

**Massachusetts Department of Transportation  
Registry of Motor Vehicles Division  
ATLAS Go-Live Update**

**March 19, 2018**

# Overview

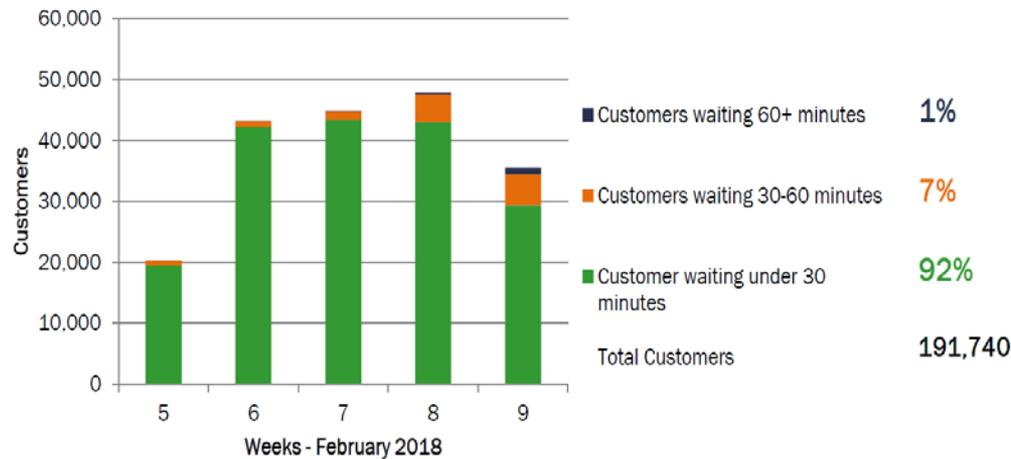
- RMV efforts to ensure operational stability going into Release 1
- Features of ATLAS Release 1
- ATLAS Benefits
  - Customers, Business Partners and RMV team
- Training and Outreach
- New ID requirements on March 26, 2018
- Cut-over weekend activities

# Ensuring Service Stability

## February 2018- Performance Metrics

The RMV worked to ensure that it was meeting critical service performance metrics going into Release 1 by increasing number of customers served in 30 minutes or less

 Service Centers - Systemwide



Region	% of customers waiting under 30 mins	% of customers waiting 30-60 mins	% of customers waiting 60+ mins	Total customer volume
Central	94%	6%	0%	39,358
Northeast	92%	8%	1%	51,866
Southeast	92%	7%	1%	59,440
Western	93%	6%	1%	41,076

## Features of Release 1

Release  
1

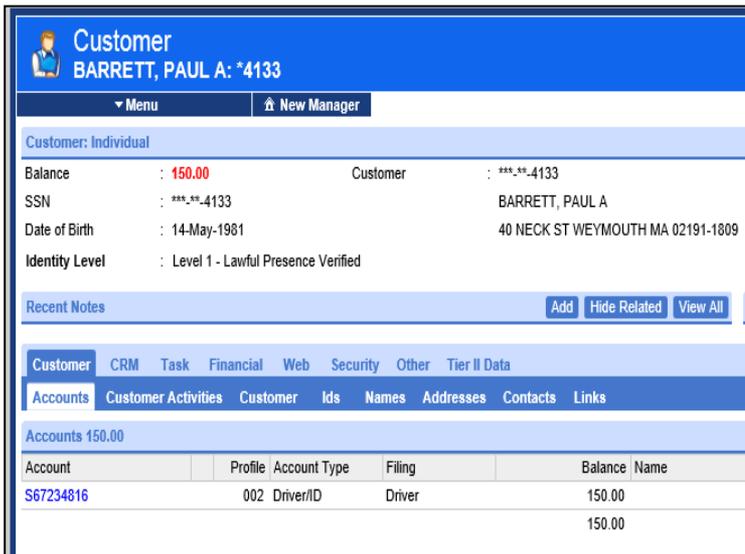
- Driver/ID Services

- REAL ID and associated verifications
- Disabled Placards
- Driver License Related Enforcement Services
  - Hearings, Ignition Interlock Devices, Operator Citations, Driving Histories
- Online Road Test Booking and Driver's Ed Certificates
- Merit Rating Board – Safe Driver Insurance Program, Claims Reporting
- Revenue
- Web Service Portals-Business and Government Customers
- Call Center Management
- Document Management
- Data Conversion

