

Registry News

MAIA Bulletin 2017-2

February 2017



New RMV Service Center Locations

The Springfield RMV Service Center has moved...

New address: 1250 St. James Avenue Springfield, MA 01104	Hours will remain the same: Monday, Tuesday, Wednesday & Friday: 9am-5pm Thursday: 10am-6pm
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The new Springfield service center is larger (a total of 17,142 square feet) than the old location and will have 707 public parking spaces and 36 reserved spaces. There will be 16 dual workstation transaction counters and four Business-to-Business (B2B) Center counters. The new location is fully accessible and features the following improvements:

- An improved entryway
- A more efficient layout
- Expanded public seating
- A dedicated space for hearings, B2B, and IRP customers
- Upgraded transaction counters
- A dedicated self service area
- An upgraded training facility
- All LED lighting, which will last longer and conserve energy
- An upgraded HVAC system, resulting in improved air quality

The New Bedford Service Center has moved...

New address: 212 Theodore H. Rice Boulevard New Bedford Industrial Park New Bedford, MA 02740 (easy highway access from Route 140)	Hours will remain the same: Monday, Tuesday, Wednesday & Friday: 9am-5pm Thursday: 10am-6pm
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The New Bedford service center is larger (a total of 9,024 square feet) than the old location and will have approximately 330 shared public parking spaces and additional reserved spaces for road tests. There will be nine dual workstation transaction counters and two registration only counters.

The new location is fully accessible and features the following improvements:

- Expanded customer seating area with a larger lobby and free Wi-Fi
- More efficient layout with dual-line queuing and improved signage
- Upgraded transaction counters
- Dedicated self-service area
- Upgraded transaction counters
- Upgraded physical security
- Restrooms with environmentally friendly green design, and dedicated employee restrooms
- All LED lighting and new windows to provide natural light
- Upgraded HVAC system

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AAA Adds New Locations for RMV Transactions

Auburn, Lowell & Waltham AAA Offices Add RMV Transactions

AAA locations in Waltham, Auburn and Lowell have begun (or will soon begin) to offer RMV services.

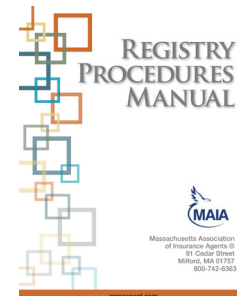
<p>AAA Auburn 711 Southbridge Street Auburn, MA 01501</p> <p>Service Began: 2/14/17</p>	<p>AAA Lowell 585 Pawtucket Boulevard Lowell, MA 01854</p> <p>Service Begins: 2/17/17</p>	<p>AAA Waltham 856 Lexington Street Waltham, MA 2452</p> <p>Service Began: 1/25/17</p>
<p>Payment Methods:</p> <ul style="list-style-type: none"> • Cash • Check (payable to AAA) • Money Order • Credit Card (Visa, MasterCard, American Express, Discover) <p>*Credit Cards cannot be used for registration transactions</p>		<p>Hours:</p> <p>Monday – Friday: 9am-5pm Saturday: 9am-1pm</p>
<p>Available RMV Services:</p> <ul style="list-style-type: none"> • License and ID Renewals: Class D/M, Mass ID • Duplicate License: Class D, M, DM • Registration Renewals and Duplicates: Passenger, Trailer, Motorcycle, Camper and Commercial (under 55,000 lbs.) • Registration Transfers: Passenger, Trailer, motorcycle, camper and commercial (under 55,000 lbs.) • Only Massachusetts dealer transfers or person-to-person sales, regardless of what state the seller resides in. AAA cannot process any out-of-state dealer transfer transactions. • Duplicate Titles: Current MA title owner(s) (not requiring a lien release) 		
<p>Note: These are the most common services. For a complete list of AAA locations and the services they provide, see the "AAA/RMV Locations and Transactions" on the Service Center Locations page on massrmv.com.</p>		



MAIA's RMV Manual Updated for January 2017

Updates have been published to MAIA's Registry Procedures Manual eBook. This comprehensive procedures guide to the Massachusetts RMV is designed for agents and includes the training/procedural updates that are sent to all RMV Branches, content from the AIB, the Department of Revenue, the MA DOI, mass.gov, Safety/Emissions, MA Environmental Police, MA Courts, Social Law Library (Mass General Laws and CMRs), UMS, and National Driver Registry (Problem Driver Pointer System) and other important FAQ's. The RMV website has a great deal of content but contains only information the public needs to know.

The RPM is a digital guide book for agents that is keyword search-able and contains live links to the registry website and other sources. **One RPM subscription can be opened for use on 10 user computers**, and can be downloaded onto three desktops.



What's NEW & UPDATED for 2017. Check out the latest Table of Contents.
Get pricing for this valuable agency tool!

For additional questions about the RPM or other registry matters please contact Kathy Cormier, Member Relations Advocate at 800.742.6363 or 508.634.2900 or kcormier@massagent.com.