plymouth
Burlington	Quincy
Fairhaven	Rockland
Framingham	South Attleboro
Franklin	Tewksbury
Haverhill	Webster
Leominster	Worcester
Newburyport	
North Andover	
North Reading	

## Closed:

Boston  
Lowell  
Marlborough  
Peabody  
Newton  
Raynham  
Saugus  
Somerset  
South Dennis  
Waltham  
Westwood

# PROFESSIONAL DRIVING SCHOOL DEPARTMENT

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Please Welcome 2 New RMV Employees:

- Latisha Wade- Compliance Officer
  - Conducting School Visits
  
- Veronica Acosta
  - Processing school and instructor credentials and eventually student transfers.

# RMV RESOURCES

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Email Support:

[RMVdrivingschools@dot.state.ma.us](mailto:RMVdrivingschools@dot.state.ma.us)  
[roadtest.registry@dot.state.ma.us](mailto:roadtest.registry@dot.state.ma.us)

Business Partner Website:

- Previously recorded Webinars
- Questions and Answers

<https://atlas.massrmv.com/Home.aspx>

Massachusetts Coronavirus Updates:

[Mass.Gov/Coronavirus](https://www.mass.gov/coronavirus)

Twitter for real-time updates:

[@MassRMV](https://twitter.com/MassRMV)

MassDOT press releases:

[blog.mass.gov/transportation/](https://blog.mass.gov/transportation/)

RMV Service updates posted to

RMV Website:

[Mass.Gov/RMV](https://www.mass.gov/rmv)

RMV Contact Center:

800-368-8000

# Interactive Discussion and Information Sharing

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## Submit using Question Function

- The RMV is interested in receiving your questions.
- The RMV is interested in what you are doing to support safe practices and social distancing as we consider guidance for safely re-starting in-car instruction and road tests.