EMERGENCY ALERTS

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Mass.gov

NEWS

Massachusetts Registry of Motor Vehicles (RMV) Further Extends Designated Appointment Hours for Customers 75 Years of Age or Older

License renewal appointment hours for seniors will be available on Wednesdays in November and in December

10/20/2020

Massachusetts Registry of Motor Vehicles

MEDIA CONTACT

BOSTON — The Massachusetts Registry of Motor Vehicles (RMV) is announcing that it is extending designated Wednesday appointment hours for customers 75 years of age or older through November and December. This new customer service option began successfully in early September at select RMV Service Centers, and is now offered at the following seventeen (17) locations: Brockton, Danvers, Fall River, Greenfield, Lawrence, Leominster, Martha's Vineyard, Nantucket, New Bedford, North Adams, Pittsfield, Plymouth, Revere, South Yarmouth, Springfield, Watertown and Worcester.

The senior hours are held on Wednesdays (hours vary by location) for customers 75 years of age or older whose driver's license or ID card expire in September, October, November and December including customers whose licenses / IDs were originally extended earlier this year and are expired. This new service option is being offered to provide customers with some flexibility while conducting transactions and to facilitate proper "social-distancing" protocols and procedures to keep customers and staff safe and healthy. Information regarding the new service hours and additional resources for seniors can be found at https://www.mass.gov/info-details/older-drivers.

Senior hours are by appointment only. Below are the options for seniors to renew by appointment:

- If you are a AAA member, you may make a reservation now to renew your driver's license/ID at a AAA location. Visit aaa.com/appointments to schedule your visit.
- If you are not a AAA member, visit Mass.Gov/RMV to make a reservation to renew at an RMV Service Center. Select the Seniors License Renewal option on the Make/Cancel a Reservation transaction.
- Email the RMV for assistance to renew at MassDOTRMVSeniors@dot.state.ma.us email address.
- Call the RMV at 857-368-8005.

General appointments for license and ID renewals, as well as other essential in-person needs, are available to all customers at these locations throughout the business week. Select Renew My Driver's License or Mass ID option on the Make/Cancel a Reservation at Mass.Gov/RMV to view availability and make a reservation at an open location.

The RMV recommends that all customers get ready online before their appointment. Visit Mass.Gov/RMV and click on "Online Service Center," select your renewal transaction (Driver's License or ID), and then follow the prompts to verify your identity and start your transaction.

The RMV is introducing these service channel alternatives in light of the COVID-19 public health emergency to encourage 'social-distancing' in its Service Centers and prioritize other essential in-person needs by appointment-only. All RMV customers are encouraged to visit www.Mass.Gov/RMV to complete one of over 40 other transactions available online, by mail, or by phone.

For additional information on RMV service offerings during the COVID-19 pandemic, please visit www.mass.gov/rmv or https://www.mass.gov/info-details/rmv-covid-19-information.

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.

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