

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF RISK MANAGEMENT**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Risk Management has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIApress reading room.*

ORM is committed to a transparent, open form of government. ORM makes certain records available online to the public, if those records exist. Our website includes links that show information related to:

- Employee salary information;
 - <http://dchr.dc.gov/public-employee-salary-information>
- ORM's FY14 Budget;
 - <http://cfo.dc.gov/node/465102>
- ORM Administrative Orders;
 - <http://orm.dc.gov/node/857622>
- ORM Performance Plans;
 - http://oca.dc.gov/node/160652#performance_RK0
- ORM Reorganization Plan;
 - <http://orm.dc.gov/node/858192>
- Statements of policy;
 - PSWCP Notice of Final Rulemaking
<http://orm.dc.gov/node/201262>
 - Tort Liability 12-309 Statute
<http://orm.dc.gov/node/158462>
- Administrative Staff Manuals.
 - District of Columbia Captive Insurance Agency
<http://orm.dc.gov/node/134082>
 - Tort Liability Claims Handling Procedures Manual
<http://orm.dc.gov/node/856902>

ORM also provide links for the public to provide feedback to the agency. ORM also post press releases and agency testimony on our website.

ORM's FOIA requests are issue specific – ORM does not have categories of records that are frequently requested. When appropriate, ORM posts documents in the ORM FOIAXpress reading room.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

ORM meets its obligations to the District's FOIA statute by responding timely to FOIA requests and by providing, when appropriate, as many requested records as possible. ORM has a link on our website for the public to submit FOIA requests via FOIAXpress; ORM also provides the name and contact information of the agency's FOIA officer.

The Captive Insurance Agency, which is housed within ORM, is guided by an Advisory Council established by statute. The Advisory Council is composed of seven members appointed by the Chief Risk Officer and serves solely in an advisory capacity. It meets on no less than an annual basis. The meetings of the Advisory Council are open to the public and notice of the meetings are published in accordance with the Open Meetings Act.

- *Steps your agency will take to increase public access to information.*

ORM will continue to process FOIA requests via FOIAXpress and upload as many records as possible in the public reading room. ORM will also continue to post our press releases and agency testimony on our website.

ORM is also developing a mapping system that will provide a searchable mechanism for the public to identify locations throughout the District where tort claims have arisen due to potholes, street and sidewalk defects and tree-related issues. The map, once it is complete, will be available on ORM's website.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The Captive Insurance Agency Advisory Council annual meeting is not recorded by electronic means as it is not feasible for ORM to record these meetings in this capacity. Detailed minutes of the meeting are kept and will be made available on ORM's website.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

ORM-specific data is provided annually to the Council and the public in ORM responses to performance oversight and budget hearing questions. In addition, ORM is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to

publish online later this year. If no dataset from ORM is selected to be included in this 2014 release, ORM will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

ORM last promulgated rules and regulations for its Public Sector Workers' Compensation Program in 2012. The Notice of Final Rulemaking was published and is available at <http://orm.dc.gov/node/201262>. ORM also makes available its Administrative Orders at <http://orm.dc.gov/node/857622>. When ORM prepares rules and regulations in the future, notice will be published for a minimum of thirty days in the D.C. Register and on ORM's website to provide the public with an opportunity to comment. A designated email address will also be available to receive comments electronically

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

ORM shares information and resources to keep the public properly informed through orientation sessions, public meetings, and Frequently Asked Questions distributed via electronic means and hard copies. ORM regularly invites comments and feedback from key stakeholders and the public. ORM puts out press releases on significant matters we are handling, which are made available on ORM website. ORM provides two ways for the public to provide feedback – they can email ORM or fill out the “Ask the Director” form and submit anonymously. The Public Sector Workers' Compensation Program instructional video on the ORM website also provides key information to stakeholders within that Program. In addition, ORM responds to inquiries of local and national media, including bloggers, as well as private citizens, although we do not provide legal advice to private parties.

- *How your agency identifies stakeholders and invites their participation.*

ORM regularly engages key stakeholders in our various initiatives and when making substantial changes to our policies, rules and regulations, and/or procedures and practices. The nature of a particular initiative dictates who the key stakeholders will be, and ORM uses a variety of strategies to encourage their participation. For example:

- ORM assembles work groups and focus groups of key stakeholders
- ORM hosts monthly meetings with Agency Risk Management Representatives (or ARMRs) to provide information and solicit feedback
- ORM presents information sessions for stakeholders and other interested parties
- ORM collaborates with a variety of agencies on a wide array of initiatives

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

ORM is continually analyzing its FOIA and other information requests to identify additional information that can be made available to the public through its Open Government webpage and the FOIAXpress Reading Room.

In planning for FY15, the priority is to create more opportunities for proactive engagement with the ARMR community and other key stakeholders to educate them on Cost of Risk and other risk management programs.

3) Collaboration

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

The Office of Risk Management collaborates with other District agencies, the federal government, the public, and non-profit and private entities in fulfilling its obligations. For example, the Risk Management Council, which is composed of the ARMRs from each agency within the District, meets on a regular basis to keep apprised of risk-related issues facing the District government.

In order to improve collaboration, The Office of Risk Management participates in community meetings, Roundtable discussions, utilizes Facebook, Ask the Director function, mail, email, text messages, and telephone calls. Information on how to use these methods of collaboration is found at <http://orm.dc.gov>.

Meetings are held regularly involving ORM and its stakeholder agencies, where information is exchanged and feedback sought. Additional meetings are regularly held with stakeholders to organize, prioritize and resolve issues that may arise. ORM's website and Facebook page list and give links to news, events, and updates relevant to the agency.