Speakers Share Success Strategies for Life and Work

AT MMRMA'S ANNUAL
Meeting in August, speakers delivered an impressive collection of insights and tools for making our lives better. Participants were attentive and engaged as they learned how to excel in life, navigate the generations, and engage the public more effectively in communities. Feedback on the training lineup was immediate and effusive.

A True Champion
At Thursday’s opening session, Olympic medalist and swimming star Josh Davis kicked things off with energy and enthusiasm as he shared his perspective on performing under pressure. His pyramid of success helped him win, not just in the pool, but in life: raising his family, becoming a public speaker, and assisting young swimmers as a mentor and ambassador for the sport.

The base of the pyramid is attendance. We have to show up to win, of course; without that foundation, the rest won’t matter. Next is gratitude:

when we can identify what we are thankful for, we realize what drives us. This drive supports the next layer, technique. Here, Josh referred to the “streamline,” the entry of a swimmer’s hands into the water when starting a race.

The best swimmers—the best performers in any endeavor—constantly assess and refine their technique to make sure it’s serving them well.

Finally, Josh shared the summit, which he calls “me-style.” This is where each of us puts a personal twist on our performance.

When we bring our integrity and unique character into play, we can achieve great things in any environment.

Success Habits
On Friday morning following Ann Gergen’s talk on national pooling trends (see page 3), Josh returned to share his seven habits of highly effective athletes. Not just for the Olympics and other sporting events, these positive habits are equally applicable for MMRMA member officials.

Josh pointed out that we are all athletes in our respective fields. Habits like flexibility, fun, focus, and making time for family have the power to make us more effective in our work, not to mention our home life and leisure activities.

He also reminded his audience that successful athletes don’t wait for the mood to strike; they simply take action to complete their training, eat nutritious meals, and do what’s necessary. “Sometimes you have to do things you don’t ‘feel like’ doing,” he said. This is where focus and dedication come in.

Our Generations
Next, Kim Lear gave a spirited talk on the characteristics of the different generations of employees and how these characteristics—and other global trends—will affect the future of the workplace.

While Traditionalists (born prior to 1946) are loyal to institutions, Baby Boomers (born 1946–1964) tend to question authority, and Generation X (born 1965–1979) are even more skeptical.

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The Drones of Today: Not Your Father’s “Kettering Bug”

by Kelly Elmore
MMRMA Underwriter

FROM THE FARMLANDS IN the corn belt of America to the frontlines of fighting terrorism overseas, the use of Unmanned Aerial Vehicles (UAVs) has come a long way since the World War I days of the Kettering Bug.

Named after its designer, Charles Kettering, the Kettering Bug made its maiden appearance in 1918. A small, unmanned biplane powered by a four-cylinder engine and guided by gyroscopes, a barometer, and a mechanical “computer,” the Kettering Bug’s flight range reached a whopping 75 miles.

Ahead of its Time
In 1930, British-born actor Reginald Denny and partners formed the Radioplane Company and created the first mass-produced UAV. One friend of Denny’s, U.S. Army Air Force Captain and fellow actor Ronald Reagan, sent a photographer to capture images of workers on the plant assembly line. One such worker was of special interest: Norma Jean Dougherty.

That was then, this is now.
Today, we know Norma Jean as Marilyn Monroe, and the use of UAVs (commonly known as drones) is much more than a fad. UAVs have rapidly become multipurpose vehicles for local governments and private enterprise.

Municipal Drones
As a governmental entity, your community may have purchased and/or currently operate one or more drones. Local governments have embraced this readily available and affordable technological advancement, using drones in a variety of daily activities, from law enforcement search and rescue operations to routine monitoring and maintenance of owned structures and other property.

The exponential growth of UAV prevalence and usage is not likely to abate anytime soon. In fact, as-yet unidentified applications will surely be developed and implemented. Although drones can increase efficiencies while reducing costs and potential injuries to personnel, they are not without risks. It is important to properly oversee and manage their operation.

Regulations Apply
Congress passed the Federal Aviation Administration (FAA) Modernization and Reform Act in 2012. Now, with an estimated 30,000 drones, both commercial and civil, expected to be flying in U.S. skies by 2020, the FAA has issued subsequent rules and regulations specific to UAVs.

Effective August 29, 2016, the FAA established the Small Unmanned Aircraft Systems (UAS) Rule (Part 107). While many provisions remain the same as the initial 2012 act, several changes were enacted to further control the operation of UAVs. For a summary of key issues relating to the recent amendments, please go to www.mmrma.org.

If your community is using—or intends to use—drones in your operations, you are advised to review the entire Small UAS Rule (Part 107) and all related amendments and adopt policies and procedures that comply with these rules and regulations.

