



30 S 17th Street, Suite 1500
Philadelphia, PA 19103

INFORMATION BULLETIN

November 4, 2025

PCRB Information Bulletin #031

To All Members of the PCRB:

Re: PCRB Appoints Chuck Tagland Director of Classification & Field Operations, Advancing Accuracy, Efficiency, and Service to Member Carriers

The Pennsylvania Compensation Rating Bureau (PCRB) is pleased to announce the appointment of Charles (“Chuck”) Tagland as Director of Classification & Field Operations, effective November 3, 2025.

With more than 20 years of experience shaping the foundational mechanics of workers’ compensation classification and field operations, Tagland brings deep expertise and a proven record of leadership to the Bureau. In this new role, he will lead PCRB’s Classification and Field Operations units, partnering closely with teams across Rating, Policy Services, and Underwriting & Coverage Compliance to strengthen consistency, transparency, and member support.

Tagland joins PCRB following more than two decades of service at the National Council on Compensation Insurance (NCCI), where he advanced through a series of technical and operational leadership roles supporting classification analytics, field services, test audits, and member-focused process improvement. Most recently as Manager of Inspections & Test Audits, he oversaw the quality, accuracy, and timely completion of 10,000–12,000 workers compensation inspections annually, leveraging data-driven planning and performance management to enhance operational excellence.

Throughout his NCCI tenure, Tagland, who holds his Workers Compensation Professional (WCP) designation, earned recognition for his collaborative leadership, data-informed decision-making and focus on continuous improvement. He spearheaded initiatives that strengthened field operations, enhanced customer trust, improved efficiency, and fostered a culture of accountability and professional growth.

“Chuck brings a thoughtful leadership style, a strong customer service mindset, and deep expertise in the mechanics of classification and field operations,” said Thomas Cleary, Senior Vice President & Chief Operations Officer. “His arrival further advances our commitment to operational excellence and our long-term strategy to modernize service delivery, reinforce data

stewardship, and support the evolving needs of our members and the marketplace. We are thrilled to welcome him to the team.”

Known for pairing data-driven execution with a collaborative and service-minded approach, Tagland has built a career dedicated to strengthening inspection quality, developing teams, and supporting carriers with accuracy and clarity. His leadership will help advance PCRБ’s mission to deliver exceptional value to its members through:

- Fair and accurate classifications
- High quality and reliable field operations
- Responsive and transparent member service
- Data-driven insights and continuous improvement

Tagland’s focus on collaboration, education, and operational excellence will further enhance PCRБ’s service to carriers, agents, and employers across the Commonwealth.