

RMV UPDATE

- MassDOT Board Meeting
- September 17, 2018

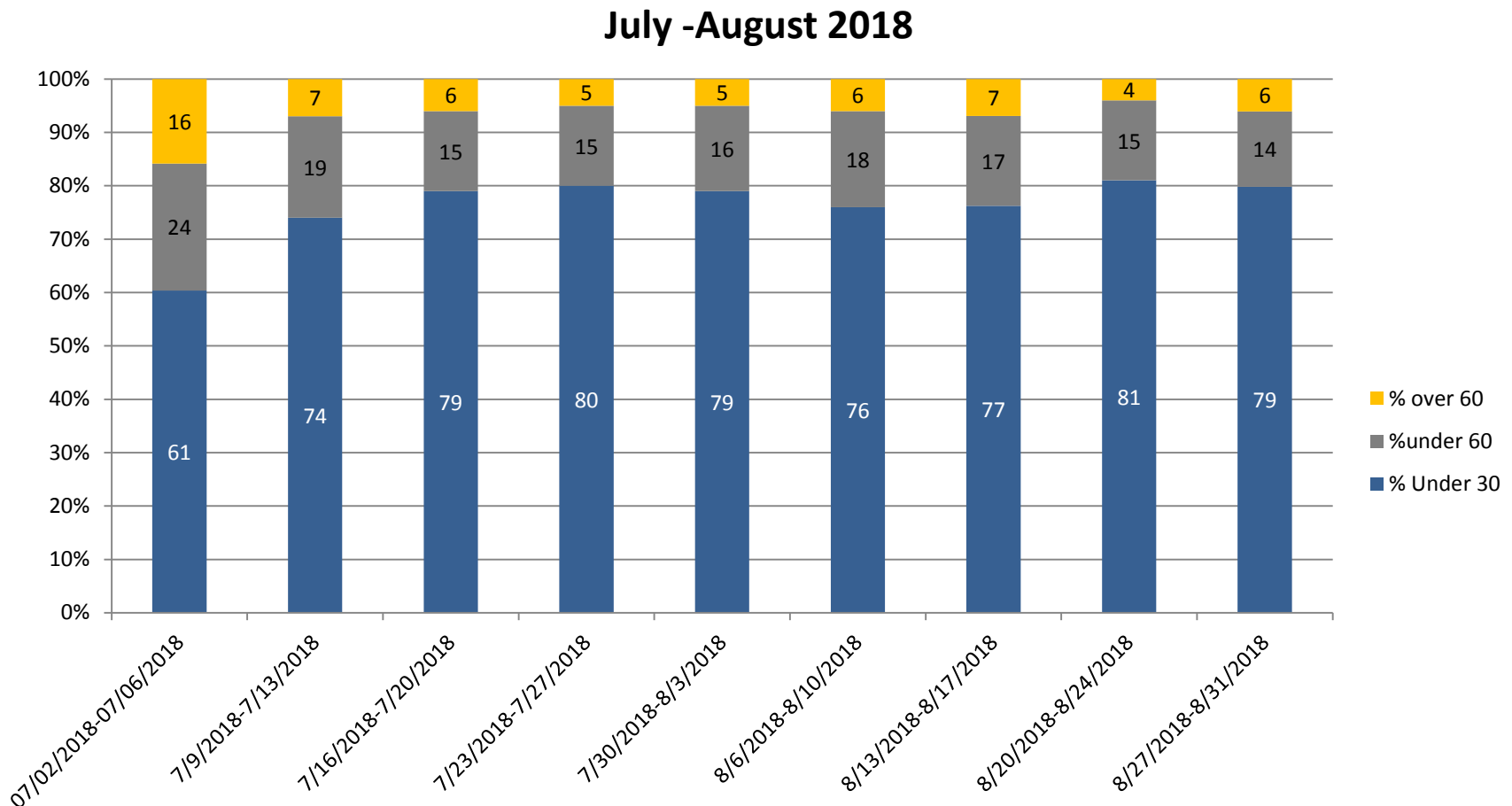
RMV STATISTICS

- July through August 2018

RMV OVERVIEW

