

From: Pappas, Jimmy <Jimmy.Pappas@us.gt.com>
Sent: Saturday, July 20, 2019 10:18 PM
To: Tesler, Jamey (DOT);Breen, Marie (DOT)
Subject: RMV OOS Notification Processing Unit

Jamey and Marie

I understand that the RMV is making plans for an OOS Notification Processing Unit based on discussions I had with RMV personnel on Friday and as further described in the Memo that DOT/RMV issued on Friday.

Because our scope of work requires that we make recommendations in our reports regarding OOS processes going forward, I want to make sure that we are aligned as this evolves to avoid finding ourselves in a situation where Grant Thornton is recommending processes that may not necessary align with what DOT/RMV is currently adopting.

We should discuss next week. Thanks

Jimmy Pappas
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Forensic Advisory Services

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EXHIBIT B

Wells, Becky (DOT)

From: Winbush, Thale (DOT)
Sent: Friday, April 28, 2017 3:36 PM
To: Brennan, Donna (DOT)
Cc: Hill, Richard D. (DOT); Albertz, David (MRB); Cabey, Donna (MRB); Eaton, Debra (DOT); Coker, Roxanne (DOT); Bowes, Tom (DOT); Moore, Deborah (MRB); Sims, Andrew (DOT); Prather, Ghydaa (DOT); Santos, Claire (DOT)
Subject: RE: CDLIS and OOS violations

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Donna,

Yes, always excited about Friday's. ☺

I am the lucky person on this.

Yes, the SOC screen checks for duplicates (against existing OVIO records on ALARS) if the OOS violation is being entered for the RMV (we do not check for duplicates on MRB OOS types).

(also calls a special history editor – to validate the conviction based on CDLIS rules/edits – but citation date can influence the CDLIS edits, whether edit applies or not – CDLIS System Specification manual can be reference if you are interested in the specific validations that are performed)

Way back for the MCSIA project, we implemented duplicate checking and we utilize the six (6) authorized keys identified by CDLIS for this.

- citation date
- conviction date
- offense reference (state's native code)
- report id (also called location reference)
- ACD code
- state of conviction

Here is a sample of the code used to do this – from the host update module creating the new OOS violations.

```
PVBROWSE RMVMV.RMV.PROD.PANSRC( UHS3154L ) ----- LINE 00002785 C
COMMAND ===>                                SCROLL
      MOVE SOC-BLK-ACD-CODE                   TO WORK-CODE-ACD
                                              OF WORK-UHS3154L.
      MOVE SOC-BLK-LOCAT-REF                   TO WORK-CONV-LOCAT-REF
                                              OF WORK-UHS3154L.
      MOVE SOC-BLK-DATE-CITATION               TO WORK-CITA-DATE
                                              OF WORK-UHS3154L.
      MOVE SOC-BLK-DATE-CONVICTION             TO WORK-CONV-DATE
                                              OF WORK-UHS3154L.
      MOVE SOC-BLK-CODE-STATE                   TO WORK-CONV-STATE
                                              OF WORK-UHS3154L.
      MOVE SOC-BLK-CODE-OFFENSE-REF            TO WORK-CONV-OFF-REF
                                              OF WORK-UHS3154L.
      OBTAIN FIRST UHS3154L-LR WHERE UHS3154L
```

|
Please let me know if you have follow-up questions.

Thanks
Thale

From: Brennan, Donna (MRB) [<mailto:Donna.Brennan@MassMail.State.MA.US>]

Sent: Friday, April 28, 2017 3:10 PM

To: Winbush, Thale (DOT)

Cc: Hill, Richard (DOT); Albertz, David (MRB); Cabey, Donna (MRB); Eaton, Debra (DOT); Coker, Roxanne (DOT); Bowes, Tom (DOT); Moore, Deborah (MRB)

Subject: CDLIS and OOS violations

Hi Thale,

Happy Friday!

The MRB has assumed the responsibility of adding paper out-of-state (OOS) driving records on MA licensed drivers from DCU - we are in the early stages of setting up our procedures and we have a questions for you about the CDLIS process. We know that OOS violations from other states are added through the federal CDLIS (Commercial Driver License Information System) for MA CDL drivers. We need to know if it's likely or even possible for the same OOS incidents to come in on paper OOS records from other states. Is there a edit in the program that would prevent someone from adding the same OOS incident to a MA CDL driver via the SOC screen if the incident has already been added thru CDLIS? Is this something you can help us with? If not can you point me to someone who might know.

Thank you.

Donna Brennan

MassDOT, Merit Rating Board (MRB)

857-368-7612

www.massrmv.com/MeritRatingBoard

EXHIBIT C

Costantino, Keith (DOT)

From: Cabey, Donna (MRB)
Sent: Monday, May 1, 2017 12:26 PM
To: Costantino, Keith (DOT)
Subject: RE: Out of State violations

Thank you Keith.

From: Costantino, Keith (DOT)
Sent: Monday, May 01, 2017 10:47 AM
To: Cabey, Donna (MRB)
Subject: RE: Out of State violations

Hi Donna,

All states are required to report violations electronically to CDLIS, hence we should never be seeing a violation via paper that has escaped being reported to CDLIS.

Keith

From: Cabey, Donna (MRB)
Sent: Monday, May 1, 2017 8:34 AM
To: Costantino, Keith (DOT)
Cc: Eaton, Debra (DOT); Brennan, Donna (MRB)
Subject: Out of State violations
Importance: High

Good morning Keith,

Does CDLIS or any state other than New Hampshire submit Out of State (OOS) violations electronically to the RMV? If not, then are we to expect that the paper OOS violations received by the MRB will include violations for CDL licensed operators?

Thank you for your assistance.

Donna Cabey
MRB Acting Operations Manager
857-368-7676
Fax 857-368-0810

EXHIBIT D

From: Lewis, David I (DOT) <david.i.lewis@dot.state.ma.us>
Sent: Thursday, August 3, 2017 1:09 PM
To: Albertz, David (MRB); Lewis, David I (DOT); Zieger, Jeff (DOT)
Cc: Goodman, Ben (DOT)
Subject: RE: OOS incidents on a CDL

I wouldn't touch ALARS, but that is your call. Atlas provides us with the opportunity to rethink/reset and that is what I would suggest we should do with this one.

From: Albertz, David (MRB) [mailto:David.Albertz@MassMail.State.MA.US]
Sent: Thursday, August 3, 2017 12:34 PM
To: Lewis, David I (DOT) <david.i.lewis@state.ma.us>; Zieger, Jeff (DOT) <jeff.zieger@state.ma.us>
Cc: Goodman, Ben (DOT) <ben.goodman2@state.ma.us>
Subject: RE: OOS incidents on a CDL

I'm not sure who or when this decision was made – it looks like it was part of the original batch program. I agree that it would be better for ATLAS to accept all reported OOS incidents and screen out duplicates. I don't know if we want to go and make changes to ALARS for this, though.

David Albertz
Consultant
Merit Rating Board
25 Newport Ave. Extension
Quincy, MA 02171

Phone Number: 857-368-7611
Fax Number: 857-368-0806

From: Lewis, David I (DOT) [mailto:david.i.lewis@dot.state.ma.us]
Sent: Thursday, August 03, 2017 12:13 PM
To: Zieger, Jeff (DOT)
Cc: Albertz, David (MRB); Goodman, Ben (DOT)
Subject: RE: OOS incidents on a CDL

I really think you should re-think this. First, asking and trusting that an insurer knows the difference of (1) a CDL driver and (2) whether or not they were in a CDL vehicle is asking a lot. Second, the MRB is keying all of the OOS violations. Third, even if the worst occurs and one way or another a duplicate is citation is attempted to be added, there is a duplicate detection in place to identify these "potential" duplicates. (Note, the case were a CDL driver moves from MA to another state and then returns creates the scenario where you really need to have good duplicate detection as when the state sends the whole record, it will contain everything we sent them in the first place.)

To Dave's point that all incidents are rejected, this is not the way I would go. A CDL driver that gets an OUI in a private passenger rental car in Florida; I believe they are not required to send us that conviction through CDLIS because it occurred in a non-CDL vehicle. I would suggest that we should assume that whether or not we get this via CDLIS, a manual piece of paper or from an insurer, our primary goal is to get this conviction on the record. With Atlas, good duplicate detection that puts these in a work que would seem to me to be the better way to go.

Note, I am not going out of my way to be a pain in the butt. But, as states move to using the electronic state to state functions, more of this is going to become electronic, so duplicate detection would seem to me to be the way to go.

From: Zieger, Jeff (DOT) [<mailto:jeff.zieger@dot.state.ma.us>]
Sent: Thursday, August 3, 2017 11:43 AM
To: Lewis, David (DOT) <David.I.Lewis@dot.state.ma.us>
Cc: Albertz, David (DOT) <david.albertz@massmail.state.ma.us>; Goodman, Ben (DOT) <ben.goodman@massmail.state.ma.us>
Subject: OOS incidents on a CDL

Hi David,

Just to clarify what CDL-related OOS incidents are rejected by our process:

Code	Description
46	Traffic Violation on MA CDL Not Allowed. Insurers cannot add an OOS traffic violation to an operator who has a Massachusetts CDL license because the RMV already receives OOS traffic violations for these operators through the federal Commercial Driver License Information System (CDLIS). However, insurers may add an at-fault accident that occurred while driving a vehicle not covered by a Massachusetts private passenger insurance policy to an operator who has a Massachusetts CDL license.

Out-of-State Driving Record - - QC History

Edition: 3315 Submission: 00142359 Submitter ID: 0279 Input Media Type: p VSN: SD300101 Input Record Seq#: 0000003
 Transaction Code: 72 Company: 279 Commerce Insurance
 Policy Number: DLL415 Policy Effective Date: 20121206 Company Use: CIC000000086493001

OPERATOR License Number:
 License State:
 Last Name: Street Address (1):
 Date of Birth: Street Address (2):
 First Name: Address City:
 Middle Name: Address State:
 Prior License Number: Address ZIP:
 Prior License State:
 Date First Licensed Out-of-State:

INCIDENT Date: 20111019 Reporting State: VT
 Conviction Date: 20111114 ACD Offense Code: S16
 MVR Offense Description: SPEEDING MVR Offense Code:

Error Status: E RMV License Return: U
 Error Code (1): 46 Traffic Violation on MA CDL Not Allowed RMV License:
 Error Code (2): RMV License State: |
 Error Code (3): RMV Surname: |
 Error Code (4): RMV Date of Birth:
 Error Code (5): MRB Process Date: 20130101
 PersNumbSurr: 000000000 MRB Edition Number: 3315

Record: 1 of 190 Filtered Search

Thanks,
Jeff

EXHIBIT E

From: Kadish, Steven (GOV) <steven.kadish@MassMail.State.MA.US>
Sent: Monday, April 11, 2016 10:52 PM
To: Pollack, Stephanie (DOT); D'Arbeloff, Mindy (GOV); Deveney, Erin (DOT); Pollack, Stephanie (DOT)
Cc: Chabot, Emily K. (GOV)
Subject: RE: Strategic Plan Review

That can work – depending upon how you want to use the time.
Up to you.
Otherwise, we can schedule another time to review

From: Pollack, Stephanie (DOT) [mailto:stephanie.pollack@dot.state.ma.us]
Sent: Monday, April 11, 2016 6:50 PM
To: D'Arbeloff, Mindy (GOV); Deveney, Erin (DOT); Kadish, Steven (GOV); Pollack, Stephanie (DOT)
Subject: RE: Strategic Plan Review

Steve,

If you'd like an interactive session with the Registrar to go through the materials she sent out on Friday perhaps we can schedule it while you're here tomorrow afternoon?

Stephanie

From: D'Arbeloff, Mindy (GOV) [mailto:mindy.darbeloff@MassMail.State.MA.US]
Sent: Monday, April 11, 2016 6:28 PM
To: Deveney, Erin (DOT); Kadish, Steven (GOV); Pollack, Stephanie (DOT)
Subject: RE: Strategic Plan Review

Secretary and Chief,

I have spent a lot of time with this Strategic Plan today. It is a very solid document.

I truly feel that if we just adhere to what is in here and keep moving forward through it, we will both create and maintain change, and success.

It is important to the team that we get your approval on it. If you could both take a moment to review and reply to the Registrar, it would be most helpful!

Thanks so much,
Mindy

Mindy d'Arbeloff
Deputy Chief of Staff
Office of the Governor
State House Room 280
Boston, MA 02133
(617) 725-4000

From: Deveney, Erin (DOT)
Sent: Friday, April 08, 2016 10:17 PM

To: Kadish, Steven (GOV); Pollack, Stephanie (DOT); D'Arbeloff, Mindy (GOV)
Subject: Strategic Plan Review

E cont.

Good evening:

I appreciate that the performance reporting on the daily dashboards raises questions about the status of our improvement efforts, so I am providing some information as an update and to ensure that the direction that we are taking is in alignment with the vision for the RMV.

Attached please find our Release 4 objectives that were updated with feedback from the WOWT SoS team. We have renamed the WOWT SoS as the Continuous Improvement Scrum because while ATLAS is our true ultimate transformative state, we need to continue to sustain the advances we have made under WOWT, as well as make additional improvements until we achieve the envisioned benefits that will be realized with the replacement of ALARS. Threads for R4 include Program Management (Capt.-MLavoie); Comms (Capt.-KDiamond); Contact Center (Capt.-EDuffaut); Business Solutions (formerly Technology; Capt.-JPrimerano); Metrics (Capt.-IBarry); Customer Service Improvements/PRIDE (Capt.-MTibma); Staffing (Capt.-SJohnson); and Operations Customer Service (Capt.-SZaphiris).

As you will note, we continue to emphasize in R4 the objective recognizing the need for a more effective workforce. As part of this effort, we need to implement the Strategic Plan. While the MassDOT CIP is a 5-year plan, the Strategic Plan is drafted as a 3 year effort to more closely coincide with the projected path for ATLAS.

Attached is the most recent StratPlan for the RMV; it is substantively similar to the version that was shared with you in March with some minor wording changes. It would be helpful to ensure with you that we are on track with this plan, which is a deliverable from our Executive Retreat in January. Once we have ensured that we have laid out the appropriate plan, Jim Nelson already has in place a draft implementation plan consisting of:

- a mobilization phase to engage the organization and make sure that the team understands the plan;
- translating the plan into materials that will be understandable and resonate with all team members with follow-up after plan introduction;
- motivate by integrating and tying the plan to the metrics work we are doing with OPM&I and cascade the plan into ACES and EPRS objectives; and
- evaluation as part of governance to continuously evaluate the appropriateness of and effect of impact of the plan on the RMV, including implementing course corrections if needed and no less than annual StratPlan reviewing for updates.

I appreciate you taking the time to advise whether the StratPlan, in particular, is charting the course consistent with our shared vision of the RMV being an improved, customer centric service organization.

Thanks so much.

Erin Deveney

Registrar

MassDOT RMV Division

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Boston, Massachusetts 02116

857-368-9460

erin.deveney@state.ma.us

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EXHIBIT F

From: D'Arbeloff, Mindy (GOV) <mindy.darbeloff@MassMail.State.MA.US>
Sent: Tuesday, May 17, 2016 2:36 PM
To: Peyton, Nathan (DOT); Garrity, Rob (DOT); 'Carl Edwards'; Ogilvie, Colleen (DOT); Deveney, Erin (DOT); Kadish, Steven (GOV); Pollack, Stephanie (DOT); Lavoie, Michelle (DOT)
Subject: RE: Agenda for Today's ESC

All,
Just finished reading through the RMV Strategic Plan. I think it's finally where we want it to be and it's actually pretty exciting to read. Though we have miles to go, we have already accomplished so much and I think we are just reaching that all important turning point where there seems to be a look to the future on every level of the RMV. Now all we need to do is keep plowing forward! I'm really looking forward to attending Mary Tibma's Division Manager's meeting tomorrow in Shrewsbury. I hope they are all as excited as she is!
Mindy

Mindy d'Arbeloff
Deputy Chief of Staff
Office of the Governor
State House Room 280
Boston, MA 02133
(617) 725-4000

From: Lavoie, Michelle (DOT) [mailto:michelle.lavoie@dot.state.ma.us]
Sent: Tuesday, May 17, 2016 1:18 PM
To: Pollack, Stephanie (DOT); Kadish, Steven (GOV); D'Arbeloff, Mindy (GOV); Deveney, Erin (DOT); Ogilvie, Colleen (DOT); 'Carl Edwards'; Garrity, Rob (DOT); Peyton, Nathan (DOT)
Subject: Agenda for Today's ESC

Good afternoon:

Please find the attached agenda for today's Executive Steering Committee Meeting:

Thank you,
Michelle

Michelle Lavoie
Director of Strategic Planning and Partnerships
MassDOT RMV Division
10 Park Plaza, Suite 6620
Boston, Massachusetts 02116
857-368-9493 / 857-600-8709
Email: michelle.lavoie@dot.state.ma.us

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EXHIBIT G

From: Garrity, Rob (DOT)
Sent: Saturday, June 18, 2016 6:40 AM
To: Barrera, Joel (GOV)
Subject: FW: Monday's Daily Briefing
Attachments: RMV Strategic Plan Daily Briefing June 20 2016.pptx; RMV Strategic Plan 2017-2019 v.May2016.pdf; image001.jpg

Joel, attached is the Strategic Plan deck that will be used with the Governor on Monday morning.

Rob

From: Deveney, Erin (DOT) [Erin.Deveney@MassMail.State.MA.US]
Sent: Friday, June 17, 2016 5:00 AM
To: Kadish, Steven (GOV); Pollack, Stephanie (DOT); DArbeloff, Mindy (GOV)
Cc: Garrity, Rob (DOT); Seto, Amy (DOT)
Subject: Monday's Daily Briefing

Good morning:

We are scheduled for the Monday, 6/20 daily briefing to present on the RMV's strategic plan development and integration effort that was approved by the Executive Steering Committee in May. The intent is to provide the Governor with an overview of how the RMV is moving forward from our run-to-improve effort that the War on Wait Times served and move into our transformative phase.

Attached is a draft briefing for your review; also attached is a copy of the plan itself that is proposed to serve as an attachment for reference and review at briefing participants' own convenience. Once we have the presentation that you determine suitable for this purpose, Amy will work with Emily to make sure that we have appropriate numbers of copies available for Monday.

Thank you for both a) confirming the briefing will proceed as scheduled; and b) letting us know if the materials are acceptable and ready for use at the meeting.

Erin Deveney
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RMV Process Family Strategy Offsite Results

Offsite date: May 4, 2016

4-Action Framework

Eliminate/Stop: What should we eliminate/stop delivering or doing

- Stop Processing OOS Paper Citations
- Deliver: MRB conducts the data entry of OOS paper citation
- Stop Receiving law enforcement requests for license suspension via paper
- Deliver : New CJIS link or electronic medium to assist law enforcement in submission of license suspension requests

Reduce/Less: What do we deliver or do today that should be reduced well *below* the best practices or deliver or do less of?

