RMV UPDATE

MassDOT Board Meeting

February 11, 2019

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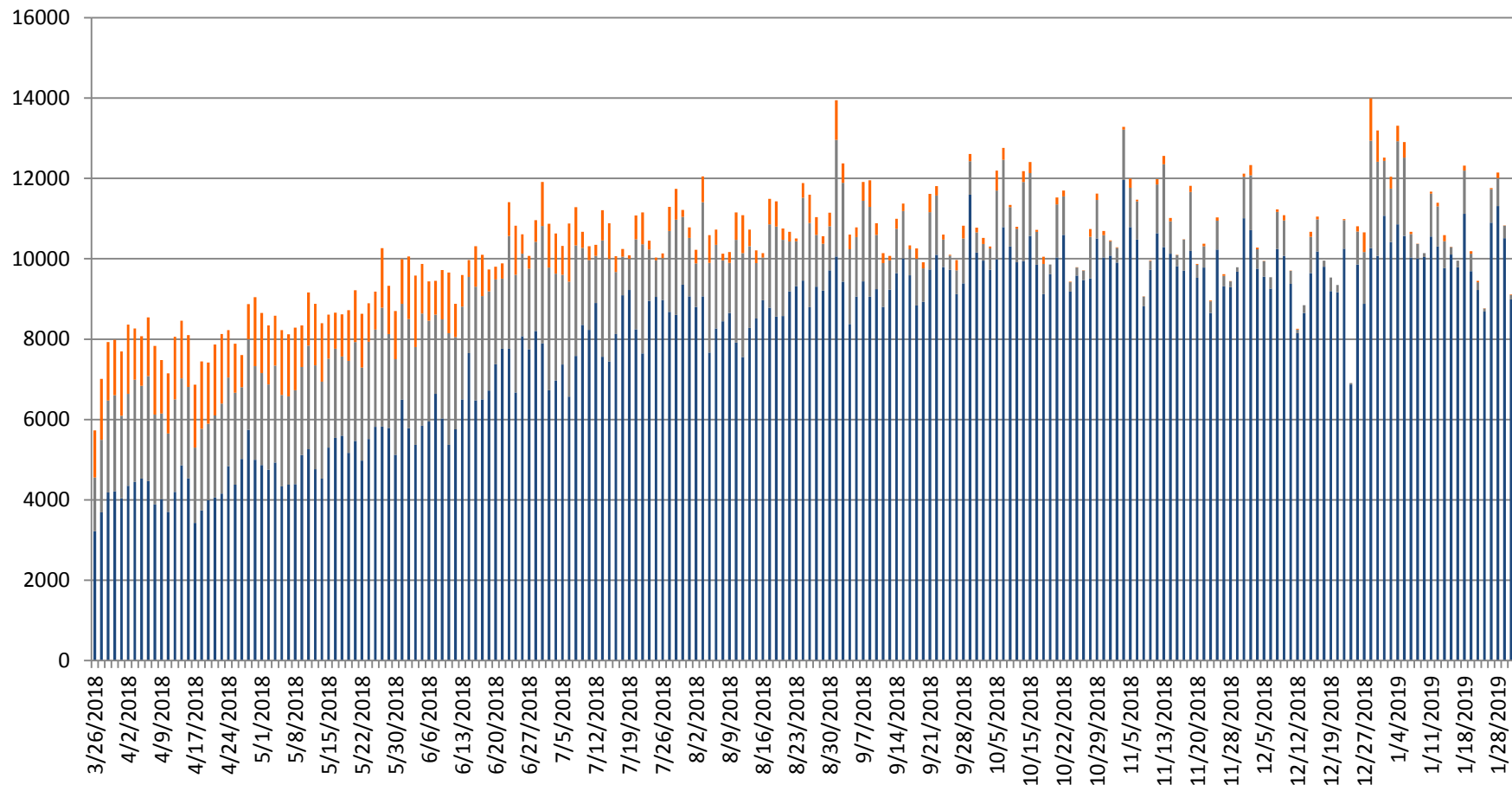Massachusetts Department of Transportation

