

Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report
March 13, 2017

February 2017 Service Overview

RMV began installation of new customer queuing system

- QFLOW replacing Qmatic ticketing system
- Data from 2/16, 2/17 for Braintree pilot location may have been impacted
- All service centers slated to be converted to new system by early June 2017

AAA expansion continues

- Auburn, Lowell and Pittsfield AAA branches now offering services

RMV SYSTEM | February 2017

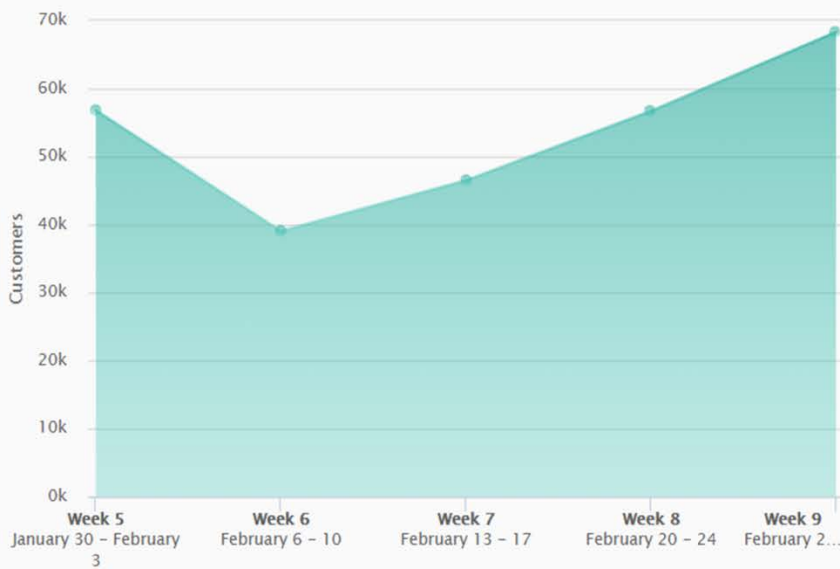
- Year-to-Year customer volume decreased by approximately 8% in February 2017 v. February 2016

Service Centers Comparison

Customer Volume by Week 2017

204,268

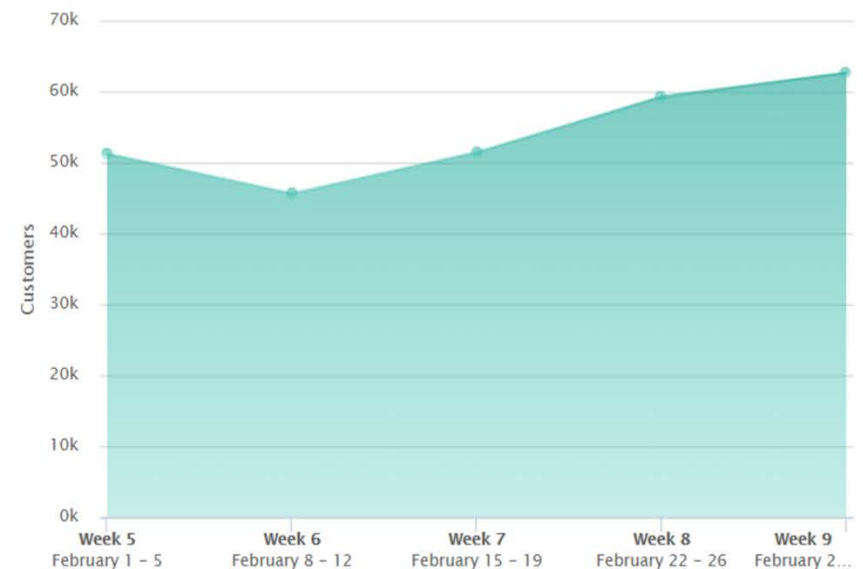
customers



Customer Volume by Week 2016

222,164

customers



Service Centers Comparison



- RMV achieved 11% increase in customers served in under 30 minutes in February 2017 vs. February 2016

