

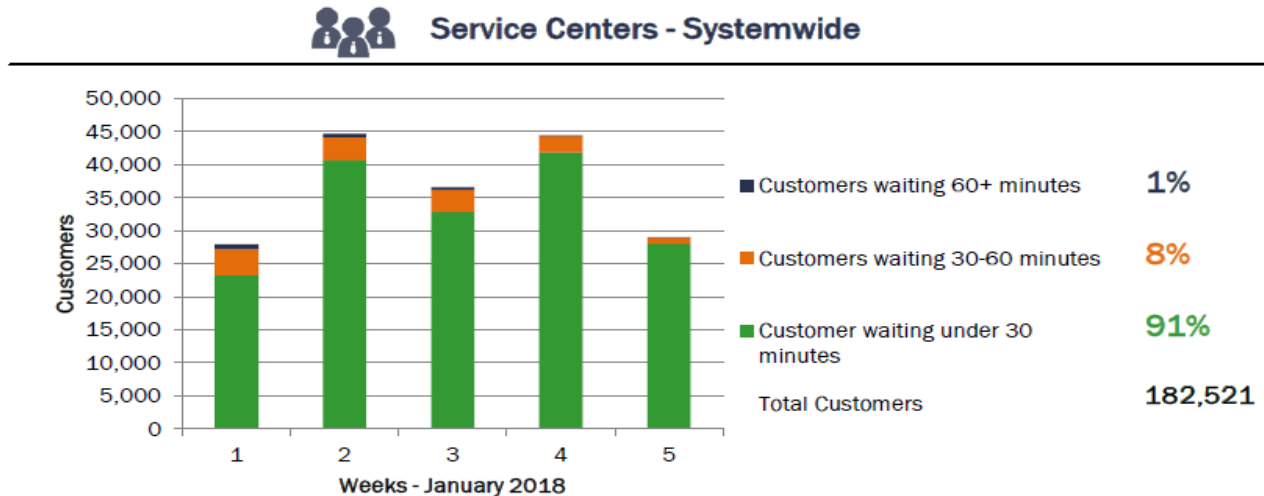
# Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report  
February 12, 2018

# RMV Service Center Metrics

## January 2018-All Regions Met Key Performance Targets

The RMV serviced 10,703 more customers in January 2018 than December 2017 and saw a 5% increase in the number of customers served in 30 minutes or less



Region	% of customers waiting under 30 mins	% of customers waiting 30-60 mins	% of customers waiting 60+ mins	Total customer volume
Central	93%	7%	1%	36,792
Northeast	91%	9%	1%	49,658
Southeast	88%	10%	2%	56,747
Western	96%	4%	0%	39,324

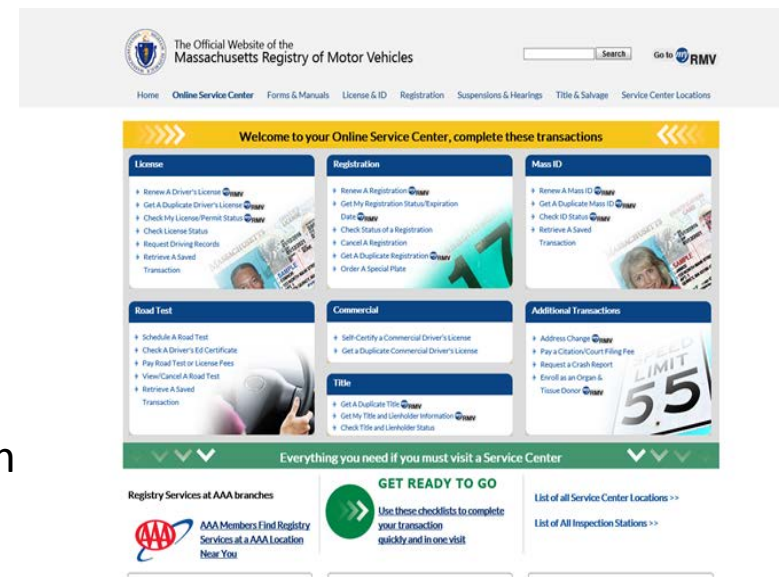
# Increased Customer Convenience Higher Use of Alternative Service Channels



- 33 AAA now offer select RMV services to members
- Increase of 2400 customers benefitting from this convenience from January 2017 service level

## More Customers Skipped the Line by Going Online

- 39% of transactions completed system-wide in January were done online
- 78% of eligible customers chose online license renewal option
- 74% of eligible customers chose online registration renewal option



# Critical Dates and Upcoming ATLAS Progress Milestones



✓ Training Environment Frozen – January 26, 2018

✓ ATLAS Code Frozen – January 29, 2018

**14** Days to ATLAS Site Code Freeze – February 26, 2018

**14** Days to the start of Tier III Class Room and Hands-On System Training – February 26, 2018

**45** Days to RMV service closures and reductions for ATLAS cut-over  
**Not Available March 22, 2018 7:00 PM- Monday, March 26, 2018 7:00 AM**

- RMV License, Registration, Driver Reinstatements, Driving Records, Disability Placards, Merit Rating Board Services
- RMV Internet Transactions
- RMV Interfaces

**Law Enforcement Inquiry for License and Registration continues to be available**

**41** Days to System Implementation – March 26, 2018