RMV STATISTICS

Wait Time Data

January 2019

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Service Center Wait Times - January 2019
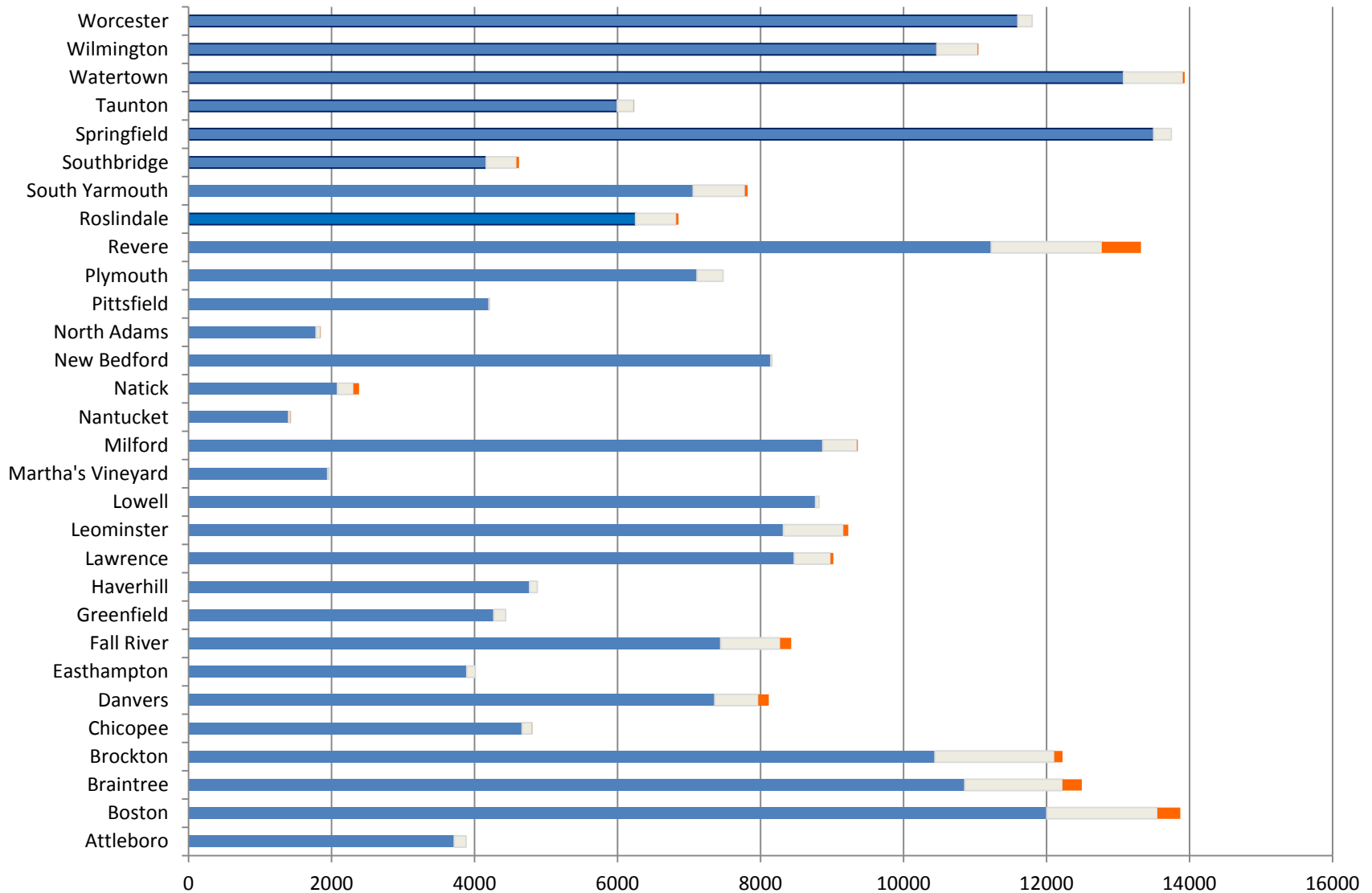
93% under 30 minutes 6% 30 to 60 minutes 1% over 60 minutes

