

# UPDATE ON REGISTRY OF MOTOR VEHICLES IMPLEMENTATION OF ATLAS AND REAL ID

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MassDOT Board Meeting

May 14, 2018

# More than a new software system

Registry of Motor Vehicles simultaneously implemented changes to

- **TECHNOLOGY: Implemented Release 1 of ATLAS software** for licensure/driver functions (licenses, IDs, road tests)

- Release 2 for vehicle functions (registration, etc.) scheduled for November 2019

- **PROCESS: Initiated full compliance with Real ID** and standard license/ID lawful presence requirements

- **PEOPLE: Trained entire RMV workforce** on new technology and new processes, as well as ways to improve customer interaction

Data from March 26<sup>th</sup> 2018 - present

# Progress to date

During cutover weekend (evening of Thursday March 22 through Monday morning March 26)

- **1.2 Billion** records transferred from the legacy 32 year old system

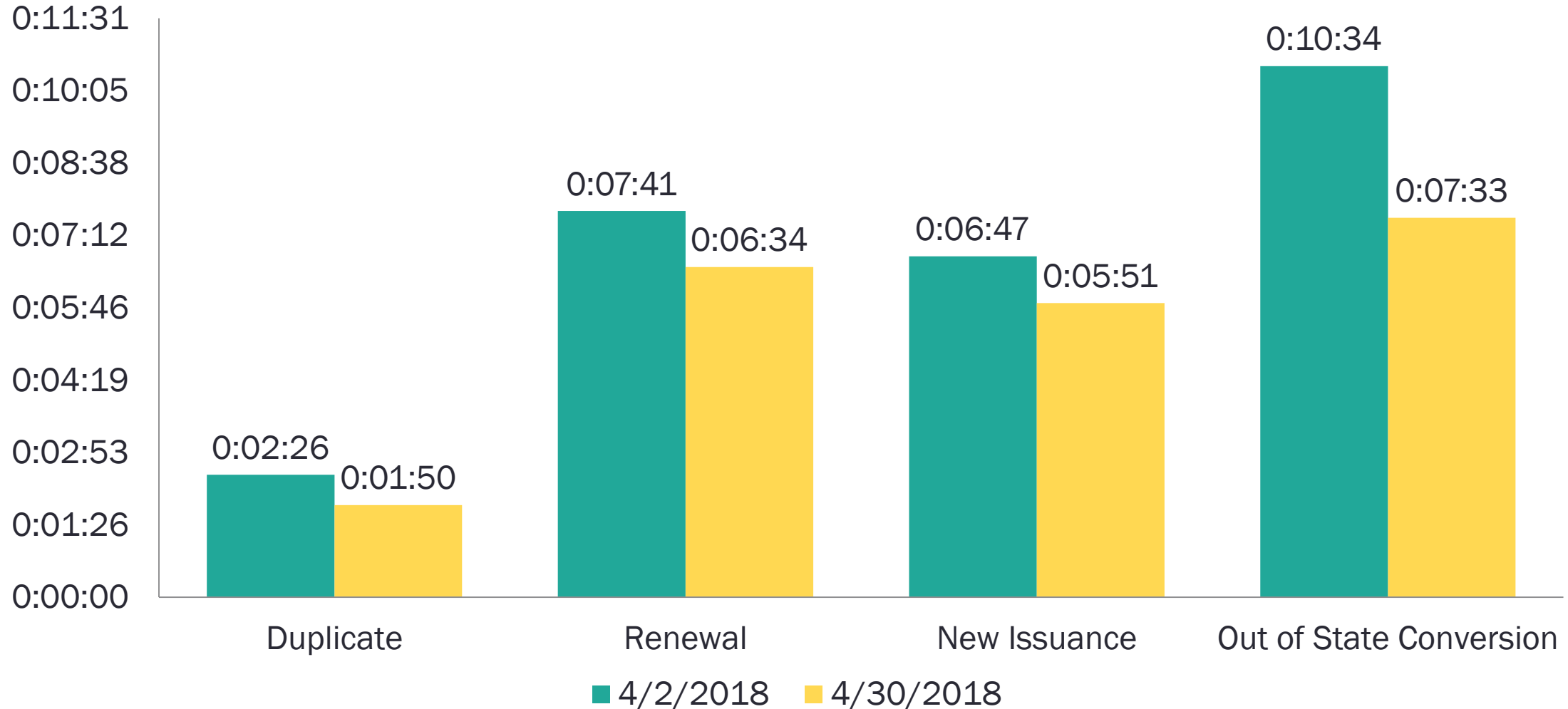
Since new ATLAS software went live on Monday, March 26 (through May 11)