# RMV Will be Using 2 Systems for 18 Months

## 2 Systems of Record Until November 2019

### ATLAS – Driver Services



Customer  
BARRETT, PAUL A: \*4133

▼ Menu    ⬆️ New Manager

Customer: Individual

Balance : 150.00      Customer : \*\*\*-\*\*-4133

SSN : \*\*\*-\*\*-4133      BARRETT, PAUL A

Date of Birth : 14-May-1981      40 NECK ST WEYMOUTH MA 02191-1809

Identity Level : Level 1 - Lawful Presence Verified

Recent Notes      Add   Hide Related   View All

Customer   CRM   Task   Financial   Web   Security   Other   Tier II Data

Accounts   Customer Activities   Customer   Ids   Names   Addresses   Contacts   Links

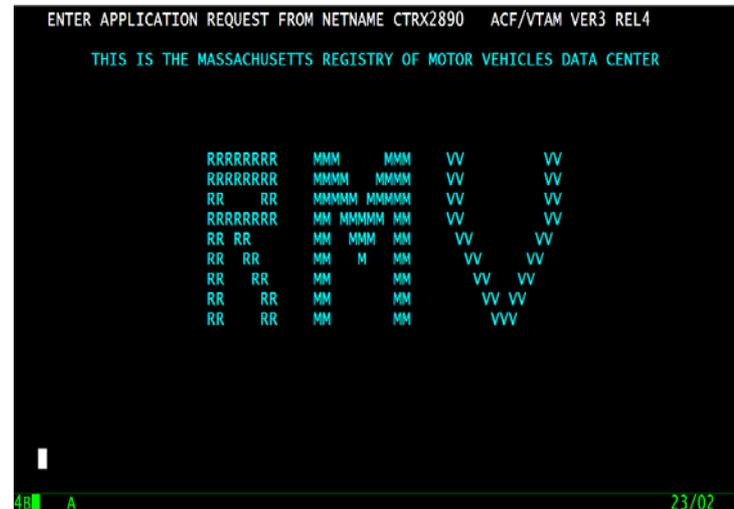
Accounts 150.00

Account	Profile	Account Type	Filing	Balance	Name
S67234816	002	Driver/ID	Driver	150.00	
				150.00	

#### New System

- Person/Driver Data
- License/ID Statuses

### ALARS – Registration



ENTER APPLICATION REQUEST FROM NETNAME CTRX2890    ACF/VTAM VER3 REL4

THIS IS THE MASSACHUSETTS REGISTRY OF MOTOR VEHICLES DATA CENTER

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RRRRRRRR    MMM    MMM    VV    VV
RRRRRRRR    MMMM    MMMM    VV    VV
RR   RR    MMMM    MMMM    VV    VV
RRRRRRRR    MM    MMMM    MM    VV    VV
RR   RR    MM    MMM    MM    VV    VV
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48    A      23/02

