URMA

UTAH RISK MANAGEMENT MUTUAL ASSOCIATION

Summer Conference 2016





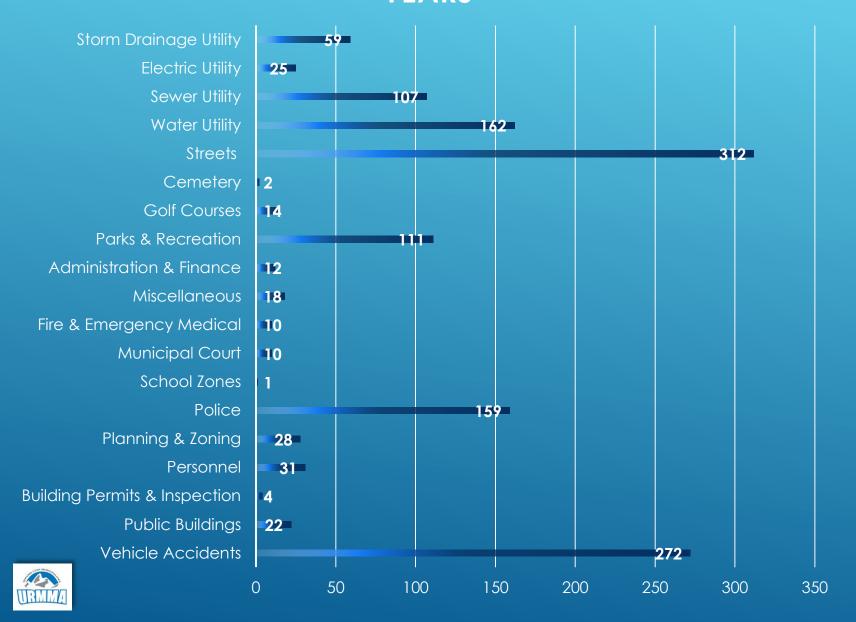
URMMA

CLAIMS FOR THE LAST 5 YEARS FY12 TO FY16

- Total Number of Claims 1359
- Total Payments \$18,198,304.78*

*Includes recoveries

TOTAL NUMBER OF CLAIMS FOR THE LAST 5 YEARS



TOTAL PAYMENTS FOR THE L	AST	5 YEARS
Category	Tot	al Payments
POLICE	\$	6,726,854.05
PLANNING AND ZONING	\$	2,207,745.08
VEHICLE ACCIDENTS	\$	2,021,850.60
STREETS	\$	1,517,911.80
PERSONNEL	\$	1,319,696.89
PARKS & RECREATION	\$	1,069,221.22
ADMINISTRATION AND FINANCE	\$	1,035,973.80
SEWER UTILITY	\$	740,615.91
WATER UTILITY	\$	737,172.32
STORM DRAINAGE UTILITY	\$	345,720.01
FIRE AND EMERGENCY MEDICAL	\$	217,993.86
PUBLIC BUILDINGS AND FACILITIES	\$	68,759.37
MUNICIPAL COURT	\$	54,568.84
CEMETERY	\$	41,131.90
GOLF COURSES	\$	33,178.55
MISCELLANEOUS	\$	28,454.89
ELECTRIC UTILITY	\$	21,076.62
BUILDING PERMITS AND INSPECTION	\$	10,379.07
SCHOOL ZONES	\$	-
Grand Total	\$	18,198,304.78



