



RMV Update

MassDOT Board Meeting
October 28, 2019



Overview & Updates

- **Release 2 “Go Live” on November 12th, 2019**
- **External Review Recommendations -- Update**
- **Automatic Voter Registration (AVR)**
 - Implementation on January 1, 2020
 - Coordinating with Sec. of State and EOHHS
 - Developing Forms and Staff Training

“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



9/16/2019



“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



REGISTRY OF MOTOR VEHICLES



Update on External Review Recommendations

- Final Grant Thornton Report Issued October 4th
- Update Provided to Finance & Audit Committee

- ✓ Hire Chief Compliance Officer
- ✓ Process Daily Incoming OOS Notifications
- ✓ Initiate Regular Merit Rating Board Meetings
- ✓ Streamline RMV Organizational Structure
- ✓ Create One-Unit for OOS Processing
- ✓ Initiate RMV Enterprise-Wide Risk Assessment
- ✓ Reprocessing All Notifications in OOS Backlog, including Less Serious Offenses

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Recommendations Requiring Additional Stakeholder Alignment:

- Improvements to Board Finance & Audit Committee, Audit Operations
(Initial Review at Oct. 24 Meeting)
- Other Organizational Improvements Underway – Code of Conduct,
Whistleblower Reporting, Perception & Morale, Training