

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

MassDOT Board Meeting

June 11, 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

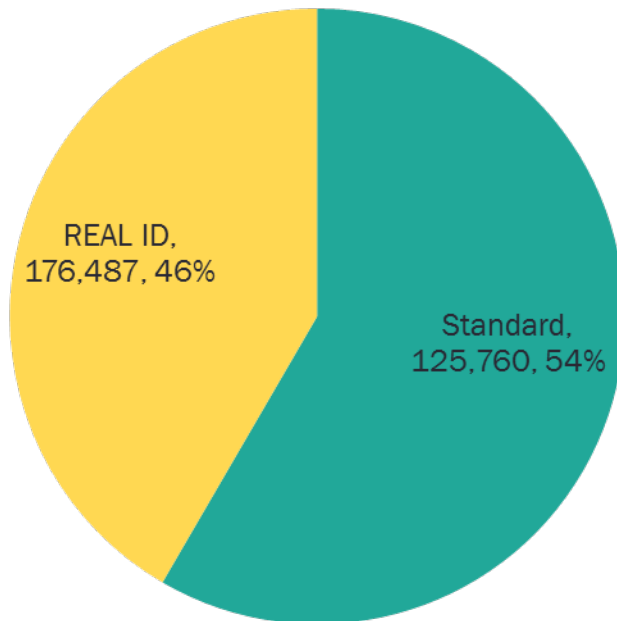
Data from March 26th 2018 - present

REAL ID AND LAWFUL PRESENCE

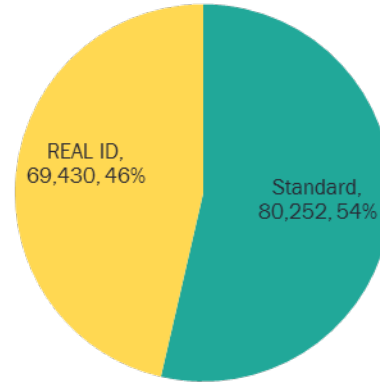
- Data from March 26th - May 31st 2018

Real ID Overview

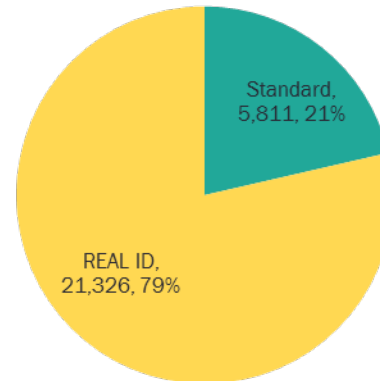
System-wide



RMV



AAA

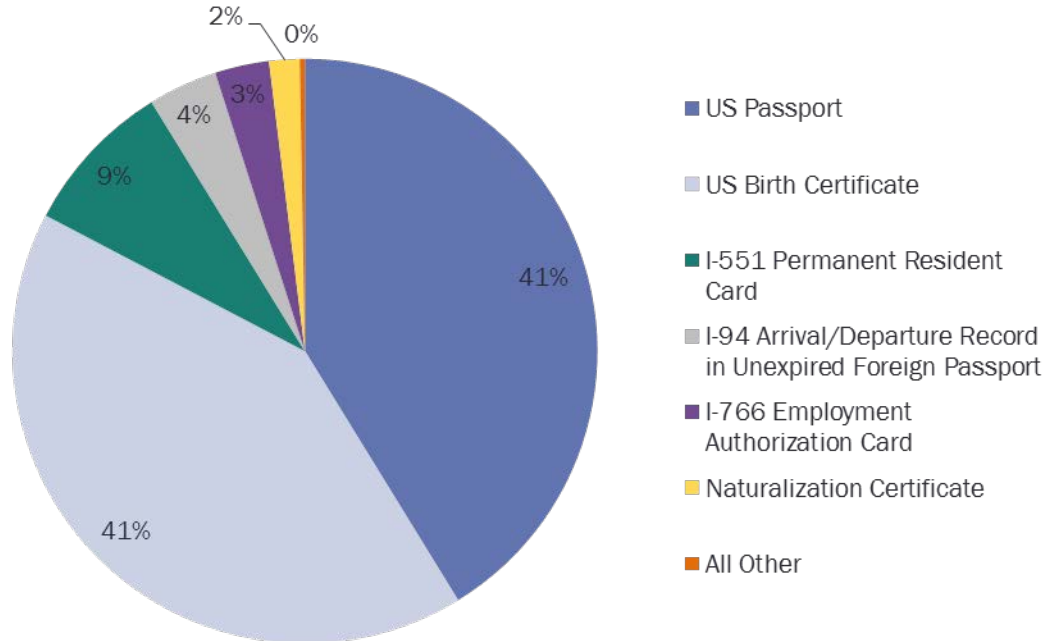


Less than half of all customers have chosen REAL IDs rather than standard IDs, but proportions vary between RMV and those using AAA

