1750 Creekside Oaks Drive, Suite 200, Sacramento, CA 95833
(800) 541-4591 Fax (916) 244-1199
https://www.planjpa.org/

RISK MANAGEMENT COMMITTEE MEETING
AGENDA

Wednesday, April 4, 2018
10:30 a.m.

Alliant Insurance Services, Inc
100 Pine Street, 11th Floor
San Francisco, CA 94111

In compliance with the Americans with Disabilities Act, if you need a disability-related modification or accommodation to participate in this meeting, please contact Katie Sullivan at (916) 244-1164 or (916) 244-1199 (fax). Requests must be made as early as possible, and at least one full business day before the start of the meeting.

Documents and materials relating to an open session agenda item that are provided to the Association of Bay Area Governments Pooled Liability Program (ABAG PLAN) Risk Management Committee less than 72 hours prior to a regular meeting will be available for public inspection at 1750 Creekside Oaks Dr., Suite 200, Sacramento, CA 95833.

Page

1. CALL TO ORDER

2. INTRODUCTIONS

3. APPROVAL OF AGENDA AS POSTED (OR AMENDED)

4. PUBLIC COMMENTS - This time is reserved for members of the public to address the Committee relative to matters of the ABAG PLAN not on the agenda. No action may be taken on non-agenda items unless authorized by law. Comments will be limited to five minutes per person and twenty minutes in total.

5. CONSENT CALENDAR

If a Committee member would like to discuss any item listed, it may be pulled from the Consent Calendar.

4 *A. Minutes from the October 11, 2017, Joint Risk Management and Actuary Committee Meeting

* Reference materials enclosed with staff report.

Page

10 *B. Cathie Bigger-Smith Contract Termination Letter
Recommendation: Staff recommends the Executive Committee approve the Consent Calendar.

6. RISK MANAGEMENT PROGRAM

11 *A. Discussion and Update of the Risk Management Grant Fund Program
Recommendation: None, information only.

45 *B. Consideration of Proposed Risk Management Program for Program Year 2018/2019
Recommendation: Staff recommends the Risk Management Committee provide guidance for refinement of the 2018/19 Risk Management Program for Program Year 2018/2019.

48 *C. Consideration of New Vehicle Packets
Recommendation: Staff recommends the Risk Management Committee approves the new vehicle packets.

53 *D. Discussion of Du-All Safety Engagement
Recommendation: Staff recommends the Risk Management Committee provide direction in regard to adding Du-All as a preferred vendor.

54 *E. Discussion of Significant Grant Fund Request
Recommendation: Staff recommends the Risk Management Committee provide guidance with regard to the grant request from the City of Morgan Hill.

7. CLOSING COMMENTS

This time is reserved for comments by Risk Management Committee members and/or staff and to identify matters for future Risk Management Committee business.

A. Risk Management Committee
B. Staff

8. ADJOURNMENT

NOTICES:

- The next Board of Directors meeting will be held on June 20, 2018, at 9:30 a.m.
- The next Executive Committee meeting will be held on April 5, 2018, at 10:00 a.m.
- The following Executive Committee meeting will be held on June 6, 2018 at 10:00 a.m.

* Reference materials enclosed with staff report.

Agenda Item 5.A.-B.

CONSENT CALENDAR

SUBJECT: Consent Calendar

BACKGROUND AND HISTORY:

The Consent Calendar consists of items that require approval or acceptance but are self-explanatory and require no discussion. If the Committee would like to discuss any item listed, it may be pulled from the Consent Calendar.

RECOMMENDATION:

Staff recommends the Executive Committee approve the Consent Calendar.

REFERENCE MATERIALS ATTACHED:

A. Minutes from the October 11, 2017, Joint Risk Management and Actuary Committee Meeting
B. Cathie Bigger-Smith Contract Termination Letter

DRAFT

ASSOCIATION OF BAY AREA GOVERNMENTS POOLED LIABILITY ASSURANCE NETWORK (ABAG PLAN)

MINUTES OF THE JOINT RISK MANAGEMENT COMMITTEE AND ACTUARIAL COMMITTEE MEETING OF OCTOBER 11, 2017

A regular meeting of the Risk Management Committee and a special meeting of the Actuarial Committee was held in conjunction on October 11, 2017, at Colma Community Center, 1520 Hillside Blvd, Colma, CA, 94014; and via teleconference at Campbell City Hall, 70 North First Street, Campbell, CA, 95008.

MEMBERS PRESENT – ACTUARIAL COMMITTEE:

Jesse Takahashi, Chairman, Campbell
Julie Carter, Dublin
Cindy Safe, Woodside
Edmund Suen, Foster City
Frances Reed, Los Altos Hills

MEMBERS PRESENT – RISK MANAGEMENT COMMITTEE:

Brian Dossey, Chairman, Colma
Julie Carter, Dublin
Yulia Carter, Half Moon Bay
David Benoun, Newark
Jenny Liu, San Carlos

MEMBERS ABSENT: Colleen Tribby, Actuarial Committee, Dublin
Lorenzo Hines, Actuarial Committee, Pacifica
Laci Kolc, Risk Management Committee, American Canyon
Michael Taylor, Risk Management Committee, Saratoga

OTHERS PRESENT: Jill Stallman, Metropolitan Transportation Commission
Gertruda Luermann, Metropolitan Transportation Commission

1. CALL TO ORDER/ROLL CALL:

The October 11, 2017, Risk Management and Actuarial Joint Committee meeting was called to order by Ms. Jill Stallman, Metropolitan Transportation Commission (MTC), at 10:17 a.m. Those present introduced themselves.

2. PUBLIC COMMENTS:

None.

3. APPROVAL OF MINUTES:

3.1 A motion was made to approve the minutes of the April 5, 2017, Risk Management Committee. Motion passed unanimously by Brian Dossey, Julie Carter, Yulia Carter, David Benoun, and Jenny Liu.

3.2 A motion was made to approve the minutes of the April 19, 2017, Actuarial Committee Meeting. Motion passed unanimously by Jesse Takahashi, Julie Carter, Cindy Safe, Edmund Suen, and Frances Reed.

4. ACTUARIAL REVIEW

Self-Insured Property Program – Property Premiums

Ms. Stallman provided information with regard to the Self-Insured Property Program and the changes in future billings between MTC and Bickmore, who would be assuming administrative duties in the near future. She noted PLAN's excess property insurance carrier imposed changes on the Pool Retention and Stop Loss Aggregate Protection Program that resulted in a notable financial impact to PLAN's current funding practice. PLAN previously had a pool deductible of $100k per occurrence and an annual aggregate of $250k. The 2017/18 change increases the deductible to $225k per occurrence and a $1M annual aggregate. Since this change will have an impact on the pool premiums, PLAN staff and consultants have worked with the actuaries to conduct a preliminary evaluation with funding indications at various program confidence and member deductible levels.

Expected losses at current program retention levels were evaluated and analyzed while taking into consideration historical claims data from July 1, 2010, through July 5, 2017, as well as developing the current open, unpaid claims to arrive at future estimates. It was discovered that funding obligations would range from $397k to $593k. It was noted the pooled portion of the property program funding indicates an increase of 73% to 158% for member contributions; with the change in total property program funding ranging from 13% to 29%.

A discussion ensued regarding whether or not to increase deductibles for members as a whole, or to have varying deductibles for each individual member. It was noted that to stabilize the cost of the pool retained losses, the pool should follow generally accepted industry practices by proposing an increase to the member retention amount; as deductibles increase, the cost of the

insurance layer (pool layer) decreases. The actuarial analysis produced numbers for comparison using the same claims development data and applying the member deductibles of $10k, $15k, and $25k against the current $5k deductible, all under the new program constraints of the $225k pool deductible per occurrence and $1M annual aggregate. With member retention of $5k per occurrence, many claims would still fall into the pool funding layer. Since claims have already been submitted, changing the deductible half-way through the program year is not recommended. It was suggested that for the following program year, all member deductibles should stay the same, with the possibility of certain member deductibles increasing in the future.

Considering the notable financial impact from the insurance increase as well as program funding, it was recommended the group consider a plan for incremental annual increases until arriving at the 80% confidence level. Although the pool is adequately funded, the financial strength should be preserved on a go forward basis. The Committee discussed if and when the increases should begin, and it was noted that incremental increases would be beneficial; however, the pool will still be required to pay what is expected for this current program year. The Committee concluded that upon further evaluation, the amount and frequency of the increases would be discussed at a future meeting.

Edmund Suen moved to approve the draft report titled "Actuarial Review of the Self-Insured Property Program" dated August 16, 2017. Julie Carter seconded the motion. The motion passed unanimously by Edmund Suen, Julie Carter, Jesse Takahashi, Cindy Safe, and Frances Reed.

Edmund Suen moved to approve the property premium allocations and pool funding at expected 50% confidence level with the goal to increase funding in the future to above expected value. Cindy Safe seconded the motion. Motion passed unanimously by Edmund Suen, Cindy Safe, Jesse Takahashi, Julie Carter and Frances Reed.

Edmund Suen moved to reevaluate optimal member retention rates pending further evaluation by Bickmore. Frances Reed seconded the motion. Motion passed unanimously by Edmund Suen, Frances Reed, Jesse Takahashi, Cindy Safe, and Julie Carter.

5. ACTUARIAL COMMITTEE ADJOURNMENT

Edmund Suen moved to adjourn the Actuarial Committee Meeting at 12:13 p.m. Cindy Safe seconded the motion. Motion passed unanimously by Edmund Suen, Cindy Safe, Jesse Takahashi, Frances Reed, and Julie Carter.

6. PLAN PROGRAM HIGHLIGHTS

PLAN Frequency/Severity Analysis

Ms. Stallman provided insight into the Frequency and Severity Analysis indicating ABAG PLAN's performance in Liability and Property is trending consistently in regards to frequency and severity, respectively, with the only change in the severity of Property currently on an upward trend due to new and existing claims. Work continues to be done to close claims on the losses from the El Nino storms of 2014 and further work continues on the claims from the storms during March 2016 for both property and liability. All other claims have been resolved with signed Releases of All Claims and without the involvement of claimant representation. The remaining reserves for liability claims are not expected to change significantly.

