THINK.  SHARE.  TRANSFORM.

PRIMA 19 CONFERENCES
ORLANDO 2019

the leading event for public risk professionals

REGISTER TODAY! // EARLY BIRD RATES END SOON!

conference.primacentral.org
It is our pleasure to invite you to Orlando, Florida, for PRIMA’s 2019 Annual Conference, June 9-12.

Our conference theme, “Think. Share. Transform.” reflects PRIMA’s commitment to deliver key content that will educate and inspire each risk management professional. Our duty is to create authentic collaborations through thinking and sharing within a conference setting that we believe will inevitably lead to the transformation of your entity!

The PRIMA 2019 Annual Conference will offer more than 50 educational opportunities covering the latest trends and topics affecting public risk management today. All of these opportunities will be organized into tracks such as risk control and safety, risk financing, schools, enterprise risk management, employee benefits and more. Additionally, we have a new schedule line up this year that includes Sunday afternoon Camp Fire Chats, extended trade show hours, a fresh, new Awards Presentation & Reception and PRIMA’s Industry Impact Panel, on Wednesday. We’ve got an incredible line-up for Orlando—you can’t afford to miss it!

Since we also learn outside the classroom, the PRIMA 2019 Annual Conference provides a wealth of energizing networking time with colleagues from across the country who can appreciate your successes and challenges. We’ll kick things off with a Welcome Reception on Sunday evening and you’ll have an opportunity to unwind at House of Blues, Disney Springs on Tuesday night.

The newly imagined trade show will be home base for networking and engagement. PRIMA’s conference will feature an extensive Business Exchange (formerly the exhibit hall) with exhibitors who recognize the authority and influence of public sector risk managers. They are ready to visit with you and learn what you need to make your jobs easier, more streamlined and more cost-effective. See what they have to offer your entity.

There is no better way to start your summer than attending PRIMA 2019 in Orlando! We are certain you will find the conference location to be a great venue for learning, networking and reenergizing!

WE LOOK FORWARD TO SEEING YOU

JUNE 9-12, IN ORLANDO!
WHAT TO EXPECT

Managing risk in our cities, counties, schools, states and tribal nations presents unique challenges and PRIMA’s Annual Conference is the only conference dedicated to YOU: PUBLIC SECTOR RISK MANAGEMENT PROFESSIONALS.

PRIMA 2019 OFFERS:

- **NEW Schedule!** PRIMA will offer three days of learning opportunities with daily general sessions and more than 50 classroom sessions.
- Multiple opportunities to meet with vendors who are ready with products and services geared to make the work of public sector risk managers more efficient and cost-effective.
- Networking time, scheduled and spontaneous, with colleagues from across the country who recognize the influence of public sector risk managers and are ready to help you succeed.

Return from Orlando energized and armed with knowledge, inspiration and ideas to help your entities and communities.

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**2019 ANNUAL CONFERENCE SPONSORS**

*(Confirmed as of December 4, 2018)*

Thank you to our generous sponsors for their continued support of public sector risk managers.

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- AON
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- GENESIS
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- THE INSTITUTES RISK AND INSURANCE
  STATES SELF-INSURERS RISK RETENTION GROUP, INC.

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VISIT CONFERENCE.PRIMACENTRAL.ORG | 2
CHECK OUT PRIMA’S
NEW CONFERENCE LINEUP

SUNDAY, JUNE 9
CHAPTER LEADERSHIP WORKSHOP | 3:45–4:45 PM | NEW DATE AND TIME!
*By invitation only

CAMP FIRE CHATS | 3:45–4:45 PM
Join your fellow peers Sunday afternoon for a roundtable as we talk and share ongoing risk management concerns within our industry.

MONDAY, JUNE 10
PRIMA’S BUSINESS EXCHANGE (FORMERLY EXHIBIT HALL) | NEW HOURS!
MONDAY, JUNE 10, 9:30 AM-2:15 PM | TUESDAY, JUNE 11, 9:00 AM-2:00 PM

ARTHUR J. GALLAGHER LEARNING LAB
Sponsored by

The AJG Learning Lab offers attendees additional education on the business exchange floor. We’ll be offering high-level interactive sessions on a variety of public risk topics.

