



RMV Update

MassDOT Board Meeting
May 24, 2021



Applus Vehicle Inspection Outage

Background:

- 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.



Applus Vehicle Inspection Outage

Return to Service – 4/17

- All public stations that can test have been restored.
- Since inspection testing was restored on April 17th, inspections have seen return of average to above-average volumes.
 - March Expired stickers is 113,735
 - 48,499 have gotten sticker on/after 4/17
 - April Expired stickers is 68,289
 - 26,681 have gotten sticker on/after 4/17

Support for Impacted Customers

- RMV & EOPSS collaborated to notify law enforcement partners of extensions and that compliance with the vehicle inspection requirements was inoperable. Still in effect is:
 - 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.

Applus Vehicle Inspection Outage

Contractual Obligations & Review: Damages & Compensation

- On 4/2, 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 4/16, 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.
- On 5/14, Applus notified the RMV that it had not identified any personal information which was potentially exfiltrated by the ransomware attackers.
- RMV continues to await the results of Charles River Associates' investigation into the cause and scope of the attack.
- Contemplated contract extension remains under review pursuant to satisfactory resolution, and any updates necessary to ensure proper preventative and mitigation measures are in place for future.



RMV Service Updates – Rescinding EO policies

- **Grace Period for Registration Transfers after Vehicle Purchase will be rescinded on 5/29:** The period to transfer a vehicle registration will revert back to 7 day calendar days from the date you dispose of your previous vehicle to register your new one.
- **In-Car Observation Hours for Junior Operators will revert back to Driving Schools on 5/29:** The statute requiring junior operators with a learner's permit to complete 6 hours observing another student driver, and 40 supervised driving hours with a parent or guardian will return to Driving Schools. The Executive Order allowed for 46 hours of supervised driving hours to be completed with a parent or guardian minimizing the need to spend additional time in a vehicle with individuals.

RMV Service Updates

- **Re-Opening Mass:** The Registry of Motor Vehicles (RMV) is evaluating its existing business processes as a result of the new guidance. Any changes to services will be posted online at [Mass.Gov/RMV](https://www.mass.gov/rmv).
- **Text Phishing Scam:** RMV warns of texting scam that reportedly involves customers receiving text messages, claiming to be from the “DMV,” that direct them to click on a provided link to update their personal identifying contact information.

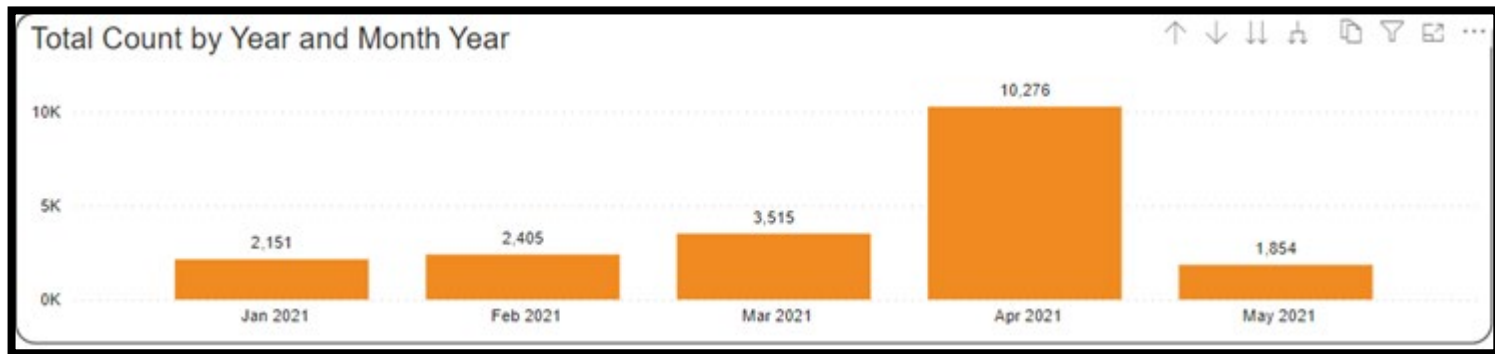
RMV Public Safety Updates

- **Implementation of First-Offense Ignition Interlock Statute Changes:**
Internal planning continues and regulatory changes were filed.
Responses from RFR for IID vendors under review by procurement team. Public hearing scheduled for 6/21.
- **Out of State Unit** – NH joining State to State in June 2021. The State-to-State (S2S) Verification Service is a means for states to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state. Massachusetts has participated in program since 2018. Because NH is a bordering state, RMV anticipates high volume of cases to research.

RMV Public Safety Updates

- **Merit Rating Board:**

- Public meeting scheduled for 5/27 at 1:00pm
- Distracted driving citation (civil and warning) counts from January – May 20, 2021



Placard Abuse Prevention Week

Placard Abuse Prevention Week was held from 5/3/21 – 5/7/21. The RMV along with the members of the Massachusetts Disability Placard Abuse Task Force developed Placard Abuse Prevention Week to highlight the seriousness of this issue and use educational messaging and outreach to inform members of the public about stringent penalties for usage of fraudulent credentials.

Report placard abuse here: <https://www.mass.gov/forms/disability-parking-abuse-complaint-form>



MassDOT Innovation Conference

RMV will be participating in this year's MassDOT Innovation Conference being held from 5/25 – 5/27. RMV's virtual booth will focus on First Time Drivers and Teen Safety.



RMV Good News Stories – Emails Received

I would like to bring to your attention an outstanding individual that works in the IRP section at the Registry of Motor Vehicle's in Quincy, MA.

As we all know how difficult and frustrating it can be at times, dealing with the registry 😊 this individual excels in customer service and willingness to help the general public.

The Lizak Bus Service, Inc. has been in business for over 80 years , doing transactions with the registry and I can attest that Moneysha Washington is an individual of good character and promotes a positive light on the registry of motor vehicles.

I had a fantastic out of state license / title transfer experience at the Watertown RMV on Tuesday 4/27/2021. I wanted to send some kudos to Greg A (window 11, I think), who was knowledgeable, efficient, friendly, and attentive not just to me, but to everyone who needed help. I left with a big smile on my face.

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