



RMV Update

MassDOT Board Meeting
September 16, 2019



“Go-Live” for ATLAS Rollout Phase 2

- Project to replace the RMV’s Automated License and Registration System-24/7 transaction based system ALARS
- Project implementation team includes RMV, MassDOT, Commonwealth IT, and the developer vendor, FAST Enterprises

March 26, 2018

- Release 1: **Completed**
- Driver/ID Services

November 12, 2019

- Release 2: Goes live
- Vehicle Services



REGISTRY OF MOTOR VEHICLES



9/16/2019



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“Go-Live” for ATLAS Rollout Phase 2 (cont.)

Release 2: Vehicle Services *(Business Services Included)*



Vehicle Registration and Title

- Document Scanning at Point of Sale
- Electronic Vehicle Registration (EVR) and Electronic Lien and Title (ELT) Programs
- Inventory Management (Plates, Decals)
- New Online Transactions and Vehicle Registration Get Ready Form
- Revenue Collection & General Ledger
- Vehicle Inspection Process
- Revised Customer Letters, Applications and Forms

Municipalities

- Excise Tax Program and Non-Renewal Process

Insurance Policy Management Program (IPM)

- Vehicle Insurance Validation
- Vehicle Insurance Policy Management

Merit Rating Board

- Owner Civil Motor Vehicle Citations

More

- Business Partner eServices and business portals
- Vehicle Data Conversion
- System Interfaces

Organizational / Personnel Reforms

- **New Out of State (OOS) Notifications Unit**
- **Deputy Registrar for Safety**
- **Chief Compliance Officer**
- **Merit Rating Board**
 - 1st Meeting Called and Interim Director Named
- **Director of Policy**

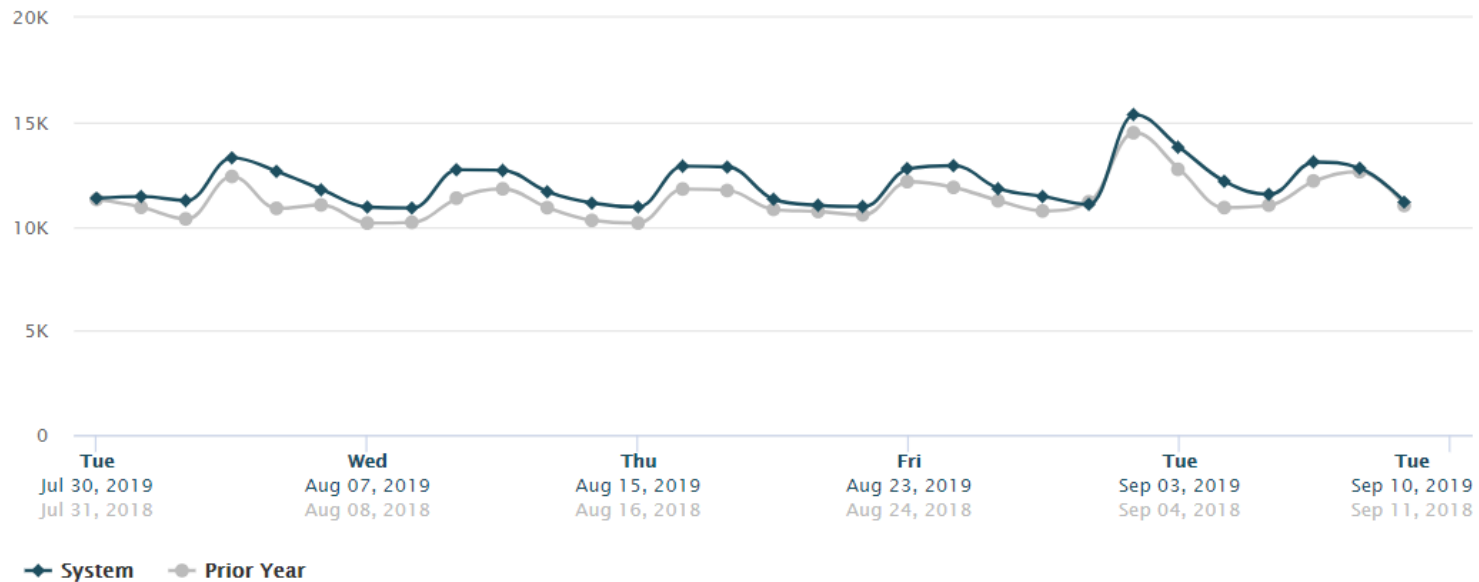
State-to-State Communications Review

- Preliminary Grant Thornton Report & 5 Interim Reports Issued
- Re-Establishing Secure File Transfer with N.H.
- **MRB Work Items**
 - Queue reduced from ~22,000 to ~15,700
 - Approx. items generated daily reduced from ~2,000 to ~1,500
- **5,260 Drivers Suspended**
 - 3,391 -- Mail (Backlog & New Daily Incoming)
 - 1,869 – NDR Review
- **Joint Committee on Transportation:**
 - 512,000 Pages of Responsive Documents Provided
 - All requested will be provided by Sept. 25th

