



**NCCSIF
RISK MANAGEMENT COMMITTEE MEETING
AGENDA**

Date: Thursday, April 16, 2015
Time: 10:00 a.m.
Location: Lincoln City Hall (Third Floor Conference Room)
 600 Sixth Street
 Lincoln, CA
 (530) 894-6699

A – Action
I – Information

 1 – Attached
 2 – Hand Out
 3 – Separate Cover
 4 – Verbal
 5 – Previously Mailed

MISSION STATEMENT

The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.

A. CALL TO ORDER

B. PUBLIC COMMENTS

C. APPROVAL OF AGENDA AS POSTED

A 1

pg. 03 **D. CONSENT CALENDAR**

A 1

All matters listed under the consent calendar are considered routine with no separate discussion necessary. Any member of the public or Risk Management committee may request any item to be considered separately.

pg. 04 1. Minutes of the Risk Management Committee Meeting – October 9, 2014

E. RISK MANAGEMENT BUSINESS

pg. 07 1. **Police Risk Management Committee Update**

I 1

Tom Kline, Bickmore Risk Services, will provide the Committee with a summary of the February 5, 2015, Police Risk Management Committee Meeting and activities completed for the initial roll out of Body Cameras.

pg. 11 2. **Risk Control Services Update**

I 2

Henri Castro, Bickmore Risk Services, will provide an update on the services provided so far in FY 2014/15 and plans for the rest of the year.

pg. 13 3. **Sewer Risk Management Proposal**

A 1

David Patzer, DKF Solutions, will present a proposal for risk management services related to member wastewater operations.



- pg. 17 4. **Contracted Services Survey** I 1
Bickmore will present the results of a survey conducted to determine if members are interested in contracting for shared services. The Program Administrators will also share suggestions from members regarding services not currently being contracted.
- pg. 25 5. **2015/16 Risk Control Service Plan** A 1
Henri Castro will present the proposed 2015/16 Risk Control Service Plan for discussion and approval.
- pg. 27 6. **Risk Control Services Budget for FY2015/16** A 1
Marcus Beverly will present the draft budget for risk control services for FY 2015/16 for review and recommendation to the Executive Committee.
- pg. 29 7. **Round Table Discussion** I 4
The floor will be open to Committee members for any topics or ideas that members would like to address.
- F. INFORMATION ITEMS** I 1
- pg. 30 1. NCCSIF Travel Reimbursement Form

G. ADJOURNMENT

UPCOMING MEETINGS

- Police Risk Management Committee Meeting – May 7, 2015
- Executive Committee Meeting – May 21, 2015
- Claims Committee Meeting – May 21, 2015
- Risk Management Committee Meeting – June 18, 2015
- Board of Directors Meeting – June 18, 2015

Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Marcus Beverly at Alliant Insurance at (916) 643-2704.

The Agenda packet will be posted on the NCCSIF website at www.nccsif.org. Documents and material relating to an open session agenda item that are provided to the NCCSIF Board of Directors less than 72 hours prior to a regular meeting will be available for public inspection and copying at 1792 Tribute Road, Suite 450, Sacramento, CA 95815.

Access to some buildings and offices may require routine provisions of identification to building security. However, NCCSIF does not require any member of the public to register his or her name, or to provide other information, as a condition to attendance at any public meeting and will not inquire of building security concerning information so provided. See Government Code section 54953.3



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

ISSUE: The Risk Management Committee (RMC) should review items on the Consent Calendar and, if there is any item requiring clarification or amendment, such item(s) should be pulled from the agenda for separate discussion. The Risk Management Committee should approve the Consent Calendar excluding those items pulled. Any items removed from Consent will be agendized later during the meeting as recommended by the Chair and approved by the Committee.

RECOMMENDATION: Approve the Consent Calendar after review by the Committee.

FISCAL IMPACT: None

BACKGROUND: The Committee places the following items on the Consent Calendar for approval. The Committee may approve the Consent Calendar items as presented, or any individual may request that an item be pulled for discussion and separate action during the meeting. Remaining items would then be approved by action of the Committee.

ATTACHMENTS: Minutes of the Risk Management Committee Meeting – October 9, 2014



**MINUTES OF THE
NCCSIF RISK MANAGEMENT COMMITTEE MEETING
LINCOLN CITY HALL, LINCOLN, CA
OCTOBER 9, 2014**

MEMBERS PRESENT

Juanita Barnett, City of Anderson
Shari Conley, City of Auburn
Tom Watson, City of Corning
Jim Ramsey, City of Elk Grove
Matt Michaelis, City of Gridley
Kristine Haile, City of Folsom
Ed Pattison, City of Ione
Michael Daly, City of Jackson
John Lee, City of Lincoln
Corey Shaver, City of Nevada City
Liz Ehrenstrom, City of Oroville
Dave Warren, City of Placerville
Russell Hildebrand, City of Rocklin
Natalie Walter, City of Yuba City

MEMBERS ABSENT

City of Colusa
City of Corning
City of Galt
City of Marysville
City of Red Bluff
City of Rio Vista
City of Willows
Town of Paradise

GUESTS & CONSULTANTS

Dylan Feik, City of Auburn
Michael Simmons, Alliant Insurance Services, Inc.
Marcus Beverly, Alliant Insurance Services, Inc.
Johnny Yang, Alliant Insurance Services, Inc.
Tom Kline, Bickmore

A. CALL TO ORDER

The meeting was called to order at 10:25 a.m.



B. PUBLIC COMMENTS

There were no public comments made.

C. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

MOTION: Dave Warren **SECOND:** Russell Hildebrand **MOTION CARRIED**
AYES: Barnett, Conley, Watson, Ramsey, Michaelis, Haile, Pattison, Daly, Lee, Shaver, Ehrenstrom, Warren, Hildebrand, Walter.
NAYS: None.

D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – April 24, 2014

A motion was made to approve the consent calendar.

MOTION: Russell Hildebrand **SECOND:** Corey Shaver **MOTION CARRIED**
AYES: Barnett, Conley, Watson, Ramsey, Michaelis, Haile, Pattison, Daly, Lee, Shaver, Ehrenstrom, Warren, Hildebrand, Walter.
NAYS: None.

E. RISK MANAGEMENT BUSINESS

E1. 2014/15 Risk Control Service Plan

Mr. Tom Kline provided an update on the 2014/15 Risk Control Service Plan and outlined the services available, including phone and email consultation, member-specific services and on-site assistance, regular safety communications, regional workshop training and coordination, and website resources including webinars and streaming videos. The hazard and safety assessments conducted in 2012 will be updated to reflect member progress and a scorecard will be developed to display member progress and pool-wide improvement opportunities. Information item only.

E2. Risk Control Services Update

Tom Kline provided a handout summarizing the services provided to members from July 1 to September 30, 2014. Almost all members have had some activity over the period, including phone consultations, ergonomic assessments, IIP development and training, and development of a variety of other policies and programs.



Discussion was held on the subject of trees and tree maintenance, including surveying members to determine current practices and staffing. Members also requested a survey of desired training topics.

E3. Police Risk Management Committee Update

Tom Kline provided an update on the activities of the Police Risk Management Committee, including the minutes of their last meeting and details regarding the video camera purchases made with NCCSIF grants. A table was provided showing the allocation of cameras to each member. Members received at least two cameras, with larger members receiving three, four or five based on their admin funding. Three members opted out of receiving the VieVu cameras and received funds for their own choices instead.

E4. Next Risk Management Committee Meeting Reschedule

The next Risk Management Committee was rescheduled to January 8, 2015, due to conflict with Board meeting scheduled to last all day on December 11, 2014.

MOTION: Dave Warren **SECOND:** Russell Hildebrand **MOTION CARRIED**
AYES: Barnett, Conley, Watson, Ramsey, Michaelis, Haile, Pattison, Daly, Lee, Shaver, Ehrenstrom, Warren, Hildebrand, Walter.
NAYS: None.

E5. Round Table Discussion

Members discussed the potential for expansion of inverse claims for more types of public improvements.

F. INFORMATION ITEMS

NCCSIF Travel Reimbursement Form provided to members.

G. ADJOURNMENT

The meeting was adjourned at 11:48 a.m.



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.1.

POLICE RISK MANAGEMENT COMMITTEE UPDATE

INFORMATION ITEM

ITEM: Mr. Tom Kline will provide the Committee with a summary of the February 5, 2015 Police Risk Management Committee and activities completed since the last Risk Management Committee meeting in October, 2014.

FISCAL IMPACT: None.

RECOMMENDATION: None. This item will be provided as information only.

BACKGROUND: Last year the Board approved a budget of \$50,000 for the purchase of body cameras for NCCSIF's police agencies. The Police Risk Management Committee approved purchasing VieVu cameras. On August 27th, 2014, a VieVu Training Session was provided to members to answer any questions regarding the equipment and software. Program Consultants have since shipped all of the cameras to participating agencies according to the approved allocation.

ATTACHMENTS:

1. Police Risk Management Committee Meeting Minutes, February 5, 2015, Draft



**MINUTES OF THE
POLICE RISK MANGEMENT COMMITTEE MEETING
FEBRUARY 5, 2015**

MEMBERS PRESENT

John Ruffcorn, City of Auburn
Art Olson, City of Elk Grove
Jim Ramsey, City of Elk Grove
Jason Browning, City of Folsom
Sharon Blackburn, City of Folsom
Dean Price, City of Gridley
Jason Garringer, City of Marysville

Aaron Easton, City of Marysville
Tim Foley, City of Nevada City
Elizabeth Ehrenstrom, City of Oroville
Paul Nanfito, City of Red Bluff
Greg Bowman, City of Rio Vista
Russ Hildebrand, City of Rocklin
Forrest Richardson, City of Rocklin

GUESTS & CONSULTANTS

Michelle Minnick, Alliant Insurance Services
Tom Kline, Bickmore Risk Services
Henri Castro, Bickmore Risk Services

Jeff Johnston, Bickmore Risk Services
Dr. Felicia Gomez, Pinnacle Training Systems

A. CALL TO ORDER

The meeting was called to order at 10:05 a.m.

B. PUBLIC COMMENTS

There were no public comments.

C. RISK MANAGEMENT

C1. Body Camera Update

The Committee was asked to share any anecdotal evidence for the VieVu Body Cameras and it was mentioned that NCCSIF will eventually begin tracking claims to determine if there has been an impact since the implementation of the VieVu Body Cameras approximately three months ago on August 27, 2014.

The City of Rocklin noted that a woman had claimed that she was hit in the eye when the officer presented the ticket to her. However, when the video was reviewed it clearly showed that the woman was not hit by the ticket – the addition of the VieVu Body Cameras has had a positive effect on reducing potential claims in the City of Rocklin.

In the City of Folsom there was an Internal Affairs complaint from a family who alleged their son was being targeted by one officer. The video from the VieVu Body Cameras was reviewed by Internal Affairs and clearly showed that the son was not being truthful about his complaint

and so the video was also shown to the family who after review apologized and withdrew their complaint.

