



 Association of Bay Area Governments

**Date:** March 27, 2016  
**To:** Risk Management Committee  
**From:** Jim Hill – PLAN Risk Management Officer  
**Re:** Risk Awareness Survey - Update

### **Action Required**

No action required. For information and discussion only.

### **Overview**

The PLAN Risk Awareness Survey was designed to supplement our review and assessment of member Risk Management programs. It was conducted in conjunction with the ongoing re-assessment of PLAN best practices. The preliminary results were provided to members of the Board at our board retreat in December (staff report dated December 15, 2015).

The key to an effective Risk Awareness Survey is full participation by member agencies with each agency encouraging all employees to participate. PLAN members were advised that all responses are to be kept confidential.

The December staff report revealed a much lower than expected response rate. 25% of PLAN member agencies (7 members) did not participate in the survey. There was also a very low response rate (less than 2 respondents) from three other member agencies. During the Board retreat in December, PLAN members acknowledged the importance and purpose of the survey and how it supports our assessment of member best practices. Members were less than satisfied with the participation rate and requested an extension of the survey deadline. The survey was released for the second time to members on February 10th and extended through March 2, 2016.

### **Highlights**

The following narrative provides an overview and update of the survey results, including all responses received through March 2, 2016.

Only full time and part time employees participated in the survey with few exceptions. The survey was again conducted using Survey Monkey for those who did not complete the original survey. All data was consolidated. Copies of the Survey Monkey results are available to PLAN members upon request.

PLAN did not achieve full participation despite member requests for additional time to participate. This was discouraging given the extension of time allowed after member discussion at the retreat. Again, 25% of PLAN member agencies (7 members) did not participate in the survey. There was no material change in members with the low response rates reported earlier.

The December staff report noted participation by **19 member agencies** with feedback from a total of **782** employees. The final survey results again indicate **19 out of 28** PLAN member agencies participated in the survey (**68%**). The survey participation rate by member did not change. **10** PLAN members (**32%**) did not participate or had a response rate less than 3 respondents; essentially unchanged from the prior survey.

**Risk Awareness Survey – Update (cont.)**

**No Survey Response**

Atherton (0)  
 Foster City (0)  
 Half Moon Bay (0)  
 Millbrae (0)  
 Pacifica (0)  
 Portola Valley (0)  
 San Bruno (0)

**Low Response Rate**

Burlingame (3) \*  
 South San Francisco (1)  
 Tiburon (1)  
 (\*) changed from last report

The final survey results indicate 1118 employees out of approximately 4862 FTE/PTE responded to the survey. The total member FTE/PTE count is based on reported numbers from the current fiscal year. The overall response rate in terms of number of respondents improved to 23%, up from 16% in the original survey (782 survey participants at that time).

There were several member cities who achieved response rates (Total # responses/Total # employees) higher than the total PLAN response rate of 23%. Of note, three PLAN member agencies had over 100 respondents each (Milpitas, Dublin & Morgan Hill). The highest ranking survey response rates are shown below.

Rank	PLAN Member	%
1	Colma	70%
2	Morgan Hill	63%
3	San Carlos	57%
4	Los Altos Hills	54%
5	Milpitas	46%
	Saratoga	46%
6	Los Gatos	45%
	Woodside	45%
7	Dublin	43%
8	American Canyon	33%

When evaluating the survey responses in terms of classification of employees and the functional area(s) responding to the survey; **58%** of the respondents were rank and file employees with no supervisory responsibility. **30%** were mid-level managers or supervisors and **10%** were senior management. **1%** of the responses came from City/Town Managers.

In terms of employment status, **87%** of all survey respondents were full time employees and **12%** were part time. The remainder of the group was seasonal/volunteer workers who were intended to be excluded from the survey.

In terms of tenure with each member agency, **49%** of survey respondents have been employed by their respective agencies between 4-20 years. **24%** were employed for 1-4 years. Of note, **11%** of the survey respondents had more than 20 years of service with their respective agencies.

From a department/function perspective, five departments/areas were well represented by the survey results. The chart lists the member, number of survey responses and percentage to total responses (1118) by department/area.

Rank	Department / Functional Area	Responses	%
1	Police/Sheriff	222	20%
2	Administration	185	17%
3	Public Works	176	16%
4	Parks/Recreation	164	15%
5	Community Development	95	9%

**Risk Awareness Survey – Update (cont.)**

**Risk Awareness - General**

The survey revealed some very favorable key findings with respect to employee awareness of Risk Management and Safety, in general. A review of the key findings, including staff comments are noted below.

**Key Findings**

Please note: The percentages shown below are derived from the total number of respondents who provided an answer to each question(s). Some of the questions were skipped by the respondents and may have been deemed “not applicable”. We encouraged each participant to answer “all” the questions in the survey.

**Q8. 80%** of the survey respondents were aware their City/Town has a Risk Management policy in place.

**Q9. 87%** of the survey respondents were aware their City/Town has written safety programs in place.

**Note:** Ideally, everyone should have answered these two questions in the affirmative (yes).

**Q10. Only 71%** of the survey respondents knew where the Emergency Operation Center (EOC) is located within their jurisdiction.

**Note:** This result should have been far greater in light of our existing Local Hazard Mitigation planning efforts.

**Q11** Over 90% of survey respondents know what to do in the event of a Fire or Earthquake, however, only 81% of the survey respondents know what to do in the event of Workplace Violence.

**Note:** Workplace violence training continues to be offered twice a year and on request by any member agency. PLAN will continue to offer member training in this area to improve member response/score.

**Q13** Only 32% of survey respondents are being advised of the City/Town's Risk Management goals each year.

**Q14** Only 36% of the survey respondents are being asked to participate in achieving risk management goals.

**Q16** Only 26% of survey respondents stated participation in the risk management process is part of their performance evaluation.

**Note:** Concerns were raised in the comment section of the survey regarding organizational issues, lack of communication, staffing levels, employee training and diversification of personnel on the Risk Management committee (by function). Communicating member risk management goals/objectives, including RM strategies, to all stakeholders will continue to be a focus of our risk management program. We will continue to promote an “enterprise risk management” approach.

**Q17 88%** of survey respondents feel they have been provided adequate training to perform their job in a safe and efficient manner.

**Q18 74%** of survey respondents feel empowered to stop work before exposing the public to unsafe conditions.

**Note:** Our risk management and loss prevention training emphasizes that it is “everyone's” obligation to be properly trained with respect to safety issues. Also, every employee should feel “empowered” to stop work before exposing the public to any unsafe condition.

**Risk Awareness Survey – Update (cont.)**

**Q20** Only 41% of survey respondents feel their departments risk control performance is being monitored by Senior Management.

**Q21** 76% of survey respondents feel management values safety more than timeliness in getting the job done.

**Note:** A successful risk management program starts at the top. Communication and feedback from Sr. Management on risk management issues is an important element of managing risk.

**Q22** 44% of survey respondents are either not sure or do not feel periodic safety inspections are being conducted in their respective departments.

**Q23** 88% of survey respondents indicate potential hazards are removed or corrected quickly.

**Q24** 92% of survey respondents indicate when a hazard cannot be immediately abated, warning signs or barriers are put in place to prevent access.

**Note:** While the above three questions are closely correlated, the varying response rate warrants further dialog with our Loss Control/Safety consultants. Effective internal communication of all safety, loss prevention and inspection programs should be further evaluated.

The remaining survey questions were subjective (feelings/attitude/awareness) and/or related to specific procedural situations. These questions will be further reviewed and discussed in detail with the Risk Management committee members and shared with the Board of Directors.

**Summary**

The Risk Awareness survey provides PLAN with good insight on member Risk Management programs, policies and best practices. The information will help to identify areas where PLAN staff can work with members to improve their risk management program goals and objectives. There is pertinent information revealed in the survey comments which should be further reviewed. There are some very interesting comments noted in the survey which should be reviewed to address the specific concern(s) raised.

Member employees are generally well engaged in the risk management process and were vocal in their comments. Employees do want to raise issues through the proper channels for resolution and do need proper guidance in many instances. Some specific issues were noted that fall somewhat outside of the traditional risk management landscape. Emerging social issues (homelessness, increased crime, and traffic problems – poor drivers) do impact jurisdictions in terms of risk. The challenges of homelessness have recently reached the forefront in terms of risk awareness. Homelessness has now become part of the dialog in risk management.

Staff will continue to emphasize the importance of a sound Risk Management Policy in each jurisdiction. Emphasis will be placed on developing, promoting and communicating member risk management goals and objectives each year. Enterprise risk management, including strategic planning and goal setting will continue to be very important to the success of our program. PLAN staff is prepared to support members in the area of risk management consultation, loss control, safety and provide supplemental grant funding for approved projects and loss control/safety consultation.

PLAN staff will reinforce the benefits of our ongoing re-assessment of member best practices. Members should take full advantage of our consultative resources (PLAN risk management staff and PLAN Loss Control/Safety consultants).

# ABAG PLAN Corporation - Comparison Results

Member Jurisdiction	# of Full Time employees	# of Part Time employees	Total of Employees	Original # of Survey Respondants	New # of Survey Respondants	% of Total	Difference in respondents since re-opening
American Canyon	74.00	60	134	44	44	33%	No additional participants
Atherton	38.00		38	0	0	0%	No additional participants
Benicia	192.00	185	377	48	89	24%	41 additional Respondants
Burlingame	190.00	8	198	2	3	2%	1 additional respondent
Campbell	163.00	275	438	51	51	12%	No additional participants
Colma	35.00	9	44	31	31	70%	No additional participants
Cupertino	170.00	230	400	83	83	21%	No additional participants
Dublin	93.75	180	274	39	118	43%	79 additional respondents
East Palo Alto	94.00	7	101	30	30	30%	No additional participants
Foster City	186.00	35	221	0	0	0%	No additional participants
Half Moon Bay	16.00	6	22	0	0	0%	No additional participants
Hillsborough	82.00	8	90	11	37	41%	26 additional participants
Los Altos Hills	20.00	4	24	13	13	54%	No additional participants
Los Gatos	180.00	50	230	104	104	45%	No additional participants
Millbrae	84.81	11	95	0	0	0%	No additional participants
Milpitas	320.00	65	385	102	176	46%	74 additional participants
Morgan Hill	163.00	9	172	50	109	63%	59 additional participants
Newark	144.00	194	338	61	84	25%	23 additional participants
Pacifica	140.00	35	175	0	0	0%	No additional participants
Portola Valley	14.00		14	0	0	0%	No additional participants
Ross	12.00	45	57	12	12	21%	No additional participants
San Bruno	248.00	1	249	0	0	0%	No additional participants
San Carlos	68.00	45	113	31	64	57%	33 additional participants
Saratoga	52.00	15	67	31	31	46%	No additional participants
South San Francisco	444.00		444	1	1	0%	No additional participants
Suisun City	76.00	24	100	28	28	28%	No additional participants
Tiburon	37.00	5	42	1	1	2%	No additional participants
Woodside	16.00	4	20	9	9	45%	No additional participants
<b>Grand Total:</b>	<b>3,353</b>	<b>1509</b>	<b>4862</b>	<b>782</b>	<b>1118</b>	<b>23%</b>	<b>336 additional participants</b>

Participated Second Round

	Period:
Original # of Survey Respondants	11.5.15 - 12.1.15
Re-Release # Survey Respondants	2.10.16 - 3.2.16
New Respondants/Participants	

**Results effective 3.2.2016**  
**12:00pm**

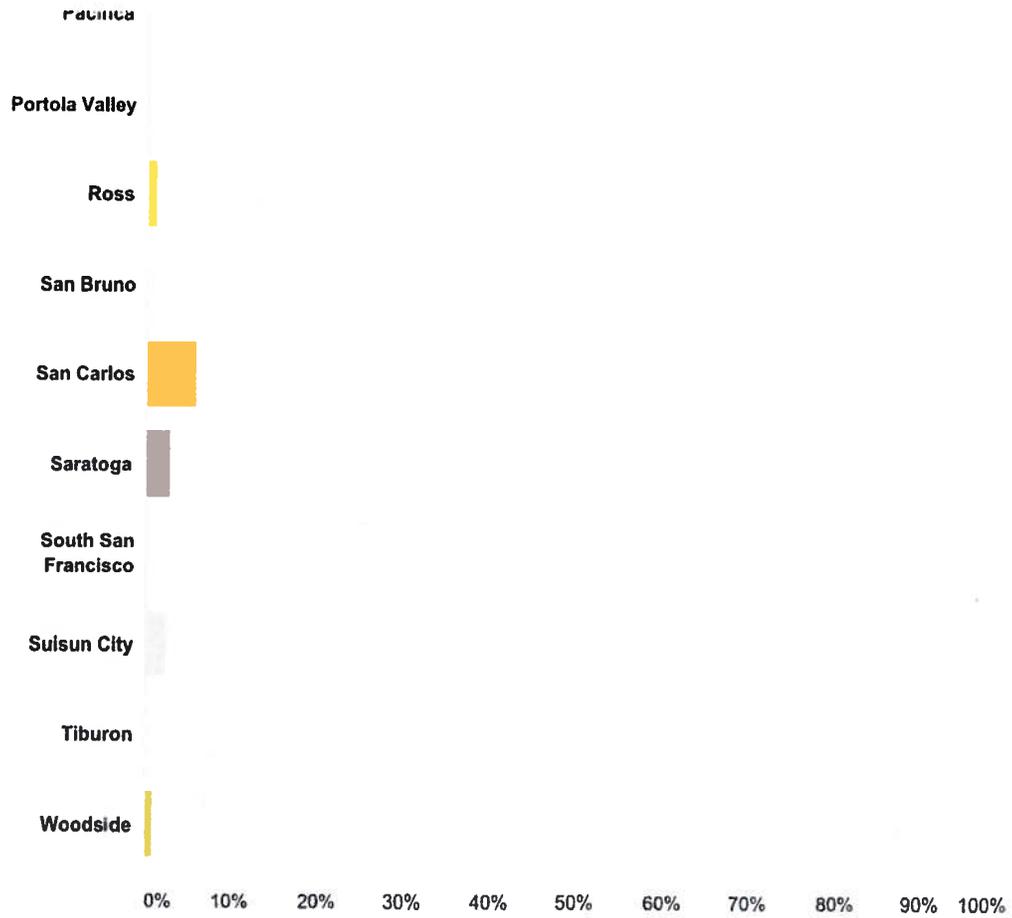
782
1118
336

**Q1 Please select your Jurisdiction from the dropdown menu:**

Answered: 1,118 Skipped: 0



# Risk Awareness Survey



Answer Choices	Responses	Count
American Canyon	3.94%	44
Atherton	0.00%	0
Benicia	7.96%	89
Burlingame	0.27%	3
Campbell	4.56%	51
Colma	2.77%	31
Cupertino	7.42%	83
Dublin	10.55%	118
East Palo Alto	2.68%	30
Foster City	0.00%	0
Half Moon Bay	0.00%	0
Hillsborough	3.31%	37
Los Altos Hills	1.16%	13
Los Gatos	9.30%	104
Milbrae	0.00%	0

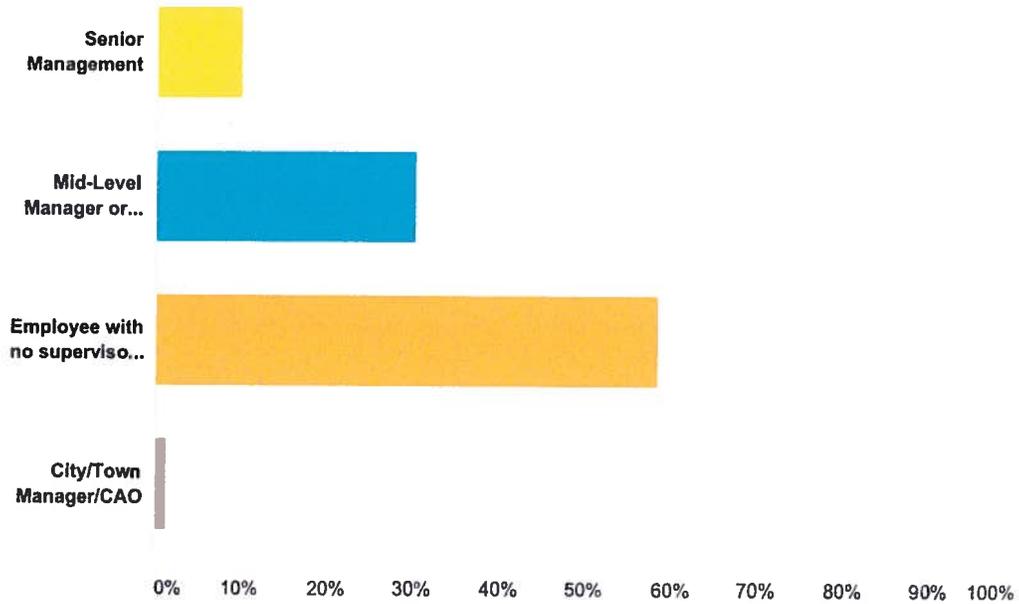
## Risk Awareness Survey

Milpitas	15.74%	176
Morgan Hill	9.75%	109
Newark	7.51%	84
Pacifica	0.00%	0
Portola Valley	0.00%	0
Ross	1.07%	12
San Bruno	0.00%	0
San Carlos	5.72%	64
Saratoga	2.77%	31
South San Francisco	0.09%	1
Suisun City	2.50%	28
Tiburon	0.09%	1
Woodside	0.81%	9
<b>Total</b>		<b>1,118</b>

# Risk Awareness Survey

## Q2 Please select the option that closely matches your job classification/position

Answered: 1,118 Skipped: 0

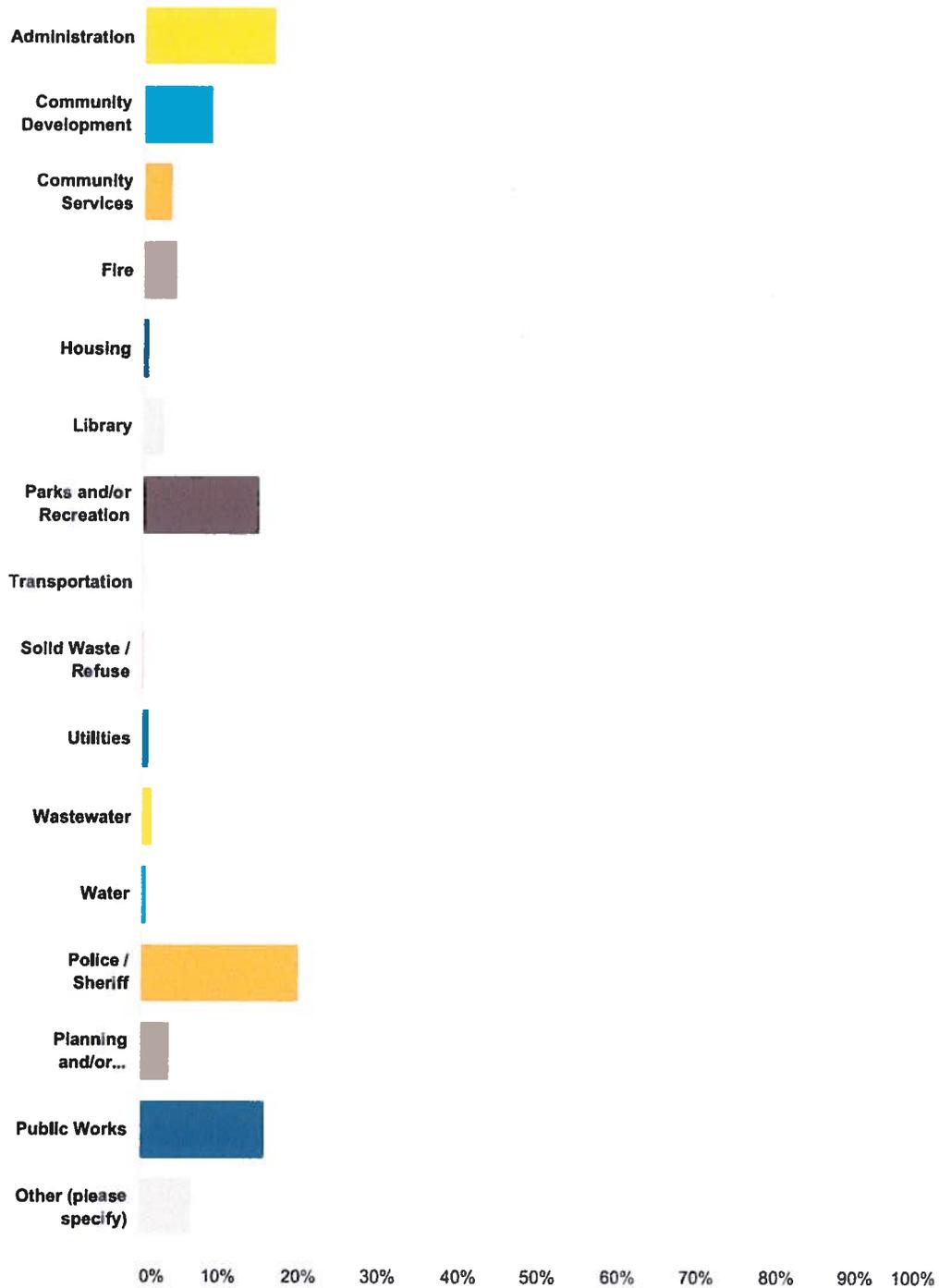


Answer Choices	Responses	Count
Senior Management	10.11%	113
Mid-Level Manager or Supervisor	30.32%	339
Employee with no supervisory duties	58.41%	653
City/Town Manager/CAO	1.16%	13
<b>Total</b>		<b>1,118</b>

