

Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report
February 13, 2017

January 2017 Wait Time Overview

- Customer volume at service centers increased compared to January 2016
- RMV achieved 10% increase in customers served in under 30 minutes and 3% reduction in customers waiting over an hour
- New service center opened in New Bedford on Monday, February 6th

RMV SYSTEM | January 2017

- Year-to-Year customer volume increased by 7.35 % or 15,315 customers in January 2017 vs. January 2016

Service Centers

RMV System 2017

January 2017

Customer Volume 2017

223,400

customers



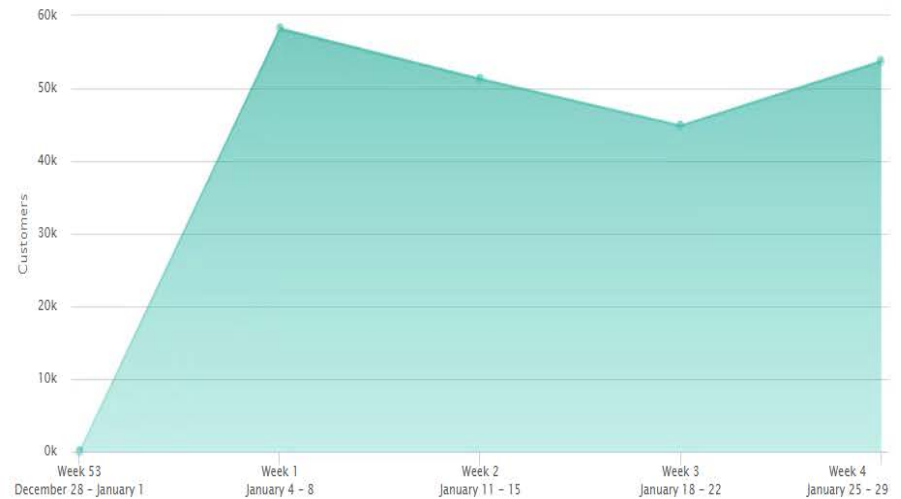
RMV System 2016

January 2016

Customer Volume 2016

208,085

customers

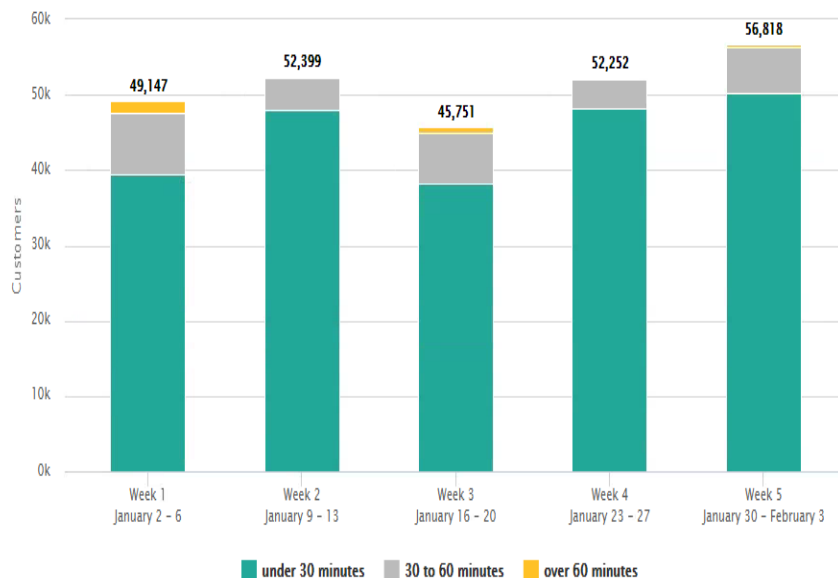


Service Centers Comparison

- With a 7.35% increase in customer volume, RMV achieved a 10% increase in customers served in under 30 minutes in January 2017 vs. January 2016

