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NOTICE

For RMV limited service centers and reservation process, extended credentials, online permits, and road test information, click here.

(https://www.mass.gov/info-details/rmv-covid-19-information)

NEWS

Massachusetts RMV Announces Transition to Suspension Hearings by Phone and Appointment-Only Reservation System for Required In-Person Transactions, Effective This Afternoon

Issuance of New REAL IDs and Non-Commercial Learner's Permits Suspended Until April 7th; 60-Day Extension Applied to CDL Medical Certificates

3/24/2020

Massachusetts Registry of Motor Vehicles

MEDIA CONTACT

BOSTON — The Massachusetts Registry of Motor Vehicles (RMV) is announcing several additional measures being implemented to prioritize reducing customer volumes in physical locations and maintaining proper "social-distancing" under Governor Charlie Baker's declaration of a State of Emergency the week of March 9th and to complement the work that has been underway for weeks across state government to keep residents safe and healthy.

Appointment-Only Online Reservation System

Effective now, Tuesday, March 24, an appointment-only reservation system is being implemented for certain necessary and required in-person transactions at the RMV's eight open and operating Service Centers. These essential transactions include certain Commercial Driving 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** (https://atlas-myrmv.massdot.state.ma.us/myrmv/_/) 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.

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.

Suspension Hearings and Reinstatement Procedures

Effective Monday, March 23rd, 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 the 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 25th. 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.

60-Day Extension of CDL Medical Certificates

CDL Medical Certificates (Med Certs) that have expired or will expire after March 1st 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.

Suspending Issuance of New REAL IDs and Non-Commercial Learner's Permit Knowledge Exams

On March 23rd, the federal government announced there will be a delay of the October 2020 REAL ID compliance deadline. Effective March 25th and until April 7th, the RMV is also suspending the issuance of new REAL IDs and knowledge/written 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 6th. 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.

For information about available services and additional steps the RMV has taken under the State of Emergency declaration, including the extension of expiring licenses / permits and vehicle inspection stickers, please visit: **https://www.mass.gov/info-details/rmv-covid-19-information** (/info-details/rmv-covid-19-information).

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

The Baker-Polito Administration will continue to update the public on COVID-19 response and precautionary measures at **www.mass.gov/coronavirus.com** (/info-details/covid-19-updates-and-information).

Media Contact

Jacquelyn Goddard, Director of Communications, MassDOT

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

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