



**CITY OF PACIFIC GROVE**  
300 Forest Avenue, Pacific Grove, California 93950

**AGENDA REPORT**

**TO:** Honorable Mayor and Members of the City Council  
**FROM:** Ben Harvey, City Manager  
Tori Hannah, Administrative Services Director  
**MEETING DATE:** April 18, 2018  
**SUBJECT:** Status Update on the City's Workplace Safety Program  
**CEQA:** Does not constitute a "Project" under (CEQA) Guidelines

**RECOMMENDATION**

Receive the report on the City's Workplace Safety Program.

**DISCUSSION**

In December of 2016, a Workplace Safety Subcommittee was formed. This Committee included Council Members Peake and Smith. The Subcommittee discussed a range of topics, including the development of a Workplace Safety Policy, workplace safety activities, and safety metrics. This Subcommittee worked to prepare a draft annual Safety/Workers Compensation Report, develop quarterly safety metrics, and a City Council Workplace Safety Policy.

In support of the City's Operational Excellence Goal, staff is planning to implement a formal workplace safety program. A formal program will assist in creating a culture of safety, identify required and targeted safety training; and incorporate best practices and procedures into on-going safety efforts. Due to transitions in the Administrative Services Director position, as well as a continuing vacancy in the Risk Manager / Administrative Services Manager position, additional assistance is needed to meet this objective. In February, the City Manager recommended allocating budgetary savings to expedite and implement a comprehensive workplace safety program. As part of the mid-year budget process, funds were set aside in the Workers Compensation Fund to support this initiative.

Staff plans to enter into an agreement with Bickmore for risk control consulting services. Bickmore is listed as a preferred occupational safety consultant with the City's insurance Joint Powers Authority, Public Agency Risk Sharing Authority of California (PARSAC). Bickmore's services would include developing a comprehensive safety program with the goal of forming a purposeful safety committee and creating a safety culture. The firm will also work with departments to assist with compliance training requirements, prepare focused injury prevention programs, offer training, and provide any written updates to the City's Injury and Illness Prevention Program (IIPP). The proposed six-month contract is estimated to cost \$21,280, which is within the City Manager's signature authority. Through this agreement, a safety representative would be provided on-site one day a week from May through July, followed by two days each month from August through October. It is anticipated that this consultant will report directly to the Administrative Services Director to facilitate consistency in implementing a centralized safety program.

**FISCAL IMPACT**

There is no fiscal impact. Funds are available in the Fiscal Year 17/18 Workers Compensation Fund budget.

**GOAL ALIGNMENT**

Operational Excellence

**ATTACHMENTS**

1. Bickmore Proposal

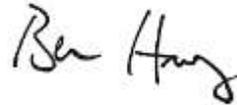
RESPECTFULLY SUBMITTED:



---

Tori Hannah  
Administrative Services Director

REVIEWED BY:



---

Ben Harvey  
City Manager

March 7, 2018

Tori Hannah, Administrative Services Director  
City of Pacific Grove  
300 Forest Ave.  
Pacific Grove, CA 93950

Re: Bickmore Safety Officer Program

Dear Ms. Hannah,

It was a pleasure talking to you and Mr. Harvey on Friday, March 2, 2018. Thank you for the opportunity to submit our proposed scope of risk control consulting services to the City of Pacific Grove.

While the services outlined are designed to meet the City's needs expressed during our meeting, we are happy to refine the proposed scope at your request.

Upon your review, please feel free to give me a call with any questions.

Best regards,



Enriqueta (Henri) Castro, Assistant Director, Risk Control Services  
1750 Creekside Oaks Drive, Suite 200  
Sacramento, CA 95833  
916-244-1107  
[hcastro@bickmore.net](mailto:hcastro@bickmore.net)

## About Bickmore

Agenda No. 8B, Attachment 1  
Page 2 of 4

Bickmore a California corporation, is a leading independent risk management, claims consulting, and actuarial firm with clients in 40 states.

Formed in 1984, Bickmore has a staff of more than 100. Over 60% of our staff holds advanced degrees and professional designations in risk and loss control, risk management, law, WC, accounting, and actuarial services.

Bickmore does not sell insurance, nor are we affiliated with any such organization. This independence allows us to perform consulting activities free from conflicts of interest. We are proud to hold a 95% client retention rate with contracts averaging 12 years.