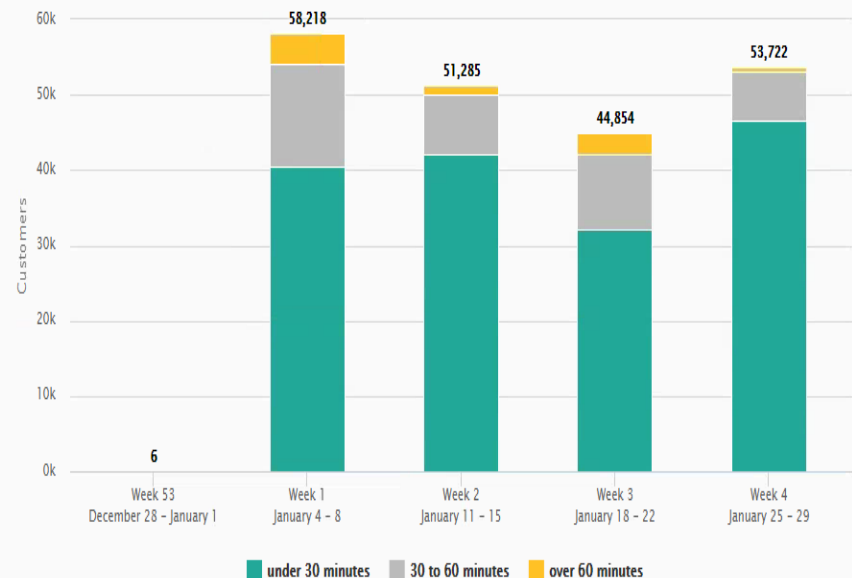
Wait Times 2017

87% 11% 1%
under 30 minutes 30 to 60 minutes over 60 minutes



Wait Times 2016

77% 18% 4%
under 30 minutes 30 to 60 minutes over 60 minutes



- 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 2017

January 2017

Customer Volume 2017

60,671

customers



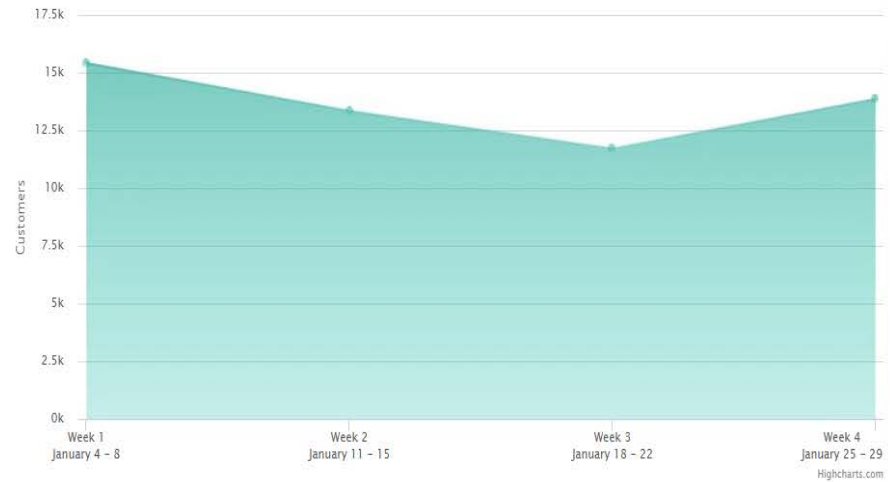