#### Legacy System

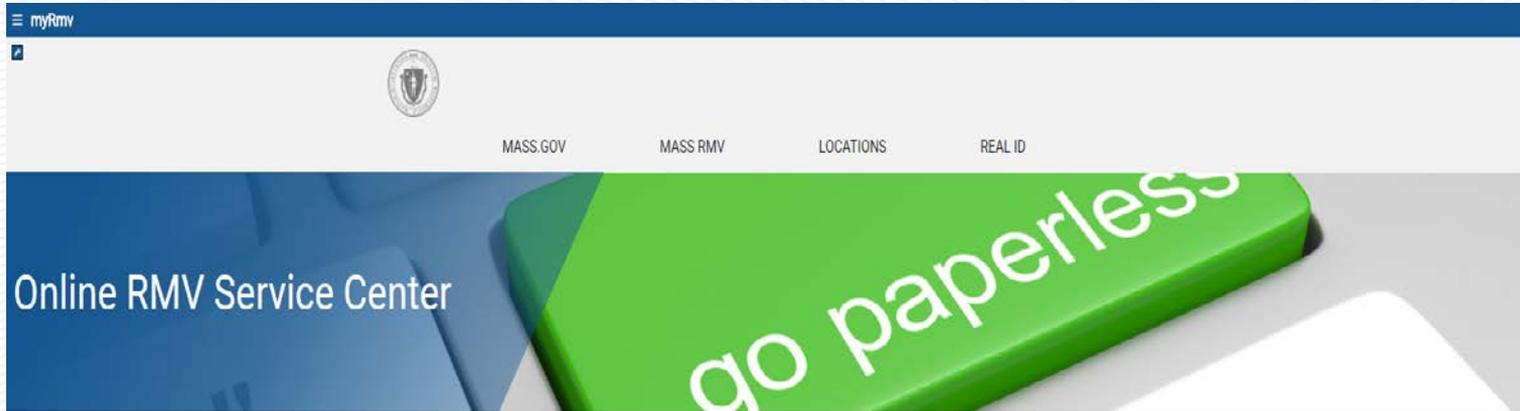
- Vehicle Registration Data
- Registration/Title Statuses

# **BENEFITS OF THE ATLAS SYSTEM- CUSTOMERS, PARTNERS AND OPERATIONAL EFFICIENCIES**

# How ATLAS Will Benefit the Public

Who	Benefits
<p><b>Customers</b></p>	<p><b>Expanded Self-Service Options</b></p> <ul style="list-style-type: none"> <li>• Create a Customer Profile at Mass.gov/RMV for more self-service options</li> <li>• “Get Ready” online for transactions that require a visit to a service center, reducing their transaction time at the RMV</li> </ul> <p><b>Added Convenience</b></p> <ul style="list-style-type: none"> <li>• Pay once for multiple transactions or pay for one transaction using multiple payment methods</li> <li>• Update information like account balances, placard information, addresses, and driver’s/professional license information</li> </ul> <p><b>Better Communication with Customers</b></p> <ul style="list-style-type: none"> <li>• Captures customers’ email addresses for improved communication, so they can then receive alerts on topics such as an outstanding balances or road test appointments</li> <li>• Stores all RMV correspondence (letters, emails, etc.) in customer record – view customer history to receive better level of customer care</li> </ul>

# How ATLAS Will Benefit RMV Business Partners



Driving Schools

Insurance Agents

Insurance Companies

Driver Verification Service  
Subscribers

Motorcycle Rider Education  
Program

Search myRMV

## Featured

<a href="#">Renew My Driver's License →</a>	<a href="#">Renew My Registration →</a>	<a href="#">Access My Profile →</a>
<a href="#">New to Massachusetts? →</a>	<a href="#">Obtain a Real ID →</a>	<a href="#">Business Login →</a>

## Additional Online Services

<b>Apply</b> <a href="#">Apply For A Learner's Permit →</a>	<b>Renew</b> <a href="#">Renew My Driver's License →</a>	<b>Replacement</b> <a href="#">Replace My Driver's License →</a>
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Ignition Interlock  
Vendors