Bickmore was acquired by York Risk Services Group, Inc. in April, 2014 and continues to operate as an independent consulting business unit. We note the acquisition to allow an assessment of any potential conflict of interest.

There are many factors that set Bickmore apart from other safety consulting firms, including:

1. **Not just a Safety Firm** – We take a holistic approach to risk assessment. Because our risk control professionals routinely work in teams with colleagues in other risk management disciplines, they are oriented to evaluating risk with a broader viewpoint and to developing recommendations that are practical for our clients to implement. They also run ideas by and seek the advice of their colleagues in other disciplines to add depth to their advice.
2. **Public Agency Focus** – The majority of our risk control business caters to providing advice and resources to public agencies within California. We currently provide a wide array of services, including risk assessments, regulatory program development, on-site training, hazard inspections, loss analysis, job hazard analyses, and more.
3. **Depth of Staff** – In addition to the senior consultants assigned to the City of Pacific Grove, we have several qualified specialists as backups that are all staffed employees. Thus, we are able to take on this assignment without the need to hire additional staff or contract out any work. If an emergency interrupts a team member's availability, we can continue to deliver the services without delay.
4. **Long-Term Risk Control Staff** –The average tenure of employees within the risk control department is 8 years, and the staff level within Risk Control has hovered around 12 employees over the last five years.

## PROPOSED RISK CONTROL SERVICES

The Bickmore “Safety-Officer” program is designed to assist the City of Pacific Grove by performing duties typical of an in-house risk management/safety professional. Henri Castro, Bickmore Risk Control Assistant Director, will oversee the delivery of services with a senior consultant providing the on-site consultative services. During our initial discussion the City communicated the desire to create an environment where a positive safety culture can thrive. The following priorities were identified:

- Develop a customized Injury & Illness Prevention Program (IIPP) with department specific employee training matrices.
- Meet with departments to gather information about their current training schedule and identify where departments need further guidance with Cal/OSHA requirements, training, and documentation requirements.
- Educate all departments on available training resources.
- Assist with creating a new employee orientation process.
- Assist with forming a purposeful safety committee.
- Develop a customized Emergency Action Plan for the city’s facilities.

Additional requested services may include, but are not limited to:

### Cal/OSHA Regulatory Program Development

- Heat Illness Prevention
- Respiratory Protection
- Workplace Violence
- Fire Prevention Plan
- Hazard Communication
- Bloodborne Pathogens
- Confined Space
- Vehicle Use & Driver Safety
- Hearing Conservation
- Ergonomics
- Lockout/Tagout

### On-Site Training

- Bloodborne Pathogens
- Defensive Driver
- Ergonomics – Office & Industrial
- Forklift certification
- Aerial Lift
- Hazard Communication
- IIPP
- New Employee Orientation
- Workplace violence prevention training
- Hearing protection
- Respiratory protection
- Emergency Action
- Traffic Control and Flagger
- Heat Illness Prevention

**Additional Services**

- Physical Hazard Inspections of City facilities
- Personal Protective Equipment assessment requirements
- Ergonomic Evaluations (both office and industrial)
- CPSI playground inspections

In addition to the above named services, as a client of Bickmore, the City will have access to the following resources at no additional cost:

- Unlimited phone and email consultation;
- Up-to-date notifications of changes in Cal/OSHA and other regulatory environments;
- Invitations to attend live webinars on a variety of risk management and safety-related topics; and
- Unlimited access to the Bickmore Risk Control website resources:
  - Over 300 streaming safety videos;
  - Model programs, forms, checklists, and job task analyses;
  - Hundreds of safety training handouts and risk management publications; and
  - Recorded webinars.

**COST PROPOSAL**

During our meeting, we discussed a six month contract with the delivery of one service day per week in the first three months and two services days per month in the last three months. The following cost proposal has been developed at the City’s direction.

**Proposed contract period – May 1, 2018 through October 31, 2018:**

The hourly rate for the risk control consulting services is \$140, which equates to \$1,120 per dedicated (8) hour service day. This rate includes mileage and travel expenses. The total number of days during this period is 19 days with a total proposed not to exceed cost of \$21,280.

May - July	1 day per week	13 days
August – October	2 days per month	6 days

Bickmore will provide a detailed invoice on a monthly basis with payment due within 15 days of receipt of our invoice.