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



July - August 2018



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

	Title		PlanStart	PlanStop	Dec-2017	Mar-2018	Jun-2018	Oct-2018	Jan-2019	Apr-2019	Jul-2019	Oct-2019
-	GROUPS	🔰 📄	05-Mar-2018	25-Oct-2019								
et 泽	Preparation Phase	🔰 📄	02-Apr-2018	30-Jun-2018								
약 🗗	Definition Phase	🔁 📄	02-Apr-2018	19-Oct-2018								
🥰 🔒	Base Configuration	🔰 📄	01-May-2018	28-Jan-2019								
약 📑	Development Phase	🔰 📄	29-May-2018	15-Jun-2019								
🤻 📄	Conversion Phase	🔰 📄	29-May-2018	01-Nov-2019								
약 📑	Testing Phase	🔰 📄	03-Dec-2018	18-Oct-2019								
🥰 🔒	Training Phase	🔰 📄	23-Jul-2018	08-Nov-2019								
약 📑	Rollout Phase	🔰 📄	31-Jul-2019	12-Nov-2019								
🥰 🔒	Production Support Phase	🔰 📄	12-Nov-2019	30-Dec-2019								
	AUD 000 (5074											

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

