



RMV Update

MassDOT Board Meeting
December 16, 2019



ATLAS Release 2 for Vehicle Services

- ALARS to ATLAS conversion was completed on November 12th with over 1.4 billion vehicle-related documents successfully conveyed.
- Project implementation team included RMV, MassDOT, Commonwealth IT, and the developer vendor, FAST Enterprises



12/16/2019

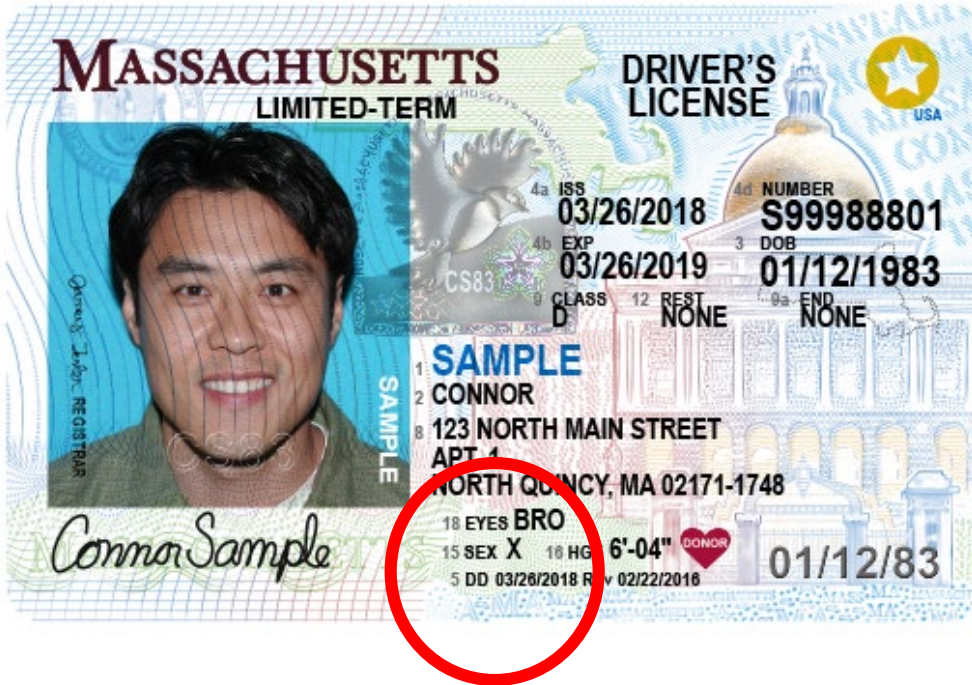


Non-Binary License Option

- ATLAS system upgrade included capability to offer a new non-binary gender designation of “X”.
- Designation available on drivers’ licenses, ID cards, and liquor ID cards for new credential issuance, renewals and amendments.
- Massachusetts joins at least 14 other states and Washington, D.C. in making gender neutral option available.
- Coordination with Legislature, advocates, public safety and law enforcement agencies (EOPSS / CJIS), and other business partners on staff training and rollout.

Non-Binary License Option (cont.)

D. Required Demographic Information		
Gender	Eye Color	Height (feet, inches)
<input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> X	<input type="checkbox"/> Black <input type="checkbox"/> Brown <input type="checkbox"/> Gray <input type="checkbox"/> Hazel <input type="checkbox"/> Pink <input type="checkbox"/> Blue <input type="checkbox"/> Dichromatic <input type="checkbox"/> Green <input type="checkbox"/> Maroon <input type="checkbox"/> Unknown	



To date, over 212 customers have selected “X” option.

Automatic Voter Registration (AVR)

- Scheduled Implementation on January 1, 2020; ATLAS system upgrade timeline included this consideration.
- Interagency Coordination with Secretary of State and EOHHS (Health Connector, MassHealth) began in March 2019.
- Finalizing communication materials and messaging for updating staff training, forms, etc. with the Center for Civic Design.

Update on External Review Recommendations

✓ Chief Compliance Officer Hired & Comprehensive Risk Assessment Underway

✓ Created One OOS Notification Processing Unit – Processing Daily Incoming w/in 1 Business Day

✓ OOS Unit is Reprocessing All Notifications in OOS Backlog, including Less Serious Offenses

↪ Streamline RMV Organizational Structure

✓ Merit Rating Board Meeting Regularly – Screening Candidates for Permanent Director

✓ DOT Board Improvements to Finance & Audit Committee, Audit Operations

↪ Other DOT Organizational Improvements Underway

Other Safety-Related Updates

- **Section 62 Suspension Notifications to Local Police Departments:** Working with advocates, EOTSS / EOPSS/ CJIS, local law enforcement to offer more-timely, subscription & electronic-based notifications.
- **Hands-Free / Distracted Driving Law:** Preparations for February / March implementation are underway.
- **REAL ID:** Federal October 2020 Deadline.
- **Interstate Collaboration:** New England Region Summit held December 10th in N.H. to discuss safety-related and other business issues.

