

Board of Director's Risk Management Committee Agenda

April 13, 2016

The LYNX Board of Director's Risk Management Committee will begin at 10:00AM

Opening

- Call to Order – Vice-Chairman, John Petrelli
- Old Business: Questions/Comments from February 3, 2016 Risk Management Committee Workshop
- Approval of December 16, 2015 Meeting Minutes
- Approval of February 3, 2016 Workshop Minutes
- Approval of Supplemental Minutes of March 23, 2016

Election of Risk Management Committee Chairman

- Election of Risk Management Committee Chairman

Staff Update

- Risk Management Staff Update

Discussion

- Crash and Incident Dashboard – Initial Draft Review – Lorna Hall
- Priority Projects for 2016 – David Dees
 - Develop and Release RFP for Third-Party Administrator for General Liability, Auto Liability, Workers' Compensation and Subrogation Current Contract Expires June 30, 2016
 - Develop and Release RFP for Uniformed, Armed and Unarmed Security Services

for All LYNX Properties – LYNX Central Station (LCS), LYNX Operations Center (LOC), LYNX Osceola Satellite Facility (OSF) and the Paratransit Operations Center on L.B. McLeod Road Current Contract Expires September 30, 2016

- Recent Claims Settlement Discussion to Include Auto Liability and Workers' Compensation
- Update on Release of Security Video to Governmental Agencies – David Dees
New Video Procedures to Ensure Compliance with Legislative Changes on Release of Video to Governmental Agencies
- Replace Outdated Records Management System – David Dees
Goal to Replace by September 30, 2016
- Driver's License Status and Monitoring Program – David Dees
- Risk Management Committee Discussion on Future Meetings and Frequency, Priority Topics and Committee Objectives – David Dees

Adjourn

LYNX
Central Florida Regional Transportation Authority
Monthly Risk Management Committee Meeting Minutes

PLACE: LYNX Central Station
455 N. Garland Avenue
Room 215
Orlando, FL 32801

DATE: December 16, 2015

TIME: 10:00 a.m.

Members in Attendance:

John Petrelli, Risk Manager, Orange County
Ray Scullian, Risk Manager, City of Orlando
Denise Lipscomb, Financial Services Manager, FDOT
Reginald Davis, Senior Manager for Risk Management, Osceola County
Bill Telkamp, Risk Management Manager, Seminole County

Members not in Attendance:

1. Call to Order

The Chairman, John Petrelli, called the meeting to order at 10:00 a.m.

2. Approval of Minutes

The Chairman asked the Committee if there were any additions or deletions to the October 7, 2015 minutes as presented. There were no additions or deletions, therefore, the Minutes were approved unanimously by the committee.

3. Election of Risk Management Committee Chairman and Vice-Chairman

The committee members voted to elect Reginald Davis as the new Chairman for the 2016 Risk Management Committee. John Petrelli was elected Vice-Chairman for the 2016 Risk Management Committee.

4. Approval of 2016 Risk Management Committee Dates

Possible meeting dates for the 2016 Risk Management Committee were presented and unanimously approved by the committee members.

The dates are as follows:

February 3, 2016
April 13, 2016
June 15, 2016
August 3, 2016
October 5, 2016
December 7, 2016

5. Agenda

Subrogation Update – David Dees provided an update on the success of Corvel, Inc. on collecting funds on general liability claims submitted to them. As of October 1, 2015, LYNX assigned 79 claims to Corvel, Inc. and to-date they have successfully subrogated 44 of these claims, closing out 26 of these claims, securing \$51,453.00 for LYNX.

Dashboard Reports – Handouts regarding LYNX Collision Reports and Passenger Accident Reports were distributed. Various metrics are collected regarding the types of passenger accidents and bus collisions. Over 50% of the claims have been passenger-related in the last year. The goal is by collecting these metrics, to aid in additional training of bus operators in aiding those passengers that need help to prevent injuries. The entire 2015 Fiscal Year Passenger Accident Reports and LYNX Collision Reports should be completed by the next Risk Management Committee Meeting in February.

LYNX Staff Emergency Notification System – Due to the suspicious package incident on September 30, 2015, a need for better communication to all LYNX personnel was noticed. Rodney Walls worked with the LYNX IT Department to create a “dial-in” system to broadcast emergency messages to various desk phones throughout the LYNX Operations Center (LOC) and LYNX Central Station (LCS). A couple different tests have been completed with overall exceptional feedback from staff. A few tweaks will need to be made to ensure the Customer Service Call Center and mechanics can hear the emergency message. LYNX is looking to develop a PA-system that will reach 100% of employees.

Central Florida Intelligence Exchange (CFIX) – Rodney Walls has been participating in the CFIX committee which has recently created a new transportation sub-committee with public and private transit components. One of the main concerns is the distribution of emergency notifications due to their primary mode of communication via email and the need for a more immediate form of communication. Emergency procedures are being reviewed to perfect responses during a variety of events. Although emergency procedures are not perfect, any procedures that the LYNX partners have that could be shared would be greatly appreciated.

Workers’ Compensation and General Liability Excess Coverage Presentation – Chris Connelly, Arthur J. Gallagher & Co – Historically LYNX has been very risk tolerant, which reduces insurance expenditures, however, LYNX retains additional risk should a severe workers compensation claim or auto accident occur. Mr. Connelly provided a chart of insurance coverages. He focused on Automobile Liability and Workers Compensation insurance options. There has only been one Workers Compensation loss in excess of \$100,000.00 in the last 15 years.