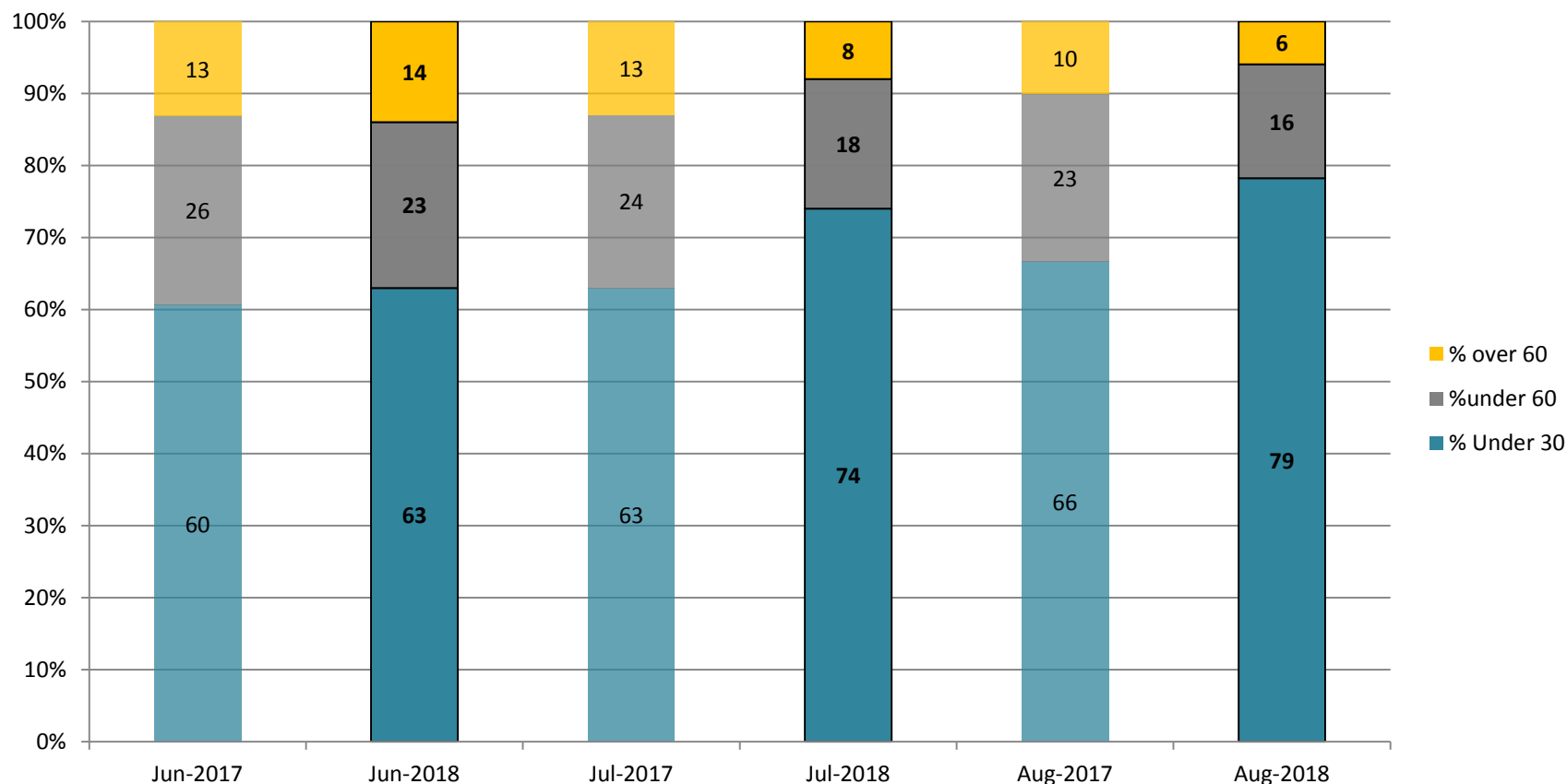
- July & August 2018 Service Center Performance
- ATLAS Release 2 Vehicle Services Schedule
- Addressing State Auditor Report Inaccuracies

