

Information Item

Date: September 14, 2020

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Nick Webster, Risk Manager

Subject:

Fiscal Year 2020 Risk Management Division Updates

Strategic Focus Area: Service Excellence

Strategic Objective: Maintain City's Financial Strength

Strategic Plan Action Item: No

Key Work Item: No



Please accept this information item as an update on the Risk Management Division's accomplishments during the 2020 fiscal year. The 2020 fiscal year was very challenging for the division, but we achieved several significant achievements, a few of which we have listed below.

- Instituted vehicle management policies for the 2020 fiscal year that resulted in the fewest preventable accidents, lowest preventable accident rate (48% lower than the previous 7-year average), and lowest auto liability claim rate (82% lower than the preceding 7-year average) in recent City history.
- We reached an important milestone in our partnership with Peachtree Recovery Services, reaching over \$500,000 in insurance recoveries made for the City during the 3.5-year life of the project.
- Supervised the implementation of a web-based training system, which has enabled City employees to complete over 1,000 courses during the first three months of the program.
- Coordinated with Information Technology to improve the City of Winston-Salem's data security capabilities, delivering cybersecurity courses to over 2,000 employees, and administering the City's first phishing simulations.
- Oversaw the implementation of a real-time driver's license monitoring system for City of Winston-Salem drivers that has identified multiple City drivers whose licenses or certifications have been suspended, revoked, or expired.
- Developed measures to protect City of Winston-Salem employees from SARS-CoV-2, including developing an initial "tailgate talk" on the virus, drafting the City's Protective Facial Covering Policy, providing guidance to departments on reopening and conducting pre-shift screenings, reviewing and approving departmental reopening plans, and developing the City's pre-shift screening web/mobile application.

Another accomplishment, of which we are very proud, was that during the 2020 fiscal year, the Risk Management division returned more funds to the City through insurance and bond recoveries (over \$350k) than RAMCO paid out in liability claim settlements (\$230,727.52). We hope to continue to build on these successes during this fiscal year and in years to come.