Central Region 2016

January 2016

Customer Volume 2016

54,339

customers



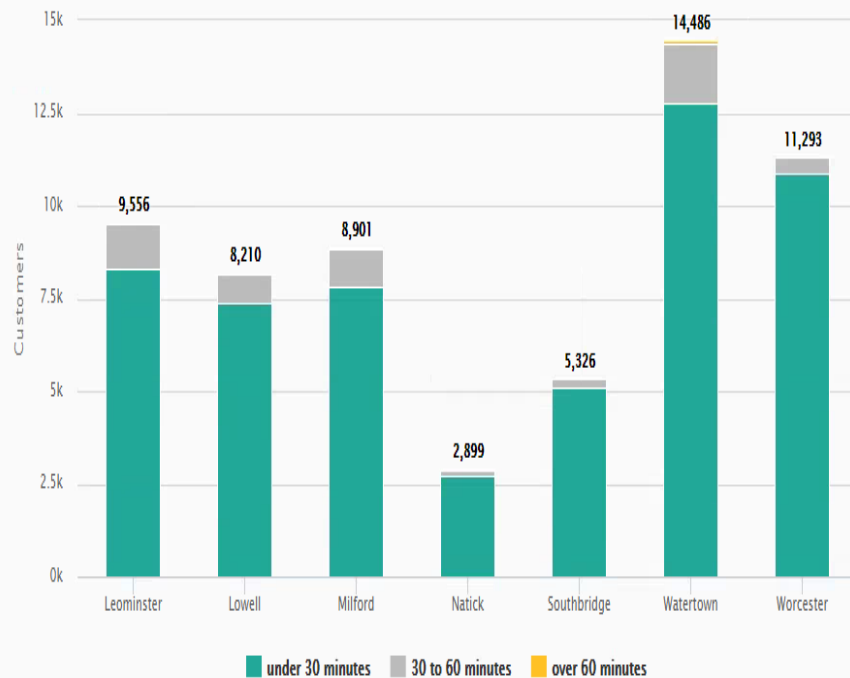
- Central region reconfigured as of January 2017 to include Watertown Service Center

Service Center Comparison

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

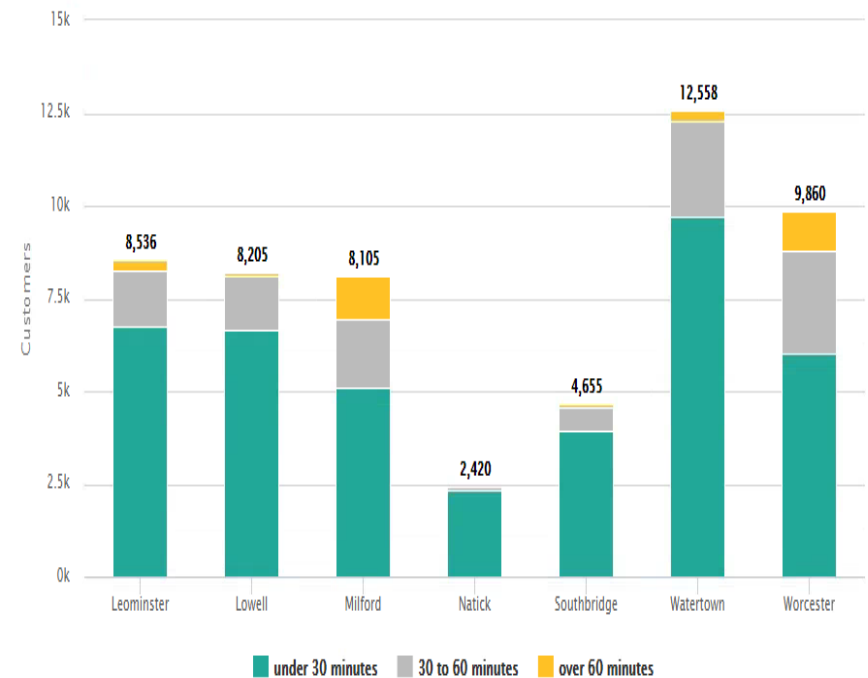
Wait Times by Branch: Central Region 2017