July & August Wait Times Decreased as Customer Volume Increased

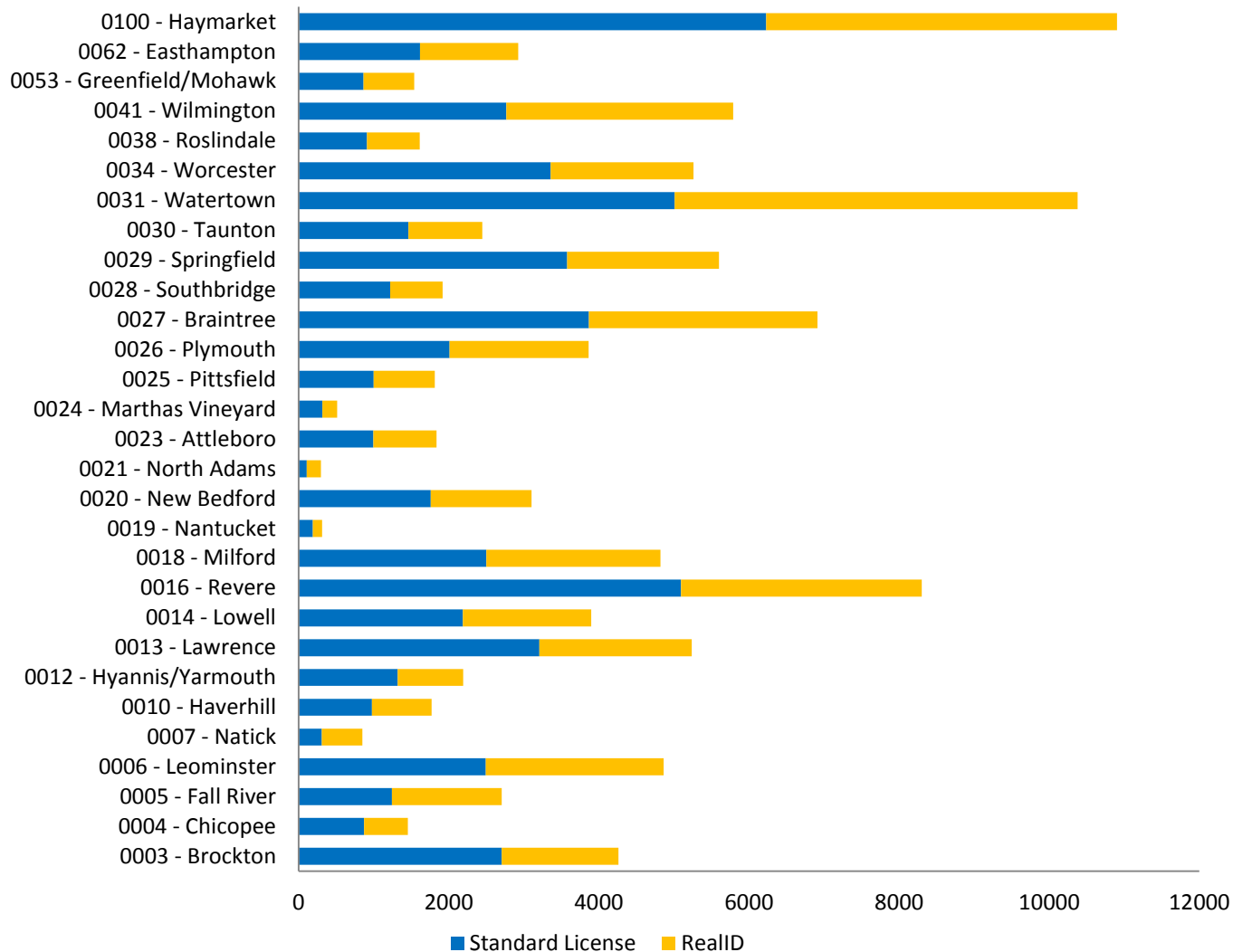


2018 July & August Wait Times Represent Improvement from 2017

