Safety Matrix Connecting Field Data to Enterprise Risk Reality

SPEAKERS

Kalin Stoimenov

Sr. Director of Risk and Safety Data Analytics | First Student

Rebecca Schulthess

Sr. Analyst Risk Data and System | First Student

Susan Enslen

Specialist Safety Reporting and Support | First Student

CONNECTING RISKS THAT MATTER

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Introduction

SPEAKER

Susan Enslen

Specialist Safety Reporting and Support | First Student

CONNECTING RISKS THAT MATTER

Who is FIRSTstudent

#1 North American student transportation provider

~44,000 buses, transporting 4.5 million students daily

1,000+ school districts across U.S. and Canada

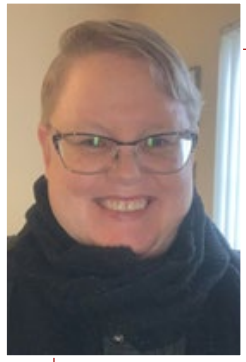
Safety is our #1 core value

Strong investment in **Risk & Safety Intelligence** to protect our people and passengers

CONNECTING RISKS THAT MATTER

Meet the Risk & Safety Riskonnect Admin Team

Kalin Stoimenov is the Senior Director of Risk and Safety Data Analytics at First Student. With over 20 years of experience in data analytics and risk management, Kalin specializes in building scalable dashboards, automating reporting processes, and delivering actionable insights that drive safety and claims performance. He has played a key role in multiple TPA transitions, RMIS platform implementations, and the development of new claims operations. Based in the Dallas–Fort Worth area, Kalin is passionate about helping organizations turn complex data into clear strategies for improving risk and safety outcomes. Outside of work, he enjoys traveling, climbing, yoga, and exploring new cultures through food and experiences.



Becky Schulthess is a Sr Analyst Risk Data and System at First Student, Inc., bringing nearly four years of dedicated experience with the company and over 15 years in data analytics and project management. At First Student, Becky specializes in developing dynamic dashboards and reports, streamlining processes through automation, and delivering actionable insights that drive informed, data-backed decisions. Based in Fond du Lac, Wisconsin, Becky is an avid supporter of all Wisconsin sports. Outside of work, she enjoys fishing, collecting sports memorabilia, and spending quality time with her family.

Susan Enslen is a dedicated Specialist in Safety Reporting and Support with over 20 years of experience with First Student. Susan plays a critical role in ensuring that safety incidents involving school buses are reported accurately and are in-line with the First Student Safety definitions. Susan creates reports for Senior Executives and Board Meetings using the safety data retrieved from Riskonnect. Another focus for Susan is creating and reporting on Site Safety Reviews (Safety Audits) for the company. She resides in Kentucky with the skyline view of Cincinnati and is based in the Cincinnati Headquarter Office. In her spare time, she enjoys spending time with family and following several area sports teams. She is a Cincinnati Bengal season ticket holder, still waiting for that Super Bowl win.

Smith Arroyo is an Analyst, Risk Data and System at First Student, Inc., with nearly four years of experience with the company and over six years of experience in data analytics and risk management. At First Student, Smith focuses on financial reporting, transaction reconciliation, building dashboards, and automating reporting processes to deliver clear, data-driven insights. Based in Dallas-Fort Worth Area, Smith is passionate about both competitive and recreational sports. Outside of work, he enjoys traveling, fishing, watching or playing sports, trying new foods, and spending time with the family.

Our Riskonnect Journey

Risk, Safety and Security were in **separate silos**, all using different platforms

Go **Live** 2023

One Stop Shop….

- ✓Flash Alerts
- ✓Incident Intake
- ✓Claims Administration
- ✓Root Cause Analysis (RCA)
- ✓Site Safety Reviews (Safety Audits)
- ✓Corrective Actions
- ✓Safety Debriefs and Contacts
- ✓Near Miss and Hazard Reporting
- ✓ERM
- ✓Property Management
- ✓Security
- ✓Task Assignments
- ✓Mobile App

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Challenges before Riskonnect

