

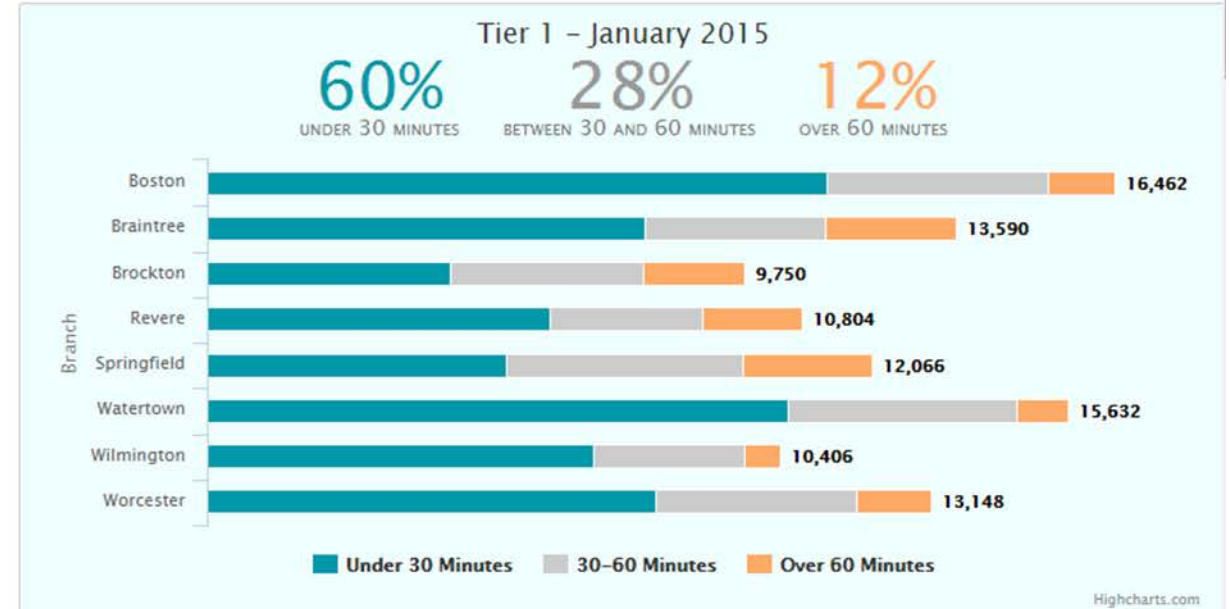
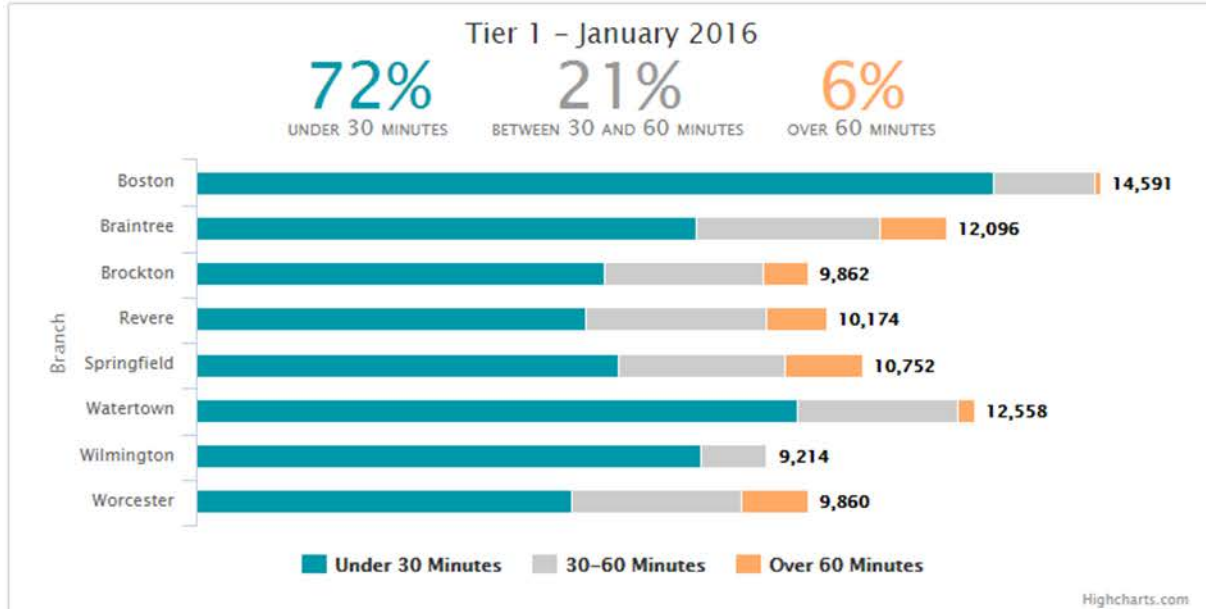
# Massachusetts Department of Transportation Registry of Motor Vehicles Division

