Massachusetts Department of Transportation
Registry of Motor Vehicles Division

Board Report

April 10, 2017

Service Center Performance for March 2017 compared to March 2016

- The RMV has been testing the new queuing system (QFLOW); both QMATIC and QFLOW ticket counts were used to calculate wait times in March

Service Center	QFLOW conversion date
Braintree	3/6
Lawrence	3/16
Springfield	3/17
Worcester	3/22
Taunton	3/24
Plymouth	3/29
Wilmington	3/31

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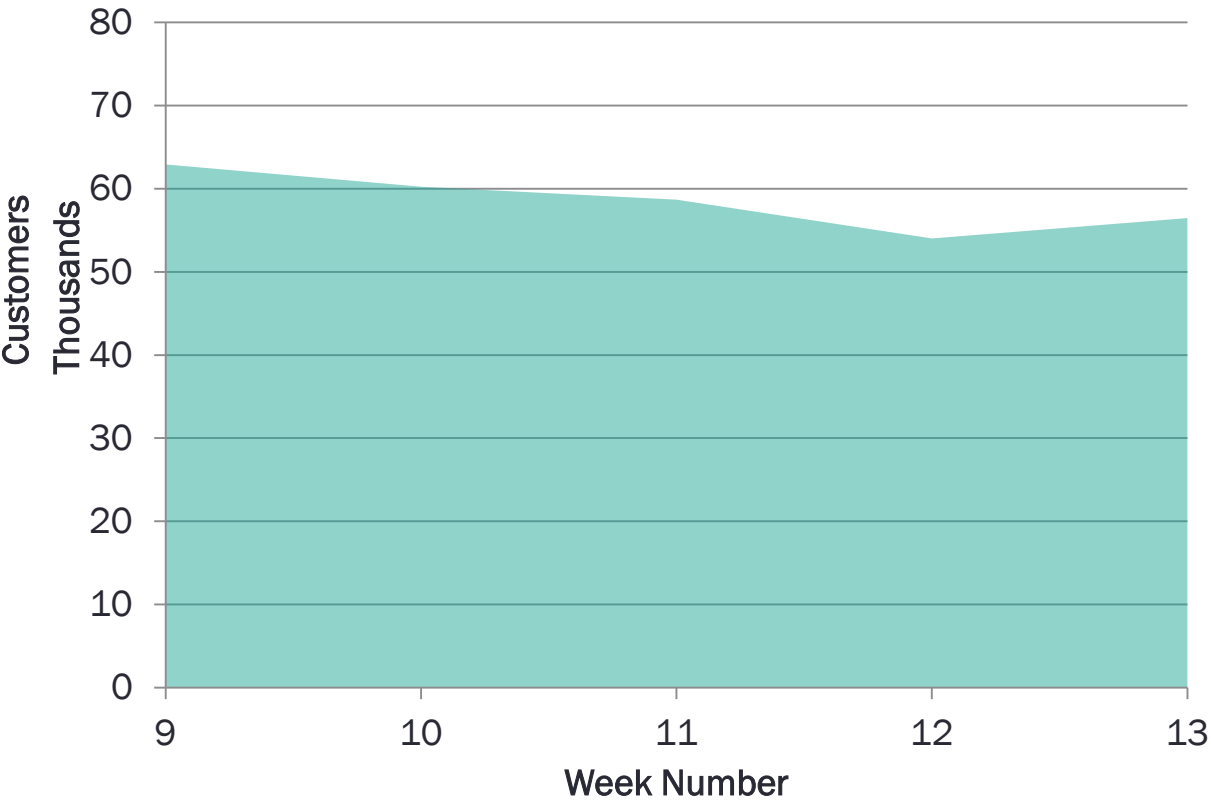
Service Center Volume

Customer Volume by Week 2017

295,641 customers
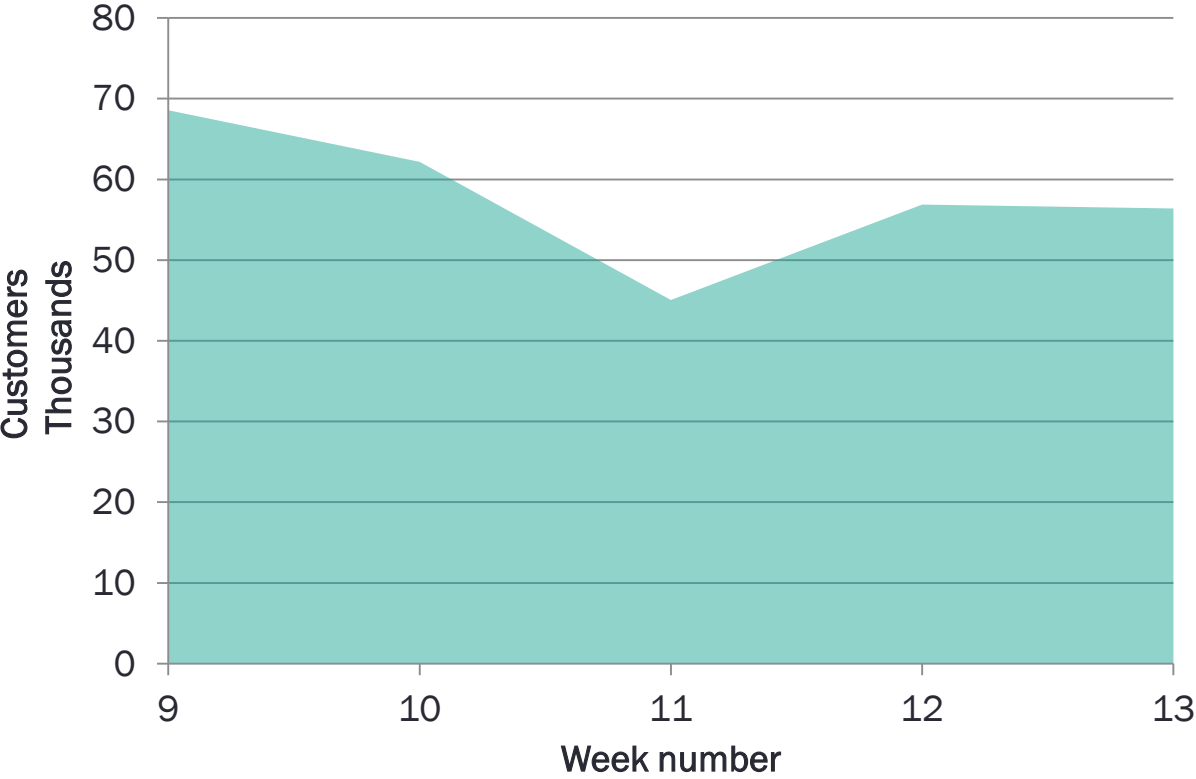
Customer Volume by Week 2016
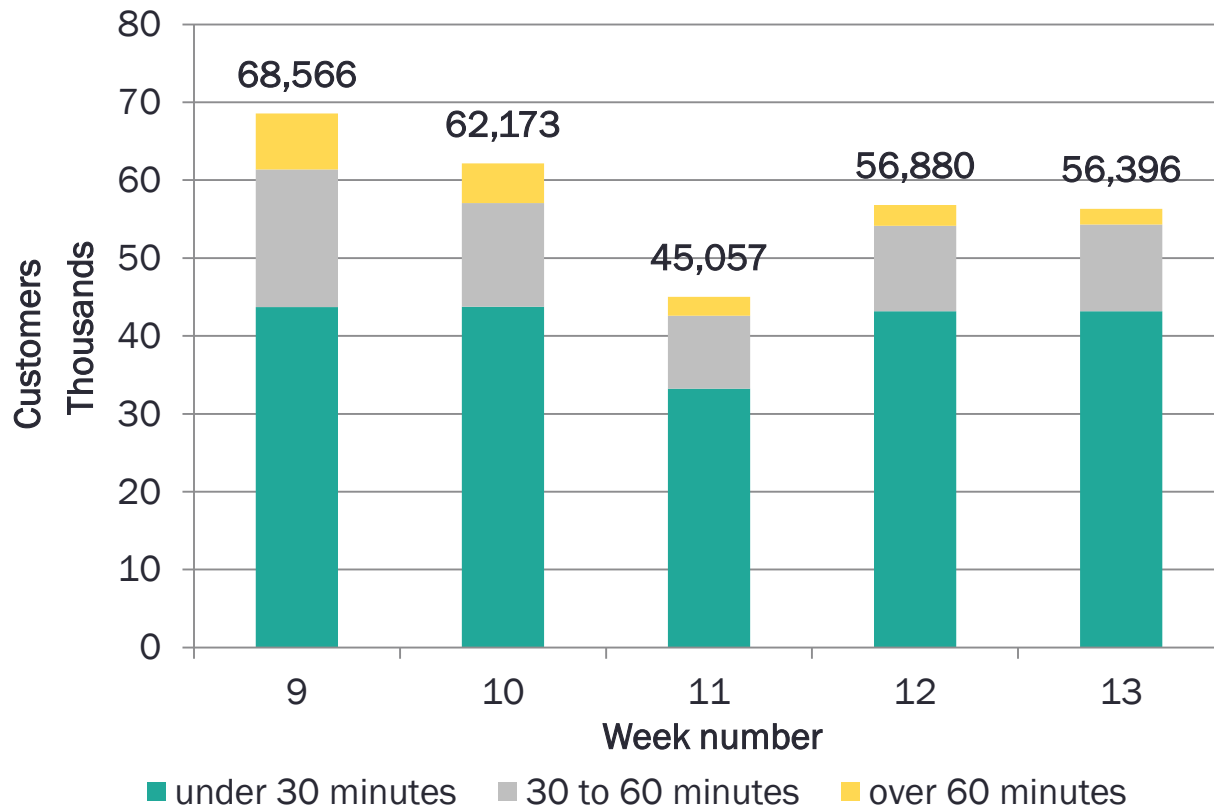
292,309 customers

