CalTIP MEMBER SERVICES COMMITTEE MEETING

AGENDA

Thursday, September 26, 2019
10:00 a.m.

Teleconference

All or portions of this meeting will be conducted by teleconferencing in accordance with Government Code Section 54953(b). Teleconference locations are as follows:

- York (Sedgwick), 1750 Creekside Oaks Drive, Suite 200, Sacramento, CA 95833
- City of Culver City, 4343 Duquesne Avenue, Culver City, CA 90232
- City of Gardena, 13999 S Western Avenue, Gardena, CA 90249-3005
- Morongo Basin Transit Authority, 62405 Verbena Road, Joshua Tree, CA 92252
- Placer County, 145 Fulweiler Avenue, Suite 100, Auburn, CA 95603
- Town of Truckee, 10183 Truckee Airport Rd., Truckee, CA 96161

Each location is accessible to the public, and members of the public may address the Committee from any teleconference location.

In compliance with the Americans with Disabilities Act, if you need a disability-related modification or accommodation to participate in this meeting, please contact Maria De Leon at (916) 244-1187 or (916) 244-1199 (fax). Requests must be made as early as possible, and at least one full business day before the start of the meeting.

Documents and materials relating to an open session agenda item that are provided to the Committee less than 72 hours prior to a regular meeting will be available for public inspection at 1750 Creekside Oaks Dr., Suite 200, Sacramento, CA 95833.

Page   1.   **CALL TO ORDER**

         2.   **INTRODUCTIONS**

         3.   **APPROVAL OF AGENDA AS POSTED (OR AMENDED)**

* Reference materials attached with staff report.

4. **PUBLIC COMMENTS** - This time is reserved for members of the public to address the Committee relative to matters of the California Transit Indemnity Pool not on the agenda. No action may be taken on non-agenda items unless authorized by law. Comments will be limited to five minutes per person and twenty minutes in total.

4 5. **CONSENT CALENDAR**
5   *A. Minutes of the February 21, 2019, Member Services Committee Meeting
11   *B. Minutes of the March 21, 2019, Special Member Services Committee Meeting
13   *C. Minutes of the May 30, 2019, Member Services Committee Meeting
       Recommendation: Approval of the Consent Calendar.

6. **CLOSED SESSION**
   A. Pursuant to Government Code Section 54956.95(a), the Committee will recess to closed session to discuss the following claim(s):

   - Christensen v. City of Culver City Transit
   - Morgan v. Monterey-Salinas Transit District
   - Homet v. Monterey-Salinas Transit District

   B. Report from Closed Session

   Pursuant to Government Code Section 54947.1, the Committee must report in open session any action, or lack thereof, taken in closed session.

7. **REPORTS**
15   A. Report by General Manager – Ms. Chrissy Mack
       Recommendation: None

8. **SAFETY AND LOSS CONTROL MATTERS**
18   *A. 2019/20 Risk Control Work Plan Status Update
       Recommendation: None
24   B. Transit Data Tracking Systems
       Recommendation: Staff recommends the Member Services Committee direct staff to present the TrackIt Manager proposal to the CalTIP Board of Directors for approval at its December 2019 Board meeting.

9. **CLOSING COMMENTS**
   This time is reserved for comments by Committee members and/or staff and to identify matters for future Committee business.
   A. Committee Members
   B. Staff

* Reference materials attached with staff report.

10.   **ADJOURNMENT**

NOTICES:

➢ The next CalTIP Member Services Committee meeting will be held on Friday, December 6, 2019, via teleconference.

* Reference materials attached with staff report.

CONSENT CALENDAR
Agenda Item 5.A.-5.C.

SUBJECT: Consent Calendar

BACKGROUND

All matters listed under the Consent Calendar are considered to be routine and can be enacted by one motion. There will be no separate discussion of these items prior to the time the Committee votes on the motion unless members of the Committee, staff, or public request specific items to be discussed or removed from the Consent Calendar for specific action.

RECOMMENDATION

Approval of the Consent Calendar.

REFERENCE MATERIAL

A. Minutes of the February 21, 2019, Member Services Committee Meeting
B. Minutes of the March 21, 2019, Special Member Services Committee Meeting
C. Minutes of the May 30, 2019, Member Services Committee Meeting

CalTIP Member Services Committee Meeting
Thursday, February 21, 2019

York
1750 Creekside Oaks Drive, Suite 200
Sacramento, CA 95833

Minutes

1. **CALL MEETING TO ORDER**

   The meeting was called to order by Melissa Cummins, Committee Chair, at 10:03 a.m.

2. **ROLL CALL/INTRODUCTIONS**

   Those in attendance introduced themselves. It was determined a quorum of the Committee was present.

   Committee Members Present:
   Chair: Melissa Cummins, Siskiyou County
   Matt Atkins, Morongo Basin Transit Authority
   Samantha Blackshire, City of Culver City
   Jim Kotey, County of Placer
   Dominique Kurihara, City of Santa Rosa
   Kelly Beede, Town of Truckee *(joined via teleconference as a non-voting member)*

   Committee Members Absent:
   Bill Churchill, Central Contra Costa Transit Authority
   Katie Marsolan, City of Arcata

   Others Present:
   Chrissy Mack, CalTIP General Manager
   Yahaira Martinez, CalTIP Deputy General Manager
   Maria De Leon, CalTIP Member Services Coordinator
   Terrie Norris, CalTIP Risk Control Manager
   Will Portello, CalTIP Litigation Manager

3. **APPROVAL OF AGENDA AS POSTED (OR AMENDED)**

   Dominique Kurihara moved, seconded by Jim Kotey, to approve the agenda as posted. The motion passed unanimously.

