

Wells, Becky (DOT)

From: Hill, Richard D. (DOT)
Sent: Monday, May 22, 2017 2:09 PM
To: Winbush, Thale (DOT)
Cc: Cabey, Donna Y. (DOT)
Subject: SOC Screen - Processing Out-of-State Violations
Attachments: Quality Control Select Reasons.docx

Follow Up Flag: Follow up
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Hi Thale,

Howdy....it's been a long time and I hope is well with you and your loved ones. MRB has been assigned the responsibly of entering the RMV's OOS paper violations. I am trying to come-up with a QC Report for those violations that the MRB employees enter. I have come up with the attached listing. If you can, could you tell me of any other reason we should select an OOS violation added to an individual's driving history record.

Richard D. Hill
MassDOT Merit Rating Board
25 Newport Ave - Extension
Quincy, MA 02171

Phone Number: 857-368-7603
Fax Number: 857-368-0806

Project: OUT OF STATE CITATION DATA ENTRY MIGRATION FROM DCU TO MRB

Purpose: A BUSINESS SOLUTION AND TECHNICAL REASSIGNMENT OF MOTOR VEHICLE CITATION DATA ENTRY TO MRB.

Description:

The Driver Control Unit (DCU) is responsible for the maintenance and administration of suspension actions received from multiple stakeholders intrastate and nationwide. The RMV currently receives motor vehicle infraction data from our state partners (49 States) in a paper non-electronic format (mail-in). While antiquated, the transmission process has placed the RMV in a precarious position in that a three year backlog of out-of-state mv citations sit unprocessed. This backlog of citation data entry represents thousands (> 100, 000) of outstanding license suspension actions and significant lost revenues. More importantly, the failure to process out of state citations and to take the proper suspension action(s) seriously jeopardizes public safety and public trust in our ability to remove dangerous drivers from the Commonwealth's roads. Massachusetts General Laws, Chapter 90 § 27, directs the RMV to maintain accurate motor vehicle records inclusive of all motor vehicle infractions. It is desirable and necessary that the RMV establish a new process for recording out-of-state mv citation violations and the MRB is the natural fit for such a task.

Business Outcome:

With the migration of out-of-state mv citation processing to MRB, both DCU and the RMV seriously benefit from the accurate reporting, timeliness and posting of mv citation information. The ability of MRB to process and electronically capture image data (File-Net) provides an immediate and tangible data integrity and retrieval benefit. The functionality that comes with a unit already trained and equipped to process citation data (regardless of source / in-state vs. out-of-state) provides the necessary framework and best utilization of RMV resources (no impact bargaining). DCU will significantly improve the transmission and receipt of important public safety license suspension data from state partners nationwide. This implementation will leverage existing technologies to ensure the accurate reporting and release of suspension actions directly from our state partners while saving valuable RMV resources.

Business Value:

The transition of mv citation data entry to MRB provides the greatest use of finite RMV resources. This migration will enable the RMV, Driver Control Unit (DCU) and MRB to realize an immediate improvement in the receipt of critical and time-sensitive license suspension data. The application of specific mv citation data to an operator's driving record will promote greater accuracy and success in the violation posting process. Further, with access to an established and secure electronic image database, retrieval of important mv citation data is easily accomplished. Finally, the functionality that is only

afforded through this migration will promote greater institutional and department efficiencies, making available valuable data linked inextricably to public safety. The avoidance of additional capital to properly fund this project transition should provide the necessary confidence to move forward quickly.

Schedule & Methodology: Agile Methodology = 3 Sprints

Sprint # 1: Internal testing of the data entry pathways to mitigate risks of improper application of infraction data to an operator's diving record. Further testing of the adjudication cycles to mitigate improper creation of erroneous notices of suspension or revocation.

Sprint #1 Tasks:

- Document common data entry steps for OOS citations – COMPLETE
- Create template for state of Connecticut – COMPLETE
- Review documentation with MRB/DCU – COMPLETE
- Test in CV14 with approximately 100 records and see adjudication results. – COMPLETE
- Determine scanning process and folder structure – COMPLETE
- MRB to determine preliminary estimate with scanning vendor – COMPLETE

Sprint # 2: Launch DCU/MRB Data Migration Pilot. The pilot will incorporate transitioning the out-of-state citation data from our New England states (VT/ME/RI/CT/NH) to the MRB. The MRB will identify and enter pertinent information that is critical to accurate infraction reporting and adjudication. The MRB will capture electronically (scan) the reporting data and allow retrieval only for limited pre-defined purposes by authorized users. The DCU/MRB will jointly develop data analytics to monitor project and pilot success.

Sprint #2 Tasks:

- Document adjudication business rules (rules expected to be triggered as a result of the OOS citation data entry) – COMPLETE
- MRB to confirm scanning estimate – IN PROGRESS
- MRB to engage vendor to update scanning configuration – IN PROGRESS
- Update SOC screen to not adjudicate OOS citations entered <6months from conviction date. However, future entries will take these citations entered into consideration when adjudicating these future citations.
- MRB to provided Go/No-Go to start processing all of CT

Sprint # 3: Launch the remaining transition of out-of-state citation data from all jurisdictions. The DCU/MRB will work collaboratively to responsibly mitigate back-log while achieving success on the transition and posting of all foreign citation data. Properly scope and estimate human resources needed to complete project objectives. Prepare and deliver final report on raw data captured with associated metrics to highlight project success.

Sprint #3 Tasks:

- Monitor MRB data entry and scanning progress
- Establish Performance Metrics

PROJECT NEED & HIGH LEVEL ESTIMATE:

1. Modify SOC screen to not adjudicate OOS citations entered <6months from conviction date. However, future entries will take these citations entered into consideration when adjudicating future citations.
 - a. Resource Need: Thale Windbush - Developer
 - b. Estimate: ??? hours