

RMV UPDATE

MassDOT Board Meeting

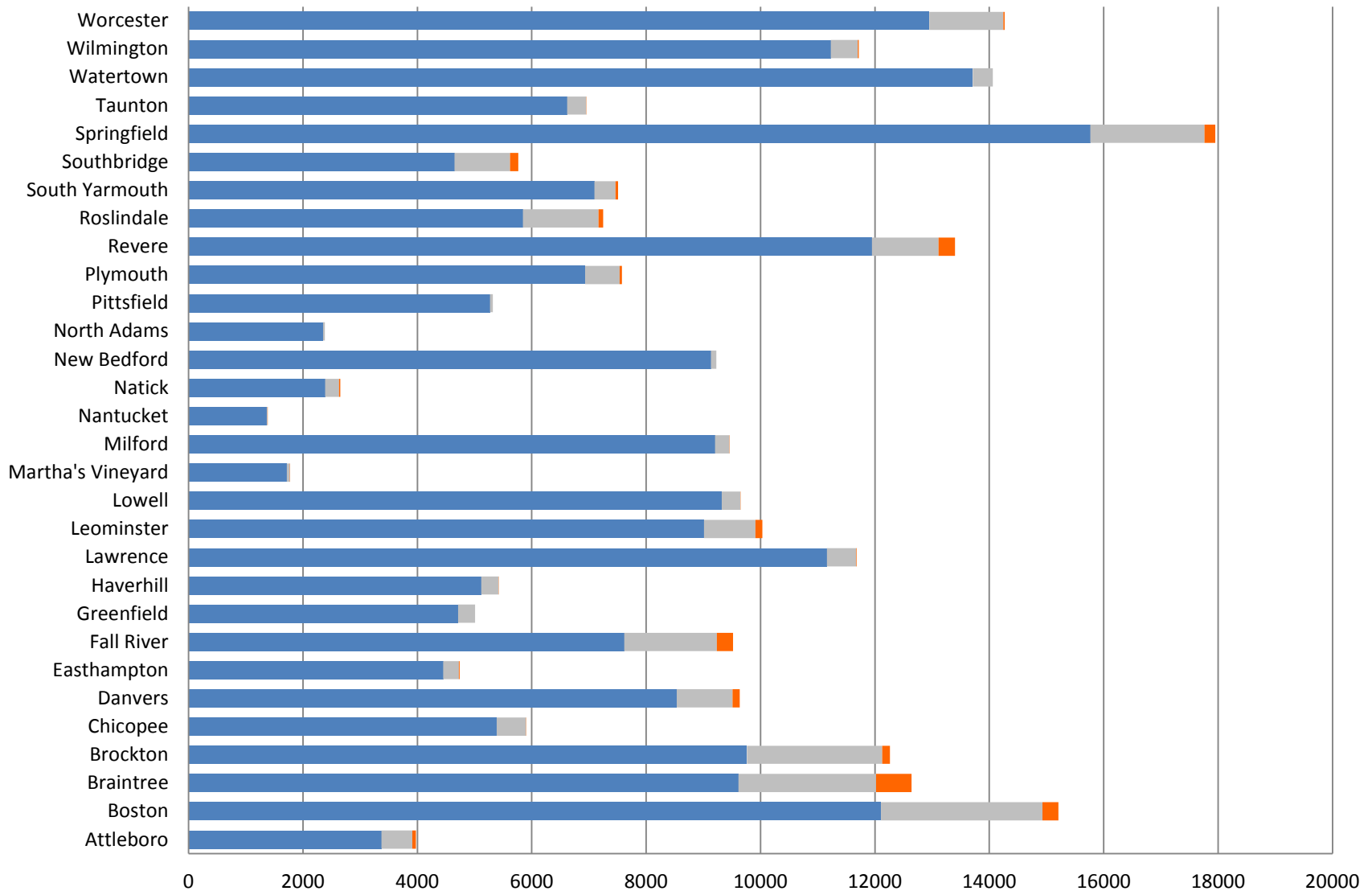
April 22, 2019

RMV STATISTICS

Wait Time Data

March 2019

Service Center Wait Times - March 2019

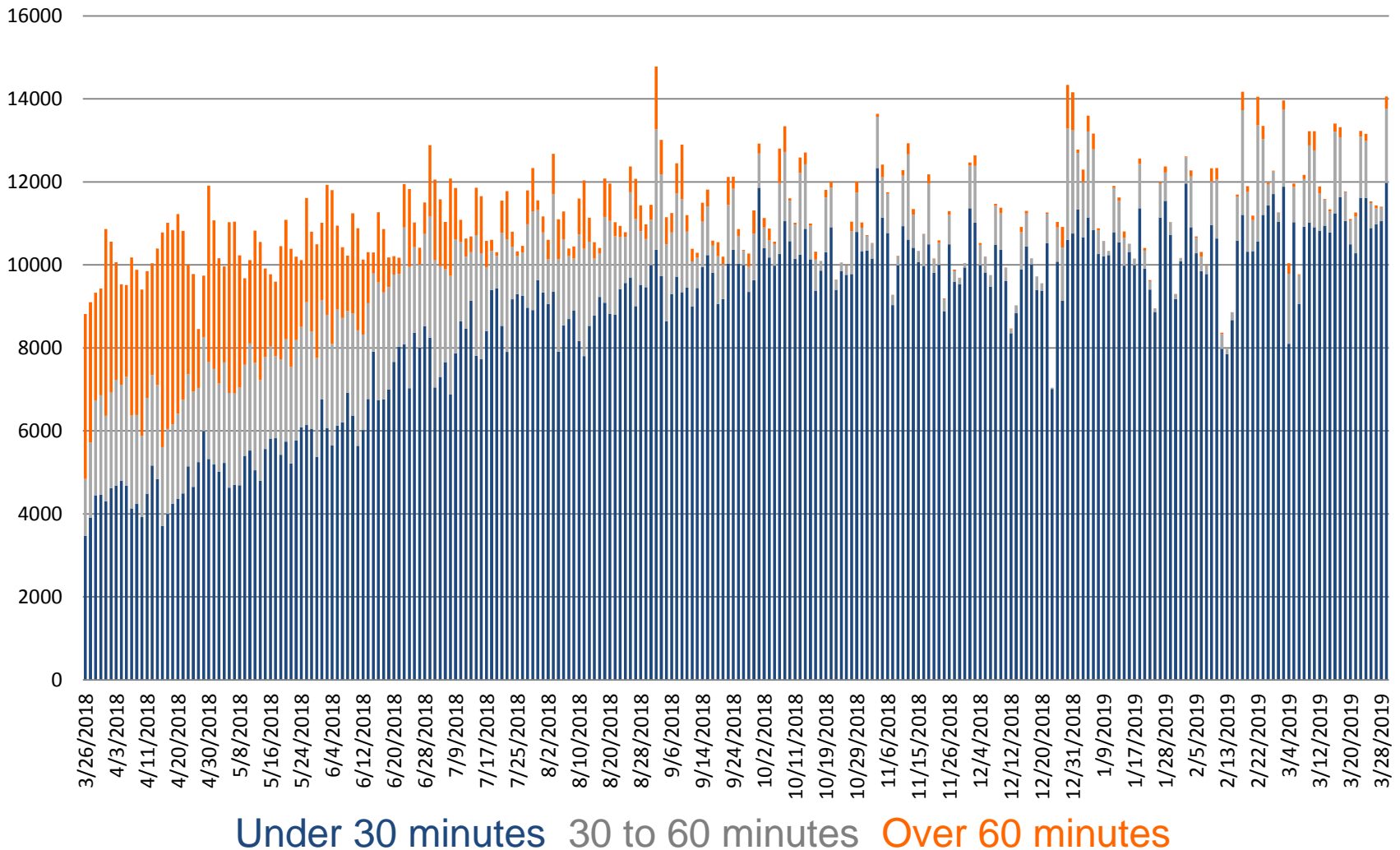


89% under 30 minutes 9% 30 to 60 minutes 1% over 60 minutes

Service Center Performance Improvement Trend

System-Wide Wait-Time Distribution

ATLAS Go-Live March 26, 2018– March 28, 2019



MassDOT Registry of Motor Vehicles Earns Industry Recognition

Awards for Community Service, Efficiency Improvement, and Fraud Prevention and Detection



American Association of Motor Vehicle Administrators (AAMVA) awards program recognizing excellence in the motor vehicle and law enforcement community for commitment to safety initiatives, outstanding customer service, public affairs and consumer educational programs throughout North America

Regional Community Service Award for “Is Real ID Right for Me?” Workshops

Award for the RMV’s educational, interactive workshop providing older adults and people with disabilities an opportunity to learn about the Real ID and the new requirements for obtaining and renewing driver’s licenses and identification cards

Regional Improvement Through Efficiencies Award for the Test Kitchen Recipe Book

Award for the RMV “Test Kitchen Recipe Book” best practices guide for RMV Service Centers to reduce wait times and improve the RMV experience for customers and staff members

International and Regional Fraud Prevention and Detection Security Award for Permit Fraud Take Down

Award for the RMV’s permit and fraud take down efforts that combined customer service, security, vendor, and MSP resources to identify, prevent, and prosecute rings of individuals fraudulently taking learner’s permit tests that resulted in criminal charges against five individuals, fifteen administrative driver’s license suspensions, and an investigation that remains ongoing