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On March 26, 2018 the Registry of Motor Vehicles implemented a new system called ATLAS. This resulted in a new workflow for the Merit Rating Board which drastically changed production. There are three issues that I believe should be brought to your attention.

On March 6, 2019 I had a meeting with Tom Bowes Director of MRB, to discuss these issues. First, while researching through ATLAS, I came across an open Queue for OOS Convictions with 12,829 open tasks. I also noticed the person listed as an administrator was Kasey Wong (Atlas project), who was inactive. I brought the information to Tom, questioning who was in charge of entering these transactions. He stated "Nobody, because they received these from Driver Control Unit to help out; however, they do not have time to enter them to customer's record." According to G.L. c. 90 § 22(c), we are required to enter any conviction to a customer's record. The recommendation is to have someone enter these, either in MRB or Driver Control Unit.

The second issue with MRB is, there are a number of transactions where customers mail in citations, in accordance to G.L 90C § 3, to pay their citation or request a hearing. MRB will receive the mail, and then have all monies scanned and sent to the bank. The monies aren't being applied to the citation in a timely manner. MRB is currently working on May 2018. Presently for example, if a customer has paid a citation, they will rebate the late charges and the \$25hearing. The customer would not be allowed their due process, as required by law. The recommendation is for the monies and citations to be added to the record prior to the monies being sent to the bank. Also, all customers that requested a hearing, but were denied and refunded, should be granted their hearing.

The third issue would be the amount of cash flowing through MRB with no security cameras or monitoring in place. Envelopes are cut in file room by one employee, who will then bring all the mail to his/her desk, he/she will leave mail on desk unattended. If special handling, employee will walk to CMVI payments Sheila, she will then review, then hand over to another person in Payments. She does not process money. The money being passed around in the Dept. is significant. The recommendation is to tighten security by adding cameras to the mail and payment areas. Also, a policy needs to be implemented that ensures the security of both the mail and the payments. At no time should any of these payment items be left unattended