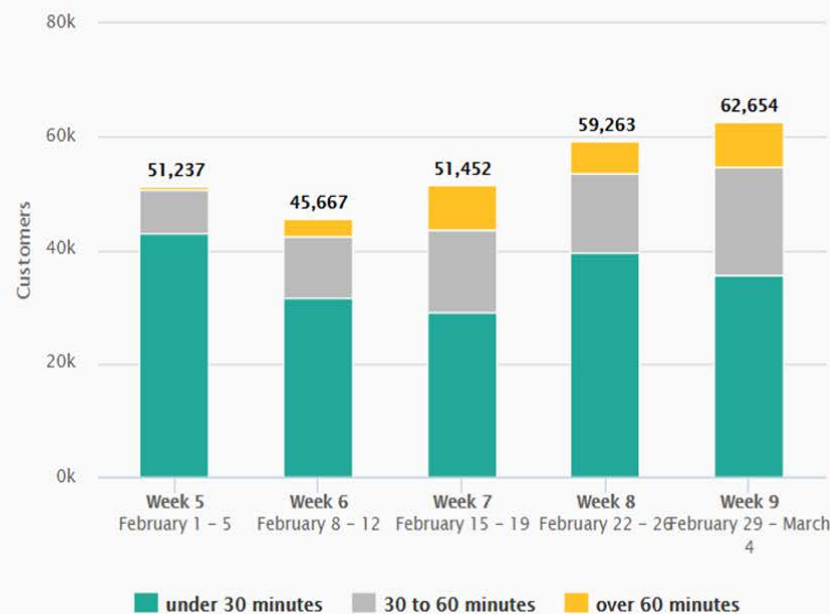
Wait Times by Week 2017

79% under 30 minutes
16% 30 to 60 minutes
5% over 60 minutes



Wait Times by Week 2016

68% under 30 minutes
23% 30 to 60 minutes
9% over 60 minutes



Highcharts.com

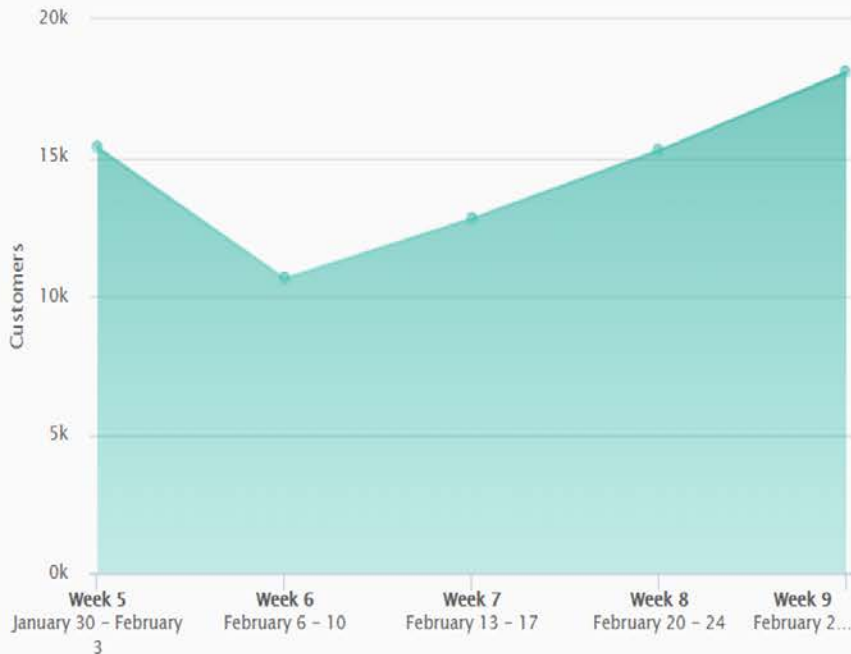
- 2016 data includes performance at now closed Danvers service center
- 2017 data reflects customer volume absorbed into remaining service centers

