

June 12, 2017

RMV News ...

SERVICE CENTER OPERATION HOURS CHANGE

On Monday, July 3, 2017, RMV Service Center hours will be changed to be consistent across all service centers (with some exceptions as noted below).

This adjustment will also affect Road Tests, Hearings, Business to Business (B2B) Centers, and some Business Areas in Quincy Headquarters.

This will create a consistent delivery of service for an improved experience for customers and business partners. It aligns with the organization's Strategic Goals: "Become a Leader in Customer Service" and "Build a Culture of Success."

New Operations Hours: Monday - Friday	
General RMV Business	9:00 am – 5:00 pm
Road Tests	9:00 am – 4:00 pm
Suspension Hearings	Boston, Braintree, Fall River, Lawrence, Springfield, Wilmington and Worcester 9:00 am – 4:30 pm (to ensure completion by 5:00 pm) Pittsfield Wednesday only – 9:00 am – 4:30 pm South Yarmouth Monday and Tuesday Only – 9:00 am – 4:30 pm
Service Center Exceptions to the New Operation Hours: Monday - Friday	
Attleboro Martha's Vineyard North Adams	9:00 am – 5:00 pm Closed Daily Noon – 1:00 pm
Haverhill (until new site, fall 2017)	8:00 am - 4:00 pm
Nantucket Natick	8:00 am – 4:00 pm Closed daily Noon – 1:00 pm

MERGING DRIVING HISTORY RECORDS IN ALARS

The RMV has issued the following regarding the merging of driver history records in ALARS as they prepare for the implementation of a new system. For questions about the Massachusetts Registry please contact [Kathy Cormier](mailto:Kathy.Cormier@massagent.com), 800-742-6363 ext 353.

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THANKS COMPANY PARTNERS

For inquiries about registry matters please contact Kathy Cormier, Member Relations Advocate at 800.742.6363 or 508.634.2900 or kcormier@massagent.com.

SUBMIT YOUR NEWS

The RMV is continuing its efforts to improve the quality of ALARS records as one of the tasks needed to prepare for the new system. The next step is to reduce unnecessary duplicate person driving history records in ALARS. This process began on May 14th. and should not impact the processing of transactions. The process will continue for several months.

Driving history records will be merged to the appropriate S number record that has a credential. The S number record will display the following code on the LTH screen.

PRSMG.PERSON MERGED SURVIVOR

Previous non-survivor names/DOBs/license numbers will be moved to the survivor record as part of the merge. Once the merge process has been completed, the system will "hide" the non-survivor records. This will mimic the current ALARS process of hiding person records by inserting "XXX" at the beginning of the Last Name Field.

A new detail line will display on the SH screen that will indicate that a driving history merge has occurred and that the license number listed was merged into the survivor record:

DRIVING HISTORY MERGED FROM LIC#S_____

On the SH Screen, to see only survivor merged records, enter an "M" in the ALL field. To see all records, including non-survivor records, enter an "X" in the ALL field.

Driving History Lines that were moved to the surviving record will have "MRG" added to each of the incident description detail lines:

SPEEDING WOBURN R MRG

How will you know if a record was merged?

If you see the code of "PERSON MERGED SURVIVOR" on the LTH screen, you will know that one or more records were merged with this record. The LH screen will display any previous names and previous license numbers that were merged into the S record. In addition, if you see the detail line **DRIVING HISTROY MERGED FROM LICE# S_____** on the SH screen, you will know that the driving history records have been merged into the "S" number.

How will this Impact You?

Since we are merging records, we hope this will reduce the number of records you have to review to find all the associated records with one person. It will take some time before you completely see this benefit. To ensure that you find a customer's record, continue to search by customer name.

Suspensions Resulting from this Merge

For some customers, records being merged may result in a suspension if they have driving offenses that were listed on different records. When these offenses are all listed on one record, a suspension may be required, depending on the type and number of offenses.

In these cases, customers will be sent a suspension notice. The suspension notice will direct customers to call the RMV Contact Center.

If you receive a customer question about a suspension resulting from this merge, direct the customer to call the phone number on the suspension letter. If the customer does not have a suspension letter, instruct him/her to call 857-368-8000.

REDESIGNED GREEN CARDS AND EMPLOYMENT AUTHORIZATION DOCUMENTS

Beginning May 1, 2017, U.S. Citizenship and Immigration Services (USCIS) will begin issuing redesigned versions of the following two cards:

- The Permanent Resident Card (Green Card)
- The Employment Authorization Document (EAD)

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ELECTRONIC CITATION PILOT PROGRAM

A pilot electronic citation (eCitation) program has begun with local law enforcement agencies across the state. The new eCitation process transmits demographic and offense specific information captured on the Massachusetts Uniform Citation electronically and this information is then validated against the RMV database. Operators who are issued an eCitation receive an eCitation Receipt on an 8.5x11 inch sheet of paper.