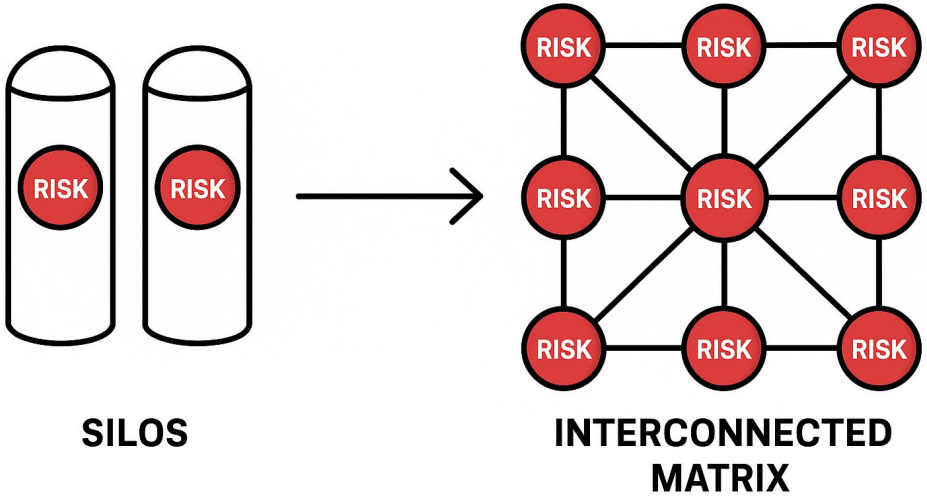
SPEAKER

Becky Schulthess

Sr. Analyst Risk Data and System | First Student

CONNECTING RISKS THAT MATTER

The Matrix Concept: Connecting Risks that Matter



Risks are connected, dynamic, evolving.

Moving beyond siloed data – **interconnected risk intelligence**.

The Matrix helps us:

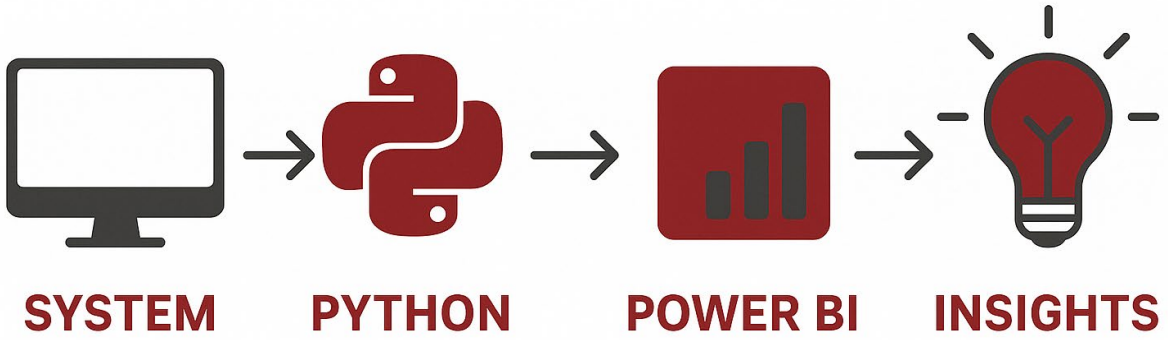
Anticipate risks,	Understand causes,	Drive prevention.

Our Field Data Sources

Data Source	Purpose
Flash Alerts	Immediate Risk Signals
Incidents	Captured Events – Driver, Facility, Passenger
Near-Miss/Hazards	Predictive Early Indicators
Site Safety Review (Safety Audits)	Systemic Field Insights
Daily Check-Ups	High-Frequency Operational Checks
Root Cause Analysis (RCA)	Deep Causal Analysis
Claims Data	WC & Liability – Across US/Canada
Exposure	Show Risk in Context
Vehicles	Maintain Accurate Vehicle Profiles
HR Data	Matching Employee Profiles
Property Management	Identify Facility Risks

Analytics & Integration: Turning Data into Intelligence

- Live dashboards in Salesforce & Riskonnect.
- Python pipelines → export & blend data.
- Multi-angle analysis in Power BI.
- Weekly + Monthly KPI tracking.
- Insights flow directly to Executive Leadership



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Resolutions after Riskonnect

SPEAKER

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CONNECTING RISKS THAT MATTER