- System-wide, volume increased by 1% (3k) compared to March of last year.
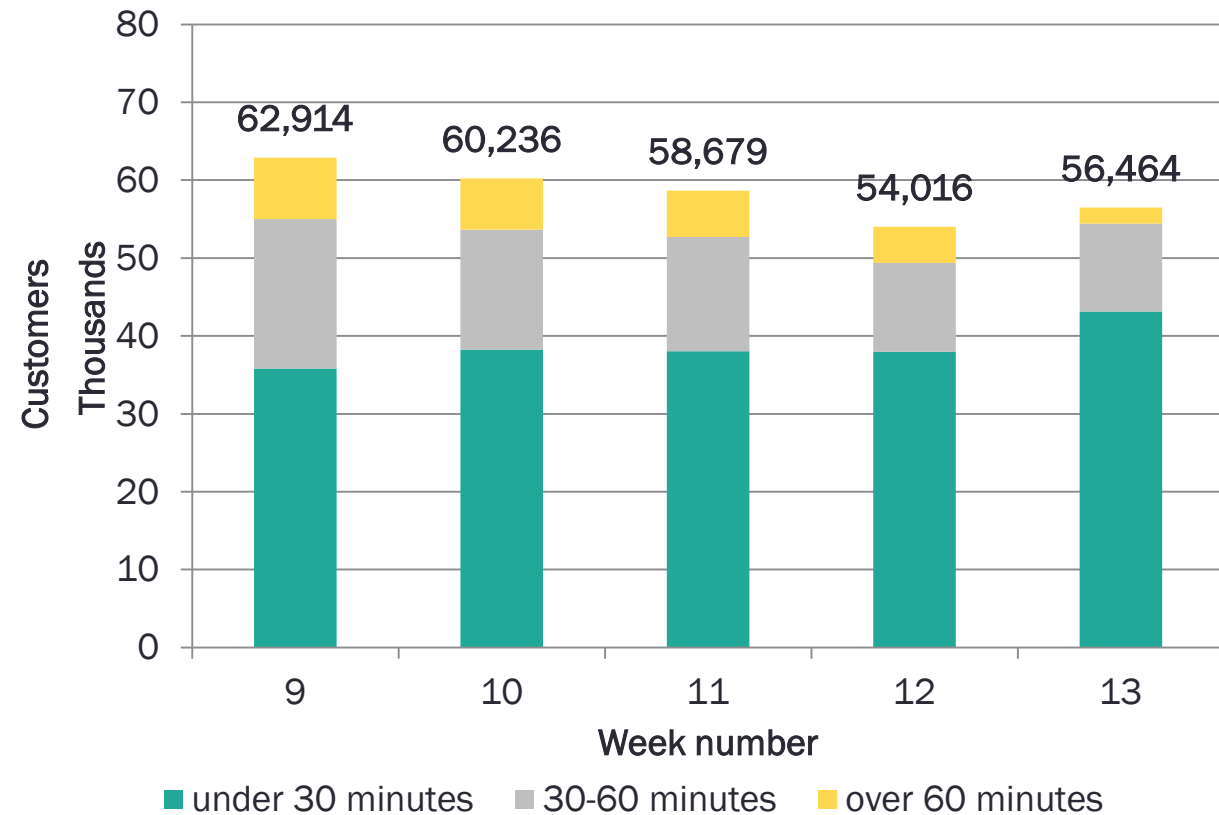
System-wide Performance

Wait times by week 2017

72%
under 30 minutes

21%
30 to 60 minutes

7%
Over 60 minutes

Wait times by week 2016

66%
under 30 minutes

24%
30 to 60 minutes
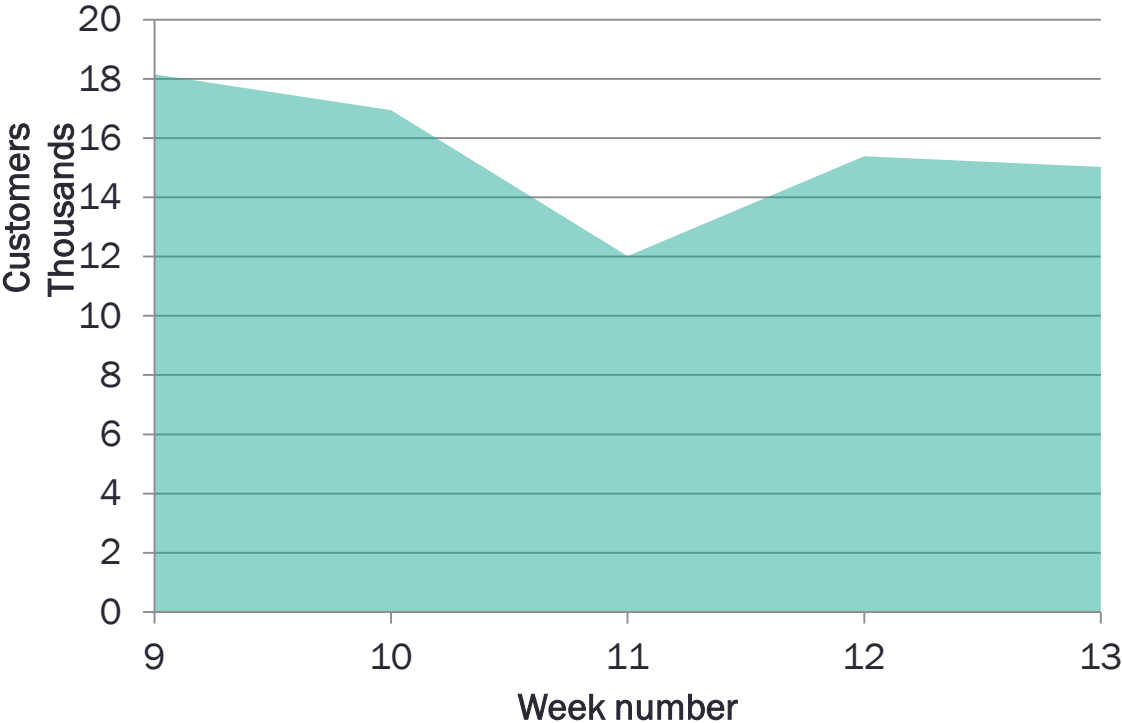
9%
Over 60 minutes

- Wait times improved over March of last year with an increase of customers waiting under 30 minutes from 66% in 2016 to 72% in 2017.