Data for the frequency and severity analysis is derived from the PLAN FOCUS Claim Database and includes claims incurred over the past five fiscal years. The analysis of claims noted by Cause & Origin (Department) focuses on current open General and Auto Liability Claims. Over the past five years, PLAN claim frequency (claim count) is led by the following:

- Streets (123)
- Trees (76)
- Police (62)
- Sidewalks (44)
- Sewer/Water (36)
- Storm water (26)

The frequency remains consistent for the current open claims. As of September 1, 2017 there are 422 open claim occurrences.

PLAN claim frequency for General and Auto Liability has stabilized in the three older years as statutes have run and claims either closed or developed. The severity has increased $305k for 2012-13, $518k for 2013/14, and $251k for 2015/16 since the last review, with one large loss in 2013-14 with a $5M payout.

The 2016/17 year has the greatest change on both frequency and severity, with 232 additional claims in April and an increased Total Incurred (TI) to $2.3M.

The property program shows similar trends with the three older years having little to no change in claim count. Of those three years, the TI only increased in 2013/14 by $29,435 due to activity on a pending claim for that period. The more recent years saw a TI increase of $74,330 due to the addition of one claim in 2015/16

The Stop Loss Aggregate Audit may result in additional recoveries as claims are finalized. This feature has been made available to PLAN to determine which, if any, property claims paid over the $250k annual aggregate are eligible for reimbursement. A $10k maintenance deductible will be applied once the aggregate is reached, however the limit has been increased to $1M per program year. Subrogation efforts continue as well; and have recouped $1,180,641 for individual members and the pool.

7. RISK MANAGEMENT PROGRAM

Member Annual Risk Management Programs

Ms. Gertruda Luermann, MTC, provided an update with regard to the status of Risk Management Programs for the current program year. To date, the majority of members have met or scheduled meetings with the Risk Management Consultant, Ms. Cathie Bigger-Smith, and started goal setting and implementation plans based on mandated re-assessment and loss drivers. All members have finalized goals that focus on claim frequency and severity.

Ms. Bigger-Smith, has been working with each member on their overall risk strategy, and has now been integrated as an additional resource by many members into their risk management operations.

Further updates included establishing guidelines for emergency response preparedness; reassessing areas of operations including: Vehicles, Sidewalks, Trees, Sewers, Contractor Selection, Roads, Contractual Risk Transfer, Aquatics, and Playground Safety; and the ability for risk management projects to be rolled over multiple years as improvement is a gradual process.

PLAN Training Program Update

Ms. Luermann updated the Committee on the status of the Training Program by covering what opportunities are planned and how they align with current risk management activities, as well as any trending issues. She advised that emergency response and disaster volunteers were a primary focus, along with workplace violence workshops.

She also informed the Committee of the upcoming Sewer Summit, which is expected to be at full capacity. PLAN members continue to be able to access risk control webinars as well as libraries for streaming videos offered by Bickmore Risk Control Services and Alliant, free of charge; and she encourages members to attend yearly risk management conferences such as PARMA or CAJPA.

PLAN Grant Program Funding Utilization Review

Ms. Luermann provided an update on PLAN's risk management grants funding and utilization for FY 2016/17. ABAG PLAN has approved $1.29M for all Risk Management Programs, including any carry-over of any unused Risk Management Program balances. Members have used about 69% of all budgeted grant funds which is an increase from the previous year. Expenditures rank as follows:

Grant Category Spent

- Risk Management Programs $596,275
- Best Practices Consultation $203,889
- RM Training $66,031Sewer Smart Program $25,934
- Total $892,129

Ms. Luermann reported there has been an increase in utilization of the Risk Management Program grant requests with the majority of requests tied to tree hazard mitigation, followed by sidewalk/ADA repairs. For the current FY 2017/18, ABAG PLAN has approved $1,154,648 in total grants. She advised the current grant utilization related to consultation requests was less than 2%; however, noted it was too early in the program year to provide any substantial update or analysis on general usage.

8. OTHER BUSINESS/ANNOUNCEMENTS

None.

9. RISK MANAGEMENT COMMITTEE ADJOURNMENT

Yulia Carter motioned to adjourn the Risk Management Committee Meeting at 12:50 p.m. Jenny Liu seconded the motion. Motion passed unanimously by Yulia Carter, Jenny Liu, Brian Dossey, Julia Carter, and David Benoun.

_____

Heather McLaughlin, Board Secretary

Cathie Bigger-Smith, ARM, CSP, CPSI
Risk Control Consultant
Email: cbsrisk@gmail.com
Cell: 209-598-9901

March 12, 2018

To: Jeff Johnston, Director, Risk Control and Workers Compensation Program Management, Bickmore
Rob Kramer, President, Program Administration, Bickmore

From: Cathie Bigger-Smith, Risk Control Consultant, CBSRisk

RE: Contract Termination

Rob and Jeff, I appreciated your time last Friday to help me understand Bickmore's direction for continuing risk control services for PLAN JPA. I hope I was able to provide some insight into the history, how services evolved, and the potential for new directions. It was very helpful to me for my own analysis and decision making process.

It was apparent from my exclusion from the upcoming Risk Management Committee meeting, the absence of communication over the months of transition, and your interest in assuming more of the risk control consulting services that I am relegated to more of a transactional service provider, removed from strategy and significant decisions. I am not willing to serve in a diminished role which will negatively impacting my professional satisfaction and effectiveness. I will continue to consult with clients for whom I can manage the process independent of PLAN as opportunities arise.

I am requesting the termination of my most current contract effective April 1. If you require the full 30 days, as cited in my contract, May 1 is acceptable. As agreed to, I am happy to pass on (and have already) status of updates and drafts of current SOP's, polices, ordinance language, etc. that have not reached completion.

I plan to attend my remaining scheduled meetings with members the week of March 20- 23. I will communicate with Gail regarding schedules for the RMC/Safety Committees I sit on and attend regularly. There are two that week. She is aware via the latest 2018 Goal Status update of what else is in progress in the way of policy and program development. There are many that have taken years to progress to near implementation so I am hopeful you can expedite assignment of a new consultant to keep them going. I am happy to bring the new consultants with me in March for introductions if that is helpful.

Best of luck and hope for great successes with the PLAN members. They are a lovely group and have the best intentions for their risk control programs. It has been among the highlights of my long career!

Very Sincerely

Cathie Bigger-Smith

Agenda Item 6.A.

RISK MANAGEMENT PROGRAM

SUBJECT: Discussion and Update of the Risk Management Grant Fund Program

---

BACKGROUND AND HISTORY:

The attached Risk Management Grant Programs Summary provides an overview of the various PLAN programs, allocated budgets and usage, and a current status for the 2017/18 program year.

Risk Service Credits

Annual Risk Assessments/Risk Console
For 2017/18, the focused area is Facilities Maintenance and Hazard Identification. All members have been contacted for scheduling, and 24 assessments have been completed and are in the process of being entered into the Risk Console reporting system. The scorecard will be updated once all of the assessment reports are completed.

Mandatory Risk Management Goal Setting and Tracking
Cathie Bigger-Smith has contacted the majority of members during the 2017/18 program year to update and set new goals where appropriate. She submitted the attached Goal Tracker Report as an update.

Goal and Assessment Recommendation Assistance
Cathie Bigger-Smith conducted the majority of assistance for members during the 2017/18 program year. An update is included in the attached Goal Tracker Report.

Phone and E-mail Consultation
Cathie Bigger-Smith has received numerous calls from members and has provided advice related to playgrounds, signage, design, etc.

Risk Management Program Grants

Allocated funds can be used to reimburse members for expenses to address liability-related exposures. If the grant request relates to a required annual Risk Management Goal there is no member fund matching requirement. A 50 percent match is required for other risk management related and eligible items. The summary of funds expended is included in the attached Risk Management Grant Programs Summary PY 2017/18.

Risk Management Training Grants

Members can use funds to attend training or conferences, or to provide training in-house via personal or on-line delivery. The summary of funds expended is included in the attached Risk Management Grant Programs Summary PY 2017/18.

Defensive Driver Training

Starting January, Bickmore Risk Control provided one member with training. Two other members recently requested training, and we are in the process of coordinating services. The summary of funds expended is included in the attached Risk Management Grant Programs Summary PY 2017/18

Regional Training, Conference Sponsorship, and other member support

A list of trainings for the 2017/18 program year is attached.
A contract was recently signed with Dave Patzer to move forward with the annual Sewer Summit planned for October, 2018.

This budget also covers the cost of the Risk Console License for the documentation and storage of the annual risk assessment data and scorecard generation, and a one year contract was recently signed to continue this subscription.

Sewer Smart Grants
This budget is intended to cover 50% of the cost for a consultant to develop a sewer risk management program for any member. There is currently one pending request that is addressed in item 6.E. of this agenda.

RECOMMENDATION:

None, information only.