4. PUBLIC COMMENT

Ms. Chrissy Mack, CalTIP General Manager, noted Ms. Kelly Beede, Town of Truckee, was ineligible to vote during the meeting because the location where she was participating from was not posted as a teleconferencing location on the agenda.

5. CONSENT CALENDAR

A. Minutes of the September 27, 2018, Member Services Committee Meeting
B. Minutes of the December 7, 2018, Member Services Committee Meeting

Samantha Blackshire moved, seconded by Melissa Cummins, to approve the Consent Calendar. The motion passed unanimously.

6. REPORTS

A. Report by General Manager

Ms. Mack reported as follows:

CalTIP received Notice of Intent to Withdraw from the City of Folsom in December 2018. The City of Folsom's membership ends on April 30, 2019.

Mr. Brian Stiefel of Praxis Consulting has conducted claims audits of York, City of Culver City, City of Santa Rosa, Placer County, Golden Empire Transit District, and Western Contra Costa Transit Authority and will be presenting his reports at the Board meeting in April 2019.

Aon Global Risk Consultants (Aon) was engaged by the Board to evaluate CalTIP's Liability Program rating structure and experience modification factor methodologies. CalTIP collected data for this project in conjunction with the annual renewal data collection at the end of 2018. It is anticipated Aon's findings will be presented to the Board at its April 2019 meeting.

The Employment Risk Management Authority (ERMA) held its Annual Workshop and Board meeting on February 7-8, 2019. ERMA is a public entity pool providing employment practices liability coverage to its members. CalTIP joined ERMA in July 2017. ERMA is an optional program for CalTIP, and 10 of its 33 members currently participate. Mr. Robert Thompson of Western Contra Costa Transit Authority and Mr. George Fink of Tahoe Transportation District serve on the ERMA Board on behalf of CalTIP. The next ERMA Board meeting is scheduled for April 30 at the Sacramento York office.

Mr. Art Ida, CalTIP Chair, is retiring from the City of Culver City in July 2019. Pursuant to the CalTIP Bylaws, Mr. Geoff Straw, CalTIP's current Vice Chair, will succeed to the Chair position, and a new Vice Chair will have to be elected at the next Board meeting following July 2019.

7. SAFETY AND RISK CONTROL MATTERS

A. 2018/19 Risk Control Work Plan Status Update

Ms. Terrie Norris, CalTIP Risk Control Manager, provided an update on the 2018/19 Risk Control Work Plan, as follows:

Each member has been allotted one day of on-site risk control field services. A survey was distributed to the membership to inquire which service each member was interested in for their

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respective organizations. A list of scheduled and completed risk control field services by member was provided in the agenda for the Committee's reference. It was noted three members have yet to decide on their service selection.

CalTIP members completed a risk control survey in 2016/17 in which they identified policies that are needed including CCTV and Event Recording Management, Bus Stop Design, Disciple and Occurrence (Accident/Incident) Investigation. Risk Control staff is in the process of drafting pertinent policy templates.

CalTIP offers Root Cause Investigation Committee and On-site Occurrence Investigation Consultation services to its members. Each service is triggered when a member sustains one of the 18 critical occurrences that require an immediate report to York, CalTIP's third party claims administrator, including fatalities, amputations, paralysis, etc. To date, there have been no requests received for either service.

Risk Control staff has developed an Anti-Fatigue program that includes a short video, 15 awareness posters, and a list of anti-fatigue messages that can be used on electronic message boards. The program materials are designed to increase awareness and educate drivers and management regarding the dangers of fatigue. Information on the anti-fatigue program was distributed to the membership in the February 2019 issue of the CalTIP e-Brief and is available on the York Risk Control Resources website.

Pedestrian and bicycle awareness training and education materials are currently being developed. The materials are designed to raise awareness of hazard areas and conditions that increase the risk of a collision with a pedestrian or bicyclist as well as provide defensive measures.

Risk Control staff will be providing members access to various safety culture development tools which are designed to increase an organization's focus on safety and the cultivation of a safety culture to reduce losses.

As reported in prior meetings and CalTIP email communications, in July 2018, the Federal Transit Administration (FTA) published the final rule regarding the requirement to develop a Public Transportation Agency Safety Plan (PTASP). The final rule requires agencies receiving funds under Section 5307 to develop and implement a PTASP by July 19, 2019, and have it approved by the State of California by July 2020. Those agencies receiving funds under Section 5310 and/or Section 5311 are exempt. The results of a CalTIP survey conducted in 2016 indicated 19 of its member entities are direct recipients and/or sub-recipients of Section 5307 funds, and therefore required to develop and implement a PTASP. Additionally, seven responding members receive funds under Section 5310 and/or Section 5311 and are exempt from the PTASP requirements.

CalTIP members have unlimited access to the risk control resources available on the York Risk Control website. New resources and risk control tools are continuously being added to the website and can be used by member agencies for their employee safety as well as liability control programs. A webinar is available on the website providing a tour of the site's resources.

Risk Control staff continues to provide telephone and email consultation to members regarding minor issues and to provide clarification on risk control and risk management questions. Consultations have been provided in regards to: The Seat Belt Law that went into effect in July 2018; Transition to A-Check for Employee Pull Notice (EPN) services; Emergency Management Training; and Safety Security Protection Plan (SSPP) Revision.

