



INSPECTION UPDATE

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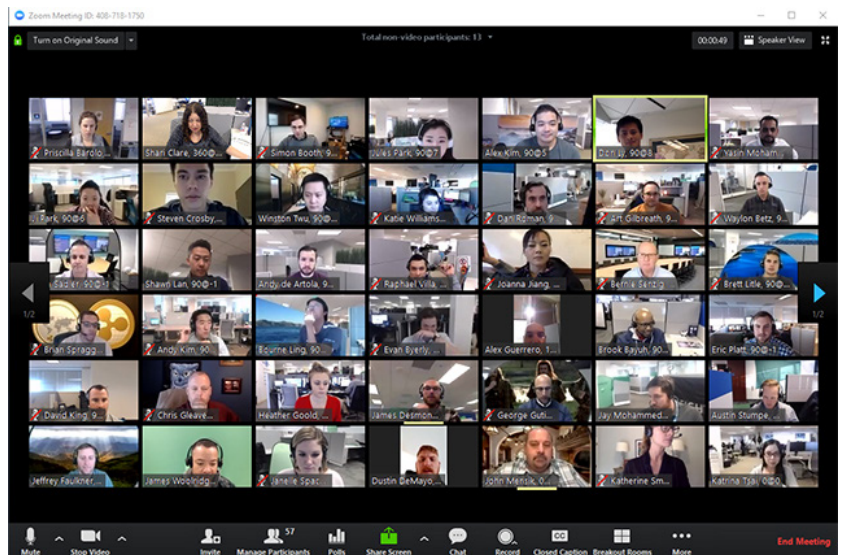
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IMPAC is “Zooming” this Summer

The Inspection & Maintenance Program Advisory Council (IMPAC) is back and you’re invited to join us for its next meeting, which will be held virtually. We will discuss Massachusetts Vehicle Check program updates, industry issues, and ideas for program improvements.

Due to the COVID-19 pandemic, this meeting will take place on the Zoom™ online platform. Here are the details:

- DATE:** September 15, 2020
- TIME:** 2:30pm (meetings typically run 1 to 2 hours)
- LOCATION:** Zoom (meeting link to be provided to those who RSVP)



Joining the IMPAC Zoom Meeting is Easy!

If you are interested in participating, just email “Yes, I would like to attend the IMPAC Zoom meeting” to info@massvehiclecheck2017.com. Applus will respond via email to confirm receipt of your RSVP. Then, the week of September 7, you will receive a link with details on how to join the meeting using your computer or smart device.

Before joining a Zoom meeting on a computer or mobile device, you will need to download and install the app in advance from: <https://zoom.us/download>. Otherwise, you will be prompted to do so when you click on the link to join the meeting.

If you haven’t used Zoom before, you can [join a test meeting](#) to familiarize yourself with it. We look forward to your participation!

Thank You from the Call Center Team

The MA Vehicle Check Program Call Center would like to recognize and thank the industry members that have contacted us during the Coronavirus (COVID-19) pandemic. We experienced many Industry members taking the time to ask our representatives how everyone is doing with all our “new normal” business operations. We appreciate you taking the time to share a quick joke to provide a brief break and remind us that this too shall pass. We want everyone to stay well and safe.

Reminders

Advanced Exchange - Return the Non-functioning Part(s) When You Receive the Replacement

Please remember the Station Participation Agreement (SPA) requires you to return the inoperative part(s) within **two business days** of receiving the replacement so that Applus is able to process and evaluate the part in a timely manner. Applus provides your station the means to return the inoperative part at no cost. Following this requirement speeds up the exchange process and prevents any charges to your station.

Navigating Your Inspection Station RMV Transactions Through eServices

Starting August 1, 2020, most station transactions are required to be performed online through the RMV eServices portal.

Station owners/managers must fill out the following RMV Business Partner Contact and eServices Administrator Access Forms before renewing their station license. These forms are available at the MA Vehicle Check website under [Station and Inspector Resources>Downloads & Forms>RMV Business Partner Contact and eServices Administrator Access Forms](#).

