

ADMINISTRATIVE SERVICES DIVISION ADMINISTRATIVE SERVICES/RISK MANAGEMENT

The Administrative Services Division consists of Campus Mail Services, Central Duplicating Services, Central Office Supply, Central Receiving, Directory Assistance, the Finance and Administration Records Center, and Risk Management Services. The services offered by these units aid the administrative functions of the University and are driven by a commitment to excellence and customer service.

Summary of Major Accomplishments

The University's property insurance program, which provides comprehensive protection for all University buildings and contents, is maintained by the Administrative Services Division and is administered by the State of Georgia Department of Administrative Services (DOAS) Risk Management Services. Excess insurance is purchased by DOAS Risk Management to insure against catastrophic losses and to protect assets of the State of Georgia. The program provides insurance for direct physical loss or damage to state-owned property. Covered causes of loss include fire, lightning, explosion, wind/storm, hail, smoke, vandalism, sprinkler-leakage, and flood and water damage. Coverage is for actual replacement cost of any damaged property, and all covered causes of loss are subject to a \$1,000 deductible per occurrence, except when the cause of loss is burglary. Laptop computers are subject to a \$1,000 deductible per unit, and a claim of burglary must be supported by evidence of forcible entry. The insured value of all University buildings and contents for Fiscal Year 2010 was \$3,611,152,449. The University's premium for this coverage was \$3,611,152.

During FY 2010 the University of Georgia filed 11 claims under the Building and Contents policy. Six claims from FY 2009 were carried over into FY 2010. Ten claims were paid, including three from FY 2009, at a total value of \$310,548. Of the remaining seven claims, one did not meet the deductible; two were denied because the losses were not covered perils; and four are still pending.

The 10 claims paid included three water damage claims resulting in a loss of \$22,401; one claim for damages caused by a tree falling on an air conditioning unit for a loss of \$9,558; one steam damage claim to data switches resulting in a loss of \$8,143; one claim for damage to a fence for a loss of \$750 and a fire damage claim to equipment for a loss of \$3,726. Three claims that were paid in FY 2010 were carried over from FY 2009: two windstorm damage claims totaling \$38,845; and a snowstorm claim totaling \$227,125.

In FY 2010, the University of Georgia operated 1,691 state vehicles. Per the request of individual departments, 713 vehicles were insured against physical damage through DOAS Risk Management for a premium of \$77,481. A total of 136 accidents involving University vehicles or buses were reported during FY 2010; 83 of these accidents were the fault of University employees, and 53 accidents were the result of other parties. The department also secures All Risk insurance policies that provide specialized coverage for various types of equipment for specific periods of time. Examples of

equipment currently carrying All Risk coverage include campus art exhibits; permanent collections of fine art objects; scientific, photographic and electronic equipment taken on field trips; computer equipment taken off-campus; non-state-owned equipment in the possession of University personnel; boats associated with various University programs; and all money and securities in the possession of University departments. Mysterious disappearance or unsubstantiated signs of burglary are not covered under the All Risk policy. The deductible per incident during FY 2010 was \$500.

In FY 2010, six new claims were filed against the All Risk policy, and five were carried over from FY 2009. Eight claims were paid, which included four from FY 2009, for a total of \$15,907. One claim was denied due to the department's delay in reporting. Claims must be reported to DOAS Risk Management within 60 days of the known loss. One claim was denied because it was not a covered peril, and one claim carried over from FY 2009 did not meet the deductible. Claims filed throughout FY 2010 varied in cause of loss and included burglary, windstorm damage and lost equipment.

Another area of responsibility for Administrative Services includes processing general liability claims for bodily injury or personal property damage that is the result of negligence on behalf of a UGA employee while acting within the course and scope of his/her official duties of employment. Sixty-one liability claims were filed in FY 2010, and eight were carried over from FY 2009. The types of liability claims for personal property include such incidents as falling tree limbs, a lawn mower throwing rocks, water damage to stolen property, fire damage to students' belongings and personal injuries. DOAS Risk Management settled 27 claims. Five claims were denied, which included two from FY 2009, because the University was found not to be negligent or responsible. Twenty-three were closed, which included six from FY 2009, due to a lack of response from the claimant, and two were withdrawn. Twelve claims are still pending.

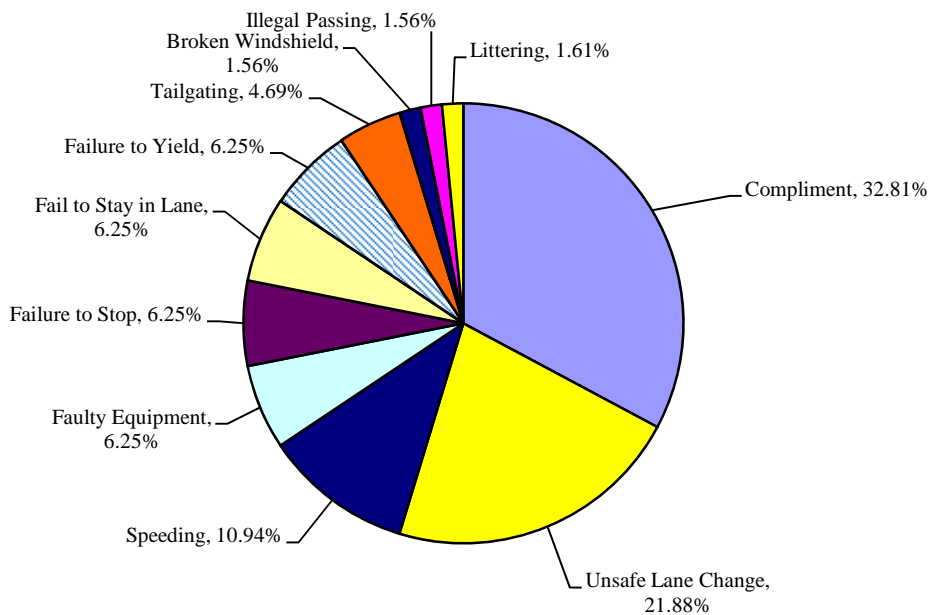
Administrative Services Risk Management continued with the implementation of the Comprehensive Loss Control Program (CLCP) in partnership with the Department of Administrative Services Risk Management. The purpose of the CLCP is to recognize, evaluate, control and anticipate risks and hazards that lead to losses. Findings from the assessment process have provided the University with the opportunity to lower claim frequency and severity as well as the opportunity to lower or eliminate deductibles based on compliance and participation.

In compliance with the CLCP, the Report My Driving program was implemented in December 2009. The University has a total of 1,667 vehicles that have been assigned Report My Driving decals. Since implementation of this program, there have been a total of 60 incident calls (see Exhibit 1), 32% of which were compliments.

Summary of FY 2011 Goals

Administrative Services Risk Management will continue to administer the insurance program in a manner that ensures compliance with all DOAS Risk Management policies and procedures and to identify possible risk exposures to control losses, and will continue to process all claims promptly, working toward finalizing and closing all outstanding claims as punctually as possible. A primary goal is to make progress toward full implementation of all applicable CLCP programs in FY 2011, with processes in place to evaluate their effectiveness.

Incident Call Type Trend
12/8/2009 - 6/30/2010



**ADMINISTRATIVE SERVICES DIVISION
ORGANIZATION CHART**

