



RMV Update

MassDOT Board Meeting
June 21, 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
 - 77,600 have gotten sticker on/after 4/17 (as of 6/16)
 - April Expired stickers is 68,289
 - 49,127 have gotten sticker on/after 4/17 (as of 6/16)
- FY22 anticipated deferred revenue from FY21 due to outage
 - Applus to begin debiting station accounts for test authorizations from 3/27 – 6/12 beginning on 6/30.

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 has received the Charles River Associates' report and MassDOT IT is awaiting further information.
- 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

Re-Opening Mass:

- Face coverings are still required at RMV locations if unvaccinated
- Face coverings still required during road tests for examiner, applicant, and sponsor
- Wednesday senior citizen hours will continue along with suspension hearings by phone, learner's permit tests online, use of state vehicles for road tests and everyone in the road test vehicle must wear a face covering regardless of vaccination status
- Appointments for one month in advance added for License/ID transactions
- Additional Registration transaction appointments added- appointments available 3-21 days out
- Southbridge and Easthampton RMVs will open for appointments on 8/1
- Appointments for Hearings to start later this Summer for certain suspension types



RMV Public Safety Updates

- **Out of State Unit** – NH joined State to State on June 12, 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. MA has participated in program since 2018. Because NH is a bordering state, RMV will run a bulk process will run that systemically pulls pointers for records identified as MA as the State of Record (SOR) and identity is an exact match. This process typically covers 70% of the duplicates where MA is the SOR. RMV estimates # of manual review work items to be between 12-17K.
- **Facial Recognition Legislative Commission:** Meeting held on 5/21/21 to inform commission on RMV's use of facial recognition software.

RMV Public Safety Updates

- **Implementation of First-Offense Ignition Interlock Statute Changes:**
Public hearing scheduled for 6/21.
- New changes effective 7/1 for first time OUI offenders seeking hardship license:
 - Drivers required to have an ignition interlock device (IID) installed into a vehicle as a condition of that hardship.
 - Drivers who took a breathalyzer with BAC results of .15 or above may seek a hardship license once they have enrolled in a treatment program ordered by the court and have proof of hardship.
 - Drivers are required to have the IID in their vehicle throughout the life of the hardship, and they must apply for removal of the device, pursuant to 540 CMR 25.12.
- New and existing interlock program participants may apply for waiver of certain costs.
 - Drivers apply to the RMV for determination of indigency
 - RMV transmits status electronically to interlock vendors
 - Waived costs will be covered by interlock vendors. Waived costs include installation, device, monitoring, and service, but not costs related to violations



Distracted Driving Awareness



For Immediate Release

June 16, 2021

MassDOT Underscores Importance of Avoiding Distracted Driving

Reminds motorists to remove distractions while driving, pay attention to the road, reduce speed and drive hands-free of devices

53,638 motor vehicle citations have been issued since hands-free law took effect on February 23, 2020



100 Deadliest Days

Acting Registrar Ogilvie participated in a Facebook Live event with AAA on 6/2 to discuss Junior Operator requirements and parents/guardians role in teaching safe driving habits.



RMV Good News Stories – Emails Received

Thank you, Thank you, Thank you 😊 I really appreciate it soooooo much 🙏 May I have your name to give you a good review and possibly your manager to tell them of the phenomenal job you did to help me? I will go to the Nantucket rmv at 8am tomorrow morning 🙏 😊 😊 😊 😊 I really appreciate your help 🙏 ❤️

On Monday, June 7th, 2021 I went to the Wilmington RMV. My wife had purchased her lease vehicle so I took the title and required documents to your branch. I got there and was told by RMV officers to use my camera... scan the code and I received a text message with an assigned number. I waited a half hour, received my text... showed the officer and went inside. I was in line and there were two women in the booth. I went to the right side of the windows and I wish I asked her for her name. She reviewed my wife's documents... asked me questions and I asked her questions as well. She DEFINITELY new her job and provided me all the information about the process I needed. She was professional, polite and extremely personable.

Everyone seems to moan and groan about the process and the wait time and the employees at the RMV. Lets not forget about Covid. I wanted to tell you my experience which was FANTASTIC. Thank you



RMV Good News Stories – Emails Received



Many, many thanks for your wonderful presentations yesterday, and for your gracious presence and response during the Q & A. Your knowledge, warmth, and insight truly helped to clarify a frequently blurry topic, to provide helpful information that attendees could hear and receive, to surround a topic that is frightening to many with humanity and compassion, to provide really helpful additional resources so that the conversation, education, and reflection can continue.

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