

**CSRMA**

California Sanitation Risk Management Authority



# Did You Know?

**August  
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## CSRMA Risk Control Online Website: Defensive Driving Training

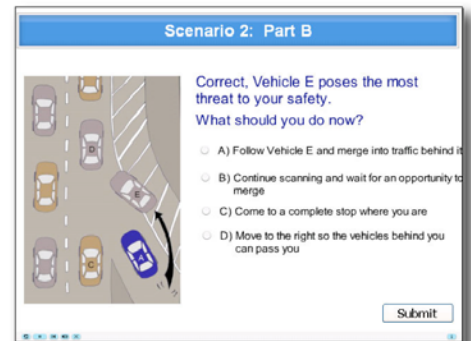
<http://www.sipeonlinetraining.com/csrma/>

Did you know that...

- Each 10 mph over 50 mph doubles your risk of an accident?
- As of July 1<sup>st</sup>, drivers are prohibited from driving a motor vehicle while using a wireless telephone without a hands-free listening device?
- Research has shown that driving after being awake for 17 hours is equal to a blood-alcohol concentration (BAC) of 0.05%, and after being awake for 24 hours, it is 0.10% ?

Anyone who operates one of your agency vehicles must know these facts and much more in order to drive safely. The Defensive Driving Training module is an interactive training program that prepares agency employees for safe driving, and also educates them about CSRMA driving requirements.

Interactive driving scenarios gives users real world examples and teaches them how to make safe decisions.



## Sanitary Sewer Overflow and Backup Emergency Response Training

CSRMA Risk Control Online is proud to present two new interactive training modules to support the CSRMA Policy and Procedure on Residential Sewer Backup Response And Claims Handling.

**Module 1:** This training module gives field crews a basic understanding of how to effectively handle an overflow or backup call. This program sets the field crews' procedures in context and gives them training in effective response from understanding the customer's perspective to incident reporting.

**Module 2:** This module is designed to train the agency claims coordinator in how to prepare the agency to handle overflows and backups. This interactive program gives claims coordinators training in a range of topics from dealing with difficult customers to backflow prevention device ordinances.



## Business Continuity Plan Builder... Coming Soon!

It's 3am and you get the call that a major earthquake has hit your city. The power is out, washed out bridges stand in the way of your suppliers and your treatment facility, and some of your employees can't be reached. With CSRMA's new Business Continuity Plan Builder you can quickly identify solutions to these problems and more whether you are at your facility or not. This online application is easy to use but manages an incredible amount of information. The Business Continuity Plan Builder takes you step-by-step through identifying what your agency needs to do maintain minimum operations under emergency conditions. Create a Business Continuity Plan without the expense of an

independent consultant or the headache of doing it in-house... coming in September.

If you ever have any questions or want more information,  
contact David Patzer, CSRMA Risk Control Advisor at (707) 373-9709 or [losscontrol@sbcglobal.net](mailto:losscontrol@sbcglobal.net).