Business Portal  
Link

Driver Re-Training Providers

Electronic Public Driving Record  
Program

# How ATLAS Will Benefit RMV Business Partners

Who	Benefits
<b>Business Partners, Massachusetts Agencies, Municipalities</b>	<b>Better Technology</b> Method of accessing RMV records is Improving with Upgraded electronic connection to the RMV system <ul style="list-style-type: none"><li>• E-Services Portal for specific partners</li><li>• Business Portal access via RMV website</li><li>• Replaces VPN access with user-friendly web portals- more practical and economical for businesses partners to access and share information with the RMV via new online portals</li><li>• Complies with ADA requirements and is accessible to users with visual and hearing impairments</li></ul>
	<b>Better Business Processes</b> <ul style="list-style-type: none"><li>• Moves paper-based processes to easy-to-use online web portals – no more faxing or mailing documents</li><li>• Reduces processing time by completing transactions via new or upgraded online portals</li><li>• Add to, update, or delete information in ATLAS, and upload and export information from ATLAS</li><li>• 24/7 access to ATLAS</li><li>• Eliminates numerical codes, abbreviations, and function codes and replaces these with common language labels to make the system much easier to use and understand</li><li>• Prevents duplicates records to provide reliable and accurate information</li></ul>

# How ATLAS Will Benefit RMV Employees

Who	Benefits
<b>Employees</b>	<p><b>Better Access to Customer Information</b></p> <ul style="list-style-type: none"><li>• View the entire customer record on one screen and accurately record customers' full names (currently some long names must be truncated)</li><li>• No re-keying! Scan application bar code to access information previously entered and continue processing transactions in ATLAS</li></ul> <p><b>Process Improvements</b></p> <ul style="list-style-type: none"><li>• Collect one payment for multiple transactions</li><li>• Performs address validation to reduce returned credentials and ensure customers receive RMV correspondence</li></ul> <p><b>Help Customers Get the Answers They Need</b></p> <ul style="list-style-type: none"><li>• Get answers for policies using an online help tool</li><li>• Helps solve customer problems more quickly with collaborative customer service problem resolution by assigning customer service tasks to colleagues via workflow</li></ul>

# Intensive Training is Well Underway



## Internal Training

- Tier 1 : 93% completion rate
- Tier 2 : 100% attendance rate
- Tier 3 : 147 Classes of 188 complete
  - 99% Attendance Rate
  - ❖ Three Saturday sessions (March 3, 10, 17<sup>th</sup>)-Tier 3 Service Center Course
    - Day 3 Tier 3 course providing job-specific training through instructor-led courses and practice exercises
    - Designed to help prepare team to perform common tasks with confidence on day one of go-live
- Weather-related reschedules
  - 3/8/18 classes rescheduled due to weather
  - 3/13/18 classes rescheduled due to weather
  - 3/14/18 – some classes rescheduled due to weather

## External Training

- ✓ Tier 1 Training: February 26<sup>th</sup> -Release CBT Video on ATLAS Training Website
  - ✓ State Agencies using ATLAS received this notification
- ✓ February 26<sup>th</sup>-Invitation sent for Webinars to Driving Schools, Insurance Companies and Agents
- ✓ Driving School Webinar held -**357** participants
- ✓ Insurance company/agent webinar held- **985** attendees
- ✓ March 12/13 - Release CBT Videos specific to the user group on ATLAS Training Website
  - ✓ State Agencies using ATLAS received this notification
- ☐ March 26 - Release Link to Documentation
  - State Agencies using ATLAS will receive this notification

# CHANGES TO LICENSE AND ID APPLICATION REQUIREMENTS

**Need a new  
license, permit,  
or ID?**



**New documents  
required.**



**GET READY AT  
[mass.gov/ID](https://mass.gov/ID)**



## Changes to License and ID Application- Federal REAL ID Requirements

**On March 26, 2018 to get or renew any driver's license, ID card or learner's permit, customers will need documentation showing United States citizenship or lawful presence as required by federal and state law**