- 79% of AAA customers opt for a Real ID
- 46% of RMV customer opt for Real ID

Types of documentation presented

Service Center - Lawful Presence Documentation



Document Type	Count
US Passport	138448
US Birth Certificate	139211
I-551 Permanent Resident Card	28676
I-94 Arrival/Departure Record in Unexpired Foreign Passport	12847
I-766 Employment Authorization Card	10052
Naturalization Certificate	5655
Certificate of Citizenship	868
Consular Report of Birth Abroad	407
I-571 Refugee Travel Document	97
Alternative proof of Lawful Presence	115
I-327 Reentry Permit	19

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

SAVE Verification

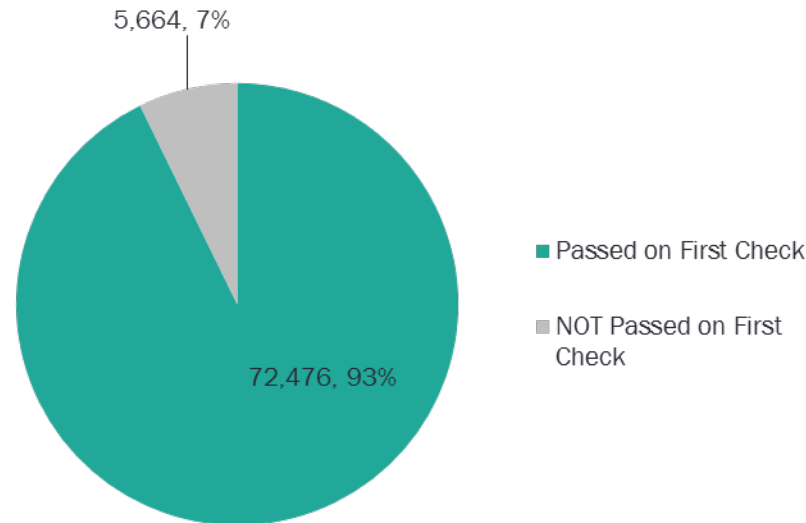
For individuals whose lawful presence verification requires the use of SAVE (a verification system operated by the Department of Homeland Security) there are several outcomes:

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.

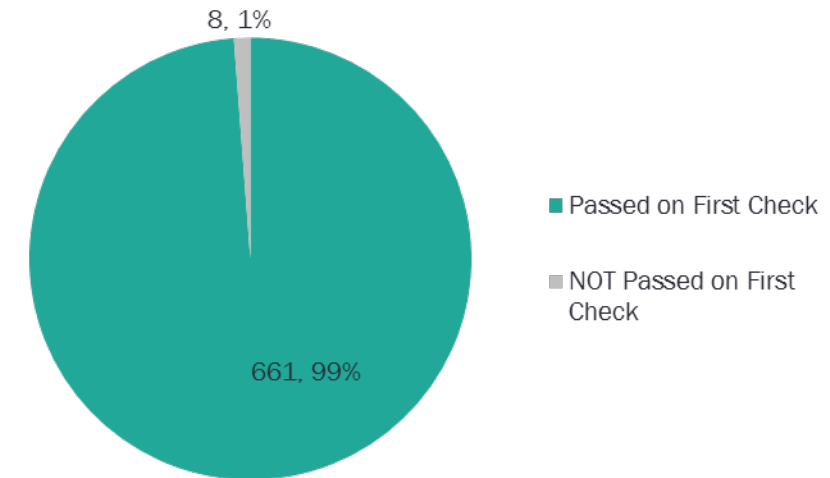
The vast majority of customers are getting through SAVE on the first attempt

93% of customers in the RMV Service Centers – approximately 72,000 - 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 - It's fast and free!

