



CITY OF HUNTINGTON BEACH

2000 MAIN STREET

CALIFORNIA 92648

RISK MANAGEMENT DIVISION

September 6, 2000

City of Los Angeles

Attn: Richard Welch, Director of Risk Management

1500 City Hall East, 200 N. Main Street

Los Angeles, CA 90012-4190

Dear Richard:

It was so good to see you at the last California PRIMA meeting. The next meeting is a joint conference with California, Nevada, Washington and Oregon PRIMA chapters.

I had a conversation recently with Bud Griffin. He indicates that you are seriously considering the training provided by PSR® Corporation for your employees. I had looked at this program for quite a while before committing to it. We have recently completed training for our Fire Department and our Police Department is scheduled in November. As you may know, Bud actually observed some of the training and reviewed the evaluations received.

The program is awesome! I have received comments from long term (20+ years) Fire Department employees who indicate that this was the best training they ever received. The Fire Department even incorporated this training into the Fire Academy curriculum. I am actually looking forward to evaluating the Fire Department's workers compensation claims experience for the next period as I feel confident that this training will result in a significant reduction of claims severity/frequency. I highly recommend PSR®'s training program. If you need any further information about this training, feel free to call me at (714) 536-5589

Sincerely

Karen S. Foster
Risk Manager

RESULTS FOLLOWING YEAR: I'll admit that we were somewhat skeptical of the results possible, but now know PSR as money well invested. Injuries are down over 60%.

RESULTS after 3rd YEAR: Injuries and losses remain at lowest levels as the program matures to a work culture change for the Fire Department.

Cc: PSR

Huntington Beach Fire Department
Chief Jacques Pelletier 714-536-5406
Captain Gary Finney 714-536-5418