



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

RISK MANAGEMENT

OVERVIEW

The Risk Management Department serves as a strategic partner across the City, integrating risk awareness into operations, decision-making, and service delivery. The department oversees claims administration, litigation coordination, and risk financing while advancing loss prevention, safety initiatives, and continuous process improvement. By leveraging data, education, and collaboration, Risk Management protects City assets, safeguards employees and residents, and supports sustainable organizational performance.

FY 2026/27

SAFE, CLEAN & BEAUTIFUL

- Continue to evolve the Safety Review Board to operate as a solution-oriented entity using data and analysis.
- Engage Safety Liaison for each City department.
- Increase the number of safety training hours by 10%.
- Increase the number of safety inspections by 10%.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Create and implement Risk Management Intake System.
- Continue to streamline workers' compensation, property and general liability processes.
- Pursue ongoing training and certifications to remain current on industry standards.
- Update Standard Operating Procedures and internal policies.
- Increase use of data and innovation to improve safety and efficiency using telematics.

PERFORMANCE MEASURES AND SCORECARD

RISK MANAGEMENT

Workload Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Number of general liability claims filed	116	90	105	110	110	110
7	Number of auto claims filed	187	176	199	170	249	190
7	Number of medical claims filed (OSHA Recordable)	127	120	121	130	51	130
7	Days away from work	999	215	364	450	2,626	450
7	Number of claims resulting in lost time	32	23	21	25	14	22

Effectiveness Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	*Subrogation rate	60.22%	40.22%	28.51%	35%	20%	40%
7	Workers' compensation experience modification rate	1.05	0.95	0.85	0.80	0.84	0.90
7	**The National Employee Survey™ (NES™): Percentage of respondents rating Risk Management services overall as excellent or good, strongly or somewhat agree	82% ↑	80% ↑	83% ↑	80%	**	80%

*Subrogation results will not be fully reflected until well into next fiscal year, or possibly the following fiscal year.

**NES - Percent of respondents rating serve as excellent or good from the annual National Employee Survey™ for Port St. Lucie. The following symbols are provided to show the relationship to the National Benchmark. The NES Survey Results will be updated in FY 2027 once released.

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower