

# Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report  
November  
13, 2017

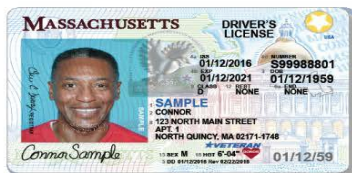
# REAL ID Update

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: [www.mass.gov/REALID](http://www.mass.gov/REALID)

Massachusetts  
Registry of Motor  
Vehicles

**REAL ID**  
**REAL ANSWERS**



## 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

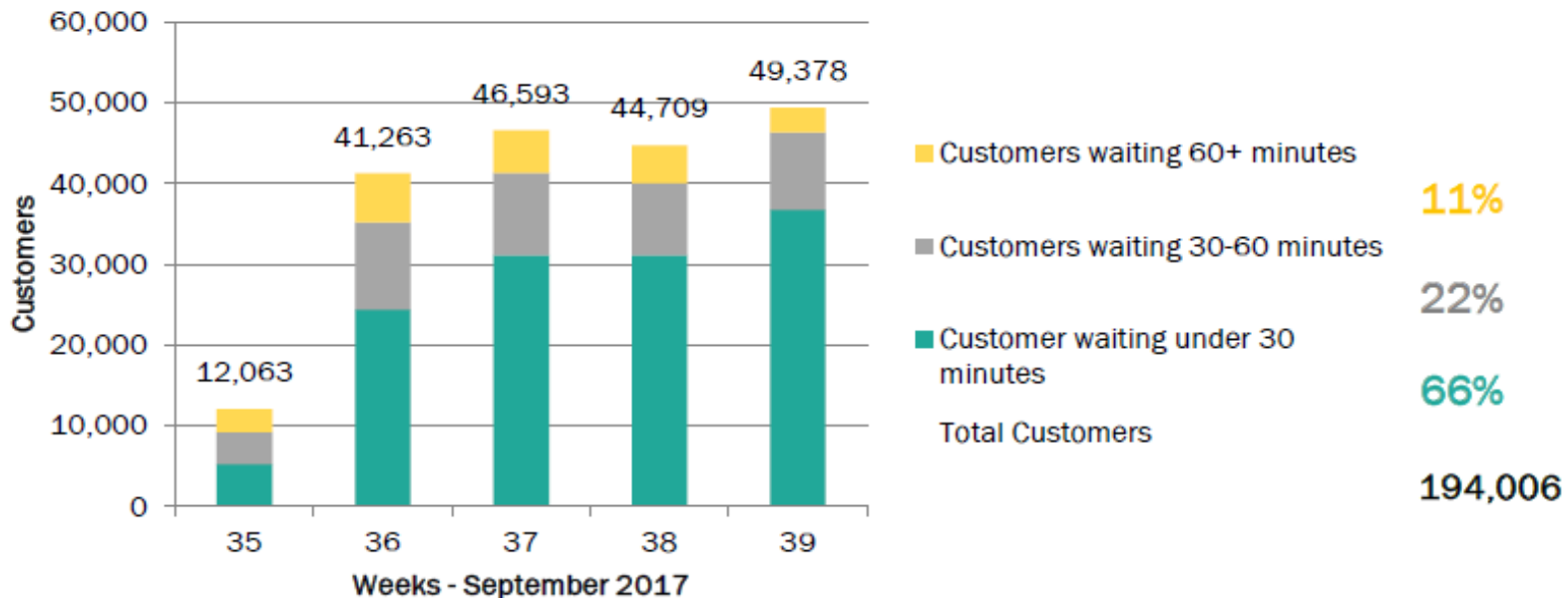
School pupil transport vehicles (7D) vehicles are able to be inspected in time for the November 30<sup>th</sup> inspection cycle deadline

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

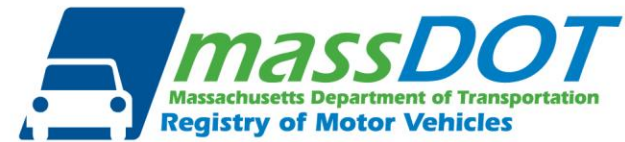
### Service Centers - System wide



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

# RMV Service Center Metrics

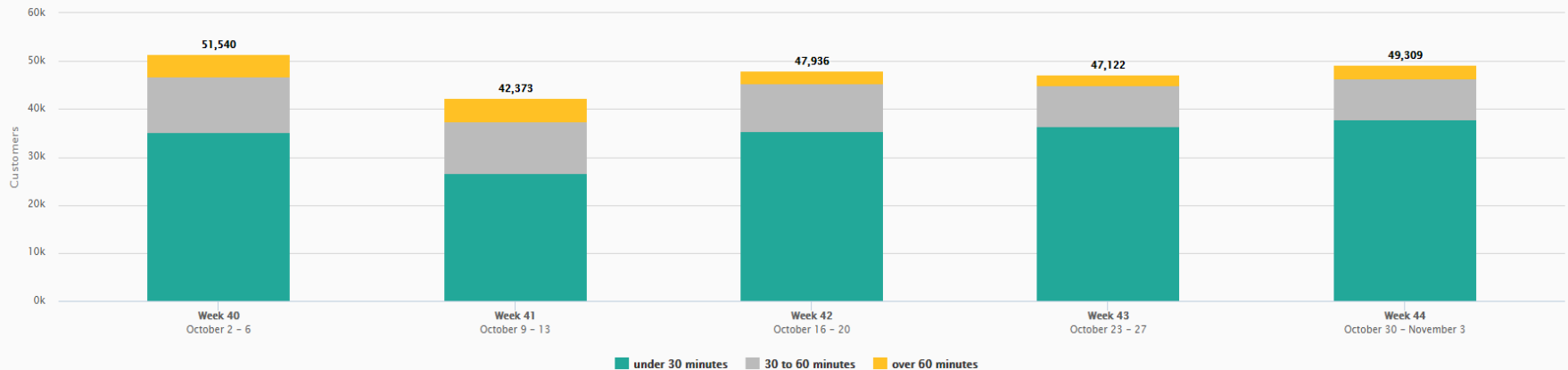
## October 2017



### Service Centers-System Wide

Wait times

71% under 30 minutes    21% 30 to 60 minutes    7% over 60 minutes



[Show More Info](#)

- 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