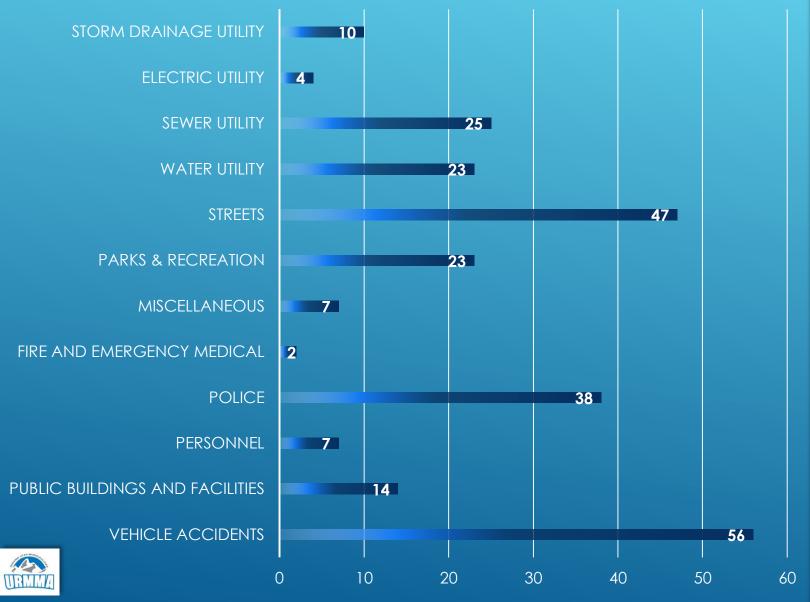
URMMA

CLAIMS FOR FY15

- · Number of Claims 256
- Total Payments \$5,080,462.88*

*Includes recoveries

TOTAL NUMBER OF CLAIMS BY CATEGORY FOR FY15



FY15 TOTAL PAYME	ENTS	
Category	Total	Payments
POLICE	\$ 2	,859,008.61
STREETS	\$	633,143.36
VEHICLE ACCIDENTS	\$	386,684.51
PERSONNEL	\$	252,571.67
PLANNING AND ZONING	\$	245,995.57
SEWER UTILITY	\$	238,535.74
PARKS & RECREATION	\$	187,064.20
WATER UTILITY	\$	118,370.22
ADMINISTRATION AND FINANCE	\$	72,713.25
STORM DRAINAGE UTILITY	\$	28,305.94
MUNICIPAL COURT	\$	23,752.20
MISCELLANEOUS	\$	14,563.77
FIRE AND EMERGENCY MEDICAL	\$	13,606.18
GOLF COURSES	\$	4,218.92
ELECTRIC UTILITY	\$	1,063.54
PUBLIC BUILDINGS AND FACILITIES	\$	865.20
BUILDING PERMITS AND INSPECTION	\$	-
CEMETERY	\$	-
SCHOOL ZONES	\$	_
Grand Total	\$	5,080,462.88