- MA residents may continue to use their driver's licenses and identification cards to fly within the U.S. and to enter federal buildings until October 1, 2020
- On October 1, 2020, a valid U.S. or foreign passport, U.S. passport card, military ID, or a driver's license which is REAL ID compliant will be required to enter U.S. government buildings and to board flights within the U.S.
- MA residents with a valid U.S. passport or passport card never need a REAL ID
- A REAL ID driver's license or ID card may only be issued in person for the first time at a RMV Service Center or AAA branch with new image and signature captured

# Customer Choice-REAL ID Driver's License or ID Card or A Standard Massachusetts Driver's License or ID Card

Massachusetts residents do not need a REAL ID until October of 2020.  
If you have an active passport, and don't mind carrying it, you will never need a REAL ID.



- ✓ Proof of U.S. citizenship or lawful presence required to obtain
- ✓ Is a valid driver's license or identification card
- ✓ Is valid for up to 5 years or length of stay in the U.S.
- ✓ CAN be used to board a plane in the U.S. or enter federal buildings after October 2020
- ✓ Is an acceptable form of identification for federal purposes
- ✗ CANNOT be processed online – must visit an RMV Service Center

- ✓ Proof of U.S. citizenship or lawful presence required to obtain
- ✓ Is a valid driver's license or identification card
- ✓ Is valid for up to 5 years or length of stay in the U.S.
- ✗ CANNOT be used to board a plane in the U.S. or enter federal buildings after October 2020
- ✗ Is an unacceptable form of identification for federal purposes
- ✓ CAN potentially be processed online

Learn more about REAL ID at [www.mass.gov/REALID](http://www.mass.gov/REALID)

## REAL ID Massachusetts License and ID Card (new)

- Can be used as federal identification
- Need to provide identity documentation and visit RMV Service Center or AAA to verify your identity and have your picture taken

## Standard Massachusetts License and ID Card

- Labeled as “Not for Federal ID” but is a valid driver's license

## Learner's Permit

- When you apply for your learner's permit, you must decide if you want a REAL ID driver's license or a Standard driver's license.

## Federal and State Law Require Proof of Lawful Presence for Both REAL ID and Standard Massachusetts Driver's License or ID Card

How does a customer prove Lawful Presence?

### Options for U.S. Citizens:

- Valid, unexpired U.S. passport verified through United States Passport Verification System (USPVS)
- Certified copy of U.S. birth certificate verified through MA DPH records or The National Association for Public Health Statistics and Information Systems (NAPHSIS)

### Lawful Permanent Residents:

Valid permanent resident card (green card) verified through the Systematic Alien Verification for Entitlements ( SAVE ) system offered by USCIS

### Non U.S. Citizens:

Valid, verifiable immigration documents and proof of a legal stay in the U.S. for at least 12 months verified through SAVE.

For authorized stays that have less than 12 months remaining, the RMV will renew the credential for the remaining duration of the authorized stay

# Helping Customers to Choose the Best Option

LIVING ▾ WORKING ▾ LEARNING ▾ VISITING & EXPLORING ▾ YOUR GOVERNMENT ▾

## GUIDE

### New Massachusetts Requirements

On March 26, 2018, to get or renew any driver's license, ID card, or learner's permit, you need documentation showing U.S. citizenship or lawful presence as required by federal and state law.

**IN THIS GUIDE**

- Lawful presence
- Required documents
- REAL ID
- Renew your driver's license/ID card online
- Foreign travelers
- Info Center

#### Lawful presence

Lawful presence means that a person is legally living in the United States according to federal immigration law. All U.S. citizens and lawfully permanent residents have permanent lawful presence in the U.S. Non-U.S. citizens who are studying, working, or living temporarily in the U.S. may have temporary lawful presence that may vary in length.

**For U.S. citizens,** a valid, unexpired U.S. passport is sufficient proof of lawful presence. U.S. citizens may also provide a certified copy of their U.S. birth certificate.

