



RMV Update

MassDOT Board Meeting
April 26, 2021



Applus Vehicle Inspection Outage

Inspection Program Outage: March 30, 2021- April 16, 2021

- On Mar. 30th, the RMV was notified by Applus Technologies (Vehicle Safety & Emissions Inspection Program Vendor) of a potential malware attack causing MA program and nationwide system outage.
- Outage impacted Applus clients in 8 states: CT, GA, UT, ID, NY Taxi, WI, IL and MA's 1,787 inspection stations.
- RMV / MassDOT led multiple daily project meetings to manage return to service effort, with inspections restarting on Apr. 17th at most stations.



Vehicle Inspections – Return to Service

- All public stations that can test have been restored.
- The RMV and Applus are triaging support for the remaining fleet stations (for groups of commercial vehicles) that do not regularly conduct daily inspections.
- Since inspection testing was restored on April 17th, inspections have seen return of average to above-average volumes. Pre-outage, inspections averaged from 12,000 to 15,000 per day.
 - April 17th = 10,871 tests
 - April 18th = 827 tests (Sunday – most stations closed)
 - April 19th = 24,740 tests
 - April 20th = 23,725 tests
 - April 21st = 21,800 tests
 - April 22nd = 19,867 tests



Vehicle Inspections – Return to Service

Support for Inspection Stations: Communications & Field Support

- RMV initiated station webinars on April 2nd, 9th and 16th to provide updates and plans for returning to service with Applus' participation and response to Q&A.
- Daily emails sent to stations to provide update on the specific program / station status
- MassDOT, RMV and DEP assigned over 94 staff members to augment inspection station support via phone, email and on the ground.
- On April 17th, vehicle inspections resumed with 89% of public stations restored.

Vehicle Inspections – Return to Service

Support for Impacted Customers:

Extensions & Law Enforcement

- Customers / expiring vehicle inspections impacted include approx. 30,000 in March and 160,000 in April; extensions and grace period granted in certain cases below.
- RMV & EOPSS collaborated to notify law enforcement partners of extensions and that compliance with the vehicle inspection requirements was inoperable.
 - Vehicles with expired inspection stickers from March 2021 (“3” sticker on windshield) and April 2021 (“4” sticker on windshield) granted until 5/31/21 to obtain inspection.
 - Vehicles newly purchased / registered on or after 3/23/21 granted until 4/30/21 to obtain an inspection.
 - Customers who recently had an inspection rejection and are in the 60-day free retest window afforded one extra day for each day system was unavailable. Total number of days for outage was 18 days.

Applus Vehicle Inspection Outage

Contractual Obligations & Review: Damages & Compensation

- On Apr. 2nd, the RMV & DEP notified Applus Technologies of a breach of contract terms for operations & service; Applus must compensate inspection station owners for each day workstations were not operational during defined business hours.
- On Apr. 16th, the RMV & DEP notified Applus Technologies of intent to seek liquidated damages and station compensation, including additional compensation for those stations unable to begin inspections on April 17th.
- Contemplated contract extension remains under review pursuant to prompt and satisfactory resolution, and any updates necessary to ensure proper preventative and mitigation measures are in place for the future.



Sunset of “Renew Online Now / Free REAL ID Upgrade Later” Promotion in April

- Final push underway to renew online for ‘standard’ credential and qualify.
- 484,802 have qualified (as of Apr. 22nd); not all will need a REAL ID if they have U.S. Passport or other compliant document.
- Continued capacity planning in Service Centers / AAA to accommodate demand
- Began offering “free” upgrade appointments to those who qualified; approx. 2,550 free Real ID upgrade transactions performed in April (as of Apr. 22nd).
- Continuing to monitor federal compliance guidance which is currently set to take effect Oct. 1, 2021.
- ~5.87M MA Credentials: 33% are REAL ID with ~1.89M legacy credentials remaining.



RMV Service Updates

- **Worcester RMV:** Procurement process with MassDOT Facilities Team & DCAMM secured new space and lease; timeline for buildout and move being finalized to provide lead time for additional public communication.
- **Professional Driving Schools:** Remote learning option has been extended until September 5th; RMV continues to gather feedback to inform decisions regarding the future of remote driver's education.

RMV Public Safety Updates

- **First Time Driver Portal:** Continue to Enhance and Promote First-Time Driver Portal Tools & Resources for Parents / Guardians, Junior Operators; will present at MassDOT Transportation Innovation Conference 2021 in May.
- **Implementation of First-Offense Ignition Interlock Statute Changes:** Internal planning continues and regulatory changes were filed. RFR for IID vendors was posted on April 16th.
- **MRB and OOS Unit** - Functions within the Merit Rating Board (MRB) and Out-of-State (OOS) Unit remain on track with business goals of processing regular daily incoming citations, notifications and work items within 1-2 days of receipt.
 - **Comprehensive NDR Review:** OOS completed the latest review of all active MA drivers on April 5th.
- **Facial Recognition Legislative Commission:** Participated in 1st meeting on April 16th. Commission requested RMV and MA State Police presentation on how facial recognition works and is used at next meeting.

April is Organ / Tissue Donation Month

In April, the RMV joined New England Donor Services to promote organ and tissue donor awareness; approx. 2.65 million customers are enrolled as organ and tissue donors in Massachusetts with a license, permit or identification card.



RMV Good News Stories – Emails Received

*I have had the pleasure of working with **Norma Quimby** regarding the registration of a low number license plate that I won. She was friendly and efficient and extremely knowledgeable. She assisted my insurance agent in getting the appropriate documents delivered in a timely fashion and gained her praises as well. In today's climate of exclusively online access, she even phoned me and I was able to return the call with the information she needed to complete the transaction to her at her direct line. She is an asset to the DOT. I'll bring her up as a shining example of customer service if anyone begins the typical down trodding of the MA State Registry.*

Thanks for your help. I must say – I was very pleasantly surprised by whomever you are with the helpfulness and quick responses that you provided. The RMV having bad service is a running gag, and I think that after that has been going on so long every sort of expects it. Definitely not the case here, so thanks for helping me get sorted. Best wishes, and be healthy and safe

I'm not sure if the same person will see this reply. But if it's the same girl who helped me yesterday....thank you from the bottom of my heart. So appreciative.

Keeping the Public Informed

- Customers are encouraged to visit the following websites for the most up-to-date information on the RMV's available services, deadline extension initiatives, and other measures:
 - www.Mass.Gov/Info-Details/RMV-COVID-19-Information
 - Information Specific to Commercial Drivers:
www.Mass.Gov/Info-Details/Commercial-Driver-Information-During-State-of-Emergency