

Lesson 8: At the Registry of Motor Vehicles:

Goal:

The goal of this lesson is to understand the process of going to the RMV. This will include what information you will be asked for at the RMV and where to go at the RMV to get your permit or license.

At the RMV Lesson Part A

Review

List 2-3 study strategies that you created from the last lesson. List 2-3 questions that you have about the place that you go to get your driver's permit and license, the Registry of Motor Vehicles in Easthampton, MA.

Eliciting Prior Knowledge:

Describe what Mae might do when she goes to the RMV. What will the employees ask her?
Describe how those questions might make Mae feel.

For tutor: Have a frank discussion with the tutee about what the experience at the RMV might be like (how the RMV employee might be rude).

Mae at the RMV:



Earlier, Mae learned what kind of identification and documents she needs. Now, she goes to the RMV in Easthampton. Mae brings her documents with her to the RMV. First, Mae walks up to the door at the RMV inside the Eastworks building. She sees an RMV security guard. His name is Frantz Etienne. In an interview with the Hampshire Gazette, Frantz Eitenne said that his job is to make sure fights don't break out, not to look for immigrants. Mae passes by him and enters the front doors. On the wall to her right, she notices there are extra forms to fill if she forgot her application. She has hers with her, so she goes to the **customer service desk**. She greets the employee and says she wants to get her permit. She hands

the employee her application. Next the employee will ask for her **documentation or identification**. Mae gives the employee her document of U.S. Citizenship, MA residency, and Social security number. If the employee says her documents are not correct, the employee will ask Mae to return with documents that fit the **RMV requirements**. Mae knows if she is turned away, she can come back with no problem. Mae has the correct documents, so the employee gives her a **service ticket**. The **service ticket** is a piece of paper with a letter and number written on it. The employee instructs Mae to sit and wait until she hears her letter and number called. She sits on the benches and looks at the **RMV's TV** to see if her number has been called. She hears her number, E49, called to **counter** six. She brings her application to the counter where the employee double checks her information. The employee gives Mae a vision test and asks her to pay the \$30.00 permit test fee. Then she is brought to the **permit room** to complete the written **permit test**. Mae has studied and knows the test will contain questions about the rules of the road, signs, and procedures. She has brought her headphones to take the test in Korean. After answering her test questions correctly, she waits for her number to be called again. The employee prints her permit and instructs her to wait one month until she can take the road test.

Vocabulary:

Customer Service Desk:



Documentation or Identification:





Albany Utilities
207 Pine Ave. PO Box 1708
Albany, GA 31702-1708
Phone: (202) 853-4333

Utility Statement
To receive future statements electronically,
visit www.albanyutilities.com/aut

Your Registration ID: **2767-2989-0467**
Registration ID: 2767-2989-0467

Customer Name: **JOE SCHMIDTKE**
Service Address: **111 PRINCELY ST**

| Summary of Charges | | Bill Date | Account # |
|--------------------|---------|------------|--------------|
| Previous Balance | Service | 03/02/2016 | 111333 00111 |
| Payment Received | Charges | | |
| Total New Charges | 656.41 | Total Due | 656.41 |
| | | | 21-MAR-2016 |

| Service Rate/Description | Current Reading | Prior Reading | Usage | Days of Service | Multi-plier | Current Charges | Usage History |
|--|-----------------|---------------|-------|-----------------|-------------|-----------------|---|
| WATER/SEWER | 95 | 95 | 0 | 32 | 1 | \$1.94 |  |
| WATER/SEWER | 2413 | 2413 | 0 | 32 | 1 | \$7.56 |  |
| WATER/SEWER | 10538 | 10538 | 0 | 32 | 1 | \$20.19 |  |
| <small>DESIGNING AN INSTEAD CHARGE - SCDN: 0 63.23</small> | | | | | | | |
| WATER/SEWER | Electricity | | | | | \$1.30 | |
| WATER/SEWER | Gas | | | | | \$1.30 | |
| WATER/SEWER | Gas | | | | | \$1.30 | |
| WATER/SEWER | Gas | | | | | \$1.30 | |



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JOE SCHMIDTKE

111 PRINCELY ST

ALBANY, GA 31702-1708

207 PINE AVE

PO BOX 1708

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ALBANY UTILITIES

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RMV Requirements:



Document Checklist

GETTING OR RENEWING A MA DRIVER'S LICENSE, LEARNER'S PERMIT, OR MA ID CARD?