REFERENCE MATERIALS ATTACHED:

- Risk Management Grant Programs Summary PY 2017/18
- Goal Tracker Report from Cathie Bigger-Smith
- PLAN 2017/18 Regional Trainings

RISK MANAGEMENT GRANT PROGRAMS PY 2017/18

Program	2017/18 Budget	Actual as of 3/1/18	Budget Detail	Service	Comments
Risk Service Credits	$361,052	$59,084	Each member is allocated credit based on 4.5% of their annual contribution for the 2017/18 program year, which totals $461,052 for all members	• Annual risk assessments • Goal setting and tracking • Assistance with goal completion • Phone and email consultation	• Any unused funds remain in surplus. • All charges in this category are for consultant fees, which is mostly Cathie Bigger-Smith up to this point in 2017/18.
Risk Management Program Grants	$455,177	$6,084	Each member is allocated their share of the total budget ($450,000 plus rollover from the prior program year)	Funds can be used to reimburse members for expenses related to address liability-related exposures.	• Any unused funds are added back to the $450,000 that is budgeted each year and re-allocated based on their annual contribution for the next program year
Risk Management Training Grants	$98,000	$10,748	Each member is allocated $3,500 for employees to attend risk management training.	Members can use funds to be reimbursed for conference registration and expense reimbursement for PARMA, CAJPA, and other risk management conferences/classes.	• Any unused funds remain in surplus.
Defensive Driver Training	$20,000	$0	First come, first served basis for all members.	Members are encouraged to conduct training courses to address this exposure and are reimbursed for costs for outside instructors.	• Any unused funds remain in surplus.
Regional Training, Conference Sponsorship, and other member support	$100,000	$2,280	Intended to cover costs that benefit all members of the pool.	Typical expenses include cost of outside speakers, venue, food, etc. for regional training. This budget also covers Management Data Report generation and the annual license fee for Risk Console to document the annual risk assessments and generate scorecards.	• Any unused funds remain in surplus.
Sewer Smart Grants	$85,000	$0	Intended to cover 50% of the cost for a consultant to develop a sewer risk management program.	Dave Patzer is the approved PLAN consultant to be used for this purpose.	• Any unused funds remain in surplus.
Total	**$**	**$**	**Note: All programs are funded from surplus and not part of the administrative budget**		

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
American Canyon, City of						
Cathie **Project Assignment:**		1. Focused Assessment 2017-2018	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1 through 2-12-4 Record findings and recommendations in Risk Console	Dec, 2017	12/17/17 in progress	Note: Lacey out on maternity then moved into new positon. 12/17/17 Lacey working on questionnaire with Staff 1/30/18 AC turned over for Bickmore Service
		2. Road Maintenance Ref. Best practices 2-8-1 through 2-8-5	2-1 Fully implement BP 2-8-3 2-2 Develop documented SOP for Road Inspection and Maintenance processes to include requirement to photograph interim protective measures taken at potential hazardous sites	June 2018	12/17/17 Not yet begun	12/17/17 PWD resistant to documenting program. 1/30/18 AC turned over for Bickmore Service
		3. City Vehicle Incidents (Carry over from 2014)	1. Update and strengthen the City's vehicle use policy and program as recommended in Rec V-2015-1 2. Implement recommendations as noted in scorecard comments for BP 2-1-2, 3 and 6 3. Update Distracted Driving Policy	Dec, 2017	12/17/17 No activity	12/17/17 City feels frequency lies in Sheriff car incidents which by contract are covered by City. No interest in addressing policy recommendations 1/30/18 AC turned over for Bickmore Service
		4 Special Events and Volunteer Operations Ref: BP 2-14-1 through 2-14-6 and 2-15-1 through 2-15-7 (carry over from 2016)	1. Review existing policies and procedures for special events planning and execution 2. Develop system for on site selection and placement of volunteers for short term activity and update policies 3. Evaluate staffing and procedures for Senior Center operations	June, 2018		8/2/17 No ABAG consultant involvement

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		5. Urban Forest Management	1. Document current department procedures (SOP) for the inspection, monitoring, maintenance, recordkeeping and incident investigation to assure continuity of practices and provide defense for tree related claims.	June, 2018	12/17/17 Not yet begun	10/31/17 Added **goals in November with Gertruda approval** 12/17/17PWD resistant to documenting program. RM wants to use grant money for tree work 1/30/18 AC turned over for Bickmore Service
		6. Walkway Falls	6-1 Finalize 2015 draft of the Sidewalk Inspection and Maintenance Program.	June, 2018	12/17/17 in progress from 2015	Added **goals in November with Gertruda approval** 12/17/17PWD resistant to documenting program. RM wants to use grant money for walkway repair work 1/30/18 AC turned over for Bickmore Service
Atherton						
Cathie **Project Assignment:**		Focused Assessment 2017-2018	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1 through 2-12-4 Record findings and recommendations in Risk Console	February, 2018	12/19/17 Not yet begun	12/19/17 Questionnaire and doc request provided at last goal setting meeting. No response 1/16/18 Complete
		Urban Forest (continued from 2013) Public Safety Claim Defense	1. **Urban Forest Management**- Complete and implement a documented urban forest management plan including continuation of tree inventory (draft 1 complete) 2. Evaluate feasibility of adding Sworn officer body cameras to increase defensibility and reduce liability of officers/public in interactions with public 3. Evaluate training needs for use of force, de-escalation, mental illness	06/30/18 6/30/18	12/19/17 In progress No consultant involvement. In progress by Atherton PD	8/18/16 Draft plan comments provided to PW and RM last Spring. 12/19/17 revisions to draft submitted to RM 3/7/18 No activity

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		Town Vehicle Incidents Construction Risk	Finalize updated Vehicle Use Policy 1. Work with Town staff to identify risk exposure and mitigation plan to maintain safe, public access to public spaces due to temporary building use and construction	6/30/18	12/19/17 In progress 12/19/17 Not yet begun	12/19/17 City RM to submit final 3/7/18 Final requested from RM. 12/19/17 Will be completed in Spring prior to move to move temp buildings 3/1/18 Not yet begun
Benicia, City of						
Cathie Bigger- Smith		1. Focused Risk Assessment	1-1: Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities. Ref Best practices 2-12-1through 2-12-4	December, 2017	12/19/17 Not yet begun 121/27/17 in progress	No response to questionnaire and doc request 12/27/. Partial completion but not support docs . Will complete in person. 1/30/18 AC turned over for Bickmore Service
		2. Falls (continuation from 2011)	Continue the implementation of the sidewalk best practices including documentation of SOP for maintenance of Public sidewalks and notice program for adj. property owners.	12/30/17	12/19/17 Not yet begun	RM provides no access to PW staff to pursue projects 12/27-per Heather, work to be done in house 1/30/18 AC turned over for Bickmore Service
		3. water, sewer and storm drain (carry over from 2012	1. Evaluate department's SOP for identifying and prioritizing/ undertaking storm water management projects. Review includes documentation, applications for asset management software implementation.	06/30/18	8/2/17 In progress	08/2/17David Patzer in contact with Heather 12/27/17 PW decided to hire work done using someone other than David Patzer. No details 1/30/18 AC turned over for Bickmore Service

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		4. . RM Framework Program Revitalization	4-1. complete those best practices partially in place or missing in order to strengthen the RM awareness and effectiveness of the program (BP 1-3-5, 6; 1-4-4,5)	06/30/18	12/27/17 in progress	12/27/17 Heather provided some support docs to address BP's 1/30/18 AC turned over for Bickmore Service
		5.. Playground	6- 1: Evaluate/implement recommendations 2017 audit-PS 1,10,11,12 and 14	06/30/18	12/19/17 Not yet begun	
		6. Vehicle Use	7-1: implement recommendations from 2015 audit 2-1-1., 2-1-3, 2-1-5	06/30/18	12/19/17 in progress	12/27/17 Pool car and distracted driver polices provided. Do not address recommendations made in mini audit 1/30/18 AC turned over for Bickmore Service
		7. Road Maintenance	8-1: complete 2015 mini audit of Road Maintenance best practices 2-8-1 through 5 to		12/19/17 Not yet begun	RM provides no access to PW staff to pursue projects 1/30/18 AC turned over for Bickmore Service
Burlingame, City of -						
	Cathie Bigger-Smith	1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-11-1through 2-11-5	February, 2018	12/19/17 Not yet begun	12/27/17 Mtg scheduled with Johnson Woo in January.
		2. Vehicle Use	2-1.Finalize and implement new revised Vehicle use Policy 2. Behind the Wheel Coaching for high exposure drivers	December, 2017	09/28/17 In progress 12/29/17 No chanage	09/28/17 Final draft in review by labor groups
		3. Falls /Trees	3-1: 5 yr. data analysis to identify potential repeat fall areas and modify Sidewalk SOP to reflect findings , if any 3-2: Continue enhanced tree inspection for hazard ID and mitigation with focus on aging Eucalyptus trees	June, 2018	09/28/17 In Progress 12/19/17 Ongoing	12/31/17 Losses sorted to ID falls
		4. Water/Storm Drain	4-1: Update and evaluate effectiveness of current SSMP and work through requirements of River Watch suit	June, 2018	09/28/17 In progress	**No consultant involvement**

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		5. Utility Disruption or damage	5-1. Provide new PW and other staff with training for incidence response, reporting and appropriate interaction with the public	June, 2018	12/19/17 PW works on ongoing basis with David Patzer on these issues	
Campbell, City of						
		1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Dec, 2018	12/27/17 Not yet begun	12/27/17 questionnaire provided to PW twice .
		2. Falls	Evaluate effectiveness of sidewalk inspection and maintenance program implementation	12/30/17 12/30/17	12/27/17 In progress	**12/27/17 Sidewalk SOP in final draft stage**
		3. (Carry Over from 12/13) – Reduce exposure to claims associated with falling tree limbs	1. Continue tree inventory 2. Evaluate UFMP implementation and effectiveness 3. Review tree ordinance for potential revision to strengthen protection for the City	3/ 30/18	12/27/17 In progress	12/27/17 We are jointly developing 3rd draft of SOP and have begun getting input from other affected departments
		4. Playgrounds	1.Evaluate the implementation and effectiveness of new playground safety management plan by reviewing the last playground replacement project 2. CPSI review of new playground replacement plan designs prior to equipment order 3. Perform low frequency inspections of designated playgrounds	12/30/17 12/30/17	12/27/17 complete 12/27/17 In progress	12/27/17 talked with Cole. He was not aware of any policy in place. Mgmt has not yet implemented 12/28/17 Reviews on as needed basis. One completed in 2017 Virginia, Stovanovich, Campbell , Morgan and Hyde due for low freq. inspections in 2018 per the Playground Safety Management Plan