Board Report  
February 10, 2016

# Branch Performance for January of 2016 compared to January 2015

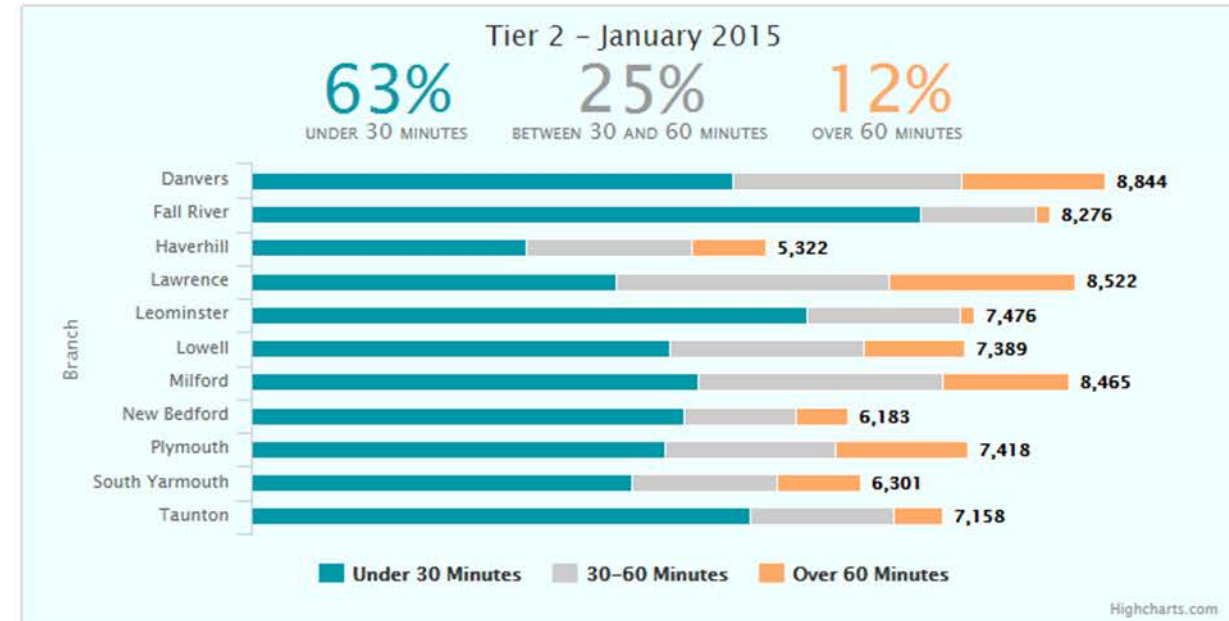
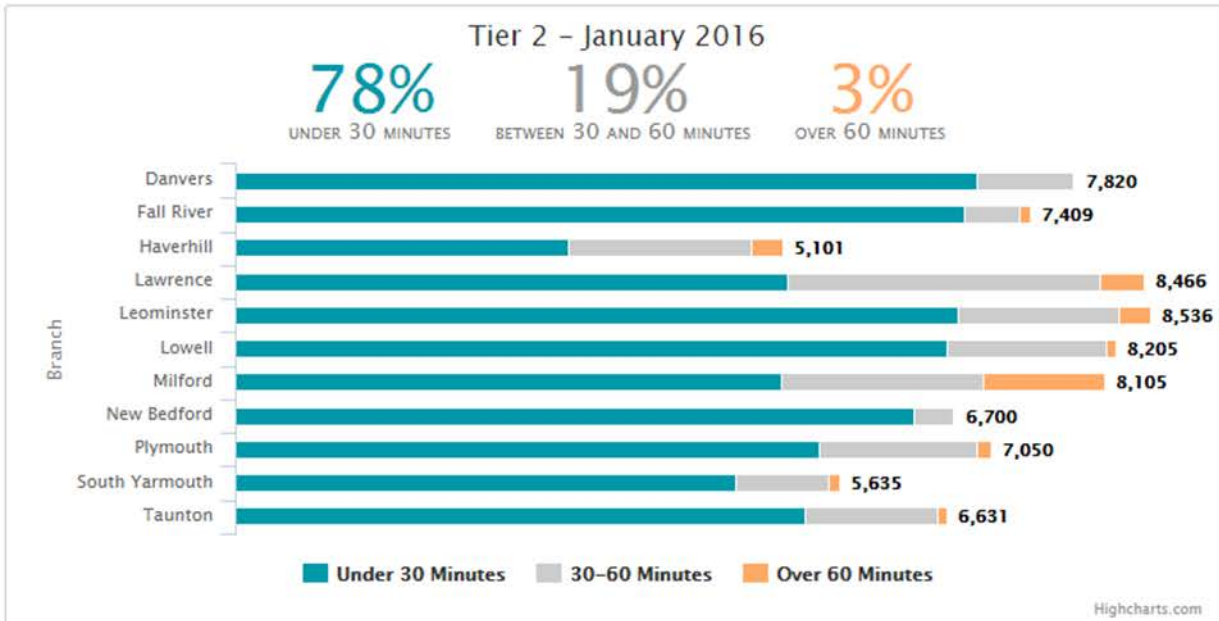
RMV SYSTEM | JANUARY 2016