- **214,845** Permits, Licenses, IDs have been issued

- **24,234** Road Tests have been conducted

\*Includes weekend road test program

# Transaction times are still improving



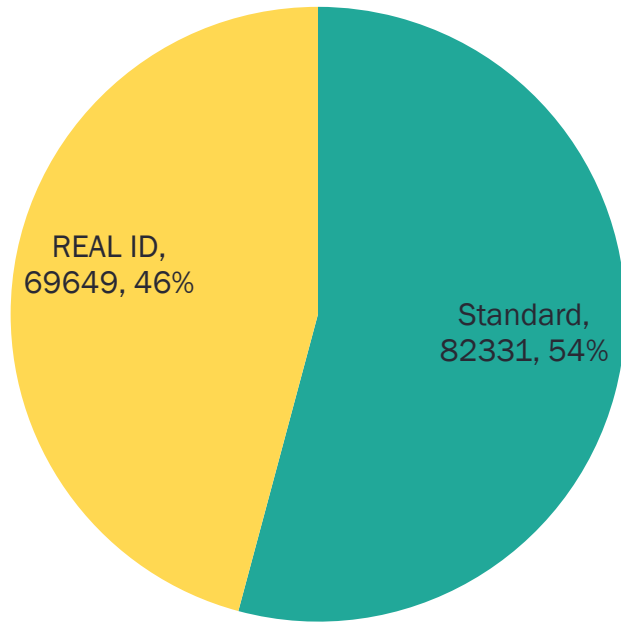
# REAL ID AND LAWFUL PRESENCE

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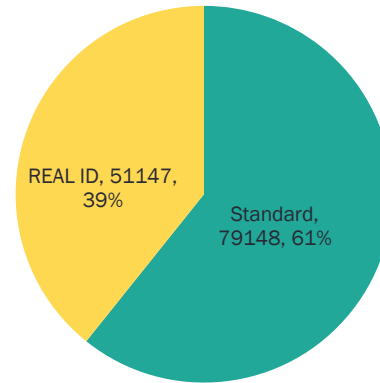
- Data from March 26<sup>th</sup> 2018 - May 7

# Real ID Overview

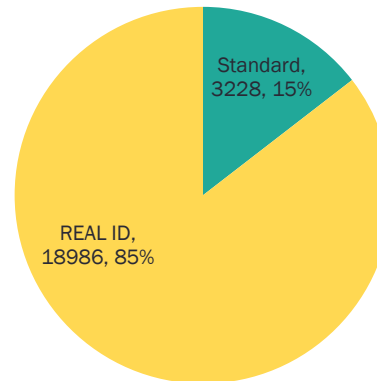
System-wide



RMV



AAA

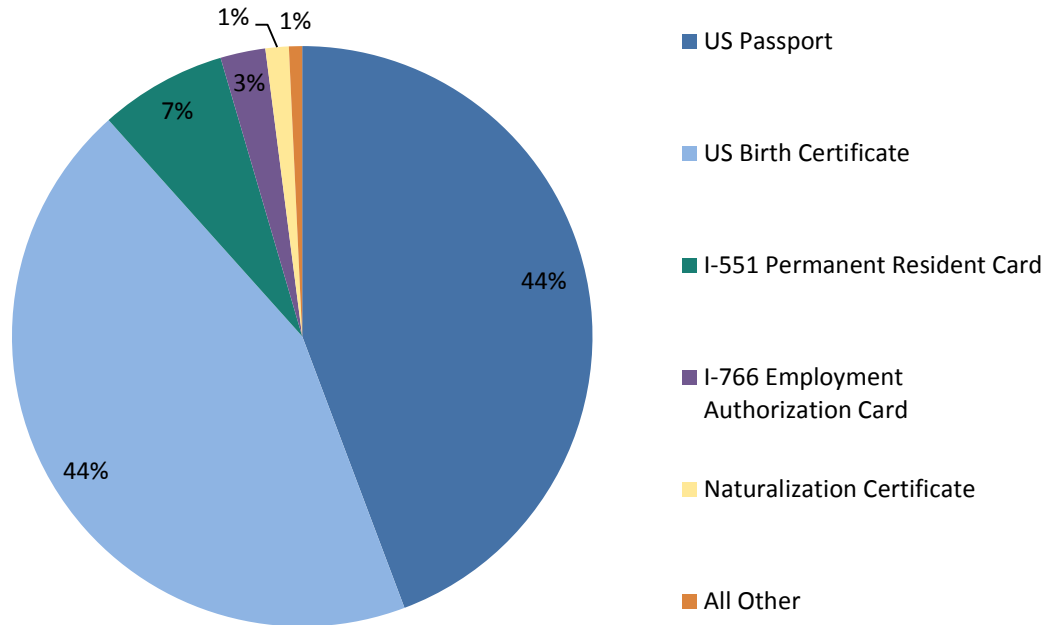


Less than half of all customers have chosen REAL IDs rather than standard IDs, but proportions vary between RMV and those using AAA

- 85% of AAA customers opt for a Real ID
- 39% of RMV customer opt for Real ID

# Types of documentation presented

Service Center - Lawful Presence Documentation



Document Type	Count
US Passport	78374
US Birth Certificate	78261
I-551 Permanent Resident Card	12744
I-94 Arrival/Departure Record in Unexpired Foreign Passport	5475
I-766 Employment Authorization Card	4547
Naturalization Certificate	2353
US Passport Card	585
Certificate of Citizenship	402
Consular Report of Birth Abroad	211
Alternative proof of Lawful Presence	83
I-571 Refugee Travel Document	38
I-327 Reentry Permit	6

The majority of customers in service centers have presented US birth certificates or US passports

# SAVE Verification

For individuals whose lawful presence verification requires the use of SAVE (a verification system operated by the Department of Homeland Security) there are several outcomes:

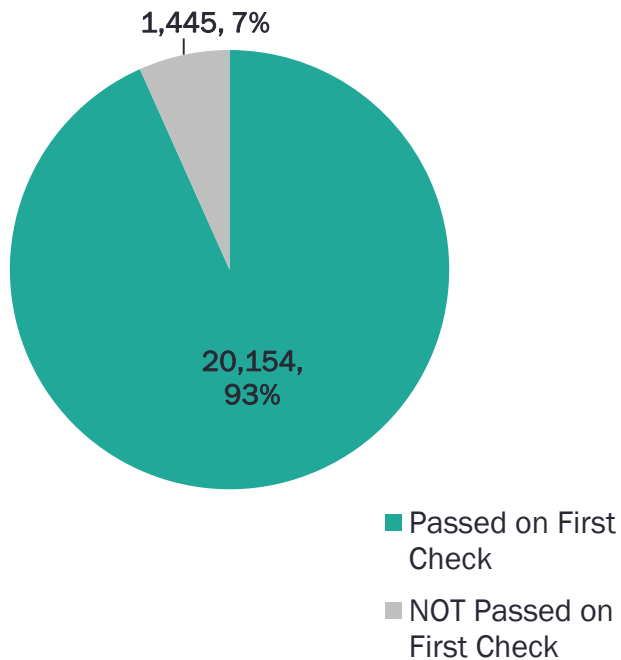
1. The customer's lawful presence is verified immediately during their transaction and the customer may continue.
2. The customer's lawful presence requires further review from SAVE. SAVE has second and third step processing procedures. The customer will receive their case number from SAVE in their Application Status letter and have the ability to check their status independently with SAVE or wait for a letter from the RMV once we have received final verification.



