Celebrating the Past
Preparing for the Future
Turnover

There is significant turnover at a time that is critical in pooling evolution.
Turnover

• **Growth** in virtually every respect since 1974
• A move toward **in-house operations**
Turnover

- We have recruitment and retention struggles
- Our service providers are hurting too
- More turnover among our governing bodies
- Significant knowledge retention risks
Top Pool Executives

- New in the next 9 years
- New in the last 5 years
Years of Pooling Experience

- 9 or fewer
- 10 - 24
- 25+
Turnover

- We will conduct **frequent orientations** and onboarding
- Recruitment and **retention efforts will be structured**
- We will **document** to ensure business continuity
Cybersecurity

There is:
• Increasing **risk** among public entities
• Increasing **frequency** and **severity** of claims
• Increasing **demand** for coverage
• Increasing **cost** and decreasing availability of reinsurance
• A lot of other stuff that makes this messy
Cybersecurity

past

present

future
Cybersecurity

- The **most recent cyber breaches** impact perceptions
- There are **irreconcilable differences** between public resources and reinsurer expectations
- Technology continues to **change rapidly**
- Cybersecurity rests upon **unrelenting user vigilance**
Cybersecurity

• Cyber exposures and premiums will outpace liability exposures and premiums
• In order to remain viable, pools will develop and introduce novel cyber coverage and mitigation
There are changing patterns, increasing frequency and severity of hurricanes, wildfires, storms, hail, cricket infestations, and other weather-related events.
Weather Patterns

August 01, 2016

Assuming no changes in reserving methodologies, our actuarial analysis indicates a reduction in property rates of 10.6 percent in 2017.
Weather Patterns
Weather Patterns
Weather Patterns

• Call to action for investment in **new infrastructure and community resiliency**
• The precision of **catastrophe modeling will improve**
• Coverage and pricing will **become more exacting**
We face many new stressors, but increased mental health awareness and treatment means well-being is becoming better supported.
Well-Being

• Well-being has **not been an area of focus** or even something we talk about much
• Pools were **early advocates** for workplace wellness and integrated disability management
Well-Being

- **State and federal laws** address well-being
- **Technology influences** impact our relationships
- We live at a time of **social rebalancing**
- We face **polarization** and distrust
- **The pandemic sucked**
- A record number of people suffer from **burn-out**
Well-Being

- New expectations in employment relationships
- Physical and mental health services fully incorporate well-being needs
- We will live longer
Pooling Mindset

Pools are not too big, well established or important to fail.
Pool Mindset

- Pools started from **necessity**
- Our roots are in public entity governance models and we hold **values that serve the greater good**
**Pool Mindset**

- Pools are **mature organizations**
- We must guard against **active inertia**
- There are strong beliefs about **pooling culture**
Pool Mindset

• Pools deliver **commercial value** to public entities
• Pools **shape the market** for coverage, services
• Pools hold long-term **member relationships**
• Pools bolster **community values**
• Pools have an ecosystem of **shared best practices**
• Pools **act sustainably**, ethically and consistently
TURNOVER
CYBERSECURITY
WEATHER PATTERNS
WELL-BEING
POOLING MINDSET