

Registry of Motor Vehicles Division

Fiscal Year 2012

Strategic Operating Plan Update

MassDOT Mission

- Deliver excellent customer service to people who travel in the Commonwealth, and to provide our nation's safest and most reliable transportation system in a way that strengthens our economy and quality of life.
- We are one transportation organization focused on customer service and safety.

RMV Division Mission

- Provide superb customer service respectfully and efficiently
- Ensure the safety of the 4.68 million drivers licensed and the 5.82 million vehicles registered
- Maintain the integrity and security of our processes for every product or service offered.

FY 2012 Update

RMV's Strategic Plan

Safety

Customer Service

Efficiencies

Employees

Innovation

Safety

Ensuring the safety of the Commonwealth's roadways for all those who travel them

- **Inspection and Auditing Responsibilities**
 - **9,000 school bus inspections 3 times a year to ensure student safety and welfare**
 - **License and audit 1,967 vehicle inspection stations**
 - **1,627 public motor vehicle inspection stations**
 - **139 fleet inspection stations**
 - **201 motorcycle inspection stations**
 - **Certify 403 driving schools and 1785 driving instructors for proper motorist education**
 - **Assume responsibility for the salvage vehicle inspection process from the Massachusetts State Police**

Safety

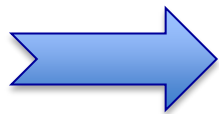
Ensuring the safety of the Commonwealth's roadways for all those who travel them

- Federal Motor Carrier Safety Audit
 - Complete implementation of 2005 and 2008 FMCSA audit findings
- Complete the introduction of gated issuance to prevent producing licenses obtained through fraud
- Examine existing 7D regulations on school pupil transportation

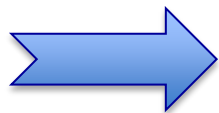
Customer Service

Deliver superb service that both anticipates and responds to customer needs.

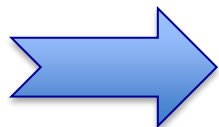
- Customer expectations regarding wait times are a consistent RMV performance bench mark



15 minutes statewide branch average



10 minute average for Telephone Center customers



2 to 3 week lead time to schedule a road test

Customer Service

Deliver superb service that both anticipates and responds to customer needs.

- Ensure timely processing of citations
 - Goal is to process 80% of citations within 5 days of receipt by Merit Rating Board
- Implement a Veteran indicator on licenses and ID cards
- Explore expanding RMV translations

Budgetary Efficiencies

Invest public funds and other resources wisely

- Manage division budget by office and departments
- Participate in MassDOT's Interoperability Committee to maximize resource use
- Implement cost effective record storage
- Improve admissibility of RMV records in court proceedings

Investing in Employees

Ensuring a safe and respectful workplace

- Address Round Table concerns about facility security
 - Surveillance equipment in all RMV offices
 - Updated emergency evacuation plans
- Work with Highway and MassDOT University on AED/CPR training
- “How Can I Help You Today” training

Innovation

Improve and integrate transportation services using creative thinking and best available practices and technology, with minimal public disruption