In April 2018, the CalTIP Board approved the transition of CalTIP Employee Pull Notice (EPN) services from SAMBA to A-Check by December 31, 2018, and members that were subscribed to SAMBA were encouraged to make the transfer by the deadline. In December, CalTIP received a letter from SAMBA stating its intent to terminate the CalTIP contract effective January 1, 2019. Of the 35 CalTIP members, 27 were in the CalTIP/SAMBA EPN program; 13 of those members have or are in the process of transitioning to the A-Check EPN program. One member that was not previously subscribed to SAMBA has elected to join the CalTIP/A-Check EPN program bringing the current total to 14 members in the CalTIP/A-Check EPN program.

During the 2016/17 program year, staff conducted an analysis of CalTIP's loss data for the previous five program years to identify each member's average claim cost based on total incurred claim costs and miles reported. Further analysis was conducted of the loss data associated with the 10 members who had the highest average occurrence (accident/incident) cost per 100,000 miles for the five-year period. Thereafter, the Board approved staff to work closely with one of the 10 members to complete a more in-depth study of their losses, and then work with them to develop a series of loss prevention models that can be shared across all members of CalTIP. Omnitrans accepted the invitation to participate in this project and Ms. Norris spent some time at the member's site to work on this project.

Initial findings were reported to the Board at the December 2017 meeting and in January 2018 Ms. Norris met with Omnitrans to discuss the findings, review recommendations, and identify next steps, including the following:

a) Conduct one or more facilitated meetings of Omnitrans representatives from the departments involved in the current occurrence (accident/incident) reporting and preventable/non-preventable investigation process to identify all aspects of the current process.
b) Conduct additional facilitated meetings of Omnitrans staff once the current process has been identified to revise the current process to improve efficiencies and ensure that root-cause investigations are conducted when required. Personnel involved in this phase may not be the same members who participated in the first phase.
c) Develop flowcharts for Omnitrans to illustrate the flow of its complex operations. Ms. Norris will use this experience to develop templates that can be used to assist other CalTIP members to develop their occurrence (accident/incident) reporting and investigation process and policy.
d) Revise the Omnitrans Occurrence (Accident/Incident) Reporting Policy to reflect the changes to the process, the inclusion of root cause investigations, the root-cause investigation trigger points, and the process for approval of corrective actions requiring upper management approval. The Director of Operations will work with Ms. Norris to revise the Omnitrans Occurrence (Accident/Incident) Reporting and Investigation policy.

Ms. Norris indicated steps a, b, and c above were completed in 2018. Completion of item d has been delayed due to staff turnover at Omnitrans. Ms. Norris added the following status update as of January 2019:

a) Ms. Norris met with Ms. Suzanne Pfeiffer, Omnitrans Human Resources Director, in January for a CalTIP Risk Control Orientation and review of services for Omnitrans.
b) The revision of the Omnitrans Accident Reporting and Investigation Policy has been postponed until Omnitrans completes its review and possible restructure of its safety-related committees.

c) The Occurrence Reporting and Investigation Flowcharts will need to be revised once Omnitrans completes its review and possible restructure of its safety related committees, as well as the development of its PTASP.

B. 2019/20 Proposed Risk Control Work Plan

Ms. Norris reported the goal of risk control services is to assist members in reducing their loss experience, and to provide member's with desired services. She elaborated effective risk control measures are based on a partnership between Risk Control Staff, the CalTIP members, and the CalTIP Board. Each plays a role in the prevention, response, and mitigation phases on risk control and loss reduction.

Ms. Norris presented the Committee with the proposed Risk Control Work Plan for 2019/20. The Plan includes the following services at a cost of $205,000, a $65,000 reduction from the prior year. The fee was reduced to account for the reduction in special projects and because there are no new policies proposed for development in the next year:

- Two days of on-site risk control field services per member;
- Root Cause Investigation Committee;
- Root Cause Investigation Assistance for CalTIP's "Critical 18" Loss Events;
- Emerging Issues Monitoring;
- Research Transit Data Tracking Systems;
- Safety Culture Tools – Continued Development;
- "Program Year Kick Off" Webinar;
- Transit Safety Training Webinars and Videos;
- Additional Services and Materials, as needed;
- Telephone and Email Consultation Services;
- York Risk Control Website Access; and
- Safety Communications.

Matt Atkins moved, seconded by Samantha Blackshire, to direct staff to finalize the 2019/20 Risk Control Work Plan for presentation and approval by the Board at its meeting in April 2019. The motion passed unanimously.

C. CalTIP Trailer and Mobility Devices Disposition

Ms. Norris reported, in 2010/11, CalTIP approved the purchase of a variety of mobility devices and a trailer to facilitate the training of agency trainers/supervisors responsible for training operators on the proper methods to properly secure mobility devices. The trailer and mobility equipment were transported to the member site for mobility device securement training at the request of the member. In 2015, Risk Control staff began to develop mobility device training materials for member agencies' trainers and supervisors to use on site. The Mobility Device Securement training materials package and on-site train-the-trainer program were rolled out in the 2017/18 program year. As part of that program, each member obtained a variety of mobility devices to ensure they were equipped to properly train operators prior to releasing them to revenue service throughout the year. The development of the Mobility Device Securement training package eliminated the requirement to maintain the CalTIP-owned mobility devices and transportation trailer, as each member has the appropriate equipment on site as part of their operator training program.

Staff requested the Committee provide direction regarding the disposition of the mobility devices and the transportation trailer, which are currently stored by the City of Folsom. The Committee discussed potential options, including: a) Make the trailer and equipment available for purchase to CalTIP members with the proceeds going back into the CalTIP risk control budget, b) Donate the trailer and mobility devices to charity, such as Goodwill or the Salvation Army; or c) Utilize a trailer dealer to sell the trailer on consignment with proceeds going back into the risk control budget and donate the mobility devices.

Following discussion, the Committee directed staff to donate the mobility devices and list the trailer for sale on a surplus auction website for public entities. This item will be presented to the Board at the April meeting.