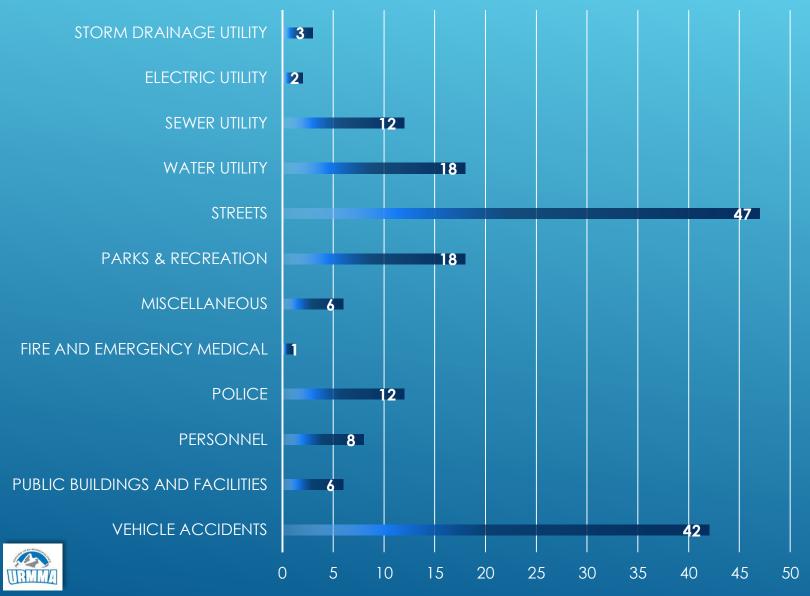


URMA CLAIMS FOR FY16

- Number of Claims 175
- Total Payments \$2,729937/.35*

*Includes recoveries

TOTAL NUMBER OF CLAIMS BY CATEGORY FOR FY16



FY16 TOTAL PAYMEN		
Category	Total	<u>Payments</u>
POLICE	\$	866,892.66
PARKS & RECREATION	\$	563,152.95
STREETS	\$	309,277.70
WATER UTILITY	\$	208,773.28
FIRE AND EMERGENCY MEDICAL	\$	196,466.98
ADMINISTRATION AND FINANCE	\$	150,541.81
PERSONNEL	\$	138,279.70
VEHICLE ACCIDENTS	\$	93,628.10
STORM DRAINAGE UTILITY	\$	50,833.78
PLANNING AND ZONING	\$	45,432.89
PUBLIC BUILDINGS AND FACILITIES	\$	40,960.67
SEWER UTILITY	\$	25,052.55
GOLF COURSES	\$	14,098.14
MISCELLANEOUS	\$	13,269.35
MUNICIPAL COURT	\$	9,087.49
BUILDING PERMITS AND INSPECTION	\$	2,769.30
ELECTRIC UTILITY	\$	1,420.00
CEMETERY	\$	
SCHOOL ZONES	\$	-
Grand Total	\$ 2	2,729,937.35

URMA INSPECTION PROGRAM

Inspection Program Changes



Inspection Program FY15-16

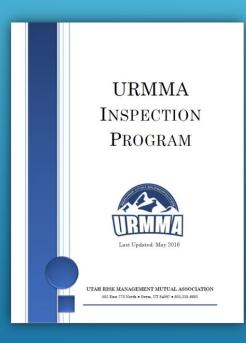
- Table of Contents
 - Individual City Focus
 - Association Focus
 - Training
 - Personnel
 - Legal
 - Police
 - Planning
 - Sidewalk
 - Traffic Control Devices
 - Sewer
 - Water
 - Vehicle Safety & Risk Management
 - Parks
 - Recreation
 - Swimming Pool/Fitness Center

Inspection Program FY16-17

- Table of Contents
 - Individual City Focus
 - Association Focus
 - Training
 - Personnel
 - Legal
 - Police
 - Fire Department* (new)
 - Planning
 - Sidewalk
 - Traffic Control Devices
 - Sewer
 - Water

<u>Vehicle Safety* (new separate category)</u>

- Risk Management* (new separate category)
- Parks
- Recreation
- Swimming Pools/Fitness Center



INDIVIDUAL CITY FOCUS

- PAGE 2



ate Goal Set:	Follow-up Date:	
imployees in Attendance:	Action Items:	
URMMA Inspection	Topic	
☐ Yes ☐ No Score: /8	 Each city will establish, in consultation with URMMA's Loss Control Manager, an annual risk management goal for their organization to accomplish. This goal will focus on an area of risk management that the individual city needs to improve in its organization consistent with loss data provided by URMMA and based on the individual City's own experience, needs, or potential liability. 	

ASSOCIATION	N FOCUS	
Date Goal Set:	Follow-up Date:	
Employees in Attendance:	Action Items:	
URMMA Inspection	Topic	
☐ Score:/5	Annually, we look at key loss areas goal to help address these concerns time need and are not incorporated	Many times these goals meet a one-



ASSOCIATION FOCUS - PAGE 3



TRAINING

- PAGE 4

TRAININ	NG	
Date Goal Set:		Follow-up Date:
Employees in Attend	dance:	Action Items:
City Pre- Inspection	URMMA Inspection	Topic
	☐ Score:/2	The city will participate in URMMA required training which addressed risk in the following areas: A. Police Liability B. Personnel – Supervisory Training C. Planning and Zoning
	☐ Score:/2	** Score will be allocated based on the following % of required attendance:
	☐ Score:/2	75% - 100%: 2 points 50% - 74%: 1.5 points 25% - 49%: 1 point 0% - 24%:5 point
	☐ Score:/2	2. Harassment policy training is given to all new hires (including seasonal) during their orientation. The City annually trains all employees, including public safety volunteers and reserves. Training includes what harassment is, how to report it, and a strong statement that it won't be tolerated in the organization.
	☐ Score:/2	3. Each City employee who operates a City vehicle will participate in one or more of the following training: A. View 'Driven to Distraction' and 'Emotional Wreck' or 'Winter Driving' videos B. Attend the 4 hour National Safety Council Defensive Driving Course C. Attend the modified defensive driving course presented by URMMA D. Conduct a 20 minute "commentary drive" E. Participate in Work Comp fund defensive driver training session