- Do More: Expand network of B2B partnerships, explore inter agency opportunities to assist with internal and external processes

Raise/More of: What do we deliver or do today that we can raise well *above* the best practices or do more of?

- Do less: In-person walk in license suspension hearings
- Do Less: Manual Data Entry
- Reduce: Customer wait time with tech process improvements
- Reduce: Repeat customer visits due to the lack of records availability

Create/Start: What don't we deliver or do today that we should either create (perhaps something that the industry has never offered) or start doing?

- Create; an electronic records database that is real-time and accessible to all hearings staff statewide
- Create: a video conference license suspension hearing option for operators with CTR license suspensions
- Start: Processing certain license reinstatement transactions via the web
- Start: OOS Electronic Citations Processing (AAMVA/CDLIS)

From: Ogilvie, Colleen (DOT)
Sent: Wednesday, June 29, 2016 6:48 PM
To: Lavoie, Michelle (DOT)
Subject: RE: PFC Goal Model

Yes...I can confirm it hasn't changed

From: Lavoie, Michelle (DOT) [mailto:michelle.lavoie@dot.state.ma.us]
Sent: Wednesday, June 29, 2016 1:38 PM
To: Ogilvie, Colleen (DOT)
Subject: RE: PFC Goal Model

Is this the latest version that we can share with the Secretary, Steve, Mindy?

Michelle Lavoie
Director of Strategic Planning and Partnerships
MassDOT RMV Division
10 Park Plaza, Suite 6620
Boston, Massachusetts 02116
857-368-9493 / 857-600-8709
Email: michelle.lavoie@dot.state.ma.us

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From: Ogilvie, Colleen (DOT) [mailto:Colleen.Ogilvie@MassMail.State.MA.US]
Sent: Friday, June 24, 2016 8:56 AM
To: Deveney, Erin (DOT); Zaphiris, Sarah; Lavoie, Michelle (DOT)
Subject: PFC Goal Model

Good Morning,
Here is the current version of the goal model with metrics for each family. This is the proposed document to show the Secretary at ESC on 6/28.

Colleen

Colleen Ogilvie
Deputy Registrar
MassDOT Registry of Motor Vehicles Division
857-368-7724
Colleen.ogilvie@state.ma.us

I cont.

From: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@MassMail.State.MA.US>
Sent: Friday, June 24, 2016 8:56 AM
To: Deveney, Erin (DOT); Zaphiris, Sarah; Lavoie, Michelle (DOT)
Subject: PFC Goal Model
Attachments: Process Family Strategy Offsite Final 6.23.16.pptx

Good Morning,

Here is the current version of the goal model with metrics for each family. This is the proposed document to show the Secretary at ESC on 6/28.

Colleen

Colleen Ogilvie
Deputy Registrar
MassDOT Registry of Motor Vehicles Division
857-368-7724
Colleen.ogilvie@state.ma.us

EXHIBIT J

From: Faria, Kevin (DOT) <Kevin.Faria@state.ma.us>
Sent: Thursday, March 10, 2011 12:37 PM
To: 'Deveney, Erin (DOT)'
Subject: RE: Driver License Compact

This helps a lot, thanks!!

From: Deveney, Erin (DOT) [mailto:Erin.Deveney@state.ma.us]
Sent: Thursday, March 10, 2011 12:09 PM
To: 'Faria, Kevin (DOT)'
Subject: RE: Driver License Compact

Hi:

We have an Appeals Court case decision that modified a 3rd offense OUI suspension for a MA licensee that arose from a conviction in CT. The CT conviction occurred in 2004, but we did not implement that suspension until 2007. The court ruled that 90: 24 requires the RMV to implement the suspension after conviction and its interpretation essentially is that we had to implement the suspension based on the conviction date, as opposed to our practice of implementing the suspension when we receive notice of it.

This case has raised the question about MA and its lack of membership in the Driver License Compact. No one has looked at the compact since the late 80's, early 90's. It was my understanding that the RMV decided that it was too costly and cumbersome an effort for our limited DCU resources to handle, so we have instead relied upon the NDR for OOS conviction data for suspension purposes. I am not sure that is any different today.

However, MRB has indicated that insurers report to them OOS convictions, so we are trying to see if we can use that data versus the potential expense of the Compact. The insurers use 3rd parties, such as Choice Point, to search other jurisdictions to see if a MA licensee has offenses in other states that would increase premiums. If they find any, they report them to MRB so it can be included in information that MRB keeps on surchargeable offenses. I am not sure that I am stating this correctly, but Lucy Spagnuolo indicated that she can see this from the "SOC" even though the offense is not on the driving record.

I know that I have stated the business case to you correctly, but if you need more clarity on the technical aspects, then you should feel free to speak to Rich and Mary Ann at the MRB and Lucy might be able to help from the DCU side.

Thanks.

From: Faria, Kevin (DOT) [mailto:Kevin.Faria@state.ma.us]
Sent: Thursday, March 10, 2011 11:52 AM
To: 'Deveney, Erin (DOT)'
Subject: Driver License Compact

Hi Erin,

Can you give me a little more information, or point me in the right direction, on this issue for next Friday?

We do post OOS convictions against MA drivers, but I'm not sure what MRB's "driving record" actually is.

Thanks
Kevin

J cont.

EXHIBIT K

From: Deveney, Erin (DOT)
Sent: Thursday, November 30, 2017 1:46 PM
To: Tesler, Jamey (DOT)
Cc: Breen, Marie (DOT)
Subject: Policy Decision
Attachments: Merged Records Memo to Counsel.doc

POLICY DELIBERATION

Jamey:

I know that Marie is out of the office due to unfortunate circumstances, but the ATLAS team has brought to me an impediment that we need to resolve rather quickly to allow development to proceed. Given the issues involved, I thought it important to run it through the Secretary's office to see if the Governor's office needs to advise also.

Briefly-we are working to clean up the database and only bring relevant records into ATLAS. In this process, we have found that the same people exist more than once because staff have created 2 records for them instead of looking to see if the person previously existed. This becomes an issue when there are offenses on the 2 different driving records for the same person. What we need to know is if we should record the prior offense for historical purposes, or merge the records and kick out new or modified suspension actions for them. The current existence of 2 records has enabled these persons to avoid some penalties and sanctions; we need to determine if they should continue to have that advantage, or if we are to go forward and impose penalties that we should have originally.

If you could help with this review and determination as to need to escalate in the meantime, I would appreciate it, as it will help to keep us on the program track.

I am happy to answer any questions in the meantime.

Thanks.

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Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, Secretary & CEO
Erin C. Deveney, Registrar



MEMORANDUM

K cont.

TO: Jamey Tesler,
MassDOT Acting Chief of Staff

Marie Breen
MassDOT General Counsel

FROM: Erin Deveney
Registrar

DATE: November 29, 2017

RE: **Impact of Merging Multiple Records in ATLAS**

The Registry of Motor Vehicles is completing the development requirements for the new ATLAS system. One of the business requirements that must be finalized is the impact of merging records when an individual is determined to have multiple records in ALARS and the merging of offenses on the driving record could have an impact on the individual's right to operate.

Background

Individuals should only have one record on file in ALARS. Unfortunately, there are instances in which the same person has multiple records.

For example, a person that was issued a citation while driving on an out-of-state license would have an "A number" in ALARS and the violation would be on the driving record associated with the A number. If that same person later moves to Massachusetts and is issued a driver's license, the person would also have an "S number" in the system if the RMV staff did not do a search for the person based on demographics (name, DOB, SSN) to find a prior record and instead created a separate new record for the person. Likewise, there are instances in which a person had a prior driver's license or ID number with an assigned S number; they leave the state; and when they come back to the RMV, the staff creates a new record with a new S number, instead of updating the former record.

The existence of multiple records in ALARS creates a problem when there are violations on each driving record and the merging of those records has a potential to cause additional suspension activity.

Issue Resolution - Merged Records Process

Examples of the issues to be decided are included below. Please note that these are test cases that reflect actual customer fact patterns; hence the use of the same numbers associated with the records in each scenario.

Scenario # 1 Customer with Active Driver's License record that is merged with a suspended record and potential for a cumulative suspension due to the merging of incidents

Non Survivor Record - [REDACTED] (record that is merged in ATLAS) includes:

Incident Date: 01/15/15
Offense Type: Drag Racing
Offense Description: MGL 90/17B
Disposition: Responsible
Disposition Date: 02/15/15
Suspension Period: 30 Days
Customer - Never Reinstates or Pays Fee
Reinstatement Fee = \$100
Suspended Indefinitely due to owing the reinstatement fee

Survivor Record - [REDACTED] (record that would be the dominant record in ATLAS) includes:

Incident Date: 06/15/15
Offense Type: Drag Racing
Offense Description: MGL 90/17B
Disposition: Responsible
Disposition Date: 08/15/15
Suspension Period: 30 Days
Customer - Reinstates & Pays Fee
Reinstatement Fee = \$100
Active License

Had two records not existed for this customer, the customer should have served a 180-day suspension in 2015 for the 2nd drag racing incident. That did not happen because there were multiple records for the operator.

For illustration purposes, ATLAS will perform a post conversion data cleanse effort to merge active suspension records with survivor records. The date of the above merger occurs on 6/1/18. As a result of the adjudication rules, the merged offense and suspension for the S11448879 record would be added to the survivor record S66557715.

Options for Handling in ATLAS-

1. Carry over and merge the prior offense to the individual's surviving record, but only include the offense on the driving record for historical purposes and take no suspension activity because the RMV did not act on it initially.
2. Merge the records and impose the suspension actions that should have taken place originally, if the second record was not created in error by the RMV. This scenario would include addressing the outstanding suspension and trigger a cumulative suspension. Steps would include:
 - a. Generate a notice that the RMV records identified an out standing suspension that needs to resolved (reinstatement fee owed).
 - b. Also generate a notice that informs the customer that they have 10-days before a 180-day suspension is to take effect for having 2 drag racing offenses in a 3-year period, i.e. 2 drag racing offenses in 2015.
 - i. The operator could be credited with time served (30 days) for the suspension and only have to serve the remaining time (150 days).
 - ii. Likewise, the operator could be credited for the reinstatement fee already paid.

Scenario # 2. Customer with Multiple OUI Records

Non Survivor Record - [REDACTED] (record the would be merged in ATLAS)

Incident Date: 01/15/15

Offense Type: OUI – First Offense

Offense Description: MGL 90/24

Disposition: Guilty

Disposition Date: 02/15/15

Suspension Period: 1 year

Customer - Never Reinstates or Pays Fee

Reinstatement Fee = \$500

Suspended indefinitely for non-payment of the reinstatement fee

Survivor Record – [REDACTED] (record that would be the dominant record in ATLAS)

Incident Date: 06/15/16
Offense Type: OUI – First Offense
Offense Description: MGL 90/24
Disposition: Guilty
Disposition Date: 08/15/16
Suspension Period: 1 year
Customer - Reinstates & Pays Fee
Reinstatement Fee = \$500
Active License

If two records did not exist for this customer, the RMV would have treated the second OUI conviction as a second offense because at the time of the arrest (6/15/16), the operator already had a prior conviction (2/15/15) on the record.

For illustration purposes, ATLAS will perform a post conversion data cleanse effort to merge active suspension records with survivor records. The date of the above merger occurs on 6/1/18. As a result of the adjudication rules, the merged offense and suspension from S11448879 would be added to the survivor record S66557715.

Options of Handling in ATLAS

1. Record the first OUI on the record for historical and lifetime look back purposes to be considered for future suspension action.
2. Record and trigger a cumulative suspension. This new suspension is for 2 years due to the 2nd OUI finding within a lifetime period. The reinstatement fee would also increase to \$700 based upon a 2nd OUI finding. This recalculation also requires an Ignition Interlock Device installation upon license reinstatement.

This scenario would include addressing the outstanding suspension and trigger a cumulative suspension. Steps would include:

- a. Generate a notice that the RMV records identified an out standing suspension that needs to resolved (reinstatement fee owed).
- b. Also generate a notice that informs the customer that they have 10-days before a 2-year suspension is to take effect for having 2 OUI offenses

- iii. The operator could be credited with time served (1 year) for the suspension and only have to serve the remaining time (1 year).
- iv. Likewise, the operator could be credited for the reinstatement fee already paid.
- v. The operator would have to have the ignition interlock device for 2 years following reinstatement, plus for any period that they had a hardship license for remaining 1-year suspension for the 2nd offense OUI.

Scenario # 3 Customer with Multiple Civil Traffic Violations

Non Survivor Record – [REDACTED] (record the would be merged in ATLAS)

Incident Date: 03/15/17
Offense Type: Speeding
Offense Description: MGL 90/17
Disposition: Responsible
Disposition Date: 04/4/17
Suspension Period: Indefinite
Customer – Never Pays Fee
Reinstatement Fee = \$100
Suspended indefinitely for non-payment of the reinstatement fee

Survivor Record – [REDACTED] (record that would be the dominant record in ATLAS)

Incident Date: 07/14/17
Offense Type: Speeding
Offense Description: MGL 90/17
Disposition: Responsible
Disposition Date: 07/31/17
Suspension Period: None
Active License

Incident Date: 09/15/17
Offense Type: Speeding
Offense Description: MGL 90/17
Disposition: Responsible
Disposition Date: 10/11/17
Suspension Period: None
Active License

If two records did not exist for this customer, the RMV would have generated a 30-day suspension for accumulating 3 speeding tickets in a 12 month period and a requirement to take a driver retraining course for accumulating 3 surchargeable offenses or be suspended until the class is completed.

For illustration purposes, ATLAS will perform a post conversion data cleanse effort to merge active suspension records with survivor records. The date of the above merger occurs on 6/1/18. As a result of the adjudication rules, the merged offense and suspension from S11448879 would be added to the survivor record S66557715.

Options of Handling in ATLAS

1. Record all the speeding tickets on the merged record for historical purposes to be considered for future suspension action.
2. Merge the records and impose the suspension actions that should have taken place originally, if the second record was not created in error by the RMV. This scenario would include addressing the outstanding suspension and trigger a cumulative suspension. Steps would include:
 - a. Generate a notice that the RMV records identified an out standing suspension that needs to resolved (citation money and reinstatement fee owed).
 - b. Also generate a notice that informs the customer that they have 10-days before a 30-day suspension is to take effect for having 3 speeding tickets in a 12-month period, plus the notice requiring the individual to take the driver retraining course in 90-days to avoid suspension.

Summary

A decision is needed on how these records will be processed in order for the ATLAS development work to be completed. Recording offenses for historical purposes without adjudicating new suspensions will have the least negative impact on the customer. It is a continuation of current state for the customer essentially, with the exception that any new incidents or infractions will be able to count against them.

Recalculating the suspensions and imposing suspensions not imposed would be somewhat confusing to the customer. The most confusing cases will be those where prior

suspensions were implemented and the RMV would now be going back to update/change those suspensions, including for customers that believe that they have satisfied all of their obligations previously. This will require the RMV to interact more frequently with these customers who will be seeking hearings in person or via the Suspensions Unit in the Contact Center.

L cont.

Costantino, Keith (DOT)

From: Costantino, Keith (DOT)
Sent: Thursday, February 23, 2017 3:50 PM
To: Bowes, Tom (DOT)
Subject: Re: OOS

Hi Tom,

Thanks for the update, hope we can get confirmation from the Registrar and Governor's office soon to proceed.

Keith

Sent from my iPhone

On Feb 23, 2017, at 3:48 PM, Bowes, Tom (DOT) <Tom.Bowes@MassMail.State.MA.US> wrote:

Hey Keith,

Just wanted to let you know that Tom & I went over to the DOI regarding fast. Near the end of the conversation they asked about the OOS situation and it looks as though when all parties are ready we might start on a certain date and go 6 months back.

Looking good sitting at the table.

Tom Bowes

Director, Merit Rating Board

25 Newport Ave Ext.

Quincy, MA. 02171

Tel: 857-368-7601

Fax: 857-368-0806

L cont.

Costantino, Keith (DOT)

From: Bowes, Tom (DOT)
Sent: Tuesday, March 7, 2017 7:02 AM
To: Costantino, Keith (DOT)
Subject: RE: Out of State

Same here,
Thanks for following up.
Let's get this started.

From: Costantino, Keith (DOT)
Sent: Monday, March 06, 2017 6:13 PM
To: Bowes, Tom (DOT)
Subject: RE: Out of State

Hi Tom,

I hope she is able to get a quick answer from legal, I will follow up with her tomorrow.

Thanks,

Keith

From: Bowes, Tom (DOT)
Sent: Monday, March 6, 2017 4:19 PM
To: Costantino, Keith (DOT)
Subject: Out of State

Keith,

I spoke with the Registrar this afternoon regarding the above. Looks like we are waiting for Legal before we can start.

Tom Bowes
Director, Merit Rating Board
25 Newport Ave Ext.
Quincy, MA. 02171

Tel: 857-368-7601
Fax: 857-368-0806

EXHIBIT M

From: Evans, Steve (DOT)
Sent: Wednesday, April 10, 2019 12:55 PM
To: Crispin, Susan (DOT)
Cc: Macdonald, Alan (DOT)
Subject: FW: Form 30 spex staff
Attachments: Form 30 spex staff.doc

Sue- this is what I came up with for your crew- Mike, Tanya, and Toni reviewed this before I sent to Alan (you and Jen were out) Alan has some changes which remain so you can see everything. Please review and let Alan and me know of any suggested changes.

From: Macdonald, Alan (DOT)
Sent: Friday, April 5, 2019 9:58 AM
To: Evans, Steve (DOT)
Subject: RE: Form 30 spex staff

My tinkering. Let me know if this helps. (Monday)

From: Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>
Sent: Thursday, April 4, 2019 2:45 PM
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>
Subject: Form 30 spex staff

Alan -- this is a draft form 30 System Analysts III (?) – Please take a look and edit as you see fit.

M cont.

