

## A. MUNICIPAL MANAGEMENT

Organization name

Evaluation period

Completed by (name and title)

Date completed

Evaluate your operations against best practices by asking the questions below. A response of “No” to any question indicates an area that may require further evaluation and a plan for improvement or correction.

The entire set of RMGM Self-Assessments is available online here: <https://mml.org/programs-services/risk-management/risk-management-resources/risk-management-is-good-management-program/>

Yes	No	n/a	
			<b>B. Facility Safety and Operations</b>
			Have you completed the <i>Facility Safety and Operations Self-Assessment</i> ?
			<b>C. Human Resources / Employment Practices</b>
			Have you completed the <i>Human Resources/Employment Practices Self-Assessment</i> ?
			<b>D. Fraud Prevention</b>
			Have you completed the <i>Fraud Prevention Self-Assessment</i> ?
			<b>E. Motor Vehicle Operations</b>
			Have you completed the <i>Motor Vehicle Operations Self-Assessment</i> ?
			<b>F. Public Infrastructure</b>
			Have you completed the <i>Public Infrastructure Self-Assessment</i> ?
			<b>1. General Risk Management</b>
			Do you have a formal Municipal Safety Committee to review and address the organization's overall risk exposures and to review accidents, determine cause(s), and develop preventive measures?
			Does your Municipal Safety Committee include members from each department within your municipal entity?
			Does your Municipal Safety Committee meet at least twice a year?
			Are all department heads required to perform accident reviews including root cause analyses and submit reports within a designated period of time, identifying the cause of an incident and recommended corrective action?
			Is each department required to have a safety improvement action plan that is reviewed and updated annually?
			Do supervisors and other management staff regularly discuss safety issues with employees?
			Is there a line item in your organization's budget for safety & health?
			Are certificates of insurance required from all contractors?
			Do you keep contractors' certificates of insurance on file and check them annually?
			Do you have a document retention policy and follow it?
			Do you have a formal MIOSHA inspection procedure?

Yes	No	n/a	
			Is there a policy to investigate and document all citizen or visitor complaints or claims of injury at organization's facilities?
			Does management review all citizen or visitor complaints or reports of injury?
			Do you maintain a central file of all citizen or visitor complaints, claims of injury, and their outcome?
			<b>2. Data/Cyber Security</b>
			Are all network/computer files backed up daily?
			Is all sensitive electronic information password-protected?
			Is sensitive and Protected Personal Information stored securely whether in digital or hard copy format, and disposed of properly?
			Are employees required to change their computer/system access passwords at least every three months?
			Does access to the organization's VPN/remote/virtual desktop require two-factor authentication?
			Is there a cybersecurity emergency response plan in place in the event of a data breach?
			Are employees and stakeholders provided with free identity theft protection in the event of a data security breach?
			<b>3. Emergency Management Plan</b>
			Do you have a current Emergency Management Plan in place?
			Is your plan reviewed and updated annually?
			Is your plan practiced annually?
			Does the plan include alarms or other notification systems?
			Does the plan address the following types of emergencies:
			medical?
			fire?
			chemical/hazardous waste?
			natural disasters?
			crime?
			cyber security breach?
			bomb threats?
			active violence situations?
			Does the plan include an emergency evacuation plan and an employee meeting place?
			Do you require the emergency evacuation plan to be posted at each worksite/facility?
			<b>4. Business Continuity/Contingency Plan</b>
			Do you have a current Business Continuity/Contingency Plan?
			Do you have a plan to keep utilities in service?
			Does your utility plan have considerations for mutual aid communications?
			Does your continuity plan address data protection?
			Does your continuity plan address disaster recovery?

Yes	No	n/a	
			<b>5. Violence in the Workplace</b>
			Do you have a written program/policy on workplace violence?
			Is your program consistent with recommendations contained in the <i>MML Risk Control Solution</i> document " <a href="#">Violence in the Workplace</a> ", found at <a href="http://mml.org">mml.org</a> ?
			Do you ensure that all departments take security measures to protect employees from incidents of violence in the workplace?
			Have you had incidents of violence in the workplace during the evaluation period?
			Is documentation kept of prior incidents of violence in the workplace?
			Do you review and analyze all incidents of violence in the workplace to ensure preventive measures are in place?
			<b>6. Zoning</b>
			Do you have a Zoning Master Plan?
			Have you reviewed or updated your Master Plan in the last five years as required by the Coordinated Planning Act?
			Do you annually train all members of the Zoning Board to the Master Plan and the reasons for consistent enforcement?
			Does an attorney review all Zoning Board decisions?
			Are all zoning decisions documented?
			<b>7. Planning</b>
			Do you have a Planning Commission Master Plan?
			Have you reviewed or updated your Master Plan in the last five years?
			Do you annually train all members of the Planning Commission to the Master Plan and the reasons for consistent enforcement?
			Does an attorney review all Planning Commission decisions?
			Are all Planning Commission decisions documented?

## CONCLUSIONS




If you can honestly answer “yes” to all applicable questions, your risk management program for Municipal Management is on solid footing – congratulations! Following the recommended practices reduces your organization’s exposure to future claims in this area. Remain vigilant for new or changing risks and address them promptly.



If you answered “no” to one or more questions, your organization faces increased exposure to disability discrimination claims and the associated direct and indirect costs. Each “no” response indicates a possible deficiency in your risk management program. You should consider these carefully and take one or more of the actions below:

- Correct any deficiency that may exist;
- Contact MML Risk Management Services at the number below;
- Contact MML Loss Control Services at the number below.

*Contact MML Risk Management Services Staff  
or your Loss Control Consultant for more information.*

	<b>Important Phone Numbers</b>	
MML Risk Management Services		800.653.2483
Loss Control Services		800.482.2726

**Note:**

*This document is not intended to be legal advice.  
It only identifies some of the issues surrounding this topic.  
Public agencies are encouraged to review their procedures with an expert  
or a competent attorney who is knowledgeable about the subject.*