PERSONNEL Date Goal Set: Follow-up Date: Employees in Attendance: Action Items:

City Pre- Inspection	URMMA Inspection	Торіс
	☐ Score:/1	 A written personnel file is maintained for each employee (including public safety volunteers). This file constitutes a record of employment and personnel actions related to the specific employee and includes a signed statement that the employee has received a copy of the most current Personnel Policies and Procedures manual. All files must be under the control of the personnel officer, chief executive/administrative officer or her/his designee.
	☐ Score:/1	 Written personnel policies and procedures, personnel manuals and/or handbooks are distributed to employees and contain a statement that the document does not constitute or create a contract or agreement of employment between the City and its employees.
	☐ Score:/1	Each non-seasonal employee (including paid part-time employees) receives written annual performance reviews. These reviews include written evaluations on safety and risk management.
	☐ Score:/1	 Background checks are conducted on all new hire employees and designated volunteers.
	☐ Score:/1	5. Harassment policy training is given to all new hires (including seasonal) during their orientation. The City annually trains all employees, including public safety volunteers and reserves. Training includes what harassment is, how to report it, and a strong statement that it won't be tolerated in the organization.
	☐ Score:/1	The City has a policy providing light duty for pregnant employees if they are unable to perform a physical component of their job due to pregnancy.



6. The City has a policy providing light duty for pregnant employees if they are unable to perform a physical component of their job due to pregnancy.



LEGAL - PAGE 6

LEGAL Date Goal Set:		Follow-up Date:
Date Goal Set: Employees in Attendance:		Action Items:
City Pre-	URMMA	Tonio
Inspection	Inspection	Topic
		 City Personnel Policies and Procedures Manuals receive legal review every year or when URMMA notifies the City of new standards, to insure compliance with state and federal laws including FLSA, ADA, drug and alcohol testing, and other mandated programs. The City Attorney will provide a letter outlining their findings.
		 The City Attorney will provide a letter confirming that the general plan, subdivision ordinance and zoning ordinance are properly adopted and comply with current state and federal law.
		 The City Attorney will review and provide written confirmation to URMMA that the police policies conform with recent court decision, federal law, state statutes and URMMA guidelines.
	☐ Score:/1	The City Attorney will be asked to provide written confirmation of review of one of the 3 policies each year.

POLICE Date Goal Set: Follow-up Date Employees in Attendance: City Pre-**URMMA** Topic Inspection Inspection 1. The City will have adopted and implemented the URMMA ☐ Score: ___/1 validated Police Physical Fitness Standards. 2. Where City provides its own law enforcement services, the police department has written policies and procedures in the following areas: A. Vehicle pursuits ☐ Score: ___/2 B. Arrest and custody of prisoners

☐ Score: ___/3

☐ Score: ___/1

☐ Score: ___/2

C. Use of Force (includes weapon use)

day). This will apply to sworn personnel.

 Police department supervisors will conduct daily training at the beginning of shifts for 10 minutes (everyday a training

The police department has a community outreach program

5. Every officer receives liability training updates at least once

D. Search and Seizures

POLICE - PAGE 7

- 4. The police department has a community outreach program.
- 5. Every officer receives liability training updates at least once a year.



FIRE DEPARTMENT (NEW SECTION) - PAGE 8

- 1. The department conducts annual EVO training.
- 2. The department has had no at-fault accidents in the year preceding the inspection while responding to a fire or medical emergency.
- 3. Every firefighter, (including volunteers), receives annual sexual harassment training.

Score:/1 1. The department conducts annual EVO training. 2. The department has had no at-fault accidents in the year preceding the inspection while responding to a fire or medical emergency.	te Goal Set: nployees in Atten	dance:	Follow-up Date Action Items:
Inspection Score:/1 Score:/1 Score:/1 Score:/1 Score:/1 Score:/1 Score:/1 Score:/3 Score:/1 No score. See See See See See See See Se			
2. The department has had no at-fault accidents in the year preceding the inspection while responding to a fire or medical emergency. No score. See 3. Every firefighter, (including volunteers), receives annual			Topic
Score:/1 preceding the inspection while responding to a fire or medical emergency. No score. See 3. Every firefighter, (including volunteers), receives annual		-	The department conducts annual EVO training.
		☐ Score:/1	
			Every firefighter, (including volunteers), receives annual sexual harassment training.

