



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



Merit Rating Board Meeting
October 30, 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 1:00 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, designee of Attorney General Maura Healey.

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

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

The Acting Registrar announced he would be taking agenda items out of order and asked Boris Lazic, the Chief of Human Resources, to update the Board on the search for a permanent director of the Merit Rating Board. Mr. Lazic said that as of today 50

applications were received through MassCareers and four candidates so far would be recommended for consideration by the board, as set forth in the attached document labeled, "Director of MRB Search Update, 10/30/19.". Mr. Lazic noted the job position was also posted to five new external job boards: Idealist; ALPFA (Association of Latino Professionals for America); Boston Bar Association; National Black MBA Association; and the National Association of Asian American Professionals, and that Human Resources reached out to 22 additional passive candidates (40 total since the search began).

Discussion ensued. AAG Kaplan had concerns about the precision and accuracy of the process and expressed concern as to HR achieving the goal. He suggested HR reach out to other states who had agencies with similar duties as the RMV, and to an association of such agencies, if there is one, for potential candidates. Commissioner Anderson wondered if such outreach would unnecessarily prolong the process and was not sure that accuracy was a problem. Registrar Tesler noted that there was an association of motor vehicle administrators (AAMVA) and said DOT would reach out to the organization regarding potential candidates. AAG Kaplan

was also curious as to why there were no internal candidates in the RMV interested in the position and asked Mr. Lazic to reach out within the organization. AAG Kaplan and Registrar Tesler said it was prudent to go back out to recruit candidates and to “cast a wider net.”

Acting Registrar Tesler said it was important to understand the role of the Board and asked Owen Kane, Senior Board Counsel to explain the candidate screening process.

Mr. Kane said the Board was permitted to create a preliminary screening committee that could work with others from the outside to screen candidates in executive session and narrow the number of candidates to be interviewed by the Board. The screening committee could consist of staff from the Attorney General’s office, the Insurance Commissioner’s office, and DOT Human Resources and could be as large as the Board deemed necessary. The Board’s interviews with finalist candidates will be public in compliance with the Open Meeting Law.

Discussion ensued and it was decided that the Board members would contact Mr. Kane with their designees to the screening

committee and he would begin the process to schedule a meeting of the screening committee.

Next was the approval of the meeting minutes of October 10, 2019.

On motion duly made and seconded, it was:

VOTED: to approve the minutes of the October 10, 2019 meeting.

Next, Acting Registrar Tesler asked Emily Pederson, Director of the Inspector General's Internal Special Audit Unit to discuss the role of the Inspector General's Office with respect to the Merit Rating Board, in light of the vote taken by this Board during a previous meeting. Ms. Pederson noted she had met with Acting MRB Director Paul Franzese and Acting Registrar Jamey Tesler. She said her unit would be looking at the roles, responsibilities, current processes and provide recommendation for overall operations. Ms. Pederson said a team had been created for the endeavor and would begin meeting with staff on Thursday and continue into the following week. AAG Kaplan thanked Ms. Pederson and the Acting Registrar offered any assistance needed.

The Acting Registrar asked Paul Franzese, Acting Director of the MRB to present the last agenda item, an update on the Quality Control Work Queues. Mr. Franzese discussed the MRB Business Units: Document Control; Citation Processing; Quality Control; CMVI Payments; Customer Service; and Insurance Services. He noted the MRB citation partners were the Massachusetts police departments and the Massachusetts court system. Mr. Franzese reviewed the volume of incoming documents and how long it took to process paper versus electronic citations, noting substantial efforts of the Quality Control Unit over the past three months had significantly reduced the number of open items in the queue from 22,000 to under 12,341. Lengthy discussion ensued regarding paper citations, police citations and court documents.

Mr. Franzese said the MRB now had an internal process every day to review the latest digital alerts about driver citations and determine which ones related to the most egregious cases, as set forth in the attached document labeled, "Merit Rating Board, Board Meeting, October 30, 2019." Discussion ensued.

Mr. Tesler noted that the queue would be a continuous flow of notifications and would never reach zero, but that of the older citations that went unprocessed, there were no more serious offenses.

The final discussion centered on the organizational chart. AAG Kaplan requested the posting for the Deputy Director of the MRB be suspended until the Director was in place.

Mr. Tesler noted the next meeting of the MRB would be November 20, 2019 at 1:00 p.m.

On motion duly made and seconded, it was:

VOTED: to adjourn at 2:50 p.m.

Documents relied upon for this meeting:

Meeting minutes from October 10 2019
Director of MRB Search Update, 10/30/19
Merit Rating Board, Board Meeting, October 30, 2019