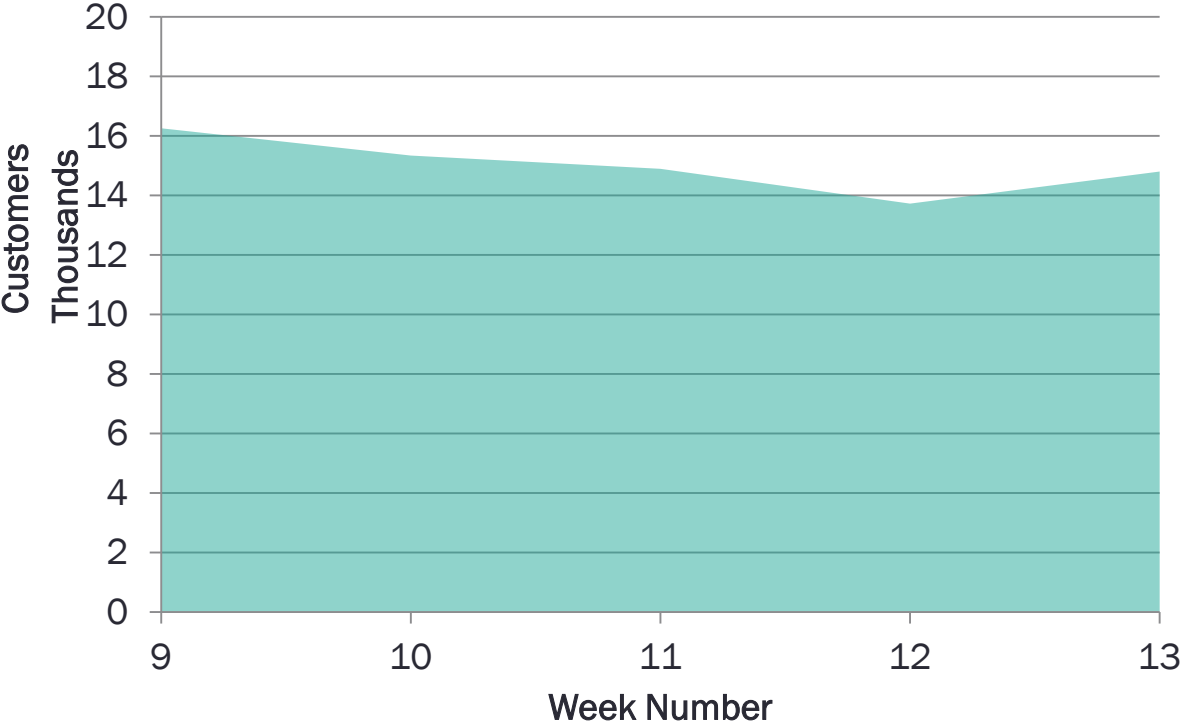# Service Centers Comparison – Central Region Performance

Customer Volume by Week 2017

77,528 customers

Customer Volume by Week 2016

75,008 customers

In the Central Region, customer volume increased by 3% or 2.5k compared to March of last year.
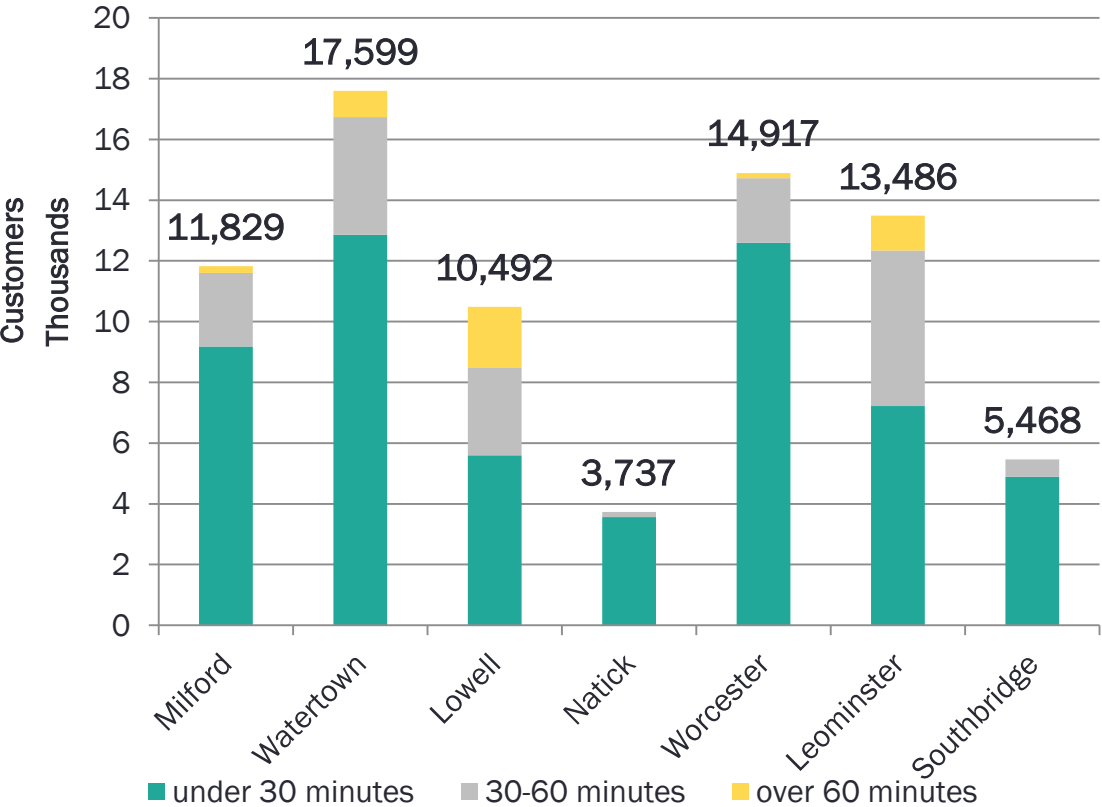
Service Centers Comparison – Central Region Performance