**For permanent residents,** a valid permanent resident card (green card) is sufficient proof of lawful presence.

**For customers who are not U.S. citizens,** you need to provide valid, verifiable immigration documents as well as proof that you have been granted a legal stay in the U.S. for at least 12 months. Your license or ID will expire when your legal stay is over.

- Our ID guide helps customers understand the new requirements customers and choose if REAL ID is right for them

- [www.mass.gov/ID](http://www.mass.gov/ID)

# Helping Customers to Choose the Best Option


ACTION REQUIRED

50833 .....AUTO\*\*5-DIGIT 02067  
 FIRST LAST  
 ADDRESS 1  
 ADDRESS 2  
 CANTON MA 02021-0403

**FIRST LAST, You are eligible to renew online at MASSRMV.COM**

Dear **FIRST LAST**,

**Why did you receive this correspondence?**  
 It's time to renew your driver's license or identification card. We are changing the way you get and renew your driver's license and identification card, starting on March 26, 2018.

**What do you need to do?**

- If you renew **prior** to March 26, 2018, you can process your renewal **as shown above**, either online at MASSRMV.COM, or in person at an RMV Service Center.
- If you renew **on or after** March 26, 2018, you **MUST** prove your U.S. citizenship or lawful presence in the United States and **decide** if you want to:
  - REAL ID Massachusetts Driver's License or ID card (valid for federal purposes);
  - OR
  - Standard Massachusetts Driver's License or ID card (not valid for federal purposes).
- Go to our website at [mass.gov/realid](http://mass.gov/realid) or refer to the enclosed checklist to help you decide which type of card is right for you.

If you have chosen a federally compliant REAL ID Massachusetts driver's license or identification card, you must:

- Complete your renewal application online at [massrmv.com](http://massrmv.com)
- Print your renewal application and summary document
- Visit an RMV Service Center or AAA branch (if you're a member) with your renewal application and summary document, required documentation, and applicable fee to complete your renewal

**Are you responsible for any fees?**  
 Yes. You are responsible for the applicable renewal fee.

**What if you have questions?**  
 If you have questions, go to [massrmv.com](http://massrmv.com) or reach out to our Contact Center at (857) 368-8000.

Sincerely,  
 The Massachusetts Registry of Motor Vehicles

Enclosure

Massachusetts Registry of Motor Vehicles | P.O. Box 55889, Boston, MA 02205-5889 | [www.mass.gov/rmv](http://www.mass.gov/rmv)

## Which card did you decide on?

**REAL ID Massachusetts Driver's License or ID card**  
In-person only



- SSN Documents  
Pick 1 from list below & SSN # must validate electronically\*
- Lawful Presence/DOB  
Pick 1 from list below\*\*
- MA Residency Requirements  
Pick 2 from list below

**Standard Massachusetts Driver's License or ID card**  
Online eligible



- SSN Documents  
SSN # already on file in system must validate electronically\*
- Lawful Presence/DOB  
Pick 1 from list below\*\*
- MA Residency Requirements  
Not Needed for Renewal

\*Customers without an SSN must present an SSA Denial Notice, foreign passport, appropriate visa, and I-94.  
 \*\*In order to be eligible for a REAL or Standard driver's license or ID card, you must prove both lawful presence and a valid stay of at least 12 months.

## What supporting documents do you have?

SSN Documents	Lawful Presence/DOB Documents	MA Residency Documents (for REAL ID)
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- SSN Card
- W-2 Form
- SSA-1099 Form
- Non-SSA-1099 Form
- Pay stub with applicant's name and SSN
- \*Customers without an SSN must present an SSA Denial Notice, foreign passport, appropriate visa, and I-94

- U.S. passport or U.S. passport card
- Certified copy of U.S. birth certificate
- Certificate of Citizenship
  - Form N-560 or Form N-561
- Certification of Naturalization
  - Form N-561 or N-570
- Consular Report of Birth Abroad
  - Form FS-240, DS-1350, FS-545
- Permanent Resident Card
  - Form I-551
- Employment Authorization Document
  - Form I-766 or Form I-688B