PLANNING	
Date Goal Set:	Follow-up Date:
Employees in Attendance:	Action Items:

City Pre- Inspection	URMMA Inspection	Торіс
	☐ Score:/2	 The city will conduct or make available to the City Council and Planning Commission Training in the areas of ethics, conflict of interest, and land use liability issues.
	No score. See Legal section.	City attorney will provide a letter confirming that the general plan, subdivision ordinance and zoning ordinance are properly adopted and comply with current state and federal law. (every 3 years)

PLANNING - PAGE 9





SIDEWALK - PAGE 10

SIDEWALK Date Goal Set: Follow-up Date: Employees in Attendance: Action Items: City PreInspection URMMA Inspection 1. The City establishes a sidewalk maintenance program based

Inspection	Inspection	Торіс
	☐ Score:/3	The City establishes a sidewalk maintenance program based on a detailed inspection of all sidewalks at least every 5 years. Maintain a written sidewalk inventory that identifies the condition of all sidewalks in the City. The inventory details conditions such as: A. Date completed and by whom B. Horizontal and vertical separations C. Missing sidewalk panels D. Sidewalk spalling and breakup E. Sidewalk obstructions such as private sign posts, water meter boxes, water system valves, cover and caps, protruding pipes, etc.
	☐ Score:/2	The City will budget funds annually and make repairs as outlined in its maintenance program.
	☐ Score:/3	 Complaints from citizens/others are responded to within 48 hours. Displacements and hazards are marked with paint or other means and the hazard is documented on inventory. Repairs are completed as soon as reasonably possible. Complaints are logged as reported.

TRAFFIC CONTROL DEVICES

Date Goal Set:	Follow-up Date:	
Employees in Attendance:	Action Items:	

City Pre- Inspection	URMMA Inspection	Торіс
	☐ Score:/1	Two annual inspections of all traffic control devices (TCD) must be conducted by the City: A. Daylight inspection of all TCD's (during growing season when in full foliage)
	☐ Score:/1	B. Nighttime inspection of all TCD's.
	☐ Score:/1	A written record showing the condition of the TCD as determined by the inspection must be maintained. The written inspection record contains the following: A. Date and name of person conducting inspection B. Conditions of the TCD C. Repairs or other work needed D. Date and name of person making repairs
	☐ Score:/1	The City has an emergency response plan to report and respond to missing or damaged TCD's.
	☐ Score:/1	4. URMMA will conduct a random inspection of the City's TCD's with detail given to: A. Sign condition. Is sign bent, faded, upside down, painted or stickers, etc.? B. Is sign located according to MUTCD standards? C. Is sign visibility obstructed by building, bushes, trees, etc.? ** Score is based on total signs inspected and in compliance vs. percentage found non-compliant.

TRAFFIC CONTROL DEVICES

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SEWER - PAGE 12

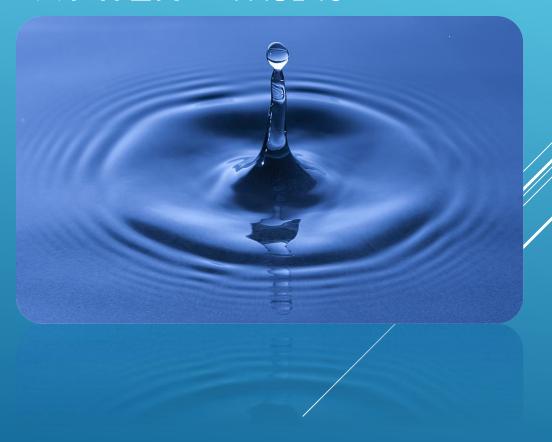
5. The City has adopted a written inspection and maintenance plan for its storm sewer system.