8. CONVENE IN CLOSED SESSION

A. <u>Closed Session</u> - Pursuant to Subdivision (a) of the California Government Code, Section 54956.95, the Committee convened to closed session at 12:09 p.m. to discuss the following claims:

- Fulkerson v. Gold Coast Transit District
- Weaver v. Omnitrans
- Salazar v. Omnitrans
- Jordan v. Omnitrans
- Corpus v. Omnitrans
- Barrios v. Monterey-Salinas Transit District

B. <u>Report from Closed Session</u>

The Committee reconvened to open session at 12:30 p.m. Mr. Will Portello, CalTIP Litigation Manager, reported there was no reportable action taken during closed session.

9. CLOSING COMMENTS

Ms. Mack noted Bickmore has been rebranded to York, its parent company, as of December 2018. She added members will notice a change in staff's email addresses, but the re-branding has no impact on CalTIP.

10. ADJOURNMENT

There being no further business, the meeting adjourned at 12:40 p.m. by general consent.

Respectfully submitted,

Chrissy Mack
CalTIP General Manager/Board Secretary

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Special CalTIP Member Services Committee Meeting
Thursday, March 21, 2019

Teleconference

Minutes

1. **CALL MEETING TO ORDER**

   Chair Melissa Cummins called the meeting to order at 2:01 p.m.

2. **ROLL CALL/INTRODUCTIONS**

   A roll call was taken and it was determined a quorum of the Committee was present.

   Committee Members Present:
   Chair: Melissa Cummins, County of Siskiyou
   Matthew Atkins, Morongo Basin Transit Authority
   Kelly Beede, Town of Truckee *(joined at 2:03 p.m.)*
   Samantha Blackshire, City of Culver City
   Bill Churchill, Central Contra Costa Transit Authority
   Jim Kotey, County of Placer
   Katie Marsolan, City of Arcata

   Committee Members Absent:
   Dominique Kurihara, City of Santa Rosa

   Others Present:
   Chrissy Mack, CalTIP General Manager
   Yahaira Martinez, CalTIP Deputy General Manager
   Maria De Leon, CalTIP Member Services Coordinator
   Will Portello, CalTIP Litigation Manager
   Mona Nicolae, York Litigation Analyst

3. **APPROVAL OF AGENDA AS POSTED (OR AMENDED)**

   Katie Marsolan moved, seconded by Bill Churchill, to approve the agenda as posted. A roll call vote was taken. The motion passed unanimously.

4. **PUBLIC COMMENTS**

   None

5. **CONVENE IN CLOSED SESSION**

   A. Pursuant to Subdivision (a) of the California Government Code, Section 54956.95(a), the Committee convened to closed session at 2:04 p.m.

B. Report from Closed Session - Pursuant to Government Code Section 54947.1, the Committee reconvened to open session at 2:16 p.m.

Mr. Will Portello, CalTIP Litigation Manager, reported the following claims have been settled: Montano v. Omnitrans settled for $11M; Jackson v. Amador Transit settled for $675K; Righiero v. Yolo County Transportation District settled for $45K; and Vargas v. Gold Coast Transit District settled for $450K.

6. CLOSING COMMENTS

Ms. Chrissy Mack, CalTIP General Manager, thanked the Committee for participating in the special teleconference meeting.

7. ADJOURNMENT

There being no further business, the meeting adjourned at 2:17 p.m. by general consent.

Respectfully submitted,

Chrissy Mack
CalTIP General Manager/Board Secretary

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CalTIP Member Services Committee Meeting
Thursday, May 30, 2019

Teleconference

Minutes

1. **CALL MEETING TO ORDER**

   Chair Melissa Cummins called the meeting to order at 10:03 a.m.

2. **ROLL CALL/INTRODUCTIONS**

   A roll call was taken and it was determined a quorum of the Committee was present.

   Committee Members Present:
   Chair: Melissa Cummins, County of Siskiyou
   Matthew Atkins, Morongo Basin Transit Authority
   Samantha Blackshire, City of Culver City
   Dana Pynn, City of Gardena
   Jim Kotey, County of Placer
   Katie Marsolan, City of Arcata *(joined at 10:07 a.m.)*

   Committee Members Absent:
   Kelly Beede, Town of Truckee

   Others Present:
   Chrissy Mack, CalTIP General Manager
   Maria De Leon, CalTIP Member Services Coordinator
   Will Portello, CalTIP Litigation Manager
   Mona Nicolae, York Litigation Analyst

3. **APPROVAL OF AGENDA AS POSTED (OR AMENDED)**

   Dana Pynn moved, seconded by Jim Kotey, to approve the agenda as posted. A roll call vote was taken. The motion passed unanimously.

4. **PUBLIC COMMENTS**

   None

5. **COMMITTEE MATTERS**

   A. Election of Member Services Committee Chair and Vice Chair

   Ms. Chrissy Mack, CalTIP General Manager, reported at the first meeting of the fiscal year, the Committee Vice Chair succeeds to the Chair position, and a new Vice Chair is elected. However, the Vice Chair position is currently vacant, and Ms. Melissa Cummins, the current Chair, has accepted a new position within Siskiyou County and is leaving the CalTIP Board. Ms. Mack indicated a solicitation for nominations for both a new Chair and Vice Chair was distributed to the Member

Services Committee (MSC) members on May 17, 2019; however, staff did not receive any nominations for either position.

The floor was opened for nominations and Mr. Matthew Atkins, Morongo Basin Transit Authority, and Ms. Dana Pynn, City of Gardena, accepted nominations for the Chair and Vice Chair positions, respectively.