# Risk Awareness Survey

## Q3 Please select the option that closely matches your department

Answered: 1,118 Skipped: 0



### Answer Choices

### Responses

Administration

16.55%

185

Community Development

8.50%

95

## Risk Awareness Survey

Community Services	3.58%	40
Fire	4.20%	47
Housing	0.72%	8
Library	2.77%	31
Parks and/or Recreation	14.67%	164
Transportation	0.27%	3
Sold Waste / Refuse	0.18%	2
Utilities	0.89%	10
Wastewater	1.16%	13
Water	0.72%	8
Police / Sheriff	19.86%	222
Planning and/or Development	3.49%	39
Public Works	15.74%	176
Other (please specify)	6.71%	75
<b>Total</b>		<b>1,118</b>

#	Other (please specify)	Date
1	Building & Safety	2/29/2016 11:13 AM
2	Information Services	2/22/2016 3:10 PM
3	Emergency Management	2/22/2016 3:04 PM
4	Policy	2/22/2016 2:07 PM
5	Engineering	2/22/2016 2:04 PM
6	Legal	2/22/2016 1:21 PM
7	Preschool aide	2/19/2016 1:43 PM
8	CAO	2/19/2016 12:28 PM
9	Information Services	2/19/2016 9:40 AM
10	Public Information	2/18/2016 12:59 PM
11	Purchasing	2/18/2016 11:56 AM
12	Building	2/18/2016 11:49 AM
13	City Clerk's Office	2/18/2016 9:29 AM
14	finance	2/18/2016 8:30 AM
15	Building & Safety	2/18/2016 8:26 AM
16	HR	2/18/2016 8:21 AM
17	Engineering	2/18/2016 7:58 AM
18	Building Dept	2/17/2016 4:44 PM
19	Finance	2/17/2016 4:40 PM
20	Finance	2/17/2016 4:31 PM
21	Public Information	2/17/2016 4:30 PM
22	Finance	2/17/2016 4:27 PM

## Risk Awareness Survey

23	Finance-Utilities	2/17/2016 4:24 PM
24	Parks Commisioner	2/17/2016 1:59 PM
25	Advisory Commissslon	2/17/2016 11:10 AM
26	aquatics, sports	2/17/2016 9:56 AM
27	Teacher	2/17/2016 8:41 AM
28	Finance	2/16/2016 3:19 PM
29	IT	2/16/2016 1:09 PM
30	Anonymous	2/16/2016 12:37 PM
31	Building	2/16/2016 10:17 AM
32	Finance	2/16/2016 9:33 AM
33	FINANCE	2/11/2016 4:57 PM
34	IT	2/11/2016 8:23 AM
35	Legal	2/10/2016 4:21 PM
36	CAO	11/24/2015 7:24 PM
37	Finance	11/20/2015 2:46 PM
38	Technology	11/19/2015 3:35 PM
39	Communication	11/19/2015 3:10 PM
40	maintenance	11/19/2015 11:53 AM
41	IT	11/19/2015 10:10 AM
42	building maintenance	11/19/2015 8:07 AM
43	BUILDING INSPECTION	11/18/2015 4:48 PM
44	finance	11/18/2015 3:30 PM
45	Economic Development	11/18/2015 10:53 AM
46	Legal	11/18/2015 10:26 AM
47	Legal	11/18/2015 10:06 AM
48	Building	11/18/2015 9:04 AM
49	City Clerk's Office	11/18/2015 8:54 AM
50	finance	11/18/2015 8:48 AM
51	Maintenance	11/18/2015 8:37 AM
52	GIS/IT	11/18/2015 8:21 AM
53	Finance	11/18/2015 8:20 AM
54	Engineering	11/18/2015 8:08 AM
55	Purchasing	11/18/2015 7:43 AM
56	Building and Safety	11/18/2015 7:21 AM
57	IT	11/17/2015 8:03 PM
58	Elected Official	11/17/2015 7:23 PM
59	IS	11/17/2015 7:21 PM
60	Building Dept	11/17/2015 6:38 PM
61	finance	11/17/2015 5:56 PM
62	Finance	11/17/2015 5:42 PM
63	Communication	11/17/2015 4:43 PM

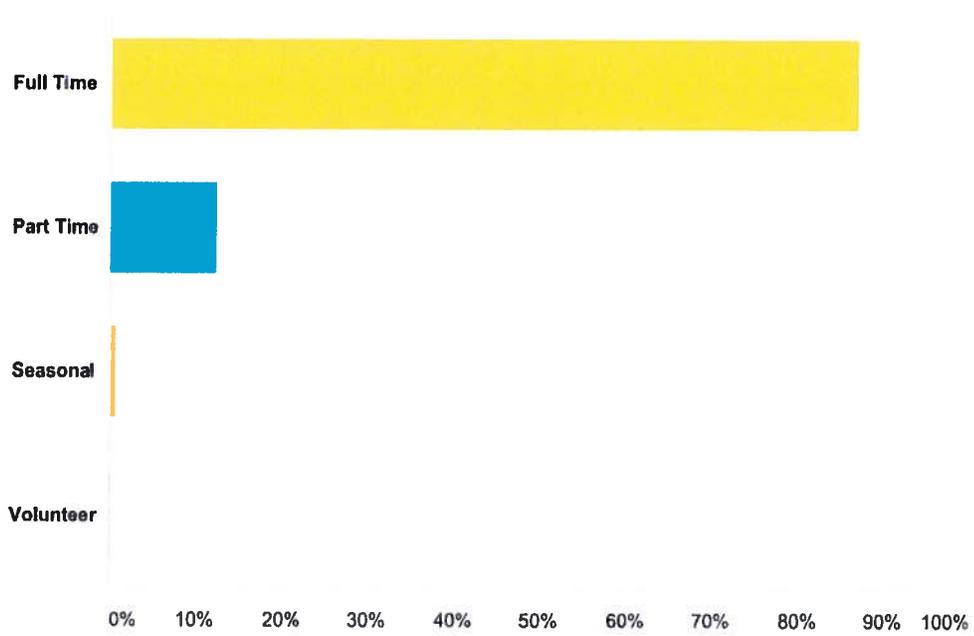
## Risk Awareness Survey

64	Town Attorney	11/17/2015 4:31 PM
65	Emergency Services	11/17/2015 3:57 PM
66	City Manager	11/17/2015 2:27 PM
67	IT	11/17/2015 2:24 PM
68	Public Affairs	11/17/2015 12:27 PM
69	Legal	11/17/2015 11:30 AM
70	IT	11/16/2015 1:22 PM
71	Finance	11/16/2015 12:17 PM
72	Finance	11/13/2015 9:49 AM
73	Finance	11/13/2015 9:41 AM
74	Finance	11/6/2015 10:23 AM
75	Finance	11/6/2015 10:16 AM

# Risk Awareness Survey

## Q4 Please indicate your employment status:

Answered: 1,118 Skipped: 0

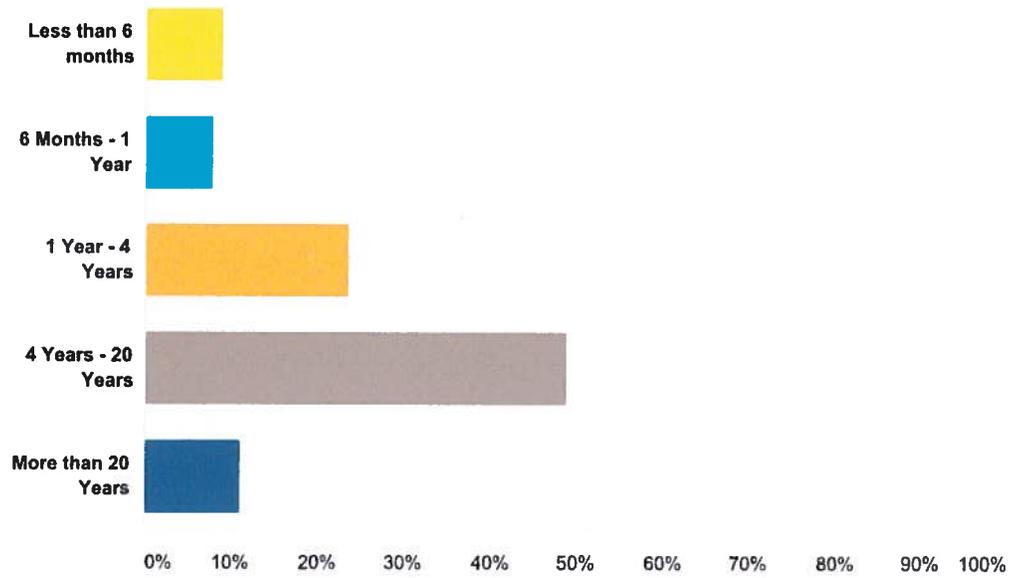


Answer Choices	Responses	
Full Time	86.85%	971
Part Time	12.25%	137
Seasonal	0.72%	8
Volunteer	0.18%	2
<b>Total</b>		<b>1,118</b>

# Risk Awareness Survey

## Q5 Please indicate the length of your service in your current position:

Answered: 1,118 Skipped: 0

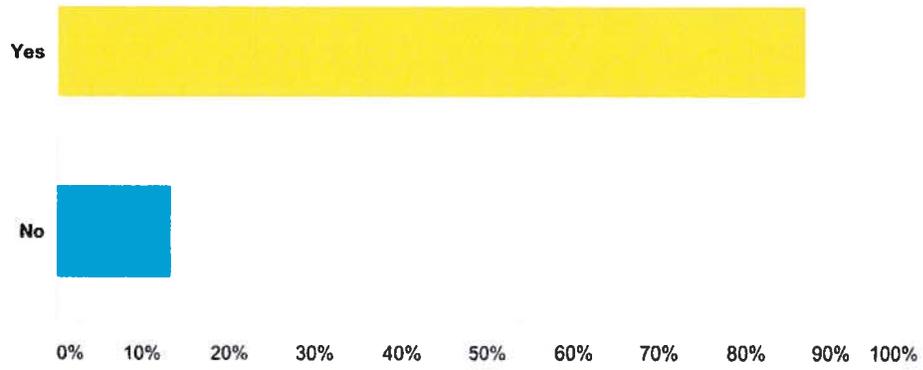


Answer Choices	Responses	Count
Less than 6 months	8.94%	100
6 Months - 1 Year	7.69%	86
1 Year - 4 Years	23.52%	263
4 Years - 20 Years	48.75%	545
More than 20 Years	11.09%	124
<b>Total</b>		<b>1,118</b>

# Risk Awareness Survey

## Q6 I understand the difference between Risk Management and Safety?

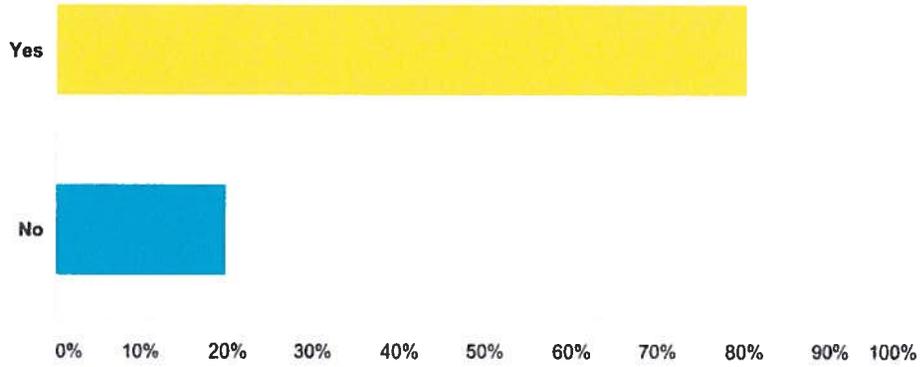
Answered: 1,074 Skipped: 44



Answer Choices	Responses	
Yes	86.87%	933
No	13.13%	141
<b>Total</b>		<b>1,074</b>

### Q7 I am aware that the City/Town has a Risk Management Policy?

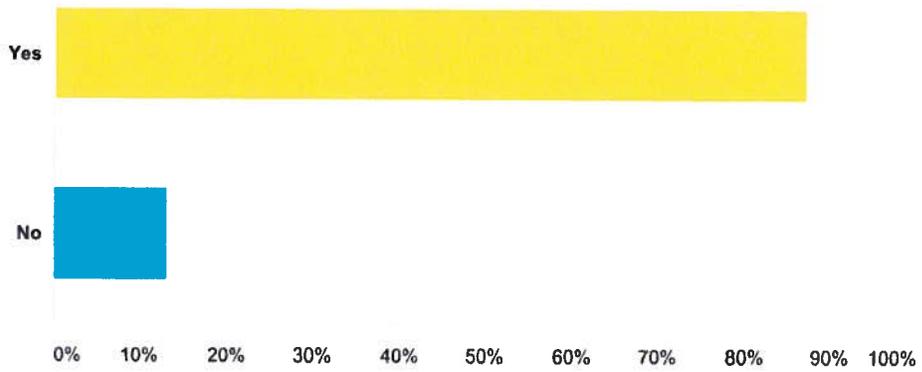
Answered: 1,074 Skipped: 44



Answer Choices	Responses	
Yes	80.26%	862
No	19.74%	212
<b>Total</b>		<b>1,074</b>

### Q8 I am aware that the City/Town has written safety programs in place?

Answered: 1,074 Skipped: 44

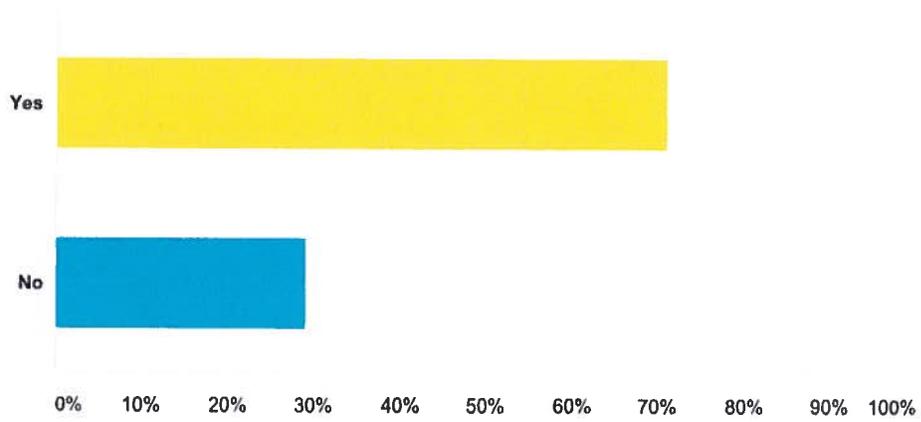


Answer Choices	Responses	
Yes	86.96%	934
No	13.04%	140
Total		1,074

Risk Awareness Survey

**Q9 I am aware that the City/Town has a Safety/Risk Management Committee?**

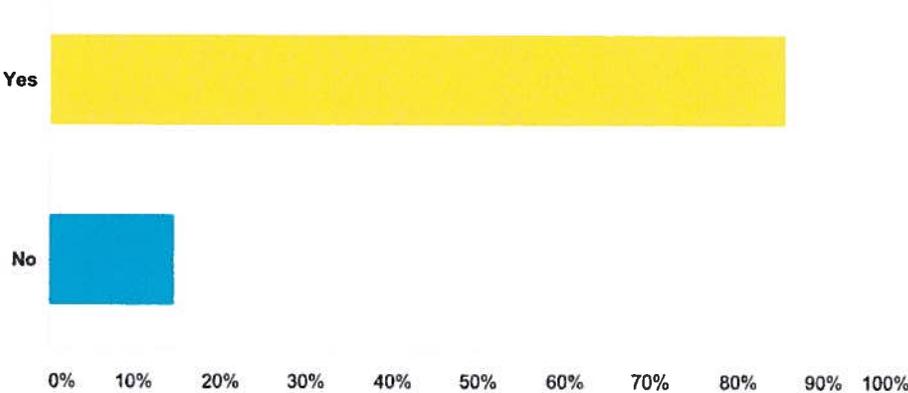
Answered: 1,074 Skipped: 44



Answer Choices	Responses	
Yes	71.04%	763
No	28.96%	311
<b>Total</b>		<b>1,074</b>

### Q10 I know where the Emergency Operation Center (EOC) is located in my City/Town?

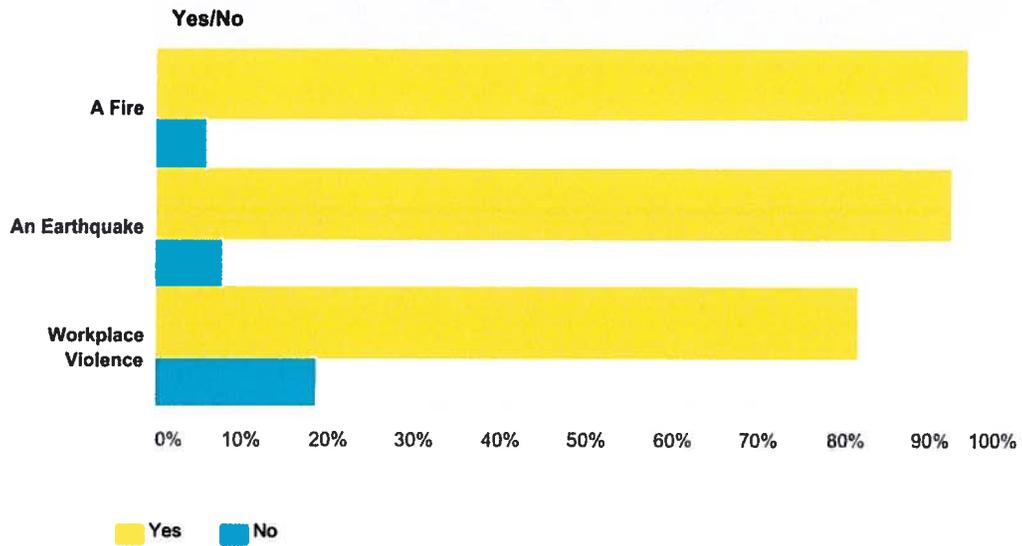
Answered: 1,074 Skipped: 44



Answer Choices	Responses	
Yes	85.38%	917
No	14.62%	157
<b>Total</b>		<b>1,074</b>

### Q11 I know what to do in the event of....?

Answered: 1,074 Skipped: 44

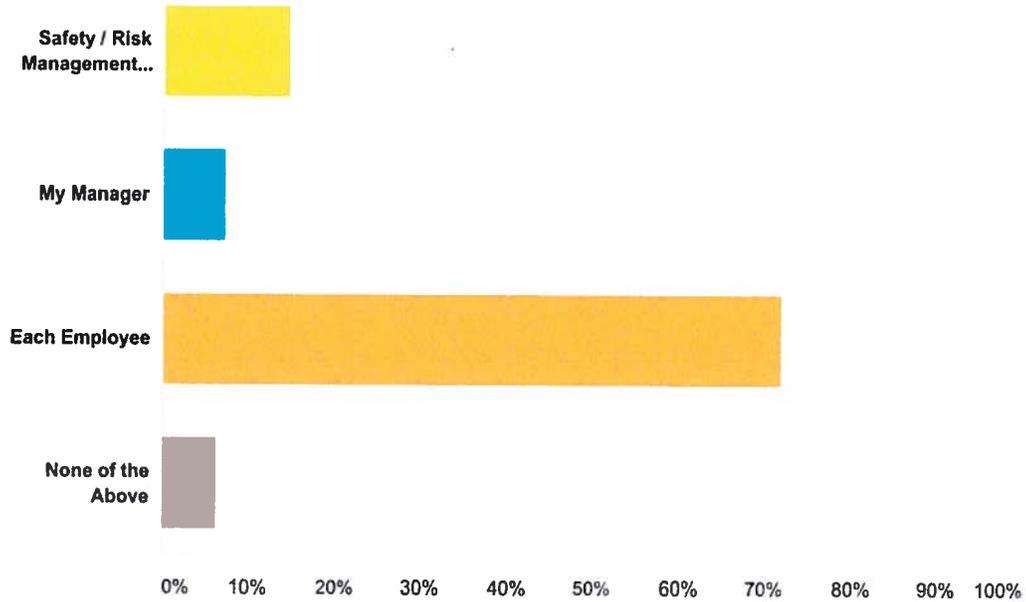


Yes/No		Yes	No	Total
A Fire		94.22%	5.78%	
		1,011	62	1,073
An Earthquake		92.36%	7.64%	
		991	82	1,073
Workplace Violence		81.34%	18.66%	
		872	200	1,072

Risk Awareness Survey

**Q12 Who is responsible in your jurisdiction for ensuring the safety of you and members of the public?**

Answered: 1,074 Skipped: 44

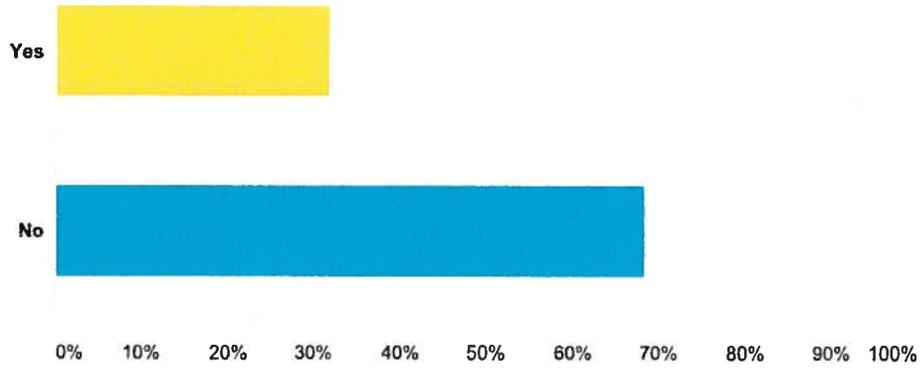


Answer Choices	Responses	
Safety / Risk Management Department	14.71%	158
My Manager	7.17%	77
Each Employee	71.79%	771
None of the Above	6.33%	68
<b>Total</b>		<b>1,074</b>

Risk Awareness Survey

**Q13 I am advised annually of my City/Town's Risk Management Goals for the year?**

Answered: 1,048 Skipped: 70

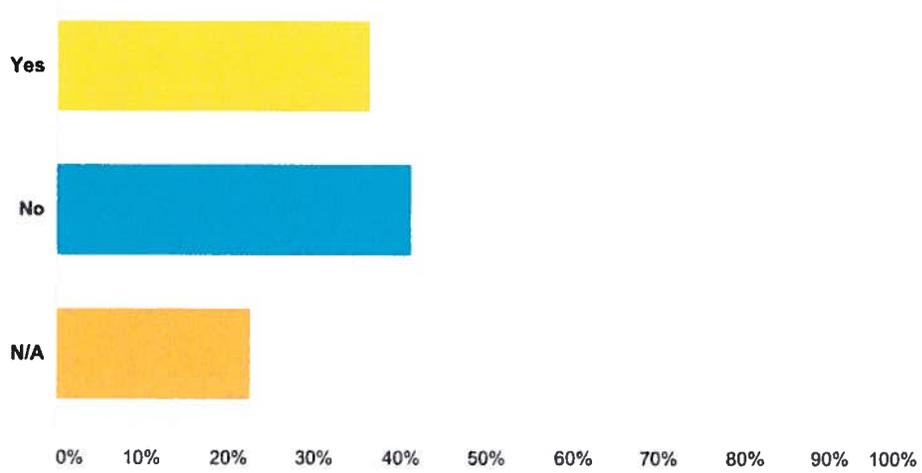


Answer Choices	Responses	
Yes	31.77%	333
No	68.23%	715
<b>Total</b>		<b>1,048</b>

# Risk Awareness Survey

## Q14 I am asked to participate in achieving risk reduction and mitigation goals by my supervisor?

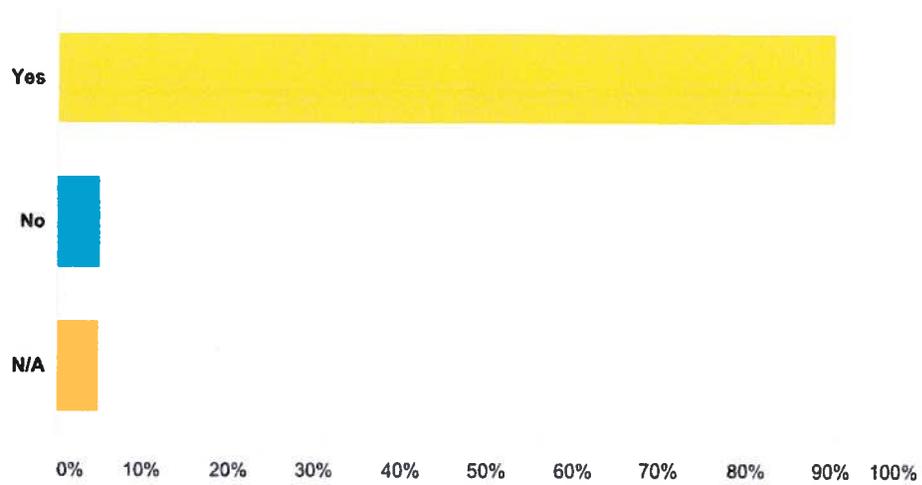
Answered: 1,048 Skipped: 70



Answer Choices	Responses	
Yes	36.26%	380
No	41.22%	432
N/A	22.52%	236
<b>Total</b>		<b>1,048</b>

**Q15 It is my responsibility to report conditions or behavior that could result in an accident or injury to members of the public?**

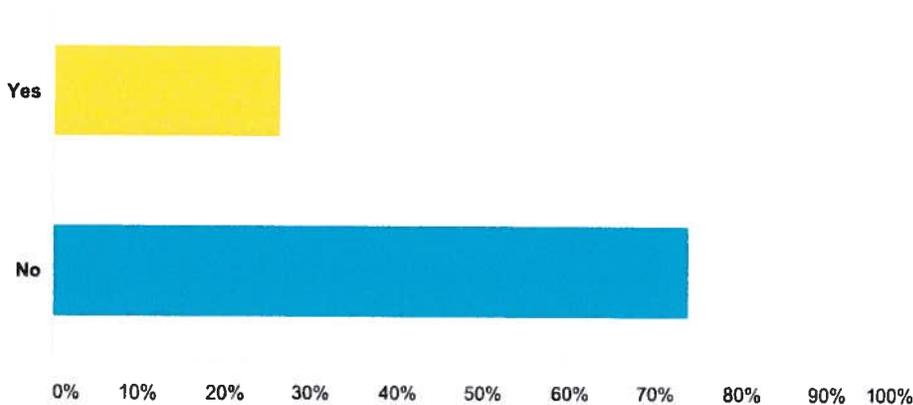
Answered: 1,048 Skipped: 70



Answer Choices	Responses	
Yes	90.17%	945
No	5.06%	53
N/A	4.77%	50
<b>Total</b>		<b>1,048</b>

**Q16 Participation in the risk management process is part of my performance evaluation?**

Answered: 1,048 Skipped: 70

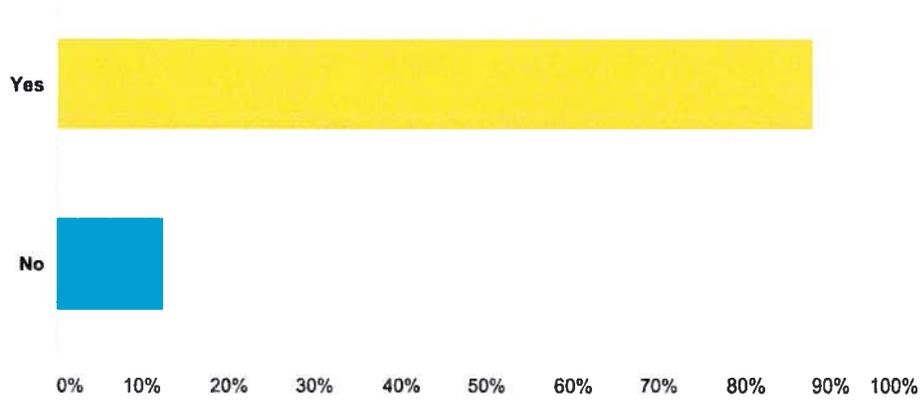


Answer Choices	Responses	
Yes	26.34%	276
No	73.66%	772
<b>Total</b>		<b>1,048</b>

Risk Awareness Survey

**Q17 I am provided adequate training to perform my job in a safe and efficient manner?**

Answered: 1,048 Skipped: 70



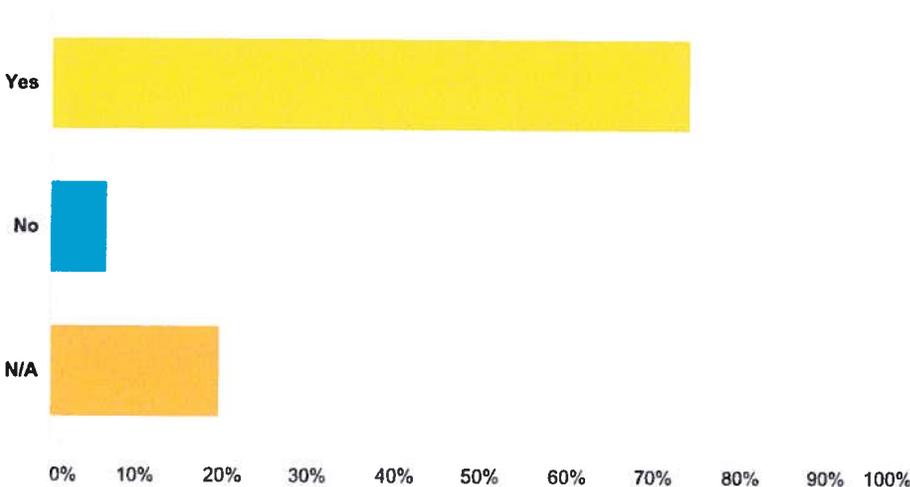
**Answer Choices**

**Responses**

Yes	87.69%	919
No	12.31%	129
<b>Total</b>		<b>1,048</b>

### Q18 I am empowered to stop work before exposing the public to unsafe conditions?

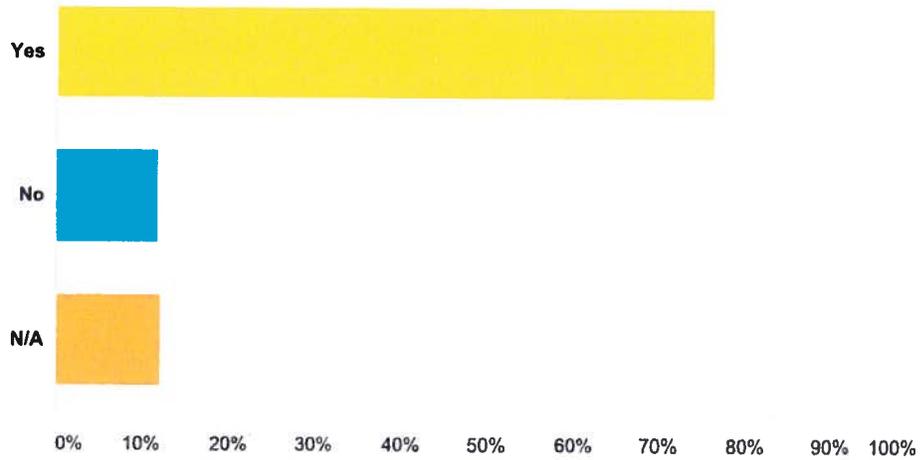
Answered: 1,048 Skipped: 70



Answer Choices	Responses	
Yes	73.95%	775
No	6.39%	67
N/A	19.66%	206
<b>Total</b>		<b>1,048</b>

### Q19 I feel comfortable coaching / instructing a fellow employee in safe behaviors?

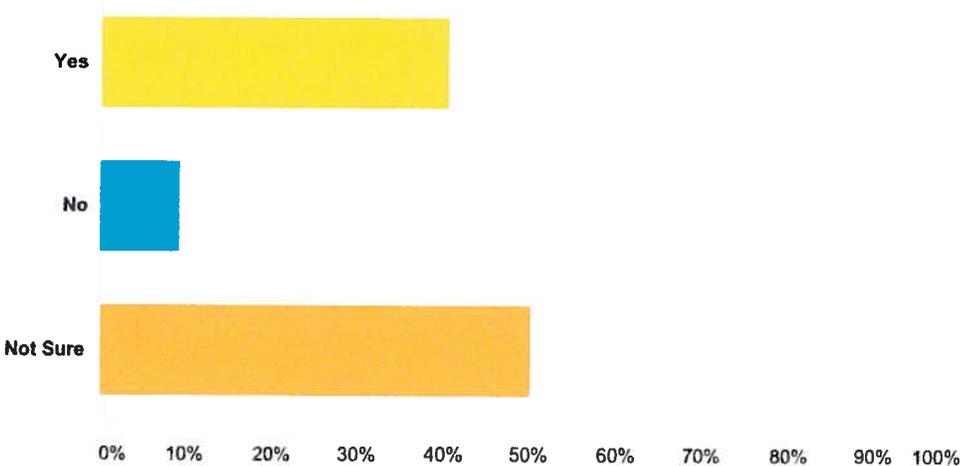
Answered: 1,048 Skipped: 70



Answer Choices	Responses	
Yes	76.24%	799
No	11.64%	122
N/A	12.12%	127
<b>Total</b>		<b>1,048</b>

### Q20 Senior management monitors my department's risk control performance?

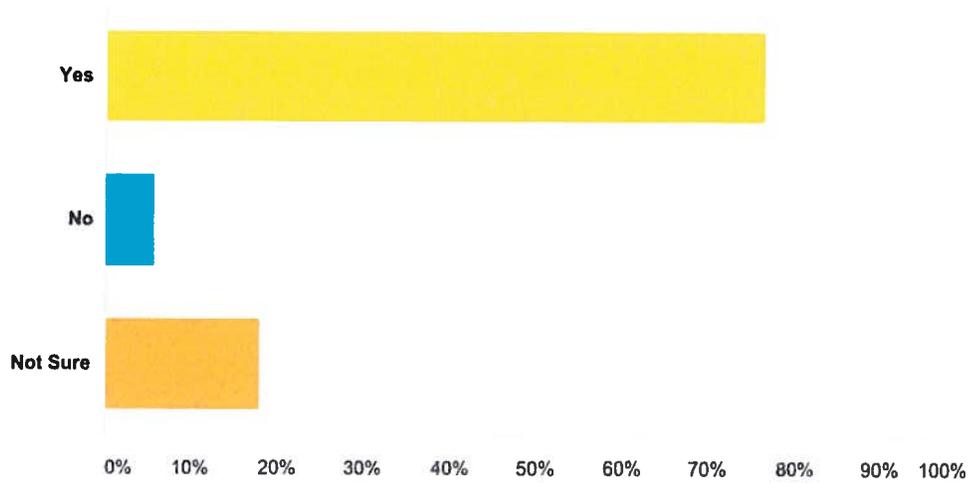
Answered: 1,048 Skipped: 70



Answer Choices	Responses	
Yes	40.55%	425
No	9.26%	97
Not Sure	50.19%	526
<b>Total</b>		<b>1,048</b>

### Q21 Management values getting the job done safely more than getting the job done quickly?

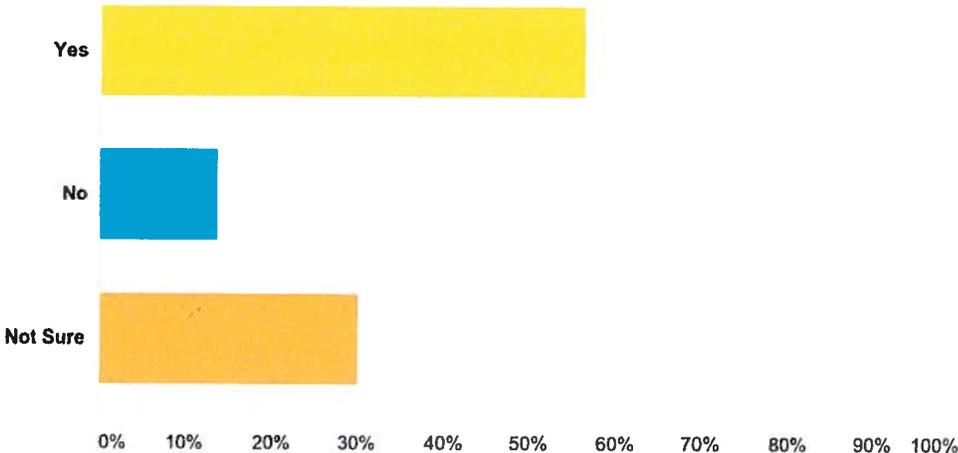
Answered: 1,048 Skipped: 70



Answer Choices	Responses	Count
Yes	76.34%	800
No	5.73%	60
Not Sure	17.94%	188
<b>Total</b>		<b>1,048</b>

### Q22 Periodic Safety inspections are conducted in my department to identify hazards to people and property?

Answered: 1,041 Skipped: 77

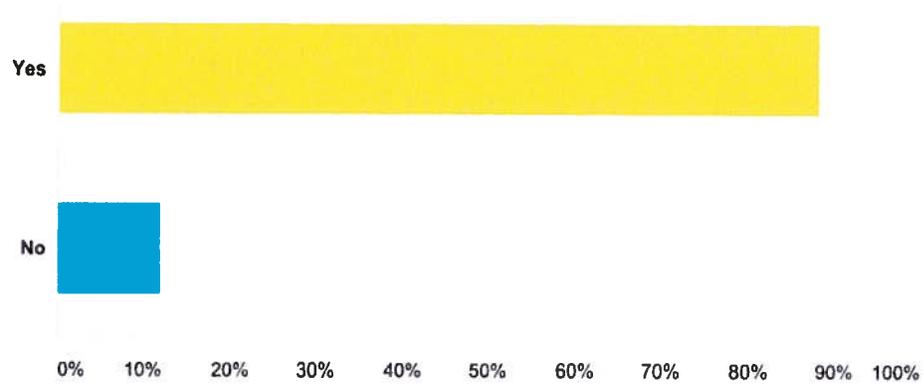


Answer Choices	Responses	
Yes	56.39%	587
No	13.64%	142
Not Sure	29.97%	312
<b>Total</b>		<b>1,041</b>

# Risk Awareness Survey

## Q23 Potential hazards are removed or corrected quickly?

Answered: 1,041 Skipped: 77



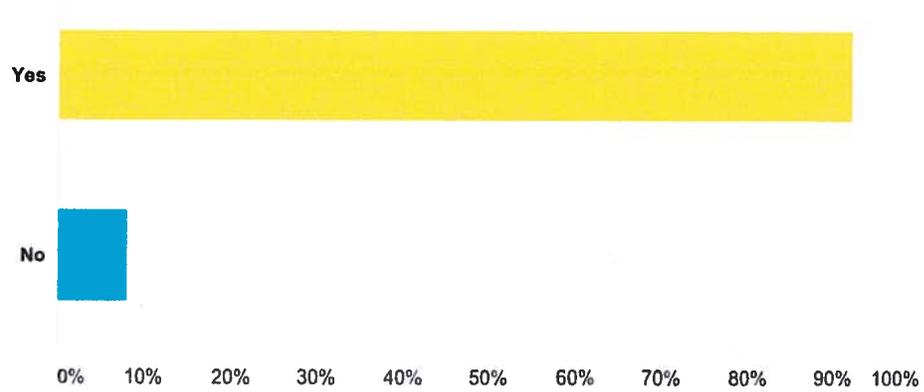
### Answer Choices

### Responses

Yes	88.18%	918
No	11.82%	123
<b>Total</b>		<b>1,041</b>

**Q24 When a hazard is identified but can not be corrected immediately, warning signs or barriers are placed to prevent access by a person or vehicle?**

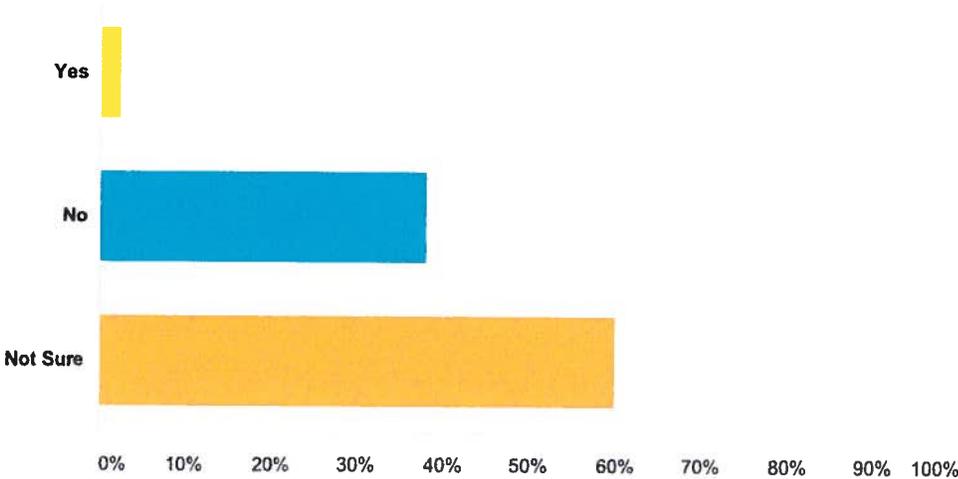
Answered: 1,041 Skipped: 77



Answer Choices	Responses	Count
Yes	92.03%	958
No	7.97%	83
<b>Total</b>		<b>1,041</b>

