



THE GENERAL COURT OF MASSACHUSETTS
STATE HOUSE, BOSTON 02133-1053

JOINT COMMITTEE ON TRANSPORTATION

July 17, 2019

Secretary Stephanie Pollack
Department of Transportation
10 Park Plaza, Suite 4160
Boston, MA 02116

Re: Joint Transportation Committee Oversight Hearing

Dear Madame Secretary:

In advance of next week's oversight hearing, below is the list of witnesses that the Committee is interested in having attend with respect to management and record-keeping issues at the Registry of Motor Vehicles (RMV) and Merit Rating Board (MRB), as well as requests for documents that we hope to be able to review prior to the hearing. Based on our own research and the interim reports your office has provided to date, we believe that these individuals and documents can provide relevant information bearing on the processes, systems and management decisions responsible for critical lapses at the agency. We ask that you make efforts to secure the attendance of these individuals and deliver the records, but please let us know as soon as possible of any complications.

The individuals we believe are necessary to accomplish our task are as follows (in addition to yourself):

1. Acting Registrar Jamey Tesler
2. Former Registrar Erin Deveney
3. Driver Control Unit Director Keith Constantino
4. Merit Rating Board Director Thomas Bowes
5. Maggie Gleason (or ATLAS project lead), Fast Enterprises, LLC
6. Project lead for Grant Thornton's current examination.

In addition, the Committee requests that the following documents available from within the RMV, MRB or MassDOT, whether in paper or electronic form, be provided for the committee's review. We are mindful of the relatively short period involved in gathering these materials but assume that the requests are largely within the realm of the kinds of information that would likely have been sought already by the outside review team:

1. any manuals, memoranda or other documents, including those authored or created by third-party vendors, that provide instruction on the use or maintenance of the ATLAS system;
2. any manuals, memoranda, or other documents, including those authored or created by third-party vendors, that provide instruction or discuss the ability or use of the ALARS or ATLAS systems, or any other means, to send, receive, record or process:
 - (i) written or electronic notices received or delivered through CDLIS,
 - (ii) written or electronic notices provided by other states with respect to traffic offenses committed in those states, or
 - (iii) written or electronic notices provided by the RMV to other states with respect to traffic offenses committed in Massachusetts;
3. for the period from January 1, 2016 to present, any and all emails, letters, memoranda and other communications from, to or otherwise received by an employee of MassDOT, the RMV or MRB that discuss the ability or use of ALARS or ATLAS to receive or process:
 - (i) written or electronic notices received or delivered through CDLIS,
 - (ii) written or electronic notices provided by other states with respect to traffic offenses committed in those states, or
 - (iii) written or electronic notices provided by the RMV to other states with respect to traffic offenses committed in Massachusetts;
4. for the period from January 1, 2018 to present, any and all emails, letters, memoranda and other communications from, to or otherwise received by an employee of MassDOT, the RMV or MRB that discuss suspension notices generated in error by the ATLAS system, whether or not such notices were mailed or otherwise delivered to the licensee;
5. the contract with Fast Enterprises, LLC and the list of deliverables to be completed by Fast Enterprises, LLC, as they may also have been subsequently modified or amended;
6. organizational chart for the RMV for 2015, 2016, 2017, 2018 and 2019;
7. monthly staffing levels from 1/1/2015 to present for the (i) the RMV's driver control unit, (ii) RMV's CDL unit, and (iii) the MRB unit charged with processing out-of-state violations;

8. for the period from 1/1/2010 to present, any internal or external audits or reviews of systems or processes within the RMV or MRB for the recording and processing of in-state and out-of-state traffic offenses committed by Massachusetts licensees;
9. for the period from 1/1/2015 to present, any and all emails, letters, memoranda and other communications from, to or otherwise received by an employee of MassDOT, the RMV or MRB discussing the processing by employees of the MRB of written traffic offense notices received by the RMV or another Massachusetts agency or authority from another state;
10. any interstate compacts or agreements to which Massachusetts is or was a party during the past 10 years that provide for the exchange of information related to traffic offenses committed by Massachusetts-licensed operators in another state;
11. any and all emails, letters, memoranda and other communications from, to or otherwise received by an employee of MassDOT, the RMV or MassDOT that contain, mention, or refer to discussions with officials from other states about the possibility of entering into an interstate compact or agreement providing for the exchange of information related to traffic offenses committed by Massachusetts-licensed operators in a another state;
12. any documents that contain or disclose policies related to compliance with section 62 of chapter 90 of the General Laws; and
13. any documents that contain or disclose policies related to notice to or from Massachusetts courts of traffic offenses committed by Massachusetts or out-of-state licensees.

We thank you for your prompt attention to this request.

Sincerely,



Chairman William M. Straus



Chairman Joseph A. Boncore