Melissa Cummins moved, seconded by Samantha Blackshire, to elect Matthew Atkins as MSC Chair and Dana Pynn as MSC Vice Chair for a one-year term, effective immediately. A roll call vote was taken. The motion passed unanimously.

6. CONVENE IN CLOSED SESSION

A. Pursuant to California Government Code Section 54956.95(a), the Committee convened to closed session at 10:12 a.m. to discuss the following claims:

- Corpus v. Omnitrans
- Volovar/Girgis v. City of Culver City
- Jones v. Amtrak, Santa Cruz Metropolitan Transit District

B. Report from Closed Session - Pursuant to Government Code Section 54947.1, the Committee reconvened to open session at 10:31 a.m.

Mr. Will Portello, CalTIP Litigation Manager, reported the Corpus v. Omnitrans claim has settled for $150,000. No other reportable action was taken.

7. CLOSING COMMENTS

Ms. Mack thanked the Committee for participating in the teleconference and expressed appreciation to Ms. Cummins for serving on the CalTIP Board and MSC and wished her well in her new position. Additionally, Ms. Mack thanked Mr. Atkins and Ms. Pynn for their willingness to serve as Chair and Vice Chair of the MSC.

8. ADJOURNMENT

There being no further business, the meeting adjourned at 10:32 a.m. by general consent.

Respectfully submitted,

Chrissy Mack

Chrissy Mack
CalTIP General Manager/Board Secretary

REPORTS
Agenda Item 7.A.

SUBJECT: Report by General Manager – Ms. Chrissy Mack

BACKGROUND

Ms. Chrissy Mack, CalTIP General Manager, will provide an overview of the activities that have occurred since the CalTIP Board of Directors meeting in April 2019 not included as a separate agenda item.

- **Revised Joint Powers Authority (JPA) Agreement and Bylaws**
  At the April 18, 2019, meeting, the Board approved the distribution of the revised CalTIP JPA Agreement to the membership for approval by each member entity's governing board. Additionally, the Board adopted the amended Bylaws at the April meeting to become effective concurrent with the effective date of the revised Agreement.

  The revised documents were released to the membership on May 23, 2019. To date, 16 of 33 Parties have executed the CalTIP revised Agreements. The Agreement requires approval of 25 (three-fourths) of the Parties to become effective. Staff will continue following up with the members regarding the revised Agreement.

- **Association of Governmental Risk Pools (AGRiP) Recognition**
  CalTIP has been awarded AGRiP Recognition for completion of AGRiP's Advisory Standards for public entity pools on June 1, 2019. The Recognition will be in effect for a three year period, 2019-2022. AGRiP's Program augments CalTIP's accreditation through the California Association of Joint Powers Authorities (CAJPA) and ensures the pool is adhering to industry standards and best practices statewide and nationally.

  A copy of the AGRiP Recognition approval letter will be included in the Consent Calendar of the agenda for the CalTIP Board meeting in December 2019. The letter provides a suggestion for "CalTIP to develop a documented procedure to address the processing of claims that may present potential conflicts of interest to the pool." Staff is working on developing the document and will present a draft for review at the next Oversight Committee meeting.

  AGRiP is an association of public entity pools that was formed in 1998 with over 210 members nationwide. Members include state agencies, joint powers authorities, cities, counties, etc. AGRiP is similar to CAJPA but on a national scale. CAJPA is exclusive to the state.

- **Oversight Committee (OC)**
  The OC met in August and reviewed the vendor evaluation survey results, approved an engagement with Aon Risk Consultants (Aon) for actuarial services during the 2019/20 program year to develop rates and experience modification factors for 2020/21, and directed staff to negotiate a renewal with Sampson, Sampson & Patterson for financial audit services beginning with the program year ending April 30, 2020. The OC will be meeting again October.

- **Finance and Administration Committee (FAC)**
  The FAC is scheduled to meet on October 3, 2019, telephonically. The FAC will be discussing the special rating and experience modification study conducted by Aon and presented to the Board at the April 2019 meeting, the Rate Offset Reserve Fund balance of withdrawn members, as well as reviewing the draft audited financial statements as of April 30, 2019.

- **Nominating Committee**
  The Nominating Committee will convene on September 25, 2019, to review and develop slates of candidates for recommendation to the Oversight Committee and the Board at their respective meetings in October and December. Per CalTIP's Bylaws, the Oversight Committee elects Board members to the FAC and Member Services Committee (MSC), and the Board elects Board Officers and members of the Oversight Committee.

  Pursuant to CalTIP's governing documents, upon a vacancy in the Chair position, the Vice Chair will automatically succeed to that position subject to ratification by the Board at the next Board of Directors meeting. Mr. Art Ida, City of Culver City, previously held the Board Chair position and Mr. Geoff Straw, South County Area Transit, served as Vice Chair. However, Mr. Ida retired in July 2019 and in accordance with CalTIP's governing documents, Mr. Straw is currently serving as interim Board Chair until formally ratified by the Board in December. A new Vice Chair will then be elected at the December Board meeting.

- **Sedgwick's Acquisition of York**
  As announced to the CalTIP membership on September 10, 2019, York Risk Services Group (York) has been purchased by Sedgwick, a global claims administration and risk management firm. York still exists as a corporation, and the transaction was a change in ownership only, with York being rebranded to Sedgwick. All contracts between CalTIP and York will remain in place.

- **Staffing Transitions**
  Ms. Yahaira Martinez who was serving as CalTIP's Deputy General Manager left York/Sedgwick in May to pursue another opportunity. CalTIP will be advised once a replacement has been identified.