Wait times by Service Center 2017

72%
under 30 minutes

22%
30 to 60 minutes
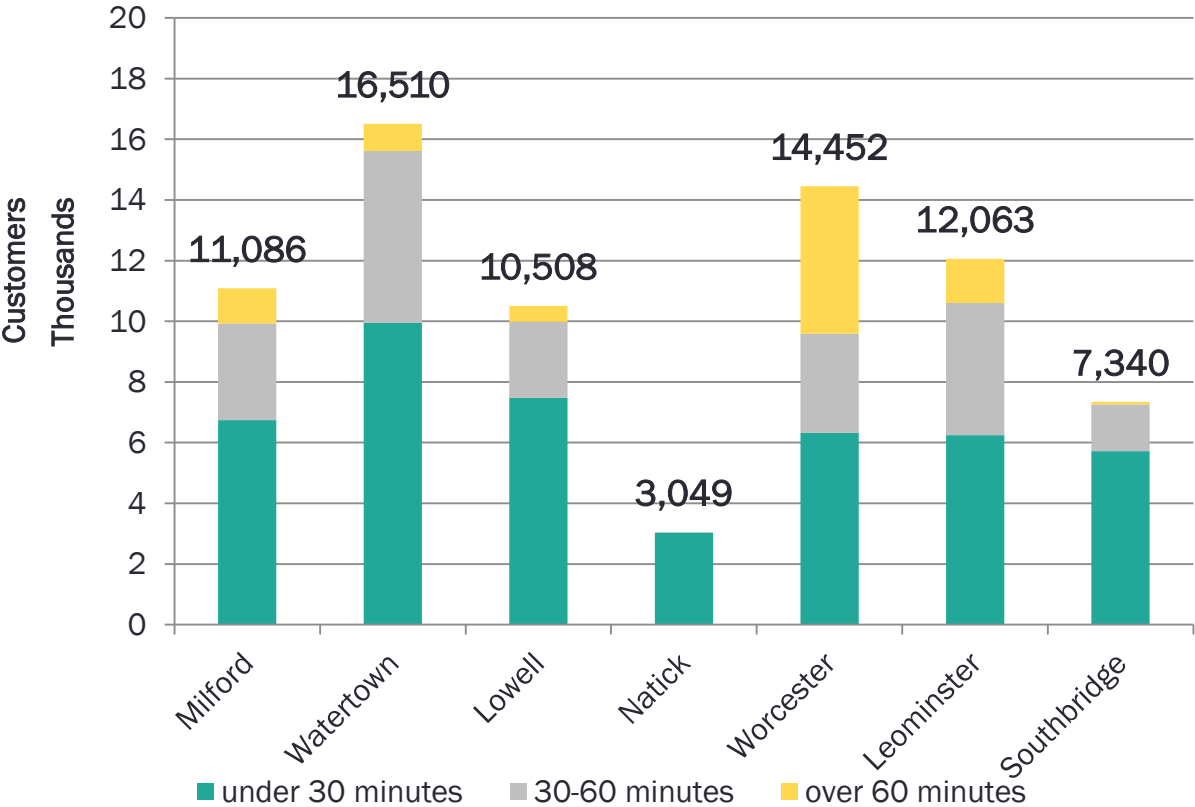
6%
Over 60 minutes

Wait times by Service Center 2016

61%
under 30 minutes
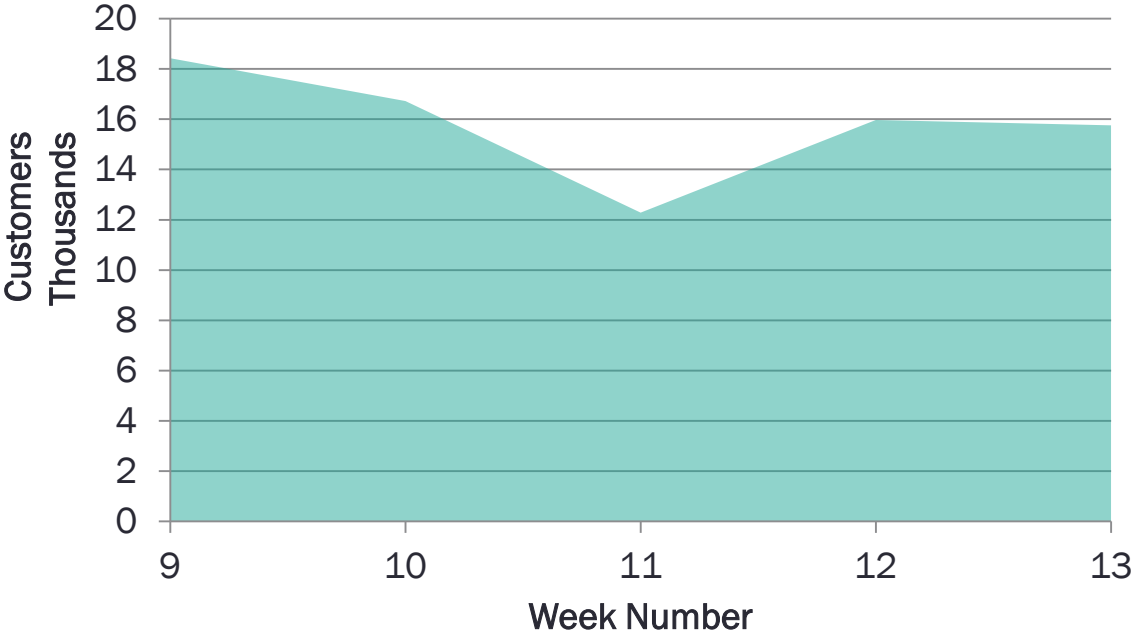
27%
30 to 60 minutes

12%
Over 60 minutes

- The Central Region did not meet its service level target in March 2017.
- Performance in the Central Region improved compared to March of 2016.

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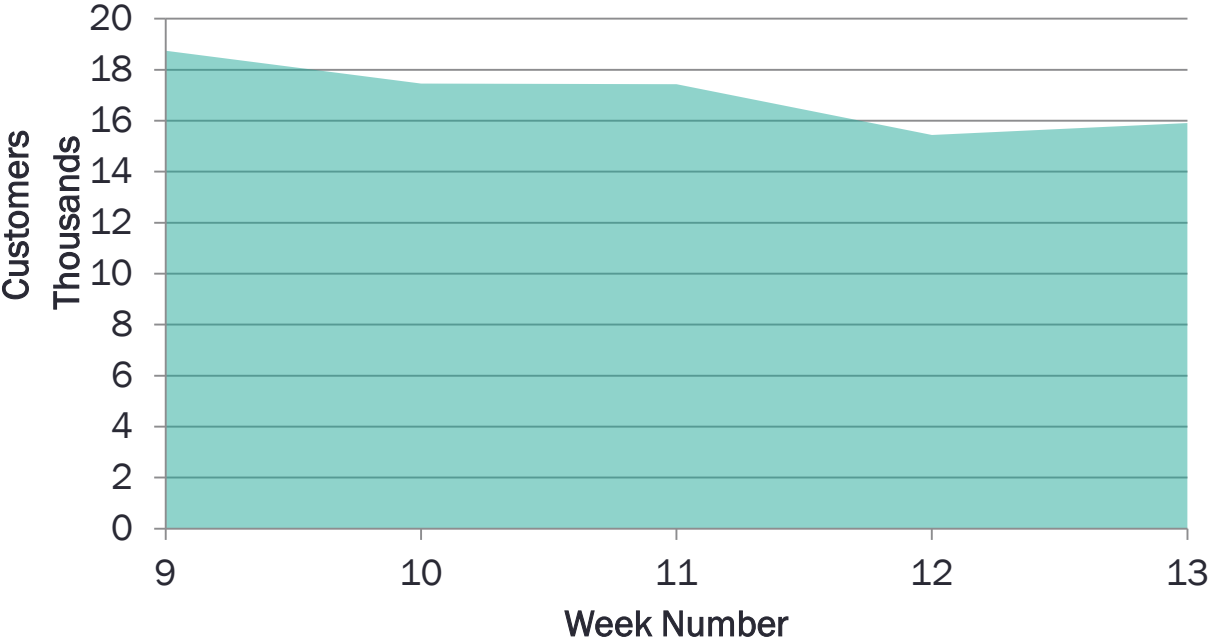# Service Centers Comparison – Northeast Region

Customer Volume by Week 2017

79,165 customers

Customer Volume by Week 2016

84,977 customers

Customer volume decreased by 7%, nearly 6k, compared to March of last year.
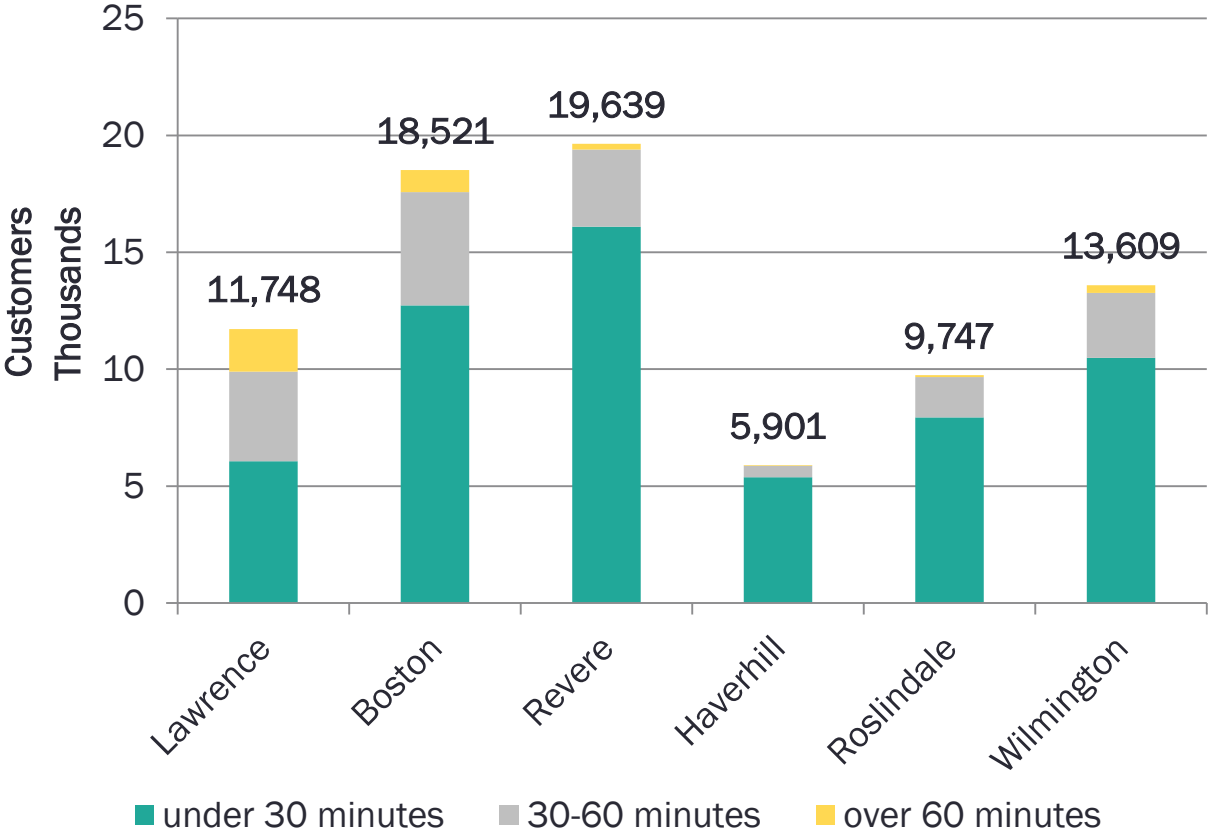
Service Centers Comparison – Northeast Region