The number format for eCitation is different than the number format for carbon copy paper citations. An eCitation consists of six numbers followed by two letters (ex: 123456AB). This number is displayed on the top-right corner of the eCitation Receipt.

Initially, this program is limited to a small number of police departments issuing warnings or civil citations.

All criminal citations will still be issued on traditional carbon copy paper citations. Once this pilot program is well established, the issuance of eCitations will be expanded to all citation types and to additional police departments.

The RMV website has been updated to allow citation payments to be entered using the new format.

Customers who receive an eCitation will find their citation via MASSRMV.com more quickly than those receiving the traditional carbon copy paper citation. This benefit will help to reduce repeated customer contact with the agency.

APRIL 2017 DRIVER'S MANUAL

A new Driver's Manual (English version) is now in the RMV warehouse and will soon be distributed to all RMV Service Centers. It is also available on the RMV website (www.massrmv.com). The new version has a redesigned cover, which is green and features an image of the City of Boston.

CHANGES MADE TO THE MANUAL

Several minor changes were made to the manual. The more substantial changes are as follows:

- A note about the REAL ID Act was added to the Identification Documents section of Chapter One.
- The Translation Required Policy section of Chapter One was updated to indicate that translations certified by the American Translators Association are Acceptable.
- The list of languages available through the ATS was updated in the Foreign Language Tests section of Chapter One.
- The Learner's Permit Exam Procedures of Chapter One was updated to state that customers cannot wear hats during a learner's permit exam (unless for medical or religious reasons).
- A note was added to the Common Reasons for Failing a Road Test section of Chapter One to indicate that the RMV has zero tolerance policy for violent or abusive conduct by road test applicants and sponsors.
- In the Out-of-State Conversion section of Chapter One, a new Conversions from Certain Select Foreign Countries section was added. The conversion sections for each individual country were removed.
- The Veteran's Indicator section of Chapter One was updated to state that veterans can get a free duplicate license/ID with a veteran's indicator.
- The Driving Records section of Chapter Two was updated to indicate that attested driving records can now be issued in all service centers.
- Several new sections were added to the Laws for Bicyclists and Motorists in the Presence of Bicyclists section of Chapter Four:
 - The section The Danger of Open Doors to Bicyclists describes the "Dutch Reach" method of opening a vehicle door. This method consists of using your far hand (the hand farther from the door) to open the door. This forces your body to turn, better allowing you to see approaching bicyclists.
 - The section Bicycle Boxes describes new bicycle boxers, which are pavement markings being installed at intersections to allow bicyclists a safe way to turn at a red light.
 - The section Separated Bicycle Lanes describes bicycle lanes that are physically separated from vehicular traffic.

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- In the General Guidelines if You are Stopped by a Police Officer section of Chapter Five, the information on how to react before and after a police officer asks for your license and registration was updated.
- The new Cape Anne and Freemasonry special plates were added to the Special Design Plates section of Chapter Six and to Appendix F.
- The list of countries in Appendix A from which visitors can legally drive in Massachusetts for one year was updated to reflect current treaties.
- Appendix C was updated with the new addresses for the New Bedford and Springfield service centers.
- Appendix C was updated to indicate that E-Z Pass transponders are available in all service centers.

TRAINING ALERT: REGISTRY PROCEDURES CLASSES OFFERED IN BOSTON

Join Kathy Cormier for a day of Registry Procedures Updates in Boston on June 28th. She will be addressing Commercial Lines topics in the morning and Personal Lines in the afternoon. Attendees may register for one or both sessions.

[Commercial Lines RMV: Registry Procedures - 3 CE - Location: Insurance Library in Boston - June 28th](#)

[Personal RMV: Registry Procedures - 3 CE - Location: Insurance Library in Boston - June 28th](#)

DON'T MISS THE FOLLOWING IN JUNE



Facing the Future Together

Reserve your spot today!

Members are encouraged to [register to attend one of the upcoming Facing the Future Together sessions](#):

- June 14th in Springfield
- June 15th in Waltham
- June 19th in Milford
- June 21st in Peabody
- June 27th in Westport

Thanks Company Partners

MAIA would like to acknowledge our 2016 Agent Awareness Campaign Diamond and Platinum company partners. Please support those companies that support the Independent Insurance Agent.

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of Insurance Agents
**Agent Awareness
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2016**

Diamond Partners

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