AWARDS PRESENTATION AND RECEPTION | 4:15–5:45 PM | NEW TIME!
Join PRIMA as we celebrate and honor excelling members within the public risk management profession, including the 2019 Public Risk Manager of the Year. An honorary reception to follow!

WEDNESDAY, JUNE 12
LEADERSHIP RECOGNITION BREAKFAST | 8:00–8:45 AM
Join us Wednesday morning for a breakfast of champions as we pass on the gavel to PRIMA’s 2019–2020 incoming President.

INDUSTRY IMPACT PANEL AND LUNCHEON | 12:00–1:30 PM
Join industry-leader Michael Fann and your peers for this heavy-hitting panel discussion as we touch on hot topics impacting the risk management sector today. Q&A to follow.
SUNDAY, JUNE 9
WELCOME RECEPTION

Sponsored by Munich RE

Get yourself into conference mode at the Gaylord Palms Resort on Sunday evening, as we kick off the best educational event and trade show in public risk management. There’s no better way to get into the conference frame of mind than by networking with fellow leaders in your industry, building new relationships and meeting up with old friends!

This event is included with full conference registration. Additional tickets can be purchased in advance online or onsite.

MONDAY, JUNE 10
AWARDS PRESENTATION AND RECEPTION

PRMY Sponsored by Aon

New Time! Join us Monday afternoon following the day’s education sessions to celebrate top risk managers within the profession, including the 2019 Public Risk Manager of the Year. Honorary reception to follow.

This event is included with full conference registration. Additional tickets can be purchased in advance online or onsite.

TUESDAY, JUNE 11
PRIMA’S TUESDAY NIGHT SOCIAL EVENT

Sponsored by GENESIS

Join PRIMA and Genesis as we network and party to the sounds of Mo-Town at the famous House of Blues, Disney Springs!

This event is included with full conference registration. Additional tickets can be purchased in advance online or onsite.

WEDNESDAY, JUNE 12
PRIMA 5K FUN RUN/WALK

Sponsored by E&J Gallo Public Sector

Start your day off right with this easy run/walk among the palm trees. Proceeds to benefit a local charity.

Tickets can be purchase during the registration process or onsite.
PRIMA’s 2019 Annual Conference offers three distinct session types: **30-minute cram sessions**, **2.5 hour in-depth workshops**, and our traditional **1.25 hour classroom sessions** that provide educational opportunities for public sector risk management professionals. See below for a sneak peek at the educational offerings in Orlando, and check the PRIMA Conference Website, [conference.primacentral.org](http://conference.primacentral.org), for a detailed educational session agenda, available in February 2019.

### EDUCATIONAL OPPORTUNITIES

**EMPLOYEE BENEFITS/HUMAN RESOURCES**
- Getting Comfortable with Uncomfortable Conversations
- How To Investigate Employment-Related Claims
- Leadership & Compliance: Preparing Supervisors for Success
- Making Performance Appraisals Matter Again
- Service Animals in the Public Workplace
- Understanding When Employers May Limit Employees Speech

**ENTERPRISE RISK MANAGEMENT (ERM)**
- A Company’s Journey to Implementing ERM
- Connected Communities: Smart Cities and the Infrastructure Revolution
- Creating Value by Engaging Risk
- ERM Roundtable
- Is George Jetson a Public Risk Manager?: The Future of Risk Management

**POOLS**
- Can Your Indemnity Pass the Attorney Test?
- Crisis Incident Management – Public Relations in Difficult Times
- Does Frequency Lead to Severity?
- Forming, Acquiring or Dissolving a Pool?
- Herding Cats – Managing Interdisciplinary Workgroups
- Pool Information Exchange

**RISK & BENEFITS FINANCING/INSURANCE/SELF-INSURANCE**
- Accidental Police Shootings – A Case Study
- Lying with Statistics: Fool Me Once
- Owning Your Health Plan: Controlling Costs (Without Losing Employees)
- Understanding Alternative Risk Solutions: ILS, Parametrics and Facilities
- Value-Based Care vs Cost-Driven Care
- The Wind Blew, the Earth Shook, the River Rose and I Still Need My Claim Paid

**RISK CONTROL/SAFETY**
- Big Brother is Watching – Surveillance & Risk Management
- Five Years After Ferguson: The Quiet Transformation of Qualified Immunity
- It’s Not Just About Money – Or Is It?
- Law Enforcement, Risk Management and Civilian Responsibility for De-escalation
- Mental Health and the Law Enforcement Professional
- Overlooked Risks: Dangers of Everyday Chemicals
- Panel Discussion with the Loss Control Task Force
- Risk Management for Public Fleet Operations
- The Importance Improving K-9 Policies and Protocols
- What’s in YOUR Claim File?