91% **9%** **0%**
under 30 minutes 30 to 60 minutes over 60 minutes



Wait Times by Branch: Central Region 2016

74% **20%** **6%**
under 30 minutes 30 to 60 minutes over 60 minutes



- All customers in region served in under an hour

Service Center Comparison

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

Northeast Region 2017

January 2017

Customer Volume 2017

61,080

customers



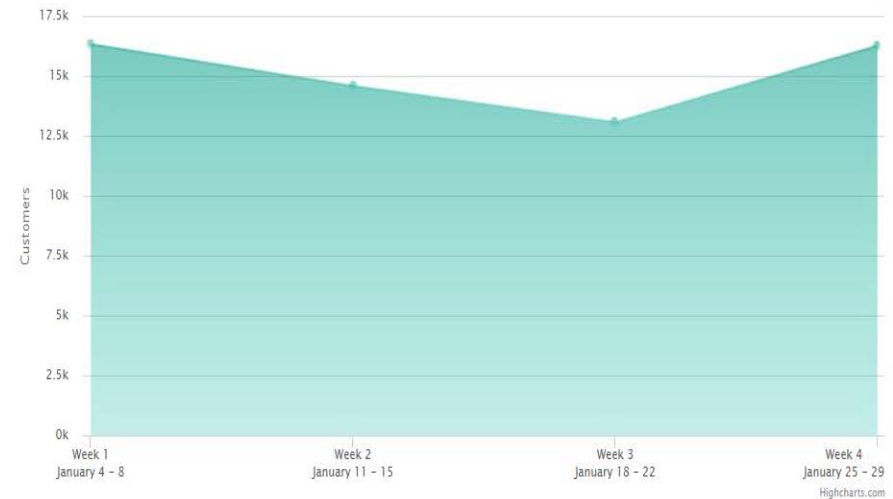
Northeast Region 2016

January 2016

Customer Volume 2016

60,242

customers



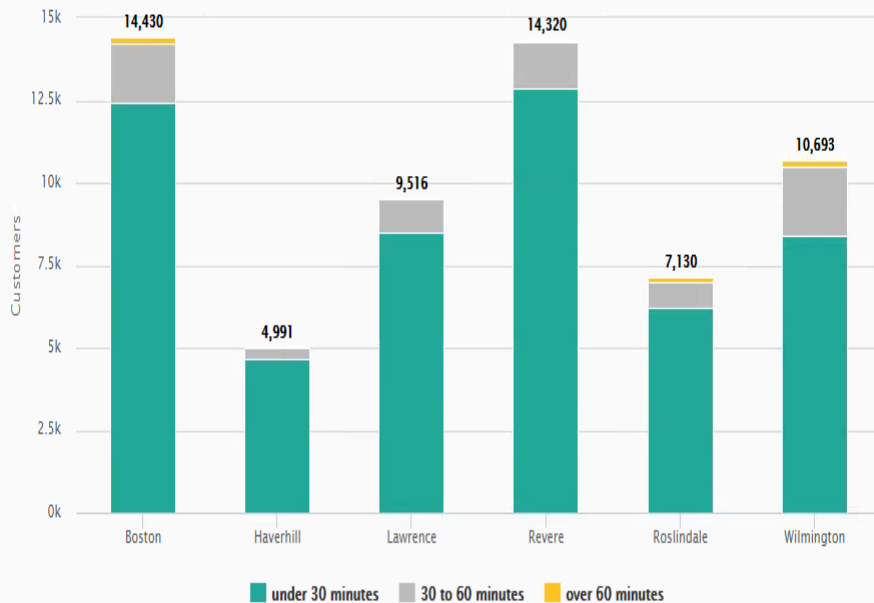
- Northeast region reconfigured as of January 2017 to include Boston and Roslindale Service Centers
- All customers in region served in under an hour

Service Center Comparison

- Northeast Region achieved 10% increase in customers served in under 30 minutes vs. January 2016

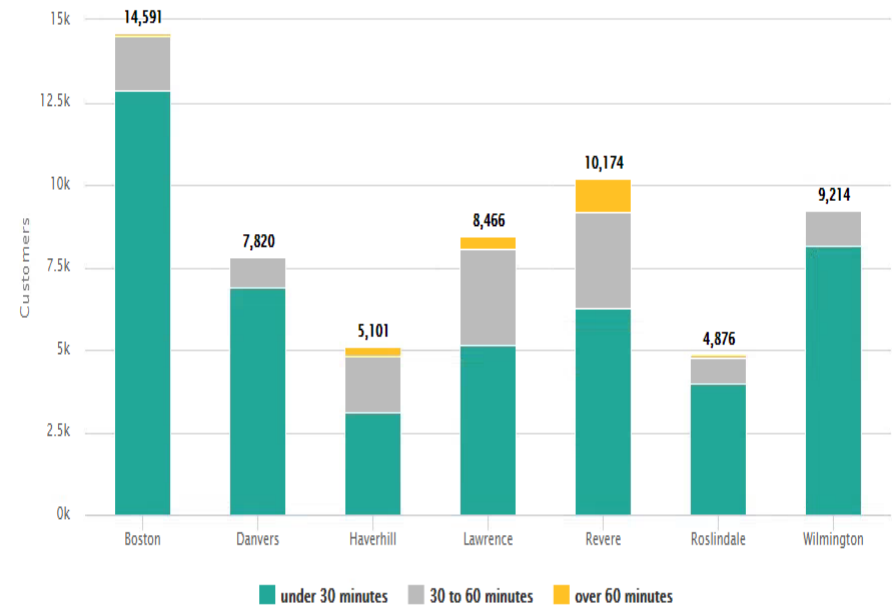
Wait Times by Branch: Northeast Region 2017