POSITION DESCRIPTION Form 30 Commonwealth of Massachusetts				POSITION TITLE CODE	
1. POSITION TITLE SPEX System Analyst III ?				AGENCY MassDOT Registry of Motor Vehicles Division	
2. APPROPRIATION/AGENCY CODE	POSITION NO.	REQUISITION NO.	SALARY	DATE PREPARED April 4, 2019	
3. GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES Position is a member of an expert issue resolution team addressing complicated, cross-state and cross-agency identity questions arising from complications in record duplication, potential fraud, citation conflicts, public benefit eligibility, and matters of public safety Incumbent team members are responsible for answering questions and case resolution concerning discrepancies when using AAMVA's State to State system (SPEX). This includes analysis of information supplied to us (via AAMVA) concerning identity and driving history and/or information contained within our licensing system. Historical research of Tier II data (ALARS) as well as information stored in micro phish may be warranted. Incumbents are required to make decisions and correct records concerning identity when duplicate files exist in other jurisdictions in order to achieve one person- one identity mandate of Real – ID. Incumbents are specialized in the ATLAS licensing system and often are tasked with expert user capabilities not available to Service Center functionality. On a daily basis, incumbents process licensing/identity information (including images of documents and of persons) in order to determine whether a potential duplicate match is the same person. Such work often includes Enforcement Services and State Police when potential fraud is detected. Assist Business Support, Driver Licensing, Registrar's Office, Hearing Officers and Service Centers for license resolution. Expert knowledge of licensing systems, licensing policies, Real ID requirements, DHS rules/regulations, SAVE processes, as well as AAMVA's messaging is essential for accurate resolutions.					
4. SUPERVISION RECEIVED (Name and title of person from whom incumbent receives direction) Susan Crispin SPEX supervisor, PC II					
5A. DIRECT REPORTING STAFF N/A			5B. THEIR STAFF N/A		
6. DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES Has a full understanding of and access to UNI, Unified Network interface (AAMVA's application transmitting licensing and identity information), to send and receive daily electronic requests to other states to terminate a Driver's License and or ID card. Has a full understanding of the Problem Driver Pointer System (PDPS) in order to properly review and decide whether a person's record is eligible for a driver's license. Has a full understanding of the Commercial Driver License Information System (CDLIS) in order to properly review and decide whether a person's record is eligible for a commercial driver's license. Has a full understanding of the Systematic Alien Verification for Entitlements Program (SAVE) in order to properly review and decide whether a person's record is eligible for a driver's license <i>(and other personal credentials?)</i> . Researches and analyzes data in conjunction with counterpart officials in other state jurisdictions in order to establish the appropriate "pointer" –the determination as to which state a person actually belongs, Researches and analyzes data to determine what records (offenses, violations, incident dates etc.) belong to a specific record, including determination as to duplication of resolved citations or outstanding violations to be resolved. Researches and analyzes data to determine if a person is eligible to be licensed. Collaborates with other states and public agencies to correct errors on DMV databases and insures that the person and licensing information is correct, accurate and consistent.					

- Formatted: Font: Not Bold, Italic
- Deleted: determine
- Deleted: what
- Deleted: to
- Deleted: Works with other jurisdictions to determine which state owns a pointer (which state a person actually belongs to).¶
- Deleted: Corrects and assists
- Deleted: other jurisdictions with
- Deleted: ing

Categorizes errors and prioritizes resolution actions working with internal and external entities as necessary.

Maintains liaison to Driver Licensing Authorities nationwide.

Maintains awareness of compliance changes as introduced by FMCSA, AAMVA, DHS and/or other authorities affecting the issuance of a driver's license and Identification Card.

Researches and communicates information concerning a Driver's License, ID or Driving record data with the public, other internal departments, and other permitted entities including but not limited to law enforcement and other jurisdictions.

6. QUALIFICATIONS REQUIRED AT HIRE (List knowledge, skills, abilities)

Strong written and verbal communication skills.

Ability to work individually with little or no supervision or collaboratively within a team environment.

Ability to perform research and analysis to identify problem resolution.

Ability to understand business rules and workflows to identify error causes.

Experience reviewing functional specification and compliance guideline documents.

Excellent computer skills with a good understanding of common data structures as well as the Microsoft Office Suite.

Excellent interpersonal skills.

Ability to interact well with business users, senior management and external entities.

Detail oriented with excellent organization skills.

Ability to effectively multi-task.

Knowledge of work simplification methods; Knowledge of the methods of general report writing.

Knowledge of the methods used in the preparation of charts, graphs and tables.

Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, etc. governing assigned unit activities.

Ability to gather information by examining records and documents and by questioning individuals.

Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.

Ability to adjust to varying or changing situations to meet emergency or changing program requirements.

Ability to exercise discretion in handling confidential information.

7. QUALIFICATIONS ACQUIRED ON JOB (List knowledge, skills, abilities)

1. Knowledge of laws, rules, regulations, policies, procedures, standards and guidelines governing as contained in the appropriate sections of the Code of Federal Regulations and MGL Ch. 90.

2. Knowledge of the organizational structure and functions of the Driver Licensing Department, Registry of Motor Vehicles Division.

3. Knowledge of the proper procedures for customer communication including by telephone, US Mail, email, and other means as appropriate.

4. Knowledge of the Commercial Driver Licensing, Motorcycle Licensing, and Passenger Vehicle licensing driver training requirements.

8. MINIMUM ENTRANCE REQUIREMENTS

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis and (B) of which at least one year must have been in supervisory capacity, or (C) any equivalent combination of the required experiences.

Desirable:

Knowledge of RMV licensing systems including ATLAS, ALARS, and associated systems.

Knowledge of CDL Licensing requirements and the School Bus industry.

9. LICENSE AND/OR CERTIFICATION REQUIREMENTS

M cont.

REMARKS:

SIGNATURE OF APPOINTING AUTHORITY

TITLE

AGENCY

PREPARED BY

INITIALS OF INCUMBENT DATE

INITIALS OF SUPERVISOR DATE

EXHIBIT N

From: Crispin, Susan (DOT)
Sent: Thursday, December 7, 2017 9:08 AM
To: Evans, Steve (DOT); Zaphiris, Sarah (DOT)
Cc: Rowland, Robert (DOT)
Subject: RE: SPEX

Where SPEX works through CDLIS the error reports that I currently oversee will be amplified to include class D drivers. We will receive the same sort of errors as we do with drivers who hold CDLIS pointers. As Steve stated S2S is just not Federally mandated. However, these individuals will be processing MCSIA related work in my absence so the below wording works for that aspect of it.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Evans, Steve (DOT)
Sent: Tuesday, December 5, 2017 5:57 PM
To: Zaphiris, Sarah (DOT)
Cc: Rowland, Robert (DOT); Crispin, Susan (DOT)
Subject: Re: SPEX

This is correct for cdllis and pdps but does not include the elephant, s2s Basically spex's take the logic of cdllis and expands it so that licensee's of other jurisdictions coming to a new state are identified. With that, a jurisdiction is able to cancel the license of the former state and take the history. It brings us closer to one person / one license but is not, at this point, a federal mandate as is cdllis. It does aide us in real id compliance. Sue or bob may be able to describe better. Robert? (Sue is out tomorrow)

Sent from my iPhone

On Dec 5, 2017, at 4:47 PM, Zaphiris, Sarah (DOT) <sarah.zaphiris@MassMail.State.MA.US> wrote:

Are these SPEX duties?

On a daily basis, process license related reports to resolve discrepancies detected as a result of increased security measures imposed by the Federal Motor Carrier Safety Administration (FMCSA) under the Motor Carrier Safety Improvement Act (MCSIA) in the processing of commercial driver licenses. In some cases, interact with other jurisdictions and the American Association of Motor Vehicle Administrators (AAMVA) to resolve transaction anomalies.

On a daily basis, process license related reports to resolve discrepancies detected as a result of the ten year look-back rule for the Problem Driver Pointer System (PDPS) for all newly added drivers to detect previous license histories in other jurisdictions administered by the National Driver Register (NDR).

N cont.

Sarah Zaphiris
Chief Administrative Officer
Registry of Motor Vehicles
10 Park Plaza, Suite 6620
Boston, MA 02116
Office: 857-368-9458
Cell: 617-780-2448

Is REAL ID right for you? REAL ID. Real Answers: Mass.gov/REALID

EXHIBIT O

From: Zaphiris, Sarah (DOT)
Sent: Friday, October 6, 2017 9:27 AM
To: Johnson, Selina (DOT)
Subject: RE: SPEX'S Staffing

Let's do Thursday then. I have back to back meetings on Tuesday after SOS. Thursday I could do 10:30. I'll send an Outlook invite.

From: Johnson, Selina (DOT) [mailto:selina.johnson@dot.state.ma.us]
Sent: Friday, October 6, 2017 9:13 AM
To: Zaphiris, Sarah (DOT)
Subject: RE: SPEX'S Staffing

Sure, I'm available Tuesday after SOS in Quincy or any time before 2 on Thursday in 10 PP.

From: Zaphiris, Sarah (DOT) [mailto:sarah.zaphiris@MassMail.State.MA.US]
Sent: Thursday, October 05, 2017 5:17 PM
To: Johnson, Selina (DOT)
Subject: FW: SPEX'S Staffing

Selina,

I mentioned to you that we will need to add some staff in Driver Licensing to the Critical Hires list. Below is some background on why we need them. Mainly it has to do with the S2S (State to State) element that will go live with ATLAS. It is how states check with each other regarding whether an individual holds a license in another state. I believe we would be looking for 3 CSR 1s. Would you have time next week to talk it through with me and Steve Evans so we can get this in the queue?

Sarah

From: Evans, Steve (DOT)
Sent: Thursday, September 28, 2017 2:27 PM
To: Zaphiris, Sarah (DOT)
Subject: SPEX'S Staffing

Sarah, as you know, Driver Licensing will be taking on the back office management of SPEX's or commonly known as S2S. SPEX's includes CDLIS which we have used for years to track commercial drivers. SPEX's or State-to-State (S2S) Verification Service is a means for states to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state. The current states participating in SPEX's are Alaska, Arkansas, Delaware, Idaho, Indiana, Iowa, Maryland, Nebraska, North Dakota, South Dakota, Virginia, Wisconsin, and Wyoming.

The key business requirements satisfied by S2S include: Limiting a person to one Driver's License; Enabling a State to determine if a person holds a DL or identification card in another State; Enabling a State to send a request to another State to terminate a DL/ID; Providing information on all state issued DL/ID's nationwide; and Enabling States to verify DL/ID cards presented as a form of identification. Additionally, participation in S2S does not commit a State to be in compliance with the

federal REAL ID Act. However, if a State chooses to be REAL ID compliant, S2S can be part of their compliance plan.

As with any system, there are problems to be resolved as well as general ongoing business maintenance. S2S does provide a secondary data base that allows each participating state to further research issuance dates and partial SS numbers when duplicate active credentials occur. There are times when resolution requires conversation with the other jurisdiction to correct errors or to determine which state should hold the pointer.

Currently, one person, Susan Crispin, manages the error list for CDLIS. Jeannie Jaroszewski of IT once corrected many errors before Susan got them. Jeannie left the agency early this year and that resource was not replaced. As a result, all errors now fall to Susan. Other than Steve McCollem and Robert Rowland, I am not aware of anyone else in the agency who is remotely knowledgeable about the workings of CDLIS and corrections. Obviously, if the agency is to join SPEX's then we have an obligation to manage the program and we currently are lacking resource to do so.

CDLIS works very similar to SPEX's. In fact, SPEX's was eloquently described as "CDLIS on steroids". Because of Sue Crispin's knowledge and background with CDLIS, I believe she would be the prime candidate to manage the SPEX's program. Today, she finds it difficult to manage CDLIS by herself along with her other Driver Licensing duties. For consideration, we know that Arkansas has five dedicated persons to SPEX's with three back ups. We also know that Virginia has five persons dedicated to SPEX's. Virginia, a state somewhat alike to Massachusetts Licensing volume (about one million more license drivers) had over 100,000 duplicates matches when they went live and now manages day to day matches or duplicates with five persons. From information obtained in an informal survey conducted last Spring, Susan estimates that she would need an additional two FTE's dedicated to a SPEX's to manage the back office functions for SPEX's. We envision that this team would also take care of PDPS and NDR problems. While I respect Sue's estimation, given the dedicated staff used in other jurisdictions and accounting for vacation and sick leave, I think we would benefit with 3 additional FTE's dedicated to this team as Sue being the primary team lead. I would also recommend that we post these positions in a timely manner so that the new employees could start no later that year's end so that they may become trained and familiarized with SPEX's and ATLAS.

Sincerely submitted,

Steve Evans, Director Driver Licensing

EXHIBIT P

From: Murphy, Audrey (DMV) <Audrey.Murphy@nysemail.onmicrosoft.com> on behalf of Murphy, Audrey (DMV)
Sent: Thursday, May 3, 2018 1:52 PM
To: Bidell, Mary (DMV);Gauthier, Paul (DMV);MacDonald, Mary (DMV);Noonan, Ryan (DMV);Norman, Thomas (DMV);Allen, Michael (ITS);Crispin, Susan (DOT);Egan, Suzanne (ITS);Lavoie, Sara (DOT);Lavoie, Sara (DOT);Passero, Jon (ITS);Murphy, Erin (DMV);Potter, Matthew (ITS);Riley, Mark (ITS);Rosecrans, Bryan (ITS);Rosenthal, Jean (DMV);Mattison, Steve (ITS)
Subject: S2S - 5/1/18 Meeting Notes
Attachments: 2018-05-01 - Meeting Notes - State to State Verification.docx

Please let me know of any corrections or additions to these notes. We covered a lot of territory yesterday and I want to be sure it is captured accurately!

Thanks again to our counterpoints in Massachusetts for their time.

Audrey Murphy, PMP
Project Management Office

Meeting Notes

State to State Verification

P cont.

A. Meeting Identification:			
Meeting Date/Time: Tuesday, May 1, 2018, 11:00-12:00PM		Meeting Location: 432B	
Facilitator: Audrey Murphy		Scribe: Audrey Murphy/Thomas Norman	
B. Attendees:			
Mary Bidell, Paul Gauthier, Mary MacDonald, Audrey Murphy, Ryan Noonan, Thomas Norman, (Michael Allen, Sue Crispin [Massachusetts], Suzanne Egan, Steve Evans [Massachusetts], Sara Lavoie [Massachusetts], Jon Passero, Matthew Potter, Mark Riley, and Bryan Rosecrans via WebEX)			
ABSENT: Buzz Rosenthal, Steve Mattison			
C. Agenda:			
Topic	Presenter	Time	
Introductions and Roles	Team	5 mins.	
Questions from NYS DMV	Team	50 mins.	
Next Steps	Team	5 mins.	
D. Previous Action Register:			
Item	Owner	Due Date	Notes
E. New Action Register:			
Item	Owner	Due Date	Notes
Review Demand Workbook with Mark Riley to see if adjustments need to be made	Audrey	5/7/18	
Send out team call	Audrey	5/4/18	
E. Meeting Notes:			
<p>Massachusetts Roles:</p> <p><i>Sara Lavoie</i> is the Director of Enforcement Services.</p> <p><i>Sue Crispin</i> is the MCSIA coordinator and she is overseeing S2S staff.</p> <p><i>Steve Evans</i> is the Director of Driver Licensing Services.</p>			
<p>Questions for Massachusetts:</p> <ul style="list-style-type: none"> • How did you handle the bulkload of initial data? <ul style="list-style-type: none"> - Each enrolled state is providing a dupe list with pointers to Massachusetts. Mass has not quite finished uploading all of this information. - The initial priority has been MA dupes and a MA record with OOS CDLIS pointers. They are deleting older pointers for the MA dupes. - An initial number is given by each state. For example, Minnesota provided an initial number of 60,000. - Before the system took a whack at automatically addressing the pointers there were 134,000 dupes from other states. There are currently a total of about 7,000 remaining dupes that have to be addressed manually. It is expected that this will grow to 16,000 once all are accounted for. <ul style="list-style-type: none"> ○ Pennsylvania and New Mexico come on board with S2S in June. ○ Each new state brings another wave of work. As soon as Mass gets somewhat caught up, the dupes from the newly enrolled state puts them back behind the eight ball. 			

- Bordering states will likely be a heavy hit to Mass.
- Originally, Mass wanted to do the implementation in 2 phases, first the set up for day forward work and then the bulkload. AAMVA said no but they may look to do this with larger state. California is particularly worried about lift.
- System has an automated process for about 95% of the pointers. How many are pointers are there in SPEX exactly?
 - o Don't have exact numbers; there were quite a lot with dupe records alone.
- Massachusetts went through an activity prior to the release of S2S to prepare for the bulkload.
 - o Reached out to similar sized states to see how much staff has been hired, roughly the number of records with CDLIS pointers.
 - o Modeled staffing after these states.
- There's been a noticeable increase in the 96-hour report.
 - o Comes in every Wednesday.
 - o Shows the CDLIS pointers that are stuck in progress. The report also includes stuff such as customers duping with one another (Massachusetts pointer and Florida pointer at the same time).
 - o Weekly report has blown up from half a page with CDL to 20 pages including the Class D drivers.
 - o AAMVA does not enforce a resolution timeframe for non-CDLIS pointers.
- While CDLIS pointers must be resolved, SPEXS has no required resolution for pointers which is leading to confusion between states.
- States are hitting Mass. With emails to pull pointers and mark records as unique.
- Mass notes that the later you implement, the larger the effort and larger the bulkload.
- **What are you doing/what did you do about the duplicates that resulted from that initial bulkload?**
 - Going through 1 by 1, changing date of record, and pulling pointers, as needed. If Mass processes last, they pull the history and resolve the duplicates. They note that some states actually delete the pointers.
 - Occasionally, Massachusetts changes the state of record.
 - Some jurisdictions are asking for MA just to delete the pointers and distribute licenses.
 - They are supposed to send driver history to the state with which there is conflict, but they are not doing editing or validation as it currently is handled in CDLIS.
 - If a state other than MA processed most recently, MA leaves the pointers and reaches out to them.
 - o If state sends Notice of Issuance to MA, they then manually delete pointers.
 - Massachusetts is working with the modernization vendor on creating an automated process.
 - Did vendor have an existing CDLIS app that was upgraded?
 - o It was a new vendor product that went live with REAL ID and S2S on the same day.
- **Was additional staff required to mitigate or resolve the duplicates?**
 - Yes. 2.5 staff was hired to handle S2S.

- Goal is to have this up to 4 and 1 supervisor in two weeks that work completely on S2S.
- Business Support is Sue and one other person.
- With big states coming on and continued bulkload waves coming in, MA won't be reducing staff anytime soon. Pennsylvania will be a huge lift on their end.
- **How does the S2S verification impact office transactions?**
 - Not too much. Service Center call volume is not very high at this time (about 15 calls per day). The main issue is correcting the S2S messages that the modernization vendor created. This is not holding up transaction time.
 - However, no stoppers have been put in place so staff is letting transactions go through.
 - Once the stopper issue is resolved, they expect an increase in volume.
 - It will be a couple of months before MA has a clearer picture of the impact.
 - Right now system sees a SPEXS point and sends an IM, but lets the transaction happen anyway.
- **How is S2S working in your new, modernized solution?**
 - Will know better once all systems are in place.
 - Biggest problem is error messages.
 - Mass has a new hire who doesn't have knowledge of the system and is trying to get caught up to speed.
 - FAST Enterprises completed Massachusetts' solution along with other states; they advertise State to State as part of their core competencies.