Service Center Comparison

- Central Region saw a 4% customer decrease from February 2016

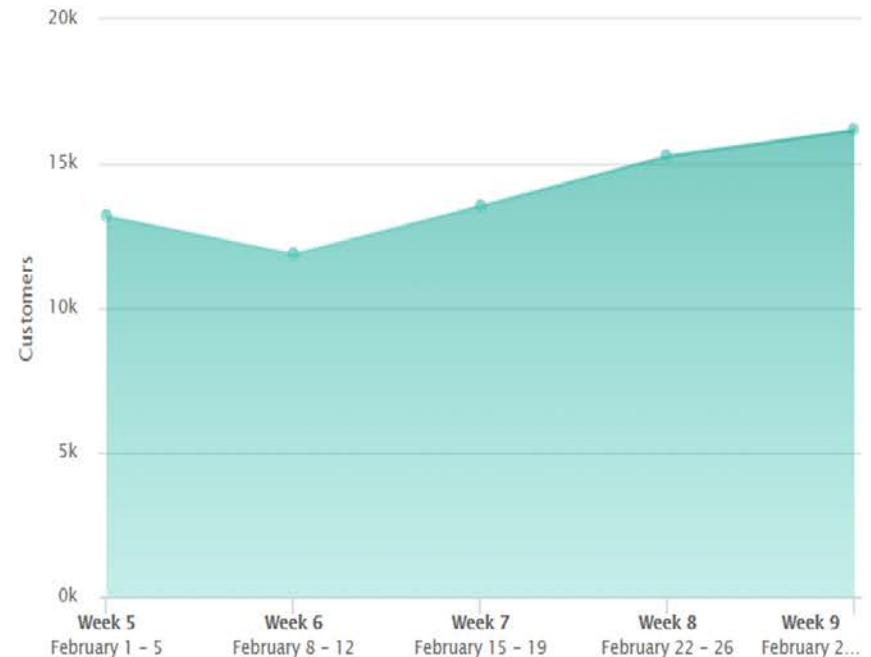
Customer Volume by Week 2017

55,550
customers



Customer Volume by Week 2016

57,664
customers

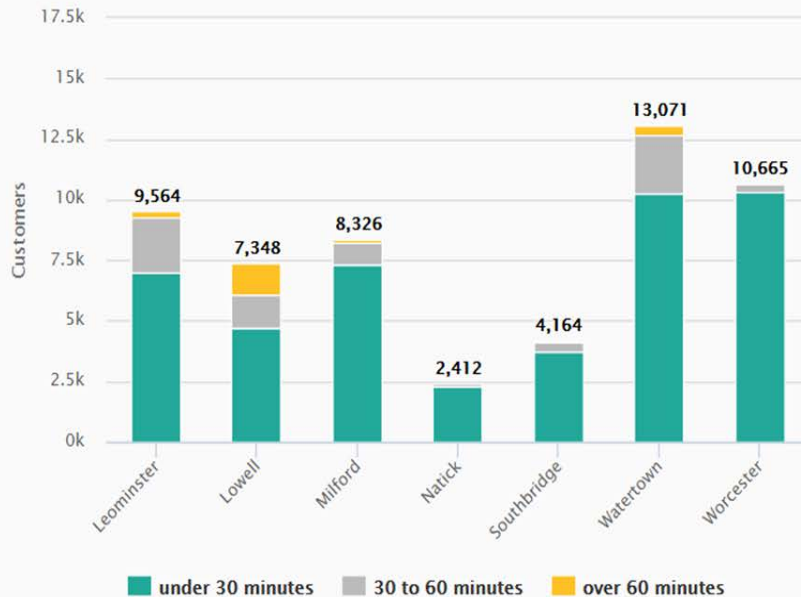


Service Center Comparison

- No customer waited over an hour in Natick, Southbridge and Worcester in February 2017

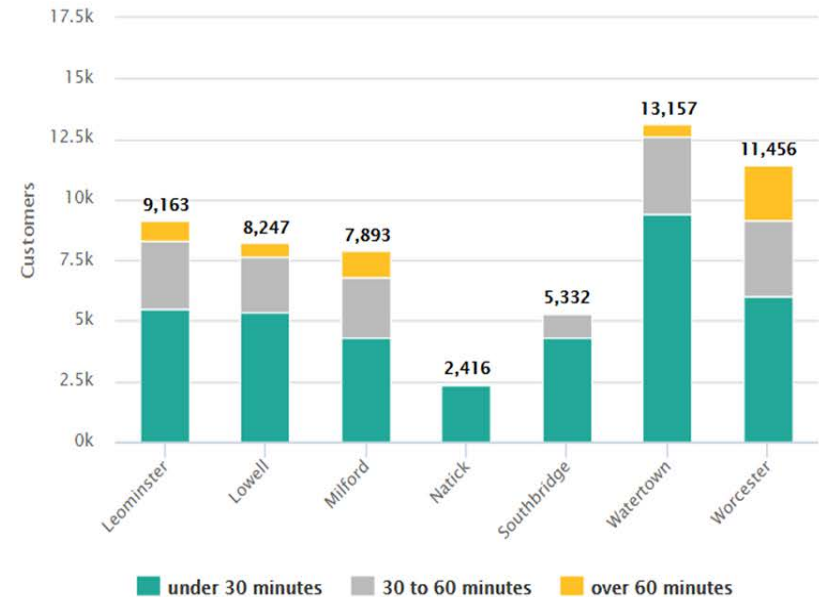
Wait Times by Branch: Central Region 2017

82% under 30 minutes
14% 30 to 60 minutes
4% over 60 minutes



Wait Times by Branch: Central Region 2016

65% under 30 minutes
26% 30 to 60 minutes
10% over 60 minutes



- Region achieved 17% increase in customers served in under 30 minutes vs. February 2016