Once the forms are filled out go to the following email address to sign up as an RMV Business Partner:
RmvBusinessPartners@dot.state.ma.us.

Once you have signed up and been acknowledged as an RMV Business Partner, here are some helpful links to assist you with getting what you need to be done at the RMV eServices portal:

- **Main eServices Access**
<https://atlas.massrmv.com/Home/ATLASTraining/InspectionStations.aspx>
- **eServices General Information**
[Welcome to the eServices Portal - YouTube Video](#)
- **Inspection Stations Help Step-By-Step Documentation on Performing eServices Portal Tasks**
[Inspection Stations Help Documentation \[PDF\]](#)
- **Inspection Station Account Profile Overview**
[Inspection Station Maintenance - YouTube Video](#)
- **Administrator Access (including new logons)**
[General Administration Course - YouTube Video](#)

Also, the Registry of Motor Vehicles (RMV) has a helpful website with information for many station and inspector inquiries, including station and inspector licensing forms. Use the following link:

- **Registry of Motor Vehicles (RMV)**
<http://www.mass.gov/rmv>

Changes are coming for 7D Testing

7D stations will be receiving announcements regarding 7D testing changes going into effect on October 1, 2020. Keep your eyes open for these notifications coming soon.

Applus Holiday Closings

All Applus offices and Motorist Assistance Centers (MACs) will be closed for the following upcoming holidays:

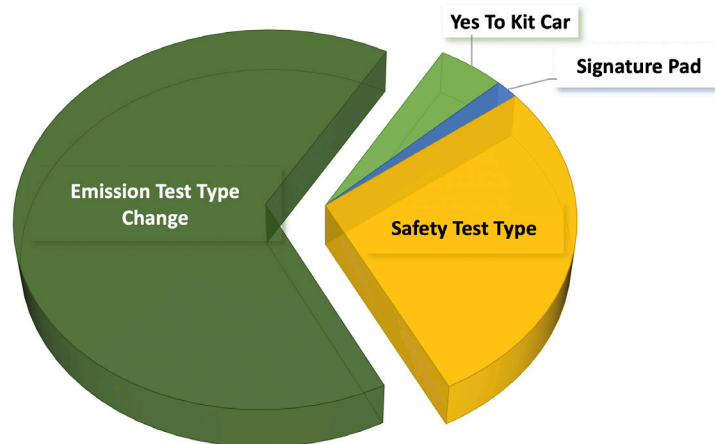
- Labor Day - Monday, September 7, 2020
- Thanksgiving Day - Thursday, November 26, 2020

What's New At The MACs

The MASS17 Inspection test Interrupt process has been operational since 2018. It provides the opportunity to pause an inspection should the MASS17 inspection software determine the vehicle may be receiving the wrong type of inspection. A Motorist Assistance Center (MAC) support representative will start a video conference or video chat with the inspector using Team Viewer so that the vehicle data entered into the workstation can be discussed. This process allows a data correction if necessary or, after a discussion about the vehicle in the bay, allows the inspection to continue. This process also provides the opportunity for a second opinion with the ultimate goal of ensuring that the vehicle receives the correct type of inspection.

The process was designed to identify a data entry made by the inspector that may lead to the vehicle receiving the wrong type of inspection. These entries include vehicle type, gross vehicle weight rating (GVWR), or even a safety type selection.

The most popular data entry prompting a test interrupt is the gross vehicle weight rating (GVWR) value. Runner-ups include; not signing the Signature Pad, selecting Yes to the Kit Car question, or selecting a safety test type in conflict with the workstation software.



GVWR value entries: The GVWR value is a critical input in determining what type of emission or safety inspection the vehicle will receive. There have been instances where the workstation software provided an incorrect GVWR value and once corrected by the inspector, a test interrupt was initiated. In this case, once the data is confirmed by program staff, the inspection is promptly allowed to continue. In other instances, the inspector was not entering the vehicle's actual GVWR and left unverified, the vehicle would receive the wrong type of test and possibly fail a test the vehicle is not required to pass.