Next Steps:

- Get ready. Do project documentation and get up to the coding point before seeing where the modernization project is.
- ITS should re-evaluate lift based on what we know now. Probably still X-Large.
- Need to kickoff and send out a call for team members.
- Massachusetts recommended that NY stay engaged with S2S governance. They want feedback to be aired and concerns to be addressed.

Next Meeting:

Date:	Location:	Time:
--------------	------------------	--------------

1. Approximately how many back office staff members were required in your State dedicated to S2S at implementation?

IT – 1, Business – 1.5 (one dedicated the other was only working on the lists ½ day)

2. How many back office staff members do you currently have dedicated to handling S2S issues?

Business - 3

3. Are these staff members solely dedicated to S2S or are they/were they already support for CDLIS/PDPS and handle S2S in addition?

SPEXS/CDLIS/PDPS and additional programs.

4. What was your method/approach to handling duplicate pointers at implementation? What was the approximate number of duplicates (if known) that you originally encountered?

We worked the smallest list to the largest list of duplicates. Total duplicates so far 31,235

5. Have you experienced longer processing times at your Branch offices/Service Centers due to having to resolve S2S issues?

No our processing times in the branch has not increased.

Thank you,

Susan Crispin

Program Coordinator

Motor Carrier Safety Improvement Act

MASSDOT/RMV

Driver Licensing

857-368-7263



From: Zaphiris, Sarah (DOT)
Sent: Thursday, February 15, 2018 7:27 PM
To: Deveney, Erin (DOT)
Subject: Fwd: Research Analyst I position

FYI

Sent from my iPhone

Begin forwarded message:

From: "Tibma, Mary (DOT)" <Mary.Tibma@MassMail.State.MA.US>
Date: February 15, 2018 at 6:26:18 PM EST
To: "Evans, Steve (DOT)" <Steve.Evans@MassMail.State.MA.US>
Cc: "Zaphiris, Sarah (DOT)" <sarah.zaphiris@MassMail.State.MA.US>, "Mulcahy, Sheila (MHD)" <sheila.mulcahy@dot.state.ma.us>, "Johnson, Selina (DOT)" <selina.johnson@dot.state.ma.us>, "Ogilvie, Colleen (DOT)" <Colleen.Ogilvie@MassMail.State.MA.US>
Subject: Re: Research Analyst I position

Steve -

Thank you for suggesting a plan. This is indeed a critical time for all parties involved. I am thrilled for my service Center team to have an opportunity to grow within the organization and want to transition them in a manner that works best for both State to State and service centers.

I am fine with transitioning Toni first and I'm sure that can happen within a week's time. She will need to train someone to take over her duties in Haymarket.

With regard to the expert users, we are counting on them as trainers in the field and performing transactions. I was promised that these resources would be returned to the SCs so that we can meet our service level expectations. I have made an investment in lending these "best and brightest" to ATLAS with the promise that I would get a return on that investment by way of having skilled CSRs returning to the SCs. As you know, I cannot train replacements until the end of April. It was the Secretary's highest priority to have SCs fully staffed and well supported. I need to have all three of these individuals in place until May 1. This will get us through the 4 weeks of support and allow us to train replacements.

As I understand this, the experience with CDLIS did not ramp up for quite a while after being introduced. If you feel that you need staff in place before that, maybe you should bring on some temps now and get them trained. If that isn't viable, maybe you need to take another look at your candidate pool to see if any are available immediately.

I am happy to meet at 10:15 to discuss this with whomever is available.

Mary

Sent from my iPhone

On Feb 15, 2018, at 5:35 PM, Evans, Steve (DOT) <Steve.Evans@MassMail.State.MA.US> wrote:

I am in training tomorrow and then off after that. After discovering who the selected candidates were, I think an idea that may work for everyone is to have Antonia M start asap (she is not an expert user). That will give her time to get familiar with the AAMVA codes and how CDLIS currently works. As for the other three who are expert users and I assume are to be in the field for support -- if we could let two complete their scheduled duties as expert users while one remain in Quincy and split his/ her time between ATLAS support and SPex's. I think the candidates would have to agree and I don't want to violate any HR or union rules. This is just s thought that I think will get us through the critical period.

Sent from my iPhone

On Feb 15, 2018, at 4:49 PM, Tibma, Mary (DOT)
<Mary.Tibma@MassMail.State.MA.US> wrote:

That's fine.

Sent from my iPhone

On Feb 15, 2018, at 4:45 PM, Zaphiris, Sarah (DOT)
<sarah.zaphiris@MassMail.State.MA.US> wrote:

Including Steve Evans here as he has some good ideas about how to make this work for the needs of the whole agency.

From: Mulcahy, Sheila (DOT)
[<mailto:Sheila.Mulcahy@dot.state.ma.us>]
Sent: Thursday, February 15, 2018 4:31 PM
To: Tibma, Mary (DOT)
Cc: Zaphiris, Sarah (DOT); Johnson, Selina (DOT); Ogilvie, Colleen (DOT)
Subject: Research Analyst I position

Hi Mary,
I'd like to schedule a quick phone call as soon as possible regarding the start dates for the Research Analyst I position. All four candidates are internal and three are SME's for the ATLAS rollout. As this is the case, we'll want to strategically stagger their start dates so services will not be effected.

These are the recommended candidates:

- Tanya Pizzi, CSR I, Revere Service Center
- Jennifer Hoban, CSR II, Brockton Service Center
- Michael Noronha, CSR IV, Lowell Service Center
- Antoinette McMeniman, CSR IV, Haymarket Service Center

Thank you,

Sheila

Sheila Mulcahy
Massachusetts Department of Transportation
Recruitment Manager, Human Resources
10 Park Plaza – Suite 3170 | Boston, MA 02116
Tel 857.368.8521 | Mobile 857.270.1645 | Fax
857.368.0601

<image001.jpg>

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www.massdot.state.ma.us/Employment

From: Evans, Steve (DOT)
Sent: Tuesday, June 18, 2019 12:38 PM
To: Macdonald, Alan (DOT)
Subject: 2019-Citation for Outstanding Performance Nomination Form
Attachments: 2019-Citation for Outstanding Performance Nomination Form.docx

Final before submission????



**CITATION FOR OUTSTANDING PERFORMANCE
NOMINATION FORM**

S cont.

NOMINEE INFORMATION:

Individual or Group Name <i>*If more than 2 employees, a group name must be used.*</i>	
Title(s):	SPEX and Business Support Telephone Groups
Agency:	MassDOT/RMV

DESCRIPTION OF ACCOMPLISHMENTS:

1. What recent accomplishment(s) has this nominee achieved?

The RMV implemented the first release (Credentialing) of our new computer system March 26th, 2018. With the new system, the RMV also implemented Real-ID and other new processes of electronic document verification as well as a new system which checks licensing systems of other jurisdiction in an attempt to bring the nation to "One Identity/One License". Minor change can initiate uncertainty, brings questions, and can be very difficult for many. Last year, the RMV faced major change in the everyday methods of conducting business as well as adding new processes which come with their own challenges and idiosyncrasies. The SPEX team is a newly formed group of expert users in Licensing and was created to investigate and correct possible identity matches with other jurisdictions. Our system change, however, put us in a position where their knowledge of licensing and technical prowess of the new system made them a pivotal force in helping the agency successfully move into our new system. They quickly expanded their role into system/business resolution and assisted with their credentialing expertise to the Business Support Group. The generational change implemented in March 2018 across the RMV created disruption, uncertainty, and delays. Service Center staff has rightfully been acknowledged for their fortitude in handling upset customers and working abnormal hours. The Business Support/ SPEX team worked these same hours and provided the knowledge and support that enabled the Service Centers to meet customer needs and fulfill their duties. Both the SPEX Team and Business Support groups have been the lifeline to questions, and technical resolution to our force in the field (29 local Service Centers (including 34 AAA offices)) as well as other external partners. Both units have assisted answering overflow calls to the under resourced Driver Licensing Unit. The groups have worked as one and have demonstrated an unparalleled ability to work together, exchange knowledge and to support one another. All in all, the two units (consisting of a total of 14 persons) answer approximately 3000 calls per week with about a minute average speed to answer.

2. How has the nominee's accomplishment(s) impacted their co-workers, clients, work environment, agency goals, etc?

Their ability to work outside of their normal roles has been crucial in answering and resolving the immediate needs of our staff in the field and has been inspiring to management as well as other sections of the agency.

3. Are there any other specific reasons for nominating this employee?

Everyone in these two units has put the needs of the Commonwealth, the agency and their co-workers ahead of their own daily routines and tasks. It is this attitude that has made the change to our new system and processes successful.

NOMINATOR INFORMATION

Name of Nominator:	Steven A. Evans
Agency:	MassDOT/RMV
Relationship of Nominator to Nominee(s):	Director of Driver Licensing- supervisor of SPEX, observer of Business Support

I hereby certify that I am not related to the nominee(s) and do not work for the nominee(s).



The Commonwealth of Massachusetts

HUMAN RESOURCES DIVISION
100 Cambridge Street, Suite 600
Boston, MA 02114

Signature of Nominator

Date

Please complete and return to the nominee's Agency Coordinator by July 19, 2019

S cont.

TO BE COMPLETED BY AGENCY COORDINATOR ONLY:

- Nominee (check one) was not selected for a Citation Award.
Check appropriate box(es): Individual Award Group Award Carballo nominee
Nominee entered state service as of / /

Signature of Agency PRP Coordinator

Date

THIS FORM SHOULD BE KEPT ON FILE AT THE AGENCY. DO NOT SUBMIT TO HRD.
AGENCIES ENTER CITATION WINNER NAMES INTO THE PRP INFORMATION SYSTEM BY August 9, 2019.

EXHIBIT T

From: Pizzi, Tanya (DOT)
Sent: Friday, August 2, 2019 9:37 AM
To: Noronha, Michael (DOT);McMeniman, Antoinette (DOT)
Subject: FW: AAMVA ADD CONVICTION

See below what is priority.

Thanks,

Tanya M Pizzi

Massachusetts Department of Transportation
Registry of Motor Vehicle Division
SPEX Division/S2S/ Driver Licensing
EDP System Analyst II . License Fraud . Research Analyst

E-Mail: tanya.m.pizzi@state.ma.us

"MassDOT: Leading the Nation in Transportation Excellence"
www.mass.gov/rmv

From: Hoban, Jennifer (DOT)
Sent: Friday, August 2, 2019 9:29 AM
To: Pizzi, Tanya (DOT); Evans, Steve (DOT)
Subject: RE: AAMVA ADD CONVICTION

Good Morning,

The SPEX group can work these as a top priority. If you run into any issues or questions, feel free to reach out. The PDPS Hit account keys I sent you can be worked after normal work hours if you're willing to do overtime. If you don't think your able to get to them, just send them back to me. Definitely focus on the AAMVA Add Conviction, Multiple RD's, CSOR Fails, & Review CSOR.

Thank you ☺

Jen

From: Pizzi, Tanya (DOT) <Tanya.M.Pizzi@dot.state.ma.us>
Sent: Friday, August 2, 2019 8:42 AM
To: Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>
Subject: AAMVA ADD CONVICTION

Hi Jen,

We have 14 add convictions in que. Are you going to work on these or should we in SPEX do them?

I guess Steve got an email from Alan about them. They need to be done but wasn't sure if you wanted to do them since you have better knowledge regarding them.
Just let myself and Steve know when you have time.

Thanks,

T cont.

Tanya M Pizzi

Massachusetts Department of Transportation
Registry of Motor Vehicle Division
SPEX Division/S2S/ Driver Licensing
EDP System Analyst II . License Fraud . Research Analyst

E-Mail: tanya.m.pizzi@state.ma.us

"MassDOT: Leading the Nation in Transportation Excellence"
www.mass.gov/rmv

EXHIBIT U

From: Lewis, David I (DOT) <david.i.lewis@dot.state.ma.us> on behalf of Lewis, David I (DOT)
Sent: Thursday, June 28, 2018 3:01 PM
To: Ogilvie, Colleen (DOT)
Subject: Work Items
Attachments: Work Item 2 week compare 20180627.xlsx

Attached is the work item portion of the "Daily Operations Report" that I imported into Excel (this should be easier to do, right now the report is a PDF: might consider a separate version that is Excel and is just the work items). The first columns reflect 6/26, from column 1 it is a summary of what this looked like on 6/12 with the final column in green reflecting the difference that occurred in the two weeks. My sense is the items fall into three categories; (1) Interesting counts that do not necessarily require any action (no color; cancel handicapped plate for example); (2) Items that seem like they need attention (tan, Citation Mismatch for example) and (3) items that require attention (yellow, CDLIS Add Driver Failed for example). Note that this color coding is my best guess; one of the first tasks that some group should have is to figure out which of these are informative and which require action and who is accountable for each item. Note, just because an item is informative does not mean it doesn't require monitoring as it is by monitoring this stuff that one realizes something has changed/gone wrong.

While the counts in the completed column (H) are all zero, I am not sure what it reflects. For example, is it that nothing was completed for the day it ran or nothing has been fixed since day one or some other meaning. So, I would not assume that nothing is being fixed as the green differential column has negative numbers in it which clearly indicates somethings were addressed. But, in general, I think the conclusion one reaches from this report is not much is being addressed. And while that is a problem, the structural problem is who is accountable for these work items is not clear. I think having the long transactions group take on determining who the accountable person/group is, then with that person identifying if these are all manual problems and/or do we need system fixes to address them or system fixes so they don't occur; and assuming a large number of manual fixes, a plan to get them completed. This isn't to suggest the transactions group take on the responsibility for fixing, rather it is identifying the resources that are necessary to fix the backlog and keep the item in check on a go forward basis. This might seem a little out of place, but most of the folks on this team participated in the definitions, thus they were the ones that defined these work items. However, what we have now is the follow through to make sure they get fixed and that the system is truly working as defined. The team should have some ownership of that, especially for issuance.

David Lewis
Atlas Project Team, Lead Business Architect
25 Newport Ave.
Quincy, MA 02171
781-771-0500 (cell)

David.I.Lewis@state.ma.us
www.massrmv.gov

EXHIBIT V

From: Lewis, David I (DOT) <david.i.lewis@dot.state.ma.us> on behalf of Lewis, David I (DOT)
Sent: Tuesday, July 10, 2018 2:59 PM
To: Crispin, Susan (DOT)
Cc: Ogilvie, Colleen (DOT)
Subject: FW: MA Weekly Suspense Report

Susan, see below; do you know what report this is? Thanks

From: Sims, Andrew (DOT)
Sent: Tuesday, July 10, 2018 12:48 PM
To: Lewis, David (DOT) <David.I.Lewis@dot.state.ma.us>
Cc: Ogilvie, Colleen (DOT) <Colleen.Ogilvie@MassMail.State.MA.US>; Mattacks, Caron (DOT) <Caron.Mattacks@MassMail.State.MA.US>
Subject: RE: MA Weekly Suspense Report

David,

I do not have any information regarding this report. All our investigation shows that this is an AAMVA/ATLAS report that requires credentials to access, which we do not have access to either. Sue Crispin's name has come up several times here, so maybe she is a good place to start.

Thanks,
Andy

From: Lewis, David I (DOT) [mailto:david.i.lewis@dot.state.ma.us]
Sent: Tuesday, July 10, 2018 10:26 AM
To: Mattacks, Caron (DOT); Sims, Andrew (DOT)
Cc: Ogilvie, Colleen (DOT)
Subject: RE: MA Weekly Suspense Report

I can't but since Atlas also creates a number of suspense reports and the issue of who "owns" these reports is still being resolved, I suspect this one maybe duplicated in Atlas and if it is not, then should fall into the same discussion of "who owns". Since it is encrypted, it comes across as gibberish; can someone send the banner and first page so we know what this report is? I can match it to the ones Atlas creates to see if it is being duplicated.

From: Mattacks, Caron (DOT) [mailto:Caron.Mattacks@MassMail.State.MA.US]
Sent: Friday, July 6, 2018 10:39 AM
To: Sims, Andrew (DOT) <andrew.sims@state.ma.us>
Cc: Ogilvie, Colleen (DOT) <colleen.ogilvie@state.ma.us>; Lewis, David I (DOT) <david.i.lewis@state.ma.us>
Subject: FW: MA Weekly Suspense Report

Andy,

This MA Weekly Suspense Report has started to be sent out to several people both on the Atlas project and at IT.

I, for one, have not previously been a recipient; as is the case with many others.

AAMVA are advising the distribution list is maintained by MA IT and only they can add or remove recipients.

My sense tells me that a specific group should be receiving the reports as obviously, there is correction work required; not sure if that group has been identified. [David – you maybe able to cast some light there.]

Thanks.

Caron

Caron J Mattacks, IIIBA

Massachusetts Department of Transportation, RMV Division

Office Number: 857-368-7705 | Mobile: 781-608-7577

Email: caron.mattacks@massmail.state.ma.us

<http://www.mass.gov/massdot> | MassDOT [news and updates](#) | MassDOT on [Twitter](#)

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From: Yanno, Anthony (DOT)

Sent: Friday, July 6, 2018 10:22 AM

To: Castillo, Oscar; Boyle, Michael G (DOT); RMV-DL - MASuspensReport; Crispin, Susan (DOT)

Subject: RE: MA Weekly Suspense Report

Can you please remove me also

thanks

From: Castillo, Oscar [<mailto:OCastillo@aamva.org>]

Sent: Friday, July 6, 2018 9:30 AM

To: Boyle, Michael G (DOT); RMV-DL - MASuspensReport; Crispin, Susan (DOT)

Subject: RE: MA Weekly Suspense Report

Hi Michael,

You are getting it because you are part of the MA Weekly Suspense Report mailing list. If you don't wish to receive them, then we can remove you.

Regards,

Oscar A. Castillo | System Analyst | AAMVA | 703.908.2882 |

From: Boyle, Michael G (DOT) [<mailto:michael.g.boyle@state.ma.us>]

Sent: Friday, July 6, 2018 9:24 AM

To: Castillo, Oscar <OCastillo@aamva.org>; RMV-DL - MASuspensReport <RMV-DL-MASuspensReport@MassMail.State.MA.US>; Crispin, Susan (DOT) <susan.crispin@state.ma.us>

Subject: RE: MA Weekly Suspense Report

Can you tell me why I am getting these?

V cont.

From: Castillo, Oscar [mailto:OCastillo@aamva.org]
Sent: Thursday, July 5, 2018 10:07 AM
To: RMV-DL - MASuspensReport; susan.crispin@state.ma.us
Subject: MA Weekly Suspense Report

This is a secure, encrypted message.

Desktop Users:
Open the attachment (message_zdm.html) and follow the instructions.

