

A Message from Registrar Kaprielian on RMV Budget Cuts

Dear Customer,

Like many businesses across the Commonwealth, the RMV is working to squeeze every penny of savings from our budget in the wake of a drastic downturn in the state's economy.

To weather this financial storm, the RMV is adopting operational changes that, we believe, will minimize the impact on customer service in our branches.

NEW HOURS

Beginning Monday, November 3, 2008, the RMV will delay the opening hours of most [branches](#) by a half hour from 8:30am to 9 am. Hours of operation will also change at the 18 [branches](#) that have extended hours to 7pm on Thursdays. These [branches](#) will now be open from 10 am to 6 pm.

RMV MAILINGS

The RMV will eliminate courtesy notices that are sent to customers for the following services:

- [License and Mass ID renewal notices](#)
- [Vehicle Inspection reminder letters for vehicles that are overdue for inspection](#)
- Inspector license renewal notices
- [7D license renewal notices](#)
- [Driver's Education Certificates](#)
- [Junior Operator Brochures for parents](#)
- [Change of address labels](#)

Preserving customer service and keeping wait times down is my number one priority in implementing any changes at the RMV.

Remember: On line saves time. Chances are the service you need is right here on our website. The RMV Express Lane is always open.

Thank you for your patience.

Registrar Kaprielian