RECOMMENDATION

None

REFERENCE MATERIAL

None

SAFETY AND LOSS CONTROL MATTERS
Agenda Item 8.A.

SUBJECT: 2019/20 Risk Control Work Plan Status Update

BACKGROUND

The 2019/20 CalTIP Risk Control Work Plan is designed to support CalTIP strategic goals, to reduce the members' liability exposures and loss experience, and provide member-desired services. The specific CalTIP strategic goals used to guide the development of the Plan are:

- Identify and implement preventative programs, such as training and equipment to address frequency or severity issues;
- Explore technological solutions to enhance business practices, membership services and communication, and safety and loss control services (e.g., enhanced website content or web-based meeting tools);
- Allocate resources by impact of liability to CalTIP; and
- Provide access to online training materials through the CalTIP website.

Risk Control Work Plan for the 2019/20 Program Year Includes:
- Two days of on-site risk control field services per member;
- Root Cause Investigation Committee;
- Root Cause Investigation Assistance for CalTIP's "Critical Occurrences" Loss Events;
- Emerging Issues Monitoring;
- Research Transit Data Tracking Systems;
- Safety Culture Tools – Continued Development;
- "Program Year Kick Off" Webinar;
- Transit Safety Training Webinars and Videos;
- Additional Services and Materials, As Needed;
- Telephone and Email Consultation Services;
- York Risk Control Website Access; and
- Safety Communications.

Risk Control Field Services:
York Risk Control staff will provide two days of risk control field services for each CalTIP member during the 2019/20 program year. Risk control service selection will be limited to those services listed in the Field Service Selection list.

Members will be contacted to identify their service preferences. It is important to remember that risk control services should be scheduled four to six weeks prior to the desired date of service to ensure appropriate staff can be scheduled.

To facilitate the selection of risk control services, the CalTIP Risk Control Manager sent out a service survey asking the members to identify those services in which they had an interest. After completion of the survey, the CalTIP Risk Control Manager assigns the task to the appropriate York Risk Control team member, who subsequently contacts the CalTIP member to schedule the service. The CalTIP Risk Control Survey was emailed to the members on May 2, May 31, and August 26, 2019. Twenty (20) members have scheduled and/or indicated their desired risk control services. Thirty-four (34) of the available service days have been reserved, and six (6) days of the service days have been delivered, leaving twenty-six (26) days –13 members, to be reserved.

Root Cause Investigation Committee:

Members of the York Risk Control team will meet quarterly to review and investigate CalTIP occurrences that fell within the definition of the Critical Reporting occurrences. The occurrences to be investigated will be identified by the CalTIP Litigation Manager. The Investigation Committee will invite the CalTIP member who sustained the occurrence to participate in the investigation. A private report will be issued to the involved member, and a summary report will be provided to the CalTIP Board. The report will provide the findings and recommendations of the committee without specifically identifying the member involved. The committee has not yet been activated this year.

Root Cause Occurrence Investigation Consultation:

York Risk Control staff, at the request of the involved CalTIP member, will provide an on-site occurrence root cause investigation consultation when a member sustains one of the 20 critical occurrences that require an immediate report to York, CalTIP's third party administrator, as stated in the CalTIP Memorandum of Coverage (MOC).

The critical occurrences include:
1. Vehicle v. Pedestrian or Bicycle
2. Fatalities
3. Amputations or dismemberment
4. Spinal injuries
5. Paralysis
6. Sensory loss
7. Severe head injury or brain damage
8. Serious burn
9. Disfigurement
10. Loss of major organ
11. Loss of use of body functions
12. Extended disability (> 6 months)
13. Significant psycho-neurotic involvement
14. Sexual harassment
15. Sexual abuse or molestation
16. Multiple injuries and property damage
17. Multiple vehicles (more than two vehicles)
18. Catastrophic property damage
19. Class action suits
20. Civil rights violations

NOTE: This service is separate from each member's risk control service days, and will not be counted as a risk control service day or portion thereof. When a member calls York to report an occurrence that falls within the critical occurrences listed, the CalTIP Litigation Manager will contact CalTIP's Risk Control Manager, Ms. Terrie Norris. Ms. Norris will then contact the member to determine if the member would like to take advantage of the on-site risk control occurrence investigation consultation services. If the member requests this service, a York Risk Control staff will arrange to meet with the member's designated staff to participate in and facilitate a root cause investigation of the occurrence to identify effective actions designed to reduce the probability of a reoccurrence. No investigations have been initiated so far this year.

Emerging Issues Monitoring:

The 2019/20 Risk Control Work Plan will continue to provide the flexibility that permits York Risk Control staff to monitor the industry to identify unanticipated and emerging issues that arise, such as the Public Transportation Agency Safety Plan enacted in 2018. York Risk Control staff will conduct the research on the emerging trends and report back to CalTIP with findings and recommendations for the next steps forward.

Staff attended one of the Public Transportation Agency Safety Plan (PTASP) workshops in August that had been developed and presented by the Federal Transit Administration (FTA). In addition, CalTIP Risk Control staff has worked with several members to identify their needs and questions regarding the development of a PTASP for those small agencies who receive 5307 funds from the FTA and have the option of accepting the PTASP designed by the State of California or designing their own. Staff is in the process of developing a PTASP template that incorporates the information from the FTA template, FTA Guidelines for Bus Transit Agencies, and the information developed through interaction with CalTIP members.

Research Transit Data Tracking Systems:

This item will be discussed under agenda item 8.B.

Safety Culture Support Tools:

Increasing an agency's focus on safety and the cultivation of a safety culture can reduce losses. York Risk Control staff will provide access to new Safety Culture Development tools to instill a culture of injury prevention. Some members may prefer more risk control guided assistance and/or on-site assistance, such as facilitated safety committee development and/or facilitated investigation process development. Additional risk control guided assistance may be purchased directly from York at a rate of $1,750 per day.