**RISK MANAGEMENT LEADERSHIP/ADMINISTRATION**
- 6 Reasons Organizational Risk Management Works
- Building a Culture of Risk Management
- Communicating and Measuring the Value of Risk Management Roundtable
- Managing Crisis – A Community Response to Tragedy
- Our Reputation – Does it Matter?
- Pathways to Career Development
- Reducing Jail Risks Through Improved Risk Management Engagement
- Ten Building Blocks to Risk Leader Success
- Weinstein, #metoo and Its Impact on Public Entity Liability in 2019–2020
- Your 1st Cyber Claim! Now What?

**SCHOOLS**
- Active Shooter – Claims / Coverages / Consequences
- Building Resiliency Into Schools
- Protecting Our Students Panel Discussion Update
- School Resource Officers: Yours, Mine or Ours?
- The Costs of Sexual Assault and Molestation
- Traumatic Brain Injury in Schools Update

**WORKERS’ COMPENSATION**
- Addressing Municipalities’ Biggest Workers’ Compensation Challenges
- Common Themes & Strategies for Managing Uncommon Claims
- Pete and Repeat: What to Do with Your Frequent Fliers
- The Virtual Doctor Will See You Now
- Workers’ Compensation: Building Relationships
- You Have Predictive Analytics, Now What?
INSIDE THE BUSINESS EXCHANGE

In Orlando, you’ll have the opportunity to meet with exhibitors ready to learn what you need to make your job easier, more streamlined and cost-effective. Check out the most current list of registered exhibitors:

**PRIMA’S BUSINESS EXCHANGE (FORMERLY EXHIBIT HALL)**

**NEW HOURS!**
**Monday, June 10 • 9:30 a.m. - 2:15 p.m.**
and
**Tuesday, June 11 • 9:00 a.m. - 2:00 p.m.**

Don’t miss the opportunity to talk one-on-one with suppliers who recognize the power and influence of public sector risk managers.

**EMERGENCY MANAGEMENT**
- BELFOR Property Restoration
- Meeting the Challenge, Inc.
- PowerDMS
- SERVPRO
- York Risk Services Group

**HUMAN RESOURCES**
- Aon Risk Solutions
- FirstNet Learning, Inc.
- PCIS
- PowerDMS
- Recordables, Inc.
- Select Actuarial Services

**INSURANCE**
- Alliant Insurance Services, Inc.
- Aon Risk Solutions
- Apex Insurance Agency, LLC
- Arthur J. Gallagher Risk Mgmt. Services Inc.
- AssetWorks, LLC
- Ballator Insurance Group
- CBIZ Valuation Group, LLC
- CHSI Technologies
- CHUBB
- Duff & Phelps
- Genesis Management & Insurance Services Corp
- HCA Asset Management
- JP Investigative Group, Inc.
- Johns Eastern Co., Inc.
- Midwest Employers Casualty
- Munich Re
- Old Republic
- OneBeacon Government Risks
- Origami Risk
- PCIS
- Preferred
- Select Actuarial Services
- States Self-Insurers RRG
- The Hartford
- Tokio Marine HCC - Public Risk Group
- Travelers Insurance Company
- Trident Public Risk Solutions/Argo Group US
- York Risk Services Group

**SAFETY**
- CHSI Technologies
- FirstNet Learning, Inc.
- HCA Asset Management
- Lytx, Inc
- Meeting the Challenge, Inc.
- Origami Risk
- Recordables, Inc.
- Safety National Casualty Corp.
- Select Physical Therapy

**THIRD-PARTY ADMINISTRATION**
- CorVel Corporation
- Gallagher Bassett
- JP Investigative Group, Inc.
- Johns Eastern Co., Inc.
- Old Republic
- SMS National
- TRISTAR