Mobile Users:
Get the mobile application.

Need Help?

Disclaimer: This email and any attachments are confidential and for the sole use of the recipients. If you have received this email in error please notify the sender.

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-----BEGIN VOLTAGE SECURE BLOCK V3-----

MIIPdwYJKoZiHvcNAQcDoIIpaDCCKWQCAQAxggNrMIIBEQIBADCB1DCBjjGBizCB

EXHIBIT W

Sent: Tuesday, June 25, 2019 6:38 PM
To: Goodman, Ben (ATLAS)
Cc: Macdonald, Alan (DOT);Ogilvie, Colleen (DOT);Lavoie, Sara (DOT);Canaan, Kenneth (DOT);Noonan, Christopher (DOT);Hoban, Jennifer (DOT);Noronha, Michael (DOT);Douville, Deana (DOT);Rowland, Robert (DOT);Evans, Steve (DOT)
Subject: RE: AAMVA add conviction work items

The majority of the ones that I completed today were an ACD code of "W00", where there is no underlying conviction as it is a "non ACD code withdrawal". Yet Atlas is creating a conviction with "W00" as the underlying conviction which is not allowed to be used as a conviction ACD code per AAMVA. Some of those were old so this may have been rectified since. Regardless, going back to my original statement from a year ago...We are not allowed to create or alter another jurisdictions conviction or withdrawal. While I understand that is a core product issue, it is not allowed and if an underlying conviction is ultimately required in the messaging, we should be rejecting the message so that the state of withdrawal can send it to us correctly.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Goodman, Ben (ATLAS)
Sent: Tuesday, June 25, 2019 6:19 PM
To: Crispin, Susan (DOT)
Cc: Macdonald, Alan (DOT); Ogilvie, Colleen (DOT); Lavoie, Sara (DOT); Canaan, Kenneth (DOT); Noonan, Christopher (DOT); Hoban, Jennifer (DOT); Noronha, Michael (DOT); Douville, Deana (DOT); Rowland, Robert (DOT); Evans, Steve (DOT)
Subject: Re: AAMVA add conviction work items

Just to clarify, if they are standalone withdrawals, they should create an underlying verdict in ATLAS, but not a conviction verdict. Verdict is the ATLAS term for the different underlying decisions on the record. Verdicts can result in a sanction. In the standalone withdrawal cases, the verdict would always result in a Sanction, but is not a conviction verdict.

Once DCU has finished working those items, I will update the prioritization for the AAMVA Add Conviction to be the first priority for the SPEXS work group.

Thank You,

Ben Goodman

On Jun 25, 2019, at 6:04 PM, Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us> wrote:

The AAMVA "add conviction" work items are complete with the exception of ones that have an ACD code starting with the letter "A" which could be alcohol or drug related. Most of these appear (as most of the others did) as being a withdrawal only sent by another Jurisdiction (which is allowed in some cases), yet Atlas is trying to create an underlying conviction as the core product requires one when it is not necessary in all cases. I have left these to be handled by DCU as they do involve alcohol or drugs. If there is any confusion, I am available to sit with someone to work through the remaining 24 work items.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263

<image001.jpg>

EXHIBIT X

From: Macdonald, Alan (DOT)
Sent: Friday, July 5, 2019 11:11 AM
To: Tesler, Jamey (DOT)
Subject: FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day
Attachments: 1673142272.pdf

FYI

-----Original Message-----

From: Macdonald, Alan (DOT)
Sent: Friday, July 5, 2019 11:10 AM
To: Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; McPartlin, James (DOT) <James.McPartlin@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Blakely, Denise (DOT) <Denise.Blakely@dot.state.ma.us>
Cc: Gleason, Margaret (ATLAS) <margaret.gleason@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>
Subject: FW: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Hello. You will see that I attached the daily ATLAS Operations report from Wednesday. Whether or not you regularly receive this report, I believe that it would be valuable to go through the exercise of looking through each of the work groups and work types that are tracked in the system to ensure that we are all 100% aware of where each item is sent, what actions are specifically included in each item, how they appear in work queues, and who is responsible for completing the items.

Josh will be reaching out to each business area to schedule time over the next week with a member of the FAST team and me to individually walk through each item assigned to your work group so that everyone is aware of how these tasks are distributed and confident in how they are addressed.

I appreciate your participation in this important exercise.

-A

-----Original Message-----

From: RMV Do Not Reply <RMVDoNotReply@state.ma.us>
Sent: Thursday, July 4, 2019 3:48 AM
To: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Michalik, Anne (DOT) <Anne.Michalik@dot.state.ma.us>; Donaruma, AnnMarie (DOT) <AnnMarie.Donaruma@dot.state.ma.us>; Bauer, Austin (DOT) <Austin.Bauer@dot.state.ma.us>; Goodman, Ben (ATLAS) <ben.goodman@dot.state.ma.us>; Catania, Bill (DOT) <Bill.Catania@dot.state.ma.us>; Winkler, Brian (ATLAS) <Brian.Winkler@dot.state.ma.us>; Mendez, Carolina (DOT) <Carolina.S.Mendez@dot.state.ma.us>; Paquette, Catherine (DOT) <Catherine.Paquette@dot.state.ma.us>; Miller, Chris (ATLAS) <Chris.Miller@dot.state.ma.us>; Ogilvie, Colleen (DOT) <Colleen.Ogilvie@dot.state.ma.us>; Steller, Corrine W. (DOT) <Corrine.W.Steller@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Sagi, Diwakar (DOT) <Diwakar.Sagi@dot.state.ma.us>; Duffaut, Edvard (DOT) <Edvard.Duffaut@dot.state.ma.us>; Sheehan, Erin (DOT) <Erin.Sheehan@dot.state.ma.us>; Daley, Gretchen (DOT) <Gretchen.Daley@dot.state.ma.us>; Dilisio, James (DOT)

<James.Dilisio@dot.state.ma.us>; Tesler, Jamey (DOT) <Jamey.Tesler@dot.state.ma.us>; Valley, Joan (DOT) <Joan.Valley@dot.state.ma.us>; Hesse, John (ATLAS) <John.Hesse@dot.state.ma.us>; Tatum, John (ATLAS) <john.tatum@dot.state.ma.us>; Orenberg, Joshua (DOT) <Joshua.Orenberg@dot.state.ma.us>; Pedi, Karen (DOT) <Karen.Pedi@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Costantino, Keith (DOT) <Keith.Costantino@dot.state.ma.us>; Canaan, Kenneth (DOT) <Kenneth.Canaan@dot.state.ma.us>; Faria, Kevin (DOT) <Kevin.Faria@dot.state.ma.us>; Klosek, Kevin (DOT) <Kevin.Klosek@dot.state.ma.us>; Gleason, Margaret (ATLAS) <Margaret.Gleason@dot.state.ma.us>; Griffin, Mary Jo (DOT) <MaryJo.Griffin@dot.state.ma.us>; Ariely, Michael (DOT) <Michael.Ariely@dot.state.ma.us>; Flynn, Nathan (ATLAS) <Nathan.Flynn@dot.state.ma.us>; Robare, Robert (DOT) <Robert.Robare@dot.state.ma.us>; Lavoie, Sara (DOT) <Sara.Lavoie@dot.state.ma.us>; Freeman, Scott (DOT) <Scott.Freeman@dot.state.ma.us>; Evans, Steve (DOT) <Steve.Evans@dot.state.ma.us>; McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>; Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Armistead, Tedford (DOT) <Tedford.Armistead@dot.state.ma.us>; Lacey, TJ (DOT) <Thomas.Lacey@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Martin, Zack (DOT) <Zack.A.Martin@dot.state.ma.us>

Subject: Atlas Report: ATLAS Operation Summary Report - Report of key items that occurred in ATLAS for the day

Report Title: ATLAS Operation Summary Report
Report Description: Report of key items that occurred in ATLAS for the day
Processed On: 7/4/2019 3:47:37 AM
Report Parameters:

Override Date: False
High Date: 12/31/9999
Report Date: 7/3/2019

From: Crispin, Susan (DOT)
Sent: Tuesday, April 2, 2019 2:27 PM
To: Evans, Steve (DOT)
Subject: FW: Form 30 for SPEX- sue crispin WORD
Attachments: Form 30 for SPEX- sue crispin WORD.docx

Her it is.....

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Evans, Steve (DOT)
Sent: Wednesday, February 13, 2019 2:09 PM
To: Crispin, Susan (DOT)
Subject: Form 30 for SPEX- sue crispin WORD

POSITION DESCRIPTION, DPA-Form 30-State
Commonwealth of Massachusetts
 INCUMBENT NAME: Susan Crispin EMP ID: 114907

POSITION TITLE CODE
 14-R09

1. POSITION TITLE: Program Coordinator II		AGENCY Massachusetts Department of Transportation		
2. APPROPRIATION/AGENCY CODE	POSITION NO.	REQUISITION NO.	SALARY	DATE PREPARED 10/23/18

3. GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Incumbents of positions in this series are responsible for supervising a telephone support function which provides support in the following areas: system software applications, hardware problem solving, policy and procedure clarification, and error correction to RMV employees and other ATLAS users.

4. SUPERVISION RECEIVED (Name and title of person from whom incumbent receives direction)

Steve Evans, Director of Driver Licensing

5A. DIRECT REPORTING STAFF Jennifer Hoban, EDP System Analyst II Michael Noronha, EDP System Analyst II Tanya Pizzi, EDP System Analyst II Antoinette McMeniman, EDP System Analyst II	5B. THEIR STAFF None
--	-----------------------------

6. DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES

1. Supervise the functions and responsibilities of the internal telephone support department, RMV SPEX.
2. Monitor call logging system to ensure calls are being logged, closed or forwarded according to procedure.
3. Coordinate resource allocation in support of SPEX, Business Support and Driver Licensing incoming calls.
4. Receive and log daily reports containing CDLIS/PDPS errors
5. Log issues/problems with system (internal and external communications (AAMVA)) and report to appropriate personnel.
6. Highlight and notify issues/problems for improvement to Management.
7. Monitor MCSIA compliance notifications, advising Management on a regular basis.
8. Maintain awareness of compliance changes as introduced by FMCSA and AAMVA, including ACD Code changes/updates, notifying Management and IT of changes with potential business impact.
9. Report trends and problem areas encountered to Senior Management and Director of Training so the issues can be incorporated into customer service skills.
10. Participate in RMV business and system projects which include attending meetings, reading project specifications documents, analyzing impact to RMV SPEX and identifying business needs of RMV SPEX to ensure success of a project.
11. Assist other business units (where appropriately cross-trained) to handle CSR call volume.
12. Evaluate the effectiveness of RMV SPEX by establishing relationships and communication channels with service centers, other departments and jurisdictions to learn about their experiences with RMV SPEX and determine if their support needs are being met.
13. Report trends and problem areas encountered to Senior Management and Director of Training so the issues can be incorporated into training materials.
14. Audits work performed by RMV SPEX employees using established audit procedure to ensure that inappropriate/fraudulent activity is not occurring.
15. Ensures RMV SPEX employees resolve CDL and PDPS error reports according to established guidelines and timeframes. Reassigns responsibilities as needed to ensure reports are completed.
16. Ensures methods are created for updating other departments/sections about problem areas or personnel consistently not following correct procedures and offers suggestions for resolution.
17. Ensures license related reports are processed on a daily basis to resolve discrepancies detected as a result of increased

security measures imposed by the Federal Motor Carrier Safety Administration (FMCSA) under the Motor Carrier Safety

Improvement Act (MCSIA) in the processing of commercial driver licenses. In some cases, interact with other jurisdictions and the American Association of Motor Vehicle Administrators (AAMVA) to resolve transaction anomalies.

18. Ensures license related reports are processed on a daily basis to resolve discrepancies detected as a result of the ten year look-back rule for the Problem Driver Pointer System (PDPS) for all newly added drivers to detect previous license histories in other jurisdictions administered by the National Driver Register (NDR).

19. Ensures the results from the Transportation Security Administration website of Massachusetts CDL drivers who have applied for the Hazmat Threat Assessment Program are processed daily. In addition, ability to run an applicant search from the TSA website to view status

of the Hazmat Threat Assessment to determine if MA driver has applied for and passed/failed the Hazmat Threat Assessment.

20. Ensures that Commercial Driver Licensing and National Driver Registry related problems online are resolved and that other jurisdictions/agencies involved are contacted.

21. Write communications to address system problems and business issues. Research and develop unique solutions to problems.

7. QUALIFICATIONS REQUIRED AT HIRE (List knowledges, skills, abilities)

1. Knowledge of the principles and practices of human resource management including behavioral techniques, planning, forecasting, organizational development, etc.
2. Knowledge of work simplification methods.
3. Knowledge of the methods used in the preparation of charts, graphs and tables.
4. Knowledge of the methods of general report writing.
5. Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, etc. governing assigned unit activities.
6. Ability to analyze and determine the applicability of data, to draw conclusions and make appropriate recommendations.
7. Ability to gather information by examining records and documents and by questioning individuals.
8. Ability to assemble items of information in accordance with established procedures.
9. Ability to determine proper format and procedure for assembling items of information.
10. Ability to maintain accurate records.
11. Ability to prepare and use charts, graphs and tables.
12. Ability to prepare general reports.
13. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
14. Ability to follow written and oral instructions.
15. Ability to communicate effectively in oral expression.
16. Knowledge of the principles, practices and techniques of supervision.
17. Ability to coordinate the efforts of others in accomplishing assigned work objectives.

8. QUALIFICATIONS ACQUIRED ON JOB (List knowledges, skills, abilities)

1. Knowledge of the principles, practices and techniques of supervision.
2. Knowledge of the laws, rules and regulations governing the state personnel system.
3. Knowledge of the state budgetary procedures relating to positions, salaries and personnel services.
4. Knowledge of the laws, rules, policies and procedures governing Federal Grant Administration.

9. MINIMUM ENTRANCE REQUIRMENTS

DESIRABLE:

Applicants must have at least 4 years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis and of which at least one year must have been in a supervisory capacity.

10. LICENSE AND/OR CERTIFICATION REQUIRMENTS

Based on assignment, possession of a current and valid Massachusetts Class D Motor Vehicle Operator's License may be required.

REMARKS:

SIGNATURE OF APPOINTING AUTHORITY

TITLE

AGENCY

PREPARED BY

INITIALS OF INCUMBENT _____
DATE

INITIALS OF SUPERVISOR _____
DATE

EXHIBIT Z

From: Crispin, Susan (DOT)
Sent: Tuesday, May 15, 2018 5:14 PM
To: Kintzler, Nicholas (DOT); Tatum, John (DOT); Hesse, John (DOT)
Cc: Evans, Steve (DOT); Coldstream, Craig (DOT); Rowland, Robert (DOT); Goodman, Ben (DOT); Gleason, Margaret (DOT)
Subject: RE: April CDLIS Timeliness and Accuracy- Summary Workbook
Attachments: apriltimeliness

Nick,

I have attached the report. I know there are some known issues but I have looked through the AAMVA error report in ATLAS and know where we are going wrong on some other issues. I am available all week if we need to meet up to go over any of it. Mostly related to us firing off convictions to the wrong Jurisdiction which seems to be related to a matching problem with pointers that Tatum is already aware of.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Kintzler, Nicholas (DOT)
Sent: Tuesday, May 15, 2018 5:06 PM
To: Crispin, Susan (DOT); Tatum, John (DOT); Hesse, John (DOT)
Cc: Evans, Steve (DOT); Coldstream, Craig (DOT); Rowland, Robert (DOT); Goodman, Ben (DOT); Gleason, Margaret (DOT)
Subject: RE: April CDLIS Timeliness and Accuracy- Summary Workbook

Hey Sue,

Thank you for bringing this to our attention and we will certainly put additional focus into helping resolve some of those issues. I would ask that we get access to a copy of the report to help us analyze the timing of events and potential causes as it relates to timeliness. This would be the best starting point for us to start to understand where we could help. Is there a good place that we could upload that report so John and I could do a review? Maybe in the content manager in FCR?

Thanks,

Nick Kintzler

Z cont.

From: Crispin, Susan (DOT)
Sent: Tuesday, May 15, 2018 4:17 PM
To: Tatum, John (DOT) <John.Tatum@MassMail.State.MA.US>; Hesse, John (DOT) <John.Hesse@MassMail.State.MA.US>; Kintzler, Nicholas (DOT) <Nicholas.Kintzler@MassMail.State.MA.US>
Cc: Evans, Steve (DOT) <Steve.Evans@MassMail.State.MA.US>; Coldstream, Craig (DOT) <Craig.Coldstream@MassMail.State.MA.US>; Rowland, Robert (DOT) <Robert.Rowland@MassMail.State.MA.US>
Subject: FW: April CDLIS Timeliness and Accuracy- Summary Workbook

Attached is the timeliness report from AAMVA for conviction, withdrawals, pointer updates etc. (password protected so you might not be able to view it) concerning CDLIS. We are usually in the "green" with an average in the 90th percentile of on time reporting of convictions. Last month I believe it dropped to about 30% (assumed it would be low due to numerous issues with messaging). But now we have reached an all time low of 14% on time rate. I realize there are numerous SQRs out there for various issues but FMCSA will only take "we rolled out a new system" as an excuse for so long before they ding us for these errors. Can this be prioritized somewhat (war on wait times does take priority, I realize...but we do have 25 Million in highway funds at stake if out of compliance) Even if some of the major reasons for errors can be addressed to bring us closer to 50% for now would be appreciated.

AAMVA already has a problem ticket open for us on these issues. They will expect a response of details on what we are doing to correct it.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Rogers, Jessie [mailto:JRogers@aamva.org]
Sent: Tuesday, May 15, 2018 3:56 PM
To: Crispin, Susan (DOT)
Subject: April CDLIS Timeliness and Accuracy- Summary Workbook



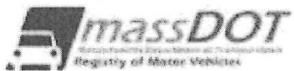
This is a secure, encrypted message.

EXHIBIT AA

From: Crispin, Susan (DOT)
Sent: Thursday, July 18, 2019 2:13 PM
To: Poirier, Matthew (FMCSA)
Cc: Evans, Steve (DOT); Rowland, Robert (DOT)
Subject: FW: Needed Fixes

See the below thread from last year on fixes I requested. The one in question is highlighted in yellow but others pertain to withdrawal error rates.....

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Crispin, Susan (DOT)
Sent: Thursday, May 3, 2018 11:21 AM
To: Tatum, John (DOT); Goodman, Ben (DOT)
Cc: Evans, Steve (DOT); Koon, Taylor (DOT)
Subject: RE: Needed Fixes

Wouldn't the violations have been sent to the other Jurisdiction previously?? When they were under the other account??? Why would we send them again?