If the GVWR field is blank or incorrect, the inspector needs to enter a value in pounds, not kilograms. The vehicle's GVWR value can be found on the driver's side door pillar sticker. If there is no GVWR sticker, be sure to use only information from the vehicle's manufacturer or a VIN decoding software. Never use the vehicle registration document to determine the correct GVWR.

When unsure of the correct GVWR value, contact the Call Center (844 358-0135) or the local MAC for assistance.

Tips and Tricks

Be Known as a Safe Place for Vehicle Inspections

Did you know that motorists are evaluating inspection stations by how well they are following the social distance and face covering guidelines and sharing their observations with others? Everyone wants to get their vehicle inspected at a safe facility. Your station could be missing revenue opportunities if it is not being mentioned as a safe place to go. Actively display your adherence to the MA COVID-19 guidelines so the word gets out that your facility is a safe place to get an inspection.

Improper Shutdown Lock

If you experience this lock message, please contact the call center at 1-844-358-0135. A call center representative will create a ticket and assign it to a technician to assist you. Please make sure you provide a valid call back number where you can be reached. The technician will log into your workstation and document the vehicle information from the screen. You will receive a phone call to verify the ticket notes as to what occurred just prior to the lock. Guidance will be provided on how to avoid this occurrence in the future. You will be reminded that the vehicle inspection was aborted, the sticker is void and you must conduct a new inspection. The technician will clear the lock.

Inspector Updates

If your Inspector license was set to expire but was extended due to COVID, be sure to get the license renewed before October 1st. All professional credentials that were extended will now expire on **October 1, 2020**. Please submit required applications no later than September 15th to allow enough time for the RMV to process and mail your renewal before 10/1 (this also applies to stations licenses).

- Inspector License renewal to the RMV: you can complete the renewal online at <https://www.mass.gov/how-to/renew-your-vehicle-inspector-license>

Inspector Training has resumed but the number of students has been reduced to follow safe distancing guidance. Since re-summing training in mid-June, there have been approximately 60 training session offerings. This includes a mix of non-commercial, commercial, motorcycle, and commercial recertification dependent on the applications received.

This fall is the program's peak demand for commercial recertification training. Submit your application for commercial recertification training as early as possible so that you are able to attend a training before your training expiration date. Fall 7D inspection season starts on October 1st, should you want to attend a 7D training, be sure to submit an application as soon as possible so that a seat can be reserved for you.

Inspector Training Applications are available on our MVC program website under the Stations & inspectors Tab. https://www.mavehiclecheck.com/s/06012020-Inspector_Training_Application_06012020-MAVehicleCheck.pdf

Program Statistics

MASSACHUSETTS VEHICLE CHECK PROGRAM AT A GLANCE APRIL 1 - JUNE 30, 2020	
Enforcement Statistics	Count
Violations Issued to Inspectors	29
Violations Issued to Stations	28
Inspector Privileges Revoked	0
Inspectors Required to Retrain	1
Inspectors Suspended	6
Stations Suspended	2
Customer Service Center Calls	Count
Motorist Calls Received	1,509
Inspection Station Calls Received	8,555
Inspector Training	Count
Initial Non-Commercial Inspectors Trained	7
Initial Commercial Inspectors Trained	0
Initial 7D Inspectors Trained	0
Initial Motorcycle Inspectors Trained	8

Licensed Stations	Count	
Class A Stations	1,147	
Class B Stations	210	
Class C Stations	14	
Class D Stations	311	
Class E Stations	8	
Waivers and Repair Hardships	Count	
Emissions Waivers Issued	1	
Repair Hardships Issued	2	
Inspections/Tests	Count	Failure Rate
Non-Commercial Safety Inspections	894,712	6%
Commercial Safety Inspections	29,400	8%
7D Safety Inspections	346	5%
TNC Inspections	4,269	1%
OBD Emissions Tests	766,094	6%
Opacity Emissions Tests	17,463	5%