On average there have been two to three angst stories shared each meeting and the video taken from the VieVu Body Cameras has been used to reduce potential claims. It was also noted that the company has been great and very responsive to any server issues that have arisen.

C2. Outer Carrier Vests

The Committee was given a handout which included information provided by the Chief of Central Marin Police Authority regarding the implementation of Outer Carrier Vests into their law enforcement. The Committee then discussed the information presented in the handout which reported the Central Marin Police Authority used a multi-pronged approach to implement the Outer Carrier Vests. This approach required buy-in from three sources: the employees, the community and local officials (government). The first step was to create a survey to identify what the potential issues are that create Workers' Compensation claims and the main issue identified was the weight of the duty belt. The second step was to identify possible solutions to remedy the weight of the duty belt issue and the Outer Carrier Vest was a possible solution. The third step taken by Central Marin Police Authority was to create a training and pilot program (using the parameters of comfort, ROM, ease of access, public perception). Each Outer Carrier Vest costs approximately \$300-500 and it was noted that the Outer Carrier Vests reduce stress to the neck, back and hips. There were also concerns about the militarist look of the Outer Carrier Vests and so the Central Marin Police Authority then reached out to municipalities, councils and public forums and to ensure transparency the vests were brought to the meetings and gained overwhelming support due to the motivation to use the Outer Carrier Vests (by providing a low cost Outer Carrier Vest to officers the city could reduce potential injury costs due to use of the duty belt only). After a three month trial period of use the Outer Carrier Vests were made a voluntary item but it should be noted that more than 90% of officers chose to continue wearing Outer Carrier Vests and there have been no claims reported at this time by Officers wearing those vests. The committee was also provided with Chief Todd Cusimano contact information in the event there are any follow up questions regarding the materials presented at the meeting.

It was also noted that one of the cities had implemented the Outer Carrier Vests approximately four years ago and there has been a recent shift of Officers transitioning back to using the duty belt due to complaints of hunching forward due to the weight of the vests. It was noted that the cities who have recently implemented the use of Outer Carrier Vests have not reported any complaints as a result of using the Outer Carrier Vests.

C3. Round Table Discussion

Henri Castro reminded the committee that there is a Risk Control Website through Bickmore and they are in the process of getting a website set up that is customized specifically for Law Enforcement. It was noted that since Law Enforcement has the highest risk for exposure it is

important for Law Enforcement to share best practices to help bridge the gap between risk management and police. The committee was asked to provide information regarding what type of information should be listed on the website specific to Law Enforcement. The following topics were recommended to be included in the website:

- Sample Policy's from other cities that have been successful
- Training information (Safety Communications via email)
- Best Practices for Law Enforcement (fatigue, return to work)
- Creation of a "Near Miss System" for Law Enforcement (similar to what Fire Departments use)
- Creation of an alert when information has been posted to the Law Enforcement website
- Forum for questions (similar to CSAC)

It was also noted that CSAC-EIA started an Employment Law hotline which includes free unlimited calls for all CSAC-EIA members. It was also requested that Henri Castro from Bickmore send out an email to all NCCSIF members with CSAC-EIA contact information and also to send out an email to PRMC regarding the next topic for speaker at the next meeting.

C4. Wellness and Fitness in Law Enforcement - "The Tactical Athlete"

Dr. Felicia Gomez provided a presentation which included her experience working with law enforcement agencies on how to best use science principles to maximize physical performance of "tactical athletes".

D. ADJOURNMENT

The meeting was adjourned at 12:35 p.m.



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.2.

**RISK CONTROL SERVICES UPDATE
AS OF APRIL 16, 2015**

INFORMATION ITEM

ITEM: Ms. Enriqueta Castro will provide the Committee with an update on the services Bickmore has provided NCCSIF members during the 2014/2015 program year to date:

Member Services

In addition to unlimited phone and email consultation, members have received risk control services to help implement recommendations from the Hazard & Safety Assessment. In addition staff has provided customized services based on member requests. Services provided include:

- On-site training on a variety of safety topics
- Cal/OSHA written program development
- Program development for liability exposures
- Hazard inspections
- Playground inspections
- Ergonomic evaluations

Regional Training Workshops

- Forklift Train-the-Trainer, January, 2015
- Traffic Control and Flagger Training, March, 2015
- Certified Pool Operator Training, May, 2015

Safety Communications

During the program year the following safety communications have been sent to members:

- Earthquake Preparedness
- Driving Safety
- Ebola
- Holiday Safety
- Cal/OSHA Reporting
- Measles Outbreak 2015
- Heat Illness Prevention – New Requirements

Webinars

Members are invited to attend all Bickmore webinars. Webinars are conducted live and recorded for future viewing. During the 2014/2015 program the following webinars were conducted:

- Hearing Conservation: Hear Today, Hear Tomorrow
- OSHA Recordkeeping – California
- Sidewalk Liability – Don't Get Tripped Up on Sidewalk Liability Cases



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- ADA
- Driver Safety
- Forklift Safety
- Lockout Tag Out
- Short- Duration Mobile Traffic Work Zone

Upcoming Webinars:

Bickmore is planning to partner with Cal/OSHA to conduct a Heat Illness Prevention webinar on the new requirements. Date is TBD.

Website Resources

Members have access to over 300 online streaming videos, sample programs, development guides, and safety publications

FISCAL IMPACT: None

RECOMMENDATION: None. This is provided as information only.

