

Executive Summary

Claims Committee Meeting, November 21, 2024
Board of Governors Meeting, December 4, 2024

Roof and Property Reporting Services

Topic

This Consent Item seeks Board approval for \$3,400,000 in additional contract spend under Citizens' current contract with Eagleview Technologies, Inc. for roof and property reporting services. This would result in a total approved spend of \$6,457,000. This approval is requested to cover usage through the end of the contract term due to increased usage for Hurricanes Helene and Milton. The Board initially approved \$2,152,000 in spend for the life of the contract in September 2022. The Board approved an additional \$905,000 in spend in July 2024 due to higher than anticipated usage, in part due to Hurricane Idalia in 2023. The contract expires on January 28, 2026, with no available renewals.

History

Citizens has contracted with Eagleview Technologies, Inc. for Roof and Property Reporting Services since 2019. Eagleview services provide aerial images of structures and related measurements including angles of roofs, walls, windows, and door openings. The reports integrate with Citizens' claims estimating platform, Xactimate, for automated measurements and sketches of the roofs for loss estimates. This time saving automation is critical in a catastrophe response. The services provide access to nearly two (2) decades of historical imagery, in addition to more than 9.5M miles of new flight imagery collected by Eagleview each year. This makes it possible to efficiently analyze property change over time. Eagleview is also the only geospatial software provider that is integrated with Xactware.

The greatest anticipated benefit of the services is realized during a large CAT response. In order to expedite the claims handling process, Eagleview roof reports are automatically ordered on every CAT claim. This expedites the process as it often negates the need for the adjuster to physically access the roof and eliminates the need for manual measurements. These reports import automatically into the claim file which speeds up completion of the estimate. In addition to this automation, Eagleview imagery is four (4) times more detailed than standard aerial imagery and seventy (70) times more detailed than standard satellite imagery, and roof measurements are measured to the ninth decimal point. This ensures a level of accuracy beyond that of manual inspection and reduces physical risk to adjusters who no longer must climb ladders and walk roofs.

Eagleview is the only vendor in the marketplace who can provide this type of integrated Roof and Property Reporting Service to Citizens. As a result, Citizens procured these services through a Single Source process in accordance with Citizens' Purchasing Policy and s. 287.057(3)(c), Florida Statutes.

Citizens has ordered approximately 40,000 reports since the new contract was executed on January 29, 2023, with an average monthly volume of approximately 2,000 reports per month. Total contract spend is \$1,957,474 as of October 10, 2024. The estimated cost of the contract, including the \$3,400,000 in additional requested spend, is not to exceed \$6,457,000. This estimate does not include costs for future catastrophes due to their unpredictability. If an additional catastrophe depletes Board approved spend before the end of the contract term, staff may seek Board approval for additional funds.

Recommendation

The recommendation is listed in the attached Consent Item.

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ACTION ITEM

New Contract

Contract Amendment

Other _____

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval July 10, 2024

Other _____

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	Eagleview Technologies, Inc. Contract No: 22-22-2004-00
Purpose/Scope	This Consent Item seeks Board approval for \$3,400,000 in additional contract spend under Citizens' current contract with Eagleview Technologies, Inc., for a total of \$6,457,000 in approved contract spend.
Contract ID	Roof and Property Reporting Services Contract No. 22-22-2004-00 Eagleview Technologies, Inc.
Budgeted Item	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Procurement Method	The contract was procured pursuant to Single Source No: 22-2004. This contract was entered into with Eagleview Technologies, Inc. effective January 29, 2023.
Contract Amount	Citizens is requesting an additional \$3,400,000 in approved spend, for a total of \$6,457,000. The Board approved \$2,152,000 in contract spend as part of the initial contract approval in September 2022 and another \$905,000 in July 2024 for increased usage of the tool. The estimated \$6,457,000 in total approved spend does not include costs for future catastrophes due to their unpredictability. If an

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	additional catastrophe depletes Board approved spend before the end of the contract term, staff may seek Board approval for additional funds.
Contract Terms	This contract has a three (3) year term, with no renewal option.
Committee Recommendation	Staff proposes that the Claims Committee review, and if approved recommends the Board of Governors: a) Approve an additional \$3,400,000 in contract spend under the Roof and Property Reporting Services contract with Eagleview Technologies, Inc., for a total approved amount not to exceed \$6,457,000 as set forth in this Consent Item; b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
Board Recommendation from Committee	If approved at its November 21, 2024 meeting, the Claims Committee recommends that the Board of Governors: a) Approve an additional \$3,400,000 in contract spend under the Roof and Property Reporting Services contract with Eagleview Technologies, Inc., for a total approved amount not to exceed \$6,457,000, as set forth in this Consent Item; b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
Contacts	Jay Adams, Chief Insurance Officer