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Colma, Town of						
	Cathie Bigger-Smith	1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facility Management. Ref Best practices 2-12-1through 2-12-4 R	Feb, 2018	12/27/17 Complete	
		2. Urban Forest Management Plan	1. Continue development of baseline tree inventory including surveys on Mission Road and Junipero Serra Blvd. to clarify ownership in key disputed areas.	June , 2018	12/27/17 Ongoing	
		3. Town Vehicle Accidents	3-1 Evaluate cost benefit of back up cameras/collision warning on PD and other City Vehicles		12/27/17 In house project	**12/27/17 Status unknown**
		4.Road hazard mitigation	4-1 Implement recommendations relative to 2-8-1 through 2-8-4 resulting from mini-audit 2012 4-2. Develop/adopt standard language to include in RFP's and contracts to require safety oversight on road projects.	December, 2017	12/27/17 Not yet begun	
		5. ADA	Continue to work through ADA Transition Plan	Ongoing	12/27/17 Ongoing	New Town Hall renovation underway
Cupertino						

Formatted: Indent: Left: 0", Hanging: 0.66"

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
	Cathie Bigger-Smith	1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4 . Conduct low frequency inspections of all playgrounds and input data into PlaySafe. Provide inspection training to staff	Feb, 2018	12/28/17 Not yet begun 12/28/17 in progress	. 9/30/17 Dept understaffed delaying action. Plan to complete by February 12/28/17 New PW Supvsr in place as of Nov. 12/28/17 All playground low frequency inspections complete. Unable to get Supvsr to arrange training
		2. Falls	Evaluate level of implementation of Sidewalk Inspection and Maintenance Policy adopted in 2014		12/28/17 in progress	1
		. Road Hazard/non-city vehicle damage/Pedestrian-cyclist (carry over from2015)	. Implement Road Maintenance best practices 2-8-1 through 2-8-5	June , 2018	9/14/17 In progress	9/14/17 City is beginning work on large scale plan to improve bike/pedestrian and auto safety interface zones..
		4. City Vehicle Accidents	3-1 Evaluate implementation in major departments, including Inspectors and Service Center		12/28/17 Not yet begun	
		5. Playground Safety Management	Continue digitizing 2017-18 inspections Conduct State audit of new playground installations Finalize and implement Playground Safety Management Plan		12/28/17 In progress	Baseline inspections input in PlaySafe completed over last 2 years. Due to management turnover, policy has not be finalized
		4. Facility Rental and Special Events RM (continued from 2014)	1Finalize key facility policy	October, 2017	12/28/17 Not yet begun	Due to management turnover, mini audit has not been started. Questionnaire has been provided
		5. RM Program Maintenance	1. Attend 6 meetings per year as requested by Committee leadership	July, September, November, January, March, May	Ongoing	9/19/17 Attended July and Sept meetings 12/28/17 Attended Nov RMC
		7. Urban Forest Management (carry over from2015)	Continue inventory and evaluation of City trees	Ongoing	9/14/17 In progress	3/3/17 tree incidence has declined and City has aggressively pursued maintenance which resulted in minimum storm damage

Formatted: Indent: Left: 0.04", First line: 0.08", Right: -1.14"

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		8. Recreation Dept. Risk Analysis and Mitigation for new programs	Identify risk and mitigation measures for new activities undertaken by Recreation	Ongoing	9/14/17 In progress]12/28/17 /Ongoing	9/14/17 Meetings held to evaluate risk relative to Cricket fields and concussion law requirements 12/28/17 Completed work with Rec and Deputy CA to develop contract and procedural language to comply with state sports concussion requirements
Dublin, City of*						
Cathie Bigger- Smith		Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilitie Safety Management. Ref Best practices 2-12-1through 2-12-4 Record findings and recommendations in Safety Logic	Feb, 2018	12/28/17 Complete	
		1. Sidewalk inspection and maintenance program documentation (carry over from 2013)	1. Expand current draft to record walkway plan for city controlled and property owner controlled walkways 2. Implement Plan including staff training.	December 2017	12/28/17 In progress	12/28/17 No progress due to urnover in PW Mgr position
		2. Ongoing identification of changes in City's risk profile and support of RM program	1. ABAG consultant will continue to attend Safety/Risk Mtgs 3-4 times per year to address ABAG and safety issues. 2. Evaluate implementation of best practices (or determine implement-ability) of best practices not "in place and effective" based on scorecard	Ongoing	9/20/17Attended July and September 12/28/17 Ongoing	12/28/17 Attended Nov meeting
		3. Road Hazard Evaluation and mitigation development (carry over from 2014)	1. Map incidents to identify possible concentrations by area 2. Develop implementation steps for best practices 2-8-1 through 2-8-5 as identified in 2013 re-assessment	June, 2018	1. Not yet begun 2. 03/03/17 No begun.	12/28/17 No progress due to turnover in PW Mgr position
		4. Urban Forest Management	Continue update of City's inventory and tree health to identify ongoing needs for inspection, maintenance, removal and replacement	June, 2018	9/20/17 In progress 12/28/17 On going	
East Palo Alto, City of (Meeting not yet scheduled)						

Formatted: Font: (Default) Times New Roman, 9 pt

Formatted: Normal, No bullets or numbering

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4 . Record findings and recommendations in Safety Logic	Feb, 2018	12/31/17 Not yet begun	12/31/17 Questionnaire provided to HR Mgr. for completion at October meeting
		RM Program Improvement	Strengthen existing program by implementing RM Organization Best Practices 1-3-1 through 6 Review Framework best practice to determine changes in status (1-1-1 through 1-5-5	6/30/18	9/14/17 In progress 12/31/17 No change	12/31/17 RM ceased to schedule RM meetings and work on bp
		City Vehicle Ops	**Finalize and adopt current update of Vehicle Use Policy** **Identify high exposure drivers and schedule Behind the Wheel Coaching Session** **Other drivers who have not attended defensive driving course in prior 3 years should be scheduled to attend a session**		12/31/17 In progress 12/31/17 On going 12/31/17 Ongoing	12/31/17 approval held up due to labor review 12/31/17 HR enroll staff in PLAN DDC sessions when scheduled
		Urban Forest	Revise ordinance and develop UFMP	June, 2018	09/03/17 In progress 12/31/17 No progress	03/03/17 1st organization meeting of team members held
Foster City, City of-mtg cancelled, not yet rescheduled as of 9/14						
		1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4 Record findings and recommendations in Safety Logic	Feb, 2017	09/14/16 No yet begun 12/31/17 complete	12/31/17 questionnaire completed by RM and facilities mgr. Partial support documentation provided 1/30/18 AC turned over for Bickmore Service

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		2. City and Non owned Vehicle Accidents frequency (carry over from 2015)	1. Identify high exposure/risk city drivers and begin program of behind the wheel coaching 2. Evaluate efficacy of installing backup cameras/collision alarms on Police and PW vehicles 3. Assist Public Works to develop/document internal SOP's for Road and public walkway maintenance (best practices 8-1 through 4 and 2-1 and 3)	June, 2018	12/31/17 No progress	12/31/17 Safety Committee has identified high frequency in employee accidents in their minutes, but RM resistant to evaluating and trying to impact by PLAN 1/30/18 AC turned over for Bickmore Service
		3. Risk related to Urban Forest (carry over from 2014)	1. Review City ordinances relative to ownership and maintenance responsibilities 2. Review documented processes related to urban forest management with Parks Mgr and Arborist and, if necessary, develop an UFPL	March, 2018	12/31/17 Not yet begun	12/31/17 Unable to engage Parks Mgr. 1/30/18 AC turned over for Bickmore Service
		4.Accessibility to City Buildings and Programs (continued from 2015)	**Update City's ADA Transition Plan**	**June, 2018**	**12/31/17 Ongoing**	**No PLAN consultant involvement**
Half Moon Bay (Meeting scheduled 9/20/17)						
		1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 complete	
		2. Injuries/dam-age from falls on walkways Carry over from 2014)	100% responsibility for sidewalk maintenance and liability is transferred to adj property owner via ordinance. • Document sidewalk inspection and maintenance plan for city and park walkways	June, 2018	3/6/17 In progress 12/31/17 In progress	3/6/17 Council in meeting Feb, 2017 authorized $150K in repairs and delegated to staff to develop a Sidewalk Inspection and Maintenance Plan 12/31

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		3. Urban Forest Management (carry over from 2014)	Develop and implement an Urban Forest Management Plan including approved planting list, removal/replacement policy, inspection maintenance and tree inventory provisions	6/30/18	9/6/17 In progress	3/6/17 City has signed contract for WCA tree inventory and tree maintenance plan development. Documentation of SOP will be added to 2018 RM Goals
		4. Vehicle Use	Complete and implement new Driver Selection /Vehicle Use Policy	12/30/17	12/31/17 Complete	3/6/17 CA required revisions of final draft. Still being modified
		5. Cash Handling Procedures	Develop and implement SOP for cash handling by City departments who have cash and credit transactions with vendors, public, or other .	06/2018	12/31/17 complete	12/31/17 training provided for all affected staff.
		6.Accessiblity	Update existing ADA to reflect changes since original was developed and includes requirements of DOJ 2010 for outdoor space	06/2018	12/31/17 In progress	12/31/17 RFP being developed to id CASp to update plan
Hillsborough, Town of						
	Cathie Bigger-Smith	1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Safety Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 in progress	12/31/17 Questionnaire provide to PW superintendent has not returned nor scheduled meeting to discuss. All new staff involved
		2. Urban Forest (Carry over from 2009)	1. Finalize and adopt ordinance (BP 2-3-4) to assure appropriate and intended transfer of responsibility to property owner 2. Formalize and document an Urban Forest Management Plan including implementation of Best Practices 2-3-1 and 2-3-3	6/2018	12/31/17 in progress	12/31/17 Intro meeting held with new PW staff. Ed Cooney working on new ordinance. Notice program re-activated for tree hazards. Sample UFMP provided
		3. ADA Compliance (continued from 2010)	Finalize prioritization of findings to assure transition plan is up to date and maximizes accessibility to Town facilities. 3-2. Identify CASp and define scope of work to develop formal transition plan from updated self-assessment	06/18	12/31/17 In progress	12/31/17 Town issuing RFP for CASp to develop compliant formal ADA TP