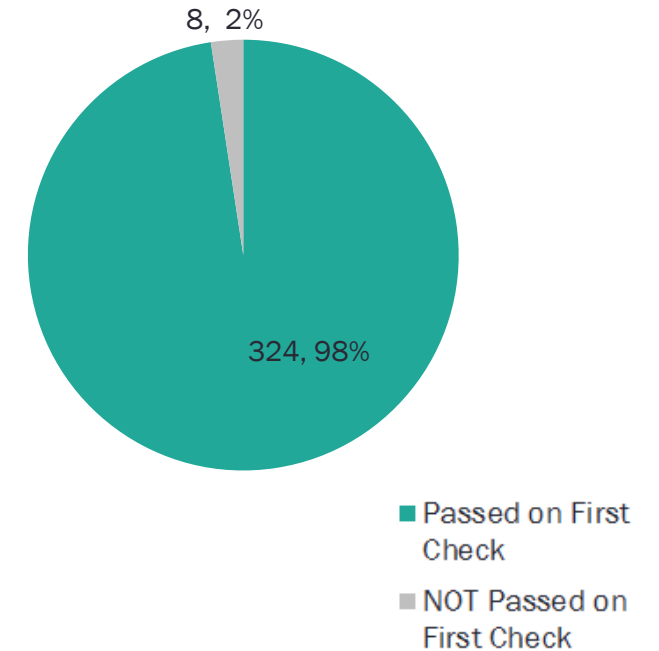
# The vast majority of customers are getting through SAVE on the first attempt

93% of customers in the RMV Service Centers – approximately 20,000 - received SAVE verification immediately during their visit

SAVE Checks - Systemwide




Save Checks - AAA




# SAVE Cases - Helping Customers through the Process

The vast majority of customers will have their SAVE Case verified during their application. If the RMV does not receive that initial instant response, the RMV must send the SAVE Case for a Step 2 review.


- A customer with a Step 2 SAVE Case is given an Application Status Form with their SAVE Case Check # to monitor the SAVE Case on SAVE's website
- Additionally, ATLAS systematically sends a letter once the RMV has received a SAVE response. The application may proceed if lawful presence is confirmed.
- If more review is required, the RMV submits the customer's document for a Step 3 SAVE review. The customer may continue to monitor their case online and will receive an ATLAS letter once the Case concludes.




**WHY USE CaseCheck:**




Easy to track the progress of your immigration status verification case.



Fewer visits to your benefit-granting agency while your verification case is pending.



Updates about when you should return to your benefit-granting agency.



**SAVE CaseCheck**  
SAVES YOU TIME

**IT'S EASY TO CHECK YOUR CASE**


SAVE **CaseCheck** allows you to track the status of your case online by using your date of birth (DOB) in combination with the number from many immigration documents, such as:

- ✓ Certificate of Citizenship
- ✓ Certificate of Naturalization
- ✓ I-20 Certificate of Eligibility for Nonimmigrant Student Status
- ✓ I-94 Arrival/Departure Record
- ✓ I-94 stamp in an Unexpired Foreign Passport
- ✓ I-551 Permanent Resident Card
- ✓ I-766 Employment Authorization Card

Be sure to use the same document information you provide your benefit-granting agency!

**CaseCheck** also lets you use your verification case number to track the status of your case. You can get this number from your benefit-granting agency.

**START USING CaseCheck TODAY**






Visit [www.uscis.gov/SAVE/SAVE-CASE-CHECK](http://www.uscis.gov/SAVE/SAVE-CASE-CHECK) - It's fast and free!

# “GET READY”

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- Get Ready statistics from March 26 through May 7, 2018

# “Get Ready” Customer Application

    
REGISTRY OF MOTOR VEHICLES  
February 2, 2018 10:27 AM  
Get Ready Number: 2-044-797-952

Dear THOMAS TEST CUSTOMER,

Thank you for applying for your Class D Passenger Permit. In order to complete this transaction, you must visit an RMV Service Center. Listed below is a summary of the information you entered for this transaction. If this information is not correct, please notify us during your visit to an RMV Service Center.

**Note:** The permit testing area will close one hour prior to the Service Center's posted closing time. This practice ensures customers have sufficient time to complete their transaction/permit application.

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<b>Name:</b>	THOMAS TEST CUSTOMER
<b>Date of Birth:</b>	1/1/1981
<b>Residential Address:</b>	1 MAIN ST BOSTON MA 02129-3786
<b>Mailing Address:</b>	12 EAST ST BOSTON MA 02122-2902
<b>Registering to Vote?:</b>	NO
<b>Gender:</b>	MALE
<b>Eye Color:</b>	BLUE
<b>Height:</b>	5 FT 11 IN
<b>Military:</b>	N/A
<b>Registering as an Organ Donor?:</b>	YES
<b>Applying for a Real Credential?:</b>	YES
<b>Total Due:</b>	\$30.00

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To complete your transaction, please present this letter, as well as any of the documentation you selected in the application, to any of our Service Centers located throughout the Commonwealth.

**Documents Required**  
US Passport  
Pay Stub  
Cellphone Bill  
Lease/Mortgage/Rental Contract

If you cannot present any of the required documents at the time of your transaction, you must present documents from our acceptable documentation list, which can be found at <https://www.mass.gov/service-details/identification-requirements>. These documents must be submitted no later than 60 days from the date of this letter.