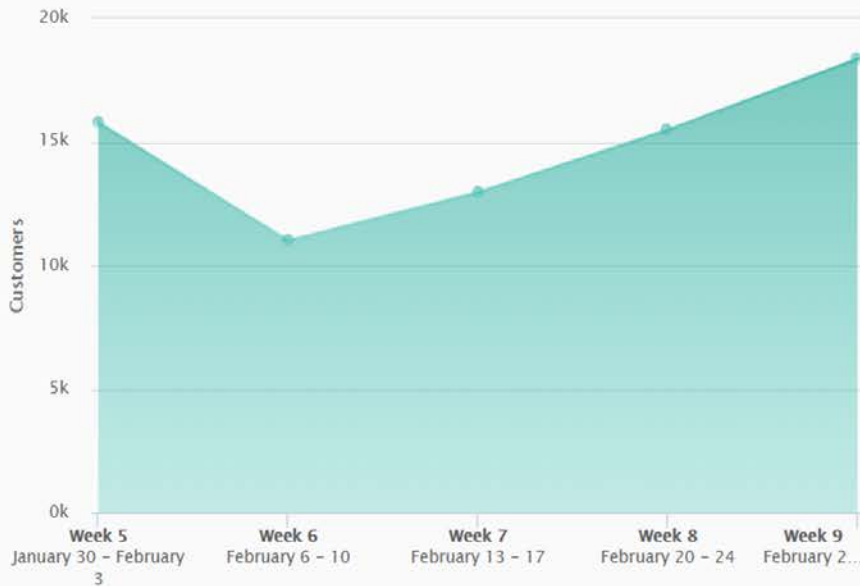
Service Center Comparison

- Northeast Region saw 15% decrease in customers served vs. February 2016

Customer Volume by Week 2017

55,982

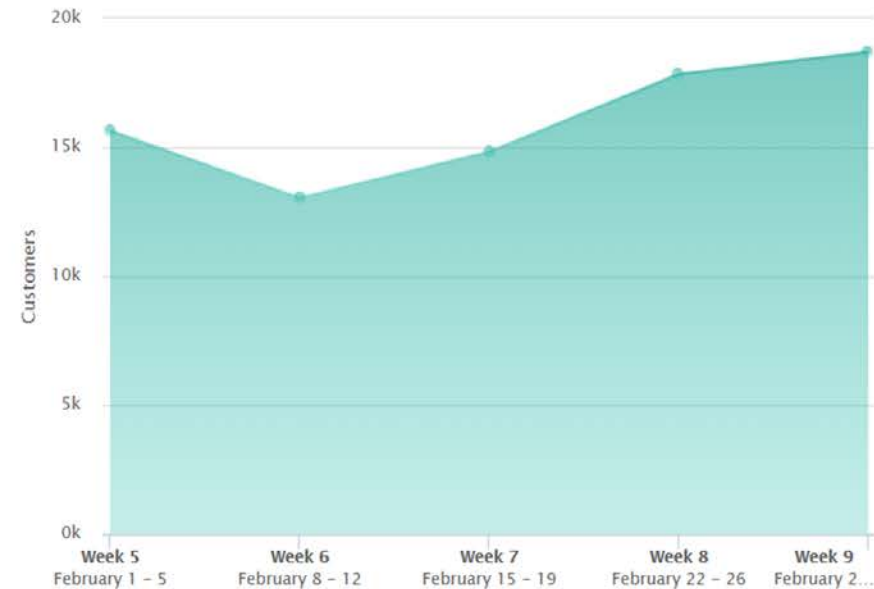
customers



Customer Volume by Week 2016

65,750

customers

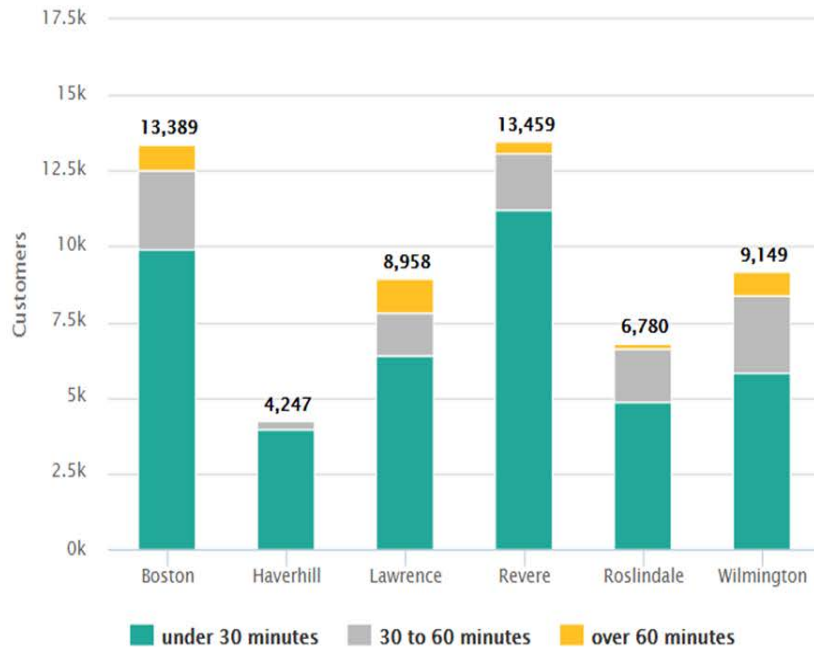


Service Center Comparison

- Northeast Region achieved 7% increase in customers served in under 30 minutes vs. February 2016

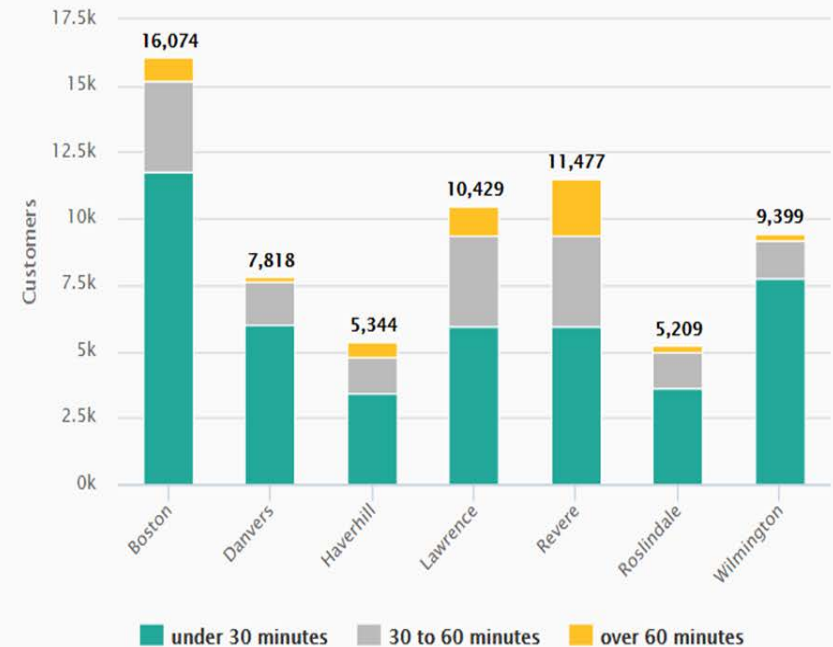
Wait Times by Branch: Northeast Region 2017

