



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



MERIT RATING BOARD MEETING

First Floor Training Room
RMV
25 Newport Avenue Extension
Quincy, MA 02171

FEBRUARY 6, 2020 11:00 AM

PRESENT: Chair Jamey Tesler, Director Gary Anderson and
Director Glenn Kaplan

OTHERS PRESENT: Owen Kane, Paul Franzese, Joanne Norman and
Emily Pederson

Proceedings:

Chairman Tesler called the meeting to order at 11:20 a.m. and opened with the public comment session (there were no speakers).

Chair Tesler began the meeting with Agenda Item B, the Registrar's opening remarks. Mr. Tesler welcomed the staff of the MRB and appreciated the opportunity to hold the Merit Rating Board meeting at the Registry in Quincy so that staff could get a sense of the board meetings that had begun. The Acting Registrar discussed the format of the meeting and went over the upcoming agenda items and asked Directors Glenn Kaplan and Gary Anderson to introduce themselves.

The first order of business was the approval of the minutes of the December 17, 2019 meeting.

On motion duly made and seconded, it was:

VOTED: to approve the minutes of December 17, 2019.

The Acting Registrar next asked Emily Pederson, Director of the Internal Special Audit Unit in the Office of the Inspector General to present Agenda Item D, an update on the review of the MRB by the OIG. Ms. Pederson said that she had met with supervisors of all of the units and thanked them for producing documents requested by her office. Ms. Pederson noted that in the upcoming weeks she and her team would be meeting with more staff to get their perspective of how things have been proceeding. Ms. Pederson said employee training was still needed and would be helpful to the Quality Control Unit and new hires and said she shared those findings with Interim MRB Director Paul Franzese and Joanne Norman. Regarding the Atlas training, the OIG learned that the training the MRB staff received was not MRB specific to the role of citation processing and recommended that be corrected.

Ms. Pederson noted that Mr. Franzese was already in the process of cross training between units and the OIG reinforced the importance of that effort. Discussion ensued on entry training and ongoing skills training.

Ms. Pederson discussed other recommendations from the OIG already in process: the development of policies and procedures; and developing and reinstating performance goals for employees' annual reviews, making sure they were actionable and accurate. Ms. Pederson concluded her report discussing next steps.

Next, Mr. Tesler asked Mr. Franzese to present Agenda Item E, an update to the Board on work queues. Mr. Franzese said that when he began in August he established internal business goals for citation processing and quality control to be completed within five business days. Mr. Franzese said the citations were now processed within one day, the oldest citation being received yesterday. Mr. Tesler acknowledged the hard work from the staff and thanked them for this extraordinary accomplishment.

The Interim Director continued with his report and noted the MRB was currently implementing the Hands Free Bill that will go into effect on February 23. The staff had been testing it with Atlas and Mr. Franzese noted that so far the results had been positive and would be up and running by the 23rd.

In terms of the quality control business goal, the most egregious offenses were being resolved within one business day. Mr. Franzese said they were nearly at 100% resolving those the same day they were cleared. He noted that last August the work queue was up to 23,000 and as of today, it was at 6,600. Mr. Franzese wanted the board to recognize that even though there were still thousands of work queues in the work log the MRB was still receiving 1500 to 2000 a day, so the work in the work log was not necessarily dated items, and staff continued to flush them out every day. Acting Registrar Tesler requested Mr. Franzese set a business goal for Quality Control and report to the Board at a future meeting to see whether the goal was being met.

Commissioner Gary Anderson thanked the Interim Director for the report and said the progress that had been made over a relatively short time was impressive, and he thanked Mr. Franzese and his staff for their efforts. Discussion ensued.

The Acting Registrar asked Owen Kane, Senior Board Counsel to present Agenda Item F, an update on the search for a permanent director. Mr. Kane began by noting that Paul Franzese was named Interim Director in August 2019 and his current term will end on February 22, and Mr. Kane advised the Board to address extending Mr. Franzese's tenure at this board meeting.

Mr. Kane began his report noting the job had been posted twice, and from the initial posting 94 applications were received, 30 had pre-screening interviews and the Preliminary Screening Committee (the Committee) interviewed nine people, and none was found qualified to recommend to the Board to serve as Permanent Director.

Mr. Kane said the Board directed the Committee to tweak the job description and repost it. That has been done and 26 more applications were received, and Mr. Kane said the HR representative who had been working with the Committee did not feel as though there was anyone in that group to be interviewed by the Committee. Mr. Kane said the search was taking much longer than anticipated and noted the job was still posted on 12 job boards.

Acting Registrar Tesler opened up the discussion of extending Mr. Franzese's tenure for three more months. The Board first needed to determine if

Mr. Franzese had any interest in staying on as Interim Director or the job of Permanent Director. Discussion ensued on next steps and the process going forward, and the Board agreed Mr. Franzese was doing a great job as Interim Director.

On motion duly made and seconded, it was:

VOTED:

To extend the tenure of Paolo Franzese to June 1, 2020 while the search for a permanent director of the Merit Rating Board continues.

The formal business of the meeting had concluded and Mr. Tesler asked the Board members if there were any future agenda items they would like to discuss at the next board meeting. AAG Kaplan requested the Committee to get back to the Board with a conclusion on the status of the search for Permanent Director before a meeting date was scheduled and asked that that be the primary item for discussion, and the date of the meeting would be at the Committee's direction. The Board agreed and Mr. Tesler announced to the staff that it was important for the Board to meet from time to time in Quincy, and although it was not normally a practice in a formal board meeting he opened it up to the attending MRB staff for comments. Discussion ensued.

On motion duly made seconded, it was:

VOTED: to adjourn at 12:05 p.m.

Documents relied upon for this meeting: Minutes from December 17, 2019