SEWER			
Date Goal Set:			Follow-up Date:
Employees in Attendance:			Action Items:
C: D	TIDAGA		
City Pre- Inspection	URMMA Inspection		Торіс
		1. T	Topic The City maintains a written inventory of all its sewer lines.
	Inspection	2. T	
	Inspection Score:/1	2. T p. m	The City maintains a written inventory of all its sewer lines. The City has adopted a written inspection and maintenance lan for its sewer system. Written documentation of all
	Inspection	2. T p. m	The City maintains a written inventory of all its sewer lines. The City has adopted a written inspection and maintenance lan for its sewer system. Written documentation of all naintenance and construction is maintained. Ewer lines will be inspected and cleaned at a minimum of

WATER	
Date Goal Set:	Follow-up Date:
Employees in Attendance:	Action Items:

City Pre- Inspection	URMMA Inspection	Topic
	☐ Score:/2	 Water meter lids and boxes are inspected and locked each time the meter is read. If meters are read electronically, the city will physically inspect all meters annually.
	☐ Score:/2	2. URMMA will conduct a random inspection of water meter boxes and lids to check for: A. Proper water meter and irrigation box location B. Proper box height C. Secure lids D. Overall box and lid condition ** Score is based on total meter boxes/lids inspected and in compliance vs. percentage found non-compliant.

WATER - PAGE 13



VEHICL	E SAFETY		
Date Goal Set:		Follow-up Date:	
Employees in Atten	dance:	Action Items:	
City Pre- Inspection	URMMA Inspection	Topic	
	Пе	All city employees will wear seatbelts while operating a city vehicle.	
	☐ Score:/1	** Score is based on random inspection of total in compliance vs. percentage in non-compliance. 100% in compliance.	
		City vehicles will be backed into a parking space or positioned forward in a pull through parking space.	
	☐ Score:/1	** Score is based on random inspection of total in compliance vs. percentage in non-compliance. 100% required.	
	☐ Score:/1	 The City will adopt a policy prohibiting talking on a cell phone while driving except in an emergency or with a hands free device. 	
	No score. See Training section.	4. Each City employee who operates a City vehicle will participate in one or more of the following training: A. View 'Driven to Distraction' and 'Emotional Wreck' or 'Winter Driving' videos B. Attend the 4 hour National Safety Council Defensive Driving Course C. Attend the modified defensive driving course presented by URMMA D. Conduct a 20 minute "commentary drive" E. Participate in Work Comp providers defensive driver training session	
	☐ Score:/1	5. Vehicle and equipment operators driving records (MVR) are checked before hiring and annually thereafter to determine status, restrictions, or modifications. This standard does not apply to employees and volunteers that do not operate vehicles as a part of their official duties or to citizens appointed to boards and commissions.	

- An Accident Review Committee reviews each vehicle accident to determine:
 - A. The cause of the accident

☐ Score: ___/2

- Whether the accident was preventable, and, if so, what discipline is warranted
- C. How similar accidents can be avoided in the future
- D. Corrective action is taken for preventable accidents and citations. Each City will determine the appropriate level of action



Date Goal Set: Employees in Attendance: Action Items:

City Pre- Inspection	URMMA Inspection	Торіс
	☐ Score:/5	 The City will find at least 5 issues lying in wait during the year, and will develop a plan to expend resources necessary to resolve them.
	☐ Score:/1	 If the City uses a drone (UAV) the operator is certified, the city has an FAA Certificate of Authority, and has a policy governing the usage of the drone that complies with federal regulations and URMMA guidelines.
	☐ Score:/2	 The City has safeguards in place to prevent data breaches and has a response plan to follow in the event of a breach.

RISK MANAGEMENT - PAGE 16

- If the City uses a drone (UAV) the operator is certified, the city has an FAA Certificate of Authority, and has a policy governing the usage of the drone that complies with federal regulations and URMMA guidelines.
- 3. The City has safeguards in place to prevent data breaches and has a response plan to follow in the event of a breach.

