EMERGENCY ALERTS

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Mass.gov

PRESS RELEASE

Massachusetts RMV Extends Designated Wednesday Appointment Hours for Customers 75 Years of Age or Older Through February & March

FOR IMMEDIATE RELEASE:
1/21/2021
Massachusetts Registry of Motor Vehicles

MEDIA CONTACT

Massachusetts RMV Extends Designated Wednesday Appointment Hours for Customers 75 Years of Age or Older Through February & March

Expands available senior appointment types to include registration & title transactions in addition to in-person license renewals

BOSTON – The Massachusetts Registry of Motor Vehicles (RMV) is pleased to announce it will continue to offer designated Wednesday appointment hours for customers 75 years of age or older through March 2021. Individuals in this age group are required by state law to renew their Massachusetts driver's license in-person. Beginning in February, the RMV will also be expanding the license renewal appointments available for these customers to include registration and title services and transactions.

Designated senior service hours began on September 2, 2020, to offer customers 75 and older dedicated times and flexibility to conduct their required in-person license renewals while facilitating "social-distancing" protocols to keep customers and staff safe and healthy.

Senior appointment hours for license renewals, and registration and title services appointments effective in February, will continue to be offered on Wednesdays at the following 17 RMV Service Center locations (hours vary by location): Brockton, Danvers, Fall River, Greenfield, Lawrence, Leominster, Martha's Vineyard, Nantucket, New Bedford, North Adams, Pittsfield, Plymouth, Revere, South Yarmouth, Springfield, Watertown, and Worcester.

Below are the options for seniors to schedule in-person appointments during designated service hours:

- If you are a AAA member, you may make a reservation now to renew your driver's license/ID or conduct certain other transactions at a AAA location. Visit **aaa.com/appointments** (https://urldefense.proofpoint.com/v2/url?u=https-3A__aaa.com_appointments&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=KrIFtGwWHLGmmmMEEBgxrkZm7BqmMVuCF_4JVh schedule your visit.
- If you are not a AAA member, visit **Mass.Gov/RMV** (/orgs/massachusetts-registry-of-motor-vehicles) to make a reservation to renew or conduct most other transactions at an RMV Service Center. Visit the Make/Cancel a Reservation transaction tab in the MyRMV Service Center and select "Senior Transaction" for all available RMV transactions. Reservations can be booked two weeks in advance.
- Email the RMV for assistance: **MassDOTRMVSeniors@dot.state.ma.us** (mailto:MassDOTRMVSeniors@dot.state.ma.us).
- Call the RMV at 857-368-8005.

General appointments for license and ID renewals or registration and title transactions, as well as other essential in-person needs including drop-off registration and title services, are available to all customers at select locations throughout the business week.

Additional information on RMV service offerings and appointments can be found at **www.Mass.Gov/RMV** (/RMV), including more than 40 transactions that can be conducted online, by mail, or by phone. The RMV recommends that all customers get ready online before their appointment.

Anyone conducting in-person business at an RMV customer service location must wear a face-covering and will continue to be served by appointment only. Appointments for many RMV transactions can also be made at AAA customer locations if the customer is a member of AAA.

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Media Contact

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REGISTRY OF MOTOR VEHICLES

Massachusetts Registry of Motor Vehicles (/orgs/massachusetts-registry-of-motor-vehicles)

Visit the RMV's Online Service Center for over 40 transactions that can be completed online and skip the trip to the RMV.

More (/orgs/massachusetts-registry-of-motor-vehicles)