75% under 30 minutes
19% 30 to 60 minutes
6% over 60 minutes



Wait Times by Branch: Northeast Region 2016

68% under 30 minutes
24% 30 to 60 minutes
8% over 60 minutes



- Haverhill served all its customers in under 1 hour during February 2017

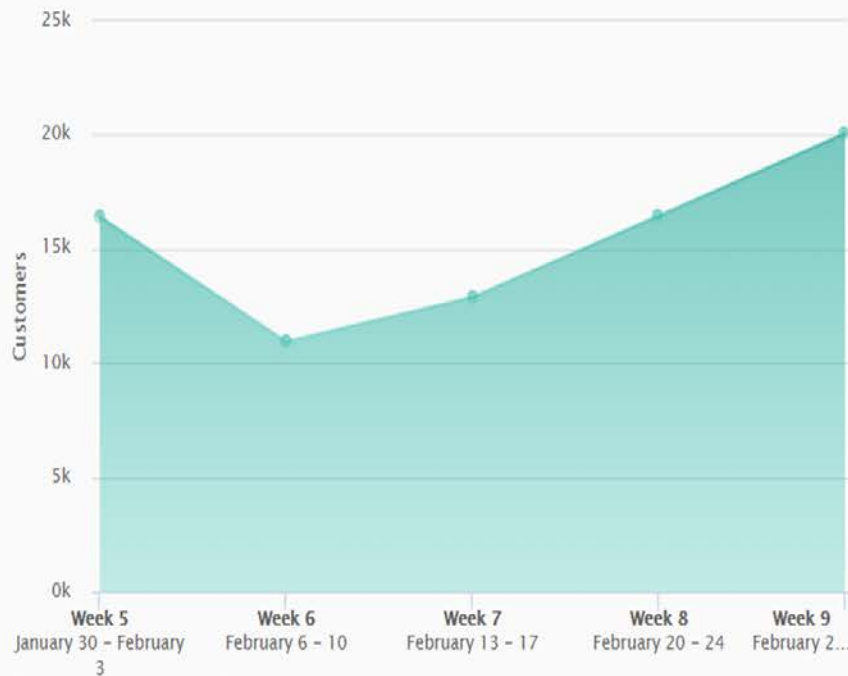
Service Center Comparison

- Southeast region saw a 5% decrease in customer volume vs. February 2016

Customer Volume by Week 2017

58,361

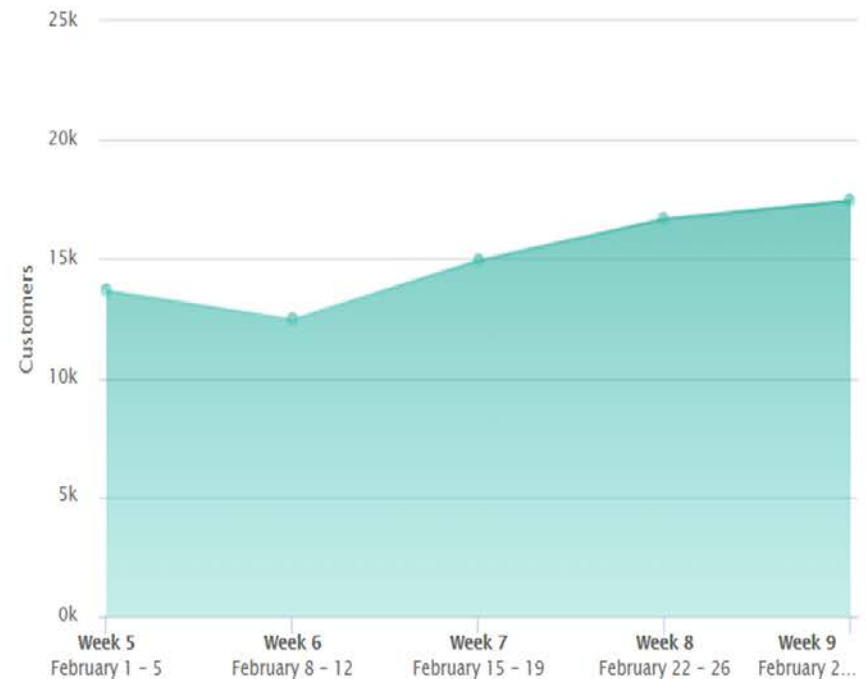
customers



Customer Volume by Week 2016

61,863

customers

