



# MAIA Training Update

March 24, 2020

## Additional COVID-19 RMV Changes – 3/24/20

The RMV is implementing several additional measures to prioritize reducing customer volumes in physical locations and maintaining proper “social-distancing” to keep residents safe and healthy.

### **Appointment-Only Online Reservation System**

Effective Tuesday, March 24<sup>th</sup>, an appointment-only reservation system is being implemented for certain necessary and required in-person transactions at the eight open and operating RMV Service Centers. These essential transactions include certain Commercial Driver’s License (CDL) transactions and some new registrations. Appointment reservation times will be available on a rolling basis up to two business days in advance on [www.Mass.Gov/RMV](http://www.Mass.Gov/RMV) in the [myRMV Online Service Center](#) under “Make or Cancel a Reservation.”

Customers who make an appointment will be sent a confirmation email that they should be prepared to show on arrival.

During the transition, customers without an appointment will initially continue to be seen on a limited first-come, first-served ticketing protocol in place to mitigate customer queueing based on the Service Center’s capacity both in size and the number that can be realistically served through the course of the day. Any remaining customers will be asked to leave and make an appointment to return another day.

The Milford and Wilmington RMV Service Centers will remain open to *exclusively* perform walk-in commercial transactions for CDLs and permits (CLPs), and CDL road tests continue to be administered.

### **Suspending Issuance of New REAL IDs and Non-Commercial Learner’s Permit Exams**

On March 23<sup>rd</sup>, the federal government announced there will be a delay of the October 2020 REAL ID compliance deadline. Effective March 25<sup>th</sup> until April 7<sup>th</sup>, the RMV is also suspending the issuance of new REAL IDs, and learner’s permit exams for non-commercial learner’s permits, both of which are currently required, but non-essential, in-person transactions.

As a reminder, all non-commercial Class D and M road tests for permit holders have already been suspended through April 6<sup>th</sup>. Renewals for standard driver’s license and ID credentials can be performed online at [www.Mass.Gov/RMV](http://www.Mass.Gov/RMV) along with more than 40 other transactions that can be conducted online, over the phone, or by mail.

As of today, AAA locations continue to offer select RMV services to AAA members in Massachusetts.

### **60-Day Extension of CDL Medical Certificates**

CDL Medical Certificates (Med Certs) that have expired or will expire after March 1<sup>st</sup> will have a 60-day extension applied to prevent license downgrades and elective medical visits, as well as alleviate demand on medical providers, during the State of Emergency.

### **Suspension Hearings and Reinstatement Procedures**

Effective Monday, March 23<sup>rd</sup>, the RMV implemented new protocols for suspension hearings. Applying for and initiating a suspension hearing to seek reinstatement will continue to require an in-person visit to an RMV Service Center, but hearings are now being conducted by phone.

At this time, customers will not be able to request a hearing under the appointment-only reservation system outlined above. Some suspended customers may already be able to complete the reinstatement process and payment online if all other outstanding requirements have been satisfied by visiting [www.Mass.Gov/RMV](http://www.Mass.Gov/RMV) and selecting "Pay my Reinstatement Fees".

Hearings are being conducted at Boston/Haymarket, Brockton, Fall River, Lawrence, Springfield, and Worcester. Hearings at the Pittsfield RMV occur weekly on Wednesdays and are scheduled to resume on March 25<sup>th</sup>. No hearings will be conducted in Plymouth. Chemical test refusal (CTR) hearings are only held at Boston/Haymarket.

Customers arriving at these locations to request a hearing will be provided tickets on a limited first-come, first-served basis, depending on the availability of Hearings Officers at that location that day. Customers should bring copies of all necessary documents, depending on the type of suspension, to submit along with an application completed on-site. A Hearings Officer will call a customer directly to conduct their suspension hearing by phone.

### **Questions?**

The RMV has created a webpage for COVID-19 information. Please visit <https://www.mass.gov/info-details/rmv-covid-19-information>