I affirm under the penalties of perjury that the information provided is true and accurate. I further understand that providing false statements or information is punishable and subject to both imprisonment and a civil driver's license suspension pursuant to M.G.L. c.90, §24B.

Applicant Signature \_\_\_\_\_ Applicant SSN \_\_\_\_\_ Date \_\_\_\_\_

Thank you for choosing mass.gov/rmv as your Service Center of choice.  
Keep up to date with RMV updates by following us at [www.twitter.com/massrmv](https://twitter.com/massrmv)

Clerk Initials \_\_\_\_\_ Date \_\_\_\_\_

Massachusetts Registry of Motor Vehicles | P.O. Box 55889, Boston, MA 02205-5889 | [mass.gov/rmv](https://mass.gov/rmv)

  
9011-WALK-IN



- Prints from online application or can be displayed on phone

- Tells customers exactly what to bring with them to complete transaction

- Directs AAA members to closest AAA offices for renewals

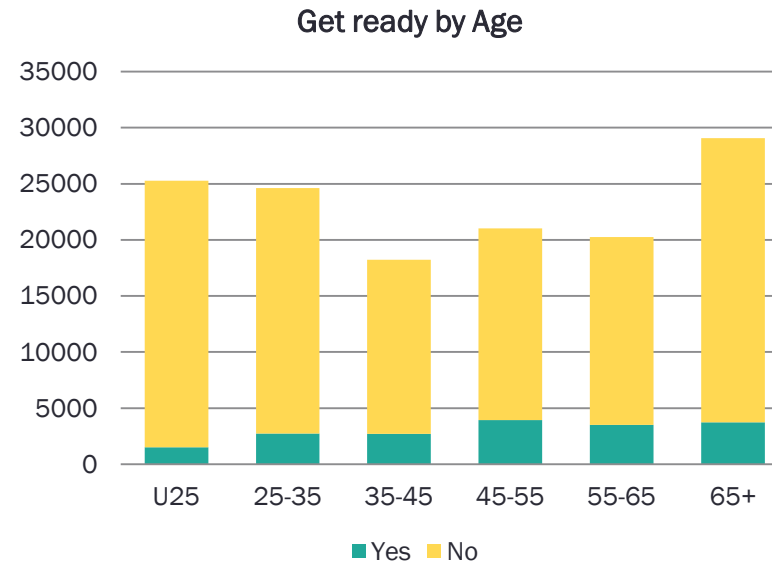


- Includes a bar code that will be scanned-information is retrieved in the system at their visit
  - ✓ Saves time in line

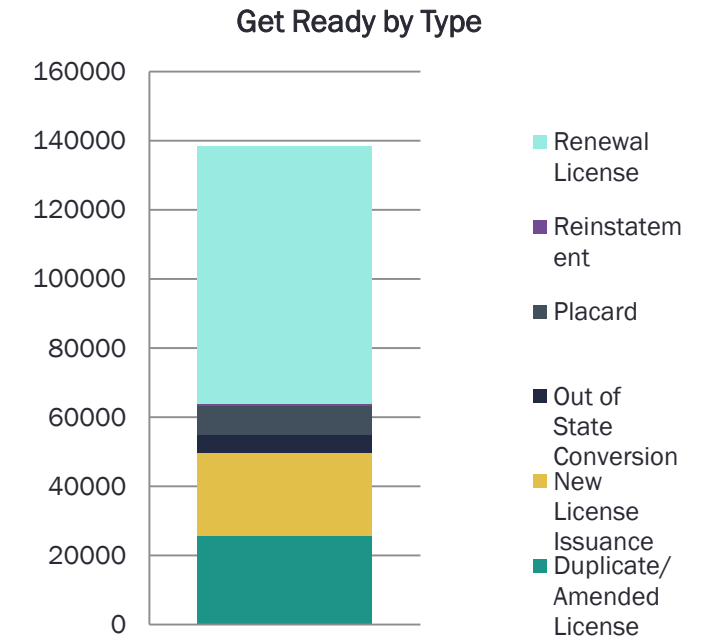
# “Get Ready” customers



A higher percentage of AAA Customers are using Get Ready than Service Center Customers



A greater percentage of 45-55 year olds are using “Get-Ready”

