

Regulatory Reform Commission Meeting

August 24, 2016

Participants:

- Lt. Governor Rutherford
- Abba Poliakoff, Chair
- Blackie Bowen
- Suzy Gantz
- Jay Baldwin
- Jay Steinmetz
- Bill Grant
- Jim Brady

Lt. Governor made opening remarks at 11:03 am

Announced Jim Soltesz's resignation as co-chair of the Commission

Abba Poliakoff recognized Jim's efforts and praised the work of state agencies

Approval of minutes of preceding minutes July 14.

Remarks from Senator Neall, Governor's Office of Transformation and Renewal

- Recap of task of restructure and renewal, visiting state agencies
- Standardization of regulations, sticking to federal level
- Optimistic about ability to implement change based on the positive attitudes of the people with whom he has met

Panel Discussion: Roger Campos, governor's Business Ombudsman, Greg Derwart, Chairman of the Commerce Cabinet Customer Service Workgroup, Luis Luna, Governor's Office of Performance Improvement

Presentation on Governor Hogan's Customer Service Initiative

Priorities of Consumer:

- Quality Product
- Price
- Customer Experience

Customers leave because of:

- Competition
- Dissatisfaction with product
- Bad attitude

Take care of employees and customers will be happy

- 30 of employees are engaged
- 52% neutral
- 18% disengaged

Deliverables

- Display customer service promise
- Select senior level liaison
- Complete inventory of services
- Develop timeline for training
- Implement Survey
- Development of best practices inventory

Launch plan

- Each agency will have their own customer service plans in place by October 1st
- Will send updates every fall to the panel to review performance

Roger Campos discusses his role mediating between constituents and government agencies, facilitating communication, and constituent cases he has resolved.

- Truck driver who could not get a driver's license because he was colorblind. Roger was able to get that rule changed
- Agency liaisons

Secretary Belton gave an update on the implementation of DNR customer service plan

Lt. Governor commented about how Cabinet Secretaries actively manage

Julie Woepke, Exec Direc MEDC, and Commerce Sub Cabinet

- Best practices are shared at the Commerce cabinet meeting
- Financial and Insurance Regulations workgroup
 - o Commerce does not promulgate regulations but does provide guidance to businesses about how to navigate
 - o Outreach events with Commerce & MIA
- Lisa Larson, Assistant Director Regulatory Affairs for MIA
 - o 20 regulations on the list, 19 of which are from MIAs
 - o Meetings through the summer, continuing through the fall
 - OC, Hagerstown, Frostburg, etc.
 - o Commissioner Cooley – Financial Regulations under DLLR
 - Has been meeting with licensees through September and plans to add some regulations to the chart
 - Meeting with mortgage lenders
 - o Maryland Insurance Administration Regs
 - Changes made per industry request

- i.e. - temporary moratoriums – Maryland is more stringent than other states because there is a notice requirement when the moratorium will actually be used
- 31.08.11 – Failure of insurance to act in good faith – civilian claims
- Technical changes
 - 31.09.07.04 – needed to be updated and changed
- Process change
 - Longterm care – Maryland will be the first state to adopt these regs
 - Reg updates are emailed to MIA listserv and publicized on social media
- Lt. Governor: how do we help our homegrown banks to succeed?
- Jim Brady – community banks are especially important – best partners for our small businesses

Jim Brady is a past Federal Reserve director

Suzy Gantz is federal reserve director now

Lt. Governor closing remarks

Marty introduces Sean Powell – customer service, Mike Leahy, big ideas initiative

Abba adjourns