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SMALL CITIES ORGANIZED RISK EFFORT AD HOC RISK CONTROL COMMITTEE

AGENDA

Location: Webinar / Teleconference

Date/Time: Thursday, July 31, 2014 at 10:00 AM

- A Action**
- I Information**
- 1 Attached**
- 2 Hand Out**
- 3 Separate Cover**
- 4 Verbal**
- 5 Previously Mailed**

PAGE **A. CALL TO ORDER**

B. ROLL CALL

C. APPROVAL OF AGENDA AS POSTED

A 1

D. PUBLIC COMMENTS

E. JPA BUSINESS

Pg. 3

1. Safety and Loss Control Service Plan for FY 2014-15

A 1

The Committee should review, discuss and recommend to the Board of Directors a Safety and Loss Control Service Plan for FY 2014-15.

F. CLOSING COMMENTS

ADJOURNMENT

UPCOMING MEETINGS

August 22, 2014 – Board of Directors - Teleconference

October 16, 2014 Training Day – Squaw Valley, CA

October 17, 2014 Board of Directors Meeting – Squaw Valley, CA

The Small Cities Organized Risk Effort or SCORE, 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.



**Small Cities Organized Risk Effort
As Hoc Risk Management Committee Meeting
July 31, 2014**

Agenda Item E.1.

SAFETY AND LOSS CONTROL SERVICE PLAN FOR FY 2014-15

ACTION ITEM

ISSUE: The SCORE Board has formed an ad hoc committee to review the recommendations from DFK Solutions Group, based on their claims analysis and a recent risk management survey of members, and recommend a FY 2014-15 service plan and budget for addressing member risks that impact the pool.

RECOMMENDATION: The Program Administrators (PAs) recommend moving forward with a service plan that targets the major loss drivers for each of the Coverage Programs – sewer backups for the Liability Program, and biomechanical injuries for the Workers’ Compensation Program, while also addressing member desires for site visits and a “hotline” resource for answering questions. The PAs also recommends the site visits start the process of developing a “Risk Management Scorecard” of member practices.

FISCAL IMPACT: TBD. The Board approved a FY 2015-15 budget of \$75,000 for risk control services. An additional \$10,000 in funding can be freed up by discontinuing SCORE’s subscription to the CSRMA Risk Control Online Service offered through CJPRMA (rather than pay \$7,000 SCORE will receive a credit of \$3,000 for liability training). The proposal DFK presented at the last Board meeting was \$159,000, but after discussion with the Program Administrators DFK eliminated a couple of the recommendations and refined the scope for the remaining items, to reduce the total to \$103,360.

BACKGROUND: The SCORE members have hired DFK Solutions Group to assist them in establishing a risk control program that is focused on reducing the frequency and severity of member losses and creating benchmarks to hold the members and consultant accountable. DFK has conducted a review of member claims and a survey of current practices related to key risk exposures and made recommendations for addressing the findings.

ATTACHMENTS: DFK Solutions Group proposal.
Select pages from DFK presentation and Risk Management Scorecard Sample



**~ Proposal From DKF Solutions Group, LLC For Services To ~
~ Small Cities Organized Risk Effort (SCORE) ~
Proposal No. 072414-1**

This PROPOSAL is made on July 24, 2014 by and between DKF Solutions Group, LLC and the SCORE (hereafter referred to as SCORE). This PROPOSAL is valid until 12am, September 15, 2014.

SCOPE: SCORE has requested a proposal for the following consulting services to address the results of the workers' compensation and general liability loss analysis and the results of the risk control audit performed by DKF Solutions Group in 2014:

General Liability

1. Perform an audit of the Sanitary Sewer Management Plan (SSMP) for three members showing the highest frequency of sanitary sewer overflows (SSOs) between 7/1/10 and 7/1/14 according to the State Water Resources Control Board's (SWRCB) CIWQS SSO database. The audit will be performed using the SWRCB's SSMP Audit Questionnaire and results of prior SWRCB SSMP audits.