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Tatum, John (DOT)
Sent: Thursday, May 3, 2018 11:10 AM
To: Crispin, Susan (DOT); Goodman, Ben (DOT)
Cc: Evans, Steve (DOT); Koon, Taylor (DOT)
Subject: RE: Needed Fixes

Sue,

You're right, what happened is that when the customer came in the follow set of events occurred:

- Clerk found the existing NDR account and added a Driver account to it
 - System merged the driving record on the Non-Driver account over to the driver account
 - ATLAS recognized all of the new driving history as needing to be reported to VA and reported out all of the convictions/withdrawals
- Clerk issued Mass ID to customer
 - ATLAS ran CSOR to pull in the full history

I think the issue would be that on the merge, we treated all of the history as brand new for the customer and thus reported them out to VA. I have added SQR 4111 for this issue. It is something that we will likely need a change from our development center on. I will discuss with Taylor to confirm.

Thank you,

John

From: Crispin, Susan (DOT)
Sent: Thursday, May 3, 2018 10:26 AM
To: Tatum, John (DOT) <John.Tatum@MassMail.State.MA.US>; Goodman, Ben (DOT) <Ben.Goodman@MassMail.State.MA.US>
Cc: Evans, Steve (DOT) <Steve.Evans@MassMail.State.MA.US>; Koon, Taylor (DOT) <Taylor.Koon@MassMail.State.MA.US>
Subject: RE: Needed Fixes

But these were outgoing.....not incoming.....

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Tatum, John (DOT)
Sent: Thursday, May 3, 2018 10:25 AM
To: Crispin, Susan (DOT); Goodman, Ben (DOT)
Cc: Evans, Steve (DOT); Koon, Taylor (DOT)
Subject: RE: Needed Fixes

Sue,

This is another result of the 10 year history check going out and being processed before the CSOR.

John

AA cont.

From: Crispin, Susan (DOT)
Sent: Thursday, May 3, 2018 10:10 AM
To: Goodman, Ben (DOT) <Ben.Goodman@MassMail.State.MA.US>
Cc: Evans, Steve (DOT) <Steve.Evans@MassMail.State.MA.US>; Tatum, John (DOT) <John.Tatum@MassMail.State.MA.US>; Koon, Taylor (DOT) <Taylor.Koon@MassMail.State.MA.US>
Subject: RE: Needed Fixes

Can someone also take a look at [REDACTED] I noticed that we sent off some HA messages the same day we issued a license.....??????

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Goodman, Ben (DOT)
Sent: Wednesday, May 2, 2018 6:29 PM
To: Crispin, Susan (DOT)
Cc: Evans, Steve (DOT); Tatum, John (DOT); Koon, Taylor (DOT)
Subject: RE: Needed Fixes

Good Evening Sue,

Please see my responses below in **red**. Some of them have follow up questions. I will be out-of-office tomorrow and Friday, but I have cc'd John Tatum and Taylor Koon on my responses. We have collaborated on the research so far. Please just reply-all with the follow up information.

Thank You,

Ben Goodman
m: 406.396.3482

From: Crispin, Susan (DOT)
Sent: Wednesday, May 2, 2018 8:58 AM
To: Goodman, Ben (DOT) <Ben.Goodman@MassMail.State.MA.US>
Cc: Evans, Steve (DOT) <Steve.Evans@MassMail.State.MA.US>
Subject: Needed Fixes

Ben,

Below are some of the fixes for SPEX/CDLIS issues that have a critical need to be fixed:

When trying to process a CSOR, we delete the MA pointer first, then when we attempt to process the UD we get an error "pointer exists for this driver".

Is this the same situation we are emailing about on the thread with the subject "pointer exists for this driver"?

Needless UC messages being sent and are erroring off at an extremely high rate. This is driving our error rates up. AAMVA already has questioned us on our error rates.

It looks like UCs are being sent on OOS Conversions on existing drivers before the license is issued, causing the real-id and doc-type fields to be sent incorrectly. The UC is typically sent once a license is issued, but for OOS conversions it is being sent once the application is complete. I have logged SQR 4095 for this item.

There are not appropriate stoppers in place when a pointer is found in another State. Customers are allowed to renew, duplicate, etc. when they should be converting. Worse is that when they are converting a CSOR is not being initiated. We are issuing a license and leaving the pointer in the former State yet sending an NI message.

We are continuing to review this one.

Ability to change issue and expiration dates. Denise and I have been complaining about this since the beginning. EX: another State pulls a CDLIS pointer in error. Reversing the surrender leaves them with no license at all. If rebuilt, it will put their expiration date further out than what it should be.

We are continuing to review this one.

Ability to change name and DOB for error correction without issuing a document. Last I checked they thought it was ready but we get an error message about the SSN. Haven't gotten an update if fixed yet.

Please you provide an example S Number where you are getting the error message

"Incomplete Social" error message on failed AAMVA checks causing need for SPEXS override. Complete social is not needed; only last five. Taylor was misinformed on this and thought the entire SS was necessary.

We are continuing to review this one.

Messaging issues:

"Invalid CONV detail for ACD code" error on S92 convictions – Driving error rates up
We believe there is some confusion here. The error is not because of invalid detail for S92 convictions. Some D45, D53, and D56 convictions from conversion are missing underlying violation codes which causes this error. The only way to fix this is to have someone update these convictions with the correct underlying violation code.

"Invalid basis for withdrawal" error on withdrawals – Driving error rates up

We are continuing to review this one.

"Invalid reason" error for withdrawals – Driving error rates up.

These are all coming from Iowa. We're sending all valid ACD codes, but there must be one we are sending that they do not accept. Please reach out to them to see what ACD code is causing them issues.

"Standalone AAMVA sanction" appearing on driving records. There is no need to categorize the way an OOS conviction or withdrawal came over. Have addressed with Tricia Kelley and enforcement team. These are unnecessary and confusing to customers, law enforcement, and industry partners. Many are also causing customer to be immediately suspended upon processing an OOS conversion.
We are continuing to review this one.

Atlas sending a UA (Create new driver) message when we are clearly seeing an OOS pointer that is an exact match and we should be taking the pointer.
There is currently an SQR for this issue (4029).

Atlas sending NI message to non SPEXS States.
Please you provide an example S Number where you are seeing this issue.

Convictions being sent to State where we find a pointer rather than to State listed on citation as SOR. – Driving error rates up.
Please you provide an example S Number where you are seeing this issue.

Fourth request to have a standalone way to send convictions, withdrawals and negates of each to other States when their drivers have received them and they errored off. When I fix the error I need to resend them. Also, we will not go back in time and be issuing paper negates for erroneously sent convictions.
Core SQR has been submitted for this and is in progress

There are also 500 UA errors in the work item search. This should not be this high. Nobody has staffing to correct that volume of errors. The UC errors were the same amount.
This issue has been mostly resolved through several SQRs. Residual issues should be resolved when SQR 4029 goes into production (see above).

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
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Driver Licensing
857-368-7263



EXHIBIT BB

From: Kaderis, Geordan (ATLAS)
Sent: Friday, March 8, 2019 4:23 PM
To: Crispin, Susan (DOT);Hoban, Jennifer (DOT)
Cc: McCollem, Steve (DOT)
Subject: RE: AAMVA Interventions & Work Items

Thank you for the insight Sue! I will look into getting the invalid convictions reversed. I am currently working on the issue with the invalid convictions as well. Once we find a solution I will be sure to clear the work items out along with the invalid convictions.

Jen was taking a look at these in MRS to see if the duplicate violations and possible duplicates were valid.

I will hold off on re-queueing these until I get something in place that will remove these convictions and work items once they are added. I can also put in an SQR for the invalid Add Conviction work items if we do not already have one.

Best,
Geordan Kaderis

From: Crispin, Susan (DOT)
Sent: Friday, March 8, 2019 3:03 PM
To: Kaderis, Geordan (ATLAS) <Geordan.Kaderis@dot.state.ma.us>; Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us>
Cc: McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>
Subject: RE: AAMVA Interventions & Work Items

For the AAMVA add conviction ones, those should all be closed. These are all fictitious convictions that Atlas is creating when another State sends a withdrawal with no underlying conviction. In some cases, an underlying conviction is not required. If one is required, we should be rejecting the withdrawal entirely. We have already been called out by Oregon on this practice as they noticed that Atlas created an Oregon conviction that they never sent us.

The Invalid conviction form ones are the same issue. They should not even exist. We should not be accepting the incoming information if it is not in the proper format. No department has time to call the other States for the information. We have a similar issue with the possible duplicate violation ones. If Alars was smart enough to reject an OOS conviction because it is a duplicate of one that we already have then we should not be accepting it at all. I have also experienced issues with these where I choose to reverse it and it reverses the original one as well.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing



From: Kaderis, Geordan (ATLAS)
Sent: Friday, March 8, 2019 1:29 PM
To: Crispin, Susan (DOT); Hoban, Jennifer (DOT)
Cc: McCollem, Steve (DOT)
Subject: AAMVA Interventions & Work Items

Sue and Jen,

We recently pushed up a change that cleans up 527 interventions from our queue, but when the interventions are re-queued we are creating work items with them. If we re-queue these now, we are looking at creating 890 work items, but the messages will successfully process. I will include a breakdown of what we are potentially looking at:

AAMVA Add Conviction: 123 Items
Possible Duplicate: 20 Items
Possible Duplicate Violation: 246 Items
Invalid Conviction Form: 501 Items

The Invalid Conviction Forms will not have to be worked and will be fixed by SQR 6787 (they are Massachusetts convictions that we are incorrectly receiving). Realistically we are looking at 389 items, but I am not sure how they are supposed to be handled process wise. With that said, could you shed some insight on the following:

1. Should the remaining work items be manually worked, or should we handle them systematically?
 - a. AAMVA Add Conviction: 123 Items
 - b. Possible Duplicate: 20 Items
 - c. Possible Duplicate Violation: 246 Items
2. How do we normally handle these work items process wise?
3. Do you have any objections to re-queuing these interventions and creating the work items?

I realize that this is a lot of work items, but we have been sitting on these errors for some time. My thought process is that we process the messages to lower our intervention count and either work the items or create a way to systematically take care of them. I wanted to get your input and keep you in the loop of what is going on. If you would like to discuss this further or if you have any questions let me know!

Best,
Geordan Kaderis

EXHIBIT CC

From: Crispin, Susan (DOT)
Sent: Wednesday, July 24, 2019 5:26 PM
To: Santos, Claire (DOT);Khanna, Rick (DOT);York, Rachel (ATLAS)
Cc: Macdonald, Alan (DOT)
Subject: RE: Invalid conviction form work items

This is what I am trying to avoid. We never had these issues in Alars. The messages were rejected if they were missing required information. As I see it, there is really no need for these work items. Perhaps we need to reach out to AAMVA to see where the disconnect is. I will perform the workaround for now to ensure safety but this needs to be addressed. The error is on the part of the other State. It should be theirs to correct.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Santos, Claire (DOT)
Sent: Wednesday, July 24, 2019 5:23 PM
To: Crispin, Susan (DOT); Khanna, Rick (DOT); York, Rachel (ATLAS)
Subject: RE: Invalid conviction form work items

Hi Sue,

For some reason I could not see the 11/09/18 transactions in UNI log.
It is possible that the Central Site returned the H3 message to MD and forwarded also the H3 message to MA.
You can call/e-mail MD or DE to get the offense reference for the 3 DE convictions or just put the ACD code temporarily they are major or serious offense that needs to be posted to the customer history immediately.

Thanks,
Claire

From: Crispin, Susan (DOT)
Sent: Wednesday, July 24, 2019 4:27 PM
To: Khanna, Rick (DOT); York, Rachel (ATLAS)
Cc: Santos, Claire (DOT)
Subject: RE: Invalid conviction form work items

It came through CDLIS.....

Susan Crispin
Program Coordinator

Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
Driver Licensing
857-368-7263

CC cont.



From: Khanna, Rick (DOT)
Sent: Wednesday, July 24, 2019 4:25 PM
To: Crispin, Susan (DOT); York, Rachel (ATLAS)
Cc: Santos, Claire (DOT)
Subject: RE: Invalid conviction form work items

Hey Sue,

I am not positive but I think it's because these convictions were sent through SPEXS but are not CDLIS convictions, so they are not validated at the central site.

Claire, can you please check this.

Thanks,
Rick

MassDOT, Information Technology
Systems Analyst, Atlas Architecture and Application Support
(857) 368-9834
www.mass.gov/massdot

From: Crispin, Susan (DOT) <Susan.Crispin@dot.state.ma.us>
Sent: Wednesday, July 24, 2019 3:52 PM
To: York, Rachel (ATLAS) <Rachel.York@dot.state.ma.us>; Khanna, Rick (DOT) <Rick.Khanna@dot.state.ma.us>
Subject: Invalid conviction form work items

I don't understand how these messages are clearing through the central site. We should not be accepting these messages with missing required fields. How did this stuff pass AAMVA structured testing???

Driver/ID
S31610030

CC cont.

Created

: 09-Nov-2018 12:54:22 (svcwebsrv)

Changed


: 09-Nov-2018 12:54:22


Changed By


: svcwebsrv

Out of State Conviction
DEX19313

Form

Search 

Form  Out of State Conviction

Information  Information Not Set

Report Type

Conviction Only

Report Detail

Reporting State	Source State	Offense Date	Conviction Date
	DE - Delaware	25-Jan-2008	22-Mar-2013
Violation	Location Reference	Offense Reference Code	
B51 - EXPIRED/NO LICENSE	DEX19313	Required	

Driver Detail

Country	License Number	License State	Class	CDL
USA		MA	Class D	No

Offense Detail

Court Type	Disposition	SDIP Points	Violation Speed	Posted Speed	BAC
DIS - District Court	G - Guilty	2	0	0	0.000
Hazmat	Commercial Vehicle	Reported CDL			
No	No		<input checked="" type="checkbox"/> Surchargeable	<input type="checkbox"/> Major Offense	<input checked="" type="checkbox"/> HTO Offense

Susan Crispin
 Program Coordinator
 Motor Carrier Safety Improvement Act
 CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
 MASSDOT/RMV
 Driver Licensing
 857-368-7263



EXHIBIT DD

From: Macdonald, Alan (DOT)
Sent: Monday, July 8, 2019 10:51 AM
To: Tesler, Jamey (DOT);D'Arbeloff, Mindy (GOV)
Subject: FW: OOS 07.08.19

97 pieces of OOS mail today.

There are 4 AAMVA Add Conviction notices that landed on Saturday – similar to the case this past Monday, this represents only 1 individual who moved back to Massachusetts and the person's NH driver record transferred with him, appearing as OOS items. Sue Crispin is working these items and she and I are meeting with Brian Winkler today to discuss all of the SPEX work group items to identify system or other solutions to this and other issues that unnecessarily add items to the SPEX work queue.

A

From: Malloy, Timothy (DOT) <tim.malloy@dot.state.ma.us>
Sent: Monday, July 8, 2019 10:45 AM
To: Dugas, Philip (DOT) <Philip.Dugas@dot.state.ma.us>
Cc: Macdonald, Alan (DOT) <alan.macdonald@dot.state.ma.us>; Chanthaboun, Sye (DOT) <Sye.Chanthaboun@dot.state.ma.us>; Eaton, Debra (DOT) <Debra.Eaton@dot.state.ma.us>; Bowes, Tom (DOT) <Tom.Bowes@dot.state.ma.us>; Nagle, Jay (DOT) <Jay.Nagle@dot.state.ma.us>
Subject: OOS 07.08.19

OOS20190708001 – 57
OOS20190708002 – 40

Total – 97

-Tim

EXHIBIT EE

From: Crispin, Susan (DOT)
Sent: Tuesday, March 12, 2019 1:45 PM
To: Hoban, Jennifer (DOT)
Subject: RE: No rush- sending you now so i dont forget

So the sanction came over back in February for the refusal. The system should have generated a one year disqualification of his CDL but it did not. So yes, a hearings officer will need to add that manually. Hopefully she sent it to Trisha or Chris.....

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Hoban, Jennifer (DOT)
Sent: Tuesday, March 12, 2019 10:46 AM
To: Crispin, Susan (DOT)
Subject: No rush- sending you now so i dont forget

Refusal to test in NH- Customer has a MA BM License. Tanya sent issue to a hearings officer. We can check this record when you get back to make sure they did the right thing.

[REDACTED]
S [REDACTED]

I hope your enjoying Florida ☺

Jennifer Hoban
MassDOT RMV Division – EDP Systems Analyst - Atlas Program
Jennifer.Hoban@dot.state.ma.us – 857 368 7517

EXHIBIT FF

From: Kaderis, Geordan (ATLAS)
Sent: Tuesday, March 12, 2019 10:04 AM
To: Tatum, John (ATLAS)
Subject: FW: AAMVA Interventions & Work Items

John,

I will stop by, but do you think this is valid? There are some interventions that I want to re-queue. At this point I want to know if we need to do any additional processing or do these items need to be worked?

Best,
Geordan Kaderis

From: Crispin, Susan (DOT)
Sent: Friday, March 8, 2019 3:03 PM
To: Kaderis, Geordan (ATLAS) <Geordan.Kaderis@dot.state.ma.us>; Hoban, Jennifer (DOT) <Jennifer.Hoban@dot.state.ma.us>
Cc: McCollem, Steve (DOT) <Steve.McCollem@dot.state.ma.us>
Subject: RE: AAMVA Interventions & Work Items

For the AAMVA add conviction ones, those should all be closed. These are all fictitious convictions that Atlas is creating when another State sends a withdrawal with no underlying conviction. In some cases, an underlying conviction is not required. If one is required, we should be rejecting the withdrawal entirely. We have already been called out by Oregon on this practice as they noticed that Atlas created an Oregon conviction that they never sent us.

The Invalid conviction form ones are the same issue. They should not even exist. We should not be accepting the incoming information if it is not in the proper format. No department has time to call the other States for the information. We have a similar issue with the possible duplicate violation ones. If Alars was smart enough to reject an OOS conviction because it is a duplicate of one that we already have then we should not be accepting it at all. I have also experienced issues with these where I choose to reverse it and it reverses the original one as well.


Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



EXHIBIT GG

From: Kaderis, Geordan (ATLAS)
Sent: Tuesday, June 25, 2019 9:17 AM
To: Lavoie, Sara (DOT)
Cc: Goodman, Ben (ATLAS);Winkler, Brian (ATLAS)
Subject: Conviction from CT

Sara,

I was talking to Ben and Brian about the Conviction that we received from Connecticut for this driver: 

In order to post the conviction we will need to work the work item on the account. Just open the AAMVA Add Conviction work item → View Source → I Want To → Correct → Save. This will post the conviction to the account successfully (we have been able to do so in M1S and MRZ).

We are still looking into the cause of this issue, but we suspect that it has something to do with the dates that were sent to us in the HT messages containing this conviction. I will keep you posted.

