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Governor Baker Updates Public on RMV’s Customer Service Progress
Announces permanent appointment of Erin Deveney as RMV Registrar

BOSTON – Governor Charlie Baker, Lt. Governor Karyn Polito and MassDOT Secretary and CEO Stephanie Pollack today visited the Registry of Motor Vehicles (RMV) Haymarket Branch to highlight recent progress on customer service improvements across the Commonwealth and to announce the permanent appointment of Erin Deveney as Registrar.

“Restoring a customer-service centered approach at the Registry of Motor Vehicles has brought about substantial progress toward decreasing wait times and giving people back precious hours of their working day,” said Governor Charlie Baker. “With more work still to be done, I am proud to officially announce Erin’s permanent appointment as Registrar and consider her to be a true leader who has proven her commitment and ability to lead and move the Registry in the right direction."

Over the last year, the RMV has been working to improve its ability to problem solve, using detailed analysis techniques to evaluate progress being made. Key accomplishments over the last year included improving customer wait times, increasing the use of existing alternative service channels, and increasing RMV staff performance measured by improving staff accountability and customer treatment.

“Under the leadership of Erin Deveney, the Registry has made great progress in decreasing customer wait times, and improving outreach to customers whether
through promoting MassRMV.com or our AAA locations,” said MassDOT Secretary and CEO Stephanie Pollack. “I am thrilled that Erin will serve permanently as the Registrar and continue the great work that has started earlier of the year.”

One of the ways in which the RMV has improved customer wait times is through the use of dual line queuing. Through this system, there is a “Ready to Go Line” or Green Line for prepared customers to immediately go into line, and the Orange Line is for customers who need more assistance and who need to perform lengthier transactions. Since September, eleven branches have converted to using this system and there is a plan to convert the remaining branches by the end of first quarter of CY16.

The new queuing system has proven to save customers the time that they used to spend waiting in line at the RMV even with increases in customer volume. The system has eliminated the hidden wait time customers experienced waiting in line outside branches before offices opened. In November 2015, 74% of all RMV branch customers were served in under 30 minutes, which is a 15% increase in service level from the same month in 2014. The RMV’s Haymarket branch saw an increase of 1,110 additional customers in November 2015 from the same month last year and increased the number of customers served in under 30 minutes by almost 25%. Even with the increased customer flow, the Haymarket branch served 93% of its customers in November in under an hour, which was a 15% increase from service levels for November 2014.

Other steps that the RMV has taken to improve service have been through the redesign of the MassRMV.com website. With a focus on making the homepage more customer friendly, the RMV has improved outreach to increase online use. Additionally, the RMV has emphasized the importance of increasing employee performance. With the development of performance standards and streamlining the hiring process, the Registry is continuing to improve the professionalism of those who work with our customers.

**Registry of Motor Vehicle (RMV) Improvements:**

- November 2014 (Statewide): 59% of customers were served in under 30 minutes
- November 2015 (Statewide): 74% of customers were served in under 30 minutes
- November 2014 (Haymarket Branch):
  - 14,279 customers served
- 49% served in under 30 minutes
- 78% served in under 1 hour

- November 2015 (Haymarket Branch):
  - 15,442 customers served (1,110 additional customers)
  - 73% served in under 30 minutes
  - 93% served in under 1 hour

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