

***Risk Management Solutions  
for  
Access Services  
Los Angeles, CA***

***Presented by  
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&  
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**access**



# Prior Insurance Structure

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| <p><b>Access</b><br/>Excess Liability – Following Form<br/>\$5,000,000 limit excess of \$5,000,000 excess of \$1,000,000</p>   |
| <p><b>Access</b><br/>Excess Liability – Following Form<br/>\$5,000,000 limit excess of \$1,000,000</p>   |
| <p><b>Access</b><br/>Lessor's Contingent &amp; Excess Liability – Covers Over Leased Vehicles<br/>\$1,000,000 liability limit excess of \$1,000,000 Providers' limit</p> |

**Contractor A**  
\$1,000,000 liability limit  
97 vehicles

**Contractor B**  
\$3,000,000 liability limit  
Excess of \$2,000,000 SIR  
122 vehicles

**Contractor C**  
\$1,000,000 liability limit  
127 vehicles

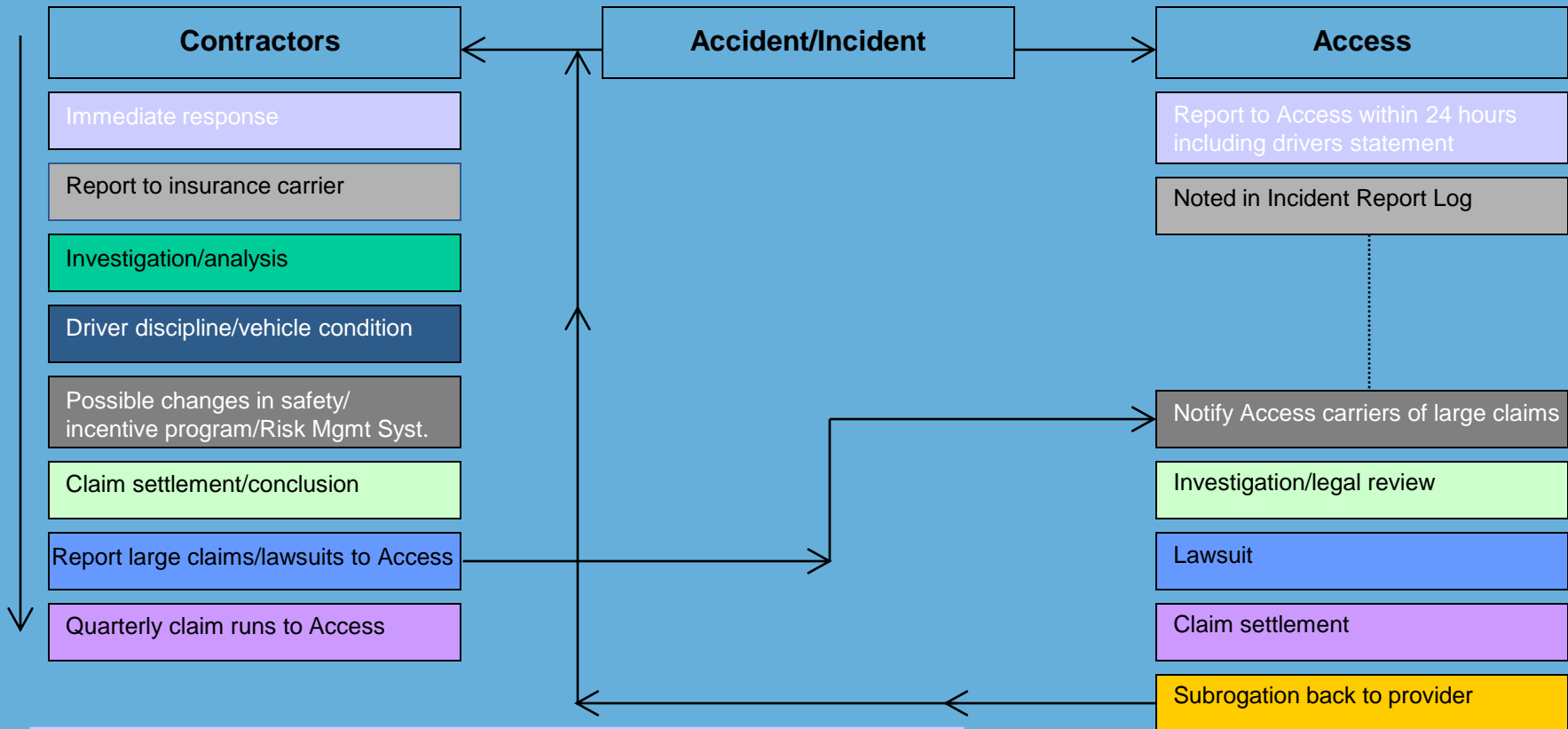
**Contractor D**  
\$1,000,000 liability limit  
89 vehicles

