

RMV UPDATE

MassDOT Board Meeting

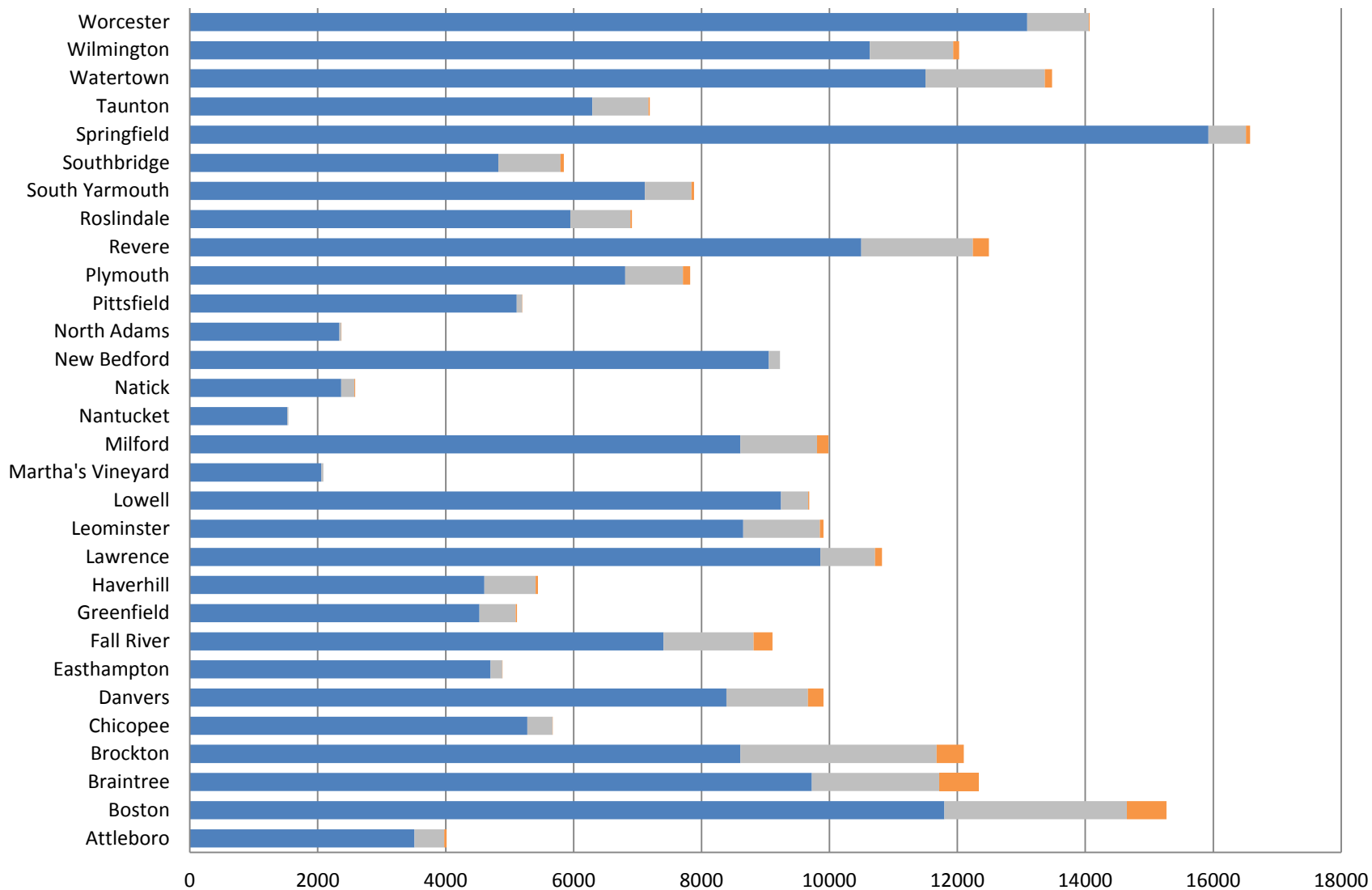
May 20, 2019

RMV STATISTICS

Wait Time Data

April 2019

Service Center Wait Times - April 2019



87% under 30 minutes 11% 30 to 60 minutes 2% over 60 minutes

Service Center Performance
April 2018 - April 2019
Significant Increase in 30 minutes and under Performance from April 2018