Summer 2017 vs Summer 2018

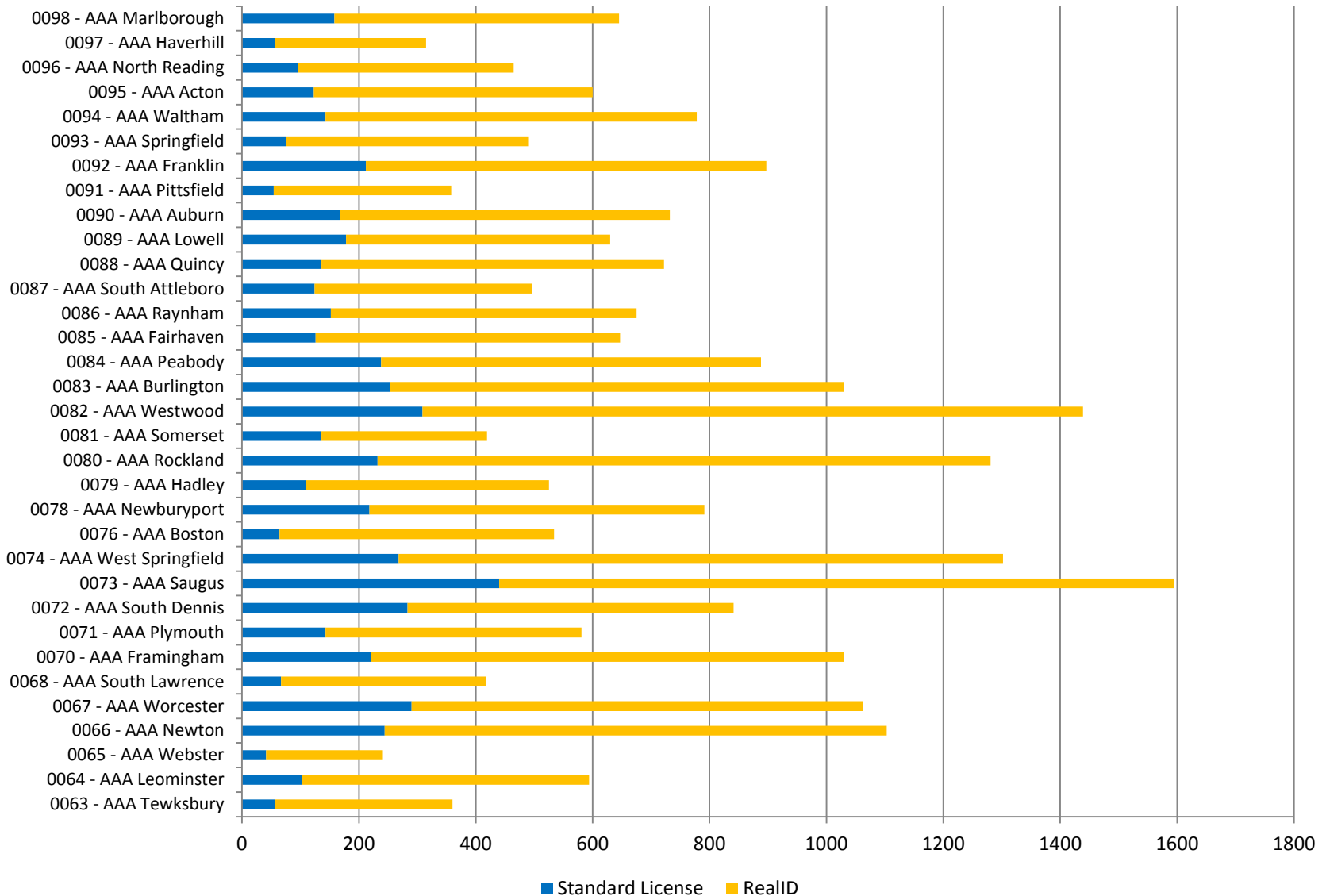


Total License Issuance - Service Centers August 2018