**Taxi Service**

- Underlying insurance notes:**
1. Contractors required to name Access as additional insured.
  2. Coverage is required to be primary and non contributory with any coverage carried by Access.



# Prior Claim Reporting



## Claim reporting notes:

1. After initial incident report, no additional information is given to Access.
2. Incident Report Log is not updated by Access, no claim amounts are provided.
3. Quarterly claim runs are not being provided to Access regularly.
4. Access not notified of large claims until it becomes a lawsuit.

# Prior Insurance and Claim Reporting Structure

## Disadvantages:

- Low limit of liability insurance required from contractors and low total limits purchased by Access
- No coverage on Access' Excess policies for taxis
- Inconsistent handling of claims
  - four different carriers, claim representatives, and claim systems

# Prior Insurance and Claim Reporting Structure

## Disadvantages:

- After the initial incident report, Access is out of the loop and dependent on the Contractor to provide updated claim status reports. Large claims come back to Access many months later.
- No opportunity for Access to use claim information to make changes to safety practices, driver training standards, and vehicle maintenance practices.

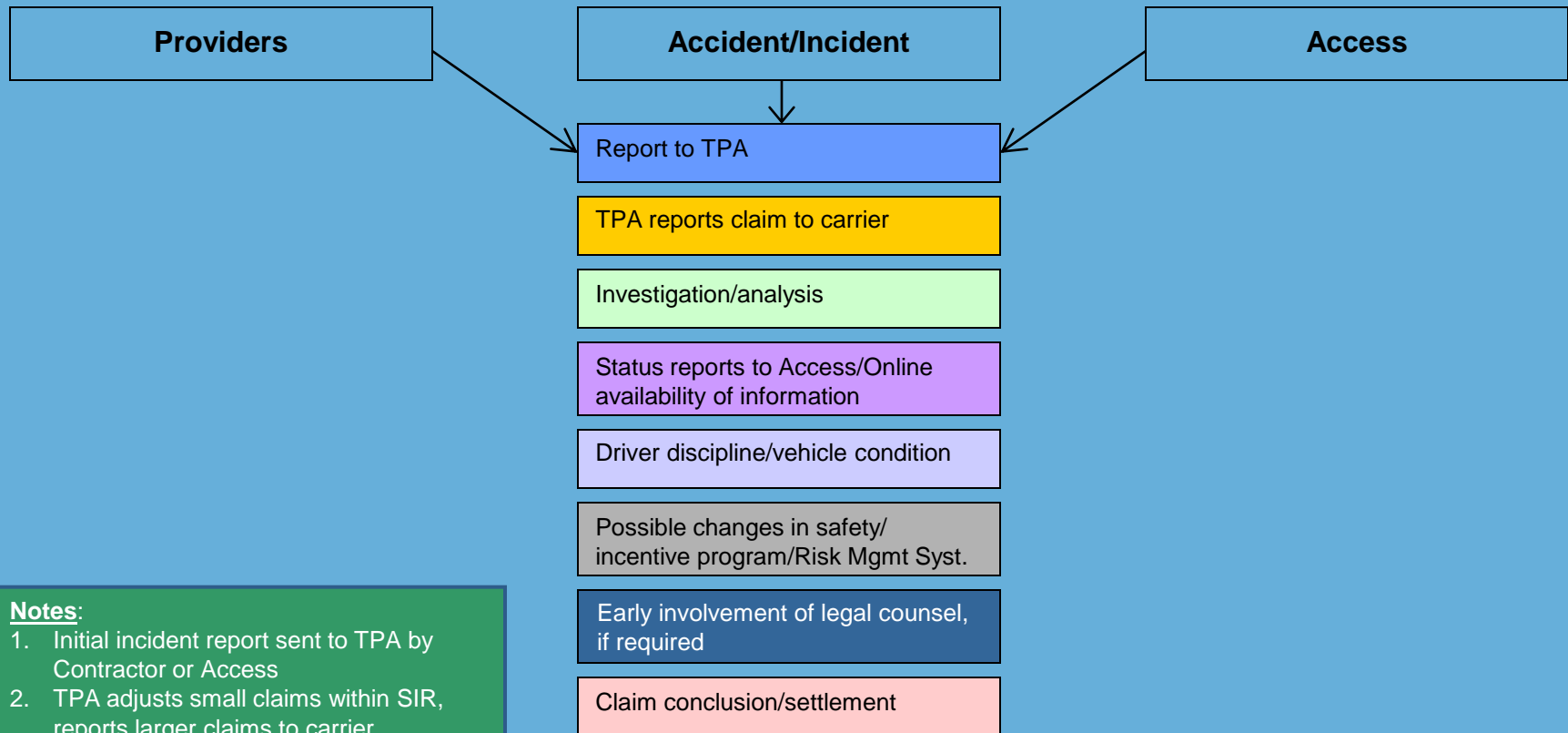
# New Structure

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| <b>Excess Coverage</b><br>\$15,000,000 excess of \$10,000,000<br>Excess of \$1,000,000 Primary           |