Wait times by Service Center 2017
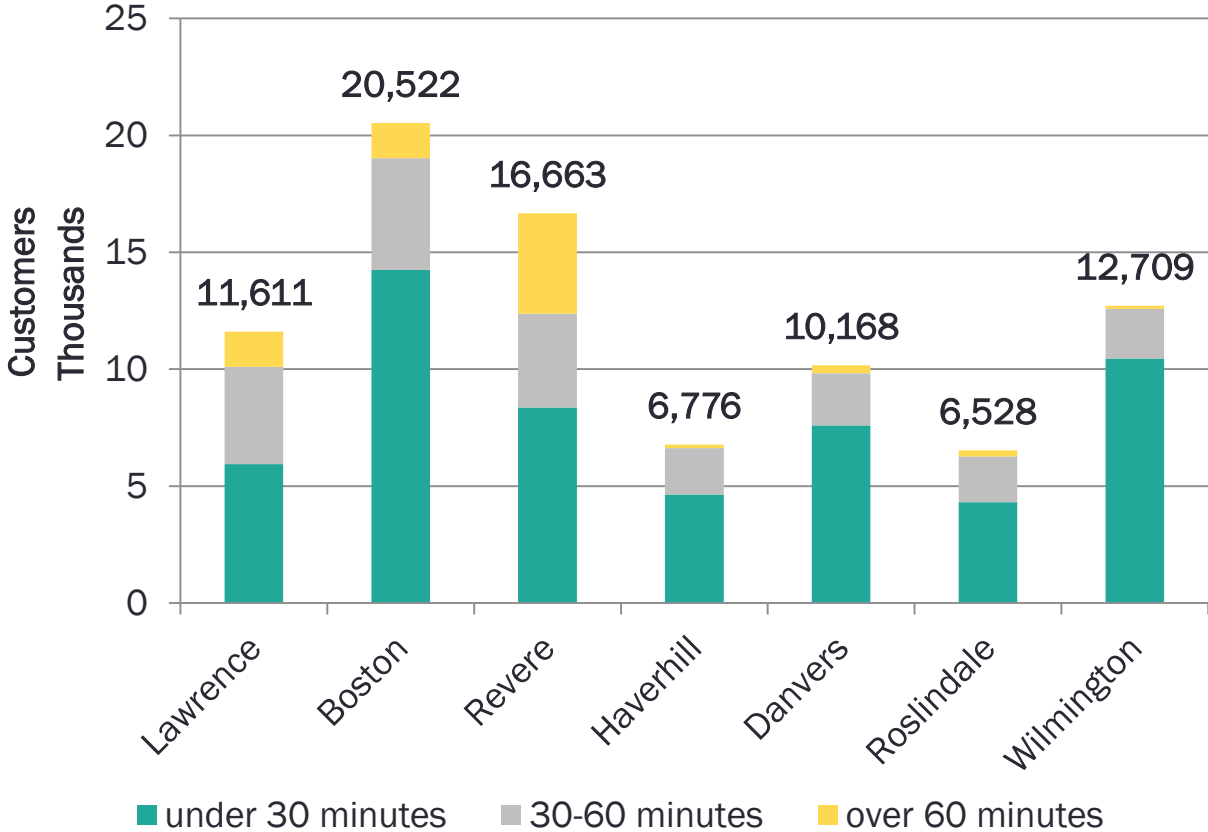
74% under 30 minutes **21%** 30 to 60 minutes **4%** Over 60 minutes

Customers Thousands

- Lawrence: 11,748
- Boston: 18,521
- Revere: 19,639
- Haverhill: 5,901
- Roslindale: 9,747
- Wilmington: 13,609

Legend: ■ under 30 minutes ■ 30-60 minutes ■ over 60 minutes

Wait times by Service Center 2016

**66%** under 30 minutes **24%** 30 to 60 minutes **9%** Over 60 minutes

Customers Thousands

- Lawrence: 11,611
- Boston: 20,522
- Revere: 16,663
- Haverhill: 6,776
- Danvers: 10,168
- Roslindale: 6,528
- Wilmington: 12,709

Legend: ■ under 30 minutes ■ 30-60 minutes ■ over 60 minutes

- Wait times improved in the Northeast Region compared to March of last year.

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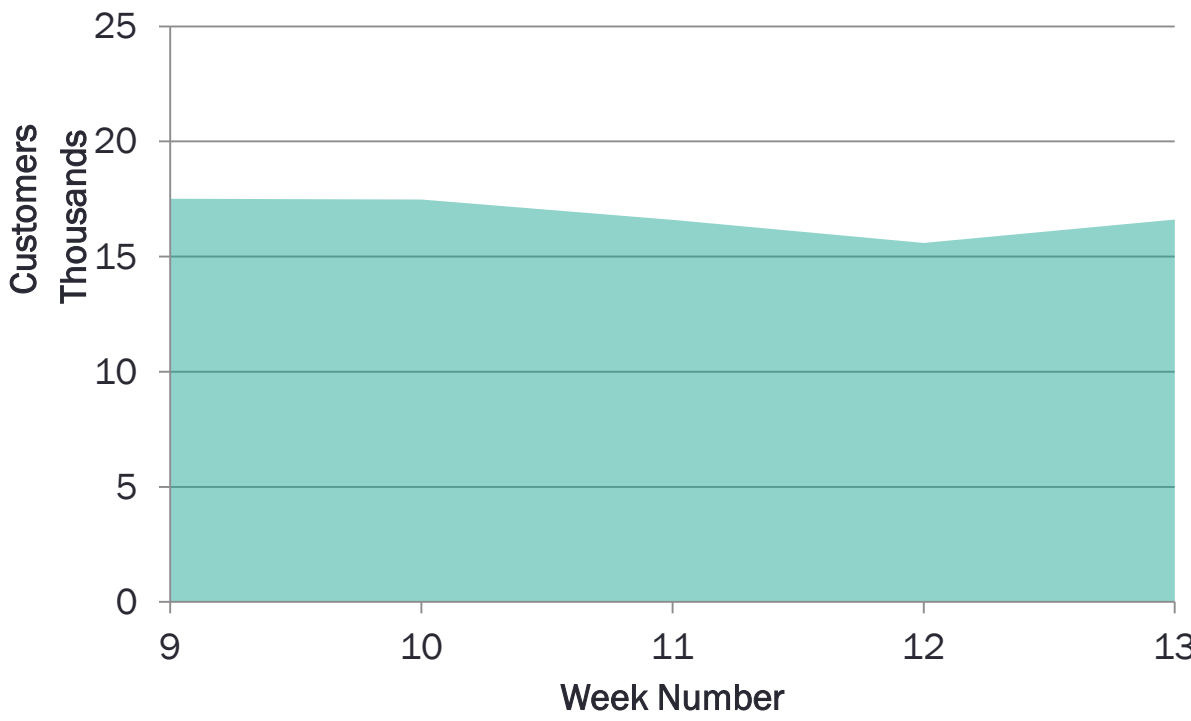# Service Centers Comparison – Southeast Region

