



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO



Merit Rating Board Meeting
October 10, 2019

MINUTES

At the call of the Chair, Acting Registrar of Motor Vehicles Jamey Tesler, a meeting of the Merit Rating Board was called to order at 2:05 p.m. at the State Transportation Building, Transportation Board Room, 10 Park Plaza, Boston, Massachusetts.

Also present were board members Gary Anderson, Insurance Commissioner and Assistant Attorney General Glenn Kaplan, representing Attorney General Maura Healey.

Others present were Paul Franzese, Joanne Norman, Boris Lazic, and Owen Kane.

Acting Registrar Tesler opened up the public comment session (there were no speakers).

The first order of business was the approval of the meeting minutes of August 20, 2019 and September 25, 2019.

On motion duly made and seconded, it was:

VOTED: To approval the minutes of August 20, 2019.

On motion duly made and seconded, it was:

VOTED: To approve the minutes of September 25, 2019.

Acting Registrar Tesler began the meeting discussing the final Grant Thornton Report noting that it presented an accurate picture of the situation at the RMV. Mr. Tesler said several recommendations have already been implemented related to the Merit Rating Board (MRB): the MRB meetings have reconvened on a regular basis; Acting MRB Director Paul Franzese reported that the MRB has made considerable success working to reduce the overall work queue; the responsibility for processing out-of-state paper notifications has been assumed by the RMV's new Out-of-State Notifications Processing Unit; and a new Chief Compliance Officer (CCO) has been hired. Mr. Tesler introduced and welcomed Joanne Norman, the new CCO at the RMV.

AAG Kaplan asked Mr. Franzese if he agreed with the recommendations in the report and said it would be beneficial for Mr. Franzese to meet with representatives of the U.S. Department of Transportation's Federal Motor Carrier Safety Administration to

discuss their responsibilities. Mr. Anderson agreed, and thanked the Acting Registrar and Mr. Franzese for their leadership. Mr. Franzese gave an update on the backlog and said he was happy with the progress to date. Discussion ensued, and Mr. Tesler and Mr. Kaplan asked Mr. Franzese to give an update on the types of issues contributing to the backlog and the process improvement in place at the next MRB meeting.

Acting Registrar Tesler also provided a quick update on a meeting Mr. Franzese and he had with the Office of the Inspector General (OIG) given the vote taken at the last MRB meeting. Mr. Tesler said the OIG has agreed to provide oversight over the MRB and will be working on a plan to deliver that oversight.

Mr. Tesler asked Boris Lazic, the Chief Human Resources Officer to join the Board and update them on the search for the Permanent Director of the MRB, Agenda Item D. Mr. Lazic said the job opening was posted on Mass Careers, the state's website, plus five other sites: the International Association of Insurance Professionals, the American Bankers Association, the Association of Government Risk Pools, the National Society of Compliance

Professionals, and the Public Agency Risk Management Association. Mr. Lazic said they received 33 applications, identified seven qualified for screening, then narrowed the pool to two. AAG Kaplan asked Mr. Lazic to explain the scoring system for screening applicants and requested information on the scoring matrix and criteria for competencies. The Board recommended the process be kept open longer to gather more resumes to obtain a larger pool of candidates. AAG Kaplan requested an opportunity to obtain further information and explanation from Mr. Lazic regarding the job search. Lengthy discussion ensued about the hiring process, how the candidates were rated and the screening process as it related to the Open Meeting law.

Next was Agenda Item E, a discussion and possible action on extending the tenure of the interim director of the Merit Rating Board. Mr. Tesler initiated a conversation on Mr. Franzese's tenure and asked the Board whether it should extend his tenure, and if so, for how long. Discussion ensued.

On motion duly made and seconded, it was:

VOTED: To extend the tenure of the Interim Director of the Merit Rating Board for an additional thirty (30) days.

Mr. Tesler reviewed the items to be discussed at the next meeting on October 23: a report from Paul Franzese about the department's efforts to clear out the remaining queue of "work items," an update from Human Resources on the status of the search for a permanent director of the MRB, and an invitation to the OIG to attend the next MRB meeting on the 23rd.

On motion duly made and seconded, it was:

VOTED: to adjourn at 3:00 p.m.

Documents relied upon for this meeting:

Meeting minutes from August 20, 2019
Meeting minutes from September 25, 2019
Grant Thornton's Final Report, October 4, 2019
Scoring Matrix