If LYNX wanted to purchase Workers Compensation excess coverage separately, there were two self-insured retentions presented to the committee as a starting point. The Auto Liability excess liability options were also presented by Mr. Connelly. With the self-insured status of LYNX and the LYNX claims history, only one claim to date (pedestrian injury) would have exceeded the Automobile Liability excess insurance policy. The general consensus is that the Workers Compensation excess insurance would not provide added-value based on LYNX claims history. After discussion, the committee determined it may make more sense to package the Automobile Liability with other insurances to increase the excess insurance limits, to limit the exposure of catastrophic loss. Options to be revisited during the next meeting.

LYNX does not have additional information regarding the driver's license verification. Ray Scullion mentioned, however, that the City of Orlando has purchased the verification service to check driver's licenses quarterly and will keep the committee informed on the quality of the service.

The Chairman thanked the staff and adjourned the meeting.

Meeting adjourned at 11:28a.m.

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Monthly Risk Management Committee Meeting Minutes

PLACE: LYNX Central Station
455 N. Garland Avenue
Room 215
Orlando, FL 32801

DATE: February 3, 2016

TIME: 10:00 a.m.

Members in Attendance:

Ray Scullian, Risk Manager, City of Orlando

Jo Santiago, FDOT (Standing in for Denise Lipscomb, FDOT)

Reginald Davis, Senior Manager for Risk Management, Osceola County

(Mr. Davis has accepted a position with Orange County and as such was unable to vote on Risk Management Committee issues)

Bill Telkamp, Risk Management Manager, Seminole County

Members not in Attendance:

John Petrelli, Risk Manager, Orange County

Denise Lipscomb, Financial Services Manager, FDOT

1. Call to Order

Due to a lack of a quorum, a formal Risk Management Committee Meeting is not being held, and in its place an informational briefing was conducted. Ms. Jo Santiago, FDOT represented Committee Member Denise Lipscomb, without voting authority. Mr. Reginald Davis has accepted a position with Orange County and as such was unable to represent Osceola County or vote on Risk Management Committee issues. Due to lack of quorum no call to order was conducted, the minutes of the previous meeting were not approved and no votes on any issues will be taken during this meeting.

2. Approval of Minutes

The approval of the December 16, 2015 minutes has been postponed until the April 13, 2016 Risk Management Committee Meeting.

3. Election of Risk Management Committee Chairman

A new Risk Management Committee Chairman was scheduled to be elected at this meeting due to the resignation of Reginald Davis from Osceola County. However, this election has been postponed until the April 13, 2016 Risk Management Committee Meeting.

4. Introduction of New Staff Member

Kent Smith has been hired to replace the position of Safety and Security Officer as vacated by Rodney Walls at the end of January 2016.

5. Staff Presentation on Responsibilities and Duties

Esther Mitchell, Claims Processing Administrator, Staff Certified Legal Assistant – Oversees claims from first report of incident or operator report to pre-suit or litigation. She also provides assistance to the attorneys and David Dees in all phases of civil process to include pre-suit, mediation and trial. LYNX is delighted to have Esther in the Risk Management Department.

6. Discussion

--Crash and Incident Dashboard Report – Postponed until April 13, 2016 Risk Management Committee Meeting.

Priority Projects in 2016 –

--Develop and Release RFP for Third-Party Administrator for General Liability, Auto Liability, Workers' Compensation and Subrogation. The current contract expires July 31, 2016. David Dees is interested in having a volunteer committee member to help develop an RFP, review the scope of work, and receive feedback on the RFP process. Mr. Dees would be interested in a committee member also, if interested to be a member of the selection committee when the proposals are released and responses are received. Ray Scullian has volunteered to help review the existing RFP for modification. Bill Telkamp is interested in being a silent observer in the RFP process. Mr. Dees would like to clarify with LYNX' attorney, Jim Goldsmith, if it is allowable to have two committee members as part of a selection committee.

--Develop and release RFP for Uniformed, Armed and Unarmed Security Services for all LYNX properties: LYNX Central Station (LCS), LYNX Operations Center (LOC), LYNX Osceola Satellite Facility (OSF) and the Paratransit Operations Center at LB McLeod Rd. The current contract expires September 30, 2016.

New video procedures to ensure compliance with pending legislative changes on releasing security video to other governmental agencies may be coming soon once the current legislative session has ended. More information to follow in next committee meeting.

The Risk Management Department has a goal to replace the outdated Records Management System by September 30, 2016. The current program is based on a FoxPro system that has some data since 1992. Mr. Dees is planning to work with IT to determine what new systems are available for more efficient records management. However, due to the need to purchase the system with “capital” dollars, most new systems are “cloud-based” which cannot be purchased with “capital” funding. Ms. Santiago from FDOT suggested reaching out to other transit agencies to discover how they have solved this issue. She also suggested perhaps using “capital-cost contracting” for this particular issue.

Driver’s License Status and Monitoring Program – Has not been finalized yet.

A presentation was delivered to the LYNX Board of Directors regarding the suspicious incident event of September 30, 2015 at their LYNX Board Meeting on January 28, 2016.

Subrogation Update – 125 cases have been turned over to Corvel.

Informational Meeting ended at 10:39am.

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Central Florida Regional Transportation Authority
Monthly Risk Management Committee Meeting Minutes

SUPPLEMENTAL MINUTES TO THE REPORT OF APRIL 13, 2016

On Wednesday, March 23, 2016, David Dees requested that the Risk Management Committee review a proposed Workers' Compensation settlement (Roman v. LYNX). At the direction of the Committee Vice-President, John Petrelli, the proposed settlement was provided to the Committee electronically. Committee Members responded with their thoughts and recommendations on settlement. Committee Members polled unanimously concurred with LYNX' need to settle as proposed.

Committee members reviewing and concurring with the proposed settlement are: John Petrelli, Vice-Chairman, William Telkamp, Denise Lipscomb and Ray Scullian.