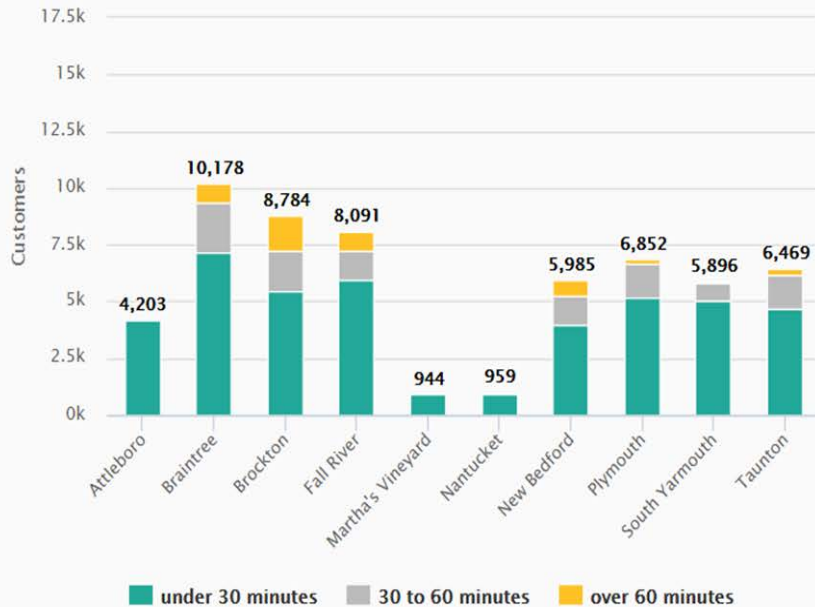


Service Center Comparison

- Four service centers in region served more customers than 2016 and all served in under an hour

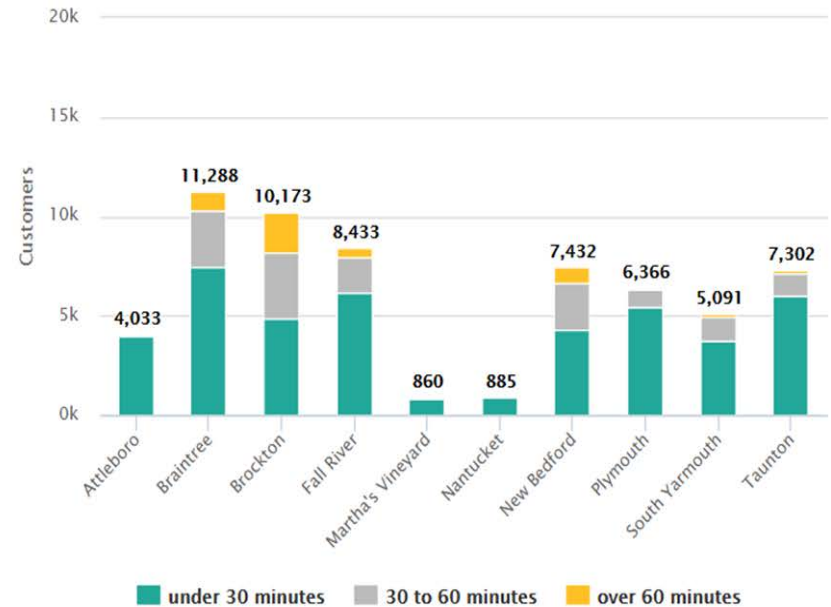
Wait Times by Branch: Southeast Region 2017

75% under 30 minutes
17% 30 to 60 minutes
8% over 60 minutes



Wait Times by Branch: Southeast Region 2016

71% under 30 minutes
22% 30 to 60 minutes
8% over 60 minutes



- Attleboro, Martha's Vineyard, Nantucket, and S. Yarmouth served all of customers under one hour at higher volume than February 2016