### Q25 City/Town owned vehicles are being driven by employees with poor driving records?

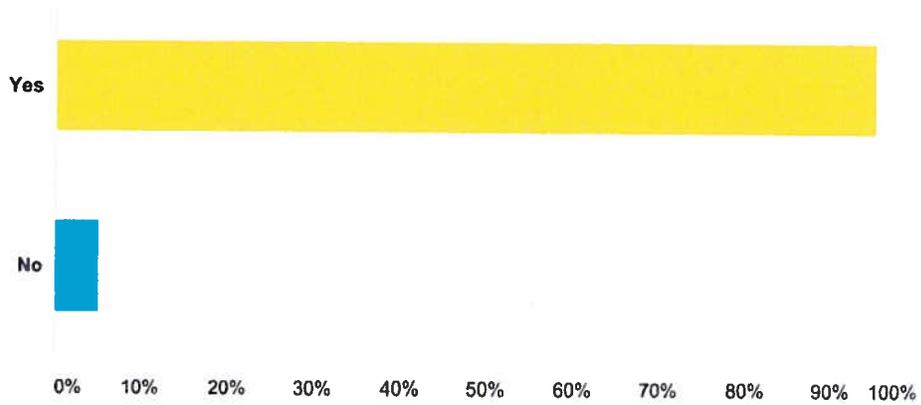
Answered: 1,041 Skipped: 77



Answer Choices	Responses	
Yes	2.21%	23
No	37.94%	395
Not Sure	59.85%	623
<b>Total</b>		<b>1,041</b>

### Q26 I understand accidents involving the public impact my City/Town finances?

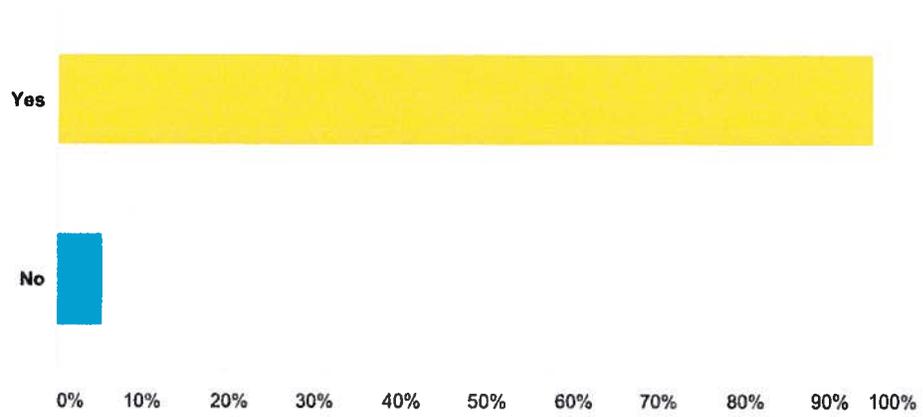
Answered: 1,035 Skipped: 83



Answer Choices	Responses	
Yes	95.07%	984
No	4.93%	51
<b>Total</b>		<b>1,035</b>

**Q27 I feel comfortable reporting an injury or property damage involving the public no matter how minor?**

Answered: 1,035 Skipped: 83

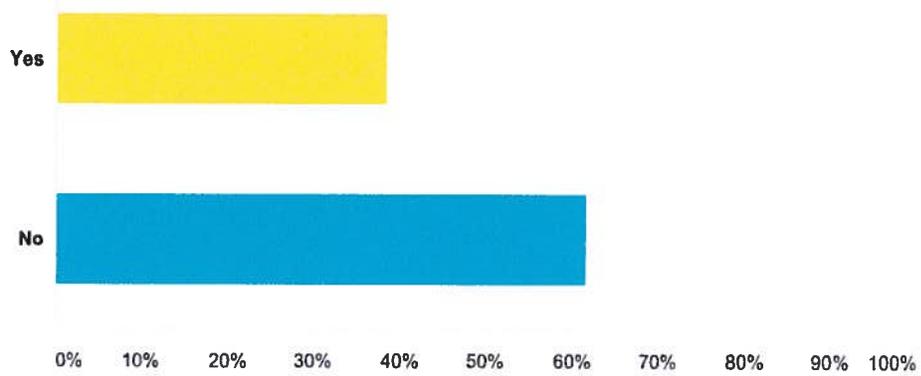


Answer Choices	Responses	
Yes	94.88%	982
No	5.12%	53
<b>Total</b>		<b>1,035</b>

Risk Awareness Survey

**Q28 I receive information and "lessons learned" resulting from the City/Town's investigation of significant incidents so that similar incidents can be prevented in my department.?**

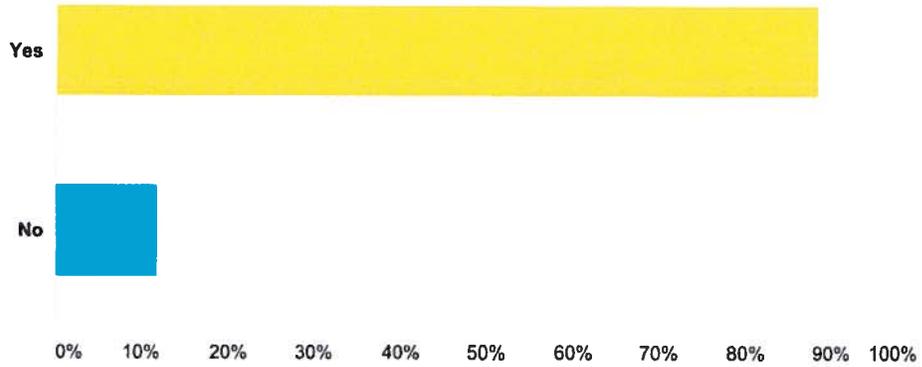
Answered: 1,035 Skipped: 83



Answer Choices	Responses	
Yes	38.45%	398
No	61.55%	637
<b>Total</b>		<b>1,035</b>

**Q29 I know how to respond if a member of the public should report an unsafe condition or accident?**

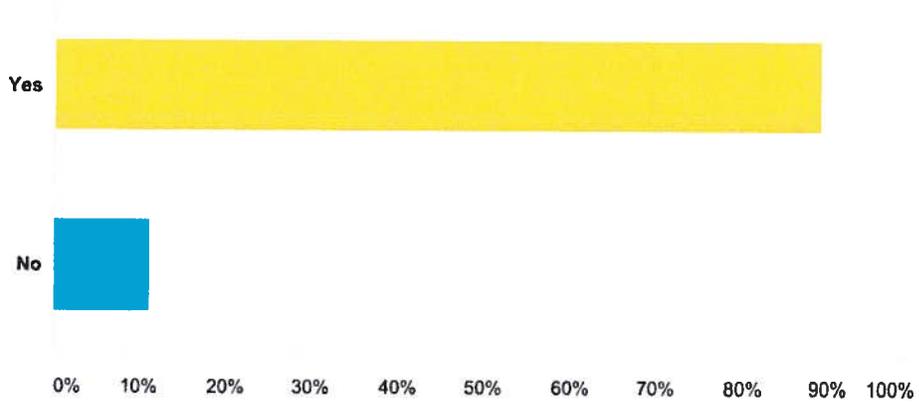
Answered: 1,035 Skipped: 83



Answer Choices	Responses	
Yes	88.41%	915
No	11.59%	120
<b>Total</b>		<b>1,035</b>

**Q30 I know to whom to refer a member of the public who wishes to report an incident, property damage or injury?**

Answered: 1,035 Skipped: 83

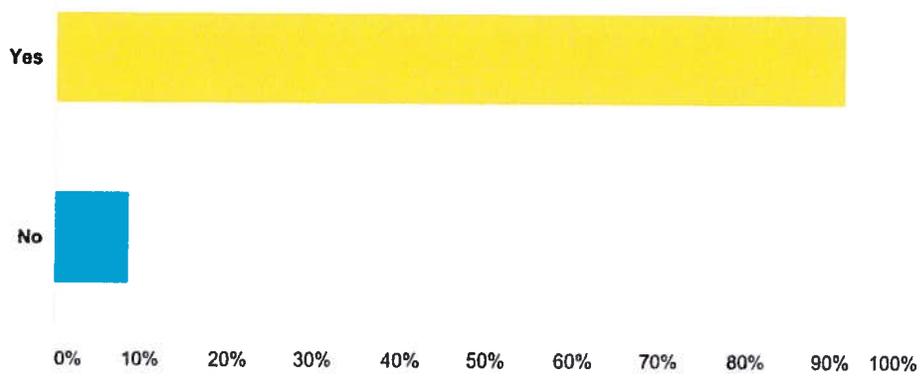


Answer Choices	Responses	
Yes	88.99%	921
No	11.01%	114
<b>Total</b>		<b>1,035</b>

# Risk Awareness Survey

## Q31 Teamwork is encouraged?

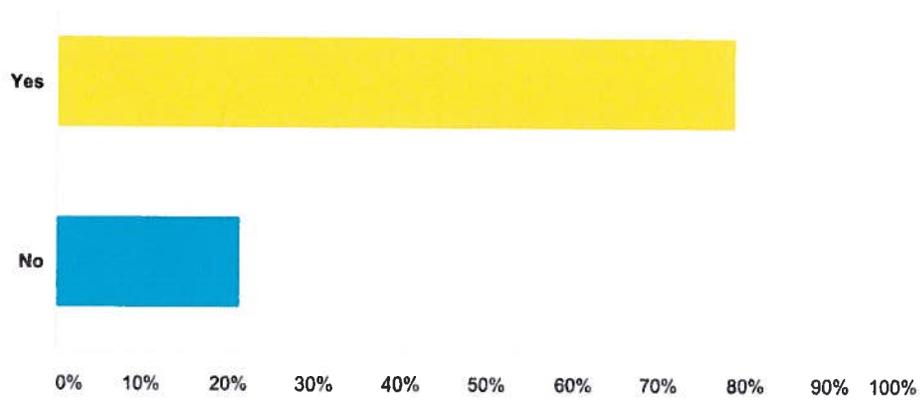
Answered: 1,028 Skipped: 90



Answer Choices	Responses	
Yes	91.54%	941
No	8.46%	87
<b>Total</b>		<b>1,028</b>

### Q32 Everyone in my department does his/her fair share of the work??

Answered: 1,028 Skipped: 90

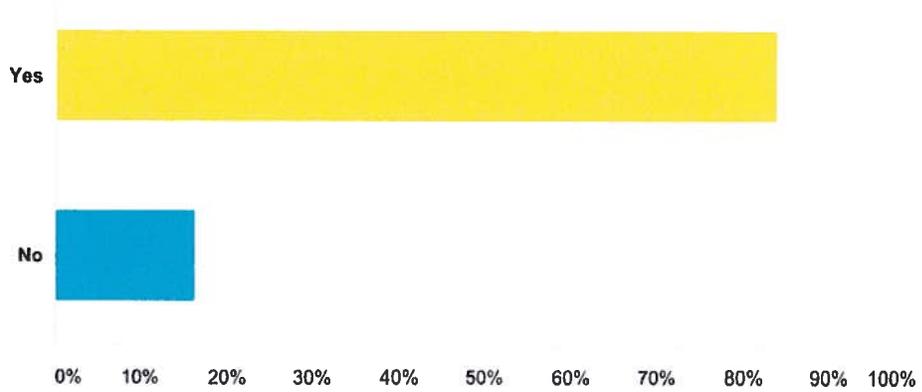


Answer Choices	Responses	
Yes	78.70%	809
No	21.30%	219
<b>Total</b>		<b>1,028</b>

Risk Awareness Survey

**Q33 I would recommend this job to a friend or relative?**

Answered: 1,028 Skipped: 90

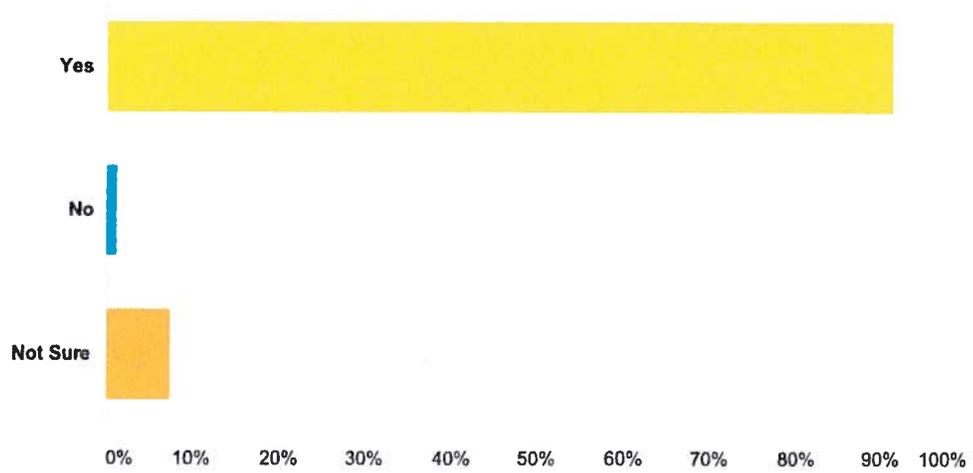


Answer Choices	Responses	
Yes	83.75%	861
No	16.25%	167
<b>Total</b>		<b>1,028</b>

Risk Awareness Survey

**Q34 I work in an environment that is free from drugs and alcohol?**

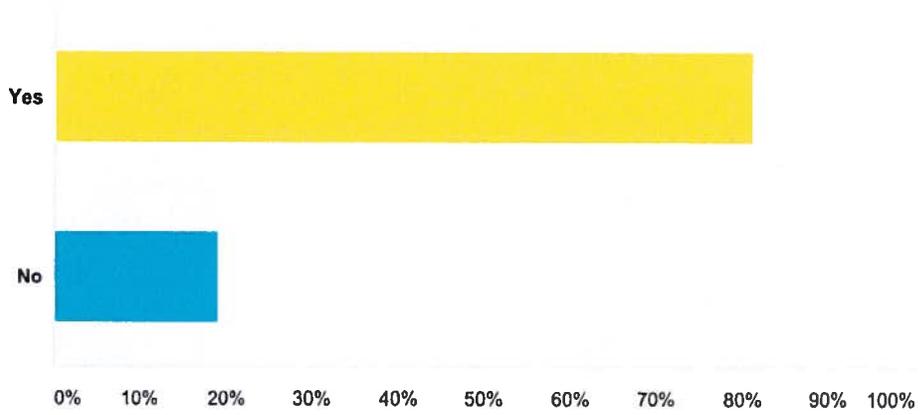
Answered: 1,028 Skipped: 90



Answer Choices	Responses	
Yes	91.15%	937
No	1.26%	13
Not Sure	7.59%	78
<b>Total</b>		<b>1,028</b>

### Q35 My department fosters commitment and loyalty?

Answered: 1,028 Skipped: 90

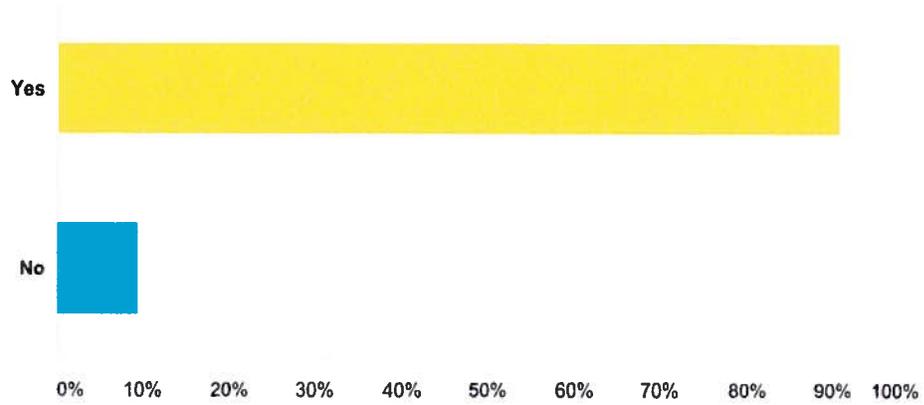


Answer Choices	Responses	
Yes	80.93%	832
No	19.07%	196
<b>Total</b>		<b>1,028</b>

# Risk Awareness Survey

## Q36 I feel that it is safe to be completely candid in completing this survey?

Answered: 1,027 Skipped: 91

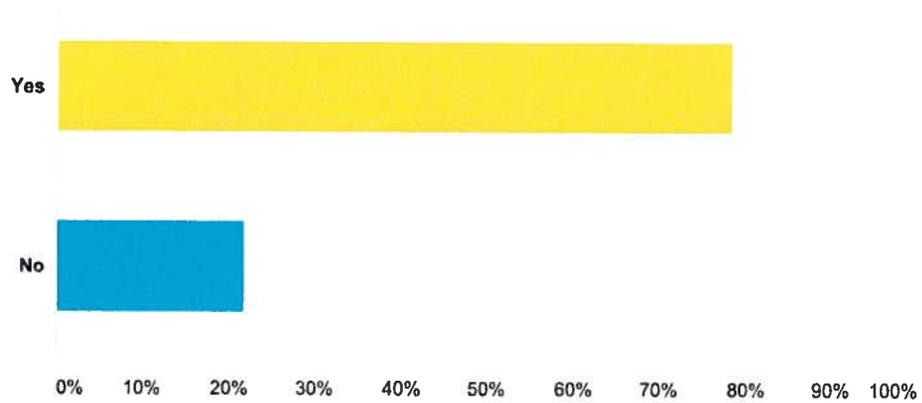


Answer Choices	Responses	
Yes	90.56%	930
No	9.44%	97
<b>Total</b>		<b>1,027</b>

# Risk Awareness Survey

## Q37 I feel that something positive will result from the information being collected in this survey?

Answered: 1,027 Skipped: 91



Answer Choices	Responses	
Yes	78.19%	803
No	21.81%	224
<b>Total</b>		<b>1,027</b>

## Risk Awareness Survey

### Q38 If you consider a "public risk" as any potential of injury or damage to the public or damage to City/Town property, what do you feel are the top three (3) risks in your City/Town?