Results & Business Impact

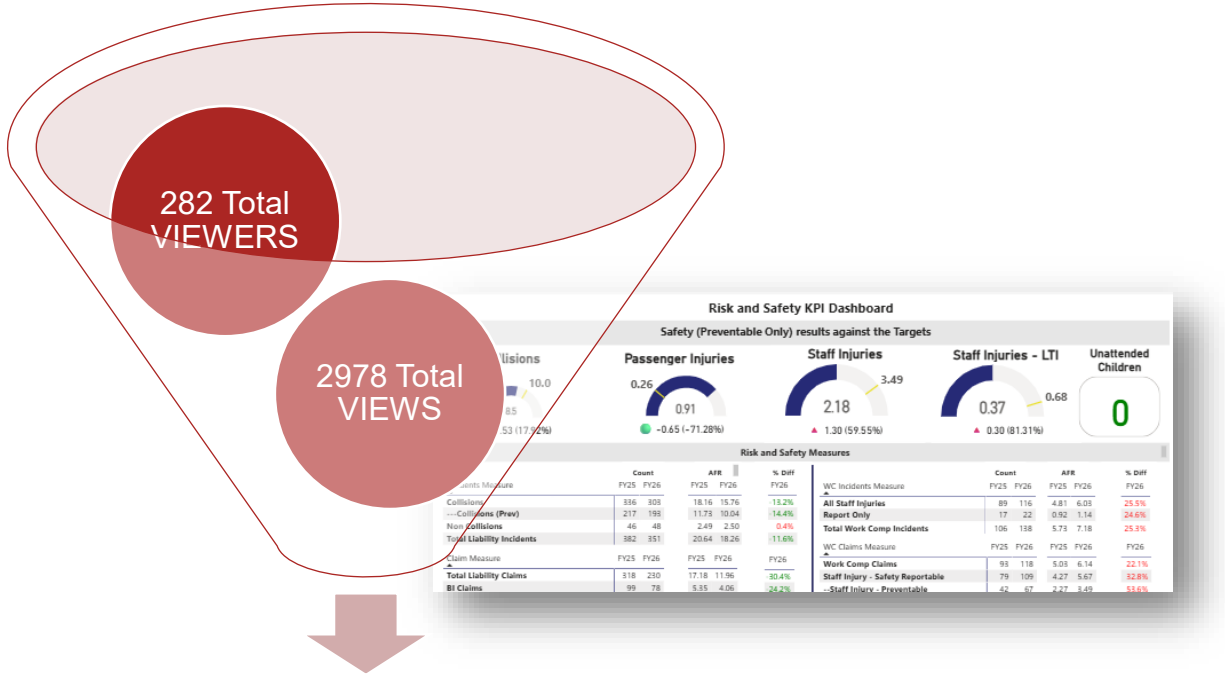
Claims Process Impact

- Improved Communication
- Better Evidence Collection
- 40% Shorter Claim Duration
- 30-40% Lower Average Cost
- Reduced Legal Expenses

Millions in Claims Savings

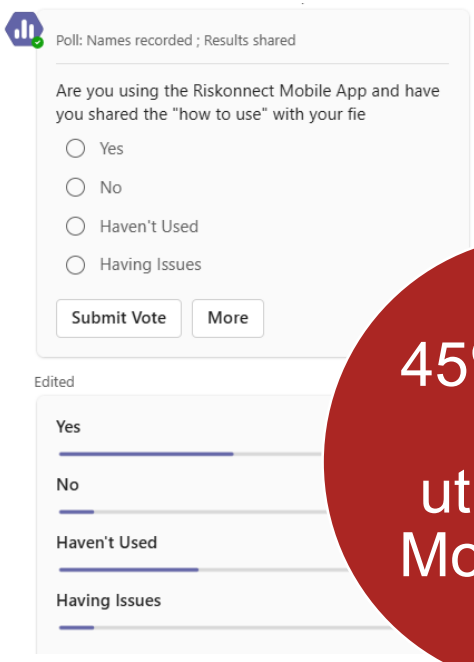
In Action: Dashboards • Metrics • Insights

- PBI Risk/Safety KPI Dashboard



Multi-Region Adoption

- Mobile Insights



45% of our users utilize the Mobile app

Case Example: the Matrix in Action

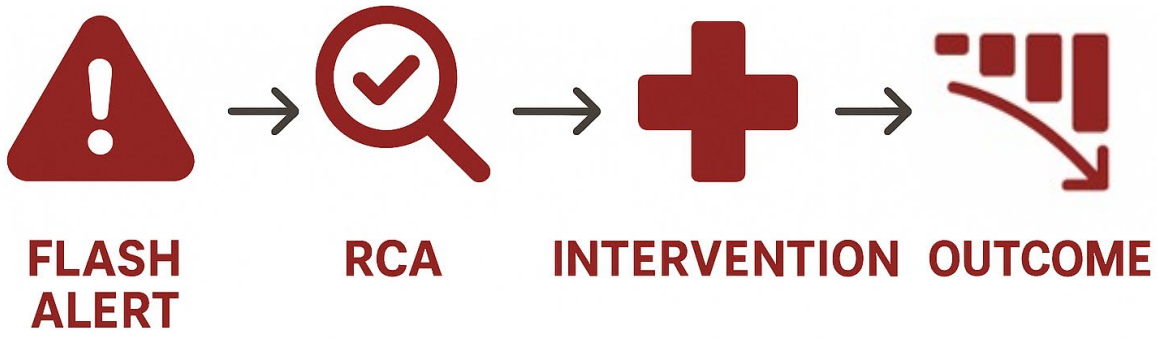
Repeated slip hazard triggered Flash Alerts.

