

Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report

July 17, 2017

RMV Metrics Tool

The RMV is working with OPM&I on the configuration of the new wait time metrics tool, Qflow

- Analyzing data to ensure that customer transactions are prioritized properly to avoid any single type of transaction from having a disproportionate wait
- Working with RMV District Managers and Service Center managers to ensure proper training, education and use of tool to accurately measure the customer experience

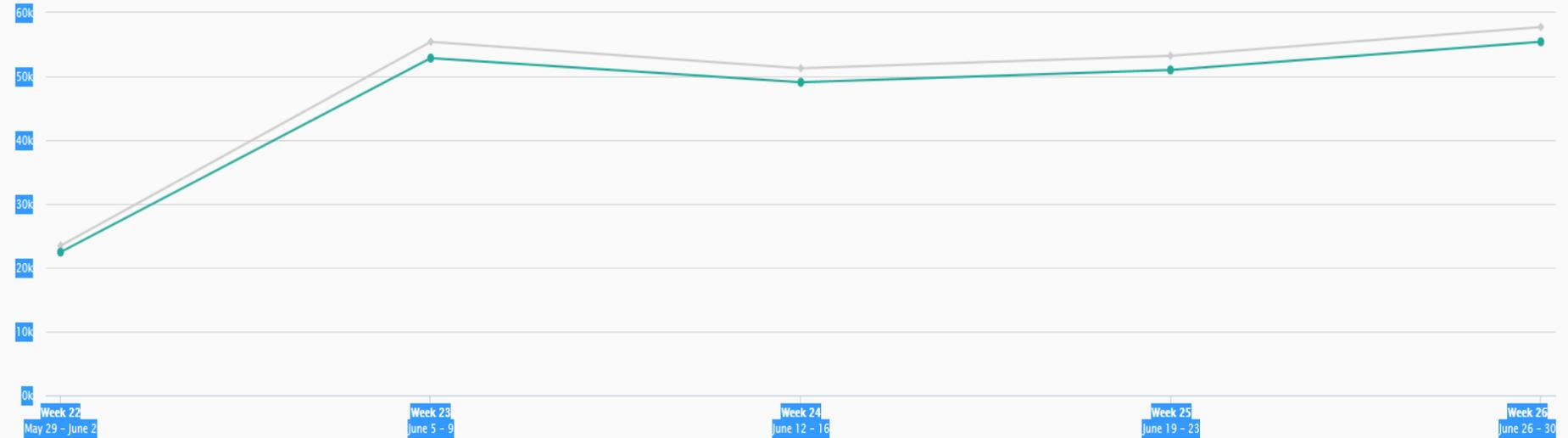
June 2017 Customer Wait Time Data

RMV System

June 2017 QFLOW

Customer Volume by Week

252,892 customers
264,059 transactions



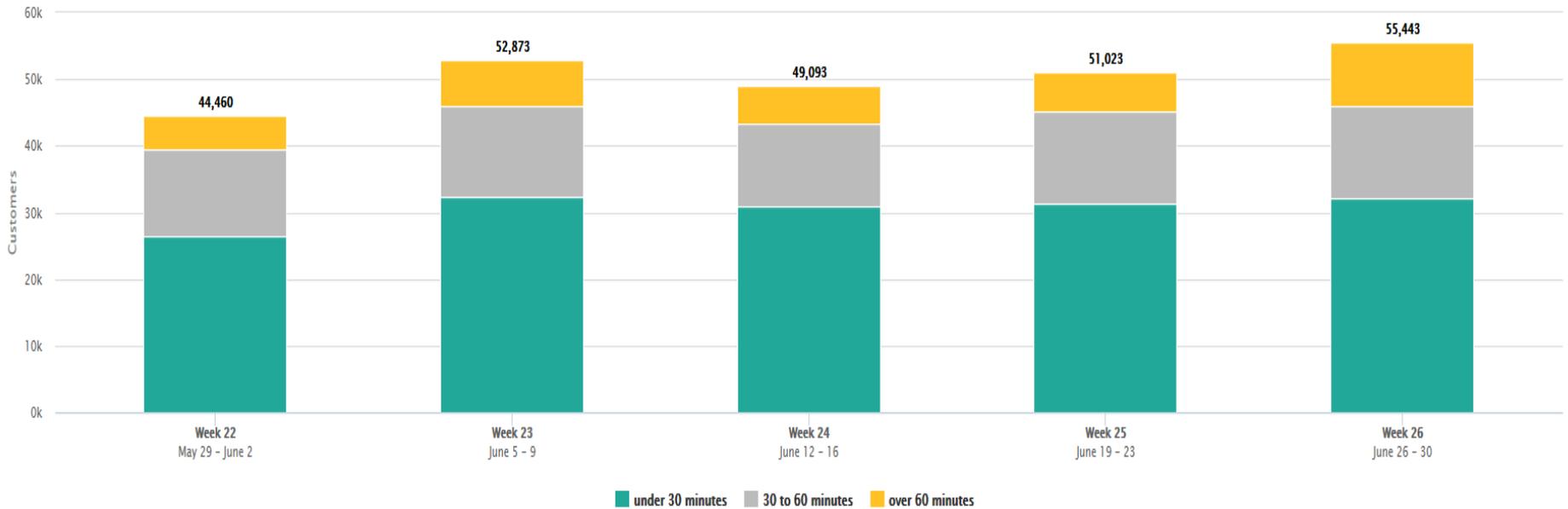
Show More Info

June 2017 Customer Wait Time Data

Wait Times by Week

60% 26% 14%

under 30 minutes 30 to 60 minutes over 60 minutes



RMV Customer Service

Service Center Hour Change July 3, 2017

- Customer trend data analysis showed limited use of Thursday 5-6 pm service option
 - Customers expecting 9 AM opening on Th waited longer for service
- Service centers now offer 9-5 hours at majority of locations
 - Attleboro, Martha's Vineyard and North Adams closed daily from noon to 1:00 p.m. to mitigate service impact of staff lunch break
 - Natick and Nantucket open from 8:00 a.m. to 4:00 p.m and closed daily from noon to 1:00 p.m. for lunch also
 - Haverhill Service Center in City Hall continues to be open 8:00 a.m. to 4:00 p.m. based on building hours

Change in hours to better serve customer demand and reduce overtime costs

ATLAS Program Update

- Program performance continues to track to plan with no issues impacting targeted completion and implementation of Release 1 Drivers in March 2018
- Cross-functional system specification configuration reviews completed
- Notable achievement-positive results from 2ndst of 14 data conversions completed
 - 1.9 % error rate – will go to zero before Release 1 “Go live”
 - Lower error rate than first conversion effort in June
 - 10,809,627 customers and their data ran through the conversion process
 - Team able to see converted data as it will appear in new ATLAS environment
- Business testing will commence in mid-August