Please let me know if you have any questions.

Best,
Geordan Kaderis

EXHIBIT HH

From: Santos, Claire (DOT) <Claire.Santos@dot.state.ma.us>
Sent: Tuesday, April 3, 2018 3:31 PM
To: Koon, Taylor (DOT)
Cc: Costantino, Keith (DOT) (keith.costantino@state.ma.us)
Subject: HW - Report Out of State Withdrawal

Hi Taylor,

I don't think we should send out HW messages until the suspension is already effective...

In accordance with *49 CFR §384.208*, the SOW must report a withdrawal within a date. See **CD11 Report Out-of-State Conviction** (on page 549) for the time requirements. Jurisdictions must not send withdrawals that are not final, according to jurisdiction law.

CD16 Report Out-of-State Withdrawal

SPEXS Master Specification (AMIE), r6.0.9

having to reverse them, and jurisdictions must not send FTAs, FTPs, and FTCs, according to jurisdiction law.

Thanks,
Claire

EXHIBIT II

From: Crispin, Susan (DOT)
Sent: Friday, March 29, 2019 3:20 PM
To: Kaderis, Geordan (ATLAS);Hoban, Jennifer (DOT)
Cc: Winkler, Brian (ATLAS);McCollem, Steve (DOT)
Subject: RE: SQR 6418 Question

I am already seeing a problem here. On the first one, why are we negating a withdrawal that actually did take effect and was not an error. We don't send a negate simply because somebody reinstated. The negate is sent when the withdrawal (HW message) was sent in error (we withdrew their privilege in error) This practice will wipe people records clean when it should not.

Side note unrelated to the above mentioned driver.....I am also noticing that we are sending the HW message prior to a withdrawal taking effect which we should not be doing.....

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Kaderis, Geordan (ATLAS)
Sent: Friday, March 29, 2019 3:14 PM
To: Hoban, Jennifer (DOT); Crispin, Susan (DOT)
Cc: Winkler, Brian (ATLAS); McCollem, Steve (DOT)
Subject: RE: SQR 6418 Question

Jen,

It looks like it is happening is MRP. The messages are being rejected which doesn't seem correct to me, but I wanted to see if they should be sent at all. Here is a list of customers with their respective accounts. The messages were sent either on or after 3-01-2019. Let me know if you have any questions.

fIngCustomerKey	fIngAccountKey
\c1580150400	\a813143040
\c1725064832	\a47962112
\c564643456	\a869046271
\c1674236800	\a244777216
\c781667200	\a122556672
\c226685824	\a20128000
\c1120368256	\a15188992

EXHIBIT JJ

From: Crispin, Susan (DOT)
Sent: Monday, November 27, 2017 10:53 AM
To: Khanna, Rick (DOT)
Cc: Blakely, Denise (DOT)
Subject: FW: list of reports

Rick,

Below are my reports.....














Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Crispin, Susan (DOT)
Sent: Thursday, November 2, 2017 7:20 AM
To: Rowland, Robert (DOT)
Subject: RE: list of reports

Bob,

Below are the Doc direct reports for MCSIA. There are a couple that I'm pretty sure Thale and Ghydaa do, that I do not. I also do the 96 hour report along with the other reports sent by Jesse from AAMVA (medical record keeping report, CDL disqualification report, CDLIS timeliness and accuracy report).

-  **RMVFB20B - RMVFB200 - VIOLS REPORT/VIOLS ERROR RPT/CONVICTIONS RE**
-  **RMVFB200 - RMVFB200 - HISTORY MATCHING REPORT/INVALID STATUS REP**
-  **RMVFB385 - RMVFB385 - CDL ERROR REPORT FIX HA REPORT**
-  **RMVF120A - RMVFB120 - BASE DRIVER LETTERS**
-  **RMVF120B - RMVFB120 - STSHR/CSOR ONLINE EDIT ERROR REPORT**
-  **RMVF144A - RMVFB144 - EXCESS HISTORY ERROR REPORT**
-  **RMVF3451 - RMVFB345 - CONVICTIONS OUTBOUND MESSAGE TRACKING REF**
-  **RMVF3452 - RMVFB345 - WITHDRAWALS OUTBOUND MESSAGE TRACKING RE**
-  **RMVF385A - RMVFB385 - CDL ERROR REPORT FIX HW REPORT**
-  **RMVS430M - RMVS430M - CDL ERROR REPORT**
-  **RMVYRP01 - RMVYRPTS - CDLIS MESSAGE APPLICATION ERROR REPORT**
Extract and Filter • Favorite
-  **RMVYRP02 - RMVYRPTS - PDPS MESSAGE APPLICATION ERROR REPORT**
-  **RMVYRP03 - RMVYRPTS - CDLIS 4.1 EDIT ERROR REPORT**

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Rowland, Robert (DOT)

Sent: Wednesday, November 1, 2017 1:54 PM

To: Evans, Steve (DOT); Crispin, Susan (DOT); Blakely, Denise (DOT); Saunders, Gareth (DOT); Simo, Leony (DOT)

Subject: FW: list of reports

Please take a look at the list of reports below. If there are any reports that you review but do not see them on the list, please let me know so I can add them to the DL training. Sue, I know that you will have the 96 hour and some of the additional CDL reports so please add them and I will make sure we have them documented for ATLAS.

From: Rowland, Robert (DOT)

Sent: Wednesday, November 1, 2017 12:32 PM

To: Doyle, Sarah (DOT) <Sarah.Doyle@MassMail.State.MA.US>

Subject: list of reports

Sarah –

I feel like I am leaving something out, but here are the reports that I view the most:

- Shelley report
- School bus / 7D suspension report
- CDLIS report package
 - Disqualification convictions
 - Conviction received report
 - SDLA inquiries report
- Out of Service reports
- Weekly CDL permit testing
- CSTIMS report AAMVA
- CORI
- NMVTIS reports AAMVA
- S2S reports AAMVA

Most of the other reports come in through email and are not part of ALARs information. For example, BTS reports from federal DOT on traffic and safety reporting.

Bob Rowland

EXHIBIT KK

From: Rogers, Jessie <JRogers@aamva.org> on behalf of Rogers, Jessie
Sent: Monday, September 24, 2018 3:14 PM
To: 'susan.archambault@ct.gov'; Stephen.Beck@mvc.nj.gov; Ediaz3@azdot.gov; mark.dickinson@dot.wi.gov; caevanston@dps.ohio.gov; lgilmore@dds.ga.gov; 'Vicky.giroux@dmv.ny.gov'; dechelle.hampton@dc.gov; preston.p.ko@hawaii.gov; Anishihara@honolulu.gov; 'helen.martin@wyo.gov'; Oliver, Annette; Jillian.Oliveri@mvc.nj.gov; Rowland, Robert (DOT); 'Rybkowski - DOR, Gloria'; roshrawder@pa.gov; sutley@ncdot.gov; sbalakrishnan@dds.ga.gov
Subject: WEBINAR: New CD90.7.4 & CD90.7.7 Reports
Attachments: 90.7.4 and 90.7.7 Webinar Presentation (Jurisdiction).pdf

Good afternoon,

Thank you for signing up for the 'Using: CD90.7.7 Selective Driver History Record Validation and CD90.7.4 Out-of-State Convictions and Withdrawals Posting Reports (Jurisdiction Members)' Webinar.

I noticed you were not able to attend the session. The webinar will be posted on the AAMVA website: <https://www.aamva.org/webinar-archives-redesign/>. I've also attached the presentation from the webinar.

Included below is a brief summary of the two reports:

CD90.7.4 Report: This report monitors the 384.225(c)(1) FMCSR. The report shows details on convictions or withdrawals that have not been posted to the DHR within the required 10 day time limit. AAMVA will complete a driver history request to confirm if the SOR posted the conviction or withdrawal within the 10 days. Please note that we do not check the driver history for any conviction or withdrawal that is returned in error or a confirmed negate is received by the SOR. Overall process, SOC/SOW sends a conviction or withdrawal to the SOR via the Central Site. AAMVA will then send a history request 11 days after the conviction or withdrawal was sent to the SOR (we use the message date of when it passes through the Central Site). The purpose of this report is to check to see if the SOR is posting the conviction or withdrawal within the required 10 day time limit. **Distribution:** Weekly (part of the CDLIS Report Package)

CD90.7.7 Report: This report shows details on errors found in a driver history. The SOR or FMCSA will submit a request to AAMVA with the Jurisdiction code as well as the count of pointers they want checked. AAMVA will then randomly select that amount of pointers and send driver history requests to the SOR. AAMVA will then perform data quality checks on the driver history. The CD90.7.7 Report will then be generated with any errors found on the driver history. **Distribution:** Upon Request

NOTE: New gap code (XZ) is required to be implemented by the State of Record (SOR).

If your SDLA wants to receive the new reports, please send a request to ReportingGroup@aamva.org!

Thanks,

Jessie Rogers | Systems Analyst | AAMVA | 4401 Wilson Blvd., Suite 700 Arlington, Va.
22203 | 703.908.8264 | jrogers@aamva.org | www.aamva.org

Have you been MOVE'd?

For up-to-date content visit the online version of AAMVA's award-winning magazine.

KK cont.

Confidentiality Notice:

This email may contain privileged or confidential information, and is for the use of intended recipients only. Do not share this with others, except as necessary to conduct the business for which this email and any attachments are clearly intended. If you received this message in error, please immediately advise the sender by reply email and then delete this message.

EXHIBIT LL

From: Santos, Claire (DOT)
Sent: Friday, October 26, 2018 5:36 PM
To: Crispin, Susan (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

They are having issues also in the other states that are using the FAST software... I am hoping the sync pack – new version of core, will fix most of our issues.
Plus I think they have different people supporting other states... and plus we really didn't test AAMVA end- to end.

I will follow this up with John.. Have a great weekend...

Thanks,
Claire

From: Crispin, Susan (DOT)
Sent: Friday, October 26, 2018 5:30 PM
To: Santos, Claire (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

I am seeing a lot of CSOR stuck in progress on the 96 hour report but no CSOR in progress in AAMVA messaging this week as well. With those, no history ever comes over. I have checked and pulled history through PDPS and history is there but never migrates over.....It is either Atlas or Web based UNI or a combination of both. I have never seen these issues ever.....in almost 7 years.....CORE is almost always the issue with these people.....How they don't have this right escapes me...where they have done it in 7 other States.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Santos, Claire (DOT)
Sent: Friday, October 26, 2018 5:26 PM
To: Crispin, Susan (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

Sue,

I checked the log last May... and it looks like we received the CE message.. not sure why our status is still waiting for DHR...and why the CE does not display...

I have sent an e-mail yesterday to John but he has not replied.... I think this is just a switch/indicator that we can just update... but not sure what field it is since it's most likely handles by core.

LL cont.

Application	Message Type	Trans Origin	Origin	Destination
37	CC	MA	MA	XX

Message (AMIE)						
Action	Block	01-10	11-20	21-30	31-40	41-50
Edit	02201	1805211950	310000	1UNICC	MA2	0200
Edit	04101	TN12055465	4		1607	28A2N
Edit	04201				19900	014
Edit	09201	MA95259761	0		1607	28A2
Edit	10201				19900	014
Edit	10J01					
Edit	10J02					
Edit	10K01					
Edit	10K02					
Edit	10N01					

NCB Block

Application	Message Type	Trans Origin	Origin	Destination
37	CE	MA	XX	MA

Message (AMIE)						
Action	Block	01-10	11-20	21-30	31-40	41-50
Edit	02201	1805211950	310000	1UNICC	00	

NCB Block

Block	Message ID	App	Type	Trans Origin	Origin	Destination	Date
1805211950310009	37	CE	MA	XX	MA	N	1805211950310000 1UNICC
1805211950310008	37	IM	XX	MA	MA	N	1805211950310003 1UNIM 2018-0
1805211950310002	37	CC	XX	MA	MA	N	1805211950310000 1UNICC 2018-0

From: Crispin, Susan (DOT)
Sent: Thursday, October 25, 2018 7:08 PM
To: Santos, Claire (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

Looks like your CC is probably sending incorrect State/DLN info.....just guessing.....ongoing issues with Atlas and Web based UNI.....OMG....welcome to my nightmare....

Susan Crispin
 Program Coordinator

Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263

LL cont.



From: Santos, Claire (DOT)
Sent: Thursday, October 25, 2018 7:03 PM
To: Crispin, Susan (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

Hi Sue,

I tried sending the CC but I am getting an error.
I have no clue what the pointer information should be...

```
022011810251803100000 1UNICC 01 0 ON
04101 [REDACTED] 160728A2N
04201 [REDACTED] 19900814
09201 [REDACTED] 160728A2
10201 [REDACTED] 19900814
10J01 [REDACTED]
10J02 [REDACTED]
10K01 [REDACTED]
10K02 [REDACTED] 10NO1NNNNNNNNNNNNNN
25101 OLD ST/DLN DOES NOT MATCH THE MPR AKA ST/DLN
```

In ALARS before we only update an indicator if our status is CONFIRMATION of NEW SOR. I am not sure if it's the same with ATLAS. I will just ask John Tatum how we should fix this...

Thanks,
Claire

From: Santos, Claire (DOT)
Sent: Thursday, October 25, 2018 5:37 PM
To: Crispin, Susan (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

I will try to send the CC outside UNI... let me see...

From: Crispin, Susan (DOT)
Sent: Thursday, October 25, 2018 5:35 PM
To: Santos, Claire (DOT)
Cc: Chanthaboun, Sye (DOT) (sye.chanthaboun@state.ma.us)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

It's been too long so the CC wouldn't work (No CSOR initiated) I tried another UD but got "pointer exists" stopper (HATE THAT STOPPER). Then I tried to re-drive with an SR and that piece looks like it doesn't work at all....

LL cont.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Santos, Claire (DOT)
Sent: Thursday, October 25, 2018 5:31 PM
To: Crispin, Susan (DOT)
Cc: Chanthaboun, Sye (DOT) (sye.chanthaboun@state.ma.us)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

Hi Sue,

We are sending the SC message back to SPEXS with **CONFIRMATION OF NEW SOR, BUT DHR NOT READY** error. I think we never got a completed CC. Could you try sending a CC for this license number please?

Thanks,
Claire

From: Crispin, Susan (DOT)
Sent: Thursday, October 25, 2018 4:38 PM
To: helpdesk@aamva.org
Cc: Santos, Claire (DOT); Khanna, Rick (DOT)
Subject: RE: TN DLN [REDACTED] ISSUE=225550 PROJ=11

I see that the confirm on deleting the pointer went through. Am copying two of our IT people to look deeper into this...

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
SPEXS/CDLIS Helpdesk
MASSDOT/RMV
Driver Licensing
857-368-7263



From: AAMVA Help Desk [mailto:helpdesk@aamva.org]
Sent: Thursday, October 25, 2018 4:11 PM
To: Crispin, Susan (DOT)
Subject: TN DLN [REDACTED] ISSUE=225550 PROJ=11

LL cont.

When replying, type your text above this line.

Notification of Ticket Change

Ticket: TN DLN [REDACTED]
Ticket Number:225550

Status: Pending **Date:** 10/25/2018
Time: 16:10:41 **Creation Date:**10/25/2018
Creation Time:10:16:14 **Created By:** maura.linehan@tn.gov

Comment:

Good afternoon MA,

Could you please help TN (copied in this ticket) with the possible broken pointer request below?

In order to fix the broken pointer, MA would need to be able to respond with an HC to the IO.

Thanks,

Oscar A. Castillo | System Analyst | AAMVA | 703.908.2882 |

Hello,

Here in TN, when we run an IO on TN DLN [REDACTED], we're getting an IO back. I believe it's a broken pointer with MA DLN [REDACTED]. We have contacted MA and they tried adding and deleting their pointer, but we are still unable to run a successful IO on this driver.

Can you verify if this pointer is broken on MA's side?

Thank you,
Maura Linehan
A-List Project | Fast Enterprises, LLC
w: 615.253.8433

Ticket last edited by Oscar Castillo

EXHIBIT MM

From: Koon, Taylor (DOT)
Sent: Wednesday, February 21, 2018 2:09 PM
To: Santos, Claire (DOT);Khanna, Rick (DOT) (rick.khanna@state.ma.us)
Subject: RE: ROOSC

Claire,

I'm sorry for the confusion. We will send an IM to make sure that a pointer exists before attempting to report an OOS conviction. In the Staging environment, we are not simulating a response/confirmation for outgoing messages, so no OOS convictions are being reported.

If you need to see an HA message, I am doing testing with AAMVA in our Testing environment and I would be more than happy to show you an HA message from there.

Thanks,
Taylor

From: Santos, Claire (DOT) [mailto:Claire.Santos@dot.state.ma.us]
Sent: Wednesday, February 21, 2018 2:06 PM
To: Khanna, Rick (DOT) (rick.khanna@state.ma.us) <rick.khanna@state.ma.us>
Cc: Koon, Taylor (DOT) <Taylor.Koon@MassMail.State.MA.US>
Subject: ROOSC

Rick,

I was trying to test ROOSC but it seems like I would not be able to ?
License number [REDACTED] did not create HA message.
I think it's because IM went out and did not see a pointer.
But how do I see an HA message?

Thanks,
Claire

EXHIBIT NN

From: Crispin, Susan (DOT)
Sent: Wednesday, July 24, 2019 3:52 PM
To: York, Rachel (ATLAS);Khanna, Rick (DOT)
Subject: Invalid conviction form work items

I don't understand how these messages are clearing through the central site. We should not be accepting these messages with missing required fields. How did this stuff pass AAMVA structured testing???

Driver/ID [REDACTED] Created : 09-Nov-2018 12:54:22 (svcwebserv) Changed : 09-Nov-2018 12:54:22
Changed By : svcwebserv

Out of State Conviction
DEX19313

Form

Search [REDACTED] Form Out of State Conviction Information Information Not Set

Report Type
Conviction Only ⓘ

Report Detail

Reporting State	Source State	Offense Date	Conviction Date
[REDACTED]	DE - Delaware	25-Jan-2008	22-Mar-2013

Violation	Location Reference	Offense Reference Code
B51 - EXPIRED/NO LICENSE	DEX19313	Required

Driver Detail

Country	License Number	License State	Class	CDL
USA	[REDACTED]	MA	Class D	No

Offense Detail

Court Type	Disposition	SDIP Points	Violation Speed	Posted Speed	BAC
DIS - District Court	G - Guilty		2	0	0.000

Hazmat Commercial Vehicle Reported CDL

No No Surchargeable Major Offense HTO Offense

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
CDL Unit/SPEXS/CDLIS Helpdesk Supervisor
MASSDOT/RMV
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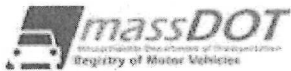


EXHIBIT OO

From: Crispin, Susan (DOT)
Sent: Thursday, December 28, 2017 7:29 AM
To: Shackett, Christopher (DOT)
Cc: Roberg, Hilary (DOT); Paris, Evan (DOT)
Subject: RE: Withdrawals

A withdrawal is an out of State suspension or revocation reported to us by that state. It is currently the SOW screen in ALARS.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Shackett, Christopher (DOT) [<mailto:Christopher.Shackett@dot.state.ma.us>]
Sent: Wednesday, December 27, 2017 1:05 PM
To: Crispin, Susan (DOT)
Cc: Roberg, Hilary (DOT); Paris, Evan (DOT)
Subject: FW: Withdrawals

Hi Sue,

I think you might be the best person to answer the question in the email below since this whole process is still relatively new to the MRB.

