



AGENDA

JPA: ACCEL CLAIMS COMMITTEE

DATES/TIMES: Thursday, September 23, 2004
10:00 a.m.

PRIMARY LOCATION: Offices of the ACCEL Program Administrators
North Beach Conference Room
Driver Alliant Insurance Services
600 Montgomery Street, 9th Floor
San Francisco, CA 94111
(415) 403-1400

LEGEND: A – Action may be taken
I - Information
1 - Included
2 - Handout
3 - Separate
4 – Verbal

In accordance with the requirements of the Brown Act, notice of this meeting must be posted in publicly accessible places, 72 hours in advance of the meeting, in each of the member agencies involved.

LOCATION(S) VIA TELEPHONE: Pursuant to Government Section Code 54953, members of the public may hear a discussion of this conference at the offices of each teleconference location as listed below.
This Meeting Agenda shall be posted at the address of the teleconference location with access for the public via phone/speaker phone.

- City of Anaheim, 201 South Anaheim Blvd., Anaheim, CA
- City of Modesto, 1010 Tenth Street Place, Suite 5600, Modesto, CA
- City of Mountain View, 500 Castro Street, Mountain View, CA
- City of Santa Barbara, 735 Anacapa Street, Santa Barbara, CA
- City of Santa Cruz, 809 Center Street, Santa Cruz, CA, Room 6
- City of Santa Monica, 1717 Fourth Street, Suite 270, Santa Monica, CA
- Carl Warren & Company, 500 North Central Avenue, 4th Floor, Glendale, CA

4 A. CALL TO ORDER

B. CLAIMS COMMITTEE (A)

- Page 3*
- 1 1. Approval of Minutes – May 25, 2004 – Claims Committee Meeting
Members will receive a copy and may take action to approve or amend.
- 4 2. Appointment of Claims Committee Chair
Per Article VI of the ACCEL Bylaws, members must appoint a Chair.
- 4 3. **CLOSED SESSION – Pursuant to Gov't Code 54956.95**
Members will review the following Closed Session Items
- a. Brassinga v. Mountain View
 - b. Drummond v. City of Anaheim
 - c. Santa Monica Farmers Market
 - d. Shoreline v. Mountain View
- RECONVENE - DISPOSITION OF CLOSED SESSION ITEMS**
- 4 4. Claims Administrator Orientation and Progress Report
Members will have a discussion and may take action if necessary.

**Agenda Item B1
DRAFT**

**MINUTES OF THE
ACCEL CLAIMS COMMITTEE MEETING
SAN FRANCISCO, CA
TUESDAY, MAY 25, 2004, 2:00 P.M.
TELECONFERENCE**

MEMBERS PRESENT

Ben Bankard, City of Modesto
Erwin Young, City of Santa Cruz
Brad Landreth, City of Santa Barbara

GUESTS AND CONSULTANTS

Larry Hunt, Carl Warren & Company
Keyan Aghili, Carl Warren & Company
Janelle Cabanding, Driver Alliant Insurance Services
Mike Simmons, Driver Alliant Insurance Services
Tom Phillips, City of Santa Cruz
Beverly Jensen, City of Mountain View
Sherrell Freeman, City of Monterey

A. CALL TO ORDER

Claims Committee Chair, Brad Landreth called the meeting to order at 2:05 p.m.

B. CLAIMS COMMITTEE

B1. Approval of Minutes – April 14, 2004 – Claims Committee Meeting

A motion was made to approve the minutes as submitted.

MOTION: Erwin Young **SECOND:** Ben Bankard **MOTION CARRIED**

B2. Liability Claims Administrator Contract Renewal – July 1, 2004 to 2007

Larry Hunt and Keyan Aghili of Carl Warren & Company were present to discuss the renewal of the Liability Claims Administrator contract. Larry and Keyan were asked questions varuiys questions by Members in attendance. After a discussion, Brad Landreth thanked Larry and Keyan for

A motion was made to recommend ACCEL to Carl Warren & Company Claims Administration Agreement as presented, subject to the following conditions:

- The contract continue to require Errors & Omissions; and
- The Claims Administrator must provide evidence of insurance prior to the execution of the contract.

