

# Acting Secretary and CEO Jamey Tesler's Report to the Board

March 29, 2021



# Future of Work Town Hall & Employee Survey

zoom

Town Hall Meeting - Shared screen with speaker view

## Employee Experiences & Outlooks

- Matthew Weidele
- Paul Franzese
- Rachel Bain
- Barry Lorion
- William Glebus

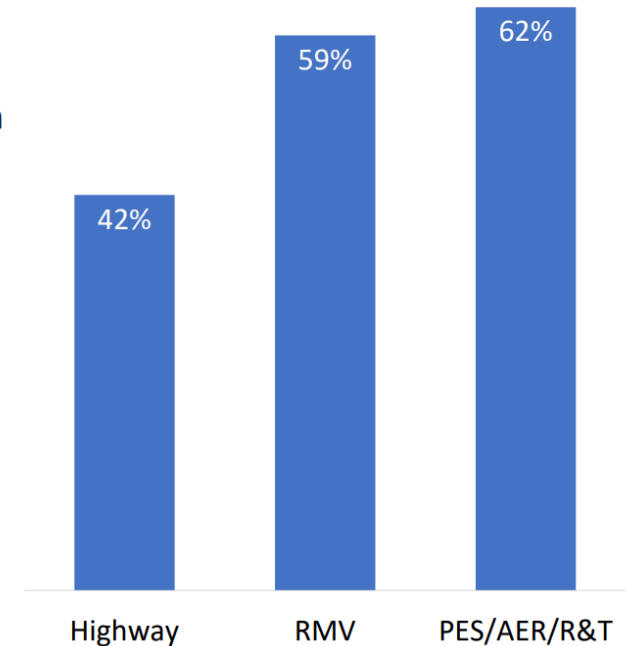


## Survey Participation – Thank You!

- 1898 unique employees participated in the survey
- The overall response rate among MassDOT employees was 49%

Group	N
Reporting in-person	843
Working remotely	1296
Supervisor	675

Thank you to the nearly 800 fellow MassDOT employees who participated in the Town Hall and the nearly 50% of employees who took the survey.





Central Mass Transportation Center  
& Worcester RMV Service Center

# RMV Extends In-Person Senior Hours to those 65 or older

- RMV is expanding designated Wednesday in-person appointment hours for seniors from those 75 years of age or older to those 65 years of age or older.
- Beginning March 24th, RMV customers 65 and older will be able to book in-person transaction appointments during Wednesday senior hours that start April 7<sup>th</sup>
- Designated senior service hours began on September 2, 2020, to offer customers 75 and older dedicated times and flexibility to conduct their required in-person Transactions



# April Sunset of “Renew Online Now / Free REAL ID Upgrade Later”

- Final push in April to renew online for ‘standard’ credential and qualify.
- 445,000+ have qualified to date; not all will need a REAL ID if they have U.S. Passport or other compliant document.
- Capacity planning in Service Centers and with AAA to accommodate demand and begin offering “free” upgrade appointments to those who qualified, effective April 1<sup>st</sup>.
- Continuing to monitor federal compliance guidance which is currently set to take effect Oct. 1, 2021.
- ~5.84M MA Credentials: 33% are REAL ID with ~1.94M legacy credentials remaining.

# Expired “Check Ya Stickah” Campaign

- 584,000+ vehicles in need of required annual emissions & safety inspection (MA Vehicle Check Program) -- essential to the public safety of the Commonwealth’s environment and roadways.
- MA has 1,800 Licensed Inspection Stations – many of whom are small businesses – conducting vehicle inspections safely in accordance with all applicable COVID-19 public health guidelines and safety protocols.

# Ways and Means Testimony – H1 Budget

- On March 22, the Senior Leadership testified before a joint meeting of the House and Senate Ways and Means Committee on MassDOT line items contained within the Governor's H1 Budget filing.
  - \$307 million for non-toll road operations and personnel at MassDOT, including roadway maintenance, planning and project management, Registry of Motor Vehicles, Aeronautics, as well as department-wide “enterprise services” (legal, human resources, procurement) that support MassDOT
  - \$95 million for snow and ice expenses
  - \$127 million in contract assistance to the MBTA, above the base revenue amount
  - \$91 million in funding to support operations of the 15 Regional Transit Authorities
  - \$11 million for the operations of the Merit Rating Board
- A + B Bidding: ‘cost-plus-time’ procurement method which allows time to complete to be considered in the bid evaluation and award.

## MassDOT Announces \$3.5 Million in Regional Transit Authority Grant Awards

10 Regional Transit Authorities across the Commonwealth received grants that will be used to implement best practices and innovative services to benefit customers.





# Complete Streets

MassDOT Announced \$4.47 Million in Complete Streets Funding Program Awards in March

Funding was given to 12 municipalities to fund local multimodal infrastructure projects that improve travel for bicyclists, pedestrians, public transit users, and people using other forms of transportation.

Before



After



Before



After



Before



After



# Gillian's Story

- Gillian's parents contacted the RMV two years ago because Gillian was in Children's Hospital for her 16<sup>th</sup> birthday. Her parents wanted to do something special for her knowing that her friends were all getting permits on their 16<sup>th</sup> birthdays.
- RMV staff went to Children's to administer a paper permit test on Gillian's birthday, and she received her permit.
- Fast forward two years and Gillian is on the road to recovery but COVID hit. Because she is high risk, she could not complete driver's education, delaying her license.
- Her parents reached out and the RMV got her a road test on her 18<sup>th</sup> birthday.

**Gillian took the road test in February and passed!**

**Thank you to the RMV staff for going above and beyond to make this work.**