

## RMV Merit Rating Board (MRB) - Special Projects Audit Preliminary Audit Findings- Final

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### **Meeting with Director of the MRB**

**Date: April 3, 2019, 1pm**

Currently, MassDOT Audit Operations Special Projects is performing an audit of the RMV Merit Rating Board. One of the objectives of our audit is to determine if policies, procedures and internal controls are in place and being consistently adhered to, and to provide recommendations for management to help mitigate internal control deficiencies within the MRB Department. As a result of our audit fieldwork to date, we have identified the following three preliminary audit findings:

- **Finding #1 – OOS Conviction Queue Open Tasks**
  - While researching in ATLAS, we identified an open queue for OOS Convictions with 12,829 open tasks. According to G.L. 90 § 22(c), the MRB is required to enter convictions to customers' records upon any written notifications.
- **Recommendation #1**
  - We recommend that the MRB give these open tasks to the Driver Control Unit (DCU) since they initially handle these requests.
- **Director's Response #1**
  - Merit Rating Agrees with this finding and is planning to transfer to the Driver Control Unit within 60 days, June 28, 2019.
  
- **Finding #2 – Application of Customer Payments**
  - There are a number of payment transactions where customers mail in citations, either to pay their citations or to request hearings, and the payments are not being applied timely. Currently, the MRB CMVI Payments Unit is working on June, 2018. In accordance to G.L 90C § 3, a customer has twenty days to comply.
- **Recommendation #2**
  - We recommend that the MRB grant hearings whether or not the customers paid the citations. Customers who initially sent in requests for hearings within twenty days should be granted hearings even if they paid their tickets prior to the hearings. Customers are not given due process to appeal citations. Refunding the customers \$25 should not be the option.

- **Director's response #2**
  - If CMVI were to grant hearing on these items it would cause major issues with the courts. Payments on citations would need to be reimbursed along with Late and Release fees. We have been working with FAST and we are now able to see up to 10,000 rows for which we can now work the oldest to newest, the backlog should be cleared up within 90 days, July 31, 2019.
- **Finding #3 – Safeguarding and Monitoring Customer Funds**
  - We noticed a lack of safeguarding and monitoring of customers' monies.
- **Recommendation #3**
  - The MRB should strengthen physical security by installing security cameras in areas where customers' payments are being processed. In addition, updated policies and procedures need to be implemented to ensure the security of both the mail and payments. At no time should monies be left unattended. All monies should be placed in a safe for safekeeping when staff leaves the processing area.
- **Director's response #3:**
  - We discussed with the leader of CMVI that going forward, when an employee is leaving the area and there are checks on the desk, the checks are to be placed in the desk drawer and locked. The key should stay with the employee. This went into effect immediately once brought to the MRB's attention.
  - The previous audit also suggested placing cameras in areas where customers' payments are being processed. This was discussed with Labor Relations and we were informed that this would have to be negotiated with the Union. We have not heard back from Labor to date which is still in on-going discussion.