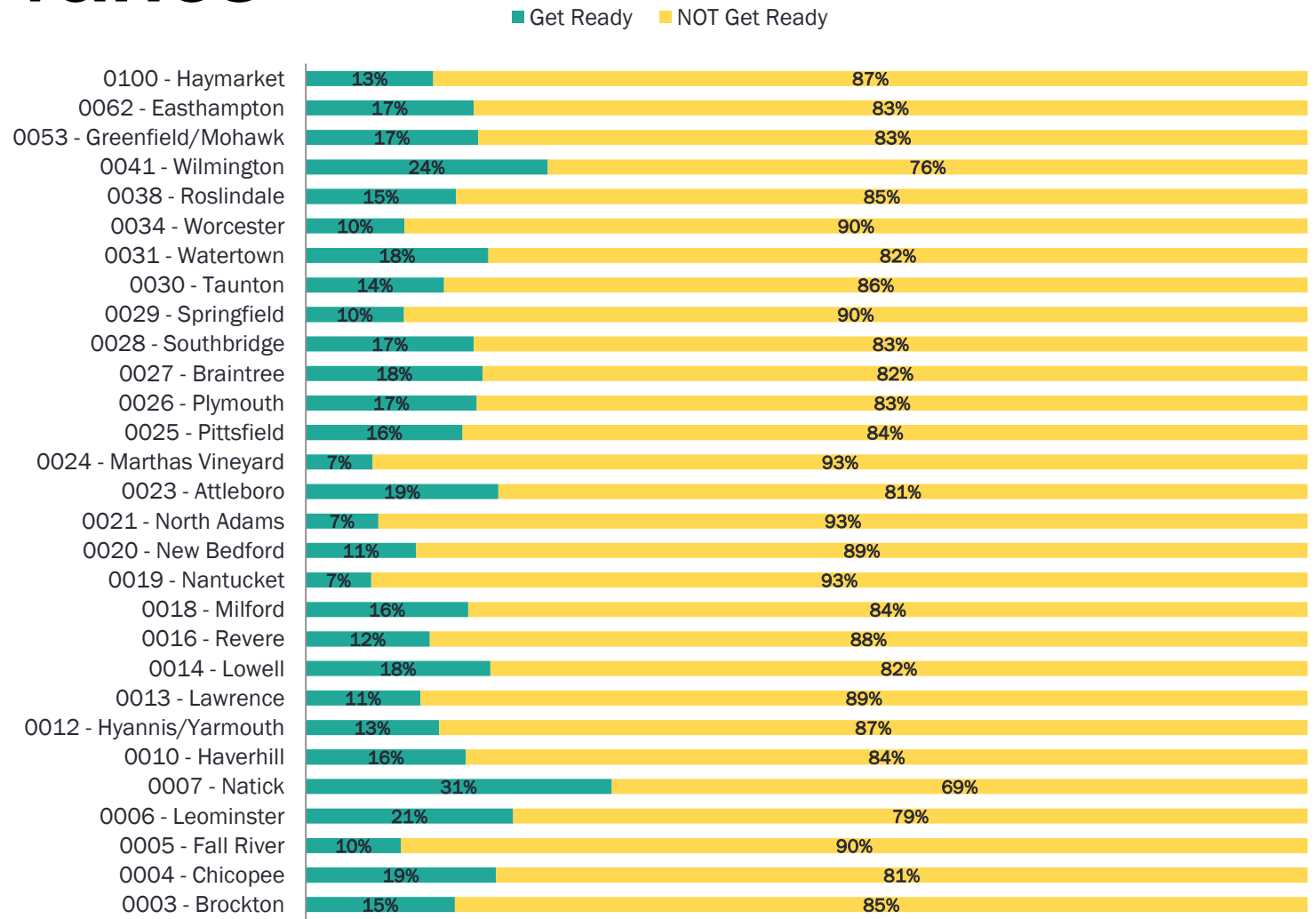


The majority of Get-Ready customers are License Renewal transactions, followed by Duplicates/Amends, and New License

# “Get Ready” use varies

- Six of the full service RMV Service Centers are doing 18% or higher “Get Ready” transactions.
- Wilmington and Leominster are the highest at 24% and 21% respectively.

## Get Ready by Service Center



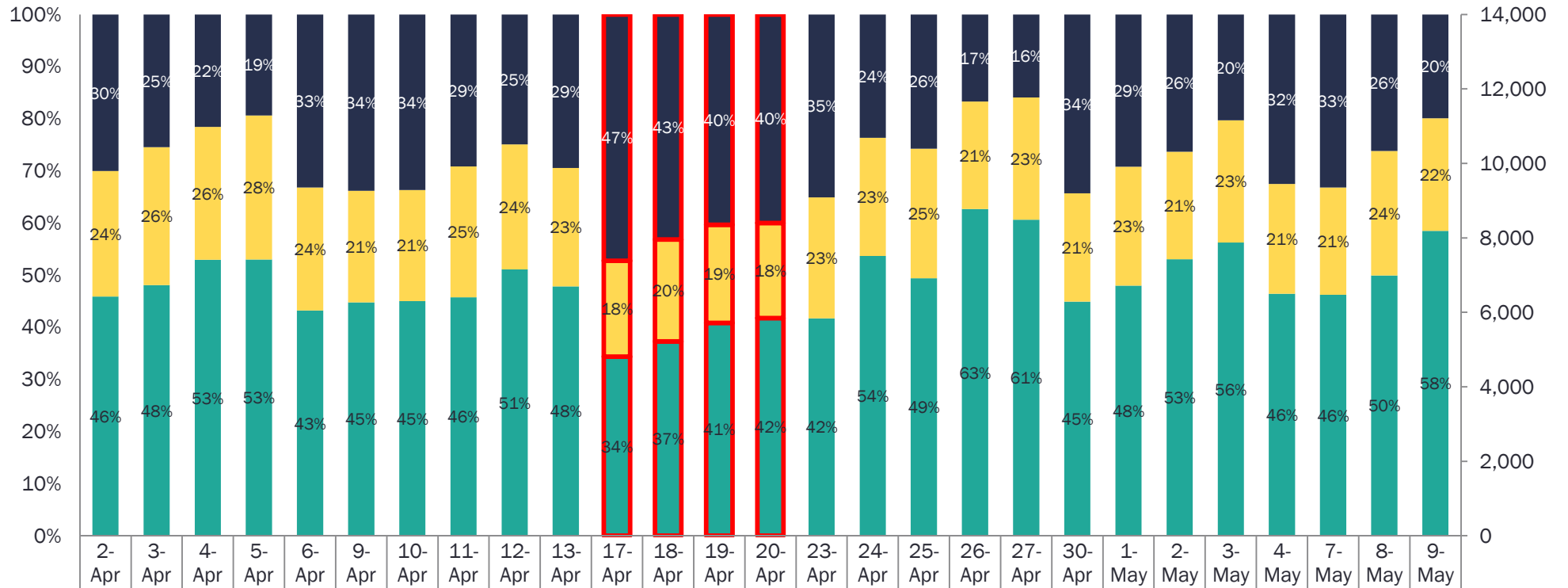
# WAIT TIMES

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- Wait Time data for April 2 – May 9, 2018