“GET READY”

- Get Ready statistics from March 26th 2018

“Get Ready” Customer Application

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.

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

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

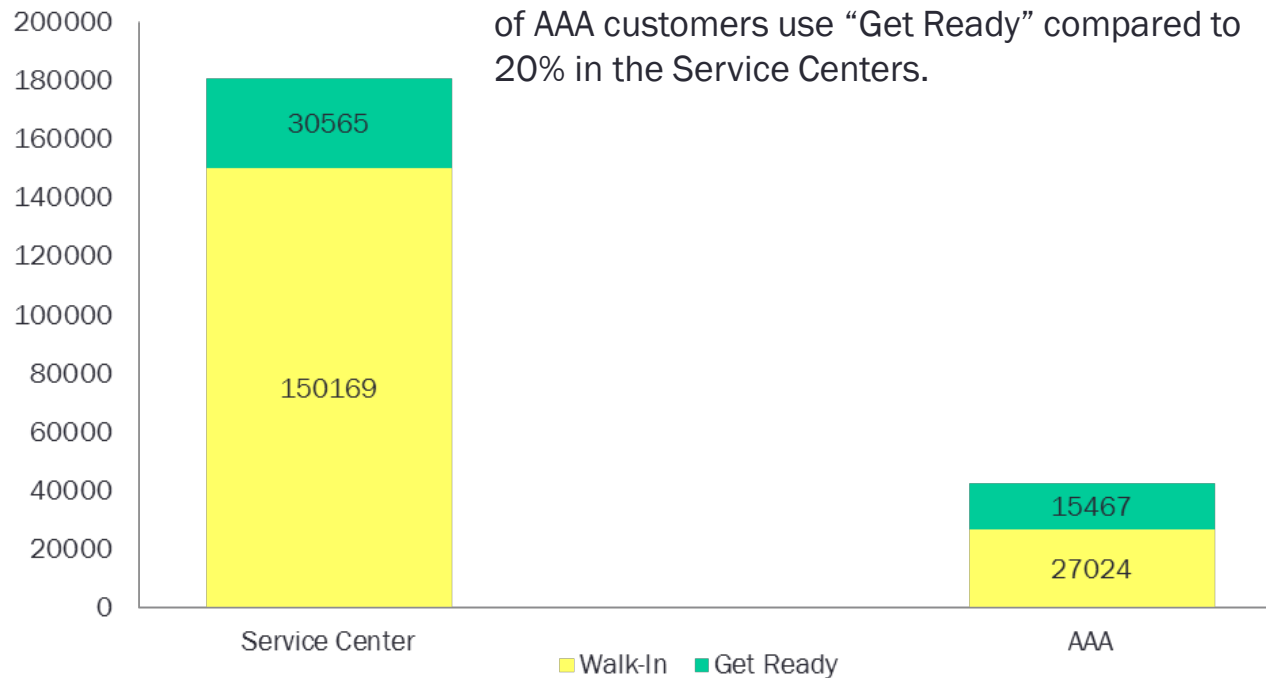
 9011-WALK-IN



- 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 (3/26 -5/31)

A higher percentage of AAA Customers are using Get Ready than Service Center Customers. 36% of AAA customers use “Get Ready” compared to 20% in the Service Centers.