BACKGROUND: NCCSIF contracted with Bickmore on January 1, 2012 to provide risk control services. Ms. Henri Castro is NCCSIF's Risk Control Consultant for these services.

ATTACHMENTS:

- The Member Services Summary Report through April 15, 2015, will be provided during the RMC meeting.



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.3.

SEWER RISK MANAGEMENT PROPOSAL

ACTION ITEM

ITEM: DKF Solutions Group (*DKF*) has provided NCCSIF with a proposal (*attached*) addressing sanitary sewer overflows (*SSOs*) and backups impacting private property (*SBU*s) prevention and emergency response, including claims handling procedures. Mr. David Patzer of DKF will provide a brief presentation describing the elements of the proposal and answer questions.

RECOMMENDATION: Review and discuss.

FISCAL IMPACT: TBD. Proposal is for \$69,500 if all services are implemented and minimum number of members participate. Savings expected based on reducing the frequency and severity of sewer backup claims, avoiding watchdog lawsuits, and regulatory compliance.

BACKGROUND: SSOs and SBUs impacting private property are a significant cause of loss to public agencies operating sewer systems resulting from property damage claims, Clean Water Act Citizen Suits and regulatory fines and penalties. As sanitary sewer infrastructure ages, the frequency and severity of SSOs and SBUs can be expected to increase in the absence of aggressive and strategic preventive maintenance and repair/replacement programs.

The State Water Resources Control Board (*SWRCB*) requires sanitary sewer system operators to have a Sanitary Sewer Management Plan (*SSMP*). The *SSMP* must address several elements, which when taken together, describe how an organization will budget, staff, provide preventive maintenance and repair/replace its sanitary sewer system to provide reliable performance of the system to minimize the likelihood of SSOs and SBUs. The *SSMP* must also include an Overflow Emergency Response Plan to address SSOs that occur.

ATTACHMENTS: Proposal to NCCSIF for Sanitary Sewer Risk Management and Regulatory Compliance Services



**~Proposal From DKF Solutions Group, LLC For Services To~
Northern California Cities Self Insurance Fund (NCCSIF)
Proposal No. 031615-1-1**

This PROPOSAL is made on February 12, 2015 by and between DKF Solutions Group, LLC and the Northern California Cities Self Insurance Fund (hereafter referred to as NCCSIF). This PROPOSAL is valid until 12am, May 30, 2015.

SCOPE: Provide the following California State Water Resources Control Board (SWRCB) Related services (Note: All SWRCB policy/procedure development will utilize DKF Solutions Group's policies/procedures and, unless otherwise noted below, *not* involve site time. DKF Solutions Group will collect necessary information from the member utilizing a combination of web meetings, phone call and email. If a NCCSIF member requests site time for additional assistance and/or meetings, time will be billed at one-half travel plus site at a rate of \$145/hour or the hourly rate of the subcontractor, whichever is higher.)

1. Perform an audit of each member's Sanitary Sewer Management Plan audit against the SWRCB's Waste Discharge Requirements, updated Monitoring and Reporting Program (MRP) Requirements and the SWRCB Pre-SSMP Inspection Questionnaire. The audit will include one on site meeting and will provide the member with a detailed report listing, by SSMP Element, those items missing, deficient or not in compliance with SWRCB requirements or in conformance with generally accepted best practices for sewer collection system management.

FEE: \$4,500 per member with a minimum of 8 participating members

2. Develop and/or update NCCSIF Members' Sanitary Sewer Overflow/Backup Response Plans (OERP) to reflect SWRCB Waste Discharge Requirements, September 2013 SWRCB updated Monitoring and Reporting Program requirements, the California Sanitation Risk Management Authority's model Sewer Overflow and Backup Response Plan Best Practices and NCCSIF's sewer backup claims handling procedures.

Completed OERPs will be delivered to members electronically as a secure PDF file. Members utilizing this service will use the DKF OERP template tailored to NCCSIF sewer backup claims handling procedures and are limited to one draft review.

Fee: \$1,800 per member with a minimum of 10 participating members

*Costs associated with member-requested hardcopy deliverables (i.e. SSO and Backup Response Packets, OERP Summary Wall Posters, Computer Training Module on Completed OERPs, etc) to be the responsibility of the member.

3. Provide three (3) Sewer Overflow Volume Estimation and Overflow/Backup Response training seminars (both topics on the same day) at 3 locations most central to those members taking advantage of item #2, above. NCCSIF will arrange the location venue and coordinate registration and all other training logistics.

Fee: \$7,500

4. Provide one NCCSIF-branded interactive computer training module addressing:

- Each participating member's final OERP
- SWRCB OERP training requirements for sewer collection workers
- SSO volume estimation techniques and documentation in accordance with SWRCB requirements
- Tactical communication skills for sewer collection workers when interacting with citizens following a sewer overflow or backup

The training module will be delivered electronically to each member for storage on the member's computer network. The training module will operate on any major internet browser, with or without an internet connection.

Fee: \$8,000

SUBCONTRACTORS: DKF Solutions Group routinely subcontracts with subject matter experts in order to provide the highest quality policy and procedure development and training services. DKF Solutions Group reserves the right to subcontract subject matter experts in instances where the NCCSIF member will be best served by subcontracting a particular service.

DELIVERABLE(S): All policies, procedures and other documents will be delivered as secure pdf files. All electronic training modules will be delivered electronically and is capable of running on any major internet browser.

