

# Massachusetts Department of Transportation Registry of Motor Vehicles Division

Status: New Inspection Launch  
October 16, 2017

# Inspection Program Status - as of Monday, October 16, 2017

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- Approximately 1,700 station locations are processing inspections. This total, 1,700, is equivalent to the number of locations available for public vehicle inspections prior to October 1, 2017
- Approximately 195,000 inspections processed since October 1, similar volume to number of inspections processed between Oct. 1, 2016-Oct 15, 2016
- We are now closer to where we should have been on October 1.

# Inspection Program: outstanding issues as of October 16

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- 7D vehicles: these vehicles, which are passenger-type student transport vehicles, have valid stickers now but all must have a fall season inspection completed and passed by December 1. On Saturday, October 14, four 7D inspection locations began to conduct inspections. As of October 16, additional 7D inspection locations will begin to start inspections.
- Video component: will be implemented after January 1. The ability to transmit and store a large amount of data from commercial vehicle inspections needs to be resolved.
- Isolated cases: stations with “firewall” issue, currently have no employee on staff licensed to inspect, etc.

## Overview: new vehicle inspection vendor takes over October 1

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- Contract with Applus Technologies takes effect 10/1 and 1,347 stations set to be activated 10/1.
- Network available, new technology ready for “go live.”
- Additional training would have made for a smoother transition for the people who would use the new technology.
- First weekday after “go live” – only 531 locations testing.
- First weekday after “go live” -5,000 calls to hotline.
- Customer Call Center overwhelmed.

## Continuous progress was made after October 1. The number of station locations processing inspections increased daily.

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Number of station locations:

- 531 October 2
- 797 October 3
- 983 October 4
- 1,219 October 5
- 1,340 October 6
- 1,380 October 7
- 1,385 October 8
- 1,451 October 9
- 1,566 October 10
- 1,638 October 11
- 1,687 October 12
- 1,715 October 13
- 1,722 October 14
- 1,724 October 15

## Reasons why new inspection process was challenging:

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- Priority was the new equipment, more so than the people who would use that equipment
- There was only one orientation session required for each inspector and each instructor was provided just a booklet on the new process. There was no hands-on training.
- The Customer Service Center was overwhelmed on October 2.

# RMV and MassDEP immediately responded to station feedback:

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- The Call Center staff was more than doubled
- Staff visiting station locations was more than doubled
- Third party firm was hired to staff an overflow call center to reduce call wait times and improve customer engagement
- Several times daily, MassRMV website posted names and addresses of station locations processing inspections
- Emails sent to station locations with advice on common issues
- Field staff worked until 9 p.m. most nights and daily during the Columbus Day holiday weekend.

## Issues that arose for some station location inspectors:

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- Steps to take to print stickers
- Hand-held camera issue, (due to not powering camera off)
- Connectivity: internet connection at the station location was incompatible for the new technology being used for the safe and secure information channel.
- Log on credentials assistance to start to use the new work station
- Some motorcycle inspectors initially did not have ID “masked”



## **Next steps: continue to support station owners and inspectors with one on one assistance at their locations and over the phone**

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- Host training sessions on the new technology as a “re-fresher” for those individuals who took it previously and for location employees seeking to become licensed inspectors.
- RMV or DEP staff to visit all station locations to check on status of inspections and have an informed dialogue with owners and employees.
- Call Center continues to provide one-on-one support.

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# Questions from Board Directors

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# Appendix

# Massachusetts Inspection and Maintenance Program - Implementation Schedule

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**August 16, 2017**-Free new program orientation sessions started

- 227 classes held between August 16<sup>th</sup> and September 26<sup>th</sup>

## **MASS17 Inspector Orientation Metrics as of Sept.30th**

Metric	Total	Complete %
<b>Inspectors</b>	<b>7,502</b>	
<b>Inspectors Actively Testing (conducted test within the past 6 months)</b>	<b>6,417</b>	<b>85.5%</b>
<b>Inspectors Registered</b>	<b>5,477</b>	<b>73.0%</b>
<b>Inspector Orientation Scheduled</b>	<b>5,300</b>	<b>70.6%</b>
<b>Inspector Orientation Completed</b>	<b>3,806</b>	<b>50.7%</b>
<b>Stations With At Least One Inspector Orientation</b>	<b>1,351</b>	<b>76.7%</b>

# Overview of vehicle inspections in Massachusetts

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- Vehicle inspection program in Massachusetts is overseen by MassRMV and MassDEP
- Vehicle inspection program since October 1, 2017 has been managed by the Commonwealth's vendor, Applus Techologies. Contract was awarded fall 2016.
- Approximately 1,700 locations processed inspections for the Commonwealth last year and as of October 16, 2017 approximately 1,700 locations are processing inspections.

# Massachusetts Inspection and Maintenance Program - Implementation Schedule

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- 2014:** Industry outreach in advance of new vendor procurement
- Town meetings held spring/fall with participation from the inspection station industry

**November 18, 2016** -Notice to Proceed for Applus contract

- February 2017-** Website launched for inspection stations to register for Applus program
- Site collected inspection and station emails to send a steady stream of emails about important information about program transition

- Spring 2017-**Members of inspection industry invited to RMV to see new workstation prototype
- Industry newsletter also sent out with additional detailed information about the October 1<sup>st</sup> program.

# Massachusetts Inspection and Maintenance Program - Implementation Schedule

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**July 2017**-Applus started site visits to participating stations to review and provide a list of program requirements for stations to complete to be ready for workstation delivery and installation

**July 2017**-Registration for free inspector orientation training opened

**August 16, 2017**- Kick-off of 227 inspector orientation training sessions

**August 17, 2017**-Workstation delivery to stations began on August 17<sup>th</sup>

**August 22, 2017**- Requested workstation order submission date by stations to ensure delivery for October 1<sup>st</sup> start