

Massachusetts Department of Transportation Registry of Motor Vehicles Division

Status: New Inspection Launch
October 16, 2017

Inspection Program Status - as of Monday, October 16, 2017

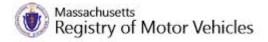
- Approximately 1,700 station locations are processing inspections. This total, 1,700, is equivalent to the number of locations available for public vehicle inspections prior to October 1, 2017
- Approximately 195,000 inspections processed since October 1, similar volume to number of inspections processed between Oct. 1, 2016-Oct 15, 2016
- We are now closer to where we should have been on October 1.

Inspection Program: outstanding issues as of October 16

- 7D vehicles: these vehicles, which are passenger-type student transport vehicles, have valid stickers now but all must have a fall season inspection completed and passed by December 1. On Saturday, October 14, four 7D inspection locations began to conduct inspections. As of October 16, additional 7D inspection locations will begin to start inspections.
- Video component: will be implemented after January 1. The ability to transmit and store a large amount of data from commercial vehicle inspections needs to be resolved.
- Isolated cases: stations with "firewall" issue, currently have no employee on staff licensed to inspect, etc.

Overview: new vehicle inspection vendor takes over October 1

- Contract with Applus Technologies takes effect 10/1 and 1,347 stations set to be activated 10/1.
- Network available, new technology ready for "go live."
- Additional training would have made for a smoother transition for the people who would use the new technology.
- First weekday after "go live" only 531 locations testing.
- First weekday after "go live" -5,000 calls to hotline.
- Customer Call Center overwhelmed.



Continuous progress was made after October 1. The number of station locations processing inspections increased daily.

Number of station locations:

•	531	October 2
•	797	October 3
•	983	October 4
•	1,219	October 5
•	1,340	October 6
•	1,380	October 7
•	1,385	October 8
•	1,451	October 9
•	1,566	October 10
•	1,638	October 11
•	1,687	October 12
•	1,715	October 13
•	1,722	October 14
•	1,724	October 15

Reasons why new inspection process was challenging:

- Priority was the new equipment, more so than the people who would use that equipment
- There was only one orientation session required for each inspector and each instructor was provided just a booklet on the new process.
 There was no hands-on training.
- The Customer Service Center was overwhelmed on October 2.

RMV and MassDEP immediately responded to station feedback:

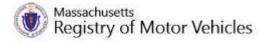
- The Call Center staff was more than doubled
- Staff visiting station locations was more than doubled
- Third party firm was hired to staff an overflow call center to reduce call wait times and improve customer engagement
- Several times daily, MassRMV website posted names and addresses of station locations processing inspections
- Emails sent to station locations with advice on common issues
- Field staff worked until 9 p.m. most nights and daily during the Columbus Day holiday weekend.

Issues that arose for some station location inspectors:

- Steps to take to print stickers
- Hand-held camera issue, (due to not powering camera off)
- Connectivity: internet connection at the station location was incompatible for the new technology being used for the safe and secure information channel.
- Log on credentials assistance to start to use the new work station
- Some motorcycle inspectors initially did not have ID "masked"

Next steps: continue to support station owners and inspectors with one on one assistance at their locations and over the phone

- Host training sessions on the new technology as a "re-fresher" for those individuals who took it previously and for location employees seeking to become licensed inspectors.
- RMV or DEP staff to visit all station locations to check on status of inspections and have an informed dialogue with owners and employees.
- Call Center continues to provide one-on-one support.



Questions from Board Directors



Appendix

Massachusetts Inspection and Maintenance Program - Implementation Schedule

August 16, 2017-Free new program orientation sessions started

• 227 classes held between August 16th and September 26th

MASS17 Inspector Orientation Metrics as of Sept.30th

Metric	Total	Complete %
Inspectors	7,502	
Inspectors Actively Testing (conducted test within the past 6 months)	6,417	85.5%
Inspectors Registered	5,477	73.0%
Inspector Orientation Scheduled	5,300	70.6%
Inspector Orientation Completed	3,806	50.7%
Stations With At Least One Inspector Orientation	1,351	76.7%



Overview of vehicle inspections in Massachusetts

- Vehicle inspection program in Massachusetts is overseen by MassRMV and MassDEP
- Vehicle inspection program since October 1, 2017 has been managed by the Commonwealth's vendor, Applus Techologies. Contract was awarded fall 2016.
- Approximately 1,700 locations processed inspections for the Commonwealth last year and as of October 16, 2017 approximately 1,700 locations are processing inspections.

Massachusetts Inspection and Maintenance Program – Implementation Schedule

2014: Industry outreach in advance of new vendor procurement

Town meetings held spring/fall with participation from the inspection station industry

November 18, 2016 -Notice to Proceed for Applus contract

February 2017- Website launched for inspection stations to register for Applus program

 Site collected inspection and station emails to send a steady stream of emails about important information about program transition

Spring 2017-Members of inspection industry invited to RMV to see new workstation prototype

 Industry newsletter also sent out with additional detailed information about the October 1st program.

Massachusetts Inspection and Maintenance Program – Implementation Schedule

July 2017-Applus started site visits to participating stations to review and provide a list of program requirements for stations to complete to be ready for workstation delivery and installation

July 2017-Registration for free inspector orientation training opened

August 16, 2017- Kick-off of 227 inspector orientation training sessions

August 17, 2017-Workstation delivery to stations began on August 17th

August 22, 2017- Requested workstation order submission date by stations to ensure delivery for October 1st start