| <b>Excess Coverage</b><br>\$5,000,000 excess of \$5,000,000<br>Excess of \$1,000,000 Primary             |
| <b>Excess Coverage</b><br>\$5,000,000 excess of \$1,000,000 Primary                                      |
| <b>Primary Liability Coverage</b><br>\$1,000,000 limit excess of SIR<br>Covers all Access-owned vehicles |
| <b>Self-Insured Retention (SIR)</b><br>(\$50,000 or \$100,000)   |

## Notes:

1. Access is first named insured on all policies with Contractors listed as additional insureds.
2. Third Party Administrator (TPA) hired and paid by Access to handle and settle claims within the SIR.
3. Coverage includes contingent tax liability excess of \$1,000,000.
4. Total program limits are \$26,000,000 excess of SIR.

# Claim reporting under new structure



## Notes:

1. Initial incident report sent to TPA by Contractor or Access
2. TPA adjusts small claims within SIR, reports larger claims to carrier
3. Contractor can access on-line claim system, if desired
4. Different security levels of access available for on-line system

# TPA Information

- TPA works for, is paid by, and is responsive to Access.
- TPA adjusts all claims within the Self-insured Retention (SIR). TPA ensures that legitimate claims from riders are settled quickly and fairly.
- TPA reports claims which may exceed the SIR to Access' carriers, and acts as Access' representative with the carriers.
- Transparency of communication. Detailed claim information is always available on-line 24/7.