Service Update

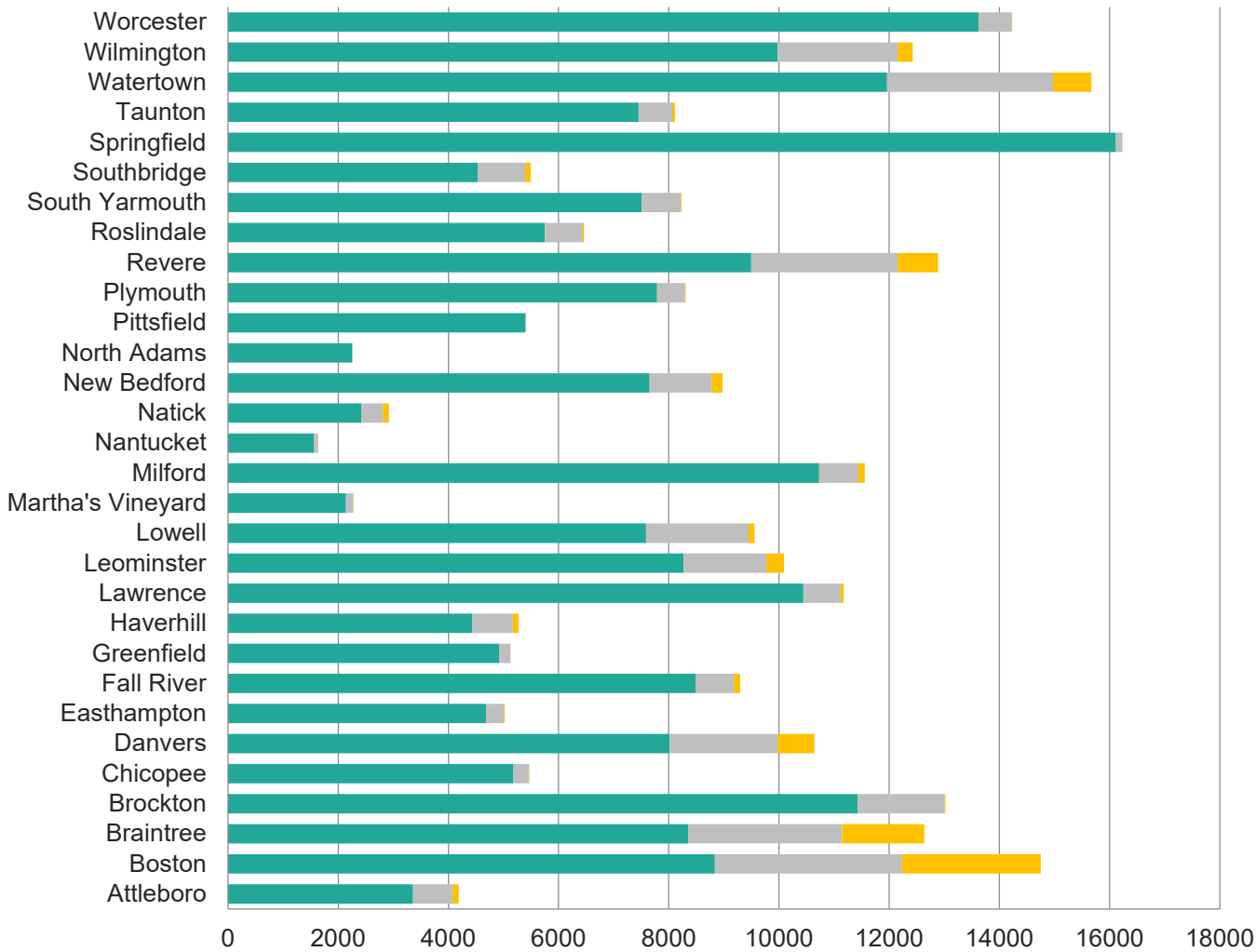
- **Breaking Service Records Across Service Centers**
 - 15,400 Customers Served on Friday of Labor Day Weekend

Customer Volume Past 30 Business Days



Date from July 30 - September 10, 2019

Service Update – August 2019



REGISTRY OF MOTOR VEHICLES

9/16/2019



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