Service Center Performance Improvement Trend
System-Wide Wait-Time Distribution
ATLAS Go-Live (3/26) – January 31, 2019

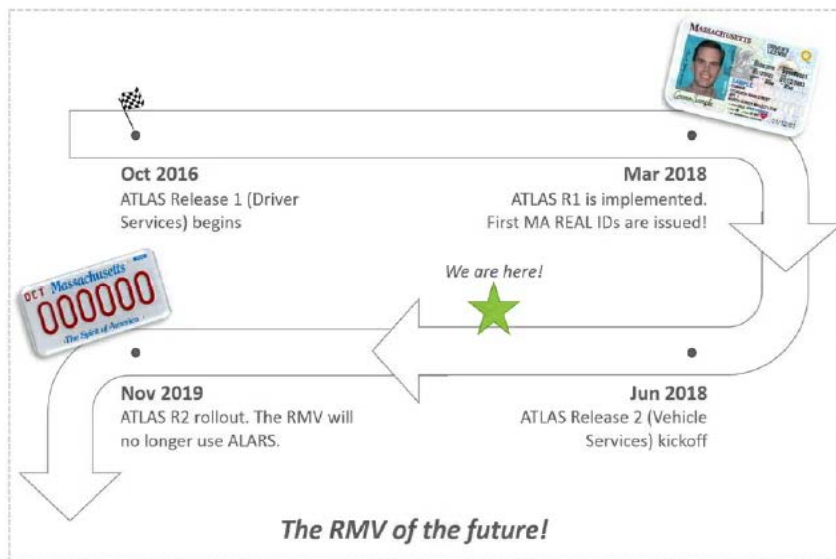93% under 30 minutes   6% 30 to 60 minutes   1% over 60 minutes

ATLAS RELEASE 2

Program Update

RELEASE 2   Organizational Readiness

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RMV TRANSFORMATION
OUR JOURNEY CONTINUES

ATLAS R2 LAUNCH: NOVEMBER 12, 2019 | VEHICLE SERVICES

Oct 2016
ATLAS Release 1 (Driver Services) begins

Mar 2018
ATLAS R1 is implemented. First MA REAL IDs are issued!

We are here!

Nov 2019
ATLAS R2 rollout. The RMV will no longer use ALARS.

Jun 2018
ATLAS Release 2 (Vehicle Services) kickoff

The RMV of the future!

TRANSITIONING TO ATLAS

IMPROVING R2

As a result of lessons learned in R1, you'll see improvements in:

SYSTEM RELIABILITY

- Adding Quality Assurance testers
- Implementing mandatory daily testing
- Ensure system is stable and ready for implementation
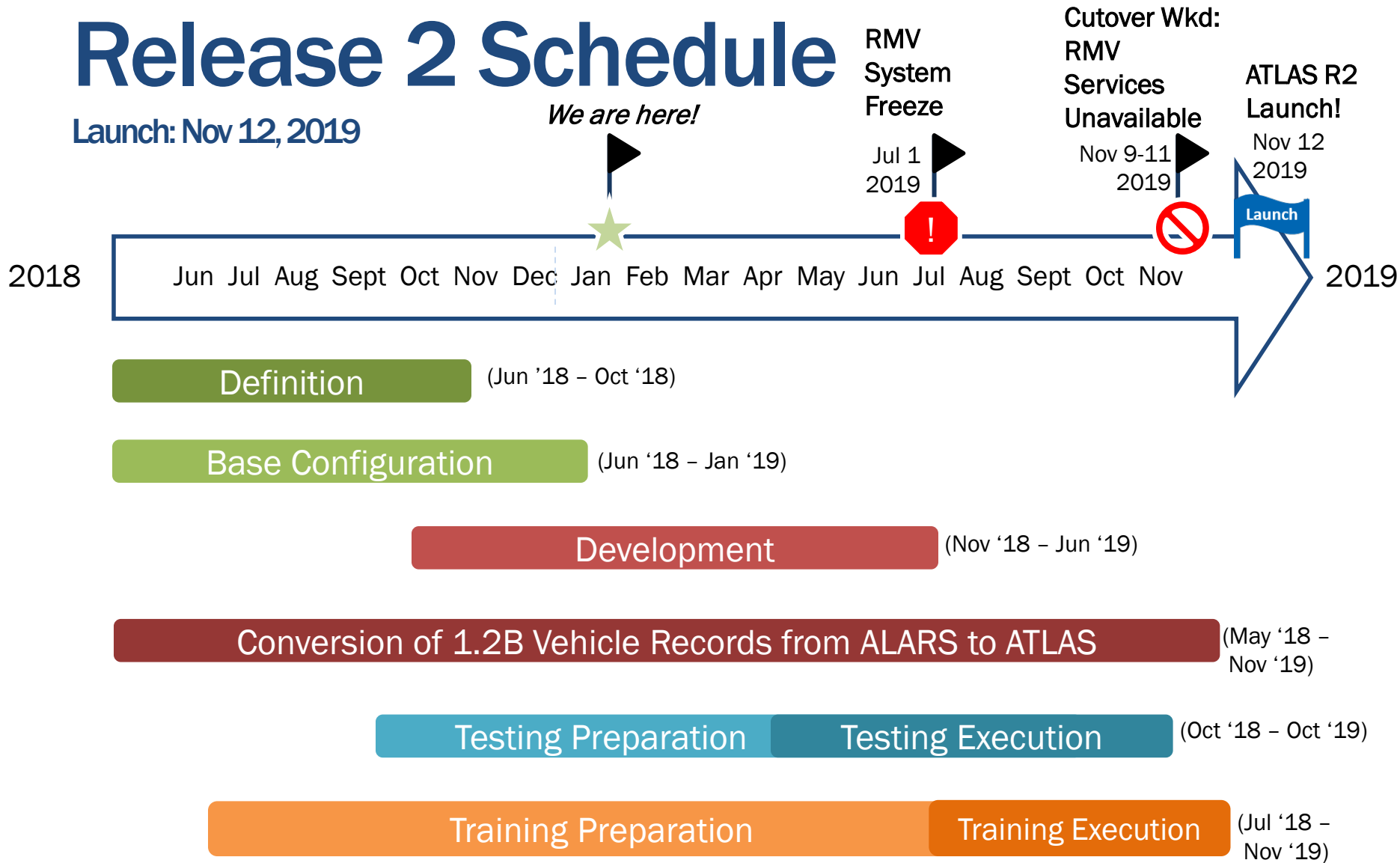
STAFF TRAINING & PREPARATION

- Expanding hands-on training
- Adding complex, real-life scenarios to training
- Providing more training material

RMV ATLAS Release 2 Roadshows

- 53 Sessions being held across the state

- RMV Senior Leadership, ATLAS Program Team and Fast Partners providing updates and overviews to service centers and RMV staff

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Release 2 Schedule

Launch: Nov 12, 2019

We are here!

RMV System Freeze
Jul 1 2019

Cutover Wkd: RMV Services Unavailable
Nov 9-11 2019

ATLAS R2 Launch!
Nov 12 2019

Launch

| 2018 | Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov | 2019 |

Definition (Jun '18 – Oct '18)

Base Configuration (Jun '18 – Jan '19)

Development (Nov '18 – Jun '19)

Conversion of 1.2B Vehicle Records from ALARS to ATLAS (May '18 – Nov '19)

Testing Preparation | **Testing Execution** (Oct '18 – Oct '19)

Training Preparation | **Training Execution** (Jul '18 – Nov '19)

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Making Release 2 Better-Lessons Learned

System Reliability

- Adding Quality Assurance (QA) testers to support the testing phase
- Increasing focus on job shadowing to help ensure all services/roles are properly identified and tested

Staff Training & Preparation

- Expanding hands-on training: 3 days for service center team members; increased time for all other RMV departments is being determined
- Hands-on exercises for complex, real-life scenarios and adding broader business context
- Providing additional classroom training material

Business Partner Engagement

- Additional, ongoing outreach to key business partners
- Soliciting/incorporating feedback on system
- Ensuring testing occurs early enough to make necessary adjustments

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