87% under 30 minutes
12% 30 to 60 minutes
1% over 60 minutes



Wait Times by Branch: Northeast Region 2016

77% under 30 minutes
20% 30 to 60 minutes
3% over 60 minutes



- Performance improved in all service centers in the region vs. 2016

Service Center Comparison

- Southeast region saw an 8% increase in customer volume vs. January 2016

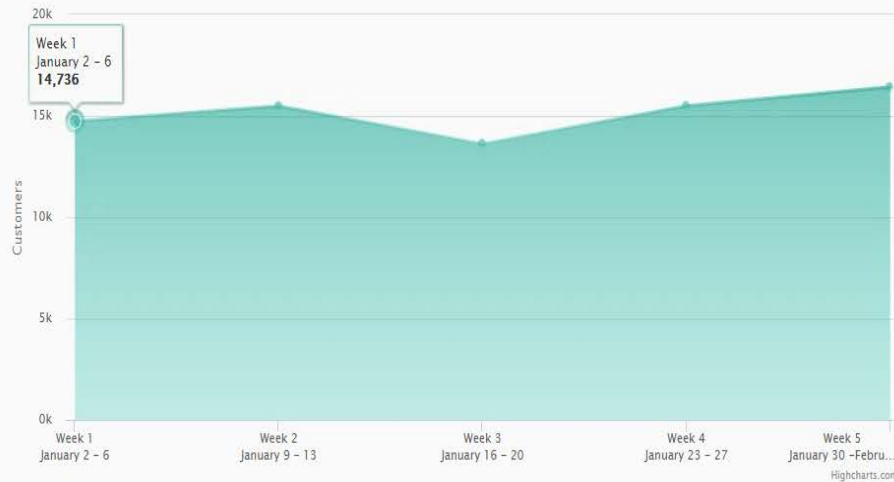
Southeast Region 2017

January 2017

Customer Volume 2017

66,275

customers



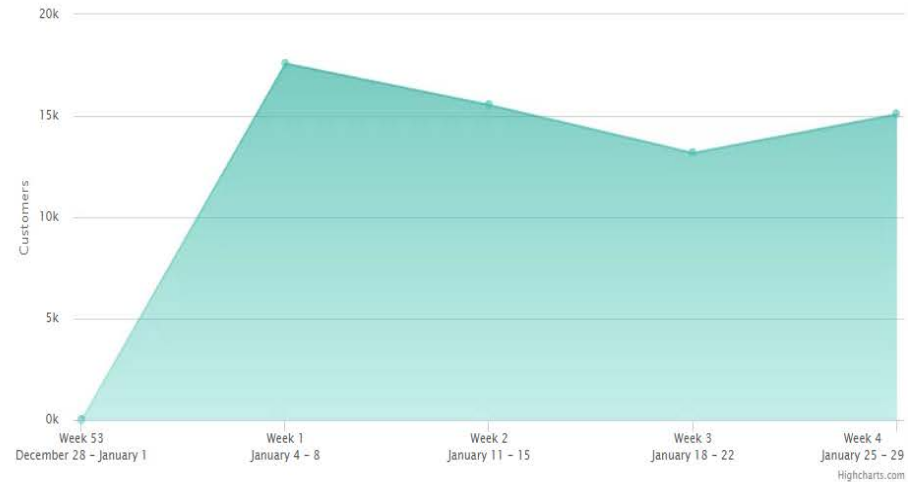
Southeast Region 2016

January 2016

Customer Volume 2016

61,382

customers



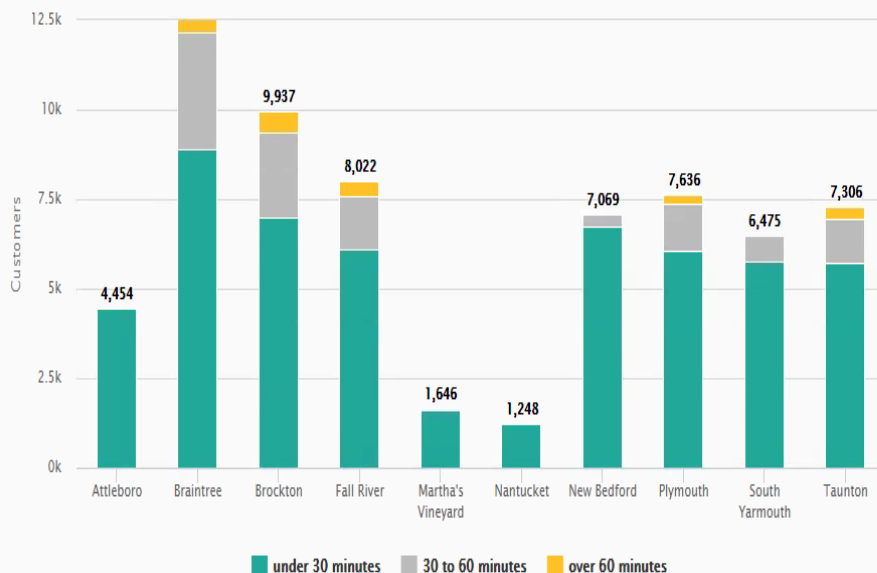