# SYSTEMWIDE Transaction Volume and Service Center Customers Served

4/2-5/9 Daily Systemwide Transaction Volume and Percentage of customers served under 30 minutes, 30-60 minutes, and over 60 minutes



% Served Over 60 Minutes	30%	25%	22%	19%	33%	34%	34%	29%	25%	29%	47%	43%	40%	40%	35%	24%	26%	17%	16%	34%	29%	26%	20%	32%	33%	26%	20%
% Served between 30-60 minutes	24%	26%	26%	28%	24%	21%	21%	25%	24%	23%	18%	20%	19%	18%	23%	23%	25%	21%	23%	21%	23%	21%	23%	21%	21%	24%	22%
% served under 30 minutes	46%	48%	53%	53%	43%	45%	45%	46%	51%	48%	34%	37%	41%	42%	42%	54%	49%	63%	61%	45%	48%	53%	56%	46%	46%	50%	58%
Customer Volume	10,2	9,82	9,26	9,30	9,93	9,65	9,17	9,56	9,73	10,0	10,4	10,7	10,5	10,9	10,4	9,69	9,51	8,23	9,49	11,5	10,7	9,89	9,66	10,7	10,7	9,93	9,40

School Vacation Week



## April Weekly percentage of customers served by Service Center Location

Weekly percentage of customers served under 60 minutes

	Week 2: 4/2/2018 - 4/8/2018	Week 3: 4/9/2018 - 4/15/2018	Week 4: 4/16/2018 - 4/22/2018**	Week 5: 4/23/2018 - 4/29/2018
Nantucket	100%	100%	100%	86%
Fall River	98%	88%	85%	99%
Taunton	82%	86%	94%	95%
North Adams	99%	85%	47%	98%
Chicopee	83%	82%	96%	90%
Martha's Vineyard	100%	77%	79%	86%
Attleboro	86%	80%	68%	81%
Easthampton	77%	75%	68%	89%
Southbridge	87%	74%	59%	74%
Worcester	76%	73%	66%	89%
Haverhill	92%	71%	48%	71%
Milford	72%	74%	56%	83%
Brockton	78%	71%	56%	81%
Greenfield	74%	83%	45%	86%
New Bedford	76%	76%	58%	76%
Roslindale	64%	68%	59%	80%
Springfield	62%	73%	58%	80%
Lowell	73%	58%	45%	67%
Watertown	64%	59%	47%	84%
Pittsfield	69%	67%	47%	86%
Wilmington	67%	63%	42%	69%
Natick	79%	63%	32%	75%
Revere	64%	63%	48%	64%
Leominster	58%	75%	40%	62%
Plymouth	58%	60%	50%	54%
South Yarmouth	62%	53%	57%	52%
Braintree	60%	56%	39%	62%
Boston	39%	37%	38%	56%
Lawrence	49%	34%	35%	46%

\*\* School Vacation Week

# May weekly percentage of customers served by Service Center Location

Weekly percentage of customers served under 30 minutes

	Week 6: 4/30/2018-5/6/2018 Week 7: 5/7/2018 - 5/10/2018	
Nantucket	79%	94%
North Adams	83%	87%
Martha's Vineyard	73%	86%
Easthampton	71%	74%
Taunton	68%	57%
Attleboro	68%	57%
Southbridge	60%	66%
Pittsfield	59%	65%
Fall River	63%	57%
Worcester	56%	63%
Chicopee	57%	61%
Greenfield	56%	55%
Watertown	46%	61%
Springfield	49%	54%
Roslindale	48%	52%
Lowell	47%	51%
Brockton	48%	48%
Milford	53%	40%
New Bedford	38%	56%
Natick	43%	50%
Revere	34%	44%
South Yarmouth	37%	35%
Braintree	32%	37%
Plymouth	39%	27%
Leominster	33%	35%
Lawrence	23%	43%
Wilmington	31%	29%
Boston	32%	23%
Haverhill	26%	30%

# RMV Wait Time Reduction Plan

Focus.  
Energy.  
Urgency.