The audit results will be provided to each member audited and a compilation of the audit results and recommendations will be provided to the SCORE Board of Directors. The compilation of the audit results and recommendations will also be presented at one workshop with the intended audience being Public Works Directors, City Managers, City Attorneys and City Council members. The purpose of this workshop will be to address structural and budgetary issues surrounding sanitary sewer collection system management, SWRCB expectations and Clean Water Act Citizen Suit settlement requirements.

FEE: \$23,000

2. Provide two full day workshops on sanitary sewer maintenance and repair addressing best practices on the following proactive preventive maintenance activities:
 - Root control
 - Fats, Oils and Grease (FOG) control
 - Hydroflushing methods
 - Rodder methods
 - Maintenance scheduling
 - CCTV line condition rating systems as a tool for proactive preventive maintenance

The purpose of these workshops is to provide sewer maintenance staff with the latest information and techniques on effective preventive maintenance according to the California Water Environment Association (CWEA) and the California Sanitation Risk Management Authority.

Up to 8 hours of CWEA contact hour credit good towards professional CWEA Collections System Operator certification will be provided to attendees.

FEE: \$8,000

Workers' Compensation

1. Perform one full day site visit at each member location to provide the following services:

- One 90minute seminar for Public Works, Fire and Police staff on biomechanics/ergonomics principles relevant to their work. The purpose of this training is to address the largest source of workers' compensation claims for these workgroups, strain and overexertion.
- Meet with City management (*i.e. City Manager, Human Resources Manager, Public Works Director, etc*) to discuss the results of their 2014 Risk Control Audit and other issues of concern. The purpose of this meeting is to identify resources to assist each member in addressing identified, high priority risks.
- Collect information necessary to develop a draft of one of the following CalOSHA-required policies (*the member is responsible for choosing the policy form the following*):
 - Confined Space
 - Bloodborne Pathogens
 - Hearing Conservation
 - Fire Prevention
 - Heat Illness Prevention
 - Lockout/Tagout

Each member will be provided with a single draft and all comments are due within 60days of the delivery of the draft. After 60days, the policy will be considered final and delivered electronically as a final document. Policy implementation activities such as equipment-specific lockout SOP development, hearing exams, and staff training are not included in the policy development and will be the responsibility of each member to address.

FEE: \$3,120/member (\$3,120 X 18 = \$56,160)

General Risk Control

1. Provide a risk control hotline via phone and email to members. The intent of the hotline is to answer questions regarding SWRCB, CalOSHA, CalEPA compliance and other general risk control best practices. Members are subject to a one-hour per month maximum usage. Unused hours of hotline service may not be rolled over from one month to the next.

FEE: \$1,350/month

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 SCORE and its members will be best served by subcontracting a particular service.

SCORE RESPONSIBILITIES:

1. Each member will provide staff time to work with DKF SOLUTIONS GROUP to gather technical information and photos necessary to complete SCOPE. The staff provided by the CITY 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, City, and City-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.

DKF Solutions Group, LLC will invoice SCORE upon delivery of any service and/or draft documents.

AVAILABILITY: DKF Solutions Group is available on or after September 1, 2014 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 City a nonexclusive, nontransferable license, authorizing City 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 affect 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 SCORE Representative

Date

FY 2014/15 Risk Control Recommendations

By Priority

Sewer Systems

1. SSMP Audits and Follow Up Workshops
 - *Find out where your system needs help and how to help it before the State Water Board or River Watch volunteers to help you out!*
2. Sewer Maintenance/Repair Workshops
 - *Learn industry best practices for maintenance, repair and condition assessment*

Worker Strains

3. Biomechanics Training and Evaluations at Each Member Location
 - *Identify ergonomically poor physical work activities and share safe-working tools, methods, etc.*