Answered: 397 Skipped: 721

#	Responses	Date
1	pick up & drop off at the schools (elementary schools!)	3/1/2016 3:00 PM
2	I am not aware of any.	3/1/2016 12:45 PM
3	Too much traffic Fire hazards Not aware enough of surroundings	2/29/2016 9:38 PM
4	City site rentals w/ liquor served, could mean possible property damage. City site rentals client could fall and hurt themselves.	2/29/2016 2:48 PM
5	Slip and falls	2/29/2016 2:47 PM
6	I believe that my City has sufficient policies in place to cover injury or damage and the City is very proactive in its approach.	2/29/2016 10:26 AM
7	1) Drought conditions have affected landscaping (including trees), which could present a danger if not correctly maintained. I can't think of two more.	2/29/2016 8:42 AM
8	None at this time.	2/29/2016 8:25 AM
9	Tripping hazards - we work on the sidewalks and streets every year, but it's California, so sidewalks shift. I've been worried about flooding, but it seems as though the season for that is almost over: so far, so good. Driver safety is always a concern, though I feel as though City staff are well-trained: it's the public that worries me here.	2/26/2016 4:23 PM
10	- General crime - Active Shooter	2/24/2016 10:26 AM
11	Potholes Trees Sidewalks	2/23/2016 10:21 AM
12	Poor road conditions Graffiti Theft	2/23/2016 8:55 AM
13	1) poor condition of streets- too many potholes 2) not enough crosswalks 3) downtown construction	2/23/2016 7:34 AM
14	Trees during storms Flooding during storms Power outage	2/23/2016 5:02 AM
15	street/road conditions, youth boredom,	2/22/2016 8:01 PM
16	1. Parking lot- break in cars 2. Getting into de CRC without checking in 3. Lockers at the CRC	2/22/2016 7:17 PM
17	Potential seasonal flooding vandalism	2/22/2016 4:09 PM
18	Earthquake Domestic Violence Mental Illness	2/22/2016 3:09 PM
19	potholes, uneven sidewalks/walkways, gofer holes	2/22/2016 3:00 PM
20	1. Flooding from the W. Little Llagas Creek 2. narrow streets in older sections of town 3. insufficient parking and/or multiple exit routes for large events at the Outdoor Sports Center	2/22/2016 2:55 PM
21	1. Raised sidewalks 2. Potholes 3. Limited visibility at intersections (tree limbs, parked vehicles, etc.)	2/22/2016 2:44 PM
22	Poor roads surface conditions/upkeep/repaving A lacking in traffic violation/enforcement(speeding) maybe due to recent increased population growth	2/22/2016 2:30 PM
23	Monterey Road is an engineering disaster for bicyclists. The design and implementation of Monterey Road from Main Avenue to Dunne Avenue compels bicyclist to share the road with automobiles without any signs or road paintings. There is no apparent compliance or consideration for the new 3 feet for safety law.	2/22/2016 1:58 PM
24	Vehicles Wastewater overflows Pavement condition	2/22/2016 1:58 PM
25	1. Infrequent curb cuts at street corners-ADA compliant 2. Brick planter boxes within downtown are easy trip hazards along sidewalk 3. Poor drainage (lot's of hills) through many areas leading to flooding of sidewalks	2/22/2016 1:53 PM

## Risk Awareness Survey

26	Driving Law enforcement Construction	2/22/2016 1:52 PM
27	Trees, sewer back ups	2/19/2016 11:54 AM
28	N/A	2/19/2016 7:21 AM
29	Increasing density and population with a lack of overhead support to complete administrative tasks is overwhelming.	2/18/2016 10:14 PM
30	Sidewalks, roadway conditions, & controlled cross-walks	2/18/2016 8:02 PM
31	Fire theat because over growth of vegetation in open space areas	2/18/2016 5:13 PM
32	walkability ability to ride a bicycle safely speeding throughout town, particularly from the 280 down through town	2/18/2016 1:01 PM
33	traffic accidents	2/18/2016 12:01 PM
34	sidewalk maintenance crosswalks	2/18/2016 11:41 AM
35	1. Unrepaired pot holes. 2. Street lights that are not functioning. 3. Transient encampments with unsanitary conditions and fire hazards.	2/18/2016 10:31 AM
36	I can't think of any at this time.	2/18/2016 9:34 AM
37	Construction without permit Drink & drive Text & drive	2/18/2016 8:48 AM
38	The motor pool, aged vehicles past life expectancy. To have up to date contacts lists throughout the city on city computers and devices. Cross training of employees to ensure knowledge of other departments.	2/18/2016 7:45 AM
39	Road conditions Traffic conditions	2/18/2016 6:56 AM
40	1. streets 2. sidewalks 3. sewers	2/18/2016 6:50 AM
41	Trip hazards (sidewalks), street pot holes, city owned vehicle accidents	2/18/2016 12:08 AM
42	Lack of bike lanes on main road Hygiene in community kitchens	2/17/2016 10:45 PM
43	Community Center Trees Playgrounds	2/17/2016 8:41 PM
44	None - New employee with the City.	2/17/2016 5:04 PM
45	Unknown	2/17/2016 5:02 PM
46	Traffic/driving Road conditions Lifting heavy objects	2/17/2016 4:58 PM
47	#1 Flooding #2 Traffic	2/17/2016 4:55 PM
48	1. Red light runners! 2. Lack of interest in emergency preparation. 3. Speeding / not looking for pedestrians.	2/17/2016 4:36 PM
49	lots of dead trees; probably due to the drought	2/17/2016 4:35 PM
50	flood trees criminals	2/17/2016 4:34 PM
51	N/A	2/17/2016 4:34 PM
52	Streets, Trees, Parks	2/17/2016 4:28 PM
53	Traffic near schools in the area playground construction, incomplete an unsafe	2/17/2016 3:14 PM
54	Well public risk that I have seen recently are school shootings. But in this area? I don't believe that's a big concern. And maybe drug use and bullying.	2/17/2016 2:27 PM
55	There are lots of blind turns in Dublin that are really unsafe. The floors in the gyms for junior warriors are extremely slippery	2/17/2016 12:21 PM
56	No sidewalks narrow streets blind corners for driving.	2/17/2016 10:42 AM
57	Vandalism, Pedestrian's getting hit by cars (lack of sidewalks), general accidents/injuries in parks and sports	2/17/2016 10:40 AM
58	Bad roads Dangerous drivers Bad policies by the mayor	2/16/2016 5:07 PM
59	Earthquake, Flooding, Infrastructure failure (i.e. sewer system, gas line)	2/16/2016 3:33 PM
60	1) RISK TO PEDESTRIANS FROM DISTRACTED DRIVERS. 2) PUBLIC DISREGARD FOR BARRICADES AND SIGNAGE. 3) EXTENSIVE "DEVELOPMENT" CURRENTLY OCCURRING.	2/16/2016 2:02 PM
61	It is also a risk to employees. A risk to employees is public access to employee work areas that are not controlled or secured	2/16/2016 12:43 PM
62	new aquatic center sidewalks the public - bad drivers that hit police or public property	2/16/2016 11:36 AM

## Risk Awareness Survey

63	PD Vehicles Water Slides Sidewalks	2/16/2016 10:44 AM
64	Roadway conditions, flooding	2/16/2016 10:36 AM
65	Traffic, Sidewalk cracks/buckles, Bike lanes	2/16/2016 10:25 AM
66	Condition of sidewalks and paths, storm damage, unsafe driving.	2/16/2016 10:13 AM
67	trees sidewalks car accidents	2/16/2016 9:42 AM
68	mudslides and other water damage after a strong rainy season	2/16/2016 8:59 AM
69	Sidewalk hazards Lack of sidewalks	2/15/2016 9:42 AM
70	1) Drought stricken trees near roadways 2) Roadways in need of repair.	2/14/2016 11:32 PM
71	Inadequate staffing, old/ outdated equipment, lack of advanced training	2/12/2016 8:40 PM
72	Poorly maintained sidewalks Streets with lots of potholes Speeding drivers	2/12/2016 5:12 PM
73	Trees/ walking areas/Driver's	2/12/2016 3:28 PM
74	Sidewalks pot holes dangerous trees	2/12/2016 3:20 PM
75	ADA items	2/12/2016 9:00 AM
76	Sewer overflows, falling trees, landslides	2/12/2016 8:42 AM
77	Earthquake Auto accidents Slip and fall	2/12/2016 8:40 AM
78	Fire, Earthquake, Act of Terror	2/12/2016 8:15 AM
79	Public right-of-way trip hazards.	2/12/2016 7:59 AM
80	trip hazards, traffic congestion	2/12/2016 7:03 AM
81	Broken, cracked and lifted sidewalks Streets with no sidewalks Earthquake	2/11/2016 6:07 PM
82	no sidewalks!!!!- old town unwanted furniture left in streets and sidewalks - old town There is a need for a street divider on Thornton Blvd. by Santa Fe Market area. It is very difficult when turning left onto Thornton from sycamore facing north. If their are cars on the street and people coming across the cross walks its very dangerous.	2/11/2016 3:45 PM
83	Earthquake - Age of City Hall and other buildings Earthquake - Difficulty of ingress and egress to from the city via overpasses Traffic in areas of newly increased Construction	2/11/2016 3:01 PM
84	Trees, lack of security at city hall, crosswalks with yield lanes	2/11/2016 2:40 PM
85	Accidents, Graffiti, Other Crime	2/11/2016 2:25 PM
86	No comment	2/11/2016 2:08 PM
87	Trees Sidewalks Intersections	2/11/2016 1:56 PM
88	*Lights in the parking lot of the Clock Tower: sometimes there are events and the lights aren't working in the lot and it's a very dark area.	2/11/2016 1:42 PM
89	sidewalks, streets, underground infrastructure	2/11/2016 1:16 PM
90	Lack of tax base, especially the Industrial Park. Deteriorating streets throughout the city and downtown sidewalks. Deteriorating infrastructure in old town...sewers, water pipes.	2/11/2016 10:35 AM
91	Uneven sidewalks due to tree roots Southampton Rd as it crosses under I-780 near Military West, kids walking to school on the wrong side of the road, no sidewalk, and crossing 2 freeway entrances. Busy streets with pedestrian crosswalks that are not lit with flashers	2/11/2016 9:41 AM
92	Deferred maintenance of infrastructure (streets/sidewalks, water/sewer, public buildings) due to financial constraints	2/11/2016 9:18 AM
93	sidewalks, roads, city building infrastructures (age).	2/11/2016 9:10 AM
94	Uneven sidewalks. The new Islands that were placed in front of Fire Station 11. The over grown bushes in these new Islands block the view of drivers making a turn.	2/11/2016 8:35 AM
95	Downtown sidewalks trip and fall hazard Roadways with pot holes - potential damage to public and city vehicles	2/11/2016 8:30 AM
96	Unauthorized use of facilities Damage to sidewalks (tripping hazard) Irresponsible public disregard of posted rules/policies	2/11/2016 8:28 AM
97	Poor street conditions, and poor sidewalks and not enough employee training	2/11/2016 7:54 AM

## Risk Awareness Survey

98	1. Cracked sidewalks 2. Inadequate pedestrian signage/sight distances downtown 3.	2/10/2016 4:46 PM
99	Sidewalk Maintaining facilities Waste water plant	2/10/2016 4:25 PM
100	Sidewalks Crossing Streets (drivers ignore the signs)	2/10/2016 4:22 PM
101	Flooding Traffic Safety Pedestrian Safety	11/30/2015 9:32 AM
102	1. Flash flooding 2. Fire (lack of water pressure to eliminate fire risk) 3. Hazardous driving conditions	11/30/2015 9:23 AM
103	Shared bike lanes on Dublin Boulevard, Earthquakes	11/30/2015 8:30 AM
104	Earthquake	11/29/2015 5:21 PM
105	Not enough police officers at this time. Many city sidewalks are still in need of repair.	11/28/2015 7:35 PM
106	N/A	11/27/2015 9:41 PM
107	#1 Understaffing of all departments of the city #2 Understaffing means over working employees which result in potential mistakes or injuries due to tired staff. #3 Underpaying employees, which prevents keeping experienced staff (succession planning). The PD has lost a significant amount of experience due to the city not paying employees what is industry standard.	11/26/2015 9:27 AM
108	Crime, aging infrastructure	11/25/2015 2:17 PM
109	Flood events Vehicle Accidents Unbalanced budget	11/25/2015 12:03 PM
110	safety communication knowledge	11/25/2015 8:42 AM
111	sidewalk street signs trees	11/25/2015 8:26 AM
112	-Flooding -Emergency Procedures-lack of communication among city employees and public -Driving Habits in the City	11/25/2015 8:16 AM
113	Tripping hazards like uneven walkways Street signs Pedestrian crosswalks	11/25/2015 8:16 AM
114	No drug testing No annual DMV report on employees No best practices to combat workman's comp - fraud	11/25/2015 8:12 AM
115	Violence as a result of working in the community Poor Drivers Breaking the Law Sidewalks	11/24/2015 7:00 PM
116	Flooding, Traffic,	11/24/2015 6:46 PM
117	Not Sure	11/24/2015 2:29 PM
118	Unsafe conditions in the parks or community center Uneven sidewalks due to root intrusion Driving a City vehicle	11/24/2015 1:43 PM
119	Campbell assumes responsibility for street trees. They can fall/cause issues. Campbell has a swimming pool. Always a risk with aquatics; pools inherent risk. Construction projects around the City: can cause traffic accidents and contractor accidents while in progress.	11/24/2015 1:18 PM
120	Auto Speeding/Careless Driving, Road conditions, Flooding,	11/24/2015 9:58 AM
121	City's Fleet Blackberry Farm Pool Aging Infrastructure	11/24/2015 9:52 AM
122	Driving, Use of Force, Trees	11/24/2015 6:32 AM
123	Vehicle accidents,	11/24/2015 2:52 AM
124	Sidewalks, trees and park furniture (playgrounds, etc)	11/23/2015 2:19 PM
125	I have not identified any as of this survey.	11/23/2015 1:13 PM
126	Poor lighting Uneven pavement or walkways that are cluttered with debris (fall hazards) Not enough practice of fire drills, earthquake drills, or active shooter drills	11/23/2015 1:07 PM
127	Lack of training for outside (some what permanent) contractors, so potential for not knowing what to do during hazards or natural disasters. Contractors should be trained to the same level as Public Works if not to a higher level of emergency response. Lack of supervision of same contractors, which increases the potential for inaction in a hazard situation.	11/23/2015 8:02 AM
128	1. Police officers getting hurt in the course and scope of employment 2. Members of the public not reporting conditions and/or incidents 3. Vehicle accidents in the city by members of the public	11/23/2015 6:24 AM
129	Street Safety Public safety Crime prevention	11/21/2015 12:51 PM
130	1. Crosswalk safety 2. Distance from closest fire station to the NE side of town. Lake Hermon and Gateway area for etc. 3. There are many roads within the city that are in desperate need of repair. Large pot holes and uneven surfaces.	11/21/2015 10:52 AM
131	Not sure	11/21/2015 12:19 AM

## Risk Awareness Survey

132	Upper management city does not care about employee input City manager	11/20/2015 11:20 PM
133	N/A	11/20/2015 5:55 PM
134	Better communication between worker and management on work safety. Need all faded street stripping and signs repainted to see to roads better at night and in the rain. Have not been done the past 4 years. Need city trees trimmed before winter wind and rain. Not been done the past 4 years.	11/20/2015 5:48 PM
135	1) Inadequate law enforcement to control unsafe driving and unsafe bicycle riding. 2) Out of control traffic - this is Silicon Valley - let's be innovative! 3)	11/20/2015 4:04 PM
136	1. Risk to pedestrians crossing the highway due to large amounts of traffic including large trucks. 2. Risk of drunk drivers coming from large parties with alcohol held at rented city facilities. (as well as other risky behaviors caused by intoxicated party goers) 3. Skate park location, being out of public view, risks of drug use, and other possibly illegal things, as well as no enforcement of park rules.	11/20/2015 3:36 PM
137	Drivers unaware of bicyclists Drivers unaware of laws regarding pedestrians crossing the street Drivers unaware of traffic laws	11/20/2015 2:46 PM
138	-Repair/replacement of City Vehicles -Repairs to streets/sidewalks -Supervisors setting example(s) practicing safety/risk reduction practices in the workplace	11/20/2015 2:30 PM
139	1. Rural nature of woodside 2. natural hazards 3. distracted drivers	11/20/2015 12:44 PM
140	All-city emergency alert system- do we have one and if so, does the public know what it means (if so, we don't have drills or any information about it)? Potholes on many of the street throughout the town Weed/Open Space abatement esp. during drought.	11/20/2015 10:53 AM
141	I'm too new to answer this question; just started the job.	11/20/2015 7:24 AM
142	1. Flooding of Ross Creek and Corte Madera Creek in the Town. 2. Wildland fire in the hillside residential areas of the Town. 3. Reckless and/or impaired vehicle driving in the Town by the members of the public.	11/19/2015 7:05 PM
143	distracted driving aging infrastructure that should be renovated or replaced in city parks, city buildings/facilities	11/19/2015 6:58 PM
144	People speeding on residential streets. People not obeying simple vehicle codes. Streets not being wide enough.	11/19/2015 6:58 PM
145	Not having enough cameras placed on streets to record crimes (based on the hi-level crime cases that have occurred her over the last few years).	11/19/2015 4:55 PM
146	Trees, worn pavement markings, sidewalks	11/19/2015 4:24 PM
147	Street and sidewalk repairs maintenance of older trees Old infrastructure	11/19/2015 4:12 PM
148	Earthquake Terrorism Traffic	11/19/2015 4:00 PM
149	(1) Dogs with no leash at parks, (2) the number of wasps at the parks, (3)?	11/19/2015 3:42 PM
150	poor drivers, dead/dying trees, aging workforce	11/19/2015 3:39 PM
151	1. Wasp Nests at several parks in Cupertino. 2. Many dog owners let their dogs go off leash at the parks	11/19/2015 3:31 PM
152	na	11/19/2015 3:10 PM
153	Increasing traffic congestion and the resulting frustration with traffic puts drivers, pedestrians, and bicyclists at risk for accidents.	11/19/2015 1:42 PM
154	Wooden front deck gets slippery when frosty. Wooden front deck has nail heads poking up.	11/19/2015 1:30 PM
155	Ability of EOC to meet seismic requirements	11/19/2015 11:08 AM
156	Pump/Water Stations, PG&E Facility	11/19/2015 10:25 AM
157	Trips/falls Traffic Not sure	11/19/2015 10:13 AM
158	1) Vehicle collisions due to unsafe driving or driving under the influence 2) Sufficient lighting in high risk areas of town 3)	11/19/2015 8:36 AM
159	Cars driving too fast in city streets. Flooding enough good drink water for everyone	11/19/2015 7:57 AM
160	Potential of vehiclular accidents with the public Earthquake damage Active shooter situation	11/19/2015 6:56 AM
161	Damaged road ways un-even sidewalks	11/18/2015 9:51 PM
162	LIGHTING IN THE POLICE PARKING LOT DOES NOT TURN ON/OFF DURING DARKNESS. I HAVE SEEN MULTIPLE EMPLOYEES TRIP IN POLICE BACK LOT BECAUSE THEY COULD NOT SEE. SEVERAL EMPLOYEES HAVE TRIPPED OVER THE PARKING CEMENT BLOCKS AT NIGHT.	11/18/2015 6:40 PM

## Risk Awareness Survey

163	Staffing levels, equipment availability, training time	11/18/2015 5:46 PM
164	1. Downtown Construction 2. Area around parking garage (construction) 3. Llagas Creek Trail crossing at Edmundson	11/18/2015 5:11 PM
165	Deferred maintenance, sidewalk trip Issues, sanitation.	11/18/2015 4:28 PM
166	1. Potential mold/mildew in our air ducts from the years of leaks to the building. 2. Slip & fall accidents near the entrance of city hall due to the leaks during the rain. 3. Potential asbestos and lead from old paint and old building materials.	11/18/2015 4:27 PM
167	sidewalk trip hazard	11/18/2015 3:57 PM
168	N/A	11/18/2015 3:53 PM
169	Low ratio of fire safety personal vs. a large and quickly growing population. Traffic issues	11/18/2015 3:52 PM
170	Traffic signals and crosswalks should be evaluated. Too may vehicles running red lights and pedestrians crosswalks don't have the blinking lights facing the pedestrian to inform them that it is time to cross. The crossing lights by city hall flashes to warn drivers, but pedestrians (especially seniors) are not aware when to cross. As far as the red light running, I don't know what to suggest for corrective measure.	11/18/2015 2:51 PM
171	Running red lights/stop signs speeding uneven pavement	11/18/2015 2:37 PM
172	Unfinished sidewalks, garbage and cluttered homes and streets.	11/18/2015 2:35 PM
173	Street lights that are not working. Street lines that are not painted to be clear for visual at night or in bright sun light. Trees that are blocking street signs or road way signs, for safety in driving.	11/18/2015 2:29 PM
174	Trees falling City Hall building Earthquake	11/18/2015 2:17 PM
175	poor road surfaces, cutting cost corners, run down aglng vehicles.	11/18/2015 2:13 PM
176	Auto Accidents Lifting - back injuries Property Maintenance Hazards - electrical, slip/falls	11/18/2015 2:05 PM
177	sidewalks, earthquake, auto	11/18/2015 1:41 PM
178	speeders	11/18/2015 1:24 PM
179	Sidewalks Road Conditions Emergency Preparedness	11/18/2015 1:20 PM
180	Lack of sidewalks in residential areas. Bicycle safety Safe stree work and signage and traffic control	11/18/2015 12:33 PM
181	Lack of accountability from the top down, across the board. It starts with the city manager and filters down from there.	11/18/2015 12:05 PM
182	1)Traffic 2)Traffic 3)Traffic	11/18/2015 11:58 AM
183	Narrowed construction area on Dixon Landing Road	11/18/2015 11:54 AM
184	gas dispensing equipment falling in the water without means of rescue such as life rings poor training of public boaters	11/18/2015 11:49 AM
185	1. automobile - pedestrian accident at intersections and in City Hall parking lot. 2. slip and fall at City Hall entry lobby (polished floor). 3. lac of crosswalk between City Hall and Sports Grounds.	11/18/2015 11:21 AM
186	Refinery Explosion Storm Flooding Drought	11/18/2015 10:57 AM
187	1. Valero Refinery: accidental or terrorist event. 2. Earthquake 3. Downtown sidewalks and city streets deterioration.	11/18/2015 10:44 AM
188	Trees/limbs falling Tree roots damaging sewers Pollice car accidents	11/18/2015 10:37 AM
189	car accidents trees damaging citizen property claims of police misconduct	11/18/2015 10:29 AM
190	1. Bicycle teams riding in packs through the city not observing driving rules 2. Pedestrians crossing on Monterey at 3rd and 4th Street 3. Cochrane Shopping Center (Target) driveway entrance	11/18/2015 10:29 AM
191	1. Eucalyptus trees on the corner of wetlands and eucalyptus 2. Failing walking track around Community Park 1 3. Trail issues at Wetlands	11/18/2015 10:29 AM
192	Flood Fire Earthquake	11/18/2015 10:27 AM
193	Sidewalk repair, streets/potholes, flooding	11/18/2015 10:20 AM
194	1. People running red lights all over town! 2. Apathy. It's incredibly difficult to get productive and professional people to get involved in City programs and causes to prevent hazards and increase awareness. 3. Violent actions against City employees from certain members of the public.	11/18/2015 10:13 AM
195	The Marina is operating an aged fuel system with flaws that could be detrimental to the public and the city. The Marina is operating without Cal Osha safety standards in place, i.e life saving equipment on the docks.	11/18/2015 9:46 AM