## WAIT TIME GOALS

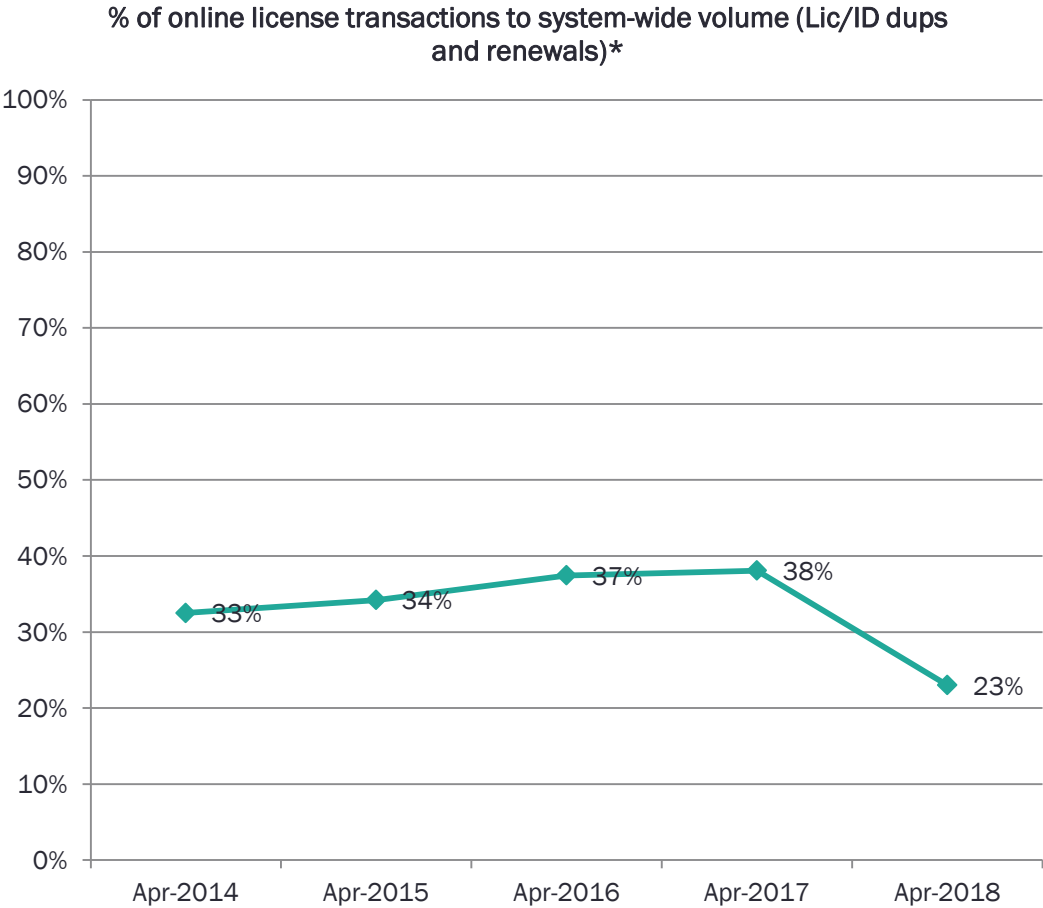
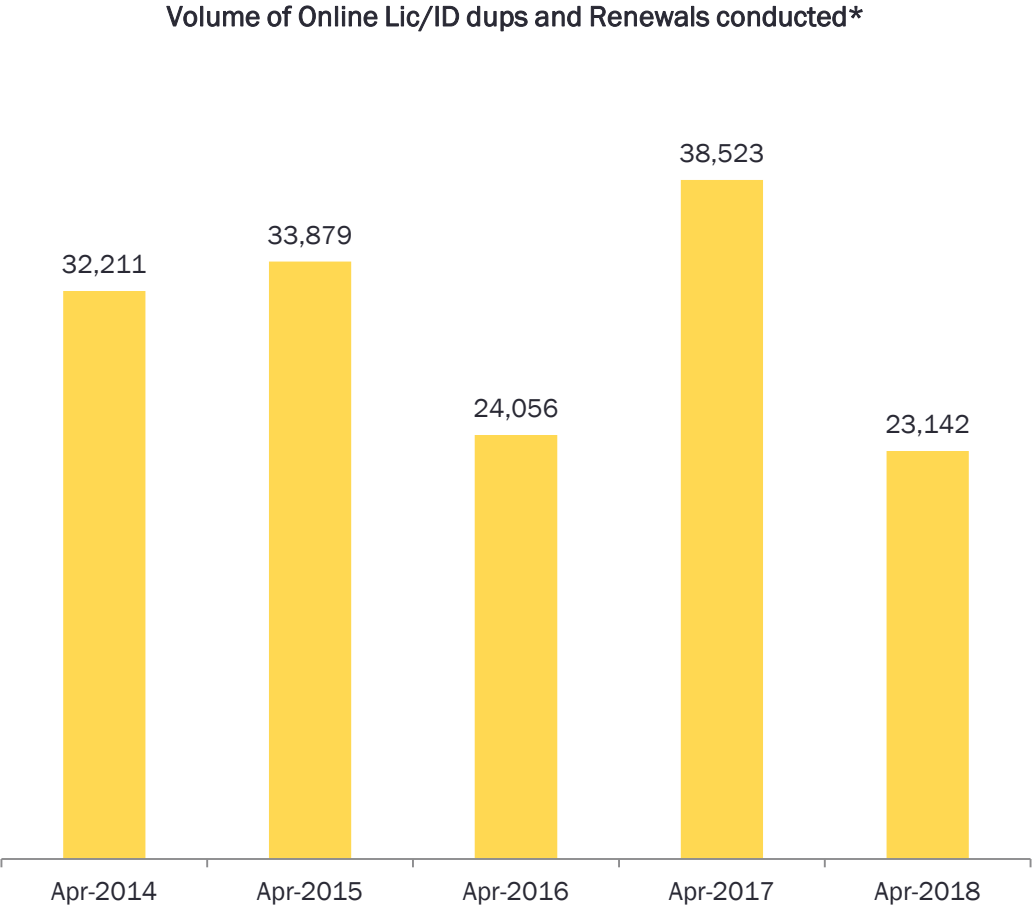
Timeframe	Goal
Every Week	Average wait time improved compared to previous week, both across the system and in each individual service center (baseline: week of April 9-13)
Short Term	80% of customers served under 30 minutes at high and medium tier service centers
Mid Term	80% of customers served under 30 minutes at all but a handful of service centers
Long Term	80% of customers served under 30 minutes at all service centers