New Road Test Videos Premiered



RMV Drivers Test - Getting Ready at the Service Center



RMV Drivers Test - Maneuvers



RMV Drivers Test - Driving the Car



RMV Drivers Test - Getting the Grade Back at the Servi...

Available for Viewing by [Clicking Here.](#)

Customer Experience Spotlight #1

“I wanted to tell you about a recent experience I had at the Braintree Registry. I stopped by your Braintree location on Friday Morning, November 29, 2019. My husband had just died, about two weeks earlier, and I had to re-title and transfer the registration of his truck, and our camper, into my name as well as other important issues. As you might imagine, this was very complicated for me and very emotional at this time. Your staff at the Registry, particularly Kevin, Jasmine, Sabrina, and Faith, were very professional, accommodating, and kind. This meant a lot to me during this stressful period of my life. My husband ... spent his life, serving our Country in the Army, and serving our State Government for over 40 years. He would be proud and grateful to you all in the way you served his wife and him at his passing, representing our Commonwealth so well, when we needed your help.”



12/16/2019



Customer Experience Spotlight #2



"...I am the former Chief Operating Officer of Panera Bread, LLC and currently a Partner at Act III (Owners of Tatte Bakery and Life Alive...). As you might guess, the management of the customer journey and delivering an overall excellent service experience plays a significant role in the success [of] a restaurant. I recently moved and needed to update my license. In addition, I wanted to upgrade to a Real ID. I have a hectic schedule and didn't have much time to make the aforementioned happen. On September 26th, I went to [the] RMV center near Haymark[et] Square and had the most unexpected wonderful visit. The customer journey system your team has put in place is exceptional. I appreciated the greeter who made sure I was ready for the transaction and explained how the process would work. The queuing system flowed swiftly and...Diane B. who worked at counter 12 provided some of the best service I have had in years. You should be very proud of your team and I want to thank you for creating such a wonderful service system and experience." – Chuck Chapman