"Program Year Kick-Off" Webinar:

York Risk Control staff has recorded a webinar to introduce the 2019/20 Risk Control Work Plan to the CalTIP members so they know what to expect and give those employees who do not attend the April Board meeting an opportunity to ask

questions about the services available in the work plan. Member employees are provided with contact information for obtaining answers to their risk control service questions. The webinar is posted on the CalTIP website. It can be accessed by logging in and then going to the Documents/Safety & Loss Control/Safety and Loss Control Documents/2019-20 Risk Control Services (recorded webinar).

Additional Services and Materials, As Needed:
York Risk Control staff will develop training materials and resources on an as-needed basis to address unanticipated needs and/or CalTIP growth that may occur during the year. Staff is currently working on a PTASP template that provides greater direction than the FTA template.

York Risk Control Website:
Members will have unlimited access to the open risk control resources available on the York Risk Control website (www.riskcontrol.yorkrisk.com). New resources and risk control tools are continuously being added to the website and can be used by member agencies for their employee safety as well as liability control programs.

Transit Safety Training Webinars and Videos:
Members will have access to transit specific training materials (recorded webinars and videos) that have been posted on the CalTIP and York Risk Control Resources websites.

Safety Communications:
York Risk Control staff will provide a variety of safety communications at no cost to CalTIP. These safety communications will include emerging risk management issues and reminders for annual activities.

Telephone and Email Consultation Services:
York Risk Control staff continues to provide telephone and email consultation to members regarding minor issues and to provide clarification on risk control and risk management questions. One of the calls recently received was about accommodating an oversized scooter.

Looking Forward:
This is the time of year the Member Services Committee (MSC) discusses the types of risk control services they would like to consider for submission to the Board at the annual meeting in April. Ideas submitted now will be explored by staff and brought back to the MSC at its February 2020 meeting for further deliberation and recommendation. Some of the services the MSC may want to consider include:

- Public Transportation Agency Safety Plan (PTASP) Template Customization and Implementation Assistance;
- Reasonable Suspicion Training for Supervisors and Managers;
- DOT Drug and Alcohol Awareness Training for Drivers; and

- Loss Analysis of CalTIP losses – this was last completed in 2016.

RECOMMENDATION

None

REFERENCE MATERIAL

- CalTIP Risk Control Services Report May 1, 2019 to August 30, 2019

CalTIP Risk Control Services Report May 1, 2019 to August 30, 2019		
Member	**Activity**	**Project Status**
Amador Transit	Root Cause Occurrence Investigation Training	In Progress
	Combo Wheelchair and Lift/Ramp Training	In Progress
Arcata - Transit	Driving Safely – It's No Secret Training for Humboldt and Arcata	In Progress
Auburn - Transit	No Request	Open
Avalon - Transit	No Request	Open
California Transit Indemnity Pool	Program Development - Refresh Training Materials	In Progress
Central Contra Costa Transit Authority	No Request	Open
Culver City - Transit	No Request	Open
Dixon - Transit	No Request	Open
El Dorado County Transit Authority	Root Cause Occurrence Investigation Training - 2 days	In Progress
El Monte - Transit	Secret Rider	In Progress
	Driving Safely – It's No Secret Training	In Progress
Gardena - Transit	Root Cause Occurrence Investigation Training - 2 days	In Progress
Gold Coast Transit District	Program Development - Programs TBD	In Progress
Golden Empire Transit District	Root Cause Occurrence - Information Gathering for Supervisors Training	In Progress
	Mobility Device Securement Training	In Progress
Humboldt Transit Authority	Secret Rider for Humboldt and Arcata	In Progress
Livermore Amador Valley Transit	No Request	Open
Lodi Transit	Secret Rider	In Progress
	Driving Safely – It's No Secret Training	In Progress
Mendocino Transit Authority	No Request	Open
Monterey-Salinas Transit	Secret Rider	In Progress
	Driving Safely – It's No Secret Training	In Progress
Morongo Basin Transit Authority	Root Cause Occurrence Investigation Training - 2 days	In Progress
Nevada County Transit	No Request	Open
Omnitrans	No Request	Open
Placer County - Transit	No Request	Open
San Luis Obispo Regional Transit Authority	Occurrence Reporting for Drivers	In Progress
	Driving Safety – Reducing Complacency Training	In Progress
Santa Cruz Metropolitan Transit District	Driving Safety – Reducing Complacency Training - half-day	In Progress
	Driving Safely – It's No Secret Training - half-day	In Progress
	Combo Wheelchair and Lift/Ramp Training	In Progress
Santa Rosa - Transit	Driving Safely – It's No Secret Training	Completed
	Driving Safety – Reducing Complacency Training	Completed
Siskiyou County Transit	Occurrence Reporting for Drivers	In Progress
South County Transit	No Request	Open
Tahoe Transportation District	PTASP Consulting	Completed
	Occurrence Reporting for Drivers	Completed
Town of Truckee	No Request	Open
Vacaville - Transit	No Request	Open
Western Contra Costa Transportation Authority	No Request	Open
Whittier - Transit	Occurrence Reporting for Drivers	In Progress
	Root Cause Occurrence Information Gathering for Supervisors Training	In Progress
Yolo County Transportation District	Defensive Driving Training and Wheelchair Lift/Ramp Training	Completed

SAFETY AND LOSS CONTROL MATTERS
Agenda Item 8.B.

