
2017 Accountability Award

STARS Enterprise

Claudia Chavez, Robin Gray, and Eric Wolf

Denver International Airport, and Department of Finance

Nomination submitted by Sharon Bankes, Matt Conway, Tom Lisi, Ray Sibley, Kate Tremblay, and Bob VanDyke

Nomination 1

As a result of the teams efforts, the online STARS template was adopted and implemented citywide. The

template allows Risk Management a much more standardized and streamlined portal for information collection which has resulted in numerous benefits as related to data sorting and analysis. Since this template was implemented Risk Management has seen dramatic improvements. Documenting property damage claims has become much more efficient and comprehensive. The data entry process is much easier to train and understand for the end user. By placing the form 'online' Risk Management was able to eliminate the paper process, receive and disseminate data immediately after it was entered, provide apps that can be loaded on smart phones and tablets and realize efficiencies in time costs.

The above mentioned individuals worked collaboratively across agencies, coordinating with their respective departments to develop a user friendly online template for entering property and motor vehicle damage for use by all city agencies.

The STARS database provides City and County of Denver leadership the necessary tools to ensure accountability at all levels of the organization. By streamlining this process we have taken accountability to the next level. With the new fields created by the team together with drop down menus and other tools, Risk Management and safety professionals can perform more complex/detailed sorts resulting in comprehensive reports. All of these enhancements allow for city leaders to make more informed and data driven decisions.

Simply put, safety is defined as the process and/or controls used to mitigate or prevent hurt, injury or loss. The STARS system is an essential component for risk analysts and safety professionals to compile data and analysis used for preventing accidents. With all of the examples provided in this application, this team has significantly enhanced the safety culture and practices for the entire city.

This improvement greatly reduces the waste reduction of the use of paper, and copying of reports. Economically is standardized process efficiencies and no wasted efforts. These increased efficiencies will eventually develop into long term and sustainable benefits, financially and operationally, with regards to the safety of our employees.

Nomination 2

This project took a citywide paper process and automated it. As part of the automation it provided examples and information to assist supervisors in completing the process of reporting accidents in a more efficient effective manner.

This was a collaborative effort across agencies to develop a user friendly online reporting system for entering and tracking damage to city vehicles and property. It required coordination between the agencies, within each agency and with an outside vendor.

The STARS data base provides information and data to city leadership in maintaining accountability and making informed decisions. By adding new fields created by this team, with drop down options we can perform more complex analysis and detailed reports.

Safety is the process by which we mitigate or prevent injuries to employees and damages to city property. STARS the city's Risk Management Information System provides the tool to identify and measure exposures and formulate policies and procedures to minimize loss. The participants in this project showed professionalism and respect across agency lines to complete the project and furthered the goal of city wide safety for all employees.

Reporting is easier, the information gathered is more complete and it happens in a more timely fashion. This allows for decision making in a shorter timeframe which is more cost effective. Eliminating the paper flow in this process is a great cost reduction and more efficient. By allowing for better informed and quicker decisions this process will reduce city loss exposures and contribute to financial sustainability.

Nomination 3

The team implemented a citywide STARS online template which will allow Risk Management a portal that is both streamlined and standardized. The collection of information has resulted in a much easier method of data sorting and analysis improvements. The end user of the system will find it easy to understand and generate reports. By implementing this online method of gathering vital information needed for both property damage and vehicle accidents Risk Management has eliminated their paper process which was touched by many individuals before being placed into the system. The data is entered and immediately disseminated. There will even be an app that can be loaded on smart phones and tablets which will increase both efficiency and time costs.

These three individuals worked collaboratively across agencies (Dept. of Finance and Aviation), coordinating with their respective departments to develop a user friendly online template for entering property and motor vehicle damage for use by all city agencies. The result of this work is an online STARS template implemented citywide. The template allows Risk Management a much more standardized and streamlined portal for information collection. This data is then utilized by agencies more effectively to make decisions regarding injured employees and how best to support them. The implementation of the template and improved ability to analyze data is contributing the reduction of injuries and in the time for employees to return to work. The documentation of property damage claims has become much more efficient and comprehensive. This standard template for data entry of safety incident information has standardized the information collected and ensured a simpler input process.

This makes it easier to train employees in the use of the input and process while reducing time to do the process. The improvements of the elimination of a paper process beyond saving time and materials includes the ability to receive and disseminate data immediately after it was entered, provide apps that can be loaded on smart phones and tablets and realize efficiencies in time costs.

The STARS database provides City and County of Denver leadership the necessary tools to ensure accountability at all levels of the organization. By streamlining this process we have taken accountability to the next level. With the new fields created by the team together with drop down

menus and other tools, Risk Management and safety professionals can perform more complex/detailed sorts resulting in comprehensive reports. All of these enhancements allow for city leaders to make more informed and data driven decisions.

The STARS system is an essential component for risk analysts and safety professionals to compile data and analysis used for preventing accidents.

This team has significantly enhanced the safety culture and practices for the entire city.

This improvement greatly reduces the waste reduction of the use of paper, and copying of reports. Economically is standardized process efficiencies and no wasted efforts. These increased efficiencies will eventually develop into long term and sustainable benefits, financially and operationally, with regards to the safety of our employees.

Safety is priority 1. Safety is defined as the process and/or controls used to mitigate or prevent hurt, injury or loss. The STARS system is an essential component for risk analysts and safety professionals to compile data and analysis used for preventing accidents. With all of the examples provided in this application, this team has helped to significantly enhanced the safety culture and practices for the entire City and County of Denver.