- Southeast region reconfigured as of January 2017 to include Braintree and Attleboro Service Centers
- All customers in region served in under an hour

Service Center Comparison

- Southeast Region increased customers served in under 30 minutes and reduced those waiting over an hour vs. January 2016

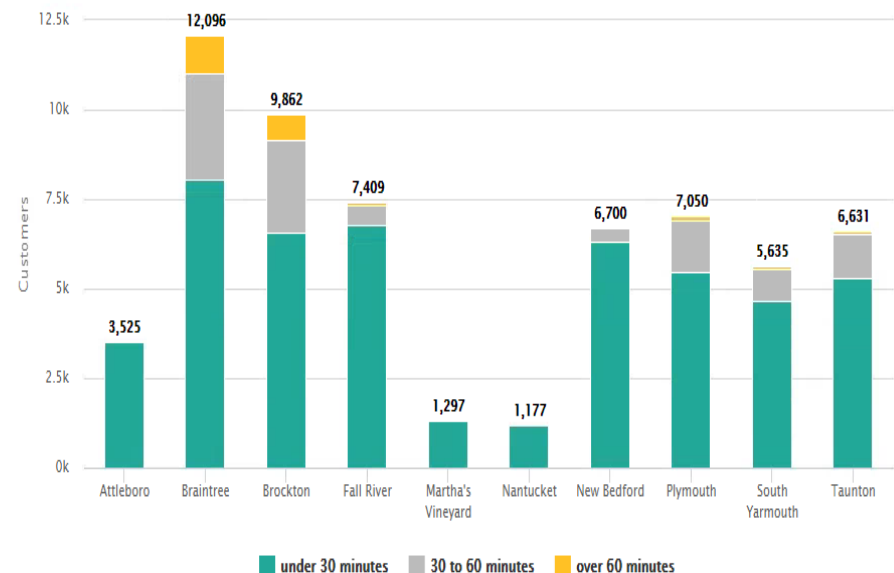
Wait Times by Branch: Southeast Region 2017

81% under 30 minutes
16% 30 to 60 minutes
3% over 60 minutes



Wait Times by Branch: Southeast Region 2016

80% under 30 minutes
16% 30 to 60 minutes
4% over 60 minutes



- The South East Region met and exceeded the performance target goal serving 80 of its customers under 30 minutes