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		4. Water Utility/Contractor or crew damage	4-1. Evaluate SOPs and practices for both Town Crew and contractor selection 4-2: Identify required and recommended training needed for City crews for performance of SOP's	6/18	9/15/17 In progress 12/31/17 In progress	9/15/17 David Patzer has contacted City 12/31/17 Status of David's work unknown
Los Altos Hills, Town of						
		1. Focused Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-11-1through 2-11-5	February, 2018	12/31/17 No yet begun	12/31/17 Unable to get response from Town. RM out on maternity leave. Questionnaire provided at goal meeting
		2. Contractor Selection and Control (Ref. best practices 2-7-1 through 4)	1-1. Evaluate use/implementation of Contractor management best practices 1-2. Review/document SOPs for Town PW utility and maintenance operations	June, 2018	12/31/17 Not yet begun	
		3. Tree Claim Defense-continued from 2014	3-1. Document current UFMP into SOP to provide continuity and direction over time 3-2. Review current tree ordinance to assure definition of ownership and responsibility	6/30/18	12/31/17 Not yet begun	
		4. IIPP ref; best practice 1-2-1	Update IIPP	6/30/18	12/31/17 Not begun	12/31/17 exception made for LAH due to limited hours to accomplish other goals
		5. Road Inspection and Maintenance	To improve ability to defend claims, implement best practice 2-8-3	09/2017	12/31/17 not begun	
Los Gatos, Town of						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
	Cathie Bigger-Smith	1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1 through 2-12-4 Record findings and recommendations in Risk Console	Feb, 2018	12/31/17 complete	March 7, 2018 Complete
		2 Falls (continued from 2013)	2-1. Analyze claims be location to identify any possible trend locations for falls to prioritize inspection and repairs 2-2. Evaluate effectiveness of current sidewalk inspection and maintenance plan	Dec , 2018	12/31/17 Not yet begun for most recent 5 yrs	March 7, 2018 In progress. 5 yrs data obtained. Id of Sidewalk related claims begun
		3. Urban Forest (continued from 2013)	1. Develop and document urban forest management plan including plans for Inventory, inspection, maintenance and documentation plans 2. Explore options for ordinance language clarifying responsibility for trees		12/31/17 Not yet begun	
		-City Vehicle Accidents	1. Driver training for Selected Town drivers	June, 2018	In progress 12/31/17 Ongoing	12/31/17 Lynne Lampros worked with Gertruda to id training for Street sweeper driver 3/7/18 Complete
		.Damage from non-city owned vehicles (carry over from 2015)	Analyze 5 yrs of claims by location to identify any trends which may indicate need for signage, traffic calming or other strategy to reduce frequency	June 30, 2018	12/31/17 not yet begun 3/17/18 Not yet begun	3/7/18 No activity

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
	Playground Management		Digitize all playground equipment and integrate with Cartograph to provide for documenting inspections, monitoring status, and generating work orders	June, 2018	12/31/17 In progress	12/31/17 3 remaining sites to have low frequency inspections and input into PlaySafe app 3/7/18 Complete
Millbrae, City of						
	Cathie Bigger-Smith	1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 Not yet begun 3/7/18 In progress	12/31/17 RM position vacant. Need facility contact. Questionnaire provided to prior RM 3/7/18 Documentation in RC needed
		2. Urban Forest Management (continued from 2013)	Continue work on draft of proposed City tree ordinance	June, 2018	12/31/17 No progress since completion of 3rd draft 3/7/18 In progress	5/11/16 3rd draft complete 1[illegible] project but have little time 3/7/18 Meeting scheduled to resume work 3/22/18
		3. Sidewalk Risk Management (continued from 2013)	1. Develop documented sidewalk inspection and maintenance plan for City-controlled walkways 2. Evaluate notice/repair program for property owner sidewalk notifications	6/30/18	8/28/17 In progress 12/31/17 No further progress 3/7/18 No further progress	3/6/17 Multiple meetings held with parks and PW to develop draft. 3/7/18 New PWD expressed interest in resuming work on draft of plan. Likely to be scheduled May

Formatted: Superscript

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		3. Sewer /Storm Drain	TBD by Davd Patzer	6/30/18	8/29/17 In progress 12/31/17 Status of Patzer project not known 3/7/18 Status of Patzer project not known	11/11/16 D Patzer to assist city with implementation of Bay Keepers requirements for training and storm drain management 8/29/17 David Patzer continuing prior work with city 3/7/18 of Patzer project not known
		4. Vehicle Use	1. Revise Vehicle Use Policy 2. BTW Coaching for identified staff	6/30/18	11/11/16 Not yet begun 3/6/17 No activity 12/31/17 No activity 3/7/18 No activity	12/31/17 No permanent HR mgr has been on site to work on this project 3/7/178No permanent HR mgr has been on site to work on this project. New ACM will pl ordinance meeting
		6. Assure accessibility to City Facilities compliant with DOJ 2010 Design Standards for Accessibility (continued from 2016) 7. Update and fully implement IIPP	5-1: Locate and update the City's 1996 Transition Plan with priority on City Hall 5.2: Obtain a site survey to identify obstacles to accessibility and programs access by a CASp certified person 5-3: Devise a prioritized action plan and budget to implement the proposed plan over time	6/30/18 6/30/18	9/15/17 In progress 12/31/17 Ongoing 3/7/18 Ongoing	8/29/17 City Hall remodel in progress 12/31/17 departure of CS Mgr has delayed further progress 3/7/18 No permanent CS mgr has been on site to work on this project. New ACM will provide guidance at March 22nd Tree ordinance meeting

Formatted: Superscript

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Milpitas, City of						
Cathie Bigger-Smith		1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	02/28/18	12/19/17 Not yet begun 3/7/18 Not yet begun	12/19/17 Unable to contact Rob Hill of PW to complete. Questionnaire provided multiple times 3/7/18 Meeting scheduled with Acting PWD to move project forward. Rob Hill not responsive to multiple requests
		2. Urban Forest Management (carry over from 2012)	1. Complete UFMP incorporating WCA process in to SOP and sewer impact management 2. Explore revision of tree ordinance 3. Develop policy/strategy to address recurring tree claim location areas.	June, 2018	12/19/17 Not yet begun 3/7/18 Not Yet Begun	Note: City has had 4 PW dir in 5 yrs delaying progress on all related goals
		3. Fleet Management exposure (carry over from 2012)	1. Conduct mini review of high use departments to evaluate effectiveness of vehicle use policy implementation 2. Continue Defensive Driving and Behind the Wheel Coaching for remedial or new employees/transfers to include use of simulator training for Fire and Police 3. Install obstacle alarms/cameras on all city vehicles 4. Form and fully implement the use of an accident review subcommittee	Jan, 2018	12/19/17 In progress	NOTE: No consultant involvement New HR Mgr has set priority to update policy

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		4. Risk Management Program Maintenance	Participate in quarterly RMC meetings by providing data and updates on goals and resources	June, 2018	12/19/17 In progress 3/7/18 In progress/ongoing	12/19/17 Consultant has attended 2 meetings 3/ accommodate info obtained at PARMA by RM Formatted: Superscript
		5. Emergency Preparedness Enhancements	1. Obtain communications, monitoring and tracking equipment and supply caches for emergency response	June 201~~n~~8	Unknown	12/19/17 No consultant involvement 3/7/18 No consultant involvement
		6.Security	Install panic buttons and develop testing protocol in key high risk locations	June 2018	Unknown	12/19/17 No consultant involvement 3/7/18 No consultant involvement
		7. State Communications Compliance	Train key staff to fully understand and comply with Public Records Act requirements	June, 2018	Unknown	3/7/18 No consultant involvement
Morgan Hill, City of						
Cathie Bigger-Smith		1. Focused Risk Assessment	1. Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 Not yet begun 3/7/18 In progress	NOTE: Shadia allocated 90% of consulting hours to Sewer/water work therefore little activity on projects other than Facilities Mini assessment this year. Goals were established by City 3/7/18 Meeting scheduled with facilities mgr for March 21
		2. Injuries/damage from falls on walkways (carry over from 2014)	Ref: Operational Best Practices-2-2-1 through 2-2-5 1. Implement recommendations resulting from 2014 reassessment of sidewalk best practices • Document sidewalk inspection and maintenance plan for city and park walkways	6/30/18	12/31/17 in progress by CD department 3/7/18 Status unknown	NOTE: Shadia allocated 90% of consulting hours to Sewer/water work therefore little activity on projects other than Facilities Mini assessment this year. Goals were established by City 12/31/17 meeting and info requested 3/7/18 No budget for work due to NOTE above

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		3. Sewer/water damage (carry over from 2012-13)	1. Assist Utility Systems Manager to draft ordinance language re-defining property owner responsibility for sewer lateral and back flow device installation and maintenance 2. Assist Utility Manager to develop protocols for public notification and response to sewer calls as well as SOP's to assure continuity of inspection and maintenance processes. 3. Conduct or develop info for study session (if needed) for council	June, 2018	12/28/17 In progress	NOTE above
		4. Vehicle/Driver Operations and Management (carry over from 2014)	Ref: Operational Best Practices-2-1-1 through 2-1-6 1. Finalize and implement driver selection and vehicle operations policy 2. Identify "high exposure" drivers and schedule "behind the wheel coaching" 3. Conduct Defensive Driving training for less frequent drivers 4. Evaluate and develop protocols for city vehicle checkout and security procedures	Ongoing	12/31/17 No activity 3/7/18 No activity	12/31/17 stalled for years in CM office 3/7/18 No budget for work due to NOTE above
		6. Roads	Implement Best practices 2-8-1 through 2-8-5 to include pedestrian safety , signage and visibility elements		12/31/17 No activity 3/7/18 No activity	NOTE: Shadia allocated 90% of consulting hours to Sewer/water work therefore little activity on projects other than Facilities Mini assessment this year. Goals were established by City 3/7/18 No budget for work due to NOTE above
		7. Urban Forest Management	1. Provide sample plan to PW 2. Work with PW to customize to MH		12/31/17 Not yet begun 3/7/18 No activity	NOTE: Shadia allocated 90% of consulting hours to Sewer/water work therefore little activity on projects other than Facilities Mini assessment this year. Goals were established by City 3/7/18 No budget for work due to NOTE above

