

CitizensConnection



Citizens Tests Amped-Up Mobile Strike Zone Offices



Strike Zone Office Exercise 2021

As Citizens expands its catastrophe response capabilities, earlier this month employees held an exercise to practice setting up a mobile Strike Zone Office that will be used near areas impacted by future catastrophes.

Employees from Claims Catastrophe (CAT) Operations, the Enterprise Resiliency Organization and other teams set up the 45-foot Citizens-owned Claims Service Vehicle (CSV) and an Agility Recovery Solutions 53-foot Mobile Recovery Center (MRC) with slide outs on a parking lot next to Citizens' offices in downtown Jacksonville.

The Strike Zone office solution will serve as back-office operations for Claims CAT Operations managers and adjusters processing claims near a catastrophe-impacted area.

Employees from Claims and the Enterprise Resiliency Organization (ERO) spent several days setting up the trailers, testing communications and networking systems, and validating that workflows functioned well from the remote location.

Resiliency Solution to Meet Policyholder Needs

The CSV and MRC combined will have capacity for approximately 60 people. They are equipped with Long Term Evolution (LTE) cellular communications as well as satellite communications to ensure stable connectivity while working in a catastrophe area where infrastructure may be damaged.

The mobile Strike Zone Office provides remote office capabilities to support claims processing and related activities within a high exposure (policy count) area where there is extensive damage to Citizens policyholders' property. This resiliency solution will give the company an option if traditional office space is difficult to find near an impacted area, as it did in the Florida Keys following the devastation resulting from Hurricane Irma in 2017.

"In the past, we have struggled to find office space in and near the areas of impact after catastrophes," said Sandy Allison, Manager, Business and Systems Resiliency for ERO, who helped secure the contract with Agility for mobile recovery capabilities. "This provides Citizens another resiliency option to meet our policyholder needs."

Claims managers can use the CSV to oversee catastrophe response while staff adjusters can use the Agility MRC to process claims activities. Depending on a hurricane's destructiveness, Citizens deploys dozens, sometimes hundreds, of contracted independent adjusters. About 100 field staff and adjusters can simultaneously connect, using Wi-Fi at any given time, to systems and upload files as needed.

"What we've done with establishing a mobile Strike Zone Office has really moved the ball forward for us," said Craig Sakraida, Vice President of Non-Litigated Claims, who oversees the company's catastrophe response. "This is going to give us the ability to more easily work near and be more effective in areas hit hard by disasters."



(From left) Greg Narcisi, Claims Manager; Robert Mayfield, Disaster Recovery Planner; Sandy Allison, Manager, Business and Systems Resiliency; Craig Sakraida, Vice President of Non-Litigated Claims; and Deric Pantry, Technical Support Technician helped conduct an exercise to test Citizens enhanced mobile Strike Zone Offices.