

RMV UPDATE

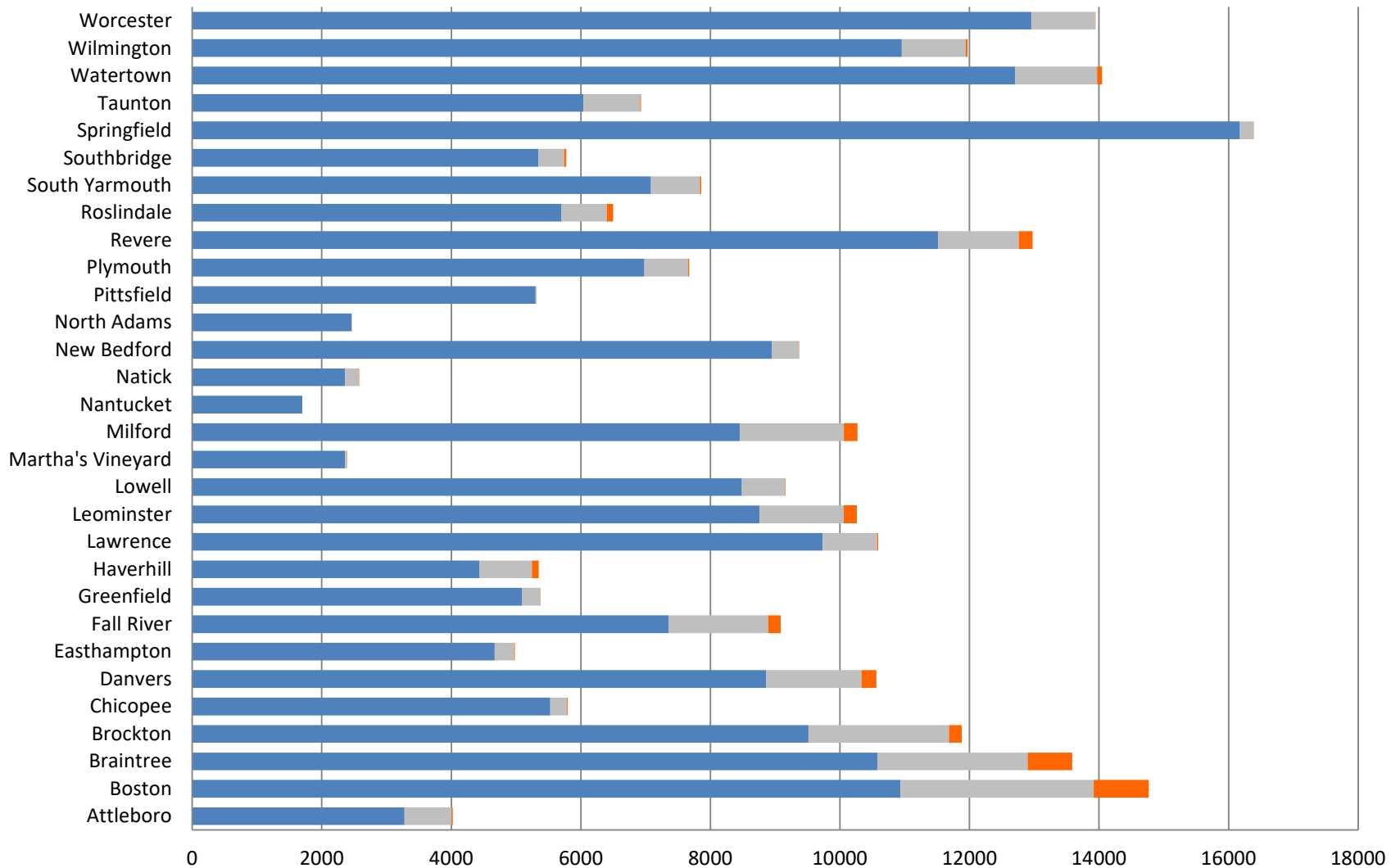
MassDOT Board Meeting
June 17, 2019

RMV STATISTICS

Wait Time Data

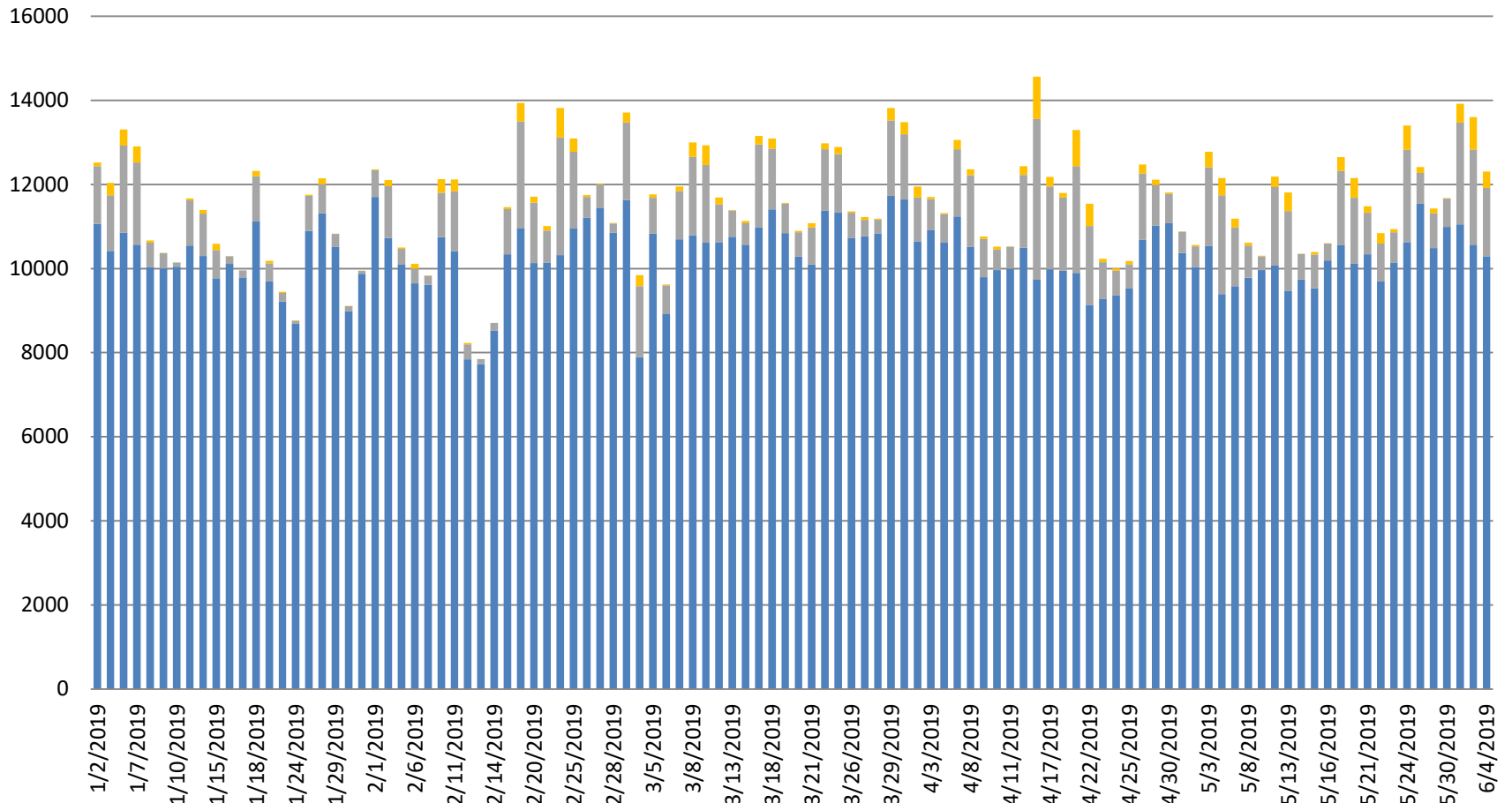
May 2019

Service Center Wait Times - May 2019



88% under 30 minutes 10% 30 to 60 minutes 2% over 60 minutes

Service Center Performance
January 2019- May 2019
Percentage of Customers Served in 30 minutes or less Continues as Customer Volume
Rises



RMV Operational Improvements



First customer served in new Watertown Service Center

New Watertown RMV

- Expanded service area
- Better accommodates dual-line queuing model inside center
- 3 additional workstations to better serve 3rd highest volume service center in state
- Increased customer seating area

New Taunton RMV Service Center

- On target for July 1st opening