## Risk Awareness Survey

196	Road conditions (poor) Tree maintenance (lack of)	11/18/2015 9:41 AM
197	1) Vehicular damage due to street walking from lack of sidewalks 2) Trucks driving through residential areas at unsafe speeds 3) Lack of working street lights (at night)	11/18/2015 9:35 AM
198	cracked and raised sidewalks, poor street lighting,	11/18/2015 9:27 AM
199	Traffic Problems,(vehicle and pedestrian safety) related to outdated infrastructure, inadequate, outdated or minimal signage, roadway design...for example modern illuminated crosswalks in high flow pedestrian crossings etc.. Lack of adequate video surveillance and modern monitoring equipment on city buildings, parks and structures	11/18/2015 9:23 AM
200	Driving own vehicles for city business - no training on how to handle an accident Trees Lobby area of City Hall - when it rains the floor becomes slippery	11/18/2015 9:20 AM
201	Slippery pool deck	11/18/2015 9:15 AM
202	Earthquake Safety Flood Safety Major loss of utilities, Power, Phone, Internet, Water or Sewer	11/18/2015 9:15 AM
203	Rental properties Sidewalk trip hazards Parks infrastructure	11/18/2015 9:13 AM
204	The lack of driving skills of our residents. The number of Milpitas' homes that have caught fire due to owner use/repair. The number of vicious dogs/Pitbulls attacks..	11/18/2015 9:09 AM
205	Not Sure	11/18/2015 9:09 AM
206	Burglary increase Homeless Encampments/people living in RV's and moving from one parking lot to another Gang Activity	11/18/2015 9:08 AM
207	Sidewalks / Roadways Vehicle Accidents Recreation / High Risk Activities	11/18/2015 9:06 AM
208	Accidents Vandalism The rapid increase in construction.	11/18/2015 8:59 AM
209	Traffic, flooding, Earthquake	11/18/2015 8:59 AM
210	nothing that I can think of as of now.	11/18/2015 8:58 AM
211	Accidental Co2 gas release from our pool chemicals areas. Pool deck slip and falls Lifting side walks	11/18/2015 8:47 AM
212	lack of funding for storm pump station repairs/replacement lots of dead-looking trees that will probably fall this winter (both public and private) due to the drought running with a staffing level so lean in some departments that loss of a couple employees severely cripples our ability to cope with day-to-day work load	11/18/2015 8:46 AM
213	unsafe drivers	11/18/2015 8:46 AM
214	trees sidewalks sport turf	11/18/2015 8:41 AM
215	Trees Sidewalks	11/18/2015 8:38 AM
216	Closed Fridays... difficult to get hazardous things out of road, etc.	11/18/2015 8:37 AM
217	City trees falling over Construction crews leaving nails and debris in the street Not sure on a third answer	11/18/2015 8:35 AM
218	1. Sewers w tree limbs 2. street maintenance 3. traffic accidents	11/18/2015 8:33 AM
219	1. facilities 2. streets 3. parks	11/18/2015 8:28 AM
220	1) Lack of ongoing staff training for disasters; 2) Type of flooring at City Hall Lobby is very slippery (signs are posted when it rains, but still a huge hazard). I've almost slipped numerous times on rainy days;	11/18/2015 8:28 AM
221	N/A	11/18/2015 8:19 AM
222	*Side walks *minimum staffing within the police department *old wires around town	11/18/2015 8:17 AM
223	dead trees	11/18/2015 8:15 AM
224	Aging infrastructures	11/18/2015 8:04 AM
225	sidewalks, manhole cover up way to high in the street on Whispering Bay Lane, plants to tall in some intersections.	11/18/2015 8:03 AM
226	Criminal activity (damage to property). Trees falling due to weather conditions. Damaged roads/pot holes.	11/18/2015 7:56 AM
227	Not enough law enforcement Increased homeless population Pedestrian crossings on Hwy. 12	11/18/2015 7:55 AM
228	Sewer spills have some potential for public safety Ground water sink holes With riasing sea levals Leaves Home that back up to water ways	11/18/2015 7:51 AM

## Risk Awareness Survey

229	1.) Lack of staffing in the police department as it delays the ability to answer and respond to some calls for service in a timely manner. The City is growing and yet the staffing has remained the same or less. 2.) Street light outages. Due to the lack of staffing in the public works department, street lights are not able to be repaired/replaced in a timely fashion thus providing inadequate lighting and creating a safety risk for citizens and officers that work at night. 3.) Lack of ability to provide regular traffic enforcement as a means of preventing collisions within the City.	11/18/2015 7:44 AM
230	na	11/18/2015 7:43 AM
231	1. There are not sufficient public safety dispatchers on staff to have 2 on duty at all times to answer emergency calls and dispatch officers to requests for help. 2. Poor condition of some roads. 3. There are still many areas in the city where there are no sidewalks causing people to have to walk in the street.	11/18/2015 7:39 AM
232	TRAFFIC CONSTRUCTION	11/18/2015 7:37 AM
233	driving, responding to calls, degrading infrastructure	11/18/2015 7:37 AM
234	1. Condition of sidewalks in and around downtown (trip hazards) 2. Inadequate bike lanes 3. Sight distance at alleys along First Street	11/18/2015 7:36 AM
235	unsafe traffic routes through construction zones Seismically unsafe and non-reinforced City Hall Building open to public and employees Over crowded	11/18/2015 7:29 AM
236	Not sure, have not ben here long enough.	11/18/2015 7:27 AM
237	1. Graffiti 2. Traffic Congestion 3. Bodily Injury claims against the City	11/18/2015 7:26 AM
238	Uneven sidewalks within the City. Concrete Center dividers that have trees and bushes planted in them block the view drivers. Fire Station 11 should have a flashing red light in both directions that automatically comes on when an emergency comes in so cars that zoom by all day long are aware that a fire engine will be pulling onto the street. People drive 40 mph and faster by this station.	11/18/2015 7:13 AM
239	Trees Storm drains Sewers	11/18/2015 7:11 AM
240	streets, sidewalk upkeep, old and overgrown trees & greenery	11/18/2015 7:11 AM
241	Flooding, earthquake	11/18/2015 7:08 AM
242	1. Over grown trees and bushes restricting drivers ability to see pedestrians, bicycles and other vehicles. 2. Earthquakes 3. Drunk or impaired drivers	11/18/2015 7:04 AM
243	1. sewers 2. traffic collisions 3. street and sidewalk hazards	11/18/2015 6:58 AM
244	Roads Sidewalks Lighting	11/18/2015 6:43 AM
245	Any terrorist attacks with the high visibility of all the technology headquarters. Unhappy citizens who are upset at the fees or time it takes to receive permits and conditions placed on them. Citizens who do not like how the City is run.	11/18/2015 5:23 AM
246	In no particular order, wet floors, irresponsible pedestrians and patrons who sneak food and beverage at computer stations.	11/17/2015 9:57 PM
247	Tree damage to sidewalks/streets,	11/17/2015 9:04 PM
248	Community Center Foundation Trees Streets/Sidewalks	11/17/2015 8:02 PM
249	Sidewalks, potholes, not sure of a 3rd	11/17/2015 7:29 PM
250	Flooding Earthquake Environment (Odor)	11/17/2015 7:26 PM
251	Ageing infrastructure holding up during a disaster such as an earthquake Disaster preparedness of community as a whole Flooding of certain areas of town	11/17/2015 6:54 PM
252	Illegal construction in the private sector. Possibly a danger to City Fire, Police, or Building Inspector City Employees when going to private sites. Road traffic dangers of everyday traffic.	11/17/2015 6:53 PM
253	Contractors	11/17/2015 6:18 PM
254	sidewalks speeding traffic flooding	11/17/2015 6:14 PM
255	Underground PG&E lines Flood Earthquake	11/17/2015 6:12 PM
256	Sidewalks (tripping hazards) Crossing streets (drivers are in too much of a hurry and are still not paying attention to signs)	11/17/2015 6:03 PM
257	Sidewalk trip hazards Potholes	11/17/2015 6:03 PM

## Risk Awareness Survey

258	1) Aging infrastructure (distribution system, collection system) 2) Failing streets (potholes, poor markings, aging asphalt) 3) Flooding (storm drain and culvert maintenance)	11/17/2015 6:00 PM
259	flooding, car accident, burglary	11/17/2015 6:00 PM
260	1. Lack of leadership which results in employees with no direction and supervisors who lack the most basic supervisory skills. 2. Recurrent training on harassment. 3. Innovation and staffing. I understand the police department is a "mature" organization but there needs to be growth, change and flexibility.	11/17/2015 5:59 PM
261	Uneven sidewalks, poor condition of roads, and inadequate street lighting	11/17/2015 5:55 PM
262	Public injury Vandalism / Theft Car injuries	11/17/2015 5:51 PM
263	Earthquake, Flood, Fire	11/17/2015 5:50 PM
264	Manholes, falling trees during inclement weather, and distracted driving.	11/17/2015 5:50 PM
265	N/A	11/17/2015 5:48 PM
266	Injuries resulting from on-going construction Lack of training for staff on proper safety techniques (varies by job classification)	11/17/2015 5:42 PM
267	sidewalks, streets	11/17/2015 5:42 PM
268	Staff driving City vehicles for personal errands ( am not referring to PD or Fire staffing)	11/17/2015 5:27 PM
269	condition of roads- bypass of freeway using City streets (Drivers acting with a cut through eye and pattern that is not-pedestrian sensitive potential of flooding and natural disasters	11/17/2015 5:15 PM
270	cars versus pedestrians cars versus bikes sidewalk uplifting resulting in unsafe conditions	11/17/2015 4:57 PM
271	1. accidents involving vehicles and pedestrians 2. accidents involving vehicles and bicyclists 3. terrorist attack	11/17/2015 4:56 PM
272	1) Strong winds/earthquake/natural disaster downing tree branches/trees on power lines and blocking traffic/escape. 2) A wildfire. 3) A mentally unstable, armed, individual intent on harming/killing people.	11/17/2015 4:45 PM
273	Bikes, vehicles and trees.	11/17/2015 4:36 PM
274	poor road conditions (potholes, etc.), dead trees falling in a public right of way, street maintenance worker and contractor safety	11/17/2015 4:35 PM
275	sidewalks trees flooding ADA	11/17/2015 4:34 PM
276	- Maintenance tasks/employees - Traffic Collisions - Sport and Aquatic programs	11/17/2015 4:30 PM
277	Aging infrastructure MVA involving City Employees	11/17/2015 4:23 PM
278	Trips and Falls, street conditions, landscape / trees	11/17/2015 4:18 PM
279	Sidewalk trip/fall Trees Traffic	11/17/2015 3:15 PM
280	Uneven Sidewalks City trees that need trimming Car accidents from City employees Slips and falls at City facilities	11/17/2015 3:09 PM
281	Traffic related fatalities Earthquake damage	11/17/2015 2:35 PM
282	bicyclist safety sport fields- holes graffiti in parks	11/17/2015 2:20 PM
283	1. Swimming pools 2. Playing fields 3. City Hall parking lot	11/17/2015 2:02 PM
284	Insufficient management of urban forest / inspection / pruning Sidewalk offsets and tripping hazards	11/17/2015 1:45 PM
285	Exterior lighting on buildings/parking lots--timers need to be changed to accommodate time changes in fall/spring. Staff needs to monitor for bulb replacements. HVAC systems dont always work properly--buildings are cold and/or stuffy	11/17/2015 1:03 PM
286	accidents while cycling accidents while walking auto accidents	11/17/2015 12:29 PM
287	1. Bicycle/car collisions. 2. Trip and fall accidents due to uneven sidewalk pavement. 3. Pedestrian/car accidents at school crossing areas.	11/17/2015 12:17 PM
288	trees bicycles landslides	11/17/2015 12:15 PM
289	Flooding, Tripping Hazards and public bad driving habits	11/17/2015 12:14 PM
290	1. Major fire 2. Earthquake 3. Violent member of the public	11/17/2015 12:12 PM
291	pedestrian hazards fast and reckless driving in parking lots and on streets Dogs off leash	11/17/2015 12:01 PM

## Risk Awareness Survey

292	Damaged sidewalks Falling Trees - Broken branches Trip Hazards	11/17/2015 11:46 AM
293	Unsafe drivers from school traffic (college and elementary)	11/17/2015 11:44 AM
294	Earthquake sidewalks police	11/17/2015 11:37 AM
295	Sidewalks, bad public drivers, sewer/storms	11/17/2015 11:34 AM
296	1. Sewer and other public infrastructure 2. bicyclists, they ride bicycles without proper training and with equipment not suitable for public road use. Then they blame public agencies for their injuries. 3. Equestrians do not have full control over their mounts	11/17/2015 11:18 AM
297	understaffing. puts employees and the public at risk.	11/16/2015 7:55 PM
298	Sidewalks, wild fire, earthquake	11/16/2015 3:32 PM
299	Tripping hazards, police vehicles speeding to calls, and dogs off leash.	11/16/2015 3:01 PM
300	Sidewalk Trip Hazards Parking Lot maneuvering Adequate Handrails at Stairs	11/16/2015 2:17 PM
301	Sidewalks ( trip & falls ) Pot holes ( in street ) poorly lit areas	11/16/2015 2:06 PM
302	Earthquake; fire; major bicycle/car accident	11/16/2015 1:43 PM
303	n/a	11/16/2015 1:42 PM
304	Unhappy/deranged patrons.	11/16/2015 1:07 PM
305	lack of proper staffing in the police department	11/16/2015 12:48 PM
306	Falling Tree Limbs Trip and falls due to sidewalk uplifts Employee Drivers having accidents involving public	11/16/2015 12:29 PM
307	Untrained people operating equipment Untrained and uniformed Supervisors using "old school" practices Poorly worded Policies	11/16/2015 12:11 PM
308	Earthquake, fire and flood.	11/16/2015 11:17 AM
309	Natural disasters - earthquake, flood Violence/crime Vehicles/transportation accidents	11/16/2015 10:26 AM
310	1) Unclear/insufficient road signs for motorists. 2) Inconsistent road and sidewalk pavements. 3) Maintenance of parks.	11/15/2015 7:04 PM
311	1) Sidewalks that are up lifting. These are trip hazards 2) Street light poles that are located in bad locations 3) Police involved in work in the roadway without reflective gear on	11/13/2015 3:11 PM
312	Potholes, uneven sidewalks, corners where City trees may block intersection view.	11/13/2015 1:17 PM
313	Defective Sidewalks Tree/Limb Failures Poor Road Conditions	11/13/2015 12:54 PM
314	n/a	11/13/2015 9:48 AM
315	Pedestrians walking outside of crosswalks, unsafe driving habits,	11/13/2015 5:03 AM
316	Earthquakes, Mud/land slides due to excess rain, and motor vehicle traffic.	11/12/2015 5:11 PM
317	Trees Pot holes traffic	11/12/2015 2:57 PM
318	Never really thought about it.	11/12/2015 2:30 PM
319	1. Stupid people. 2. Inattentive people. 3. Unsupervised minors.	11/12/2015 1:17 PM
320	People driving too fast, pedestrians not paying attention when walking in/around roadway, people on cell phones are hazards when walking/driving.	11/12/2015 12:49 PM
321	1. The locker room shower stalls at the community center 2. The elderly crossing the community center pool deck 3. Fast drivers through the community center parking lot	11/12/2015 12:26 PM
322	vehicles running people over, homicide in a park or drive by shooting, bank robbery.	11/12/2015 10:06 AM
323	Lexington Dam brake Damage from an earthquake Pipeline failure	11/12/2015 9:38 AM
324	offering fitness classes in room that do not have the right type of flooring/equipment	11/12/2015 9:36 AM
325	1. Traffic congestion 2. Public mental health	11/12/2015 9:27 AM
326	Lack of pedestrian/bike friendly areas. Crossing 29 at Rio Del Mar is dangerous, and impossible for the elderly and disabled.	11/12/2015 9:20 AM
327	Trip & Fall Incidents Tree Branch Failure Pot Holes	11/12/2015 9:06 AM

## Risk Awareness Survey

328	Trees falling Sidewalk problems Accidents	11/12/2015 8:53 AM
329	Trees falling and damaging property or hurting people. Work stations are not ergonomic.	11/12/2015 8:24 AM
330	uplifted sidewalks tree branches falling handicap ramps - lack of	11/12/2015 8:12 AM
331	Sidewalks Personal injury (workman's comp)	11/12/2015 8:10 AM
332	Too much traffic Graffiti is a big problem	11/12/2015 6:29 AM
333	I can't think of any.	11/12/2015 6:22 AM
334	Getting hit by traffic, slipping and falling on wet, messy sidewalks (we have a lot of trees in this town)	11/11/2015 1:39 PM
335	thieves, crooks, and robbers.	11/11/2015 4:09 AM
336	1- left turn arrow signs and reflective bot dots on the north side of westbound serramonte just before the rear entrance to the PD.	11/11/2015 2:20 AM
337	traffic and poor driving habits	11/10/2015 3:28 PM
338	uneven sidewalks skate park infrastructures getting old	11/10/2015 2:40 PM
339	Decaying sidewalks, tree roots, pot holes in streets	11/10/2015 2:15 PM
340	streets, police	11/10/2015 2:09 PM
341	highway 29, traffic, drunk driver.	11/10/2015 1:47 PM
342	PD street condition sidewalks	11/10/2015 1:31 PM
343	Lack of response from city management in emergencies.	11/10/2015 12:36 PM
344	1- Upper Management/City Council 2-Level of Support 3-Upper management not trusting there staff" They know it all"	11/10/2015 12:36 PM
345	traffic, attitudes, and ?	11/10/2015 12:18 PM
346	Police Department activity trees roads	11/10/2015 12:01 PM
347	Lack of staff to handle city infrastructure maintenance Distracted Drivers Lack of preparation or practice in Emergency Operations	11/10/2015 11:59 AM
348	n/a	11/10/2015 11:44 AM
349	Sidewalk Hazards Contractual Risk Transfer for contracts Repetitive Use Injuries	11/10/2015 11:43 AM
350	Sidewalks Stairs outside Town Hall Roads	11/10/2015 11:10 AM
351	Natural disasters Roadway incidents Tree incidents	11/9/2015 5:15 PM
352	Trip and fall - sidewalks	11/9/2015 3:15 PM
353	sidewalk- tripping street tree branches street pot holes	11/9/2015 12:02 PM
354	Construction, Weather Conditions, Vandalism	11/9/2015 11:46 AM
355	Lack of security surveillance equipment at park and city building locations,to deter vandilsm and help recover lost damages accrued.	11/9/2015 10:45 AM
356	trip hazards pedestrian/ vehicle impact	11/9/2015 10:45 AM
357	The fountains in Town Plaza Park The airplane at Oak Meadow Park Non operational equipment	11/9/2015 9:40 AM
358	Traffic Storm Water/flooding earthquakes	11/9/2015 9:08 AM
359	Traffic Violations mainly speeding and cyclist safety	11/9/2015 8:43 AM
360	The Unknown	11/8/2015 3:22 PM
361	Aging police vehicles in desrepair and poor setup leading to greater distracted driving by officers. Reduced staffing from traditional levels leading to the need to respond to emergencies for longer distances leading to greater risk. Lack of access to ergonomic evaluation.	11/8/2015 2:27 PM
362	Tripping hazards on some sidewalks Lighting on some streets	11/6/2015 4:01 PM
363	employee emergency preparedness training, sidewalks, railroad crossing,	11/6/2015 3:39 PM