Customer Volume by Week 2017

84,520 customers
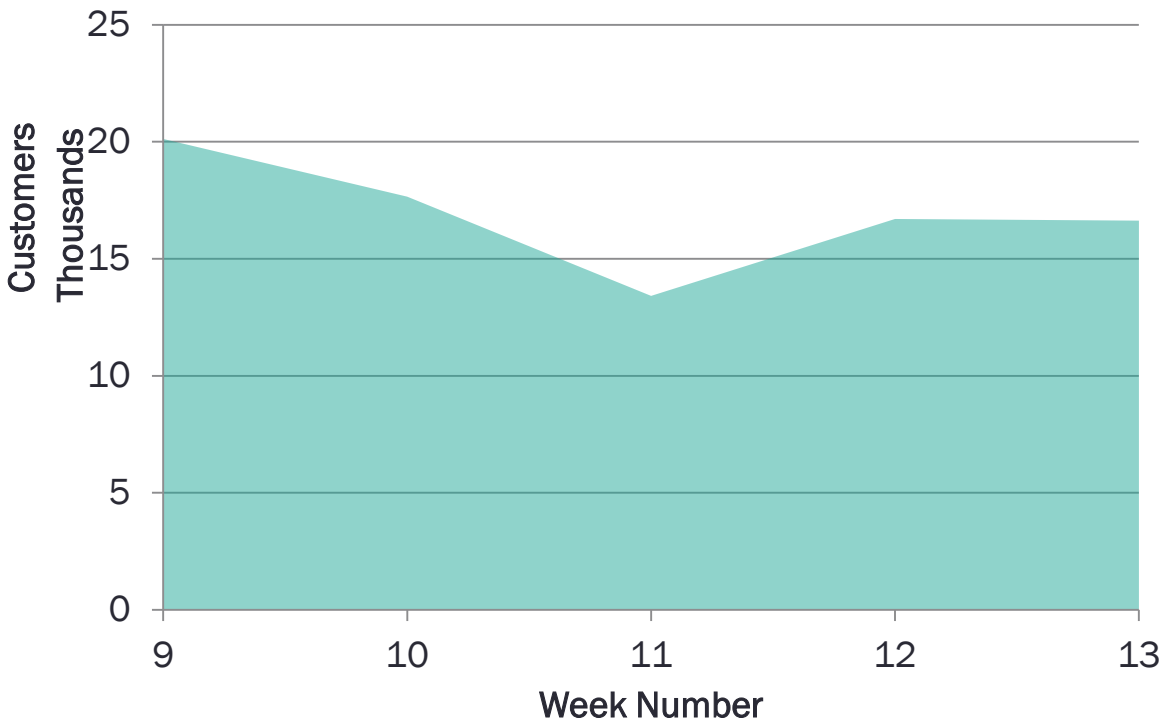
Customer Volume by Week 2016

83,790 customers

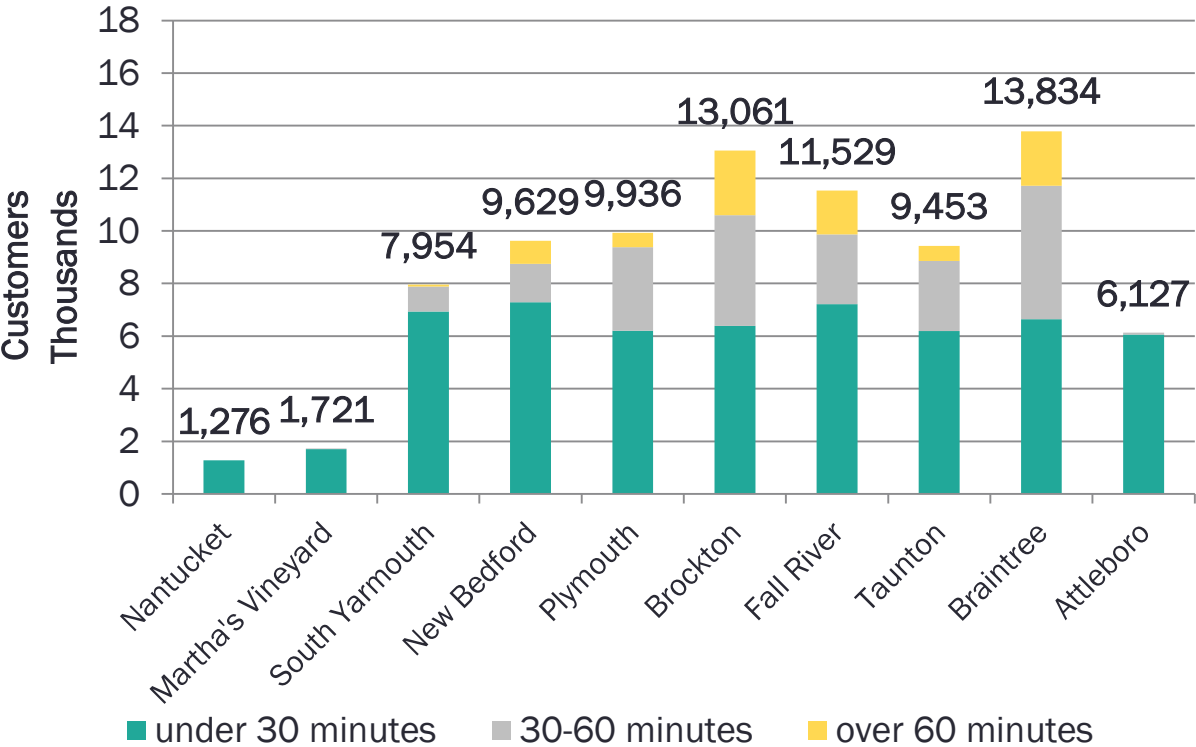Customer volume in the Southeast Region increased by 1% (1k) compared to March of last year.