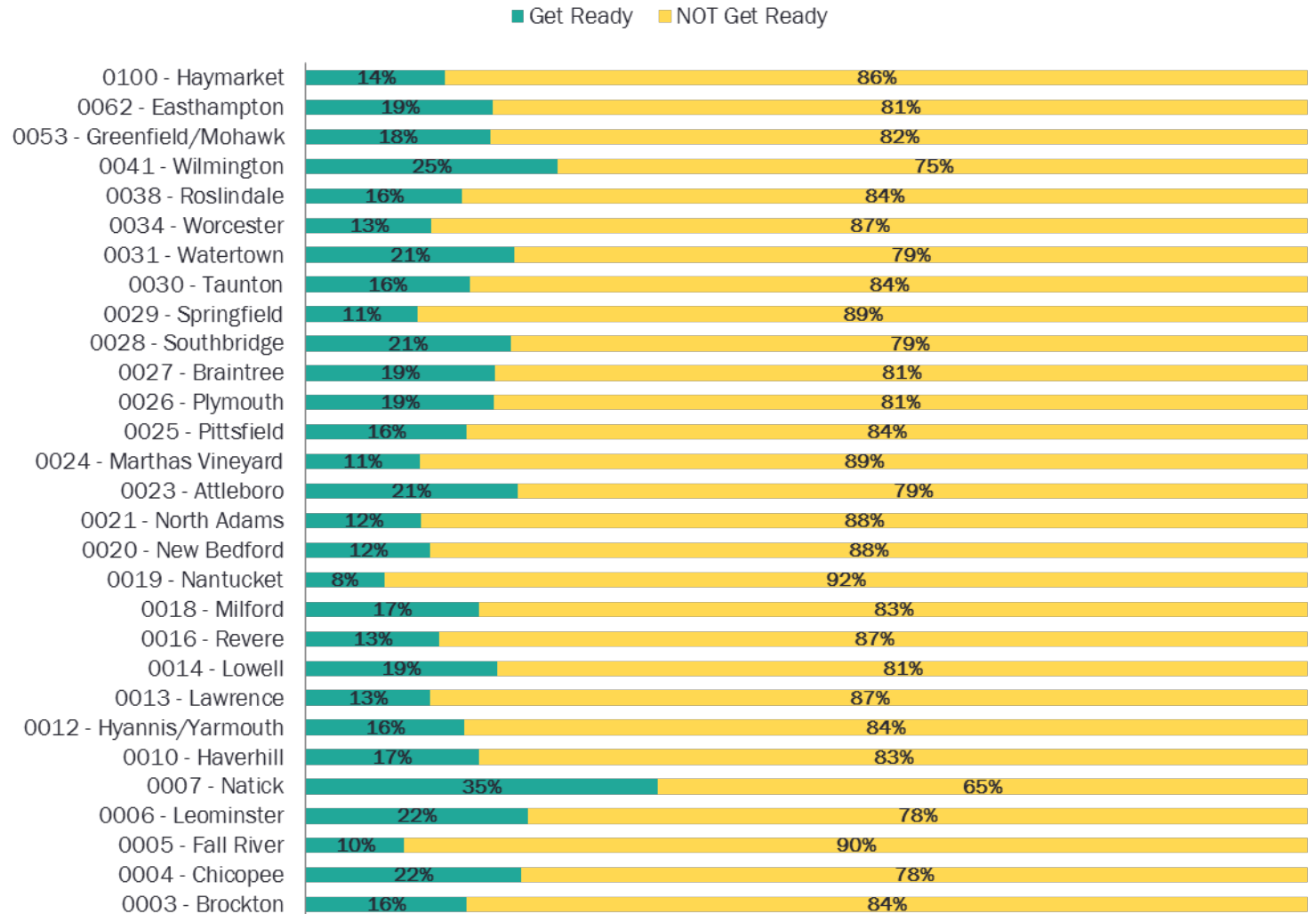
April		May	
Service Center	16%	Service Center	19%
AAA	36%	AAA	39%

March 26 – May 7, 2018

“Get Ready” use varies

- RMV Service Centers are doing an average of 17% or higher “Get Ready” transactions.
- Natick and Wilmington are the highest at 35% and 25% respectively.