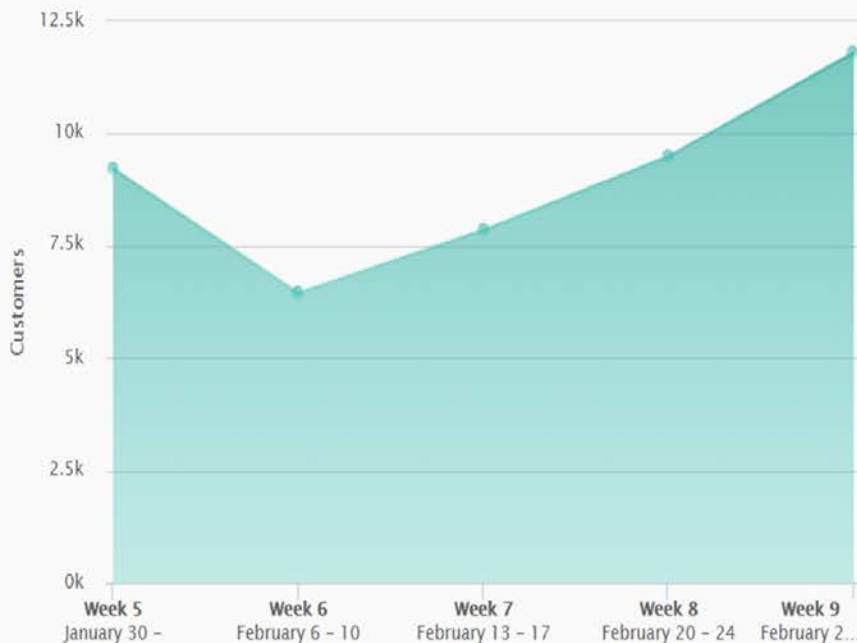
Service Center Comparison

- Western region saw a 7% decrease in customer volume vs. February 2016

Customer Volume by Week 2017

34,375

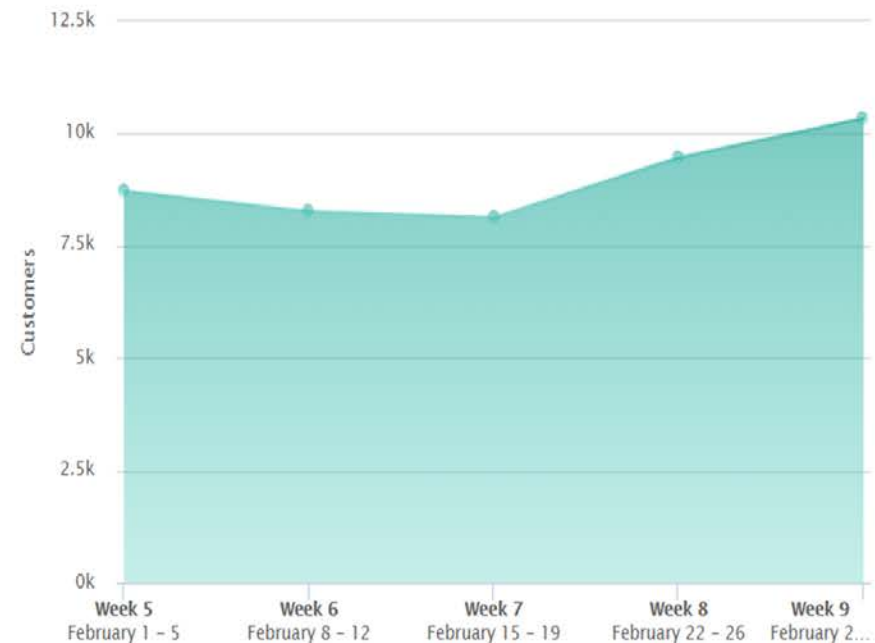
customers



Customer Volume by Week 2016

36,887

customers



Service Center Comparison

- Western Region achieved 17% increase in customers served in under 30 minutes vs. January 2016

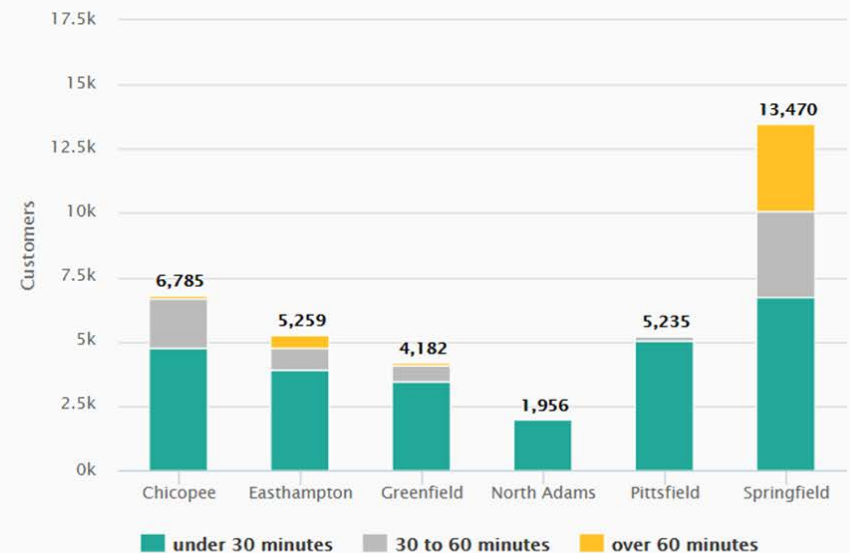
Wait Times by Branch: Western Region 2017

85% under 30 minutes
12% 30 to 60 minutes
3% over 60 minutes



Wait Times by Branch: Western Region 2016

70% under 30 minutes
19% 30 to 60 minutes
11% over 60 minutes



- The Western Region met and exceeded the performance target goal serving 80% of customers under 30 minutes

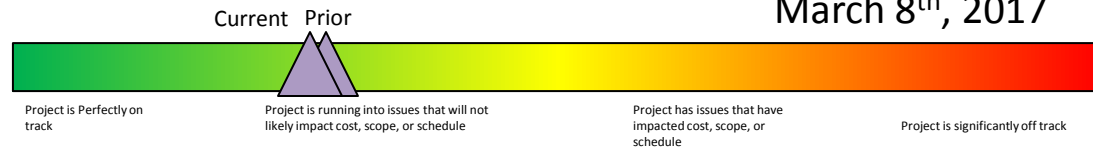
ATLAS Program Update

- Program performance continues to track to plan
- Program strategy continues to focus on 3 equally critical components
 - People
 - Process
 - Technology
- RMV testified before Joint Transportation Committee in support of additional bonding authorization to complete ATLAS
 - Section 2B of House Bill 73, “An Act Relative to Financing Improvements to Municipal Roads and Bridges,” authorizes additional borrowing for the completion of ALARS
- Key stakeholder meetings continue
 - Met with Division of Insurance & insurance industry association in February
 - Met with Executive Office of Public Safety & Security- weekly meetings have commenced

ATLAS - Overall Program Status

Release 1 Driver's Services

March 8th, 2017



Overall Assessment (Green)

Current rating due to:

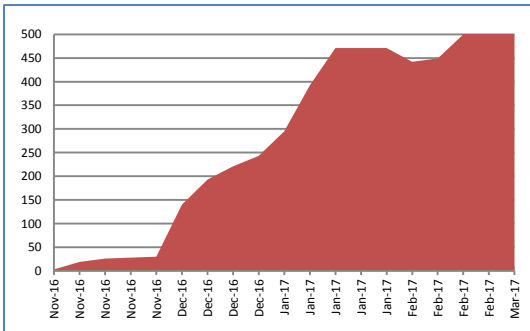
- Interface Partner Meetings in progress
- Data Purification started ahead of schedule
- 61% of Definition complete with zero customizations
- Preparing for Test Scenario Writing