- MA RMV-issued documents (can only use this category as 1 proof document)
  - You can use this Renewal letter!
- State/Federal/Municipal/City/Town/County Agency-issued documents
  - 1st class mail, MA-issued professional license with photo, Medicaid statement, firearms card, jury duty summons, court correspondence, Property Tax, Excise Tax (current or dated within 60 days)
- Bills
  - Utility bill, credit card statement, medical/ hospital statement (dated within 60 days)
- Lease/Mortgage
  - Lease, mortgage, or rental contract (dated within 60 days)

Targeted Mailings to Renewal Customers to Inform Them of New Requirements

# “Get Ready” Customer Application





February, 2, 2018 10:27 AM  
Get Ready Number: 2-044-797-952

Dear THOMAS TEST CUSTOMER,

Thank you for applying for your Class D Passenger Permit. **In order to complete this transaction, you must visit an RMV Service Center.** Listed below is a summary of the information you entered for this transaction. If this information is not correct, please notify us during your visit to an RMV Service Center.

**Note:** The permit testing area will close one hour prior to the Service Center's posted closing time. This practice ensures customers have sufficient time to complete their transaction/permit application.

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<b>Name:</b>	THOMAS TEST CUSTOMER
<b>Date of Birth:</b>	1/1/1981
<b>Residential Address:</b>	1 MAIN ST BOSTON MA 02129-3786
<b>Mailing Address:</b>	12 EAST ST BOSTON MA 02122-2902
<b>Registering to Vote?:</b>	NO
<b>Gender:</b>	MALE
<b>Eye Color:</b>	BLUE
<b>Height:</b>	5 FT 11 IN
<b>Military:</b>	N/A
<b>Registering as an Organ Donor?:</b>	YES
<b>Applying for a Real Credential?:</b>	YES
<b>Total Due:</b>	\$30.00

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To complete your transaction, please present this letter, as well as any of the documentation you selected in the application, to any of our Service Centers located throughout the Commonwealth.

**Documents Required**  
US Passport  
Pay Stub  
Cellphone Bill  
Lease/Mortgage/Rental Contract

If you cannot present any of the required documents at the time of your transaction, you must present documents from our acceptable documentation list, which can be found at <https://www.mass.gov/service-details/identification-requirements>. These documents must be submitted no later than 60 days from the date of this letter.

I affirm under the penalties of perjury that the information provided is true and accurate. I further understand that providing false statements or information is punishable and a civil driver's license suspension pursuant to M.G.L. c.90, §24B.

Applicant Signature \_\_\_\_\_ Applicant SSN \_\_\_\_\_ Date \_\_\_\_\_

Thank you for choosing [mass.gov/rmv](http://mass.gov/rmv) as your Service Center of choice.  
Keep up to date with RMV updates by following us at [www.twitter.com/massrmv](https://twitter.com/massrmv)

Clerk Initials \_\_\_\_\_ Date \_\_\_\_\_



9011-WALK-IN

Massachusetts Registry of Motor Vehicles | P.O. Box 55889, Boston, MA 02205-5889 | [mass.gov/rmv](http://mass.gov/rmv)

- Prints from online application or can be displayed on phone
- Tells customers exactly what to bring with them to complete transaction
- Directs AAA members to closest AAA offices for renewals
- Includes a bar code that will be scanned-information is retrieved in the system at their visit
  - ✓ Saves time in line

# GETTING READY TO “GO LIVE”- CUT-OVER WEEKEND SERVICE AVAILABILITY

# RMV Cutover Weekend Schedule-

- RMV will need to suspend services in order to transition between ALARS to ATLAS
- Law enforcement will continue to have access to RMV data at all times through the use of a back-up data file
- The RMV is engaged in strategic communications effort to inform key stakeholders and customers of the impact of cut-over weekend so they can plan their business accordingly