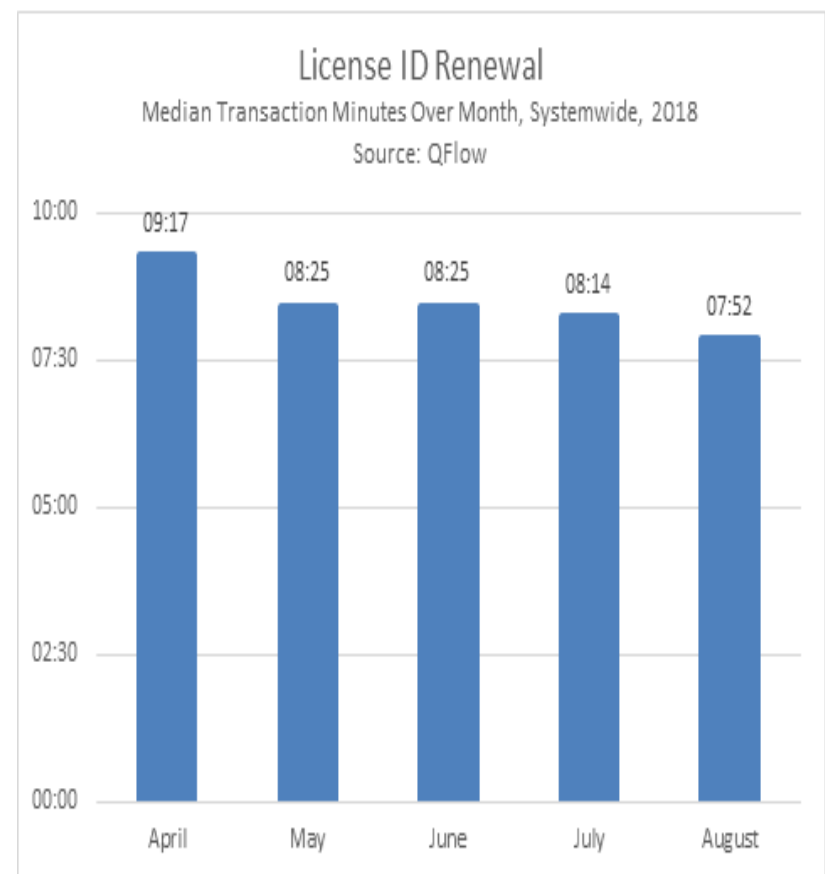
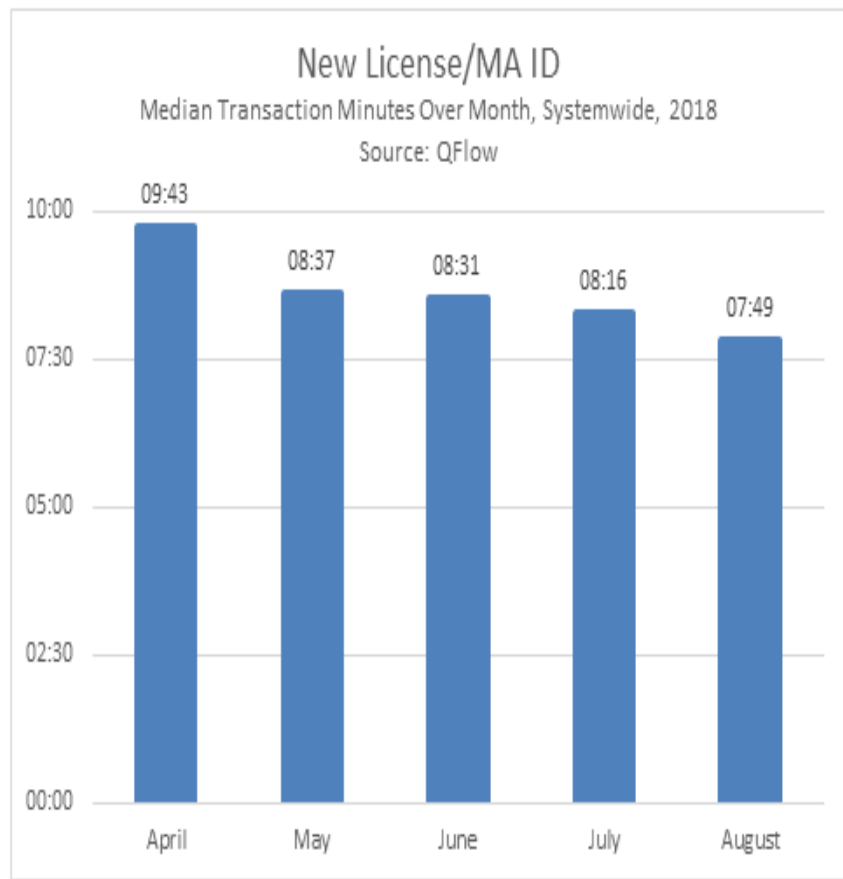
Standard Driver's License Continues to be Most Popular Service Option for RMV Customers