Formatted: Indent: Left: 0.01"

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Newark						
		1. City Vehicle Incidents Ref Best practices 2-1-1through 2-1-6 (carry over from 2016)	1. Finalize and Implement Administrative Regulation regarding vehicle use policy. 2. Identify high exposure divers and conduct behind the wheel coaching training	October, 2017 June, 2018	12/31/17 In progress 3/7/18 No progress	Initial meeting held with HRD to discuss project 3/7/18 No activity
		2. Tree and Fall Hazards (carry over from 2014)	1Document the city's SOP's for sidewalk inspection and maintenance and integrate with UFMP	June, 2018	12/31/17 Not yet begun 3/7/18 Not yet begun	
		3. Police Actions	Identify any new GO's and/or training associated with use of force and de-escalation/ mental illness issues.	June, 2018	12/31/17 Complete	Meeting held at RMC to discuss PD activity re: de-escalation training

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
			Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-45	Dec. 2017	Not yet begun 3/7/18 Complete	Questionnaire provided in Aug. 2017

1. Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices, such as, contractor selection and management
2. Record findings and recommendations in Safety Logic

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
~~P~~Pacifica, City of						
		1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Safety Management. Ref Best practices 2-12-1through 2-12-4 Record findings and recommendations in Safety Logic	Feb, 2018	9/15/17 No activity 12/31/17 In progress 3/7/18 No activity	9/15/17 Unable to get meeting with City Staff. Questionnaire provided in Nov , 2017 3/7/18 City has not responded to requests for info and meetings
		2. City Vehicle Incidents (carry over from 2014)	2-1Evaluate/revise admin policy for driver selection, management and vehicle use to include volunteers, take home policy and personal vehicle use for city business 2-2Conduct mini audit of department vehicle use and policies 2-3 Identify drivers who may benefit from "Behind the Wheel " Coaching	Feb/2018	12/31/17 In progress 3/7/18 No activity	Sample docs provided in Nov 3/7/18 City has not responded to requests for info and meetings
		3. Falls (carry over from 2014)	Document current sidewalk inspection and maintenance protocols in SOP and integrate with UFMP for coordination and continuity of programs	Feb, 2018	12/31/17 Not yet begun 3/7/18 No activity	Sample SOP provided in Nov 3/7/18 City has not responded to requests for info and meetings
			Evaluate SOP's and protocols for storm drain /sewer clearing, storm preparation and response.	June, 2018	12/31/17 Not yet begun 3/7/18 No activity	3/7/18 City has not responded to requests for info and meetings
Portola Valley, Town of						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Safety Management. Ref Best practices 2-12-1through 2-12-4 Record findings and recommendations in Safety Logic	Feb, 2018	12/31/17 No yet begun 3/7/18 In progress	Questionnaire provided in Aug, 2017 3/7/18 Documentation in RC pending
		Reduction of wildfire damage exposure through implementation of modified forest management plan (carry over 2016)	2. Update current Town Center tree inventory for future monitoring/management as size increases and staff changes 3. Document the Town's Forest and Fire Protection management plan to assure continuity for long term planning and proper prioritization	May, 2017/ est. 10 hrs. 2. June, 2017	3/6/17 No activity 3/11/17 Town works with county fire on fire prevention plan annually 12/31/17 No progress 3/7/18 No progress	12/31/17 PWD resistant to documenting tree plan. Feels it is unnecessary
		Vehicle Use and Driver Management (carry over 2016)	1. Evaluate/revise admin policy for driver selection, management and vehicle use to include volunteers, take home policy and personal vehicle use for city business 2. Conduct mini audit of department vehicle use and policies 3. Identify drivers who may benefit from "Behind the Wheel " Coaching	June, 2017	12/31/17 No activity 3/7/18 No activity	
Ross						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		1. Focused Risk Assessment	1. Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilites Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 Not yet begun 1/	Questionnaire provided in Aug, 2017 1/30/18 AC turned over for Bickmore Service
		2. UFMP (carry over from 2014)	1. Review and, if necessary , revise Town tree ordinance 2. Develop and implement a documented tree management which defines inspection/maintenance, incident response procedures. Plan should prioritize response based on Dutch Elm and Sudden Oak Death disease which is accelerating tree decline	June, 2018	3/6/17 No activity 12/31/17 No change	12/31/17 Sample program provided with offer to help customize 1/30/18 AC turned over for Bickmore Service
		3. Fall Prevention on Town paved walkways (carry over from 2014	1. Develop and implement a walkway inspection and maintenance SOP to identify and plan for prioritizing and addressing potential hazardous conditions. Program should be integrated with the tree management plan to address tree related sidewalk conditions	June, 2018	3/6/17 No activity 12/31/17 No change	12/31/17 Sample program provided with offer to help customize 1/30/18 AC turned over for Bickmore Service
		4. Town Vehicle Operations UFMP (carry over from 2016)	Fully implement best practices 2-1-1 through 2-1-6 including development of a Vehicle Use/Driver Selection Policy	January, 2018	3/6/17 No activity 12/31/17 No activity	12/31/17 Sample program provided last year with some customization 1/30/18 AC turned over for Bickmore Service
San Bruno, City of						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 Not yet begun 3/7/18	12/31/17 City has not been cooperative in making or keeping appts to complete mini audits or other RM goal action items over last 2 years. 3/7/18 Marc Z provided contact info to complete audit, but person has been non responsive
		2. Driver Selection /Vehicle use and management (carry over 2013) Ref Best Practices 2-1-1 through 2-1-6	1. Update/reevaluate driver selection / vehicle use policy and modify as needed. 2. Conduct evaluation of P&R department controls regarding driver selection and management 3. Analyze accidents by department to focus controls	March, 2018	12/31/17 1.No activity 2. No activity 3. complete	12/31/17 HR refuses to address changes in policy or analysis for fear of union response
		3. Falls Ref Best Practices 2-2-1 through 2-2-5	1. Determine /Develop process for walkway inspection and maintenance plan documentation for City controlled walkways 2. Evaluate notice program and effectiveness 3. Analyze claims by location over 10 years to pinpoint high frequency locations	June, 2018	12/31/17 1. No activity 2. No activity 3. complete	12/31/17 Marc has only been willing to allow work on projects that do not involve City staff time
		4. Sewer/Storm Drain Ref: Best Practices 2-4-1 through 2-4-3 (carry over 2014)	1. Sewer best practices to be re-audited as part of targeted best practice audit. 2. Update OERP/SSMP to reflect current state standards 3. Review and propose modifications to sewer ordinance to reflect best practices		12/31/17 No activity	12/31/17 Marc has only been willing to allow work on projects that do not involve City staff time
		5. Contract Administration	1. Review existing process and policies and recommend modifications as needed 2. Assist RM to develop process and documentation to help standardize contract initiation and administration among departments	Dec 2017		
		6. Playground Mini Audit (carry over from 2016)	Complete ABAG required 2017 mini audit of best practices 2-11-1 through 5	Dec 2018	12/31/17 In progress	12/31/17 random check of 2 playgrounds complete, but Marc has not set up meeting with City Park staff to complete mini audit from 2016
San Carlos, City of						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Cathie Bigger-Smith		1. Focused Risk Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facility Management. Ref Best practices 2-12-1through 2-12-4	Feb , 2018	12/31/17 complete	
		2. Program Maintenance				
			2. Assist in preparation and attend annual Sr. Mgmt RMC Meeting		12/31/17 Complete	
			3. Attend/participate in quarterly safety/risk management meetings to address risk exposure and mitigation alongside Employee safety issues addressed by safety consultant and RM.		12/31/17 ongoing.	
		3. Water/Sewer	Evaluate SOPs for sewer inspection and maintenance including appropriate frequency and public education	June, 2018	12/31/17 Status unknown	Project conducted by David Patzer
		4. Roads	1. Analyze 5 yr claims by location to identify potential "frequency priority " spots 2. Evaluate the City's SOP's for sign placement, inspection and replacement	June, 2017	12/31/17 Not yet begun 12/31/17 No activity	
		5. Cash Handling Practices (continued)	Update and implement draft Cash Handling Policy	February, 2018	12/31/17 In progress	12/31/17 progress dependent on IT completion of payment security requirements
Saratoga, City of		NOTE: Michael Taylor and Committee established goals independently of consultant.				

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		1. Focused Risk Assessment-	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Maintenance Ref Best practices 2-12-1through 2-12-4	Feb, 2018	12/31/17 complete	7/16/17 Questionnaire complete. Documentation to be provided as gathered 12/31/17 RM completed questionnaire but provided no support docs.
		2. Streets and Roads (carry over from 2015)	Implement best practices as recommended in 2014 audit findings (2-8-1, 2-8-2, 2-8-3, 2-8-4, 2-8-5)	March 2018	12/31/17 No activity	7/16/17 Dept Mgr lacks mgmt. support to develop written plan that reflects requirements of 2-8-1
		3. Sidewalk Safety Management (carry over from 2015)	Complete Sidewalk inspection and maintenance plan doc and implement	June, 2018	In progress 12/31/17 No change	
		4. ADA Transition Plan(multi year plan)	Prioritize findings from self evaluation into a transition plan with long term implementation funding		Ongoing 12/31/17 Status unknown	
		5. Urban Forest Management Update	Implement best practices as recommended in 2014 audit findings (2-3-1, 2-3-3)	June 2018	In progress 12/31/17	7/16/17 inventory continues as resources allow
		6. Emergency/Disaster Preparedness	Comply with and submit FEMA required documents and training	6/30/18	In progress	12/31/17 No consultant6 involvement
		7. Special Events and Facility Rentals	Implement best practices 2-14-1 through 3	March 2018		
South San Francisco, City of						