RCA identified training + facility gap.

Daily Check-Up data confirmed issue.

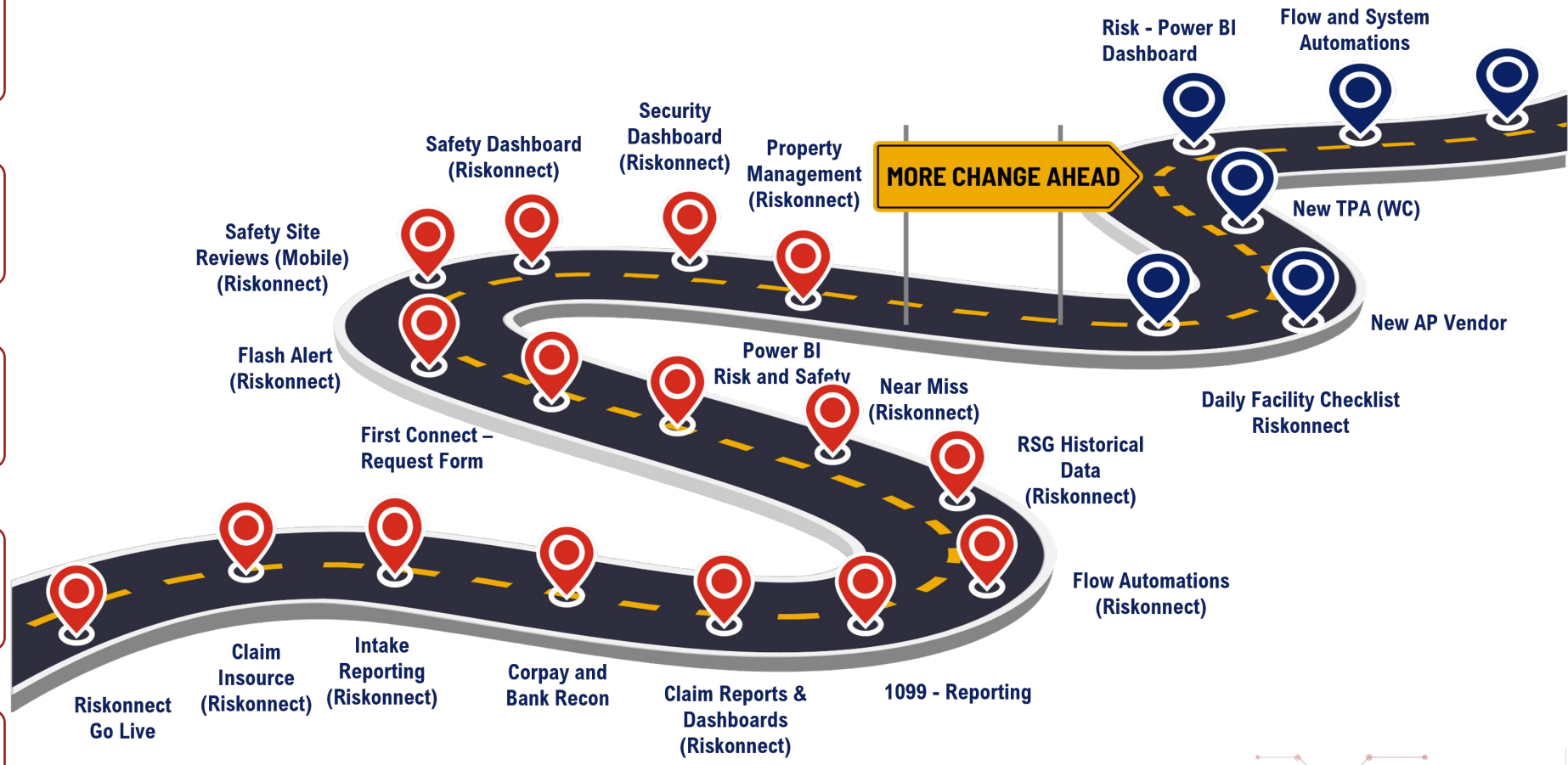
Targeted facility upgrade + retraining deployed.

Reduction in related incidents and claims



Future Vision: Where We Go Next

- Expand Daily Check-Up predictive models.
- Deepen text analytics across RCA & claims notes.
- Cross-region learning; share insights enterprise-wide
- Build dynamic, evolving risk prevention ecosystem.
- Leverage AI-Driven Insights



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Questions?

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THE
MATRIX

Thank You!

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Connect with me.

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