

July 16, 2018

To: Honorable Members of the Massachusetts Senate and House of Representatives
From: Registrar Erin Deveney
Re: Registry update on customer service center transactions

On March 26, 2018, the Registry of Motor Vehicles implemented the first phase of the replacement of its mainframe technology with the implementation of Release 1 of its new ATLAS software for licensing and driver functions. On the same day, we began implementing new federal and state document requirements for getting and renewing licenses and IDs.

I am pleased to report that the new software systems are functioning so as to meet the new federal and state document rules for credentials which are in full compliance with federal REAL ID and standard license ID lawful presence requirements. As you have may have heard, however, many customers experienced unacceptably long waits in the first weeks of this transition.

The RMV has been working steadily since March 26 to reduce customer wait times and there has been steady progress as demonstrated in the three charts included with this letter. For example, in April, the RMV served only 44% of customers in 30 minutes or less, while in June, 63% of its customers were served in 30 minutes or less. Further progress was evident the week of July 9: the RMV served a total of 54,856 customers and 74% of them were served in 30 minutes or less. In addition, on Thursday, July 12, eight RMV service centers served 100% of customers under 30 minutes. Over the past few months, there has been a strong focus on reducing the longest wait times.

The RMV has been working hard since March 26 to improve the customer experience. The RMV has triaged customers at the opening of business daily by issuing tickets to get customers in line so they proceed immediately to service counters, by providing customers with applications, checklists & clip boards immediately and by deploying staff at entrances to ensure customers are arriving with the documents they are now required to present. In addition, the RMV continues to urge customers who are AAA members to visit an AAA location for many Registry transactions and has enhanced direct mailings to customers with license renewals by including checklists for document requirements for the credential options. Furthermore, we encourage all customers to go online to "Get Ready" before going to the RMV service centers for a faster transaction and have attached a checklist that we have developed to help our customers successfully obtain or renew a license.

The RMV will continue to improve customer service until we consistently achieve our target of serving 80% of customers in under 30 minutes. We appreciate your patience and support as we adapt to the new federal and state document requirements.