CLIENT RESPONSIBILITIES:

1. Each Member will provide a on-site staff time to work with DKF SOLUTIONS GROUP to gather technical information and photos necessary to complete SCOPE. The staff provided by each Member will have the technical knowledge, expertise, and/or written materials necessary for DKF SOLUTIONS GROUP to make technically correct evaluations.
2. All meetings or other work involving DKF SOLUTIONS GROUP, Member, and Member-provided vendors will be scheduled at mutually agreeable dates and times.

COMPENSATION: DKF Solutions Group, LLC reserves the right to collect reimbursable expenses. Reimbursable expenses include, but are not limited to, administrative costs such as postage and certificates of insurance. Additionally, DKF Solutions Group reserves the right to be reimbursed for all reasonable travel expenses related to work at the Member locations. All travel will be approved by NCCSIF prior to any travel expenses being incurred.

DKF Solutions Group, LLC will invoice CLIENT 75% of fixed fee items upon delivery of any draft documents.

Each Member must submit any required document review comments and edits within 60 days. If comments/edits are not received within 60 days, DKF SOLUTIONS GROUP reserves the right to finalize the last draft as the final product and be compensated accordingly. The Member will then be allowed up to another 30 days to submit review comments and edits without further fees, after which, additional fees at an hourly rate of \$145 will be assessed.

AVAILABILITY: DKF Solutions Group is available on or after June 1, 2015 to provide the services described in SCOPE.

TERMS: DKF Solutions Group shall retain all copyright, patent, trade secret and other intellectual property rights in all Content/products created pursuant to the services contracted-for and rendered under the Agreement. Subject to its receipt of all compensation due under the Agreement, DKF Solutions Group grants Client a nonexclusive, nontransferable license, authorizing Client to use the WORK for its own purposes once payment in full is received.

STANDARD OF CARE/WARRANTY: DKF SOLUTIONS GROUP will perform the work under this Agreement as an independent contractor and in accordance with generally accepted professional practices. DKF SOLUTIONS GROUP will utilize reasonable care and skill consistent with and equal to that customarily possessed by environmental, health and safety consulting professionals in the community.

The parties to this agreement recognize the complex, subjective, and performance based nature of many environmental, occupational safety and health laws and regulations and the administrative interpretations thereof. In performance of the work, DKF SOLUTIONS GROUP must rely upon information derived from secondary sources and personal interviews. Except as specifically required in the scope of work, DKF SOLUTIONS GROUP will make no independent investigation as to the accuracy of completeness of the information derived from the secondary sources and personal interviews, and will assume that such information is accurate and complete.

All recommendations, findings, and conclusions will be based upon information and circumstances as they existed at the time of preparation (e.g. Federal, state, and local laws; political climate; and other matters that DKF Solutions Group, LLC deemed relevant). A change in any fact or circumstance may adversely the recommendations, findings, and conclusions expressed in the WORK. Accordingly, except as set forth in the first paragraph of this section, DKF SOLUTIONS GROUP makes no other representation, warranty or guarantee, express or implied.

ACCEPTANCE: To accept this proposal from DKF Solutions Group, LLC, for services described in SCOPE under the terms and conditions described herein, please sign below and return.

Name and Title of NCCSIF Representative

Date



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.4.

CONTRACTED SERVICES SURVEY

INFORMATION ITEM

ITEM: During the January Long Range Planning session, there was discussion about developing a list of “preferred” contractors for members. The goal was to identify services that member cities contract out and to assemble a list of contractors that may provide these services to members at a discounted group rate.

The Board directed Bickmore to send out a survey for members to provide feedback on services they currently contract and services the city may want to contract out in the future. The survey results are attached and will be presented by Henri Castro.

The Program Administrators have also attached a brief overview of Disaster Recovery Services provided by Agility Recovery to determine if there is interest in having them submit a shared services proposal for NCCSIF members.

The City of Willows has also expressed interest in joining with NCCSIF members to contract with Lexipol for their Fire Department Policy Manual and Daily Training Bulletins, similar to the current services offered for Police Departments. The cost for Willows alone is \$5,250 for the first year, with annual renewal fee of \$3,200. By contracting as a group members should be able to reduce the per member fee.

FISCAL IMPACT: None

RECOMMENDATION: Provide direction for further discussion and vendor outreach

ATTACHMENTS:

1. Contracted Services Survey
2. Agility Recovery Services Overview
3. Lexipol Fire Manual Services Overview



NCCSIF Survey – Contracted Services

During the January, 2014 LRP session the Board directed Bickmore to distribute a survey with a list of services members either do or are interested in contracting. The goal is to identify typical services members may contract out and to assemble a list of contractors that can provide these services to members at a discounted group rate. The following table provides the results of the members who responded to the survey.

(X) Members who currently contract the service

(I) Members who are interested in contracting the service

Note: (X/I) indicates members who responded to both questions, which may indicate interest in changing their current contractor.

Type of Service	Anderson	Auburn	Colusa	Corning	Elk Grove	Folsom	Galt	Ione	Jackson	Lincoln	Oroville	Paradise	Placerville	Rocklin	Yuba City
ADA Certified Access Specialist Services	X		I		X	X/I			X				I	I	
Arborist Services	X	I	I		X			X/I		I			I	X/I	
Asbestos Consulting/Abatement	X		I		X	I		X					I	X/I	
Building Maintenance/Repair			I			X/I		I		X			I	X	
Confined Space Specialist Services			I						I				I	I	
CPR/First Aid/AED Certification	X		X	X							X		I	I	
Drug & Alcohol Testing	X	X/I	I	X	X	X/I	X		X	X	X	X	I		
Electrical work - High Voltage (NFPA 70 E)			I						X	X					
Electrical work - Low Voltage			I			X				X			I	X	
EPA Compliance Consultant			I						X					I	
Excavation, Trenching, Shoring Services	X		I								X			X/I	
Fleet/Vehicle Maintenance	I		I					X/I	X	X		I	I	X/I	
Hazardous Waste Disposal	X		I		X	X/I	X		X		X		I	X	
Heavy Equipment Maintenance	X		I					I	X	X			I		