# USE OF OTHER CHANNELS

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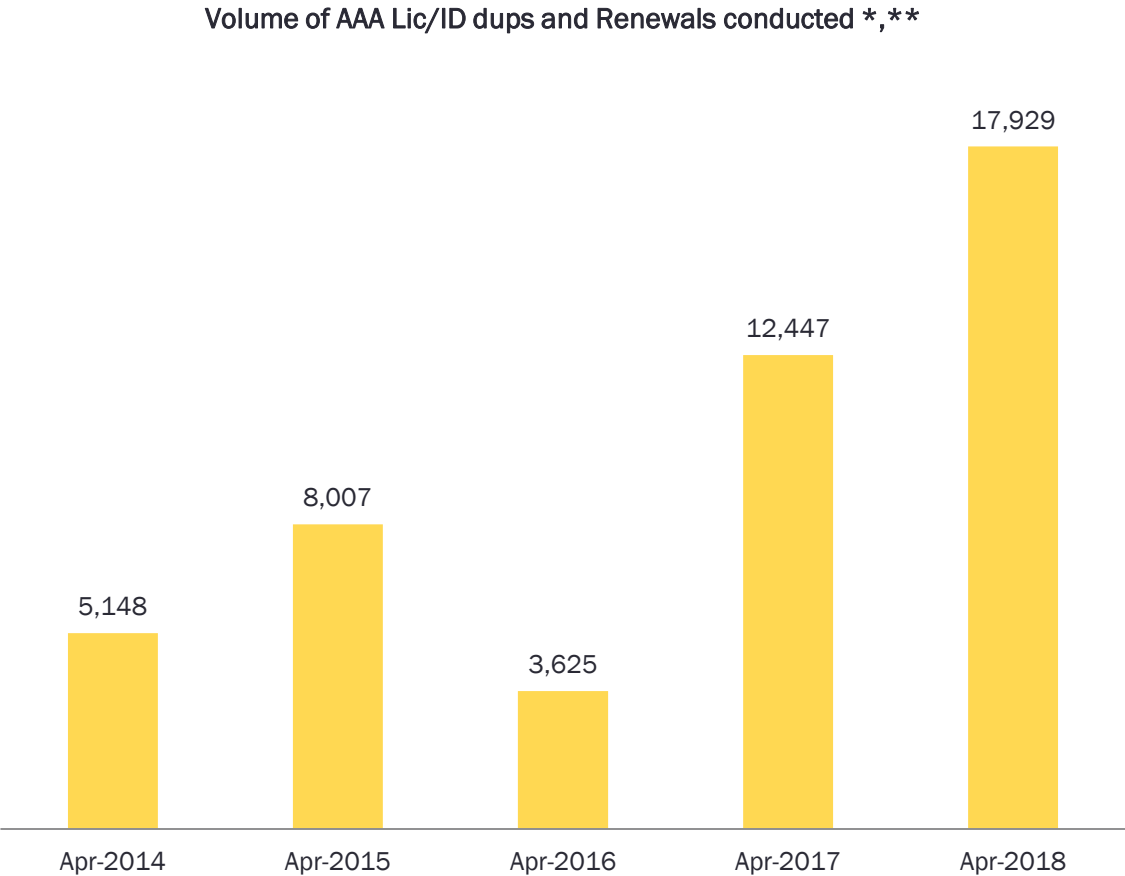
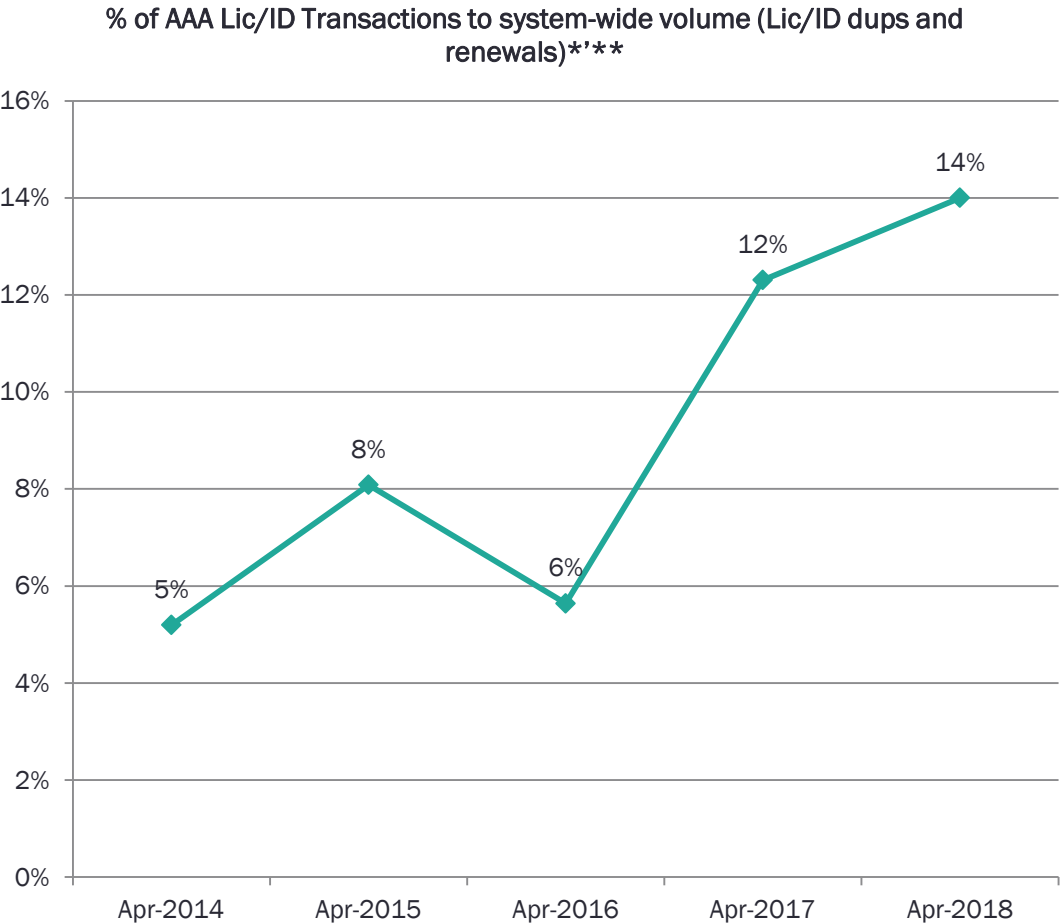
- Online
- AAA

# Online April License Transaction Volume



\*2018 Volumes from ATLAS and ALARS may not be comparable due to disparate methodologies and data quality.

# AAA April License Transaction Volume



\*2018 Volumes from ATLAS and ALARS may not be comparable due to disparate methodologies and data quality.

\*\*AAA Registry services locations increased to 33 total locations in April 2018 from 23 total locations in April 2017