RISK MANAGEMENT INCIDENT FLOW CHART

City staff is notified of an incident that needs assistance.

City staff notifies Risk Management of incident and receives approval to contact a Risk Management contractor.

Risk Management approves and directs staff to either contact contractor directly OR Risk Management will assist with dispatch.

Contractor will confirm availability and provide City staff with an ETA.

Risk Management to update team with an ETA.

Risk Management will go to the scene if necessary and document damages, take photographs/video, and provide information to 3rd parties.

Contractor will arrive on site and provide an assessment with a recommended scope to City Team.

City Team will review and approve scope.

Contractor will complete the work as approved. Any change orders (if needed) are required to be approved.

Contractor will send invoice to Risk Management.

Risk Management and staff will review the scope of work to review invoice and ensure accuracy.

Risk Management will process invoice.