Type of Service	Anderson	Auburn	Colusa	Corning	Elk Grove	Folsom	Galt	Ione	Jackson	Lincoln	Oroville	Paradise	Placerville	Rocklin	Yuba City
Human Resource Management Services	I		I					I		I				X	
Industrial Hygiene Services (Air, noise, etc)	X		I											I	
IT Services	X	I	I	X				X/I	X	X				X/I	
Janitorial Services	I	X/I	I	X	X	X/I		X/I		X		X	I		X
Landscape Services	I		I	X	X		X	X/I		X			I	X	X
Lead Abatement	X		I								X			I	
Legal Counsel Services	X		X	X			X	X	X	X	X	X	I		X
Pesticide Services	X	X/I	I	X	X					X	X			X	
Recycling Operations	X		I		X			X		X	X			X	
Respiratory Protection Fit Testing	X		I				I		X		X			I	
Sanitary Sewer Management Services			I					X		X			I	X	
Sewer Repair/Maintenance			I					X		X			I	X	
Solid Waste Operations	X		I					X	X	X		X		X	
Street Light Repair			I		X			X/I	X	X		X	I	X	
Street Maintenance		I	I		X					X	X		I	X/I	
Tree Maintenance		I	X	X	X	X/I		I		I			I	X/I	
Wastewater Operations	I		I	X				X		X				X	

Other services contracted:

- City Engineer (Jackson)
- Some recreation activities (Yuba City)
- Background investigations (Folsom)
- Personnel investigation (Folsom)

Recommended Contractors:

- Anderson
 - TRG Excavation - Small to medium general engineering projects. 530-347-5866
 - Sunrise Excavation - Paving and Excavation 530-246-8933

QUICK NOTES on

AGILITY RECOVERY



Agility Recovery

Agility Recovery History:

- Agility began 25 years ago as a unit of General Electric.
- General Electric started Agility because they saw a need for businesses to recover from disasters at or near their normal location.

What We Do:

Agility provides 4 key elements of disaster recovery:

1. Office Space complete with desks and chairs.
2. Power for your office.
3. Communications: Telephone and Internet access.
4. Computer systems: Computers, servers, printers, fax.

Culture of Success:

General Electric built an infrastructure to ensure success. In the 25 years that Agility has been in business, we have rescued 1000's of businesses and never failed.

New Vision:

- For decades the industry focused on the needs of the Fortune 500. Unfortunately, this model is simply too expensive for the vast majority of small and medium-sized businesses.
- In 2004, Agility's management team defined a new vision - To bring disaster recovery solutions to ALL businesses, not just the Fortune 500.

New Business Model:

- In 2004 we created a recovery solution that all businesses could afford - ReadySuite.
- For a small monthly fee, normally \$495 per month, you can protect your business.

When you sign-up:

When you become a member, a continuity planner will contact you and gather some basic information so we know how to recover your business if you have a disaster. For example:

1. How many employees need to be up and running?
2. What are the power requirements of your office?
3. Where do you store your data?
4. What kind of computers, servers, and operating system do you use?
5. How do you want your phone calls handled during a disaster?

All of this information is placed into a secure website called myAgility; which becomes the foundation of your recovery plan.



When You Have a Disaster

When disaster strikes, our operations team works with you to determine what needs to be recovered. The price of your recovery is limited to Agility's out-of-pocket expenses. For example:

- If we fly a technician to your office to set-up computers, we charge you for the airfare, but not his time. He's on our payroll.
- If you needed a server, we would take one from our stock and ship it to you. You simply pay the shipping.
- If you need power, we'll provide a generator, deliver it, install it, and bill you our exact costs.

Whether you have Agility or not, you would still have the same recovery needs. With Agility, it gets done faster, cheaper and more effectively.

Most importantly - we get it done every time.

Disasters Happen

Sometimes they're serious.

Sometimes they're small, like a server outage. Sometimes they're big, like a tornado. Regardless of the size, if you don't have a plan your business may be forever altered.

During a disaster there are more important things for you to focus on instead of trying to rebuild your infrastructure. That's where Agility comes in.

At the moment when you're most vulnerable to being overcharged and under-served, you will have a partner that has done it for 25 years, 1000's of times and never failed... and we don't profit from your disaster.

Ask Yourself

- Do you believe that a disaster could happen?
- Do you believe that without a plan in place, your business could be seriously affected?
- Do you believe that Agility, after 25 years and 1000's of recoveries, will be there for your business?

If you answered, "Yes," then this is an easy decision and we would love to welcome you as a member.

MORE QUESTIONS? USE OUR VIP HOTLINE.

We have established a VIP hotline to provide direct access to our senior management team. If you have any questions and want immediate answers please call the number below.