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Cathie Bigger-Smith		1. Focused Risk (Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Safety Management. Ref Best practices 2-12-1through 2-12-4	Feb, 2018	11/21/16 in progress 9/11/17 Complete	11/21/16 Site visits complete and initial staff interviews. Docs not yet provided 12/31/17 RM completed questionnaire but provided no support docs.
		2. Urban Forest Mgmt	2-1: Evaluatge implementation and effectiveness of current UFMP 2-2: Fully implement BP 2-3-3 regarding inspection, maintenance and mitigation SOP documentation	June, 2018	12/31/17 No activity	12/31/17 New ordinance adopted but Parks Mgr left city before we could complete the UFMP
		3. Fleet Management Exposure (carry over from 2013)	1. Revise and implement the Vehicle Use and driver selection policy. 2. Implement recommendations resulting from Vehicle Use Best Practice audit 2015	January,2018	12/31/17 No activity	12/31/17 Unable to get RM to respond to requests for update nor engage HR department where needed to complete work
		4. Playgrounds	4-1: Implement documented plan for inspection , maintenance, audits and incident response 4-2: Continue transitioning playground equipment inspections into digital asset management program (PlaySafe)	June, 2018	12/31/17 No activity	12/31/17 Parks Mgr left city. Due to being short staffed, no work is occurring on program development
		Risk assessment of City operated child operations (carry over from 2015)	1. Site Surveys, policy review, and staff interviews to evaluate exposure 2. Evaluate transportation and emergency response policies and procedures 3. Evaluate incident reporting, investigation, and recordkeeping	June, 2018	12/31/17 No yet begun	

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
Suisun City, City of						
		1. Focused Risk Assessment-	1. Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-11-1through 2-11-5 3. Record findings and recommendations in Safety Logic	Feb, 2018	1. Not yet begun	Questionnaire provided in Aug, 2017
		2. Road hazards and related incidents	1. Evaluate documented program for testing and maintenance of street signs and signals 2. work with PW to develop SOP for road inspection and maintenance and related incident investigation (best practices 2-8-1 through 2-8-5)	3/30/18	1. Not yet begun	1.
		3. Playgrounds	Update/reevaluate playground safety management program and policy and modify as needed.	11/2017	12/31/17 in progress	
		4. Vehicle Operations	Complete and implement draft Vehicle Use Policy developed in 2015	June 2018	9/17/16 No activity 3/11/17 In progress 12/31/17 no change	1. Scott has draft developed during vehicle use audit 2015
Tiburon, Town of						
		1. Focused Risk (Assessment	Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-12-1through 2-12-4	Dec, 2017	12/31/17 Not yet begun	Questionnaire provided in Aug, 2017

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		2. Town Vehicle Accident (carry over from 2016)	1. 1. Verify policies address job descriptions involving driving contain essential function and physical demand requirements 2. ID drivers to participate in behind the wheel coaching 3. Evaluate feasibility of back up and or front impact alarms./cameras for Town Vehicles	Feb, 2018	12/31/17 Not yet begun 12/31/17 Ongoing 12/31/17 Complete	12/31/17 Town determined not cost effective
		3 Falls/Urban Forest Management (Ref: best practices 2-2-1 through 5; 2-3-1 through 4) Carry over from 2016	1. Identify priority locations where tree roots or limbs are impacting sidewalks, sewer lines or other infrastructure. 2. Develop and document a walkway inspection and maintenance program which contains SOP for mitigating tree impacts	June, 2018	12/31/17 Not yet begun	
Woodside, Town of*						
		1. Focused Risk (Assessment and RM Framework Enhancement	1-1. Conduct the focused assessment. Gather available documentation outlined in the assessment criteria of best practices for Facilities Management. Ref Best practices 2-11-1through 2-11-5 1-2: Update IIPP to reflect best practices	Feb, 2018 June, 2018	12/31/17 Not yet begun	Questionnaire provided in Sept, 2017 ~~.~~
		2. Urban forest management (carry over 2013) Ref. Best practices 2-3-1 through 2-3-4	1. Draft urban forest management plan for Town Center and other public area	June, 2018	9/17/17In progress 12/31/17 In progress	3/11/15 Draft plan provide to Town Mgr. for editing 12/31/17 project passed on to new PWD.

ABAG PLAN
Risk Management Goals-
2017-18 March~~December~~ update, 2018~~7~~

Member City	Assigned to	Goals Description Please describe goals clearly	Steps	Target date	Work Status	Updates Oct, Jan, April, July , 2014-15
		3. Playgrounds (carry over from 2016)	Complete Playground Mini audit	Dec, 2017	9/15/17 In progress 12/31/17 in progress	9/17/16 Brief survey of Barkley park. Awaiting docs from PW staff 3/14/17 Site survey complete. Awaiting verification docs 12/31/17 Detailed low frequency report provided. No program docs ever submitted by Town
		4. . RM Framework-IIPP	Bring town's IIPP into compliance with CalOSHA requirements (best practices1-2-1 through 8	June, 2018	12/31/17 Not yet begun	
		5. . Fall Prevention	5-1. Identify and prioritize trip and fall hazards and possible barriers to accessibility around Town Hall Campus 5-2. Level brick walkway on East side of Town Hall (area with bike racks) to reduce offsets			

2017/18 Regional Training Schedule

Date	Subject	Speaker	Location
April 24, 2018	Sexual Abuse Claims: A Legal and Risk Management Perspective	Kimberly Chin Mark Hazelwood	Dublin
May 9, 2018	Workplace Violence	David Gullo	Newark
May 2018	Disaster Preparedness	Mike Dever	TBD
June 2018	Sidewalk Liability	TBD	TBD

Agenda Item 6.B.

RISK MANAGEMENT PROGRAM

SUBJECT: Consideration of Proposed Risk Management Program for Program Year 2018/2019

BACKGROUND AND HISTORY:

The following provides background of our understanding of the current program, our observations and experience since being involved with the administration of service since January, 2018, and options for 2018/19 refinement to the administration of the program.

Risk Service Credits

Our Understanding of the Program
The cost of the annual goal setting meetings and assessments are paid from these funds. Any credits left after these services are provided and can be used for email and phone consultation and to assist with recommendation implementation. This additional service is to be approved by PLAN before approved consultants engage in the work in order to ensure there are enough funds to cover the cost and that the service is liability focused.

PLAN has a contract with the approved consultants and gets billed on a time and expense basis. PLAN pays for these services on behalf of members and tracks member balances throughout the program year. This particular fund was not intended to be used to reimburse members for their own consultants.

Status
The following is our experience related to administering the risk service credits since January, 2018.

- Due to the allocation method, many smaller members are required to use most of their funds for the assessment and goal meetings and have little money left for assistance with recommendation implementation and phone and email consultation.
- Charging on an hourly basis for consultant phone and email consultation:
    - creates challenges when members have exhausted their risk service credits early in the program year;
    - discourages members from engaging if they are saving their risk service credits for other reasons;
    - requires a lot of tracking to ensure there are enough funds left to cover the cost of the annual goal meetings and assessments; and
    - sends an awkward message when members are being billed in 10 minute increments by consultants.
- A lot of administrative time is spent approving service, tracking funds, and reviewing/approving consultant hourly billing and expenses.

- A lot of resources are dedicated to scheduling and conducting the annual goal meetings, and some of the goals do not change a lot from year to year since they can be long term in nature.
- Feedback from the consultants are that many members tell them they do not have the time and resources necessary to implement some of the goals that continue to be carried over from year to year.

Options for 2018/19 Refinement
Most pools have a line item in the administrative budget to provide core risk control services for all members. This allows the pool to budget for the expense to ensure that all members receive a certain baseline of services. As a result, we recommend eliminating the risk service credits and incorporating a flat fee into the administrative budget for the following core services for all members:

- Annual assessments;
- Unlimited phone and email consultation;
- Up to three days of service for each member to assist with recommendation implementation, which could include onsite assistance, training, and program review/development;
- Development of more tools and resources to assist with common recommendations
- Facilitation of regional training; and
- Management and refinement of Risk Console or some similar tracking instrument.

We also recommend eliminating the goal meeting and tracker requirements in order to allow more time to focus on implementation. All deliverables related to the core services would be tracked and reported by member.

Risk Management Grant Funds

Our understanding
As reviewed in the prior agenda item, there are funds earmarked to reimburse members for expenses related to risk management goal completion, development of sewer management programs, and risk management education for members. The intent of these grants is to encourage members to address exposures they normally would not be able to address with their annual budget. These would typically be one-time expenses that would help them get on track.

During the course of the year, members submit requests for reimbursement approval, and these requests are approved if they are generally in line with the concept of the program. However, there are no written guidelines or requirements.

There are also funds earmarked to provide defensive driver training, regional training, and conference sponsorships (sewers and trees).

Status

We have received and processed many member requests since January, 2018. The multiple grant funds, various reimbursement levels, and vague guidelines have made it difficult to explain and understand the different programs. Multiple members have told us ABAG PLAN had pre-approved grants that do not necessarily fall in line with our understanding or a plain reading of the program documents, and we have been processing them. We are finding that members rely on these grants and plan around them when budgeting. Some are using them to fund recurring expenses that would typically be part of an annual budget. Administering, processing, and tracking all of the separate buckets is complicated, time consuming, and difficult for many members to follow. The approval process can also be awkward when it comes to trying to deny requests when there are no formal guidelines.

Options for 2018/19 Refinement

We recommend continuing the risk management grant program, but combining it into one fund and providing more flexibility for the members to use these funds for anything risk management or risk control related. These funds could then be used for cities to independently engage with consultants of their choice rather than have PLAN negotiate global contracts with preferred vendors for certain funds. The combined grant fund for each member could roll-over into the next year if not utilized and remain allocated to the individual member.

We also recommend incorporating grant funds earmarked to provide defensive driver training, regional training, and conference sponsorships (sewers and trees) into the administrative budget, since these are core member services.

RECOMMENDATION:

Staff recommends the Risk Management Committee provide guidance for refinement of the 2018/19 Risk Management Program for Program Year 2018/2019.

REFERENCE MATERIALS ATTACHED:

None

Agenda Item 6.C.