Total License issuance – AAA August 2018

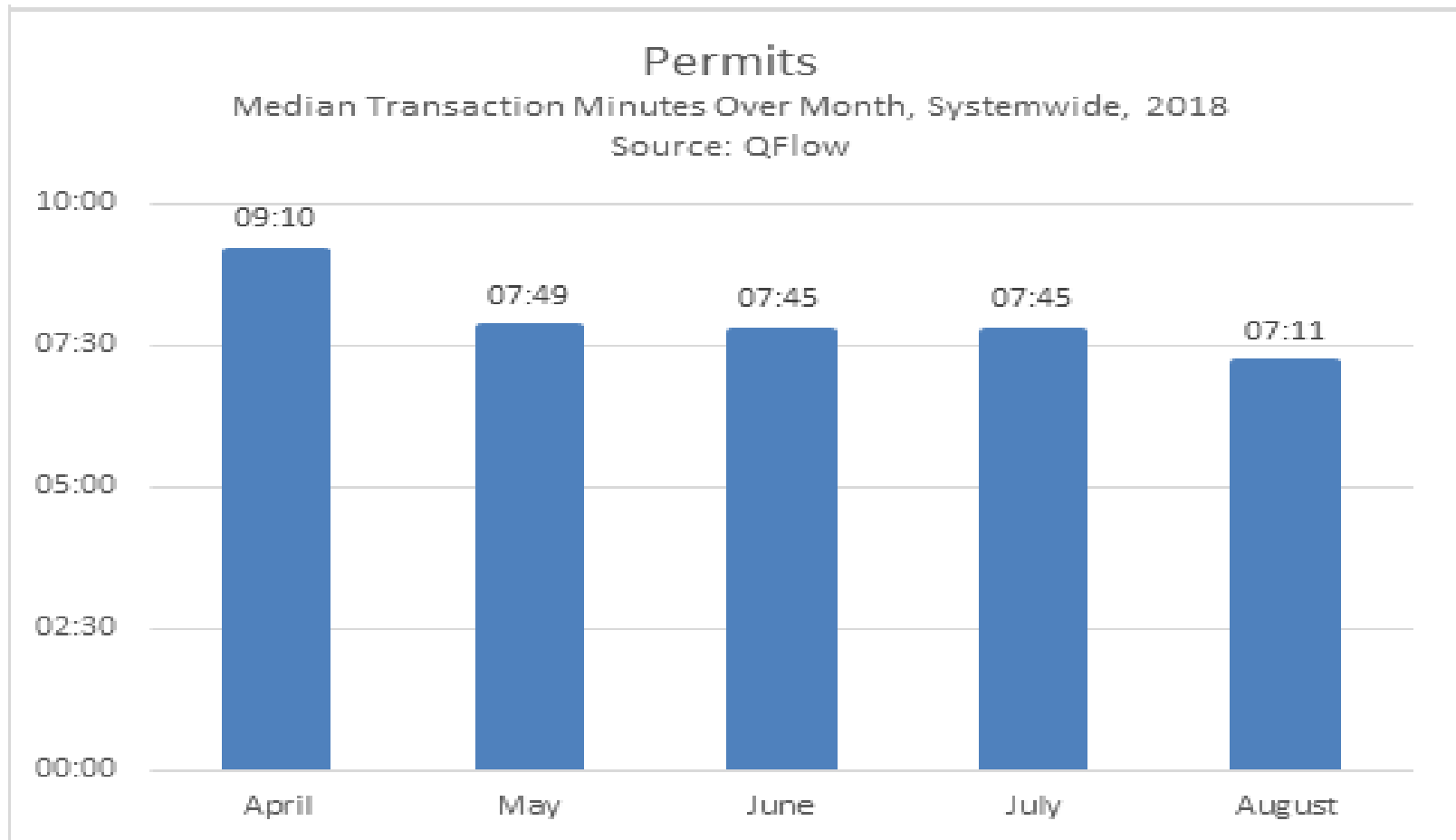


REAL ID Driver's License Continues to be Most Popular Option for AAA Customers

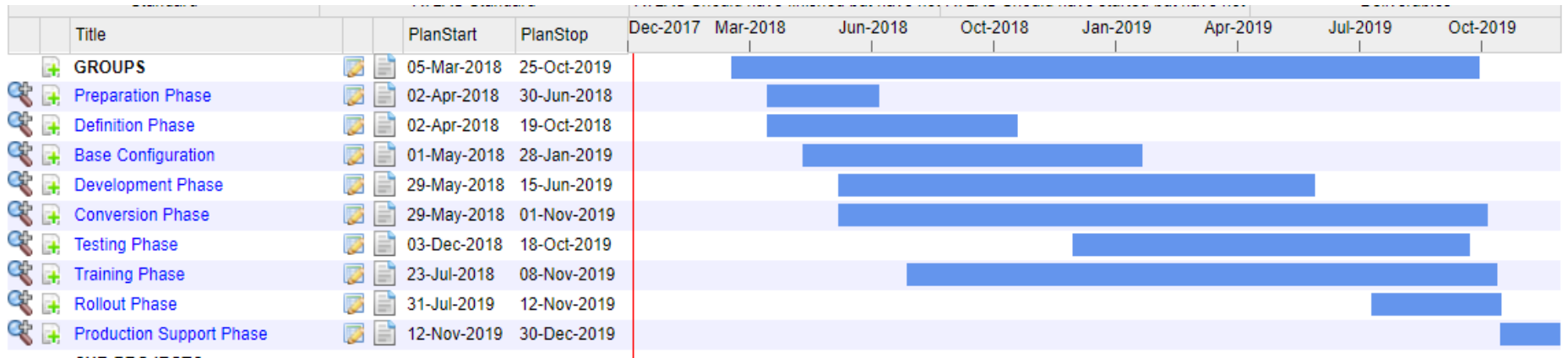
Staff Transaction Processing Time Continues to Improve



Staff Transaction Processing Time Continues to Improve



ATLAS Release 2 Vehicle Services – High Level Schedule



Key Program Deadlines before Release 2 Vehicle Services Go-Live Date of November 12, 2019

November 2018 - Definition/Configuration

April 1- August 9, 2019 business testing

August 5 – October 18, 2019 End to End Testing

August-October 2019-Training

State Auditor's Report Inaccuracies

The RMV did not issue 1905 driver's licenses to dead people

- The RMV informed the SAO in April 2018 that this finding was not accurate
- RMV complied with SAO request during audit period for access to licensee information including historical data
- SAO associated incorrect dates of death with licensee records
- SAO did not use demographic data available to them to make sure dates of death corresponded to right person

Audit failed to recognize that the RMV uses the Social Security Death Master File

- October 2017 RMV explained in writing to SAO that it uses both the Social Security Death Master File and DPH records to identify deceased persons
- January 2018 RMV again advised SAO of use of both files in preliminary findings conference
- April 2018 RMV provided SAO with written comments on draft final audit report again confirming the use of both federal and state electronic death record systems