CALL: 704-769-0002



Lexipol

PREDICTABLE IS PREVENTABLE®

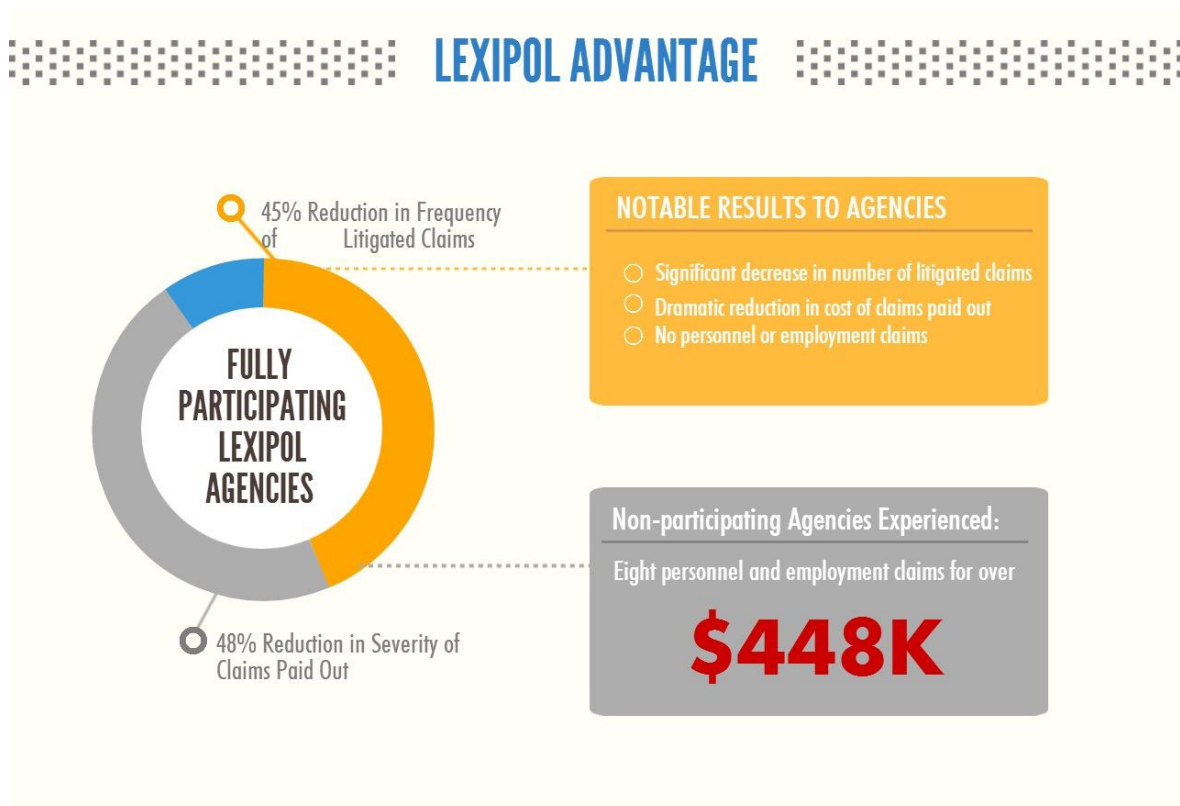
Comprehensive Risk Management for Public Safety Organizations

Lexipol has established a unique set of risk management tools for public safety organizations by integrating state-specific and customizable content, with consistent monthly legal updates, as well as built-in Policy Training component, all accessible through an online web browser.

Monthly legal updates based on federal and state law, regulations and best practices help agencies keep up to date with constantly changing legislation. Policy Training that is State-specific and reinforce policy through short, scenario based training segments that are accessible via Lexipol's secure website.

Return on Investment

According to a five-year post-Lexipol implementation study performed by a Risk Management Association, agencies that adopted Lexipol saw:



Key Features and Benefits

Lexipol offers all of the following, and more, in one convenient subscription package:

- Online state-specific policy manual content, document management, and training content available through an easy-to-access, web-based system.
- Regular and urgent updates to policy manual content via web-based tools keep agencies informed of changes to laws, mandates, trends and best practices.
- Daily Training Bulletins (DTBs) that are based on state-specific, real life scenarios, relate directly to policy so that your entire staff is continuously trained.
- Archiving of all versions of the agency's policy manual for history and policy development reference.
- Electronic signatures that track and ensure Policy Updates and Daily Training Bulletin have been acknowledged and completed.
- Contemporary policy content that may be modified by the agency via proprietary online tools, thus reducing policy development time significantly.

Nationwide collaboration between the largest private network of legal and public safety experts and Lexipol's risk management tools provide agencies the most complete solution for policy manual management, training and documentation.



**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.5.

2015/2016 PROPOSED RISK CONTROL SERVICE PLAN

ACTION ITEM

ITEM: Ms. Enriqueta Castro will address the committee regarding the proposed 2015/2016 Risk Control Service Plan. The plan has been developed based on the Agreement for Risk Control Services on July 1, 2013 between NCCSIF and Bickmore.

Risk Management Assessment Update

During the 2012/2013 program year each member received a risk management assessment comprised of 35 categories for both workers' compensation and liability exposures. During the 2015/2016 program year a follow up assessment will be conducted to evaluate member progress. An NCCSIF scorecard will be developed to review overall member progress.

Member Specific Risk Control Services

Customized risk control services are provided to each member. Members have access to three days of risk control services to assist with implementing assessment recommendations as well as other requested services. Examples of services may include:

- Written program development
- Program implementation
- On-site training
- Ergonomic evaluations
- Playground inspections
- Hazard inspections

Phone and Email Consultation

Members have unlimited access to the NCCSIF Risk Control Manager for technical information and guidance.

Safety Communication

Members receive regular communication on pertinent safety topics and regulatory changes.

Regional Workshop Training Coordination

NCCSIF conducts regional workshops on pertinent safety topics. Coordination, by the Risk Control Manager, includes topic research, trainer selection, registration, announcements, and material development.