MOTION: Erwin Young **SECOND:** Ben Bankard **MOTION CARRIED**

C. PUBLIC COMMENTS

The Program Administrators were directed to review the current AIG Excess Liability Policy to confirm if the policy shows a specific individual for claims reporting and/or adjuster, or an office location. Brad Landreth mentioned that his claims personnel have been working closely with Peter Bloom of AIG, but have been recently informed that due to an internal structure change, this may change and a new adjuster may be assigned. Brad added that he and his staff would like to continue to work with Peter Bloom if possible. Janelle Cabanding said she would ask Dan Howell to communicate this information with Frank Tanabe.

D. ADJOURNMENT

There was a motion to adjourn the meeting.

MOTION: Ben Bankard **SECOND:** Erwin Young **MOTION CARRIED**

The meeting was adjourned at 2:17 p.m.

Agenda Item B5 DRAFT

ACCEL Service Performance Survey of Excess Liability Claims Administrators February 2005

PURPOSE:

ACCEL desires to maintain open and candid communications with it's in all areas involving the services it providers. This survey requests comments from ACCEL concerning the Excess Claims Management Services, the quality of services provided by its staff, and solicits suggestions for program enhancements that would be beneficial for all of ACCEL's members.

PROCESS:

1. The service performance survey shall be used for the purpose of soliciting, collecting, collating, and reviewing the performance of the Excess Claims Administrator staff at Carl Warren & Company.
2. The service performance survey shall commence on _____ and shall request responses by January 15th, 2005.
3. The survey will be posted on ACCEL's website at www.accelpool.org. Each member representative on the ACCEL Board of Directors will be sent an email with instructions and due date for completion of the survey.
4. Program Administrators will consolidate the survey responses and develop a summary document for the ACCEL Claims Committee to review.
5. The Claims Committee will schedule a meeting to review the summary of responses and prepare a status report to the Board at the February 2005 Meeting.
6. The respondents to this service performance survey may be anonymous.
7. Any members with questions regarding the survey should contact the Claims Committee Chairperson, or the ACCEL Program Administrators.

The respondent may remain anonymous, however, we do ask that you provide us with the Member City you are representing. Input should be obtained from those working most closely with the Excess Claims Administrator staff.

Please complete the following survey by choosing one of the following:

Exceptional	Exceeds standards on a consistent basis
Highly Competent	Generally exceeds standards and requirements
Competent	Expected Performance Level
Needs Improvement	Does not consistently meet standards

a. Staff understands my organization and business, and maintains effective relationships and communications with my organization as necessary.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

b. Staff acts as a resource and contact for my organization's claims needs.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

c. Staff sets and meets goals and deadline commitments.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

d. Staff maintains appropriate oral and written records/documentation.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

e. Staff anticipates and proactively responds to my organization's needs by listening to, understanding and solving my problems.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

f. Staff presents logical and clear solutions.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

g. Staff provides meaningful and accurate material, and ensures that documents are current and organized.

Needs Improvement	Competent	Highly Competent	Exceptional
☒	☒	☒	☒

Comment(s)

h. Staff suggests changes or enhancements and alternatives where appropriate.

Needs Improvement	Competent	Highly Competent	Exceptional
☼	☼	☼	☼

Comment(s)

EDUCATION:

i. Staff educates and informs me where necessary.

Needs Improvement	Competent	Highly Competent	Exceptional
☼	☼	☼	☼

Comment(s)

j. Staff advises me of pending changes with regards to claims issues and how they may affect my organization's operations.

Needs Improvement	Competent	Highly Competent	Exceptional
☼	☼	☼	☼

Comment(s)

RISK MANAGEMENT:

k. Staff provides constructive input to my questions and problems.

Needs Improvement	Competent	Highly Competent	Exceptional
☼	☼	☼	☼

Comment(s)

OVERALL:

- I. The overall rating is not meant to be a simple average of your ratings on the individual rating factors. For your overall rating, choose rating that most closely reflects your overall appraisal of the staff services.

Needs Improvement	Competent	Highly Competent	Exceptional
☼	☼	☼	☼

Comment(s)