## Risk Awareness Survey

364	1) Main St & Pageant Wy crosswalk needs flashers to go on when being used. 2) Main Street bus stop located at the end of this crosswalk (corner of Main & Church Streets) needs to be extended. Buses are so long they encroach over the crosswalk, causing walkers to go outside of it and into traffic to look around the bus. Scenario: Parked bus extended over crosswalk, car coming towards High School stopped with left hand blinker letting me cross, car behind it didn't see me and sped around the first car, then slammed on the brakes so it wouldn't hit me in the crosswalk. This happened today.	11/6/2015 2:35 PM
365	1. Gun Violence 2. Natural Disaster 3. Car Accidents	11/6/2015 12:18 PM
366	Drugs in our schools Wild fire Broken infrastructure	11/6/2015 12:04 PM
367	Tripping/falling hazards Traffic accidents Pedestrian accidents	11/6/2015 11:54 AM
368	Sidewalks Bicycle accidents Employee injury	11/6/2015 11:41 AM
369	I can only think of 2 off hand and they are: Traffic accidents and slips and falls	11/6/2015 11:32 AM
370	Sidewalks that are uplifted by tree roots Traffic accidents that happen due to poor driving but the Town gets sued anyway for deep pockets A criminal who sues for mistreatment	11/6/2015 11:08 AM
371	Potential trip hazards, potential car accidents, ?	11/6/2015 10:57 AM
372	Injury (i.e. accident, unsafe conditions) damage to Property Health conditions (i.e., mold, sewer backup, etc)	11/6/2015 10:51 AM
373	Underfunded park and street maintenance. Non ADA accessible facilities.	11/6/2015 10:51 AM
374	n/a	11/6/2015 10:46 AM
375	Traffic accidents Slip & Fall	11/6/2015 10:45 AM
376	If insurance doesn't pay for it, it comes out of the town budget. Being sued for personal damages. If the problem is not fixed immediately, more people will suffer and more damage payments will be made by the Town.	11/6/2015 10:30 AM
377	Bad sidewalks Pothole Streets Narrow streets with cars parking on them on both sides	11/6/2015 10:26 AM
378	Natural Disaster (Fire/Earthquake/Flooding) Workplace Violence Workplace hazard	11/6/2015 9:20 AM
379	Sewer Accidents Streets	11/6/2015 8:47 AM
380	Any conditions that could cause slip, trips and falls in the public right of way.	11/6/2015 8:35 AM
381	Cyclist Cars Trees	11/6/2015 8:33 AM
382	Dog park Pedestrian crossings along San Carlos Ave between Elm and El Camino Narrow sidewalks, full of tripping hazards, on Laurel Street	11/5/2015 4:31 PM
383	1. Unsafe driving. Examples that I have observed are drivers driving too fast in residential areas, not making a full stop at stop signs and not giving pedestrians the right-of-way. I am not aware of any other risks.	11/5/2015 4:09 PM
384	hazardous traffic and pedestrian conditions, dogs off leash, non compliance with posted "No skateboarding" signs	11/5/2015 4:00 PM
385	Trip and Falls (Uneven pavement/sidewalks/paths) Earthquakes Landslides/drainage problems	11/5/2015 3:59 PM
386	Trees sidewalks	11/5/2015 2:37 PM
387	crime chemicals drought	11/5/2015 2:31 PM
388	Storm water trees	11/5/2015 2:24 PM
389	Hard to think of these since the Town is in such great shape. The top risk is being able to provide resources to residents and businesses after a major earthquake.	11/5/2015 2:19 PM
390	Trip and Fall hazards Flooding SSO	11/5/2015 2:06 PM
391	Police Activities Trees Roads	11/5/2015 1:49 PM
392	Narrow street no bike lanes pedestrian and vehicles occupy the same locations	11/5/2015 1:42 PM
393	Running or walking within a traffic lane. Not wearing light or reflective clothing at night while walking or running in the roadway. Town owned tree maintenance.	11/5/2015 1:35 PM
394	Trees, storm drain and vehicles	11/5/2015 12:42 PM
395	Unrepaired sidewalks Trees that may have not been inspected regularly	11/5/2015 12:24 PM
396	Too many Recreation events	11/5/2015 12:21 PM
397	The only thing I can think of is the PG&E gas pipelines.	11/5/2015 12:14 PM

## Risk Awareness Survey

### Q39 What would you like to see done to improve safety and risk management efforts in your City/Town?

Answered: 338 Skipped: 780

#	Responses	Date
1	police at pick up and drop off at the schools	3/1/2016 3:00 PM
2	I do not see any areas that need improvement other than individuals work spaces - clearing and organization.	3/1/2016 12:45 PM
3	For people to be more aware of what is going on in their own town	2/29/2016 9:38 PM
4	More communication	2/29/2016 2:48 PM
5	N/A as the City is very proactive.	2/29/2016 10:26 AM
6	public outreach for using crosswalks bicycle safety tips	2/29/2016 9:36 AM
7	incentivize those who suggest and create a safety policy or correct a serious risk	2/29/2016 9:15 AM
8	City is already addressing my concerns re: alcohol sales at festivals.	2/29/2016 8:25 AM
9	I feel as though we're doing a good job, especially because we have worked out a good plan for ABAG/safety money this year, and also because the City's about to give employees a training in Workplace Violence.	2/26/2016 4:23 PM
10	Continue fostering relationships with the community to ensure safety concerns are properly and promptly reported.	2/23/2016 10:21 AM
11	More police	2/23/2016 8:55 AM
12	I don't know	2/23/2016 5:02 AM
13	Enforcing the CRC POLICIES	2/22/2016 7:17 PM
14	Be instrumental in leading ways to help the mentally ill. 5150's are a waste of time for Officers and the sick individual.	2/22/2016 3:09 PM
15	safety training for all employees; including what to look for and how to report it and to whom.	2/22/2016 3:00 PM
16	1. Construct the W. Little Llagas Creek Flood Protection that has been in the works since the 1960's! 2. I would like to see more training from our Risk Managers to tell employees more things to watch for or more importantly, things that should or should not be said when encountering an accident, injury, or damage.	2/22/2016 2:55 PM
17	1. Grind/repair sidewalks 2. Fill potholes 3. Keep tree limbs trimmed; extend red curbs.	2/22/2016 2:44 PM
18	More focus on public roadway surface improvement More visibility and posting of Police on main arterials(Monterey Rd, Watsonville Rd, Butterfield Blvd, and an increase in citations to violators	2/22/2016 2:30 PM
19	Unfortunately, City Council did not take the complete streets project seriously. Allowing mass commuters from out of the county passing through down town is not the solution.	2/22/2016 1:58 PM
20	Not sure. I've only been here a few months.	2/22/2016 1:58 PM
21	A formal training for city employees.	2/22/2016 1:57 PM
22	Nothing	2/22/2016 1:52 PM
23	N/A	2/19/2016 7:21 AM
24	More personnel to support public safety from administrative to operations.	2/18/2016 10:14 PM
25	I would like to see inspections at city facilities and a commitment to fix issues in a timely manner.	2/18/2016 8:02 PM
26	Better lighting in non supervised areas at night	2/18/2016 5:13 PM
27	Train all employees, not just full-time employees on how to respond to incidents/accidents, fires, calling 9-1-1 etc.	2/18/2016 2:34 PM
28	studies on the items in #38 add paved bike routes	2/18/2016 1:01 PM
29	safety meetings	2/18/2016 12:01 PM
30	More employee training and transparency in sharing information	2/18/2016 11:41 AM

## Risk Awareness Survey

31	Repairs done in a timely manner and cleaning out of transient encampments.	2/18/2016 10:31 AM
32	Have our safety / risk management committee welcome a member of each department for equal representation.	2/18/2016 9:34 AM
33	More patrol	2/18/2016 8:48 AM
34	City to provide new vehicles which are safer and environmentally friendly. For the city to foster more relationships between departments, create more personal connections across the city spectrum.	2/18/2016 7:45 AM
35	disseminate "lessons learned" from prior incidents.	2/18/2016 6:50 AM
36	Quarterly updates to all City employees from the City Risk Management Committee. This could be brief update on latest claims against City plus relevant training tips.	2/18/2016 12:08 AM
37	Someone actually taking the time to look at the problem and realize it needs to be fixed	2/17/2016 10:45 PM
38	Employee Training	2/17/2016 8:41 PM
39	None - New employee with the City	2/17/2016 5:04 PM
40	Unknown	2/17/2016 5:02 PM
41	HR is doing a good job with safety tips in their monthly newsletters. I just hope all employees are taking the time to read them.	2/17/2016 4:58 PM
42	Not sure	2/17/2016 4:55 PM
43	1. Greater enforcement of red light runners! 2. Increased public information and community engagement. 3. Signs warning drivers to slow down / look for pedestrians.	2/17/2016 4:36 PM
44	Task personnel with risk management duties within their organization... example: Public Works check tree health, storm drain health	2/17/2016 4:34 PM
45	N/A	2/17/2016 4:34 PM
46	No more building in already congested areas of the city. School construction being completed during summer months when traffic and children aren't in the area.	2/17/2016 3:14 PM
47	Make kids more aware of the consequences and a safer and more effective way to hide kids instead of "scatter and hide"	2/17/2016 2:27 PM
48	I think we are doing a good job and continue to revise our safety and risk management plan.	2/17/2016 10:42 AM
49	Communicate/practice emergency drills specific to each building location; create a safety committee to walk through city property on behalf of participant/public risk not solely for OSHA/employee risk; regular consultation and much quicker or any response with city lawyers to be involved in risk mitigation (ie. preventative consultation rather than reactive)	2/17/2016 10:40 AM
50	More traffic enforcement/larger traffic division of the PD Elect new officials Build a new police department	2/16/2016 5:07 PM
51	More safety training at all levels of the organization and public education.	2/16/2016 3:33 PM
52	Controlled and secured access to employee work areas	2/16/2016 12:43 PM
53	it's good for now	2/16/2016 11:36 AM
54	Additional monies for sidewalk repair - removal of trip hazards	2/16/2016 10:44 AM
55	More proactive action regarding those issues raised by employees and the public	2/16/2016 10:25 AM
56	more accident investigations	2/16/2016 9:42 AM
57	n/a	2/16/2016 8:59 AM
58	No suggestions at this time.	2/14/2016 11:32 PM
59	The building that we operate out of is very old and does not have sufficient emergency exits. For example the 911 dispatch center does not have an emergency exit. They have been given a sledgehammer to attempt to break bulletproof glass in the event of a fire. COMPLETELY UNACCEPTABLE!!!	2/12/2016 11:28 PM
60	address the issues stated above in question 38	2/12/2016 8:40 PM
61	More traffic enforcement/calming devices Better sidewalks Smoothly paved streets	2/12/2016 5:12 PM
62	Covered well.	2/12/2016 3:28 PM
63	Police stopping/warning people about speeding or cutting off pedestrians in crosswalks.	2/12/2016 3:20 PM

## Risk Awareness Survey

64	more training	2/12/2016 9:00 AM
65	Haven't really been working for the Town long enough to have formed an opinion about this.	2/12/2016 8:42 AM
66	continued communication	2/12/2016 8:15 AM
67	more help be hired to meet the overwhelming demands from public	2/12/2016 7:20 AM
68	More funding to improve walkways More earthquake preparedness training	2/11/2016 6:07 PM
69	Better sidewalk and accessibility for folks who are in wheel chairs (yellow bumps on all sidewalks ending that go into the street. Additional cross walks at locust for those who want to cross the street on Thornton Blvd. To make it easier to cross the railroad tracks on Thornton Blvd. The cement is really bumpy and wheels chairs and strollers have a hard time crossing.	2/11/2016 3:45 PM
70	Quarterly hints/reminder e-mails with tips and lessons learned	2/11/2016 3:01 PM
71	More employee training.	2/11/2016 2:40 PM
72	Not sure	2/11/2016 2:25 PM
73	No comment	2/11/2016 2:08 PM
74	n/a	2/11/2016 1:56 PM
75	Use the funding that is collected to repair the above listed hazards as it was intended.	2/11/2016 1:16 PM
76	Safety workshops at the Middle and High School, for students walking, driving to school No budget or personnel constraints so that Public Works Department could get potential safety spots corrected prior to an accident.	2/11/2016 9:41 AM
77	Better Street and sidewalk repairs done in a timely manner. Posslby new City Government buildings or locations sought out	2/11/2016 9:10 AM
78	Correct the uneven sidewalks. Remove the bushes and Install low maintenance grown cover in these Islands.	2/11/2016 8:35 AM
79	More training to employees, fix poor streets and sidewalks	2/11/2016 7:54 AM
80	Safety training for active shooter on premises.	2/10/2016 4:46 PM
81	offer more on site training opportunities	2/10/2016 4:27 PM
82	More \$.	2/10/2016 4:25 PM
83	Design streets to be more pedestrian-friendly, slow speed of travel. Insure that new development is designed to minimize risk from flooding or other hazards.	11/30/2015 9:32 AM
84	1. Encourage upstream water detention and less impervious surface construction 2. Build emergency water storage containers for various areas of the City experiencing poor water pressure 3. Include traffic calming measures in street design	11/30/2015 9:23 AM
85	More training.	11/30/2015 8:10 AM
86	More communication from the risk mgmt committee	11/29/2015 5:21 PM
87	Continue to hire more police officers.	11/28/2015 7:35 PM
88	N/A	11/27/2015 9:41 PM
89	To focus on keeping our current employees as we spend a lot of money and time to train them, but to not pay employees industry standard creates a situation of employees not feeling loyal to the city and in turn leaving. The PD has a large amount of new officers which are new to the career and do not have the experience of those that have left. This could create a significant problem during a large crisis.	11/26/2015 9:27 AM
90	Continue the safety committee program	11/25/2015 2:17 PM
91	Improved vehicle use policies and procedures Fundraising for improved flood protection	11/25/2015 12:03 PM
92	Educate personnel for training in this field.	11/25/2015 9:09 AM
93	more training to all employees	11/25/2015 8:42 AM
94	Increase communication amongst City staff on Emergency procedures, currently management has the information, should be distributed among ALL employees since we will all respond, not just management. Also, communication in the event of emergency with the public, during last flooding, power was out while City was calling residents to prepare for possible evacuation, not effective, need a plan B, C, D etc to communicate with those in danger areas.	11/25/2015 8:16 AM
95	Fix the above mentioned items with continued safety training and enforcement.	11/25/2015 8:16 AM

## Risk Awareness Survey

96	Have at Standard template on the safety check-off list for each department, that should be reported once a month	11/25/2015 8:12 AM
97	Training for accidents to fill out forms	11/25/2015 8:07 AM
98	More training and a larger staff to do the work of sharing the lessons learned	11/24/2015 7:00 PM
99	N/A	11/24/2015 2:29 PM
100	Provide safety training to our part time temporary staff	11/24/2015 1:43 PM
101	Have all employees take turns being on the safety committee so that every employee gets a chance to see the birds-eye view from all departments. 1-yr terms?	11/24/2015 1:18 PM
102	More enforcement of Auto violations, Improved roadways, PL 561 implimentation	11/24/2015 9:58 AM
103	More condition assessments of utilities and public assets	11/24/2015 9:52 AM
104	Might be a good idea to have a specific person survey the City on an annual basis and look for hazardous conditions, especially related to traffic, bike and pedestrian issues.	11/24/2015 9:18 AM
105	Continue current path	11/24/2015 6:32 AM
106	I'd love to see the issues we've had to payout on prior to better know the risks that are truly real here.	11/24/2015 2:52 AM
107	More annually training to all employees.	11/23/2015 2:19 PM
108	Safety and risk management seem to be dealt with adequately.	11/23/2015 1:13 PM
109	More communication with the public and a suggestion box or e-mail box where anyone can make their comments heard	11/23/2015 1:07 PM
110	Remove outside contractors at Blackberry Farm and replace with full time employees and sheriffs patrol.	11/23/2015 8:02 AM
111	Cooperation between all levels of supervisory personnel including management down to the line level personnel.	11/23/2015 6:24 AM
112	Teamwork	11/21/2015 12:51 PM
113	1. Install better crosswalk warning devices. 2. Build a third fire station within the industrial park. 3. Start repairing the roadways.	11/21/2015 10:52 AM
114	Not sure	11/21/2015 12:19 AM
115	City/city manager to care about employee input	11/20/2015 11:20 PM
116	N/A	11/20/2015 5:55 PM
117	Have supervisor in place to lead and oversee each department to oversee working condition and safety.	11/20/2015 5:48 PM
118	More code enforcement for driving and bicycle violations. It's pretty clear that there are a large number of people driving around in Cupertino who are not qualified to legally obtain a driver's license, yet they are "driving" around. Mandatory bicycle safety training for anyone riding a bike in Cupertino - particular youth and seniors! It's a matter of time before the next serious accident! We need a larger police/Sheriff's presence. Compared to other cities of comparable size, we are waaayyyyyy understaffed.. Time to cough up some money - it goes with the growth..	11/20/2015 4:04 PM
119	Use funds to improve infrastructure that would reduce risk. Change rental policies to discourage large parties with alcohol in town.	11/20/2015 3:36 PM
120	Outreach to the community to make sure they're aware of existing traffic laws. An active police presence to enforce the rules of the road and safety laws.	11/20/2015 2:46 PM
121	Communicating strategies to employees and measuring outcomes from those strategies	11/20/2015 2:30 PM
122	Education.	11/20/2015 12:44 PM
123	The three concerns listed above and making sure school/police liaisons are patrolling the streets during the time kids walk to and from school. Lastly, tightening up on door-to-door solicitors, especially during the evening/non-daylight hours.	11/20/2015 10:53 AM
124	There isn't much communication between the Risk Management group and staff. It ocured to me when I saw the "lessons learned" question. We never get that.	11/20/2015 8:38 AM
125	I'm too new to answer this question; just started the job.	11/20/2015 7:24 AM
126	Safety and risk management efforts by the Police Department, Fire Department, and Public Works Department in the Town appear to be relatively good from my perspective.	11/19/2015 7:05 PM

## Risk Awareness Survey

127	much more extensive trail system; off-street trails if possible (creek corridors, rail corridors, open space etc) more safe routes to school	11/19/2015 6:58 PM
128	More posted speed sign. Widening of some residential streets. More street lights and pedestrian walkways.	11/19/2015 6:58 PM
129	Monitoring the Community Center at night for areas that people hide at and unseen by the public.	11/19/2015 4:55 PM
130	more communication from the Risk Manager	11/19/2015 4:32 PM
131	To be more proactive	11/19/2015 4:12 PM
132	Traffic safety improvements. More input and involvement from the community.	11/19/2015 4:00 PM
133	A safety training class for all city employees for both minor incidents and major catastrophes.	11/19/2015 3:42 PM
134	I would like to see more focus on employee safety, not public safety - however, the City currently does not have a functioning place to be able to open an emergency operations center	11/19/2015 3:39 PM
135	More meetings to inform everyone about these matters and not those on the committee.	11/19/2015 3:31 PM
136	na	11/19/2015 3:10 PM
137	Traffic mitigation.	11/19/2015 1:42 PM
138	Formal annual inspections with staff participating.	11/19/2015 1:30 PM
139	More Information provided on policies and maybe informational sessions (brown bag?) annual or once every two years.	11/19/2015 11:08 AM
140	Better communication.	11/19/2015 10:13 AM
141	I feel we do a fantastic job having with having safety committee meetings to prevent risk and injuries.	11/19/2015 8:36 AM
142	Protect our drinking water source Earthquake training for everyone	11/19/2015 7:57 AM
143	More training	11/19/2015 6:56 AM
144	FIX THE POOR LIGHTING IN THE SECURED AND UNSECURED POLICE PARKING LOTS. MORE MONEY SPENT ON FIXING DAMAGED AND MAINTENANCE ISSUES ON POLICE VEHICLES TOO.	11/18/2015 6:40 PM
145	Increase staffing, training,	11/18/2015 5:46 PM
146	Invest in repair and maintenance of existing infrastructure. Prioritize maintenance and repair of existing infrastructure over other political projects. Focus on "needs" before "wants"!	11/18/2015 4:28 PM
147	Build a new city hall and get rid of this old dilapidated one.	11/18/2015 4:27 PM
148	N/A	11/18/2015 3:53 PM
149	Add suppression personnel to the fire department.	11/18/2015 3:52 PM
150	n/a	11/18/2015 3:37 PM
151	Provide safety classes that employees can attend either monthly or quarterly. Subject topics should be relevant not only to work descriptions, but also everyday life to help prevent illness and injuries at home that may require an employee to call in sick for a period of time. As far as Risk Management, a health program would be nice for all employees to promote a healthy life-style. Too many employees lack physical activity while working and to consider a "work-out" time during work hours would encourage employees to take advantage of the program while they are at work which in turn results in a healthier employee thus reducing sick time taken. Too little effort is made for employees who are almost constantly indoors or lack adequate activity to maintain a healthy baseline	11/18/2015 2:51 PM
152	bigger budget	11/18/2015 2:37 PM
153	Organize town groups to help beautify and clean ugly dirty areas (Old Town). Have you ever taken a walk around your neighborhood? When you live in old town its really depressing. There is not a lot of work done in this area other than repaving street or cleaning street after 4th of July. We deserve to live in an area that is clean and somewhat pleasant to look at, even if we don't live at the lake.	11/18/2015 2:35 PM
154	Paint the street lines in the street, or illuminate them for clarity, so that in bright sunlight or dark nights, you can see the lanes that you are in for driving safety. Replace Street lights in time for fall darkness. Replace street signs to illuminate more clearly to view in the night time.	11/18/2015 2:29 PM
155	Have more meetings with all employees to find out what everyone knows and to educate one another about the risks we face and how we all should deal with situations as they might occur.	11/18/2015 2:17 PM
156	Hire more mechanics, hire more employees, get a good grip on a plan for a better vehicle fleet.	11/18/2015 2:13 PM