**Risk Management Committee Meeting
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Feedback will be solicited from the RMC for potential topic. Here are a few options:

- Managing Recreation Risks
- Managing Driving Risks
- Traffic control & flagger
- USA Marking
- Personal Protect Equipment – Certification Requirements
- Multi-Employer Work Environment

Police Risk Management Committee Coordination

Risk control staff facilitates the PRMC meetings, which includes analysis and research of topics, training coordination, announcements, and material development.

Website Resources

Members have access to all of the following resources available on the Bickmore Risk Control website:

- *Webinars*
The Bickmore Risk Control team develops pertinent safety webinars. Members can view our live webinars at no additional charge. The recorded webinars and handout materials are posted on the Bickmore website.
- *On-Line Streaming Safety Videos*
The streaming video library service includes hundreds of up to date safety training titles available on-demand. This service allows members to deliver brief safety trainings or tailgate sessions.
- *Sample Programs and Training Publications*
The website has several sample programs available to members; many of the programs include a development guide. In addition, there are several forms and checklists available. Several safety training publications are available in the Training Tools portion of the website. The publications are nicely designed and ready for distribution.

FISCAL IMPACT: Ongoing contracted services at \$164,720 per year.

RECOMMENDATION: Review and approve service plan as presented or modified after discussion.

BACKGROUND: None.

ATTACHMENTS: None



**Risk Management Committee Meeting
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Agenda Item E.6.

RISK CONTROL SERVICES BUDGET

ACTION ITEM

ITEM: Risk Control Services make up 42% of the total Administrative Services budget for NCCSIF, estimated at \$475,192 for FY 2015/16. The Program Administrators provide the attached summary of the budget items for review and discussion.

FISCAL IMPACT: TBD – estimated minimum of \$475,192 for FY 2015/16.

RECOMMENDATION: Review and discuss budget for risk management services for FY 2015/16.

BACKGROUND: The budget for risk management services increased from under \$200,000 in FY 06/07 to over \$300,000 in 08/09 and has remained steady at approximately \$465,000 per year since 09/10.

ATTACHMENTS: DRAFT FY 15/16 Budget for Risk Management Services.

DRAFT NCCSIF BUDGET FOR FY 15/16

	CATEGORY	PRIOR YEAR	TOTAL	WORKERS'		% Change	\$ Change
				COMP.	LIABILITY		
52204	Bickmore Onsite Risk Assessments	\$ 63,000	\$ 67,500	\$ 36,000	\$ 31,500	7.1%	\$ 4,500
52204	Bickmore Police Risk Mgmt Comm Training	\$ 12,400	\$ 12,400	\$ 6,200	\$ 6,200	0.0%	\$ -
52204	Bickmore Risk Control Service Days	\$ 36,460	\$ 36,460	\$ 18,230	\$ 18,230	0.0%	\$ -
52204	Bickmore Phone Consultation	\$ 18,600	\$ 18,600	\$ 9,300	\$ 9,300	0.0%	\$ -
52204	Bickmore Newsletter	\$ 5,580	\$ 5,580	\$ 2,790	\$ 2,790	0.0%	\$ -
52204	Bickmore Safety/Training Coordination	\$ 14,880	\$ 14,880	\$ 7,440	\$ 7,440	0.0%	\$ -
52204	Bickmore Meeting Preparation	\$ 9,300	\$ 9,300	\$ 4,650	\$ 4,650	0.0%	\$ -
	Total Bickmore Services = \$164,720						\$ -
52214	OCCUMED Occupational Health Consulting	\$ 18,000	\$ 18,000	\$ 18,000	\$ -	0.0%	\$ -
52215	Online Risk Management Services - TargetSolutions	\$ 14,000	\$ 14,000	\$ 7,000	\$ 7,000	0.0%	\$ -
52217	ACI - Wellness Optional	\$ 14,150	\$ 15,072	\$ 15,072	\$ -	6.5%	\$ 922
52201	Bickmore (Not part of contract) & Other Outside Training	\$ 30,000	\$ 30,000	\$ 15,000	\$ 15,000	0.0%	\$ -
52202	Risk Mgmt Comm Mtg Expense	\$ 1,000	\$ 9,300	\$ 4,650	\$ 4,650	830.0%	\$ 8,300
52207	Seminars and PARMA	\$ 72,600	\$ 72,600	\$ 40,000	\$ 32,600	0.0%	\$ -
52208	Lexipol Law Enforcement Policy Manual Updates DTBs	\$ 96,500	\$ 101,500	\$ 6,500	\$ 95,000	5.2%	\$ 5,000
52209	Police Risk Management Funds	\$ 50,000	\$ 50,000	\$ 25,000	\$ 25,000	0.0%	\$ -
	Total Safety Services Expense	\$ 456,470	\$ 475,192	\$ 215,832	\$ 259,360	4.1%	\$ 18,722



BACK TO AGENDA

**Risk Management Committee Meeting
April 16, 2015**

Agenda Item E.7.

ROUND TABLE DISCUSSION

INFORMATION ITEM

ISSUE: The floor will be open to the Committee for discussion.

RECOMMENDATION: None.

FISCAL IMPACT: None.

BACKGROUND: The item is to the Committee members for any topics or ideas that members would like to address.

ATTACHMENT(S): None.

Northern California Cities State Self Insurance Fund

Travel Reimbursement Expense Form

Member Representative: _____

Entity: _____

Payee Address: _____

Meeting or Committee: _____

Date of Meeting: _____

Location of Meeting: _____

Total Mileage: _____

Payment Made to:

Signature _____ Date _____