PARKS Date Goal Set:		Follow-up Date:
Employees in Atten	dance:	Action Items:
City Pre- Inspection	URMMA Inspection	Topic
	☐ Score:/1	 All parks, playgrounds, ball fields, tennis courts, pavilions, restrooms are inspected 2 times per month, from March 1 through October 31, and monthly from Nov 1 through February 28 unless physically closed.
	☐ Score:/1	Written documentation of inspections are maintained on each property.
	☐ Score:/1	Play areas and playground equipment: A. Located properly B. Meets Consumer Product Safety Commission standards (CPSC) C. Worn or broken parts are replaced or repaired D. Adequate cushion material is maintained
	☐ Score:/2	4. Baseball diamonds: A. Ball diamonds and fields are maintained B. Bleachers are maintained and in compliance with CPSC standards C. Electrical systems are maintained and protected D. Chain fencing in front of dugouts and backstops are maintained E. Nets or other appropriate screens are in place to protect spectators on bleachers, and are properly maintained. (Where there are multiple diamonds at one location and there could be 2 or more games going on at once.)
	☐ Score:/1	5. Park areas: A. All facilities are maintained B. Sprinkler boxes are at grade C. Electrical systems are up to standard D. Electrical switch boxes are locked E. ADA Signage is in place F. Parking areas are safe

☐ Score:/1	Cemeteries: A. Lawn/walks/drives are free of trip hazards B. Large headstones are secure C. Sprinklers and valve boxes are to grade D. Appropriate signage is clearly visible
☐ Score:/1	7. Trials: A. Trail surface is well maintained B. Signage is appropriate C. Snow removal policy is in place

Guidelines for Retrofitting Bleachers





Pub. No. 33 00001

- 4. Baseball Diamonds:
 - B. Bleachers are maintained and in compliance with CPSC standards.
 - Nets or other appropriate screens are in place to protect spectators on bleachers, and are properly maintained. (Where there are multiple diamonds at one location and there could be 2 or more games going on at once)



RECREATION - PAGE 19

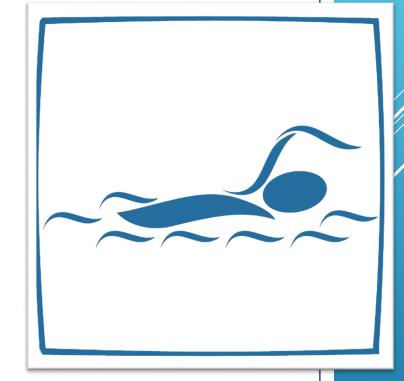
Date Goal Set:		Follow-up	Follow-up Date:
Employees in Attendance:			Action Items:
City Pre- Inspection	URMMA Inspection		Торіс
		The city will co coaches.	Topic nduct annual background checks on all
	Inspection	coaches. 2. Each volunteer	

SWIMMIN

SWIMMING POOLS/FITNESS CENTER Date Goal Set: Follow-up Date: Employees in Attendance: Action Items:

City Pre- Inspection	URMMA Inspection	Торіс
	☐ Score:/.5	All lifeguards are properly certified and documentation on each is maintained.
	☐ Score:/.5	2. Facilities are secure from unauthorized entry.
	☐ Score:/.5	Pool deck and splash pads are free of tripping hazards and sharp protrusions.
	☐ Score:/.5	Changing room floors are in good condition with no broken tiles or sharp edges.
	☐ Score:/.5	Pool deck and changing rooms are free of long standing water. Mats are cleaned and secure.
	☐ Score:/.5	 Drains, lights, ladders, stairs, and hand rails are secure and free from sharp, worn edges.
	☐ Score:/.5	Diving boards, ladders, and steps are in good repair. Surface material has adequate abrasive covering.
	☐ Score:/.5	 Exercise equipment is well maintained and in good working condition, and gym floors and courts are clean and in good repair.
	☐ Score:/.5	Common areas are well maintained. Flooring is free of tripping hazards or excess moisture.
	☐ Score:/.5	10. Daycare, dance classrooms, play areas are free from hazards.

☐ Score:/.5	11. Proper staffing levels are maintained.
☐ Score:/.5	 In-service training is conducted with staff. Agenda and documentation on who attended is maintained.
☐ Score:/.5	Parking areas and front entrances are well maintained. A snow removal program is in place.
☐ Score:/.5	14. Incident reports are completed and maintained on all reports of injury.





THANK YOU FOR JOINING US AT THE 2016 SUMMER CONFERENCE