**TRAINING**
- FirstNet Learning, Inc.
- Lexipol LLC
- LocalGovU
- Lytx, Inc
- Meeting the Challenge, Inc.
- PowerDMS

**WELLNESS/BENEFITS**
- Select Physical Therapy
- TRISTAR

**WORKERS’ COMPENSATION**
- Aon Risk Solutions
- Apex Insurance Agency, LLC
- Arthur J. Gallagher Risk Mgmt. Services Inc.
- CHSI Technologies
- CorVel Corporation
- JP Investigative Group, Inc.
- Johns Eastern Co., Inc.
- Midwest Employers Casualty
- Old Republic
- Origami Risk
- PCIS
- Recordables, Inc.
- SMS National
- Select Actuarial Services
- Select Physical Therapy
- TRISTAR
- York Risk Services Group
TRAVEL INFORMATION

All conference activities, unless otherwise noted, will be held at the Gaylord Palms Resort & Convention Center.

PRIMA HOUSING POLICIES
In an effort to support our host city of Orlando and keep registration fees lower, PRIMA asks that attendees stay within the organized room block. The deadline to book a hotel reservation is Thursday May 16, 2019.

GETTING TO ORLANDO
The Orlando International Airport (MCO), provides non-stop service to Orlando from more than 120 destinations worldwide-with one of the lowest average domestic airfares in the U.S.

The airport is a short 20-minute drive to the Gaylord Palms Resort & Convention Center.

SPECIAL ACCOMMODATION REQUEST
If you require special accommodations due to disability, health concerns or physical challenges, contact PRIMA’s meetings department at meetings@primacentral.org.

CONFERENCE HOTEL

HOTEL
Gaylord Palms Resort & Convention Center
6000 W Osceola Pkwy
Kissimmee, FL 34746

Conference Room Rate: $199 + tax

Please note a daily resort fee of $20 will be added to each guest room rate.

Room rate is available until Thursday May 16, 2019, or until the block is sold out.

To make reservations online go to conference.primacentral.org/hotel.

For questions regarding hotel reservations, contact PRIMA’s meetings department at meetings@primacentral.org.
HOW TO REGISTER
Register online for the PRIMA 2019 Annual Conference on the PRIMA Annual Conference Web site at http://conference.primacentral.org. If you are unable to register online or need further registration information, contact meetings@primacentral.org.

NOT A MEMBER OF PRIMA YET?
Members of PRIMA save an average of $200 on their registration fee for PRIMA’s Annual Conference. Members also enjoy a wealth of other benefits including peer-to-peer networking, cutting-edge educational courses and award-winning publications.

Visit PRIMA’s Web site at www.primacentral.org and join today!

FEES

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Conference registration includes: admittance to all educational and general sessions, and the PRIMA Business Exchange, plus conference materials. Conference registration fees also cover receptions on Sunday and Monday evening, continental breakfast and lunch on Monday, Tuesday and Wednesday and Tuesday night’s signature event.

GUESTS
All guests will be issued a badge and will be required to wear it to all authorized PRIMA functions. Guest badges are to include tickets for lunches, receptions and the Business Exchange. A la carte tickets can be purchased as well.

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<td>Full Guest Badge</td>
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<td>Evening Social Event - Tuesday</td>
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<td>Lunch - Monday</td>
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<td>Fun Run/Walk - Wednesday</td>
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<td>Awards Presentation &amp; Reception - Monday</td>
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<td>Industry Impact Luncheon - Wednesday</td>
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CANCELLATION AND REFUND POLICY
We request that all registration cancellations and refund requests be made in writing via email and must be dated on or before 5:00 p.m. EST on Thursday May 16, 2019. A full refund of the conference fee, less a $75 administrative fee, will be provided. We regret that no refunds will be granted for requests made after May 16, 2019. Please send all cancellation and refund requests or additional registration assistance inquiries to meetings@primacentral.org.

NOTICES
- If PRIMA must cancel this conference for any reason, liability is limited to the registration fees paid only. PRIMA is not responsible for other expenses incurred, including travel and accommodation fees.
- Payments to PRIMA are not deductible as charitable contributions for federal income tax purposes.

SUBSTITUTION POLICY
Replacement of a registered PRIMA attendee by a business colleague/coworker will be accepted. A $25 processing fee will apply to all substitutions.