RISK MANAGEMENT PROGRAM

SUBJECT: Consideration of New Vehicle Packets

BACKGROUND AND HISTORY:

During an auto accident, the parties involved are typically asked to produce "proof" of auto liability coverage. Therefore, staff has created new PLAN auto liability vehicle cards containing basic accident information on what to do, and not to do, during their exchange with the other party involved. Staff has also created an auto accident form to be kept in the vehicle packet in each city vehicle's glove compartment. Enclosed for the Risk Management Committee's consideration are the new vehicle packet documents. Once approved, the vehicle packet documents will be made available on the PLAN JPA website for members to print at their leisure.

RECOMMENDATION:

Staff recommends the Risk Management Committee approves the new vehicle packets.

REFERENCE MATERIALS ATTACHED:

- Auto Liability Vehicle Card 2018
- Auto Accident Form 2018

POOLED LIABILITY ASSURANCE NETWORK JOINT POWERS AUTHORITY
1750 Creekside Oaks Drive, Suite 200, Sacramento, CA 95833
(800) 541-4591 ~ FAX (916) 244-1199

AUTOMOBILE LIABILITY COVERAGE INFORMATION

COVERED ENTITIES

City of American Canyon
Town of Atherton
City of Benicia
City of Burlingame
City of Campbell
Town of Colma
City of Cupertino
City of Dublin
City of East Palo Alto
City of Foster City
City of Half Moon Bay
Town of Hillsborough
Town of Los Altos Hills
Town of Los Gatos
City of Millbrae
City of Milpitas
City of Morgan Hill
City of Newark
City of Pacifica
Town of Portola Valley
Town of Ross
City of San Bruno
City of San Carlos
City of Saratoga
City of South San Francisco
City of Suison City
Town of Tiburon
Town of Woodside

The above entities are self-insured as permitted under Vehicle Code Section 16020(b)(4).

PLAN JPA General Manager

POOLED LIABILITY ASSURANCE NETWORK JOINT POWERS AUTHORITY
1750 Creekside Oaks Drive, Suite 200, Sacramento, CA 95833
(800) 541-4591 ~ FAX (916) 244-1199

AUTOMOBILE LIABILITY COVERAGE INFORMATION

COVERED ENTITIES

City of American Canyon
Town of Atherton
City of Benicia
City of Burlingame
City of Campbell
Town of Colma
City of Cupertino
City of Dublin
City of East Palo Alto
City of Foster City
City of Half Moon Bay
Town of Hillsborough
Town of Los Altos Hills
Town of Los Gatos
City of Millbrae
City of Milpitas
City of Morgan Hill
City of Newark
City of Pacifica
Town of Portola Valley
Town of Ross
City of San Bruno
City of San Carlos
City of Saratoga
City of South San Francisco
City of Suison City
Town of Tiburon
Town of Woodside

The above entities are self-insured as permitted under Vehicle Code Section 16020(b)(4).

PLAN JPA General Manager

BASIC ACCIDENT INFORMATION

DO

1. Introduce yourself by name and title
2. Offer to get aid – police, paramedics, relative
3. Set out flares and other warning devices
4. Obtain statements from involved parties as to how accident happened
5. Obtain names of any possible witnesses
6. Identify workers in area by company, address, etc.
7. Determine the weather conditions
8. Obtain name, address, telephone number, and age of injured
9. If possible, determine if alcohol or drugs were involved
10. Take photos, if possible
11. Fill out as much of the vehicle accident report as practical and give to your supervisor *immediately*

DO NOT

1. **DO NOT** admit that the city is responsible or admit to any liability
2. **DO NOT** move an injured party unless it is for their protection
3. **DO NOT** leave injured alone; wait for help to arrive
4. **DO NOT** give a statement to *anyone*
5. **DO NOT** discuss the accident with any bystanders
6. **DO NOT** indicate that the city will pay medical or any other expenses; “I’m sorry, I don’t know.”
7. **DO NOT** refer to a specific physician or hospital
8. **DO NOT** discuss the accident with anyone from the press

BASIC ACCIDENT INFORMATION

DO

1. Introduce yourself by name and title
2. Offer to get aid – police, paramedics, relative
3. Set out flares and other warning devices
4. Obtain statements from involved parties as to how accident happened
5. Obtain names of any possible witnesses
6. Identify workers in area by company, address, etc.
7. Determine the weather conditions
8. Obtain name, address, telephone number, and age of injured
9. If possible, determine if alcohol or drugs were involved
10. Take photos, if possible
11. Fill out as much of the vehicle accident report as practical and give to your supervisor *immediately*

DO NOT

1. **DO NOT** admit that the city is responsible or admit to any liability
2. **DO NOT** move an injured party unless it is for their protection
3. **DO NOT** leave injured alone; wait for help to arrive
4. **DO NOT** give a statement to *anyone*
5. **DO NOT** discuss the accident with any bystanders
6. **DO NOT** indicate that the city will pay medical or any other expenses; “I’m sorry, I don’t know.”
7. **DO NOT** refer to a specific physician or hospital
8. **DO NOT** discuss the accident with anyone from the press

HOW DID ACCIDENT HAPPEN?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ _____

Employee's Signature Date

SUPERVISOR REVIEW

Comments, if any:

_____ _____

Supervisor's Signature Date

(After review, the supervisor should forward this report to the Risk Manager.)

POOLED LIABILITY ASSURANCE NETWORK JOINT POWERS AUTHORITY

VEHICLE ACCIDENT REPORT

Accident date: _____ Time: _____ AM/PM

Place where accident happened: _____

_____

YOU AND YOUR VEHICLE (Vehicle #1)

Name & Title: _____

Department: _____ Telephone: (___)_____

CA Driver's License #: _____ Expiration: _____

V.I.N. (Vehicle Identification Number):

License Plate Number: _____ ___

Vehicle Make: _____ Model: _____ Year: _____

Registered Owner: _____

Passengers' Names: _____

Damages (include any permanently attached equipment):_____

_____

Were you injured? ☐ Yes ☐ No (If yes, you must also complete an Occupational Injury Report immediately.)

OTHER VEHICLES AND DRIVERS (Vehicle #2)

Driver's Name: _____ Telephone: (___)_____

Address: _____

_____

Driver's License #: _____ State: _____ Expiration: _____

Vehicle Make: _____ Year: _____

License #: _____

Registered Owner: _____

Passengers' Names: _____

Damages: _____

_____

Insurance Company: _____ Policy No.: _____

OTHER VEHICLES AND DRIVERS (Vehicle #3)

Driver's Name: _____ Telephone: (___)_____

Address: _____

_____

Driver's License #: _____ State: _____

Vehicle Make: _____ Year: _____

License #: _____

Registered Owner: _____

Passengers' Names: _____

_____

Damages: _____

_____

Insurance Company: _____ Policy No.: _____

INJURED PERSONS

(List below all employees, drivers, and passengers from all vehicles who were injured)

1. Name: _____ Telephone: (___)_____

   Address: _____

   Where Taken: _____

2. Name: _____ Telephone: (___)_____

   Address: _____

   Where Taken: _____

3. Name: _____ Telephone: (___)_____

   Address: _____

   Where Taken: _____

WITNESSES

1. Name: _____Telephone: (___)_____

   Address: _____

2. Name: _____ Telephone: (___)_____

   Address: _____

LAW ENFORCEMENT

Investigated by Officer: _____

Agency: _____ Badge #: _____

Report Number:

DIAGRAM OF ACCIDENT (Please draw diagram below.)

1. Number city vehicle as 1, other vehicle as 2, additional vehicle as 3, and show direction of travel with arrows. EXAMPLE: → ☐ ☐ ←
2. Use solid line to show path before accident
3. Show pedestrian by ----------
4. Show railroad by ————————
5. Give names or numbers of streets or highways
6. Indicate north by arrow within this box → ☐
7. Show traffic signs and signals

CONDITIONS AT ACCIDENT SCENE

Light:	☐ Daylight	☐ Night	☐ Dawn	☐ Dusk
Weather:	☐ Clear	☐ Rain	☐ Snow	☐ Fog
Road Surface:	☐ Dry	☐ Debris	☐ Snow/Ice	☐ Wet
Surrounding Area:	☐ Business	☐ Rural	☐ Residential	

Agenda Item 6.D.

RISK MANAGEMENT PROGRAM

SUBJECT: Discussion of Du-All Safety Engagement

BACKGROUND AND HISTORY:

Historically, PLAN has vetted safety vendors and negotiated global contracts with preferred vendors. Du-All Safety previously had a contract with PLAN that would allow them to be used to deliver services using risk service credits. In recent years, Cathie Bigger-Smith has been the only consultant used to conduct assessments and manage the goals, and Du-All Safety has been brought in occasionally to conduct specific training related to defensive driving and other liability and workers' compensation related training sessions.

Status
Du-All Safety's contract with PLAN is currently expired, and members have requested services using the risk service credits.

Options for 2018/19 refinement
If it is decided to incorporate the risk service credits and training grant funds into the administrative budget, preferred vendors will no longer be necessary as members would be able to access vendors and service providers of their choosing through the use of their grant funds.

Any additional services outside of the base risk management program that are provided by these vendors would be submitted through the risk management grant fund and the vendor relationship would be direct with the city or town.

Separately, if no changes are made to the current program, the committee may want to recommend adding Du-All to the preferred vendor list.

RECOMMENDATION:

Staff recommends the Risk Management Committee provide direction in regard to adding Du-All as a preferred vendor.

REFERENCE MATERIALS ATTACHED:

None

Agenda Item 6.E.

RISK MANAGEMENT PROGRAM

SUBJECT: Discussion of Significant Grant Fund Request

BACKGROUND AND HISTORY:

Earlier this month, the City of Morgan Hill inquired if funds in the Sewer Smart program could be applied toward the purchase of a $170,000 sewer camera truck. Our understanding of the sewer smart program is that it is currently intended to be a 50% match of finds to members implementing a sewer smart program. However, there are no written guidelines regarding the details of what qualifies, and it is understood to be a first come, first-served program, with no indication of maximum reimbursement to any one member.

RECOMMENDATION:

Staff recommends the Risk Management Committee provide guidance with regard to the grant fund request from the City of Morgan Hill.

REFERENCE MATERIALS ATTACHED:

None