Get Ready by Service Center

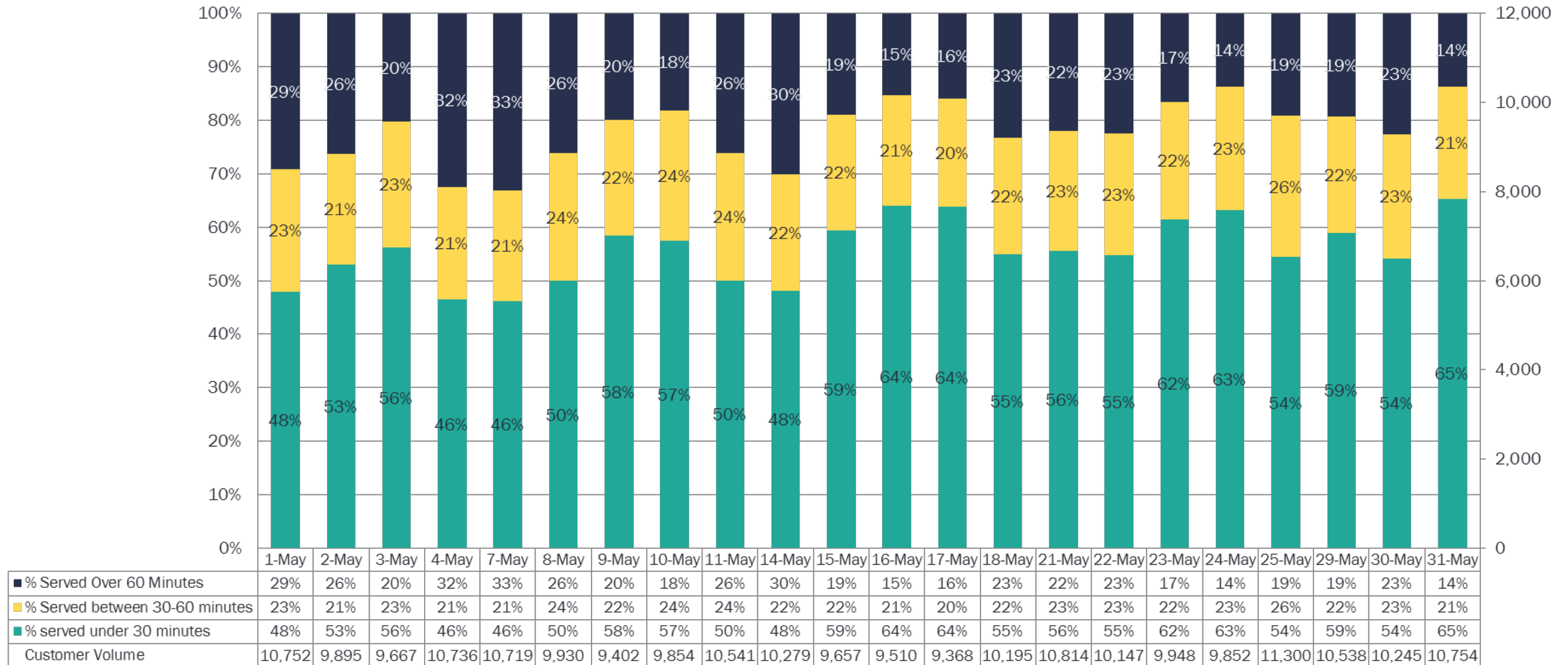


WAIT TIMES

- Wait Time data for April 30 – June 1, 2018

SYSTEMWIDE Transaction Volume and Service Center Customers Served

May Daily Systemwide Transaction Volume and Percentage of customers served under 30 minutes, 30-60 minutes, and over 60 minutes



May Weekly percentage of customers served by Service Center Location

Weekly percentage of customers served under 30 minutes

	4/30/2018 - 5/6/2018	5/7/2018 - 5/13/2018	5/14/2018 - 5/20/2018	5/21/2018 - 5/27/2018	5/28/2018 - 6/1/2018	
Nantucket	79%	95%	96%	96%	96%	
North Adams	83%	83%	93%	97%	87%	
Martha's Vineyard	73%	88%	79%	87%	90%	
Easthampton	71%	66%	86%	84%	79%	
Taunton	68%	62%	76%	66%	80%	
Fall River	63%	56%	78%	78%	60%	
Worcester	56%	63%	69%	75%	79%	
Pittsfield	59%	59%	74%	63%	73%	
Southbridge	60%	64%	66%	56%	75%	
Greenfield	56%	56%	70%	63%	74%	
Attleboro	68%	57%	55%	63%	55%	
Springfield	49%	55%	61%	57%	75%	
New Bedford	38%	60%	75%	60%	44%	
Natick	43%	48%	56%	78%	56%	
Milford	53%	40%	60%	65%	65%	
Chicopee	57%	61%	57%	47%	53%	
Watertown	46%	59%	50%	50%	41%	
Brockton	48%	46%	60%	45%	50%	
Lowell	47%	50%	41%	53%	54%	
Roslindale	48%	50%	46%	44%	60%	
Leominster	33%	34%	46%	51%	50%	
Revere	34%	43%	41%	43%	50%	
Braintree	32%	37%	54%	42%	40%	
Haverhill	26%	37%	42%	33%	45%	
South Yarmouth	37%	34%	31%	36%	44%	
Lawrence	23%	38%	30%	38%	41%	
Boston	32%	23%	35%	37%	44%	
Plymouth	39%	26%	28%	39%	33%	
Wilmington	31%	29%	32%	34%	34%	

RMV Wait Time Reduction Plan

Focus.
Energy.
Urgency.



