

COUNCIL REPORT

M&C No.	2019-61
Report Date	April 02, 2019
Meeting Date	April 08, 2019
Service Area	Finance and Administrative Services

His Worship Mayor Don Darling and Members of Common Council

SUBJECT: Software Renewal - ClearRisk

OPEN OR CLOSED SESSION

This matter is to be discussed in open session of Common Council.

AUTHORIZATION

Primary Author	Commissioner/Dept. Head	City Manager
<i>Ian Fogan</i>	<i>Kevin Fudge</i>	<i>John Collin</i>

RECOMMENDATION

Direct the Mayor and Common Clerk to execute the attached ClearRisk renewal.

EXECUTIVE SUMMARY

The ClearRisk system provides a Management Information System for Risk Management and Fleet. ClearRisk enables the direct reporting of claims, fleet work orders, parts and maintenance billing, fuel usage, lifecycle planning, claim management, Risk Management planning and a broad list of key performance indicators.

PREVIOUS RESOLUTION

At February 4, 2013 meeting of Council the following resolution was adopted:
RESOLVED that as recommended by the City Manager in the submitted report Software Agreement for Risk Management, Council approved the purchase of Risk Management software from ClearRisk Inc., and further that the Mayor and Common Clerk be authorized to execute the agreements with ClearRisk Inc. and Salesforce.com as submitted.

REPORT

The City commenced using ClearRisk for Risk Management Information System in 2013. The system allows for quick and accurate reporting of claims and insurance cost as well as Risk Management planning which lead to substantial insurance savings in 2015 of over \$500,000.

The cost for the Risk Management component is \$11,550 and forms part of the calculation of the City's overall Cost of Risk which is consistently lower than comparators in the public and private sectors.

Fleet began developing a Fleet Management Information System in partnership with ClearRisk in 2016 following a recommendation from an MBA student project in the summer of 2016. The project looked at the cost/benefits of alternative Fleet Management Information System and concluded that if the City of Saint John were to invest in the effort to develop their own system with ClearRisk, that the solution would likely provide the best quality system at the lowest price.

The cost for the Fleet component is \$14,850 which includes access for other departments to run their own reports on their fleet performance and planning for fleet replacement. When the City researched several other Fleet information systems the comparable price was 2 to 3 times the cost of the ClearRisk system.

Beyond Fleet's use of the system to gather work order, parts, fuel, labour and life cycle planning for the City's fleet, the ClearRisk system also allows for direct access to reports and costs of repairs for the different service delivery departments such as Police, Fire, Transportation and Environment Services and Water.

STRATEGIC ALIGNMENT

This aligns with the Council priority of Valued Service Delivery. Management information system such as ClearRisk enable value optimizing decisions and measure and report key performance indicators. Through these systems, Staff are able to make decisions to provide better front line services at the lowest possible cost to citizens and customers.

SERVICE AND FINANCIAL OUTCOMES

The cost of the systems are included in the Risk Management and Fleet budgets but enables management decisions in the planning and reporting of Fleet and Risk Management decisions.

INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS

None

ATTACHMENTS

1. Original agreement with ClearRisk Inc. and Salesforce.com
2. Amendment to original agreement – Claims System
3. Amendment to original agreement – Fleet System

