

As we are all aware, the Registry, is not meeting expectations.

We must never forget that we are here to serve the public. It is my estimation that instead of being an entry point to service the registry has at times been an obstacle to service.

The voters of Suffolk County to put their faith in me to lead this office and it is my commitment to them and all of the users of this Registry to effectively, equitably and efficiently deliver the services they deserve.

While some of the factors that contribute to the Registry's performance are out of our control, like vacancies that have been unfilled and retirements of staff with institutional knowledge, no one can or should remove themselves from playing a role in this reality.

We are a team with one mission. Serve the public. When we lose, we lose together and when we win, we win together.

After almost two years leading this office, and without seeing the results that I would hope for, I asked the Court Administrator of the Massachusetts Trial Court to work with me to put this office on track. I want to thank Harry for answering the call and in supporting me throughout this process.

Together, we have identified a successful trial court professional who is an exemplary manager. I am grateful that Terry has accepted our invitation to join our team and help put us on track.

That is a tall order and to that end I am also granting her the authority to successfully accomplish that goal. As of today Terry has oversight of the administration and operations of the Registry. She has been asked to take any and all measures to ensure that the users of this registry receive the services they deserve.

Please note that this means each and everyone of you now fall under her authority. I will be meeting with Terry regularly and it is my hope that she will report that everyone is accepting her authority and working with her as we move forward. Let me be clear, I support her in this effort and expect the

entire team here at the Registry to do so as well.

Terry we welcome you and thank you.