Escalated Issues (Green)

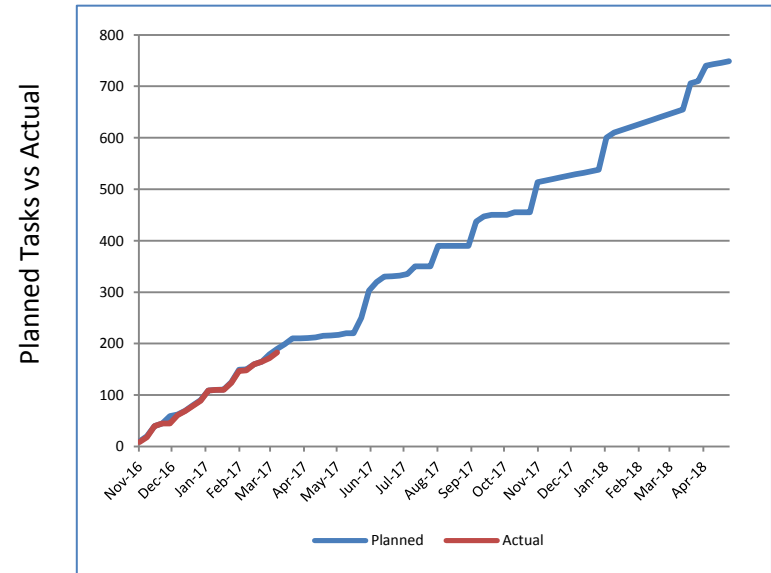
- Escalated Decision Requests
 - None
- Escalated Risks
 - None
- Escalated Scope or Customizations
 - None

Program Actions (Green)

- Business Continuity/DR Plan – begin framework discussion
- Cutover Weekend Service Availability Finalization
- Aplus and Vantiv Interface Planning



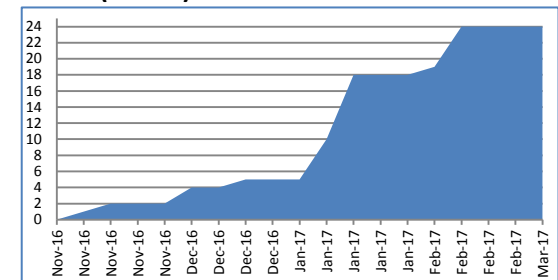
Plan Performance (Green)



Key Late Tasks: None

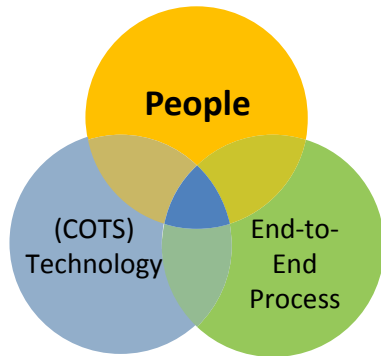
Risks (Green)

- ↔ ATLAS Hardware Procurement Delay
- ↔ Insufficient External Communications and Outreach
- ↔ Develop RMV/ATLAS Business Continuity Plan



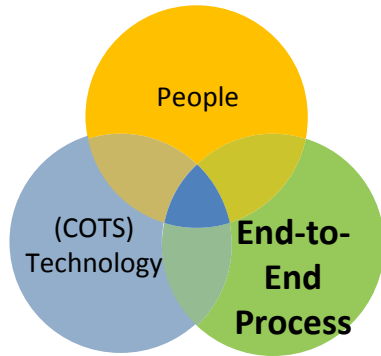
↓ Getting worse
 ↑ Improving
 ↔ Stable
 ● Newly Identified

People Strategy



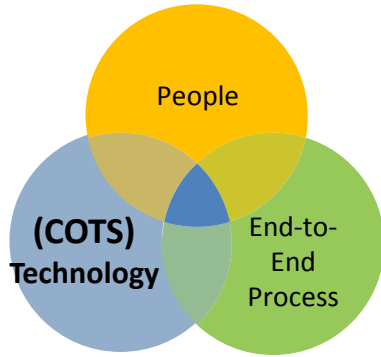
- FAST Staffing- Complete
 - Current total is **31**
- Organizational Change Management
 - Developing integrated plan that identifies all tasks related to supporting staff transition to new business processes and new technology
 - Covers current skills assessment, job description changes and creating standard operating procedures as examples
 - Held demonstrations of the new ATLAS product for 175 RMV and MassDOT employees
 - QHQ = 128 attendees
 - Haymarket = 27 attendees
 - 10PP = 20 attendees
 - Service Center demonstrations scheduled for June after new queuing system deployed

Process Strategy



- Preliminary Configuration Specification will be reviewed in April 2017
 - No customizations requested to date
 - Preliminary specification review for Release 1 will be done in April 2017
 - Final specification deliverable will be received and approved in June 2017
- Nine concurrent configuration teams operating with an end-to-end process point of view
 - Customer experience driving factor

Technology Strategy



- Security Solution-Using Fast Enterprise's Identity and Access management for security management. This is used in other states and has been tested. MassIT has approved.