

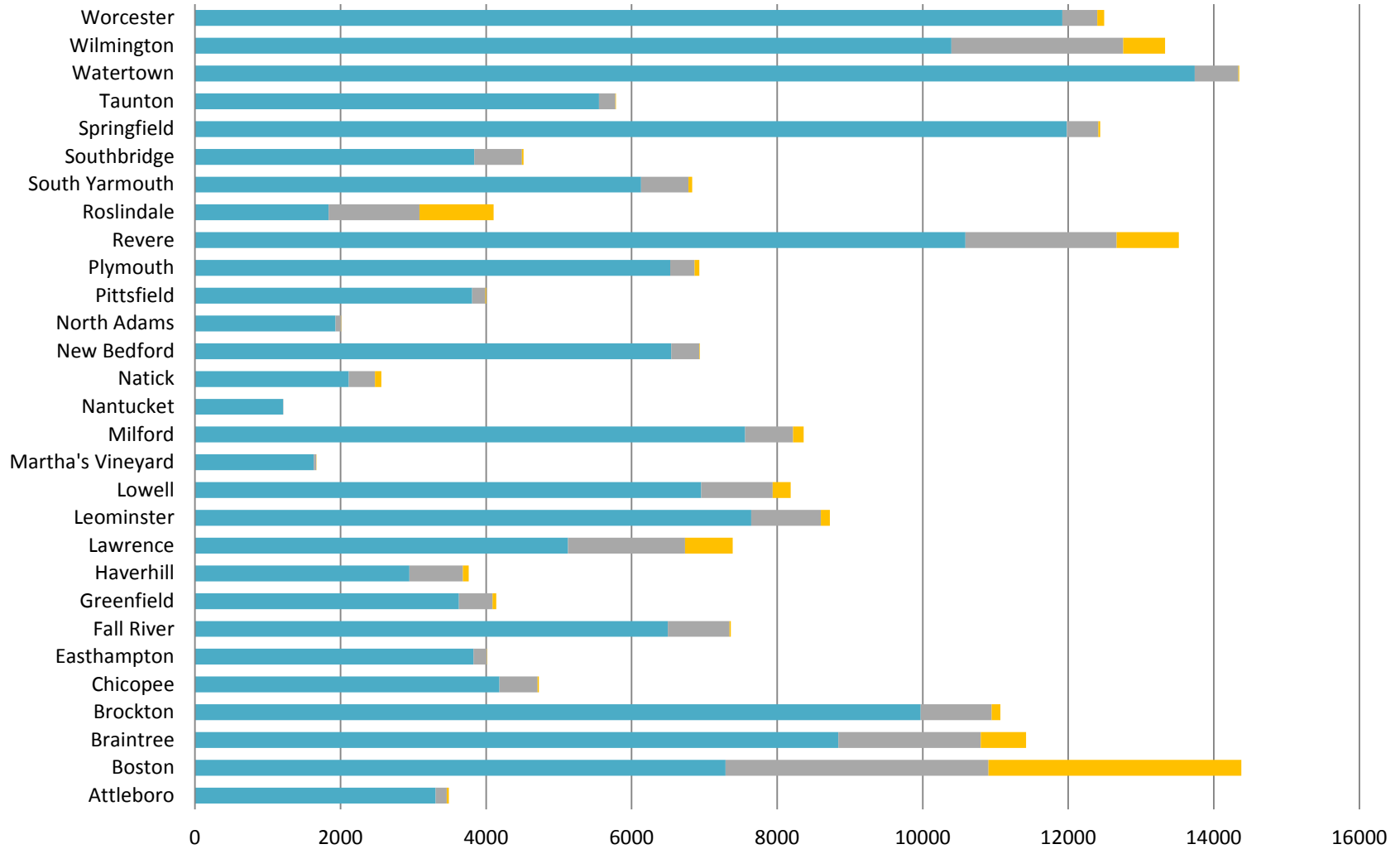
RMV UPDATE

MassDOT Board Meeting
October 15, 2018

RMV STATISTICS

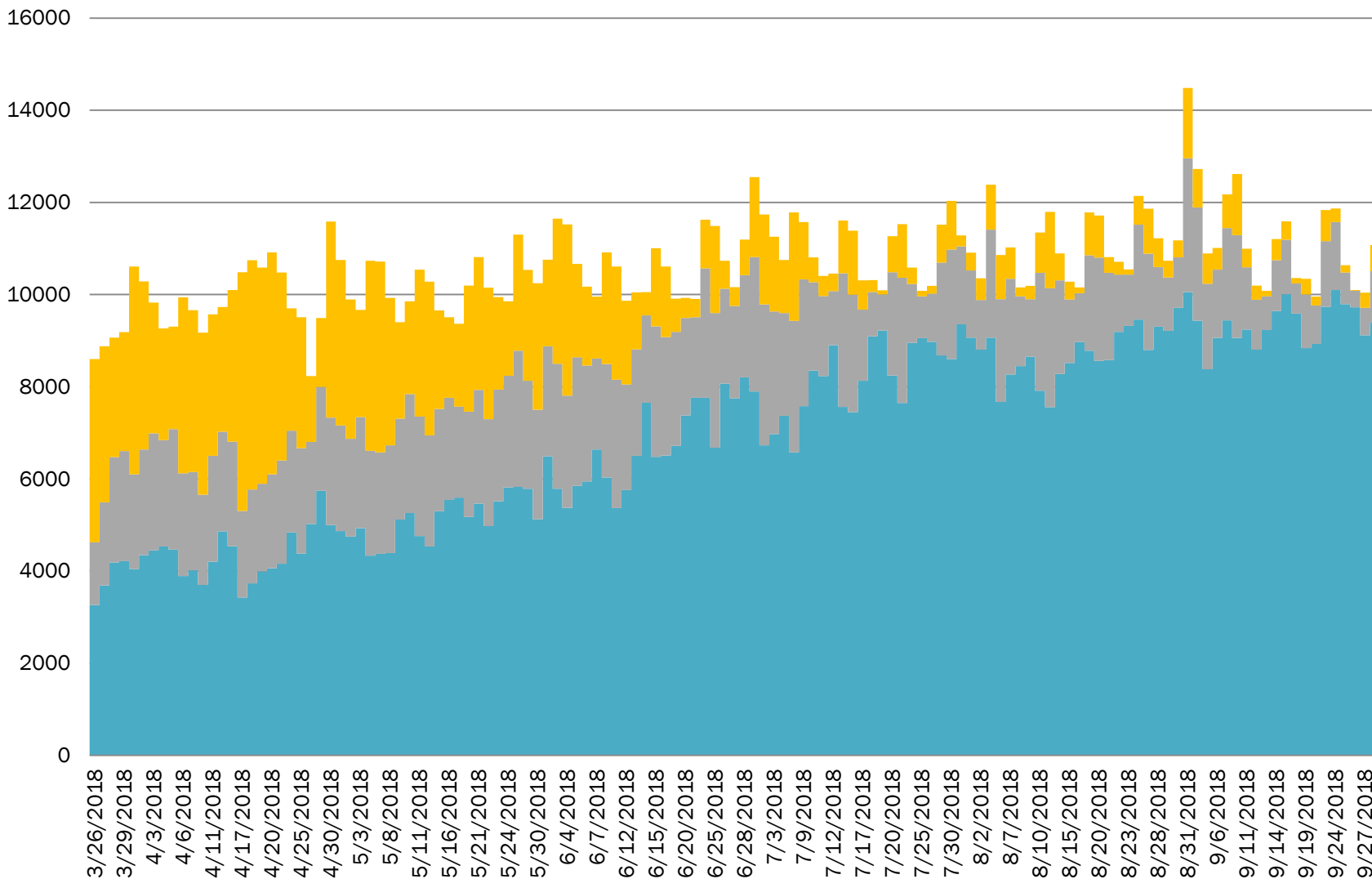
September 2018 Wait Time Data

Service Center Wait Times – September 2018



85% customers served under 30 minutes; 11% 30 to 60 minutes; 4% over 60 minutes

Service Center Performance since ATLAS "Go-Live" Continued to Improve through September 2018



Customers served under 30 mins

Customers served 30-60 mins

Customers served in over 60 mins

NEW RMV SERVICE CENTER

- New Haverhill Service Center Opened September 25, 2018
- Now Located in RiversEdge Plaza
229c Lincoln Ave, Haverhill

New Haverhill Service Center features improved customer parking as well as improved customer experience inside



Ability to use full dual-line queuing



Ample customer seating



Writing counters with easily accessible customer forms



Restored permit test option