MMRMA UAV Coverage
Effective July 1, 2016, MMRMA adopted the Limited Liability Coverage for Use or Operations of Unmanned Aircraft (UAV) Addendum.

This addendum provides limits of $1 million per occurrence/$2 million annual member aggregate, and is subject to the member’s liability SIR. Coverage must be requested through your Regional Risk Manager; it is not automatically included.

For more on this coverage option, please see the April 2016 Risk Journal at www.mmrma.org.

By 2020, an estimated 30,000 commercial and civil drones will fly in U.S. skies.
Public Pooling: The Future from a National Perspective

by Michael Rhyner
Executive Director

WHILE MMRMA has successfully served the risk management needs of Michigan municipalities for over 37 years, the idea of local governments joining together to form intergovernmental risk pools is not unique to us.

At MMRMA’s Annual Meeting, Ann Gergen, executive director of the Association of Governmental Risk Pools (AGRIp), outlined major national and global trends that will have a significant impact on pools in the future.

Major Trends Affecting Public Pools

Ann highlighted social, technological, and economic trends that mature pools like MMRMA must confront.

Industry talent shortage.

Like most insurance organizations, pools have an aging workforce. With 25 percent of all insurance industry professionals expected to retire by 2018, the mass exodus of retirees will create a significant loss of institutional memory. Today, the insurance industry has a potential deficit of 400,000 positions—a shortfall that the current talent pool cannot fill.

In the face of this talent shortage, organizations are experiencing longer hiring cycles and backlogged projects. To stay a step ahead, pools are encouraged to revamp their current staffing strategies and consider alternatives such as contract and interim workers.

Technology-driven changes in public service delivery.

Technology is causing another major shift in employment, creating higher demand for tech-savvy professionals and driving down the need for less skilled workers.

The continued evolution of technology will radically change the current model of delivering public services.

For example, use of drones to perform building inspections, investigate accidents, and conduct search and rescue operations will disrupt the way municipal departments are organized and affect the number and skill sets of their employees (see page 2).

Higher medical costs, expensive health technologies, and longer lifespans.

Americans’ longevity will put increasing pressure on medical costs as well as pensions, social security, and other retirement benefits.

Public entity pools that provide health and workers’ compensation coverage will experience higher costs, in large part due to new, expensive health care technologies. Higher costs, in turn, put upward pressure on the premium contributions pool members must make.

The challenge is to find cost control measures that allow us to continue to reap the benefits of advances in biomedical technologies.

Blurred lines between the public and private sectors.

Declining resources will spur an increase in public-private partnerships, especially in the area of economic development.

Shrinking budgets will also impact delivery of core

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Also fiercely independent, those in Gen X tend to be more entrepreneurial than other generations. Meanwhile, Millennials (born 1980–1995) are engaged and want a voice, even before older co-workers may feel they’ve earned it.

Pivots and Encores

Kim echoed Ann Gergen’s discussion of increased longevity and how that can affect the generations’ approach to retirement. When people live longer, they need more money to pay for those added years, so traditional retirement in one’s early sixties becomes less and less viable. For Gen X, this sometimes means a “pivot” to a second career in their forties and fifties. Boomers and Traditionalists may still retire at the customary age, but then begin an “encore” career.

The overarching theme is change. People evolve, not just generationally, but also as individuals. Social media, cultural shifts, and technology all affect our views, expectations, and desires.

For more information on Kim’s excellent presentation, please see her handout in the Members Only section of our website in the Workshop Materials: Documents folder.

Public Engagement

Pete Peterson of Pepperdine University closed out the afternoon with a lively presentation on public engagement. Using real-life examples, he illustrated that community leaders are often trained to control outcomes, when they would be better off controlling the process.

He explained how to do that using a series of stages that involve and empower the public: inform, consult, incorporate, and empower.

Often, it’s the squeaky wheels that show up at public meetings and demand a place at the microphone. However, it’s smart to include a larger component of the public. When citizens are invited and encouraged to talk to each other and discuss potential solutions, they feel included in the process and are more likely to buy into the decisions that ultimately get made.

Future of Public Pooling, continued from page 3

by incidents of excessive use of force, police shootings, and race relations. The prevalence of cell phone videos and ubiquitous social media have contributed to public awareness and controversy, creating a tremendous challenge for community and law enforcement leaders.

Improved community relations, advanced law enforcement training, management of social media, and addressing many core economic and social issues have become key priorities across the nation.

Well Positioned for the Future

The bottom line: MMRMA is well positioned to deal with a changing future. We have experience, expertise in developing innovative solutions, and solid partnerships. Organizations like AGRiP will be essential partners as we continue to achieve favorable outcomes for our members.