



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO



March 6, 2017

The Honorable Thomas M. McGee, Senate Chairman
The Honorable William M. Straus, House Chairman
Joint Committee on Transportation
Massachusetts State House
Boston, MA 02133

Dear Chairman McGee, Chairman Straus and Committee Members:

I am pleased to offer my strong support of House Bill 73, *An Act Financing Improvements to Municipal Roads and Bridges*. This legislation provides critical funding authorization for both the Chapter 90 Program, the Mobility Assistance Program (MAP) and for the Registry of Motor Vehicles' software platform, known as ATLAS.

The Chapter 90 program is an essential component of MassDOT's partnerships with cities and towns in the Commonwealth. To that point, both Governor Baker and Lieutenant Governor Polito have been enormously supportive of our efforts to identify ways we can strengthen this program by eliminating red tape and increasing spending flexibility at the local level. Highway Administrator Thomas Tinlin will elaborate on these efforts in his testimony before you today.

Section 2A seeks funding for programs and planning initiatives housed within our Rail and Transit Division. The Mobility Assistance Program, for example, offers capital assistance for the purchase of vehicle stock by transit agencies, councils on aging, and non-profit organizations serving the needs of seniors and individuals with disabilities. Funding is also included for our intercity bus and intermodal services which provide needed transportation to underserved areas throughout the state. The success of these programs can be measured by the thousands of people that are annually afforded new and accessible ways to get where they need to be.

The other critical piece of this legislation resides in Section 2B. We are requesting \$70 million in funding authorization to complete the implementation of the ATLAS program. The RMV's present system, known as ALARS (Automated License and Registration System) dates from 1986 and is unable to support the RMV's new customer-centric business model. The ATLAS program will enable the issuance of Real ID compliant credentials, will allow more online transactions for individual customers as well as business customers and government partners, and will improve service delivery overall.

As some members of the committee are aware, efforts to overhaul the RMV's software system is years in the making. However, I feel that we are now best positioned for success with Registrar Erin Deveney and her team at the helm. Her testimony will provide greater insight as to how this investment will drastically improve operations and make for a much improved customer experience.

Thank you in advance for your consideration. I respectfully seek the committee's swift and favorable approval of this legislation.

Sincerely,

Stephanie Pollack



MassDOT Registry of Motor Vehicles ATLAS Project Frequently Asked Questions

What is ATLAS?

The ATLAS Program is a transformation effort at the RMV-- a three-year project which replaces the RMV's core operational system known as the Automated License and Registration System (ALARS). ALARS is a 24/7, transaction-based system responsible for supporting the collection of over \$1B in annual revenue for the Commonwealth. Implemented in 1986, ALARS maintains the ability to process seven million transactions daily for the RMV and is relied upon by law enforcement, other Massachusetts state agencies and the insurance industry to perform essential functions.

FAST Enterprises, LLC is the vendor that was selected through a competitive bid process to implement their Commercial off the Shelf (COTS) motor vehicle product to support the RMV's new business model and redesigned business processes and replace the RMV's core operational system.

FAST Enterprises

- Only Vendor with both motor vehicle Driver and Vehicle solution developed & implemented. Their product is being used in 8 states. The FAST product also includes revenue management, case management, document management and business reporting.
- Provides a cost-effective Real ID compliant driver services.
- "Always on time & budget" – over 200 project implementations with tax and motor vehicle products, including the successful implementation of a tax solution at Mass Department of Revenue.

What will ATLAS do?

The RMV is creating a customer-centric business model to better address the needs of individual and commercial customers. The ATLAS project dramatically improves the RMV's service delivery model, supporting the RMV's new business model and organizational performance, allowing the Registry to:

- Issue and manage secure identity credentials for the Commonwealth's 4.3M licensed drivers
- Offer Vehicle registration/title services for over 5.7M registered vehicles
- Provide law enforcement services
- Provide revenue and accounting services for collecting over \$1B in funds
- Provide enterprise case management, document management, appointment scheduling and business reporting.

How will ATLAS benefit residents of the Commonwealth?

ATLAS will provide a series of transformative processes to the Registry, including a number of iterative and integrative steps. Among these critical changes:

- RMV customers will have the ability to see their complete motor vehicle record inclusive of all correspondence sent and ability to initiate and complete business transactions including the ability to upload documents using the RMV's enhanced website.
- Service delivery channel coordination will be improved, such that services can be started on the web and completed using another channel.
- Additional appointment opportunities will be provided to schedule RMV visit or service request.
- Providing the ability to record full legal name, alternative characters such as apostrophes and hyphens.



- RMV website enhancements will provide government-to- customer, government-to- business and government-to-government web portals with direct access to the RMV system.
- ATLAS will provide the ability to issue Real ID compliant Massachusetts Driver’s Licenses and Identification cards.
- Automated workflow will be developed for enterprise case management in order to meet customer service delivery performance standards.
- Revised forms and letters will improve customer experience and communication.

Where have similar projects been successful in the past?

Similar projects have been successfully completed for Driver and Vehicle services across the United States. Examples can be found in various jurisdictions.

Jurisdiction	Driver Services	Vehicle Services
Arkansas	✓*	✓*
Colorado	✓*	✓
Mississippi		✓
New Mexico	✓*	✓*
North Dakota		✓*
Oklahoma		✓*
Tennessee	✓*	
Utah		✓*
Washington	✓	✓*

What is the timeline for this project?

There are several key project milestones, outlining project dates that include three years of implementation, beginning in October of 2016. These key milestones include:

Key Project Milestone	Start Date	Completion Date
Project Start	October 2016	February 2020*
Project Mobilization	October 2016	November 2016
Rollout 1– Driver Services	December 2016	March 2018
Rollout 2 – Vehicle Services	June 2018	November 2019

*Additional time at the conclusion of the contract implementation is accounted for by a project warranty.