Service Centers Comparison – Southeast Region

Wait times by Service Center 2017

68%
under 30 minutes

23%
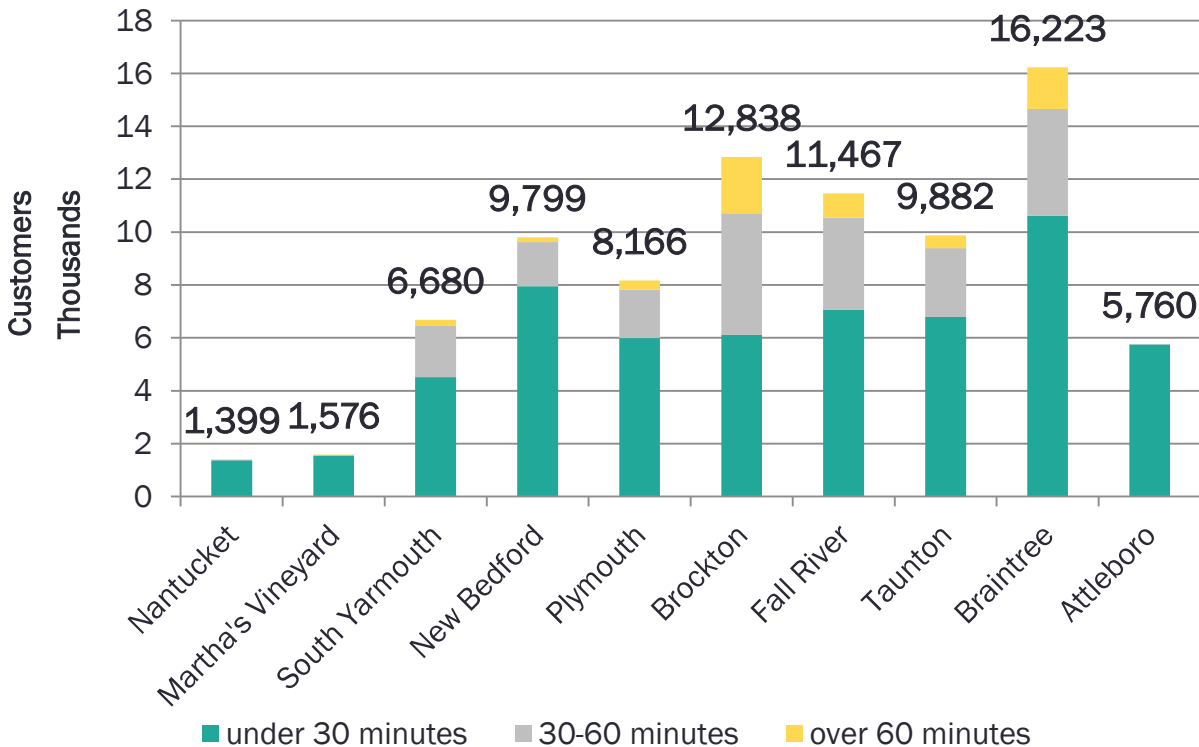30 to 60 minutes

9%
Over 60 minutes

Wait times by Service Center 2016

69%
under 30 minutes

24%
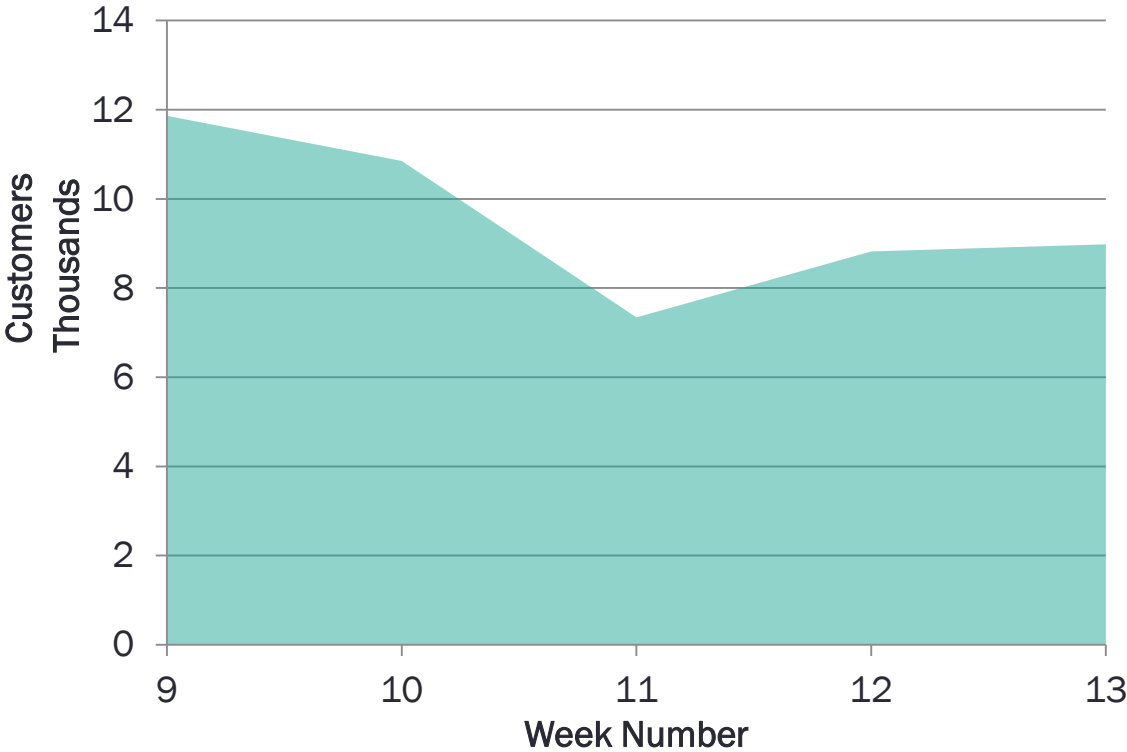30 to 60 minutes

7%
Over 60 minutes

- Attleboro, Martha's Vineyard, and Nantucket served all of its customers under one hour.

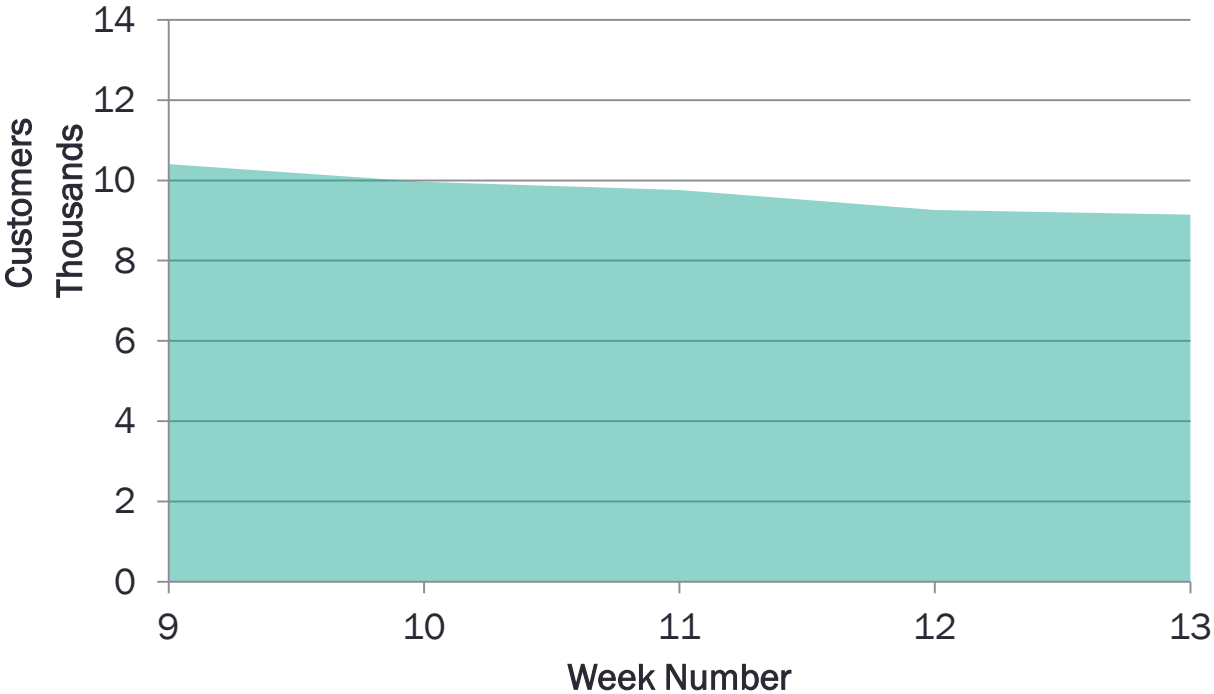# Service Centers Comparison – Western Region

Customer Volume by Week 2017

47,859 customers

Customer Volume by Week 2016

48,534 customers

Customer volume in the Western Region decreased by 1% (1k) compared to March of last year.
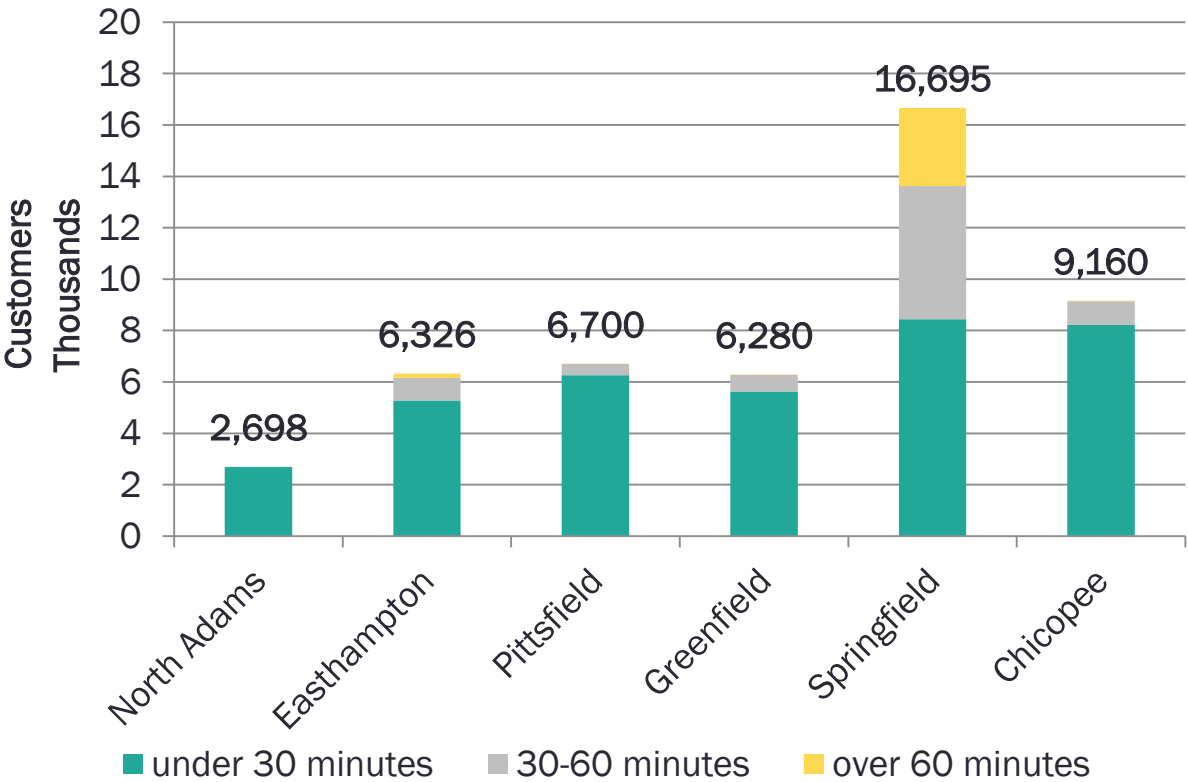
Service Centers Comparison – Western Region