SUBJECT: **Transit Data Tracking Systems**

BACKGROUND

At the February 2018 Member Services Committee (MSC) meeting, staff discussed with the Committee implementing a data tracking system. This was borne out of a project conducted during the 2016/17 program year when conducting an in-depth review of one of the CalTIP members which had the highest average occurrence cost per 100,000 miles for the prior five-year period. During the in-depth review, staff found:

- The lack of a standardized online Liability or Vehicle Occurrence (accident/incident) form limits the consistency of data collected at the time of an occurrence (accident/incident). The use of and transference of hardcopy report forms within the occurrence (accident/incident) reporting process absorbs agency resources and can result in lost or misplaced reports.

- The York claims system is not set-up to capture all information collected on the Occurrence (accident/incident) Report forms. The claims system is intended to capture critical components necessary in the management of a claim, which is not necessarily the data needed for detailed root cause analysis. This is standard procedure in the Third Party Administration (TPA) industry.

- The manner in which loss data is represented in a TPA-generated spreadsheet or loss run limits the identification of trends, such as the location of accidents/incidents, frequently involved routes, frequently involved vehicle types, and the actions immediately preceding the accidents/incidents, such as making left turns or right turns.

- Some transit agencies track their occurrences (accidents/incidents) by creating their own internal Excel spreadsheets and directing their staff to manually enter the information gathered and recorded on a hardcopy occurrence (accident/incident) report form into the spreadsheet. This requires extra handling by the staff, and increases the risk of misplacing hardcopy documents as they are transferred between departments.

- Manual entry of information from a hardcopy occurrence (accident/incident) report can result in data entry errors whether the entry is made by internal staff or by TPA staff.

- The inability to quickly and accurately identify trends impedes loss trend identification, root cause identification, and the development of effective corrective actions designed to prevent or at least reduce the probability of recurrence.

In order to improve loss data collection, identify loss trends, and improve the occurrence management oversight process, staff presented information to the MSC regarding a transit data tracking system utilized by three CalTIP Members, TrackIt Manager. At the February 2018 meeting, the Committee directed staff to survey the members to identify how members are tracking their loss occurrences. Twenty-three members responded. Of those responding, 15 are tracking their occurrences in-house (13 using Excel spreadsheets and 2 using Access), 4 are using a system other than TrackIt Manager, 2 are using TrackIt Manager, and 2 are keeping reports in a file/on a server. Of all the respondents, only two indicated the system in use has a feature that facilitates the capture of loss information at the scene.

Also at the February 2018 MSC meeting, staff was directed to evaluate and develop a comparative analysis of other products available in the market, including pricing, importing data and implementation processes, and the ability to use a tablet app and/or a desktop computer for reporting incidents. Based on this direction, staff has continued researching transit data tracking systems to identify a cost-effective system that will facilitate the efficient and complete capture of loss data and enable pool-wide and individual agency loss analysis of trends that can be used to develop tools to better control loss exposures and loss experience. Several companies were contacted; however, staff only received a response from Origami and TrackIt Manager. In addition, staff also again reviewed the capabilities of York's claims system. A comparison of the basic elements of the Origami, TrackIt Manager, and the York claims system is contained in the chart that follows:

Attribute	York First Report of Loss System	Origami	TrackIt Manager
System initially designed for transit	No – Originally developed for workers' compensation claims management	No – Originally an insurance underwriting tool	Yes – Designed by personnel from transit industry for transit industry
Occurrence Report readily available	No – Would need to be designed to CalTIP specifications	No – Would need to be designed to CalTIP specifications	Yes – Current report is a replica of the York Occurrence Report
Occurrence Report available in the field without access to Wi-Fi	No – Have to use paper in the field and complete online once back in the office	No	Yes – Automatically downloads when back in the office

Attribute	York First Report of Loss System	Origami	TrackIt Manager
Available on either Android Tablet or iPad	N/A	Yes	No – Android Tablet only
Can track customer complaints	No	Yes	Yes
Can track losses that have not become claims	No	Yes	Yes
Can track in-house costs	No	Unknown	Yes
Can track claim costs	Yes	Yes	Yes
Can automatically report claims	Yes	Yes	Yes
Can embed photos into the report	No	No	Yes
Can attach photos and other documents	Yes, but file size is limited	Yes – File limitation unknown	Yes – No file size limits
Uses skip logic so questions that don't apply don't show up in the app	No	No	Yes
Can import data from other systems	No	Yes	Yes
Can be expanded to other transit data tracking beyond occurrences	No	Yes	Yes
Members can purchase individual website access to expand use to other transit data tracking features	No	No	Yes – At a reduced cost under an independent contract with TrackIt
Cost	None to CalTIP	Cost based on number of users. User is defined as every supervisor given access to the occurrence reporting tool; this pricing structure could be	1st Year: $53,000 (includes one-time start-up fee) 2nd Year: $50,000 3rd Year: $51,500

Attribute	York First Report of Loss System	Origami	TrackIt Manager
		cost prohibitive. Without information regarding number of users, staff was unable to obtain specific pricing information.	

The costs associated with a data tracking system would be allocated through CalTIP's General and Administrative Expense portion of the annual budget.

The ultimate goal of data gathering is to help members reduce losses and save money. Better data leads us to a better understanding of loss trends and causes. A better understanding of the loss trends and causes guides us to a more effective application of available loss control resources. The combination of a better understanding of the loss sources and a more directed application of loss control and loss prevention solutions can result in reduced losses and increased savings to the members and CalTIP.

RECOMMENDATION

Staff recommends the Member Services Committee direct staff to present the TrackIt Manager proposal to the CalTIP Board of Directors for approval at its December 2019 Board meeting.

REFERENCE MATERIAL

None