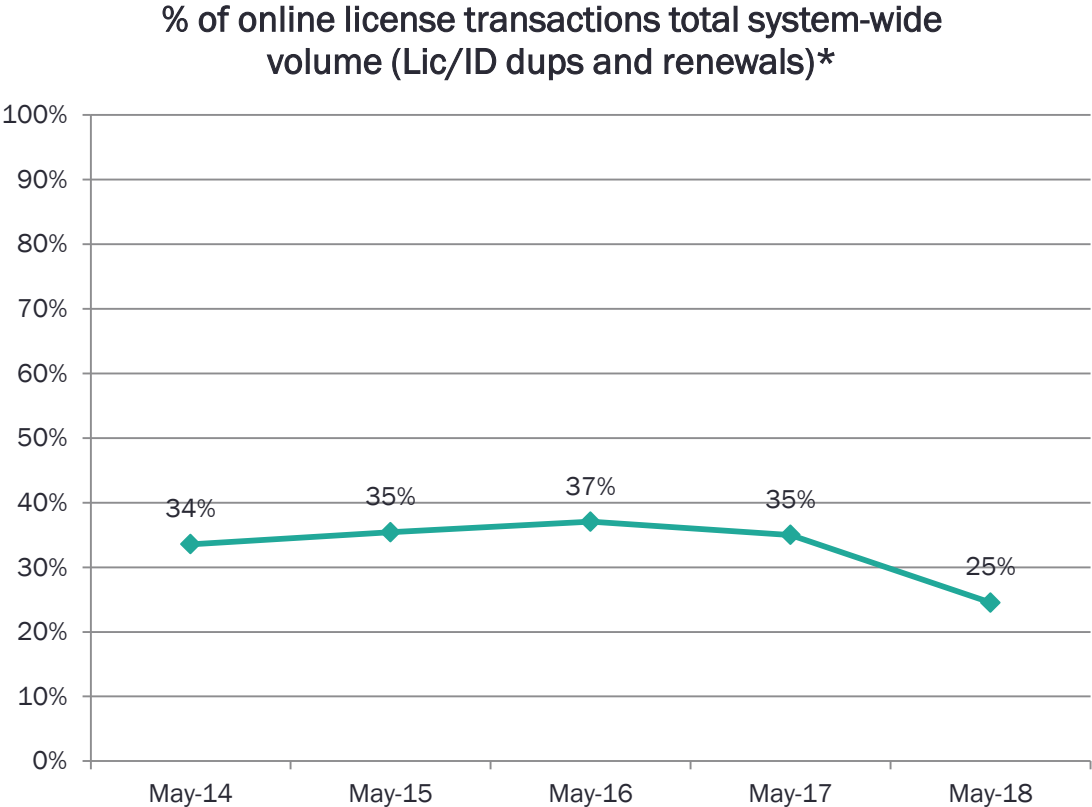
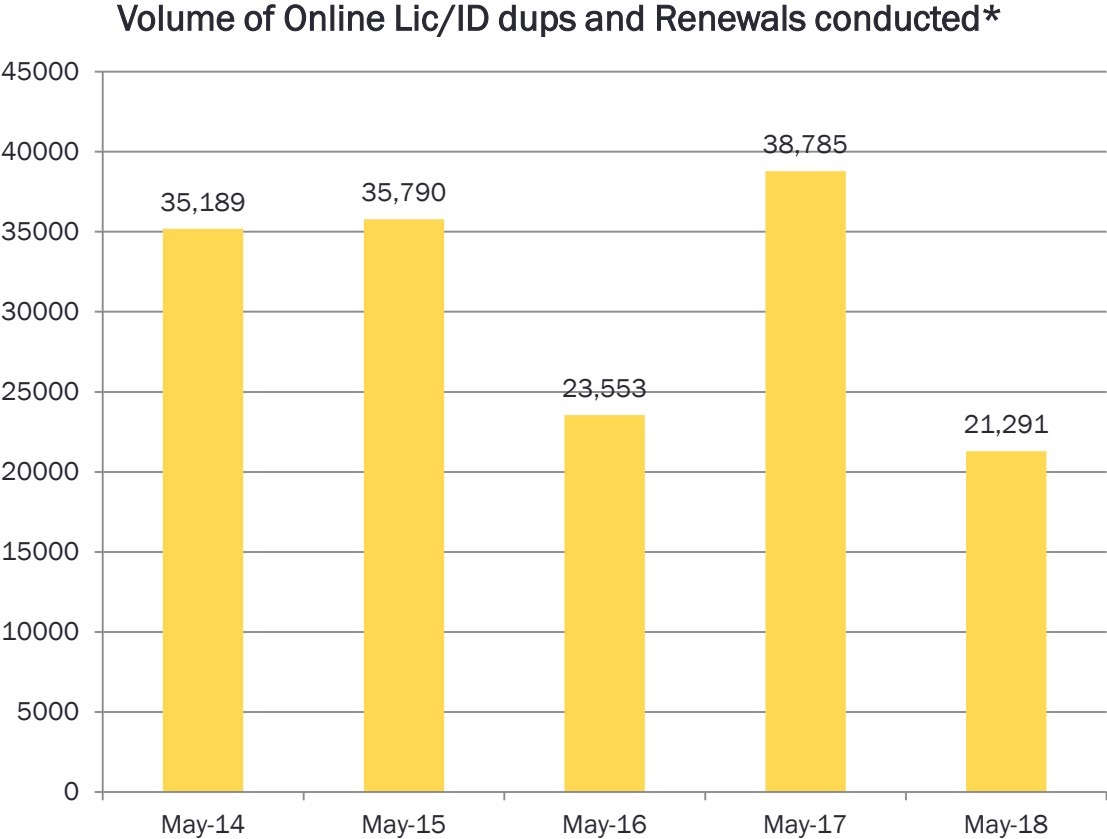
WAIT TIME GOALS

