

Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report December 11, 2017

Inspection Program Update



Statewide program stability established after initial implementation continues

• School pupil transportation companies were able to successfully complete the October/November vehicle inspection cycle for "7D vehicles"

First Inspection & Maintenance Program Advisory Council (IMPAC) meeting of new program held on November 28th

 IMPAC meets quarterly to provide inspectors and stations opportunity to discuss issues of consequence to their businesses and operations, including program and policy changes, with RMV/DEP/Applus

Applus starts site visits December 11th to help stations with remaining camera technology installations

- Installations will be done across state
- Small number of beta stations will start testing new equipment
- All stations will be added incrementally vs. big bang roll-out by mid-February 2018



RMV Service Center Metrics October 2017



Service Centers - Systemwide

	% of customers waiting	% of customers waiting	% of customers waiting	
Region	under 30 mins	30-60 mins	60+ mins	Total customer volume
Central	70%	23%	7%	46,790
Northeast	59%	27%	14%	51,055
Southeast	75%	20%	5%	67,161
Western	84%	13%	3%	29,834

RMV Service Center Performance Registry of Motor Vehicles Stabilization Efforts

In 2017, the RMV has worked to achieve a more consistent, reliable service performance across the state

Efforts included:

- Basic computer skills training for 50 team members in preparation for ATLAS
- Training for 150 service center staff for new hires, cross-training for staff hired within the past year and re-training for longer term staff in need of skill refreshing to improve performance
 - 62 staff trained in licensing transactions
 - 38 staff trained on registration transactions
 - 29 staff received suspensions training
 - 21 staff received cash handling/cashier training



RMV Service Improvements

The RMV has worked to improve its delivery of road tests for non-commercial driver's license applicants

- Increased the number of driver license examiners to 45.5 by December 11th
- Reached agreement with SEIU/NAGE to allow for creative partnership with Motorcycle Rider Education Program rider coaches to supplement Alternative Hours road tests for driving school customers
 - 21 rider coaches are available on as needed basis to offer weekend tests during motorcycle off-season
 - Cost to customer is the same as the cost if RMV examiner conducted test
 - Additional resources enabling the RMV to offer increased test opportunities to reduce test backlog
 - Increased Alternative Hours Program tests in turn makes more tests available to customers Monday-Friday

RMV also conducting in series of outreach events to the driving school industry

- November 22nd second Driving School Summit held to update on road test program performance improvements
- ATLAS Program Stakeholder sessions held December 7th and 8th to introduce the industry to upcoming changes, including the change requested by driving schools to have Driver's Education Certificates issued electronically to Junior Operators and electronic road test eligibility determination



ATLAS Program-December 15th Marks 100 Days to Release 1 Go-Live

Workbench	ê l≞ ★ ℓ² ? ×				
✓ Menu					
Workbenches Dashboards	م				
Program Status Issuance Enforcement Services Financials eServices Interfaces Conversion Technical Testing Training/OCM					
Project is perfectly on track that will not likely impact cost, scope, or schedule	Project has issues that have impacted cost, scope, or Project is significantly off track schedule				
Program Status Overall Assessment	Escalated Program Items				
Current rating due to	Group Title				
Conversion Data Verification in Progress - additional resources still needed for this effort	Escalated Actions				
Operational decisions being re-opened will cause cascading schedule/quality impacts to project	Cx - Make policy decision and approved on how work cases are prioritized for driving				
Third Day of Tier 3 Training not resolved - Labor Discussions underway	Cx - Further discussion on Immigration exception responses and review process				
Conversion Mock 7 Complete - less than .02 error rate%, 21.5 Hours total					
Extending Business Testing Resources for Enforcement testing	Escalated Decisions				
Accessibility SOW not signed, will be signed by 11/24 (Begins 12/4/17)	Cx - Policy decision needs to be confirmed that license transaction are always conduc				
End to End Testing begins Monday, December 4th, on schedule	Historic Numeric DLNs OVIOs without a mapping				
	Cx - When the CSR scans the QR code it has to be scanned off the ticket				
	Driver Merge Approach				
	Cx - Web feedback form and queue for people who have trouble on the pre-staging si				
	and the stables form and quede for people and have abable on the pro-staging si				
	Escalated Issues				
	None				



ATLAS Program

Program team met milestone of kicking off ATLAS end-to-end testing on December 4th

- These test sessions will take place daily except Wednesdays
- Customer Experience end-to-end testing will take place on Wednesdays in RMV model office to ensure program has sufficient tools and supports in place for staff and customers to transition