## Branch Comparison



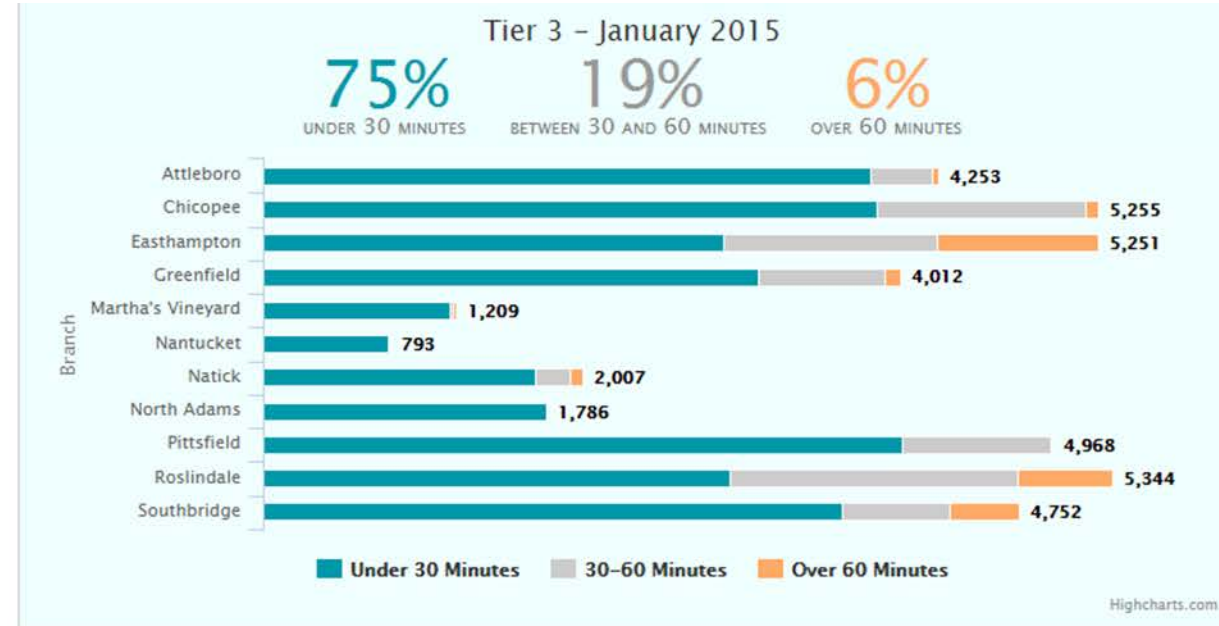
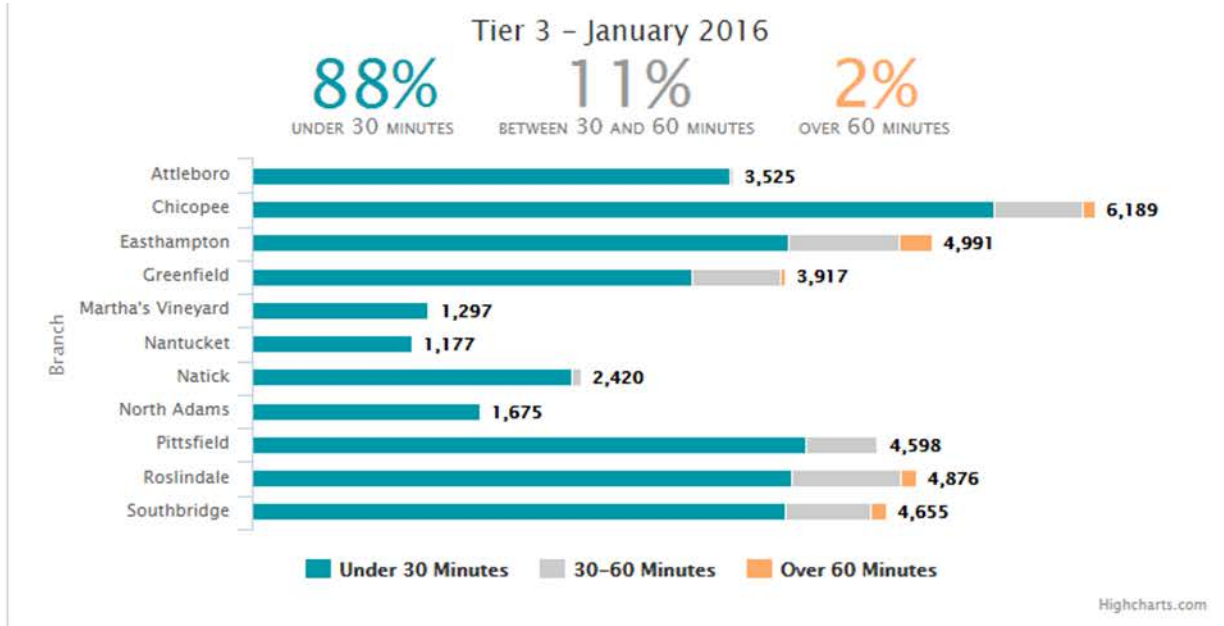
- Branch performance in the Tier 1 branches has improved over 2015.
- 72% of our customers waited 30 minutes or less compared to only 60% in 2015
- We reduced the percentage of customers that waited over 60 minutes from 12% in 2015 to **6% in 2016**.

