

### Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report November 13, 2017

### **REAL ID Update**



Massachusetts driver's licenses and ID cards will continue to be valid form of federal identification

- DHS granted REAL ID extension request in October
- RMV will be fully compliant in March 2018
- Customers don't have to worry about having a REAL ID credential in their wallet until October 2020
- Website helps customers learn more: <u>www.mass.gov/REALID</u>

Massachusetts Registry of Motor Vehicles





#### What Is REAL ID?

- A new type of credential that the RMV will begin to issue on March 26, 2018.
- REAL ID comes from the REAL ID Act of 2005, which sets security standards for state-issued driver's licenses and ID cards.

#### Why do I need REAL ID?

- By October of 2020, you will need it to:
  - board a plane in the US, or
  - enter a federal building
- If you have a valid passport, you could use that and never need a REAL ID.

#### Should I get a REAL ID right now?

• You don't need a REAL ID until October of 2020 so just wait and apply for it when your license/ID is due for renewal.

#### Do I need it?

Click **here** to find out! It's so easy and takes less than a minute. We will not collect any information.

You do not need a REAL ID until October 2020 but you may apply for one after March 26, 2018.

### **Inspection Program Update**



RMV, DEP and Applus staff completed the visits to all inspection stations post-implementation to ensure stations had support needed to conduct inspections

Inspection stations were able to process more inspections in October 2017 than in October 2016

• 446,701 in 2017 vs. 435,569 in 2016

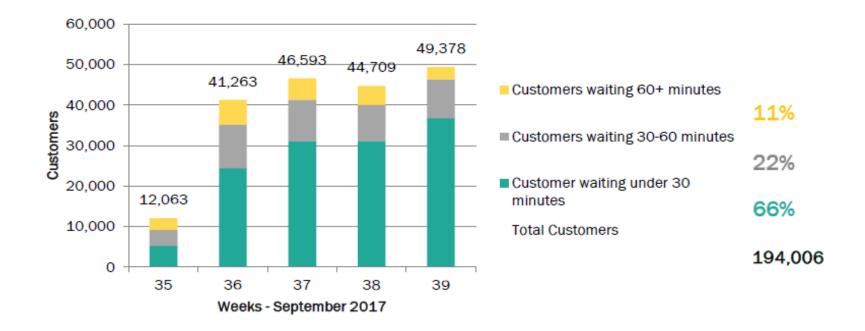
School pupil transport vehicles (7D) vehicles are able to be inspected in time for the November 30<sup>th</sup> inspection cycle deadline

1<sup>st</sup> quarterly meeting of the new program with inspection industry, RMV, DEP and Applus will be held on November 28, 2017 to ensure consistent dialogue with all key stakeholders

## **RMV Service Center Metrics** September 2017



### Service Centers - System wide



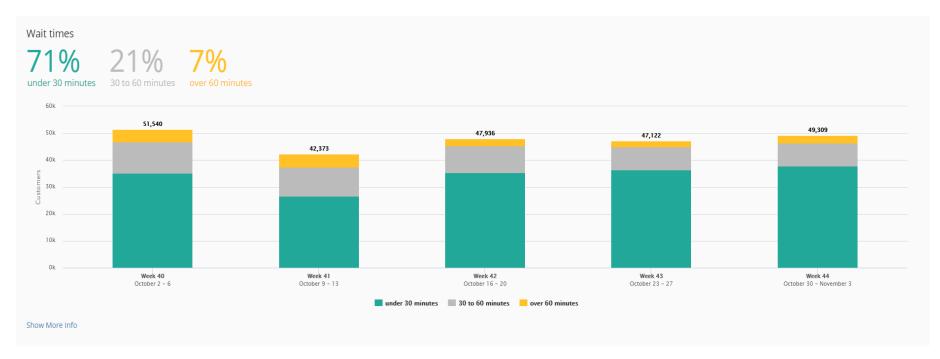
Western MA had the strongest performance with 89% of customers served in 30 minutes or less

#### 11/10/2017

# **RMV Service Center Metrics** October 2017



### Service Centers-System Wide



- Performance is increasing with better service delivery while serving more customers
- 238,280 customers served, 259, 971 transactions processed with a 5% increase from September 2017 in the number of customers served in 30 minutes or less



# ATLAS Program-133 Days until Release 1 Go-Live

- Overall program is on track
- Sessions being held during November to identify additional ways to prepare staff and customers to be successful with the transition to the new system

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Workbenches Dashboards										م
Program Status Issuance	Enforcement Services	Financials	eServices	Interfaces	s Con	version	Technical	Testing	Training/OCM	
Project is perfectly on track		running into issi ot likely impact o schedule					has issues t ed cost, scop le			Project is significantly off track
Program Status Overall Asses	sment		Filte	er 🖻	Escalate	ed Program	m Items			Filter 🗗
Current rating due to:					Group	Title				
Demand Management modeling and detail in progress					Escalated Actions					
Conversion Mock 7 started					Service Center Sub Committee - First X* amount of customers in the morning (9:00) v					
Business Testing 75% through					Service Center Sub Committee - Review queuing/line system for service centers with					
Conversion Data Verification in Progress - additional resources added to this effort					Need ability to provide data to external partners on an informational website					
End to End Planning underway - CX Scenarios being reviewed with large groups										
Cutover Planning and Go/No-go Planning in progress					Escalated Decisions					
					Cx - Door advocate or orange line advocate can pull up S # to find customer pre-stage					
					Cx - When the CSR scans the QR code it has to be scanned off the ticket					
					Cx - The Door Advocate will scan Pre-Stage docs and issue tickets for customer when					
						Cx - Orar	nge Line Ad	vocate can	turn away custom	ers with missing docs for license rei
					Escalated Issues					
					Work Extending Beyond ALARS Freeze of 6/30 and RMV Operation Freeze of 12/1					
					Escalated Risks					
					Not Following FAST Test Method					
						Hands O	n Verificatio	n		