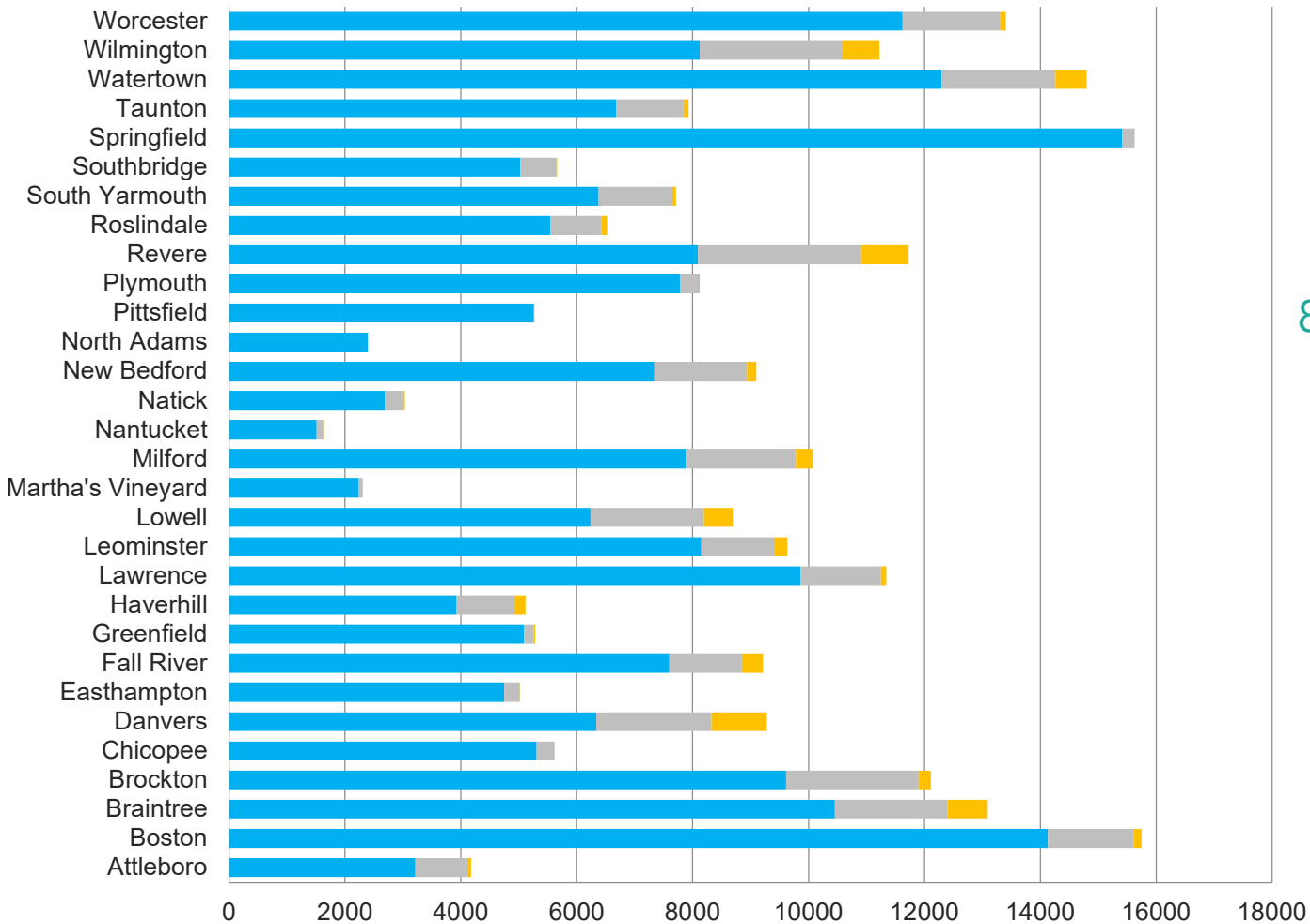
REGISTRY OF MOTOR VEHICLES

12/16/2019

10

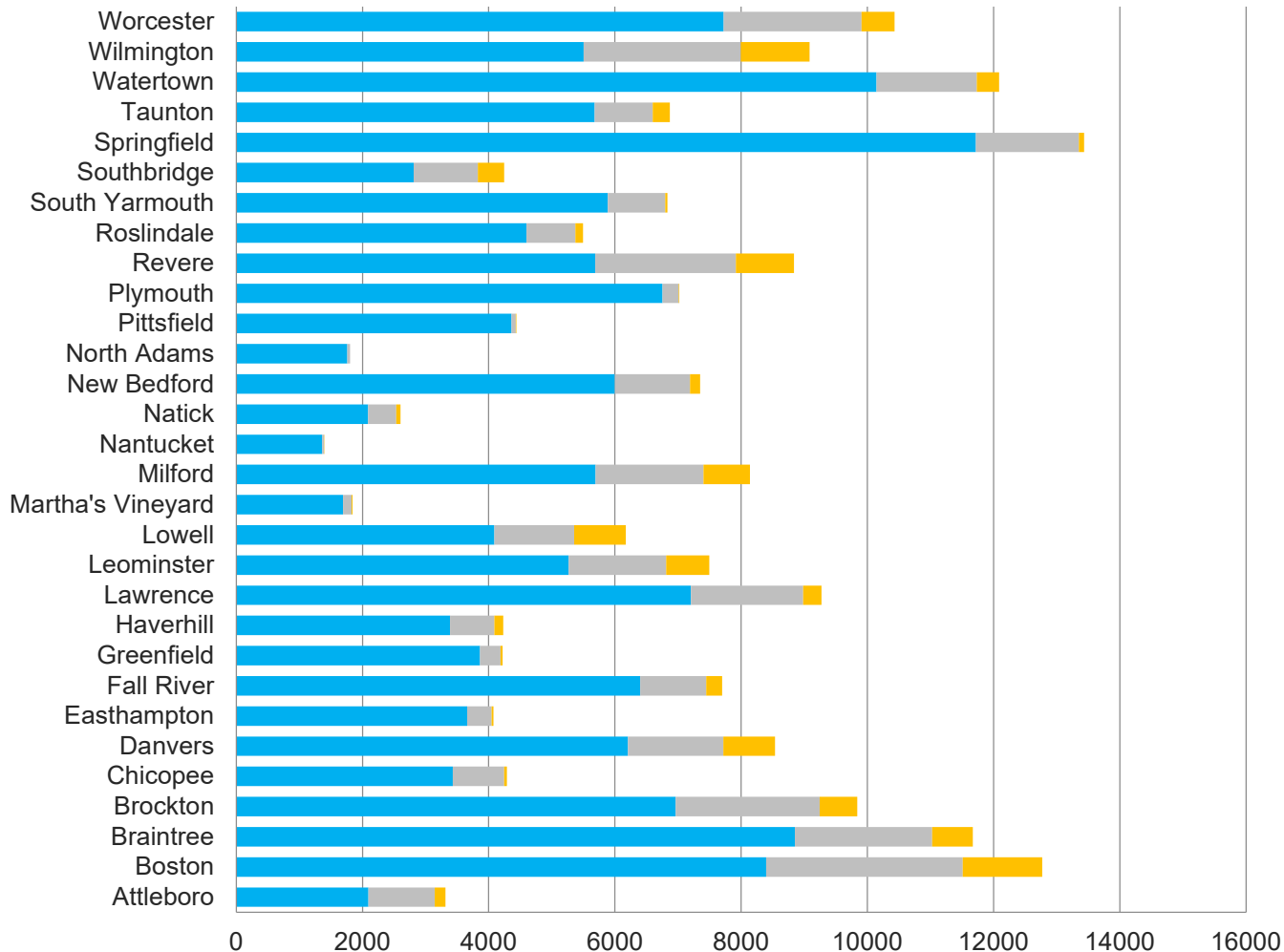


Service Update – October 2019



84% under 30 minutes
 13% 30 to 60 minutes
 2% over 60 minutes

Service Update – November 2019



78% under 30 minutes
 17% 30 to 60 minutes
 5% over 60 minutes