# Branch Comparison



- Branch performance in the Tier 2 branches has also improved compared with 2015.
- We reduced the number of customers waiting over 60 minutes from 12% in January 2015, to only **3% in 2016**.
- The number of customers waiting less than 30 minutes has increased, from 63% in 2015, to 78% in 2016.

# Branch Comparison



- Branch performance has also improved in Tier 3 branches
- The number of customers waiting less than 30 minutes has increased from 75% in 2015 to 88% in 2016.
- The number of customers waiting one hour or more has decreased from 6% in 2015 to 2% in January of 2016.

# **RMV Transactions by Service Channel**

## **Baseline Data**

### **2014-2015**

# The RMV has Multiple Service Channels

## Call Center

- Customer Assistance Bureau for Case Research/Resolution
- Citation payments, registration renewals, duplicate credentials, suspension issues

## Branches

- All 30 RMV branch offices

## Back office

- Title division
- Special investigations
- Driver licensing headquarters
- Vehicle inspection
- CMVI citation payments
- Registrar's Office
- IRP-apportioned plates
- Suspensions
- Court records
- Interlock Dept.
- Error correction/crash reporting
- Business Support/helpline
- Mail-in Registration Renewals

## Internet

- Online transactions offered at [massrmv.com](http://massrmv.com)
  - Reg, title, license & ID duplicates and renewals
  - Citation payments, driving histories

## Kiosks

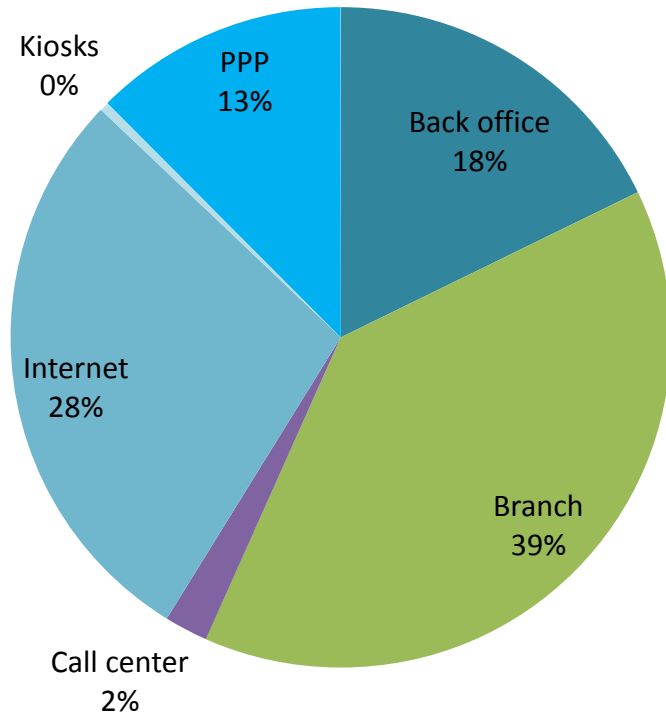
- License & ID renewal/dup kiosks

## Public Private Partnership (PPP)

- AAA locations
- Adesa Impact-salvage vehicles
- Copart-Auto Auction
- EVR-Dealers/Insurance Agents

