

## **(1) Loss Prevention**

1A: Reduce claims resulting from aggressive braking, pedestrian/bicycle strikes and improper mobility device securement by 6% by December 31, 2018.

1B: By December 2022, have a minimum of a 50% reduction in claim frequency and severity of claims greater than \$500K as compared to 2015.

1C: Increase the compliance with Best Practices by the end of 2017.

1D: Increase number of mandatory Best Practices from 1 (driver record monitoring) to 2 by the end of 2017.

### **Action Items**

Identify ways and means to provide consistent information reporting for high risk areas identified in 1A.

Charter Origami Data Group as a Board Committee – Data Governance by March 2017. Set work plan and goals to support strategic plan specifically 1A and 2B

Example of work may include: make definitions for each area and establish metrics used, modify data entry forms to clearly identify which fields are required, create automated work flows to ensure data is collected.

Communicate with all individuals responsible for data entry to ensure consistent information reporting on high risk areas identified in 1A.

Determine which years and data sets to use to make comparisons and report to the Executive Committee by September 2017.

Determine if data cleanup is necessary to ensure consistent information is available for high risk areas identified in 1A. Implement data cleanup if necessary.

Assist and facilitate Phase 2 of Collision Avoidance Project (scheduled for 18 months) which will roll out a larger test of warning system and a new test for adaptive braking (1A). Report outcomes to the Board by June 2019.

Provide annual progress reports to the Board for 1B. Provide final report to the Board for 1B by December 2022.

Determine additional incentives and disincentives for Best Practice compliance by the end of 2017 (1C).

Report to full Board listing of existing Best Practices and currently tracked metrics by March 2017 (1C). Report to full Board all currently tracked compliance items on an annual basis (1C). Explore new ways to track compliance with Best Practices and implement if appropriate by the end of 2017 (1C).

Identify ways and means to decide which existing Best Practices are appropriate for mandatory Best Practices (1D) by June 2017.

Review existing Committee charter or create new charter for working group on mandatory Best Practices. Have committee start with Digital Recording Systems on buses. Draft report due in September 2017 with an action for Board by December 2017 (1D)

## **(2) Loss Control**

2A: Enable member access to claims data to meet member's internal needs by June 2017.

2B: Improve claim information coming from claims department to the Executive Committee/Board (provide more balance) as measured by reporting of denied claims to be completed by June 2017.

2C: Increase Board member awareness of claim cost, root causes, and lessons learned as measured by distribution of serious loss reports for top areas or risk for claims that exceed a value of \$100,000 by March 2017.

2D: Increase availability of video recordings on revenue vehicles.

### **Action Items**

Use Origami Data Group – Data Governance as a sounding board to ensure member access is being met. Invite all members with unique data access issues to be part of that working group. Member representatives participating on this group will determine satisfaction (2A).

Survey Board members regarding necessary changes to Origami and communicate processes (2B). For example:

Survey Board members regarding information they wish to receive prior to settlement/trial decision of a claim or lawsuit with a value of greater by June 2017 (establish communication touchpoints) (2B).

Survey Board members regarding who they wish to receive the information June 2017 (communication touchpoints should be directed to who) (2B).

Implement template report by December 2017 (2B).

Incorporate changes in claims manual (2B).

Create a standardized menu of Origami reports that meet member needs. Advertise menu to individuals and allow those to access information through automated reporting (2A and 2B).

Explore utilizing a dashboard to help report on claims activities or strategic goal milestones (2A and 2B)

Explore a wider distribution of Serious Loss Reports from Board members to work sessions (2A and 2B).

Research percentage of paratransit and fixed route fleet that have digital recording systems to establish a baseline (2D) by May 2017.

Add availability of video recordings to event information captured within Origami (2D).

Add questions regarding the availability of digital recording systems to annual vehicle inventory information (2D).

Utilize a committee structure to review existing Best Practice for Digital Recording Systems (1C and 2D).

Research alternative methods, including grant funding and per claim deductibles, to increase compliance of Best Practices and present to the Board (2D).

### **(3) Board and Staff Engagement**

3A: Improve Board engagement as measured by 88% participation in Board activities such as meetings, workshops, and member representative meetings by December 31, 2017.

3B: Improve Board engagement in out-of-state travel or joint programs with other stakeholders (WSTA, WSDOT) as measured by 60% participation by December 31, 2017

3C: Improve Board knowledge and education as measured by 75% completion of the Behind the Curtain by December 31, 2017.

3D: Executive Director, in consultation with WSTIP staff, develop individualized professional development plans for 100% of the employees by December 31, 2017.

3E: Provide overview of defense counsel selection process and overview of Board Members' role when a lawsuit is filed by December 2017.

### **Action Steps**

Survey after each Board event for participation levels to determine baseline and success (3A). Report out to Executive Committee at each meeting and an annual report to the Board at the December quarterly Board meeting (3A).

Task Board Development Committee to find ways to increase participation in out-of-state events or joint training programs (3B).

Track completion of *Behind the Curtain* and report to Board Development Committee by November 31, 2017 (3C).

Executive Director, in consultation with WSTIP staff, develop individualized professional development plans for 100% of the employees by December 31, 2017 (3D).

Prepare a Request for Information for Defense Counsel and establish a new defense counsel roster by June 2017 (3E). Revised claims manual as appropriate (3E).

Provide overview of defense counsel selection process and overview of Board Members' role when a lawsuit is filed as measured by communication or training to be completed by September 2017 (3E).

#### **(4) Stable Rates**

4A: Verify the WSTIP composite mileage rates are competitive as compared to private insurance market and/or other public entity pools for similar products and services on a tri-annual basis. Next completion date is by December of 2019.

4B: Absent of the long-range strategic goal, maintain WSTIP's composite liability rate ensuring rate increases or decreases are not greater than 5% of the previous years as evidenced by a rate review completed annually and reported to the Executive Committee by March of the following year.

#### **(5) Develop Product and Services**

5A: Create an improved, standardized curriculum and approach to training via a state-wide operator training academy by 12/31/2017 (for both new operator and refresher training).

5B: Explore opportunities for other shared services.

#### **Action Steps**

Research how training is done now for new hire and for refresher including: curriculum, who is providing training and their certifications, how much training costs, and how long it takes (5A).

Research claims information to identify high risk drivers by years of service and high risk routes (1A 5A).

Review existing information regarding already established curriculum (5A).

Outline refresher curriculum program to address high risk claims areas (1A 5A).

Outline new operator training curriculum (5A).

Research license issues with Secretary of State's office for driving schools. Research new FMCSA standards for entry-level commercial motor vehicle drivers (5A).

Determine if there are other stakeholders or partners available (colleges, associations, trucking schools) (5A).

Research third party tester issues with the Department of Licensing (5A).

Evaluate development of a Transit Trainer Certification Program (5A). Outline program (5A).

Estimate costs and tasks associated with training academy (5A). Explore grant funding opportunities (5A).

Support shared services concept meetings when they arise (5B).

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