Service Center Comparison

- Western region saw a 10% increase in customer volume vs. January 2016

Western Region 2017

January 2017

Customer Volume 2017

35,374

customers



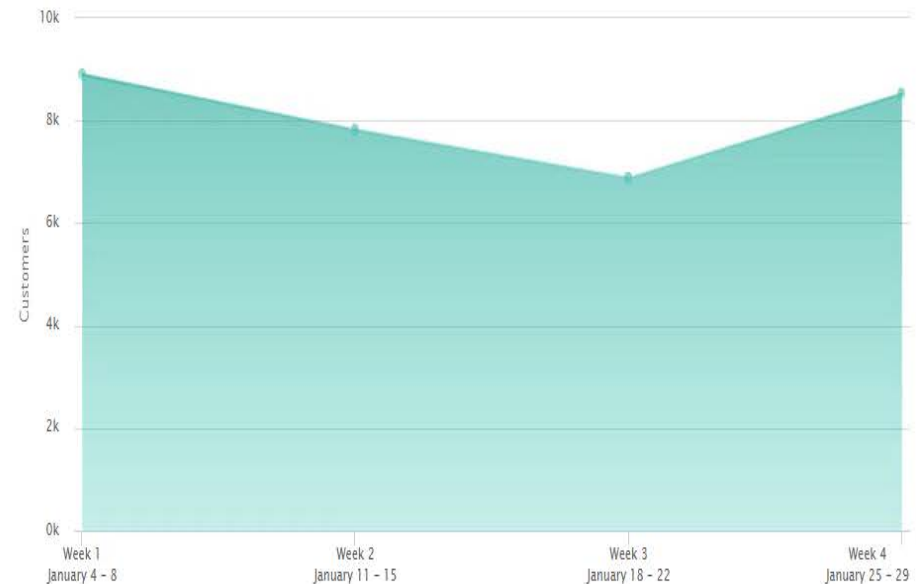
Western Region 2016

January 2016

Customer Volume 2016

32,122

customers



Service Center Comparison

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

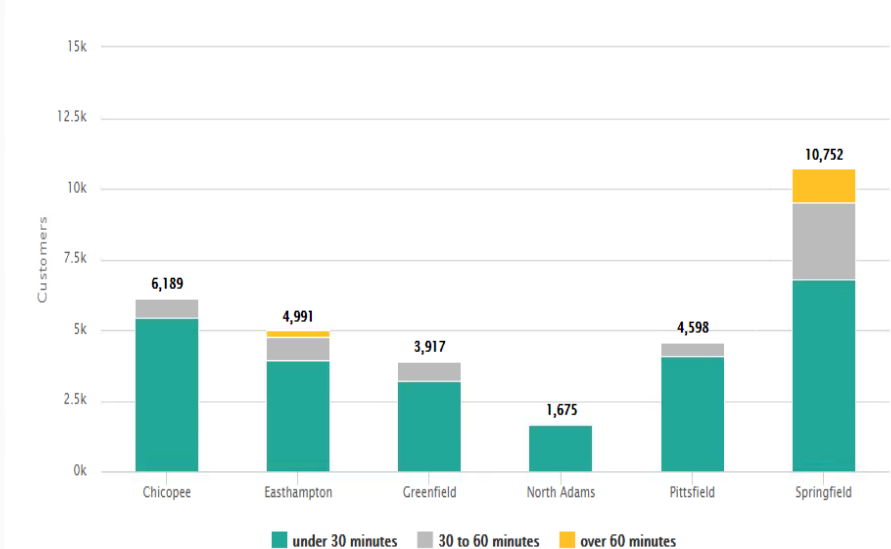
Wait Times by Branch: Western Region 2017

95% under 30 minutes
5% 30 to 60 minutes
0% over 60 minutes



Wait Times by Branch: Western Region 2016

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



- No customers waited over an hour for service in the region in January 2017
- The Western Region met and exceeded the performance target goal serving 80 of its customers under 30 minutes