Wait times by Service Center 2017

76%
under 30 minutes

17%
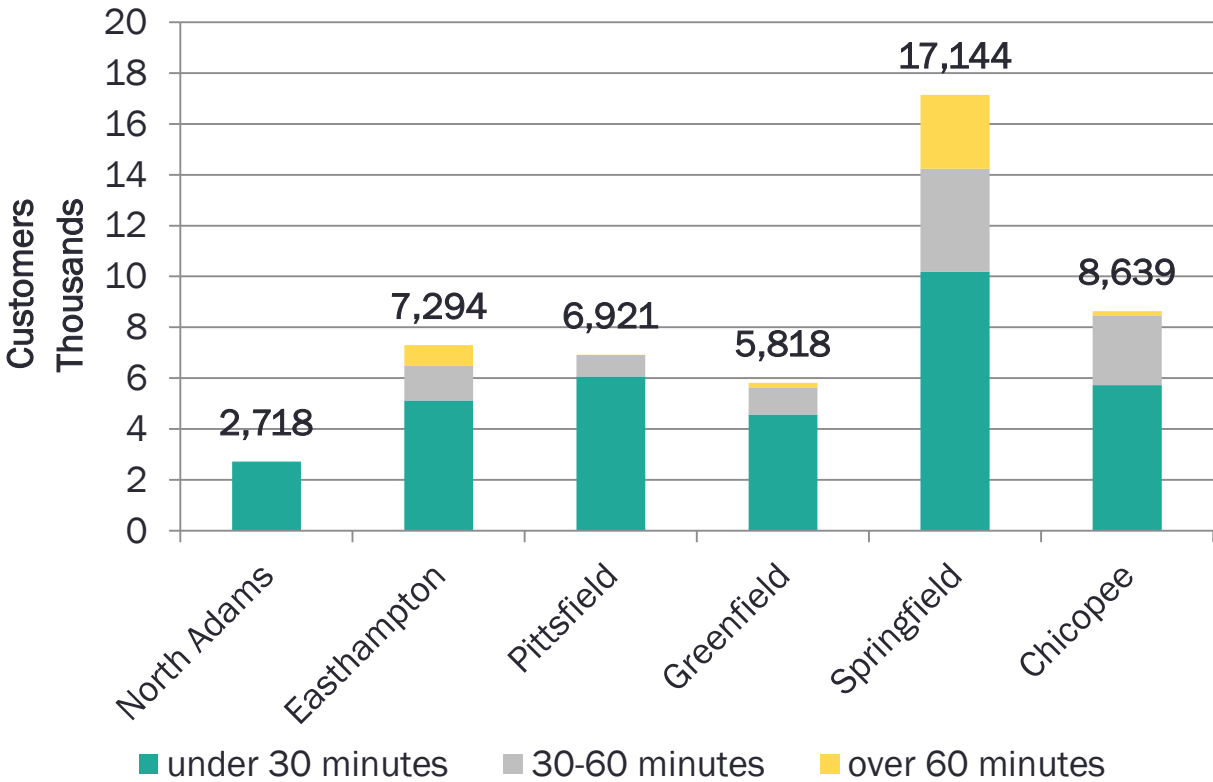30 to 60 minutes

7%
Over 60 minutes

Wait times by Service Center 2016

71%
under 30 minutes

21%
30 to 60 minutes

8%
Over 60 minutes

- The Western Region did not meet its service level target for March 2017.
- Wait times improved in the Western Region compared to March of 2016.

ATLAS - Overall Program Status
Release 1 Driver's Services

Prior   Current

Project is
Perfectly on track

Project is running into issues
that will not likely impact cost,
scope, or schedule

Project has issues that
have impacted cost,
scope, or schedule

Project is significantly
off track
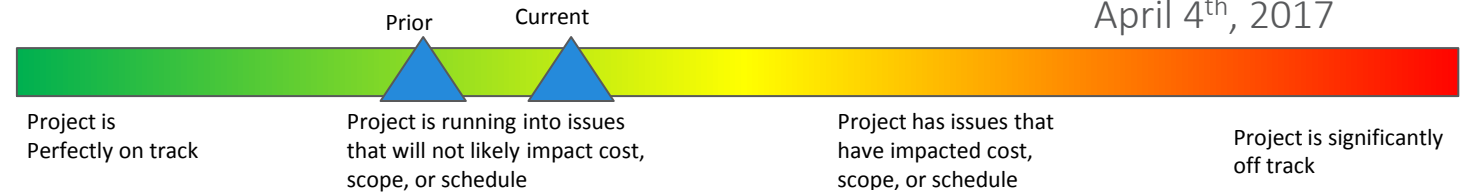
Overall Assessment (Green-ish)
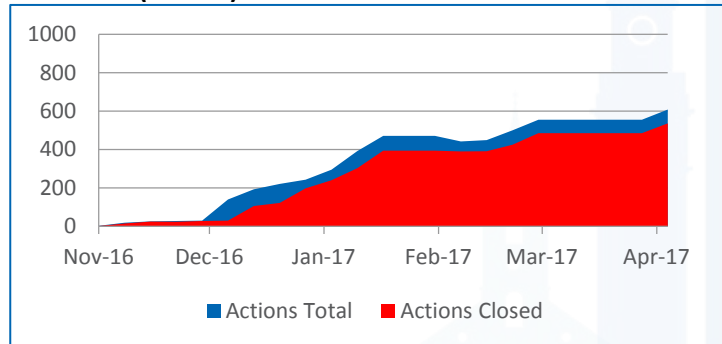
Current rating due to:
- Test Scenario Writing Started
- Environment Transfer to New Hardware behind schedule
- Disaster Recovery Plan approved by MassIT & moving forward
- Project Plan updated with additional Commonwealth-owned tasks
- Master Test Plan Finalized
- Identification of High Level IT Events for March and April 2018
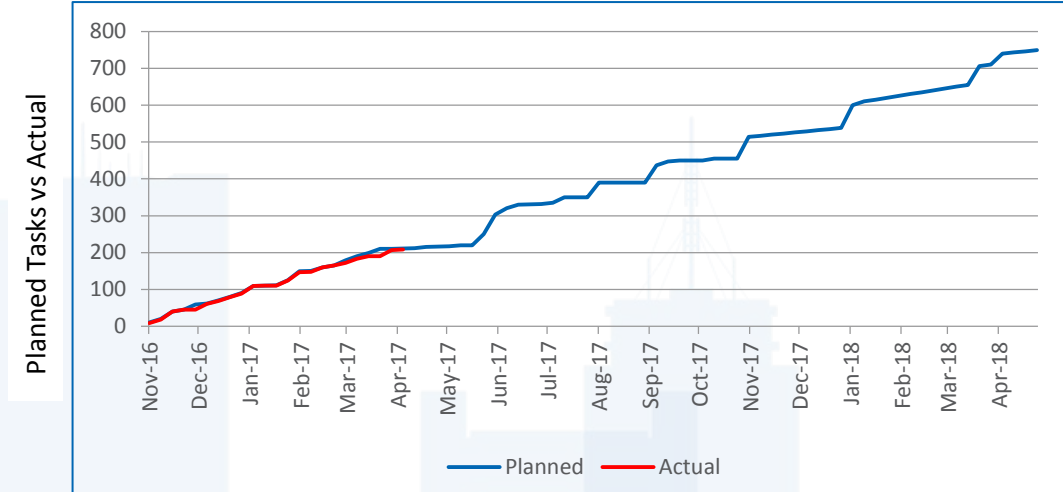
Escalated Issues (Green)

- Escalated Decision Requests
  - None
- Escalated Risks
  - None
- Escalated Scope or Customizations
  - None

Plan Performance (Green)

Key Late Tasks:
- Environment Transfer to new Hardware – servers received late, not affecting schedule
- Documentation Demonstration – Scheduling all interested parties

Program Actions (Yellow)

- Validating Project Plan includes all items for a successful ATLAS Implementation including Commonwealth-owned tasks
- Cutover Weekend Service Availability Finalization
- Business Resource Overlap Planning

Actions Total   Actions Closed

Risks (Green)

- Business SME ATLAS allocation & empowerment

- RMV Operational Changes Freeze to ensure readiness for transition

▼ Getting worse   ▲ Improving

↔ Stable   ● Newly Identified