Workers Comp/General Risk Control

4. Develop and Tailor 12 CalOSHA policies to each member with companion training DVD for each policy
 - *Avoid CalOSHA trouble and legal hassles*
5. Develop Risk Control Work Plans for Each Member
 - *Something to budget against and measure for progress*
6. Risk Control Email/Phone Hotline
 - *Answers at your finger tips*
7. Annual Site Visit to Follow Up and Assist with Work Plan
 - *Second set of eyes and resources*

Interesting Findings

Topic	Result
<i>Written Bloodborne Pathogens Exposure Control Plan?</i>	37% No
<i>Written Chemical Hygiene Plan?</i>	58% No
<i>Have confined spaces been evaluated?</i>	79% Yes
<i>A confined space program?</i>	53% No
<i>Have a fall protection program?</i>	58% No
<i>Have fall hazard evaluations been completed?</i>	53% No
<i>Have a hearing conservation program in place?</i>	5% Yes
<i>Are hearing protectors made available, at no cost, to all</i>	75% Yes
<i>No heat illness program</i>	63% No
<i>Have a Lockout/Tag out program</i>	42% No/Unsure
<i>Have a transite pipe policy?</i>	58% No
<i>Provide training before workers work with transite pipe</i>	42% No

Recommendations

- Public Works
 - Biomechanics and Ergonomics (*as it relates to their job*)
 - Personal Protective Equipment (*PPE*)
 - Job Hazard Analyses (*JHA's*)
 - Task/Worker Ability Matching
 - Task/Tool Matching
- Emergency Services
 - Biomechanics and Ergonomics (*as it relates to their job*)
 - Personal Protective Equipment (*PPE*)
 - Job Hazard Analyses (*JHA's*)
 - Task/Worker Ability Matching
 - Task/Tool Matching

Risk Management Scorecard Sample

★ = Best in Category n place/effective
 ● = 2
 ● = 1
 ● = 0
 Town/City Not Yet Visited

● = 0
 Absent/Ineffective

NE=Not Evaluated

NA = Not Applicable to Member

#	Member	A Risk Management Framework	D Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures	Practice and Procedures
			Vehicle Risk Management	Sidewalks	Urban Forest Management	Sewer Loss Prevention and Management	Fire	Police	Facilities Maintenance and Hazard ID	Playgrounds	Contractor Selection and Control	Road Maintenance	Contractural Risk Transfer	ADA
1	City	● = 0	● = 0	● = 0	● = 0	● = 1	Fire District	Napa Cty Sheriff	● = 1	● = 0	● = 1	● = 0	NE	● = 0
2	City	● = 0	● = 0	N/A	● = 0	Sewer District	Fire District	● = 1	● = 1	● = 1	● = 1	● = 0	● = 2	● = 0
3	City	● = 0	● = 0	● = 1	● = 1	★● = 2	Fire District	● = 1	● = 1	● = 1	★● = 1	● = 1	● = 2	NE
4	City	● = 0	● = 0	● = 1	● = 0	● = 1	● = 1	● = 1	● = 1	● = 1	● = 1	● = 1	● = 2	● = 1
5	City	● = 0	● = 1	● = 1	● = 1	● = 1	● = 0	● = 1	● = 1	★● = 2	● = 1	● = 1	● = 2	NE
6	City	● = 0	● = 1	● = 1	● = 1	Sewer District	Fire District	● = 2	● = 1	● = 1	● = 1		● = 2	NE
7	City	● = 0	● = 0	● = 1	● = 1	Sewer District	Fire District	● = 1	● = 1	● = 1	● = 1	● = 1	● = 2	NE
8	City	● = 1	● = 1	● = 1	● = 1	Sewer District	Fire District	Sheriff	● = 1	● = 1	● = 1	● = 1	● = 1	● = 1
9	City	● = 0	● = 1	● = 1	★● = 2	Sewer District	Fire District	County Sheriff	● = 1	● = 1	● = 1	★● = 2	● = 2	NE
10	City	● = 0	● = 0	● = 1	● = 1	Sewer District	Fire District	● = 1	● = 0	● = 0	● = 1	● = 2	● = 1	NE