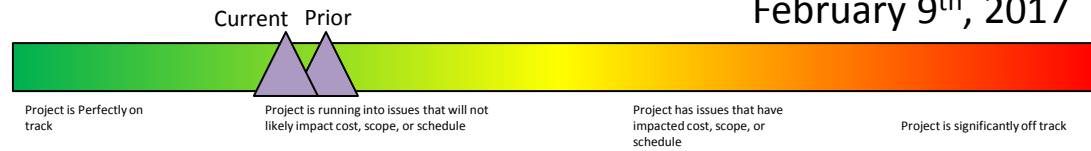
ATLAS Program Update

- Program performance continues to track to plan
- Meetings with key stakeholders that will need to change interfaces with the RMV underway
- Similar to DOR tax system program model and based on the recommendation from other jurisdiction that have implemented REAL ID, program will be hiring a Communications Coordinator
- RMV evaluating options to include additional work streams into ATLAS program
 - CRASH reports data collection system
 - Current FAST contract already includes license for this application
 - International Registration Plan (IRP) application for apportioned registrations for vehicles engaged in interstate commercial travel
 - Not included in original FAST contract scope

ATLAS - Overall Program Status

Release 1 Driver's Services

February 9th, 2017



Overall Assessment (Green)

Current rating due to:

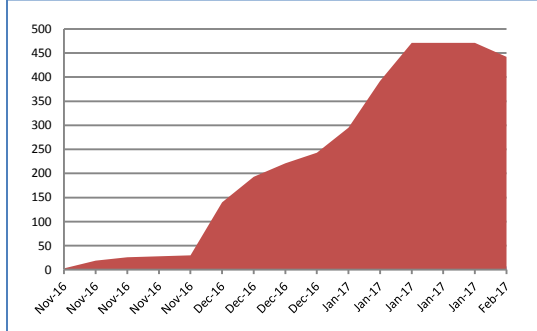
- Inventory of Inputs & Outputs delayed
- Conversion Load Modules built and tested
- Data Purification started ahead of schedule
- 48% of Definition work complete with zero customizations

Escalated Issues (Green)

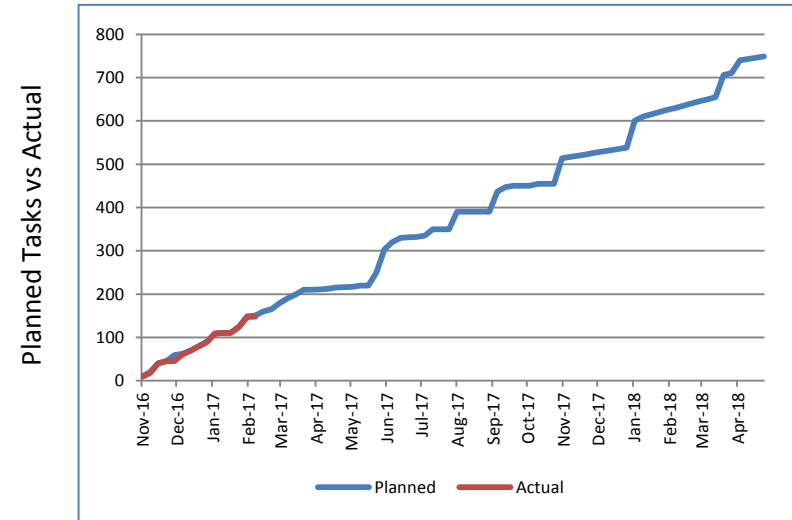
- Escalated Decision Requests
 - None
- Escalated Risks
 - None
- Escalated Scope or Customizations
 - None

Program Actions (Green)

- Decisions for scope and funding for IRP and CRASH
- Business Continuity/DR Plan – begin framework discussion
- Cutover Weekend Service Availability Finalization
- Aplus and Vantiv Interface Planning



Plan Performance (Green)

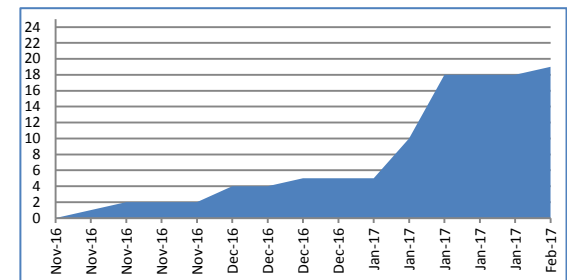


Key Late Tasks:

- Inventory of Inputs & Outputs

Risks (Green)

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



↓ Getting worse
 ↑ Improving
 ↔ Stable
 ● Newly Identified