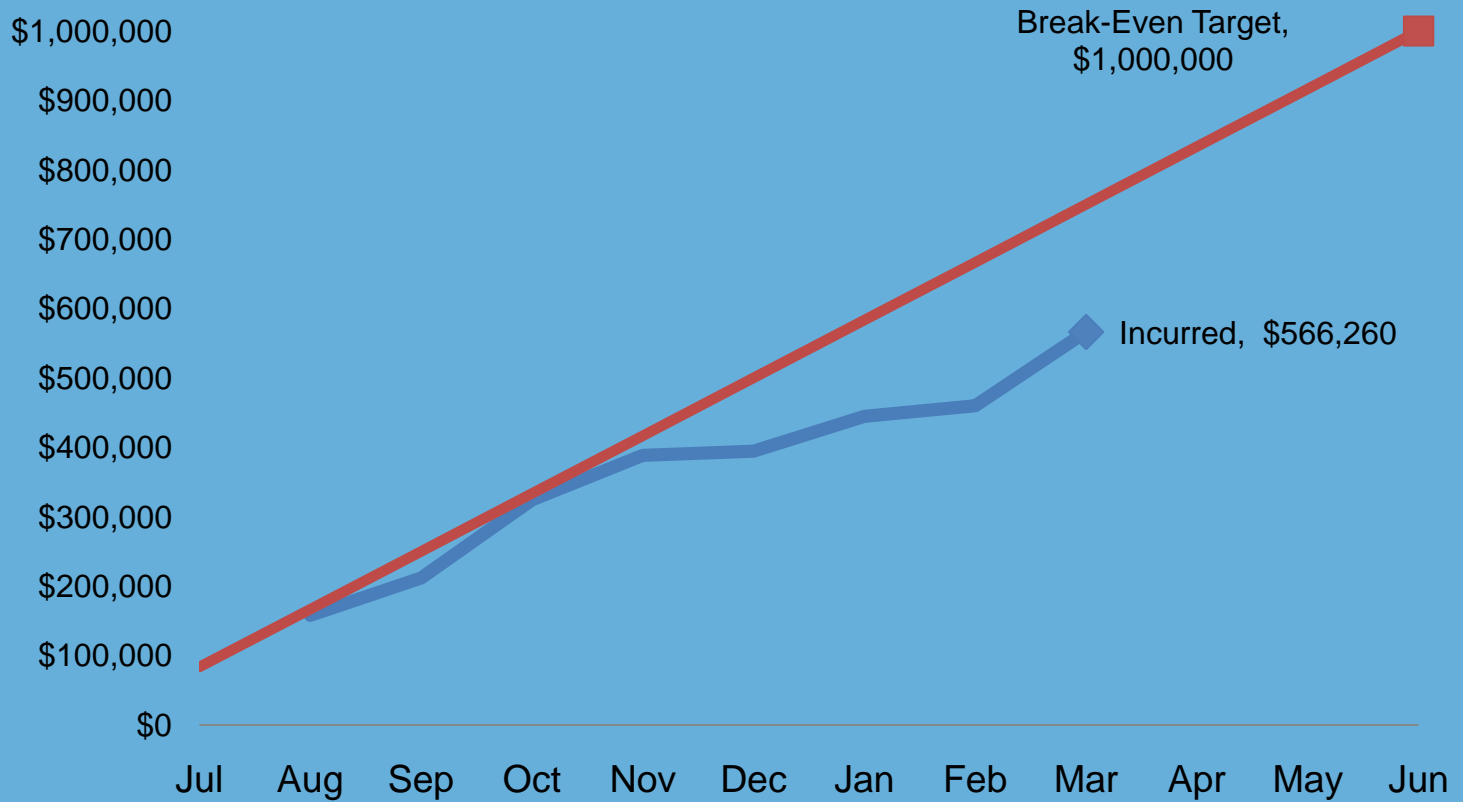
# Benefits of New System

- One insurance program covering Access and the Providers together.
- High limits of protection against possible catastrophes.
- Consistent claim handling managed by a TPA hired by Access.
- Opportunity to learn from claims and to make improvements and changes in the overall safety culture of Access, thereby increasing rider satisfaction.
- Changes will reduce claims, making future premiums less.
- Changes will improve safety to benefit riders.

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# Claims: Target vs. Incurred



# Safety Initiatives

- Rider Safety Orientation
- Wheelchair Marking
- Tether Strap Program
- Driver Safety Pledge
- Weekly Safety Review Committee
- Vehicle Safety Backpack
- Safety Decals/Brake Lights
- Driver Incentive Program

Questions?

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