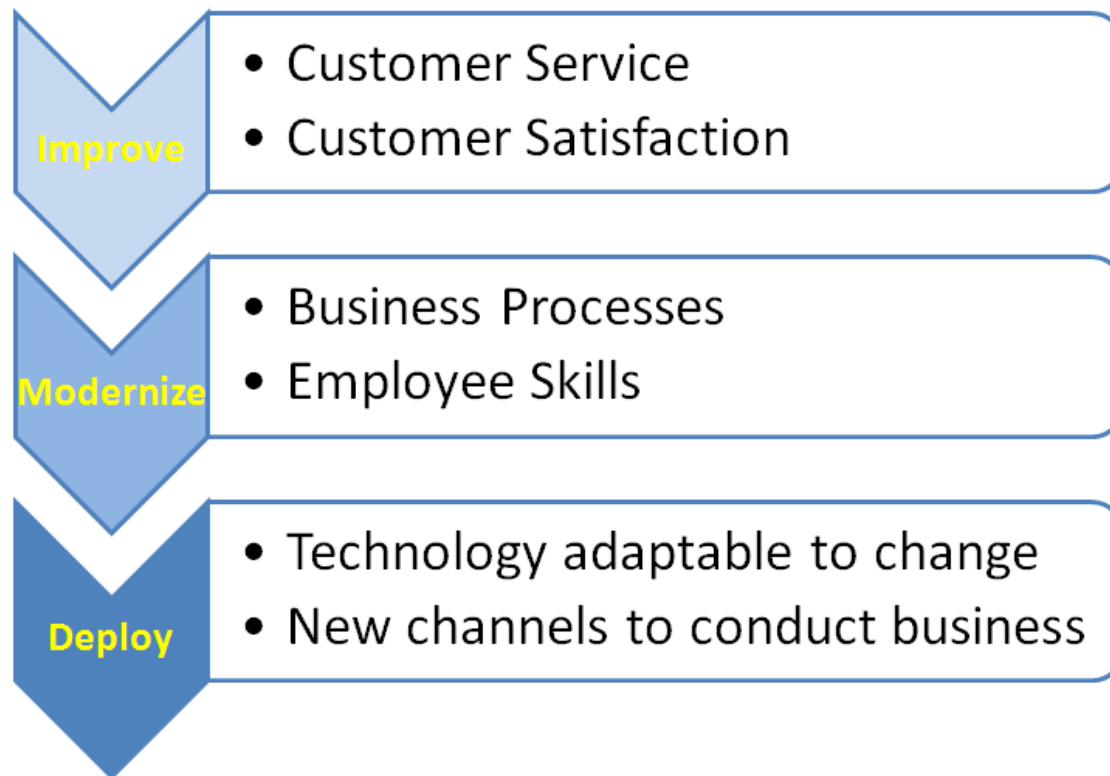
- ❖ The Registry of Motor Vehicles Modernization (RMVM) Program is the most innovative effort of our generation
- ❖ ***To be the National Leader in Putting the Customer First – across Service, Information, Security and Safety***

RMVM Vision Statement

To be the National Leader in Putting the Customer First – across Service, Information, Security and Safety

♦ <i>Service</i>	♦ <i>Information</i>	♦ <i>Security</i>	♦ <i>Safety</i>
<p>♦ We provide service that is respectful, personalized and contextual</p>	<p>♦ We transform data into information to support analytics, benchmarking and innovating</p>	<p>♦ We maintain, control and provide data that is reliable and secure</p>	<p>♦ We administer the motor vehicle-related laws of the Commonwealth in a way that is responsible, nimble and precise</p>
<ul style="list-style-type: none"> • Customer focused • Organized around customer requirements • Leverage business partnerships to provide service at transaction point • Provide services through customer's preferred channel • Integrated Customer View • Ability to expose services over a variety of channels 	<ul style="list-style-type: none"> • Cultural focus on making data-driven decisions • Analytics capability • Individual Performance Management • Enterprise Performance Management • SOA • Data Warehouse • Business Intelligence • Dashboards • BPM 	<ul style="list-style-type: none"> • Training staff on customer confidential information • Training staff on fraud detection • Fraud detection processes • Data quality processes • Realtime or near real time data updates • Doc management • Electronic doc authentication • Photo capture technology • Facial recognitions 	<ul style="list-style-type: none"> • Culture of well documented business processes and rules • Cultural that uses BPM and testing as tools to model and respond to change • Business rules that are clear, consistent and well documented • Business Process Modeling • Loosely coupled services • Rules Engine

Key Deliverables



Procurement Process

Key Milestones for FY12

- Plan procurement scope and strategy
- Establish a procurement team
- Issue RFI for Vendor comment on approach and schedule
- Write and post RFR
- Review, analyze and evaluate responses
- In-person Vendor presentations
- Recommend apparent winning vendor
- Negotiation and MassDOT Board Approval

Procurement Guiding Principles Objectives to be met through RMVM

- Flexibility- solutions allowing minimum effort
- Quality/Ease of Use
- Information to measure operational and process performance
- Interoperability- point of origin
- Simplicity/Reliability
- Transparency
- Regular Outward-Facing Improvements
- Security and Safety- support legislative changes and data security

RFR Schedule

ALARS RFR Milestone	Start	End
RFI 1 Posted	4/14/2011	5/18/2011
RFI 2 Current State Posted for Comments	7/22/2011	8/4/2011
Post WTO Notification		8/10/2011
Draft RFR Posted for Comments		10/7/2011
Draft RFR Comments Due We Are Here!		10/21/2011
Post RFR		11/4/2011
Round 1 of Vendor Questions		11/10/2011
Post Responses to Round 1 of Vendor Questions		11/18/2011
Round 2 of Vendor Questions/Emails Due		11/29/2011
Post Responses to Round 2 of Vendor Questions		12/13/2011
RFR Responses due		12/21/2011, 2 PM
Vendor Presentations	3/26/2012	3/30/2012
Projected Start		7/16/2012

Questions
and
Comments
are
Welcome