# Service Channel Overview: % of Transactions Conducted across Channels

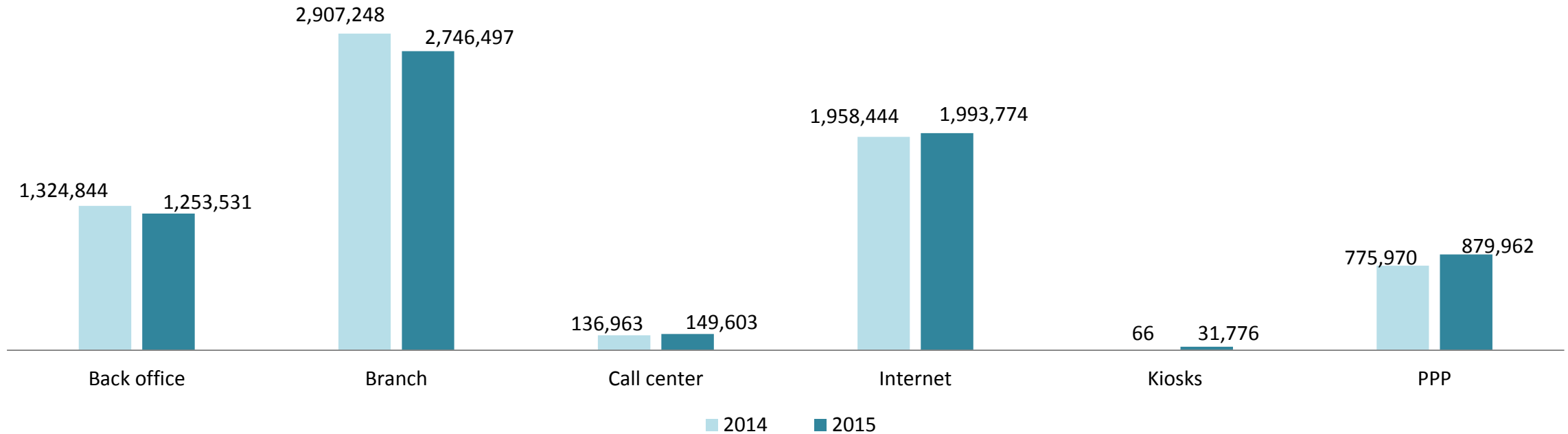
Total transactions (2015)



- The majority of transactions are handled in branches
- Between 2014 and 2015, the volume of **branch transactions have decreased by 5.53%** while the volume of **internet transactions have increased by 1.8%**. (A decrease of 2% and increase of 1% of the percentage of total system wide transactions respectively.)

# Service Channel Overview: Transaction Volume by Channel

Volume of transactions conducted by each channel





## RMV Service Channels and Performance Metrics

The RMV and MassDOT's Office of Performance Management & Innovation (OPM&I) are utilizing the transaction baseline data to develop service delivery level targets and performance goals for the respective channels.

## RMV Customer Service Modernization

The RMV continues with the Customer Service Modernization and Dual Line Queuing Introduction in Branches

Additional branches that have been upgraded:

- Martha's Vineyard- 1/21/2016
- North Adams-1/26/2106
- Pittsfield-1/28/2016
- Greenfield-2/2/2016
- Easthampton-2/3/2016
- Chicopee-2/4/2016
- South Yarmouth-2/8.2016

## Slide 2 speaker notes:

- Although branch performance has improved in customer wait times since 2015, customer volumes in January 2015 were slightly higher than customer volumes in January 2016.

## Slide 8 Speaker notes:

- Between 2014 and 2015, the volume of **branch transactions have decreased by 5.53%** while the volume of **internet transactions have increased by 1.8%**. (A decrease of 2% and increase of 1% of the percentage of total systemwide transactions respectively.)
- Call center transactions increased 9.23% in volume, between 2014 and 2015.
- Back office transactions decreased in volume by 5.38% between 2014 and 2015.
- Public Private Partnership transactions increased in volume by 13.4% between 2014 and 2015.
- The 66 kiosk transactions in 2014 were the reg. renewal kiosk, while 2015 saw the implementation of the license renewal kiosks in branches.
- How do we explain discrepancy in number between this and the Qmatic data?