## Risk Awareness Survey

157	more money available to assess and fix risks	11/18/2015 1:41 PM
158	when something gets reported, get it fixed or repaired in a timely manner.	11/18/2015 1:27 PM
159	speeders get tickets speeders get caught speeders are monitored by law enforcement that are allowed to chase them and give them tickets on all main roads	11/18/2015 1:24 PM
160	Improvements, Training	11/18/2015 1:20 PM
161	Continue monitoring safety and taking proactive steps to insure safe practices	11/18/2015 12:33 PM
162	Suspend people who do not adhere to policies.	11/18/2015 12:05 PM
163	improved equipment installing life rings on docks training classes available boaters from CG auxillary	11/18/2015 11:49 AM
164	Contlnue emergency training	11/18/2015 10:57 AM
165	Better tree monitoring/maintenance	11/18/2015 10:37 AM
166	More EOC training	11/18/2015 10:29 AM
167	Annual reminders to staff on risk management issues and a status of how we are doing this year compared to previous years.	11/18/2015 10:27 AM
168	All current safety and risk management efforts being done at present seem to be working well. My opinion is that we Continue as advised.	11/18/2015 10:21 AM
169	Existing infrastructure upgraded prior to new projects being undertaken	11/18/2015 10:20 AM
170	1. Crackdown on red light violators! 2. Not sure. Town meetings are sparsly attended. We need resources to be able to go our into the community (speaking engagements, door-to-door in targeted neighborhoods, etc.). 3. Make employee safety from outside threats a high priority. Change protocols and improve security mechanisms.	11/18/2015 10:13 AM
171	The marina/harbor masters office is currently operating with personally owned vehicles in order to get maintenance and day to day operational tasks done. Without a city vehicle this posses a risk to the Marina staff.	11/18/2015 9:46 AM
172	To have a community and government who are communicating and working together. This does not happen in Milpitas and I have lived here for 37 years. I have never been contacted (not once) for an opinion or input. There is a total lack of interfacing between citizens/employees with management/council.	11/18/2015 9:41 AM
173	Better side walks and street lights	11/18/2015 9:35 AM
174	for the city to stop putting band aids on the problems and fix them completely and correctly.	11/18/2015 9:27 AM
175	a better cohesive team effort between the risk manager, the insurance provider and the department heads to identify root causes of issues, to analyze complaints and implement preventative measures. I feel that too many decisions are being made strictly on a basis of time/staffing management and money (capital outlay) vs really identifying risks and eliminating risks and hazards. My fear especially as it relates to some of the traffic related issues is that we are doing the minimal in response to community concerns and complaints and are just waiting for something really bad to happen before we have to do something	11/18/2015 9:23 AM
176	More involvement of employees. Now there is a committee but they don't share the info with employees	11/18/2015 9:20 AM
177	The safety committee changed from executive staff to line level staff Openness and reports given on safety issues to entire staff throughout the organization Regimented facility inspections conducted by safety committee	11/18/2015 9:15 AM
178	I would like a lot more preparation and planning for disaster like senarios	11/18/2015 9:15 AM
179	More safety meetings with all staff participating. A staff Fitness program.	11/18/2015 9:13 AM
180	Not Sure	11/18/2015 9:09 AM
181	More Police officers and stricter enforcement to make it an unfavorable place for criminals.	11/18/2015 9:08 AM
182	More trainings and information about risk mangement and safety, including example of what risk management is working on.	11/18/2015 9:06 AM
183	My three top risks are not something that can be improved on. Accidents happen. We mitigate the factors, but sometimes those are out of our control. Vandalism is being repaired as quickly as possible. We could use more inspectors to keep up with the construction. We cannot have eyes on everything with the resources we have and sometimes find ourselves reacting to a situation instead of being able to spot the problem before it becomes a safety issue	11/18/2015 8:59 AM
184	Nothing, this city is doing great with risk manage	11/18/2015 8:59 AM
185	nothing that I can think of as of now.	11/18/2015 8:58 AM

## Risk Awareness Survey

186	Pool Co2 gas tanks moved out side of the building. Pool decks resurfaced with anti slip product Repair or replace lifting side walk problem areas.	11/18/2015 8:47 AM
187	recognition that the level of infrastructure funding is not keeping up with the needs - roads, parks, storm, water, sewer, etc. then establish infrastructure maintenance and replacement as a priority; then asslgn sufficient resources	11/18/2015 8:46 AM
188	More preventative tree pruning more street signage upgrades annual sport turf renovation to prevent sports related injuries	11/18/2015 8:41 AM
189	More informal workshops or opportunities to learn about safety procedures	11/18/2015 8:35 AM
190	1. Improve streets and markings	11/18/2015 8:33 AM
191	Give people adequate office space, so they don't have to climb over each other to get to their desk.	11/18/2015 8:30 AM
192	I feel we are doing an adequate job of managing risk management for the city	11/18/2015 8:28 AM
193	I'd like to see more drills occur. We don't have them regularly. I have worked at City Hall for close to two years and haven't done one fire or earthquake drill. The only location that I know of that has regular evacuation drills is the Senior Center.	11/18/2015 8:28 AM
194	Training and education	11/18/2015 8:25 AM
195	N/A	11/18/2015 8:19 AM
196	I would like to see promotion from within and long term employees historical information valued to ensure safety of what a new employee could not be aware of.	11/18/2015 8:17 AM
197	*More training to other city staff on what is expected of them and how they need to respond to situations. (Including the expectations of those individuals who will be helping other coworkers)	11/18/2015 8:17 AM
198	more money for sidewalk repair or replacement	11/18/2015 8:03 AM
199	I think a ramp up of hiring and training of new personnel in Public Works needs to happen to improve safety as a whole for the community. Unfortunately we seem to llve in a time where workplace terrorism/violence could be an issue and training in that area is important.	11/18/2015 7:56 AM
200	Increase law enforcement Increase public employees to reduce hazards	11/18/2015 7:55 AM
201	Safety cummity	11/18/2015 7:51 AM
202	More lighted crosswalks!	11/18/2015 7:47 AM
203	I really believe the current staffing levels in the Departments that provide safety related services (PD, Fire, Public Works) needs to be reviewed, adjusted and raised to ensure we can respond to concerns and take a pro-active approach to situations that place citizens and employees at risk.	11/18/2015 7:44 AM
204	not sure	11/18/2015 7:43 AM
205	**COMMENT ON THE SURVEY** SOME YES/NO ANSWERS NEEDED A THIRD CHOICE BECAUSE THEY WERE NOT BLACK AND WHITE THEREFORE YOUR RESULT WILL BE MISLEADING	11/18/2015 7:37 AM
206	the results of this survey and informational training or reports	11/18/2015 7:37 AM
207	More training for employees on workplace safety	11/18/2015 7:36 AM
208	New City Hall More user-friendly public transportation	11/18/2015 7:29 AM
209	Newer safer vehicles for daily use of personnel.	11/18/2015 7:27 AM
210	Continued effort on the part of law enforcement to catch and punish the Graffiti Artists Traffic Studies and future plans to implement other forms of Public Transportation within our town. And lastly, to have changes made to the legislation, that has allowed City's such as ours, to fall victim to claims made by people, to make them accountable for what they allow themselves to be exposed to...Pull your head out of your APPS, comes to mind. I saw that on an Amber Alert sign the other day. Regards	11/18/2015 7:26 AM
211	More commitment to the safety of City workers and the public.	11/18/2015 7:13 AM
212	Training	11/18/2015 7:11 AM
213	hire more employees to get the public risks addressed in a more timely manner.	11/18/2015 7:11 AM
214	City crews trim overgrown trees and bushes in the public right of way. Full time Code Enforcement Officer to cite corner houses having landscaping greater than 36" tall at corners.	11/18/2015 7:04 AM
215	a public (and internal hotline) for street and sidewalk hazards.	11/18/2015 6:58 AM

## Risk Awareness Survey

216	Unsure	11/18/2015 5:23 AM
217	More information to understand potential risk situations	11/17/2015 10:18 PM
218	Department specific safety/risk training, including "what to do if" scenarios and information about where signs are stored.	11/17/2015 9:57 PM
219	More "job site" inspections, more safety/equipment training, infrastructure improvements of current facilities rather than building new across town.	11/17/2015 8:02 PM
220	Better sidewalks and repair streets/roads	11/17/2015 7:29 PM
221	Additional staff training and increased, ongoing education for staff and community	11/17/2015 6:54 PM
222	Stricter building code enforcement of the private sector.	11/17/2015 6:53 PM
223	Training!	11/17/2015 6:18 PM
224	More training	11/17/2015 6:12 PM
225	Hire a full-time Risk Management/Safety Officer who is supervised by the City Attorney.	11/17/2015 6:00 PM
226	complex issue, requires complex analysis	11/17/2015 6:00 PM
227	Quality training and a culture of risk management, especially by the administration - inside and outside the police department.	11/17/2015 5:59 PM
228	Fix the three problems noted above.	11/17/2015 5:55 PM
229	More clean up days of spray paint to wall vandalism areas. Clean up dump garbage/ furniture down streets. Bicycle lanes separated from cars for safety.	11/17/2015 5:51 PM
230	I believe the City is doing a good job in safety and risk management.	11/17/2015 5:50 PM
231	Address preventable issues before they arise.	11/17/2015 5:50 PM
232	N/A	11/17/2015 5:48 PM
233	Improved communication.	11/17/2015 5:45 PM
234	More education/training of employees	11/17/2015 5:42 PM
235	Complete regional flood projects Complete regional seismic safety projects Widen Freeway to decrease freeway traffic from impacting city streets and safety	11/17/2015 5:15 PM
236	proactive assessment of sidewalks more/better public education on sharing the roadway	11/17/2015 4:57 PM
237	conduct periodic safety seminars or workshops to keep people alert and remind people what they need to do during critical times	11/17/2015 4:56 PM
238	A yearly check-in on Risk Management goals.	11/17/2015 4:45 PM
239	More funds to pay for safety improvements.	11/17/2015 4:36 PM
240	The City does an adequate job managing risk.	11/17/2015 4:35 PM
241	- More feedback regarding city settlements. Provide the aforementioned "lessons learned" - Have annual city staff emergency response training - All city staff should be current CPR/First aid certified	11/17/2015 4:30 PM
242	Provide more training and possibly a monthly news letter covering RM topics.	11/17/2015 4:26 PM
243	A plan to address the city's aging infrastructure	11/17/2015 4:23 PM
244	Better communication of Risk goals and achievements to staff	11/17/2015 4:18 PM
245	Would like to see management/council care about the safety of their own employees who work in a crowded and unsafe building/environment.	11/17/2015 3:52 PM
246	Mandatory Annual safety and risk management training for all employees	11/17/2015 3:09 PM
247	NA	11/17/2015 2:20 PM
248	The topic needs to be discussed on a regular basis by the department head in order for employees to understand the value and importance of safety and risk management.	11/17/2015 1:03 PM

## Risk Awareness Survey

249	Have risk assessment be determined with input from lower level employees. I have expressed concern over parking lot safety where kids are present largely Ignored for years while at the same time I am required to be overly attentive and strict about rules that do little to protect participants or the City, e.g. not allowing a grandmother to attend in place of mother at parent/to class because they aren't signed up. I am required to inconvenience people over rules that do little to protect them or the City. Would like to empower staff to use common sense instead of require them to follow the letter of the law.	11/17/2015 12:29 PM
250	More dedicated bike lanes, especially on routes near schools.	11/17/2015 12:17 PM
251	more resources expended	11/17/2015 12:15 PM
252	more employees to help play catch up fixing issues	11/17/2015 12:14 PM
253	More and better training around catastrophic emergencies	11/17/2015 12:12 PM
254	a campaign so that employees understand the concepts	11/17/2015 12:01 PM
255	More traffic police.	11/17/2015 11:44 AM
256	DH reports to department on risk items monthly	11/17/2015 11:37 AM
257	More \$	11/17/2015 11:34 AM
258	training on how to respond if someone with a gun, knife, etc. shows up with the intent to commit violence.	11/17/2015 11:18 AM
259	Hire more police officers and dispatchers so that the department is not understaffed. Working long shifts and not having enough staff makes for tired employees, which creates unsafe working conditions. Working solo for 6+ hours and being unable to take a break is unsafe as well. This could end up costing the town more in the long run, than paying to staff units appropriately would.	11/16/2015 7:55 PM
260	I think our Risk Manager and Safety committee do a good job. However they count on emailing information to the employees and employees don't always read the email. However, we are so small that it is difficult to have an all-employee meeting.	11/16/2015 3:32 PM
261	More Information sharing and training.	11/16/2015 3:01 PM
262	More involvement in group meetings regarding this subject	11/16/2015 2:06 PM
263	People should take safety and risk more seriously; more specific drills instead of just evacuating, make it feel real.	11/16/2015 1:43 PM
264	n/a	11/16/2015 1:42 PM
265	More safety trainings and/or seminars provided.	11/16/2015 1:07 PM
266	additional positions in police dispatch communications	11/16/2015 12:48 PM
267	I would like to see more communication on best / safe practices, policies. I would also like to see our City require more training to those employees who have demonstrated that they are not clear on policies or safety issues. I believe the Safety Committee should provide updates (when they can) of their status and what they are doing.	11/16/2015 12:29 PM
268	Up to date field practices to ensure environmental and public safety Supervisors trained at the same field level as Field staff so they can accurately give informed and educated instruction. Better and more efficient policies that are not left open to interpretation for loop hole use.	11/16/2015 12:11 PM
269	Have not worked for the Town long enough to provide any suggestion (s).	11/16/2015 11:17 AM
270	More proactive maintenance/improvements of public buildings and infrastructure. Traffic calming/more bike and ped friendly streets A safety/action plan for ee's and customers in the event of a violent incident such as terrorism or an active shooter	11/16/2015 10:26 AM
271	I would like to see an increased maintenance of all roads, sidewalks, and road signs.	11/15/2015 7:04 PM
272	1) Make a big effort to mitigate the sidewalk problems 2)Spend money on moving the street lights & traffic signal pole out the way of traffic 3) Make it a priority to have the police officers wear reflective gear when working in the roadway	11/13/2015 3:11 PM
273	more communication regarding risks and safety	11/13/2015 9:48 AM
274	I would like to have a conference every few months to debrief safety procedures so that my fellow employees and I will always be up to date on policies and know what to do if a safety hazard occurs.	11/12/2015 5:33 PM
275	I believe we are doing a great job. Nothing to improve.	11/12/2015 2:57 PM
276	A top ten list of issues my City has had to defend / pay out for, so that I can learn from previous issues and hopefully prevent them from happening again.	11/12/2015 2:30 PM

## Risk Awareness Survey

277	Because previous trainings have been very helpful, I believe having ongoing training options throughout the year would continue to improve safety and risk management awareness.	11/12/2015 1:20 PM
278	No suggestions.	11/12/2015 12:49 PM
279	I'd like to see the locker rooms greatly improved asap, especially the shower stalls to prevent more falls. I'd like our pool deck maintained and an appropriate walking surface applied to prevent slipping. I'd like to see speed bumps installed in the most vulnerable areas, for example; entrance from the Campbell Ave side, behind the community center buildings where the soccer fields are, and by the track.	11/12/2015 12:26 PM
280	Be more transparent about what goes on at the facility that I work at. We are removed from the main part of the organization and not much attention is paid to our work environment, which can be quite dysfunctional.	11/12/2015 12:11 PM
281	police patrolling parks, banks, and have no vehicle access to downtown, have crossing guards at downtown busy intersections, ( like where starbucks and Opas) are located.	11/12/2015 10:06 AM
282	Improving the environment at my workplace. The City Hall is very old. I can see mold and a big circle water mark on the ceiling, but nobody is trying to fix it. On the day when someone molds the front lawn, the debris went through the ventilation, which caused everybody to sneeze.	11/12/2015 10:02 AM
283	dedicated fitness rooms	11/12/2015 9:36 AM
284	Have sidewalks surveyed more regularly and replace as needed, patchwork only leads to replacement at a later date. Do it now, avoid the risk, and costs associated with a claim. More importantly this would avoid trip and fall claims. Have a more aggressive tree policy - Inspect and prune trees more regularly. This is an important resources for the City and should be well cared for. The longer we wait to fix our roads, the more it is going to cost. With all of the high density projects taking place in Campbell, the City will see an increase in traffic which will cause the City's roads to deteriorate more quickly. Thus, adding more claims for damage caused to vehicles by potholes.	11/12/2015 9:06 AM
285	Don't look at an event by how much is the City going to have to pay on this one, look at how we can fix the issue so it doesn't happen again. Solve the root problem.	11/12/2015 8:53 AM
286	More communication on City staff responsibility and possibly more training related to this (I have previous training from my past employers).	11/12/2015 8:46 AM
287	more space. we have plans being stacked high and unsecured. we are out or room and are forced to do so. In the event of an earthquake they will fall on someone. but we are smashed together like sardines now. having multiple conference rooms and large offices for people who are retired employees who work two days a week is more important that the everyday employees having space to safely do their work.	11/12/2015 8:38 AM
288	Not sure	11/12/2015 8:10 AM
289	Not sure	11/12/2015 6:29 AM
290	I can't think of anything.	11/12/2015 6:22 AM
291	a few more speed enforcement officers out during busy hours of traffic.	11/11/2015 1:39 PM
292	improved traffic calming measures	11/10/2015 3:28 PM
293	Repair to uneven city sidewalks (if they exist)	11/10/2015 2:40 PM
294	inform and train all employees, not just management	11/10/2015 2:15 PM
295	it seems fine for now	11/10/2015 2:09 PM
296	more safety meeting	11/10/2015 1:47 PM
297	own police department, not contracted out.	11/10/2015 1:31 PM
298	Some of management has never done the work they're assigned to supervise and therefore don't understand what the jobs entails nor the hazards nor the training needed.	11/10/2015 12:36 PM
299	Fix the above 3 comments	11/10/2015 12:36 PM
300	more education	11/10/2015 12:18 PM
301	Hire more workers, not more management Implement yearly training in emergency management for EOC activations during natural disasters	11/10/2015 11:59 AM
302	n/a	11/10/2015 11:44 AM
303	Have more participation by all departments on the Safety Committee.	11/10/2015 11:43 AM
304	continue with sidewalk and road projects	11/10/2015 11:10 AM

## Risk Awareness Survey

305	Continue and complete current programs, as identified	11/9/2015 5:15 PM
306	n/a	11/9/2015 12:02 PM
307	Outreach	11/9/2015 11:46 AM
308	Open communication among employees Open communication between staff and the public Well organized/candid reporting system	11/9/2015 10:10 AM
309	I believe we are working on this with more enforcement.	11/9/2015 8:43 AM
310	I think everyone should at least be trained in CPR and First Aid.	11/9/2015 8:42 AM
311	Posting of incident that occurred, transparent.	11/8/2015 3:22 PM
312	Increase police staffing, replace aging police vehicle fleet, visits to office at regular intervals by ergonomic advisor.	11/8/2015 2:27 PM
313	I think the Town is very responsive to safety issues and takes a proactive stance.	11/6/2015 4:01 PM
314	mandate EOC position training, mandate updates on ICS, NEMS	11/6/2015 3:39 PM
315	The Town should be consistent with training. Over the years all safety related training has been very inconsistent. For example, we have only recieved driving safety training once in the 10 plus years I have been here; and we have only been CPR trained once in the same time frame (and not everyone attends).	11/6/2015 12:52 PM
316	Additional training and notification of safety enhancements/improvements.	11/6/2015 11:54 AM
317	More information when something is identified.	11/6/2015 11:32 AM
318	N/a	11/6/2015 10:51 AM
319	Better allocation of resources. Putting \$12 million into Almond Grove at expense of other Town needs is unconscionable.	11/6/2015 10:51 AM
320	additional training	11/6/2015 10:45 AM
321	annual risk management training	11/6/2015 10:39 AM
322	More communication. More time!	11/6/2015 10:36 AM
323	On-line video's on our intranet.	11/6/2015 10:30 AM
324	Replace all the lifted and cracked sidewalks and repave all the streets. Enact an ordinance for no overnight street parking. (Please note that the above are financially and logistically not possible.)	11/6/2015 10:26 AM
325	Workplace violence training	11/6/2015 9:20 AM
326	Nothing at this time.	11/6/2015 8:35 AM
327	more pathways (not just on the edge of the road)	11/6/2015 8:33 AM
328	Greater outreach to drivers to drive with courtesy and safety, as well as enforcement.	11/5/2015 4:09 PM
329	Learning more about risk management efforts. Potential inclusion in risk management efforts.	11/5/2015 4:00 PM
330	Training in Marin County, as opposed to East Bay.	11/5/2015 3:59 PM
331	Nothing. I think our Safety Committee does an excellent job at surveying the town and town buildings looking for and asking about safety issues.	11/5/2015 2:19 PM
332	Increase ADA budget	11/5/2015 2:06 PM
333	Additional Police Training Tree Management Program	11/5/2015 1:49 PM
334	bike paths walking paths off of streets	11/5/2015 1:42 PM
335	Our Safety Committee is doing a good job of identifying and correcting hazards/potential hazards.	11/5/2015 1:41 PM
336	The Town does a good job at risk management and improving safety is an ongoing process.	11/5/2015 1:35 PM
337	Have more time to be involved.	11/5/2015 12:42 PM
338	Creation of a tree inventory and associated maintenance plan/program.	11/5/2015 12:24 PM