Thanks in advance for your help.

Chris

From: Roberg, Hilary (DOT) [<mailto:Hilary.Roberg@MassMail.State.MA.US>]
Sent: Wednesday, December 27, 2017 12:43 PM
To: Shackett, Christopher (DOT)
Cc: Paris, Evan (DOT)
Subject: Withdrawals

Hey Chris!

Help Evan and me out...what exactly is a withdrawal??

Are we processing them in ATLAS? What will it look like? It was mentioned as part of OOS Convictions but Evan and I are clueless as to what they are!!

Thank you!

OO cont.

Hilary J. Roberg
Atlas Project Training Coordinator
Massachusetts Registry of Motor Vehicles
Hilary.Roberg@MassMail.State.MA.US

From: Winbush, Thale (DOT) <Thale.Winbush@dot.state.ma.us> on behalf of Winbush, Thale (DOT)
Sent: Wednesday, January 31, 2018 3:45 PM
To: Crispin, Susan (DOT); McMinn, Daniel (DOT); Kintzler, Nicholas (DOT)
Cc: Khanna, Rick (DOT); Prather, Ghysdaa (DOT)
Subject: RE: Withdrawal Fields

Some real examples might help (you can see the different in the native code and location reference on a conviction versus a withdrawal. Also some examples of conviction detail):

Here is a real example of a "Report Out of State Withdrawal with Underlying Conviction record received from CDLIS."

01/31/2018 14:28 MASSACHUSETTS REGISTRY OF MOTOR VEHICLES UGS2160

OUT-OF-STATE WITHDRAWALS

FUNCTION: SOW MSG: INQUIRY COMPLETE, PF8 FOR NEXT WITHDRAWAL

ACT: I LIC#: S [REDACTED] ST: MA MA LIC#: S [REDACTED]
OFNS TYPE: WS: 64182

NAME L: [REDACTED] F: [REDACTED] M: [REDACTED] DOB: [REDACTED]
MAIL ADDR : [REDACTED] CITY: [REDACTED] ST: MA ZIP: [REDACTED]
BLG/APT : [REDACTED]
STATUS LIC. ACT [REDACTED] CDL: CDL OPER: N

WITHDRAWAL: OFNS TYPE: DI3 OFNS DESC: CHEM TEST REFUSAL
WITHDRAWAL TYPE: 120 EXT: 3
EFFECTIVE DATE: 01/23/2018
ELIG DATE: 01/23/2019 PERIOD:
REIN DATE:

REASON REF: RECR LOCATION REF: 18906371 ← native code and location ref. different
than conviction info.

REPORTING STATE: CO STATE LICENSED: MA
SOURCE STATE: CO REVERSAL DATE:
ACD TYPE: A12 RECEIVED DATE: 01/29/2018

ENTER DATE: 01/29/2018 PROCESS DATE: 01/29/2018 BATCH: 6080299990107
LINK CONVICTION: CONVICTION MSG: UNDERLYING CONVICTION(S) FOUND

1231482 ← this OVIO (out of state violation) surrogate identified on SOC screen
(linked)

01/31/2018 14:30 MASSACHUSETTS REGISTRY OF MOTOR VEHICLES UGS3150

OUT OF STATE CONVICTIONS

FUNCTION: SOC MSG: INQUIRY COMPLETE, PF8 FOR NEXT OFFENSE

ACT: I LIC#: S [REDACTED] MA LIC#: S [REDACTED]
OFNS TYPE: ALL:

NAME L: [REDACTED] F: [REDACTED] M: [REDACTED] DOB: [REDACTED]
MAIL ADDR : [REDACTED] CITY: [REDACTED] ST: MA ZIP: [REDACTED]
BLG/APT : [REDACTED]

STATUS LIC: ACT
CDL: CDL OPER: N CDL VEH: N HAZ MAT: N

INS CO: 000 OOS TYPE: R
CONVICTION: OFNS TYPE: DI3 OFNS DESC: CHEM TEST REFUSAL
OFNS DATE: 01/15/2018 CONVICTION DATE: 01/15/2018

OFNS REF: A12 LOCATION REF: 105424253

than withdrawal info. ←= native code and location ref. different

REPORTING STATE: CO COURT: ADM STATE LICENSED: MA
SOURCE STATE: CO REVERSAL DATE: CDL HLDR: N
ACD CODE: A12 CONV DETAIL: STATUS: 0
SOURCE: CDL CLERK CODE: CDHT
ENTER DATE: 01/29/2018 RECEIVED DATE: 01/29/2018
PROCESS DATE: 01/29/2018
BATCH: 60802999990108

OVIO SURR: 1231482 ← identified on SOW screen

(linked)

Two examples for Convictions only – with conviction detail (a speeding violation S92 and ADM with BAC value A91):

01/31/2018 15:14 MASSACHUSETTS REGISTRY OF MOTOR VEHICLES UGS3150

OUT OF STATE CONVICTIONS

FUNCTION: SOC MSG: INQUIRY COMPLETE, PF8 FOR NEXT OFFENSE

ACT: I LIC#: S [REDACTED] MA LIC#: S [REDACTED]
OFNS TYPE: ALL:

NAME L: [REDACTED] F: [REDACTED] M: [REDACTED] DOB: [REDACTED]
MAIL ADDR : [REDACTED] CITY: [REDACTED] ST: MA ZIP: [REDACTED]
BLG/APT : [REDACTED]

STATUS LIC: ACT
CDL: ACT CDL OPER: Y CDL VEH: N HAZ MAT: N

PP cont.

INS CO: 000
CONVICTION: OFNS TYPE: SP3 OOS TYPE: R
OFNS DATE: 03/11/2011 CONVICTION DATE: 03/25/2011
OFNS REF: 134 LOCATION REF: 4T8708V3SP
REPORTING STATE: NY COURT: TWN STATE LICENSED: MA
SOURCE STATE: NY REVERSAL DATE: CDL HLDR: N
ACD CODE: S92 CONV DETAIL: 65090 ← conviction detail

(posted/actual)
SOURCE: RMV * STATUS: 0
ENTER DATE: 06/14/2011 CLERK CODE: SU48
PROCESS DATE: 06/14/2011 RECEIVED DATE: 06/14/2011
BATCH: 51116514480210 OVIO SURR: 891397

01/31/2018 15:25 MASSACHUSETTS REGISTRY OF MOTOR VEHICLES UGS3150
OUT OF STATE CONVICTIONS
FUNCTION: SOC MSG: INQUIRY COMPLETE, PF8 FOR NEXT OFFENSE

ACT: I LIC#: S [REDACTED] ST: MA MA LIC#: S [REDACTED]
OFNS TYPE: ALL:

NAME L: [REDACTED] F: [REDACTED] M: [REDACTED] DOB: [REDACTED]
MAIL ADDR : [REDACTED] CITY: [REDACTED] ST: MA ZIP: [REDACTED]
BLG/APT : [REDACTED]

STATUS LIC: ACT
CDL: CDL OPER: N CDL VEH: N HAZ MAT: N
OOS TYPE: R
INS CO: 000 OFNS TYPE: DI5 OFNS DESC: ADMIN PER SE
CONVICTION: OFNS DATE: 05/23/2017 CONVICTION DATE: 09/13/2017
OFNS REF: YB LOCATION REF: 20172569000
REPORTING STATE: WA COURT: ADM STATE LICENSED: MA
SOURCE STATE: WA REVERSAL DATE: CDL HLDR: N
ACD CODE: A91 CONV DETAIL: 13 ← conviction detail (BAC

value)
SOURCE: MRB STATUS: 0
ENTER DATE: 11/08/2017 CLERK CODE: MR21
PROCESS DATE: 11/08/2017 RECEIVED DATE: 11/08/2017
BATCH: 51731208360103 OVIO SURR: 1222398

From: Crispin, Susan (DOT) [mailto:Susan.Crispin@MassMail.State.MA.US]
Sent: Wednesday, January 31, 2018 2:46 PM
To: McMinn, Daniel (DOT); Kintzler, Nicholas (DOT)

Cc: Winbush, Thale (DOT); Khanna, Rick (DOT)
Subject: RE: Withdrawal Fields

Dan,

Correct, we do receive a native code and locator reference but they are specific to the withdrawal so the withdrawal area needs those added. All of the conviction information can be removed.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: McMinn, Daniel (DOT)
Sent: Wednesday, January 31, 2018 2:19 PM
To: Kintzler, Nicholas (DOT); Crispin, Susan (DOT)
Cc: Winbush, Thale (DOT); Khanna, Rick (DOT)
Subject: RE: Withdrawal Fields

Hey Sue,

I am making the updates to the doc now and just wanted to double check. When you say that we aren't provided the conviction details on a withdrawal only, we don't receive anything that was in that screen shot under the label "offense detail" except the "Violation Detail" Field?

Is there any other field that has carry over between conviction only and withdrawal only findings that come in?

Best,
Dan

From: Kintzler, Nicholas (DOT)
Sent: Tuesday, January 30, 2018 10:12 AM
To: Crispin, Susan (DOT) <Susan.Crispin@MassMail.State.MA.US>; McMinn, Daniel (DOT) <Daniel.McMinn@MassMail.State.MA.US>
Cc: Winbush, Thale (DOT) <thale.winbush@dot.state.ma.us>; Khanna, Rick (DOT) <rick.khanna@dot.state.ma.us>
Subject: RE: Withdrawal Fields

PP cont.

Hey Sue,

I believe we were confused with the documents provided as they did not specify the extent in this way. It was specified in a way that made it appear like it was the same as the type. I believe that's where the confusion came from. We will get the extent types added shortly.

Thanks,

Nick

From: Crispin, Susan (DOT)
Sent: Tuesday, January 30, 2018 10:10 AM
To: McMinn, Daniel (DOT) <Daniel.McMinn@MassMail.State.MA.US>; Kintzler, Nicholas (DOT) <Nicholas.Kintzler@MassMail.State.MA.US>
Cc: Winbush, Thale (DOT) <thale.winbush@dot.state.ma.us>; Khanna, Rick (DOT) <rick.khanna@dot.state.ma.us>
Subject: RE: Withdrawal Fields

The withdrawal type and extent have nothing to do with each other. The extent field shows what portion of the driving privilege is withdrawn (1 for base, 2 for CDL and 3 for all). The type has a designated number (off cheat sheet I gave you) that denotes if it is a suspension, revocation, cancellation, denial, etc. If this is a withdrawal only, I understand why there is blank conviction information on the bottom (in case the conviction comes in later) but we will still need a reason reference field and locator reference field for the withdrawal.

Also, I understand it was stated that we want to retain the OOS license number, class, etc....but that information will not come over in the withdrawal or conviction. It will come over as AKA data in a CSOR. There is really no need to have the driver detail field at all.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
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Driver Licensing
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From: McMinn, Daniel (DOT)
Sent: Tuesday, January 30, 2018 9:56 AM
To: Crispin, Susan (DOT); Kintzler, Nicholas (DOT)

PP cont.

Cc: Winbush, Thale (DOT); Khanna, Rick (DOT)
Subject: RE: Withdrawal Fields

Image below:

The withdrawal type is synonymous with extent. We can change the name of the field if that makes it more clear to those keying.

Out of State Data Entry Task

Close Manager | **Withdrawal Only** | Violation

A31 - ILLEGAL POSSESS (ALCOHOL)

Withdrawal Details

Withdrawal Type	Withdrawal Basis	Due Process Status
Required	Required	Required
Effective Date	Reinstatement Elig. Date	Reinstatement Date
Required	Required	Required

Report Detail

Offense Date	Reporting State	Source State
Required	Required	Required

Driver Detail

Country	License Number	License State	Class	CDL	Sex
USA	Required	MA		Unknown	
Last Name	First Name	M.I.	Date of Birth		
Required	Required		Required		

Offense Detail

Conviction Date	Court Type	Location Reference	Offense Reference Code	Violation Detail
Required	Required	Required	Required	
Hazmat	Commercial Vehicle	Reported CDL		
Unknown	Unknown	Required		
Disposition	SDIP Points	Violation Speed	Posted Speed	
R - Responsible	0	0	0	
				HTO Offense
				Major Offense
				Surchargeable

PP cont.

From: Crispin, Susan (DOT)
Sent: Tuesday, January 30, 2018 9:46 AM
To: Kintzler, Nicholas (DOT) <Nicholas.Kintzler@MassMail.State.MA.US>; McMinn, Daniel (DOT) <Daniel.McMinn@MassMail.State.MA.US>
Cc: Winbush, Thale (DOT) <thale.winbush@dot.state.ma.us>; Khanna, Rick (DOT) <rick.khanna@dot.state.ma.us>
Subject: RE: Withdrawal Fields

Can you send me a screenshot of the withdrawal only screen???

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: Kintzler, Nicholas (DOT)
Sent: Tuesday, January 30, 2018 9:25 AM
To: Crispin, Susan (DOT); McMinn, Daniel (DOT)
Cc: Winbush, Thale (DOT); Khanna, Rick (DOT)
Subject: RE: Withdrawal Fields

Hey Sue,

Just to be clear, we don't have to duplicate that information on the form in order to send it out appropriately to AAMVA. In many ways we are replicating the State to State and/or CDLIS process with AAMVA and are able to differentiate the detail for a withdrawal vs. a conviction. Ultimately, we just need to know the distinctly different information on the withdrawal as there is no reason to duplicate it on the same form internally as we are able to manage that interface when we send the messages through AAMVA in a way that the data can be shared for the fields that would not be different between the underlying conviction and withdrawal.

Let me know if you would like to chat through this further as we can certainly do that.

Thanks,

Nick Kintzler

PP cont.

From: Crispin, Susan (DOT)
Sent: Tuesday, January 30, 2018 9:20 AM
To: McMinn, Daniel (DOT) <Daniel.McMinn@MassMail.State.MA.US>
Cc: Winbush, Thale (DOT) <thale.winbush@dot.state.ma.us>; Kintzler, Nicholas (DOT) <Nicholas.Kintzler@MassMail.State.MA.US>; Khanna, Rick (DOT) <rick.khanna@dot.state.ma.us>
Subject: RE: Withdrawal Fields

Dan,

When another State requests history from us the message goes out but somewhat in pieces. Convictions are located in the H3 piece and withdrawals in the H5 piece. Therefore, it is required that each one contain all required fields (what I listed on copy of SOW screen). It may seem like duplicating information from a keying standpoint but it is necessary on the transmission end. It also works that way in the reverse when we request history all information in each H3 and H5 needs an appropriate place to land with all required fields available.

Susan Crispin
Program Coordinator
Motor Carrier Safety Improvement Act
MASSDOT/RMV
Driver Licensing
857-368-7263



From: McMinn, Daniel (DOT)
Sent: Tuesday, January 30, 2018 8:42 AM
To: Crispin, Susan (DOT)
Cc: Winbush, Thale (DOT); Kintzler, Nicholas (DOT)
Subject: RE: Withdrawal Fields

Hi Sue,

I'll get the extent and ability to add indefinite to the withdrawal portion of the doc this morning.

Would you be able to flush out your concerns a bit more on the transmission of withdrawals vs. convictions? The expectation, for a keyer, is that if they get an OOS, they will key just the conviction information. If they were to receive a withdrawal, they would key both the OOS info (conviction date, court type, ref code, etc.) as well as the withdrawal info. The withdrawal info would be in addition to everything found on a standard out of state conviction.

PP cont.

Best,
Dan

From: Crispin, Susan (DOT)
Sent: Tuesday, January 30, 2018 7:43 AM
To: McMinn, Daniel (DOT) <Daniel.McMinn@MassMail.State.MA.US>
Cc: Winbush, Thale (DOT) <thale.winbush@dot.state.ma.us>
Subject: RE: Withdrawal Fields

Daniel,

It looks like we are missing the extent field. Also, I am concerned about how this information will transmit as withdrawal info and conviction info each transmit independently. For this reason I am pretty sure we need reason reference, location reference, reporting State, source State, ACD type, CDL operator, offense description and offense type included in the withdrawal section. I have copied Thale from our IT department for his feedback on this.

Also, does the reinstatement eligibility date drop down have a selection for "INDEF"? if not, we would also need a "period" field included.

Susan Crispin
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From: McMinn, Daniel (DOT)
Sent: Monday, January 29, 2018 5:36 PM
To: Shackett, Christopher (DOT); Crispin, Susan (DOT)
Cc: Kintzler, Nicholas (DOT)
Subject: Withdrawal Fields

Hi Sue and Chris,

Below is a screen clip of the updates made to allow for the keying of withdrawals. Are there any additional fields/rules that should be added to ensure that we are capturing the required data when entering OOS Convictions and withdrawals?

PP cont.

Driver Record Data Entry
Data Entry Task: 0-293-339-136

Conviction: OOS Conviction

Task : Conviction - OOS Conviction Out of State Conviction : 123456 (Seq. 005) Received : 24-Jan-2018
Form : Out of State Data Entry Task Batch Date : 24-Jan-2018 Due : 30-Jan-2018
Template : None Out of State Conviction : 123456



Search
Record Not Selected

Form
Out of State Data Entry Task

Information
Information Not Set

Report Type
Conviction and Withdrawal

Violation

A03 - DUI WITH BAC >= .08

Withdrawal Details

Withdrawal Type Withdrawal Basis Due Process Status
Required *Required* *Required*
Effective Date Reinstatement Elig. Date Reinstatement Date
Required *Required* *Required*

Report Detail

Offense Date Reporting State Source State
28-Jan-2018 IN IN

Driver Detail

Country License Number License State Class CDL Sex
USA *Required* MA Unknown Unknown
Last Name First Name M.I. Date of Birth
Required *Required* *Required* *Required*

Offense Detail

Conviction Date Court Type Location Reference Offense Reference Code
Required *Required* *Required* *Required*
Hazard Commercial Vehicle Reported CDL
Unknown Unknown Surchargable Major Offense HTO Offense

PP cont.

Best,
Daniel

Daniel McMinn
FAST Enterprises
ATLAS Project
Mobile (832)-655-3275

PP cont.