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

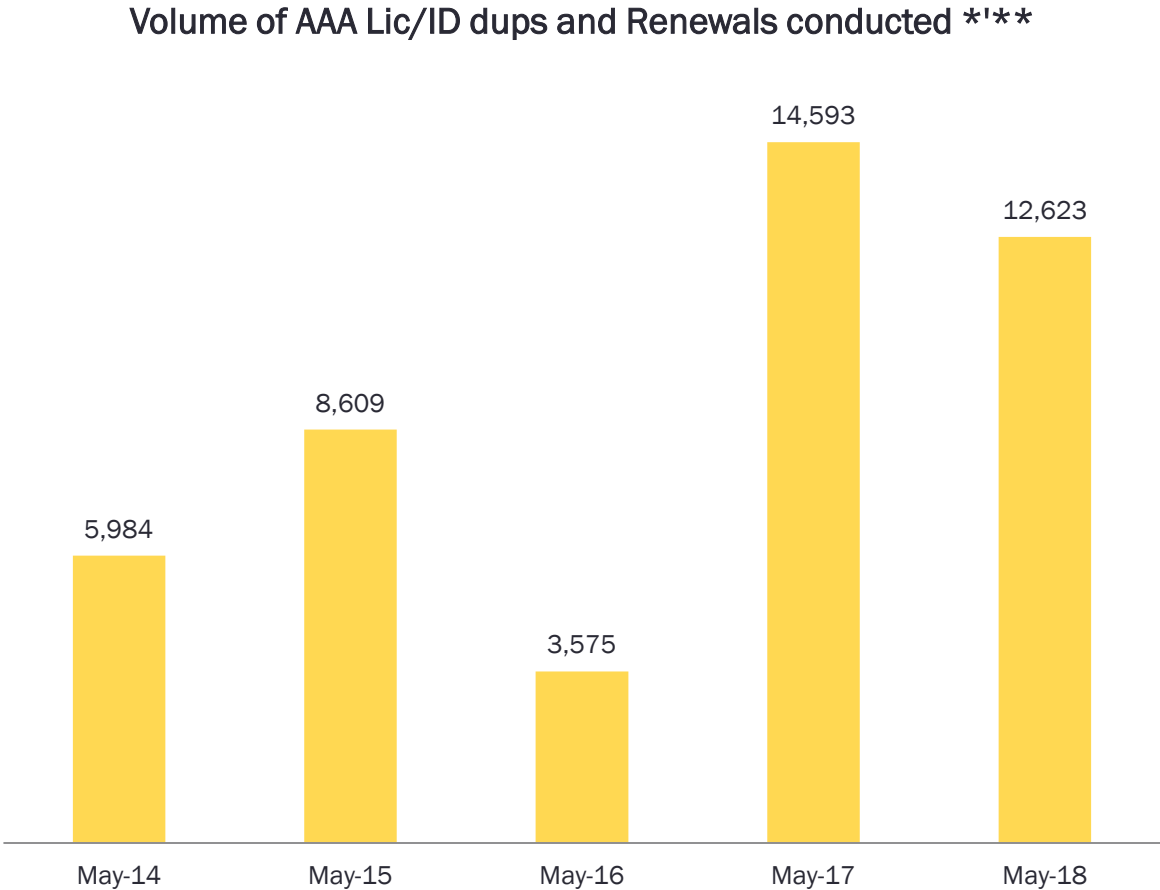
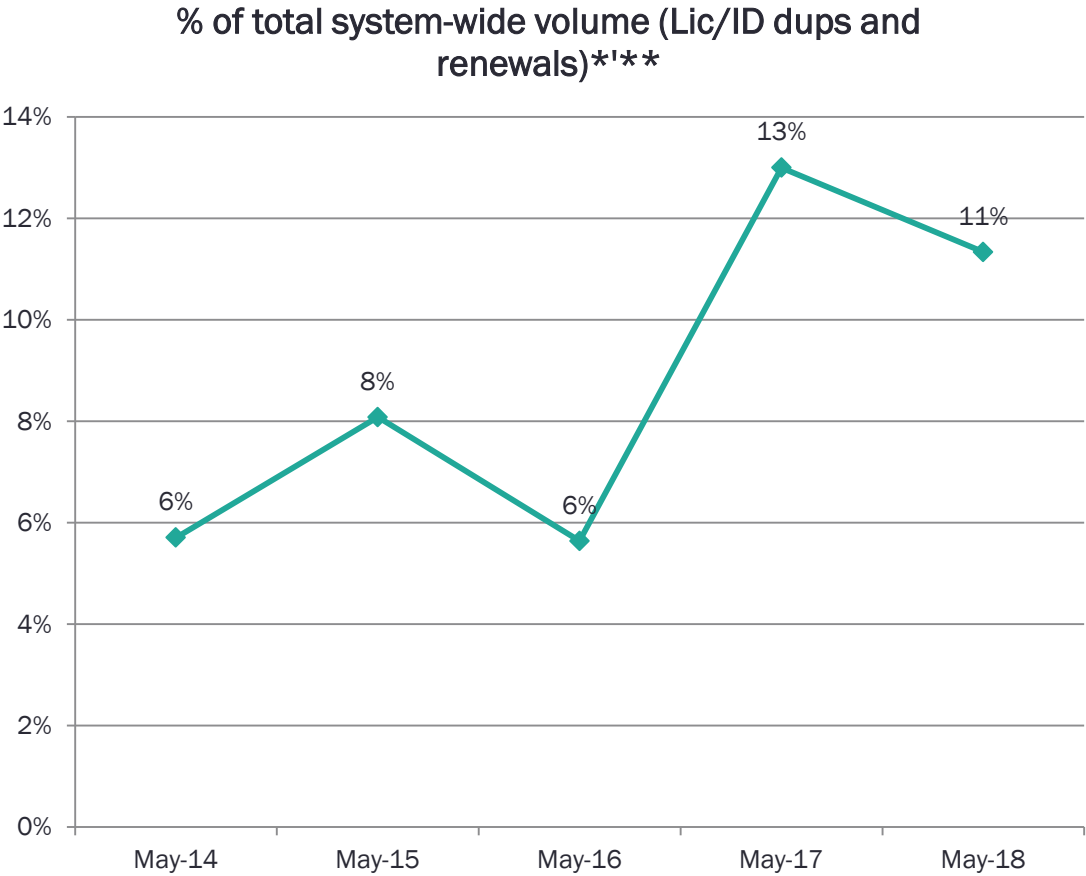
- Online
- AAA

Online May License Transaction Volume



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

AAA May 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 May 2018 from 23 total locations in May 2017