On March 26, 2018, you need documents showing U.S. citizenship or lawful presence as required by federal and state law. Review the checklist below for the types of documents you will need. All documents **MUST** be originals.

GET READY

STEP 1:

Locate your Social Security Number (Choose 1 document for REAL ID. For a Standard ID, SSN must be verified electronically.)

- SSN Card
- W-2 Form
- SSA-1099 Form
- Non-SSA-1099 Form
- Pay stub with applicant's name and SSN



*Applicant without an SSN must present an SSA denial notice, foreign passport, Visa, and I-94. Document presented must display full nine digits of SSN.

STEP 2:

Choose one lawful presence/ date of birth document

- U.S. Passport/Passport card
- Certified copy of U.S. birth certificate
- Certificate of Citizenship (Form N-560 or N-561)
- Certificate of Naturalization (Form N-561 or N-570)
- Consular Report of Birth Abroad (Form FS-240, DS-1350, FS-545)
- Permanent Resident Card (Form I-551)
- Employment Authorization Card (Form I-766 or I-688B)
- Foreign Passport with U.S. Visa affixed and I-94 Stamp



STEP 3:

Choose a MA residency document (2 for REAL ID, 1 for MA Standard ID)

- MA RMV-issued documents such as a renewal letter
- State/Federal/Municipal/City/Town/Country Agency-issued documents such as 1st class mail, MA-issued professional license with photo, Medicaid statement, firearms card, jury duty summons, court correspondence, property tax, or excise tax dated within 60 days
- Bills such as a utility bill, credit card statement, or medical statements dated within 60 days
- Lease, mortgage, or rental contract dated within 60 days
- Financial-related documents such as a bank statement with image of personal checks, W-2, pension statement, retirement statement, pay stub, SSA statement, or installment loan contract dated within 60 days
- School-issued documents such as school transcript, proof of enrollment, tuition bill, school record for the current year

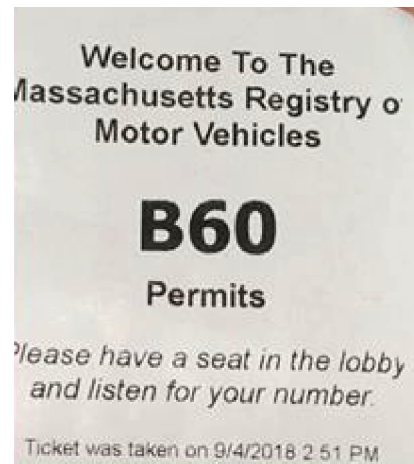
GET YOUR LICENSE/ID

- Start application online at mass.gov/ID.
- For renewals applicants must choose:
 - Standard license or ID card: may be able to complete online.
 - REAL ID license or ID card: must visit a RMV Service Center or a AAA office (if member).
- All first-time applicants must visit a RMV Service Center and bring appropriate documents.
- A REAL ID license/ID costs the same as a Standard license/ID.

GO ONLINE TO LEARN MORE
mass.gov/ID

Rev. 3/12/18

Service Ticket:



RMV TV:



Counter:



Permit Room:



Permit Test:

 DMV PERMIT PRACTICE TEST

13: What does this sign mean?

- A. 270 degree turn ahead
- B. Wrong way; turn around and go back
- C. No direct left turn ahead
- D. Roundabout or rotary ahead



Relating the Vocabulary to your Own Experience:

Do you have something like a RMV in another place that you have lived? What is it like there? Describe something that is similar about that place or different about that place and the RMV in Easthampton.

At the RMV Lesson PART B

Role-Playing Activity:

Get into groups of two. Have your partner role play as a RMV worker at customer service. What will they ask you? How will you respond to their questions?

Now it's your turn to be a RMV worker. This time role play as the worker at counter 3. What questions and information do you ask for? How will you respond to them?

For tutor in pilot: Tutor plays person at desk first.

Reflection:

Describe what you did and how you felt in each role. Did it feel the same or different to be the RMV employee versus the person at the counter? How will that help you at the RMV?

Questions:

Describe something, if anything, that you still have questions about before you go to the RMV. Remember, you can use this as a general guide to help you at the RMV. All of the situations you may face are not fully described here, but these are the most basic.