

Risk Management

Emergency Management

Workers' Compensation

Disaster Planning, Response, and Recovery

Hazard Mitigation

Benchmarking

Performance Measurement

Safety and Health

About PERI

The Public Entity Risk Institute (PERI) serves public entities, small businesses, and nonprofit organizations by providing relevant and high quality enterprise risk management information, training, data, and data analysis.

PERI's Website, *www.riskinstitute.org*, features a comprehensive resource library filled with publications, reports, articles, training programs, and educational tools. The site offers a wide range of education and training resources and access to the organization's benchmarking and performance measurement program, the PERI Data Exchange.

PERI is a nonprofit, non-membership organization headquartered in Fairfax, Virginia. Please contact PERI with any questions about the resources featured in this catalog:

Public Entity Risk Institute 11350 Random Hills Road, Suite 210 Fairfax, Virginia 22030 P: (703) 352-1846 F: (703) 352-6339

PERI Staff

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Claire Lee Reiss, J.D., ARM, CPCU, Deputy Executive Director and General Counsel

Audre Hoffman, Business Office Manager

Jessica Hubbard, Project Assistant

Pamela Marino, Marketing Manager

Wesley Slater, Office Assistant

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PERI Publications

PERI offers a broad range of publications, reports, and reference materials on enterprise risk management issues pertinent to public entities, small businesses, and nonprofit organizations. To learn more about all the publications offered by PERI, including those products featured below, visit the Resource Library on the PERI Website at www. riskinstitute.org/library. To purchase PERI publications, mail or fax the order form on the back pages of this catalog or visit the online Bookstore at www.riskinstitute.org/bookstore.

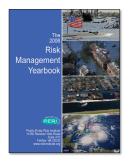


2007 Risk Management Resource Guide

This guide is a comprehensive directory of sources for risk management information and training. The 2007 Risk Management Resource Guide includes listings of publications and organizations offering educational and training materials on a wide range of risk management subjects.

Format: **Publication or CD-ROM**

Cost: \$23.00



2006 Risk Management Yearbook

The 2006 Risk Management Yearbook features articles from ten industry experts examining major events of the prior year from a risk management and disaster management perspective, as well as a directory of risk management education and training resources.

Publication Format: \$29.00 \$22.00 Cost:



2005 Cost of Risk Survey Report

This publication presents the findings of a survey conducted by PERI and the Public Risk Management Institute (PRIMA) on property and casualty trends and the practices of public governments during 2004.

Format: Publication

Cost: \$35.00 (Special discount: \$15.00 for PRIMA members; \$25.00 for non-PRIMA

government entities)

A Review of the Literature and Programs on Local Recovery from Disaster

A report prepared by the Natural Hazards Research and Applications Information Center at the University of Colorado-Boulder analyzing findings in disaster recovery literature that can be applied in developing recovery assistance programs.

Format:

\$18.00 or download free from the PERI Website at www.riskinstitute.org/library Cost:

After the Disaster...What Should I Do Now? Information to Help Small Business Owners Make Post-Disaster Business Decisions

Guidance for small business owners when deciding on the future course of a business following a disaster, written by Daniel J. Alesch, James N. Holly, Elliott Mittler, and Robert Nagy of the University of Wisconsin-Green Bay Center for Organizational Studies.

Format: **Publication**

Cost: \$6.00 or download free from the PERI Website at www.riskinstitute.org/library

An Ounce of Prevention: Best Practices for Making Informed Land Use Decisions

Provides public entities with procedural information and guidance on making land use decisions and presents strategies for minimizing the risk of litigation.

Format: Publication

Cost: Download free from the PERI Website at www.riskinstitute.org/library



Are You Ready? What Lawyers Need to Know About Emergency **Preparedness and Disaster Recovery**

This 70-minute award-winning DVD produced by the American Bar Association, Section of State and Local Government Law, promotes advanced emergency planning by providing local government attorneys with practical advice and lessons learned.

Format: DVD Cost: \$35.00

Benchmarking, Best Practices, and Performance Measurements for Public Entity **Risk Management: Guidelines**

A guide on the basic process of benchmarking, covering best practices and performance measurements, and providing a summary chart of better/best practices with suggested measurements.

Format:

Cost: \$18.00 or download free from the PERI Website at www.riskinstitute.org/library





Benchmarking Motor Vehicle and Fleet Operations Within a **Municipal Government**

This 41-page booklet identifies standardized performance metrics for tracking motor vehicle operations within municipal governments. The metrics were developed from a detailed survey conducted by PERI and the International City/County Management Association (ICMA) as part of a project undertaken by Prince William County, Virginia, to establish a more meaningful process for assessing loss and identifying improvements by benchmarking individual municipality results with other public entities.

Format: Publication Cost: \$16.00

Beyond September 11th: An Account of Post-Disaster Research Abstracts

The abstracts of papers offering insights from twenty hazards researchers who investigated questions that arose following the September 11, 2001, terrorist attacks.

Format: Publication

Download free from the PERI Website at www.riskinstitute.org/library Cost:

Characteristics of Effective Emergency Management Organizational Structures

A self-assessment manual designed for local government administrators to evaluate and help strengthen local emergency management organizational structures for improved disaster response.

Format: Publication Cost: \$25.00

Community Leadership in a Risky World – Starter Kit

Developed by PERI and the National Center for Small Communities, this starter kit contains tools and worksheets to assist small communities and local governments establish effective risk management programs.

Format: Online Toolkit

Cost: Download free from the PERI Website at www.riskinstitute.org/library

Community Leadership in a Risky World: Training CD

Designed for use by trainers who work with small community leaders and staff to identify, analyze, and plan for risk, this CD was created by Dr. Peter C. Young, a leading expert on risk management, PERI, and the National Center for Small Communities. The CD features tools, manuals, model case studies, and a sample program.

CD-ROM Format: \$45.00 Cost:

Connecticut Emergency Broadcast System Survey: Public Reaction to the Erroneous Statewide Broadcast of February 1st, 2005

This report summarizes the results of a survey assessing the responses of Connecticut residents to an erroneous statewide emergency broadcast alert calling for evacuation. It provides crucial planning information for emergency managers.

Format: Publication

Cost: Download free from the PERI Website at www.riskinstitute.org/library

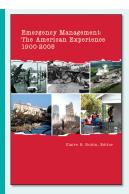


Day of Injury Resource Manual

A "how-to" manual for controlling workers' compensation costs by establishing injury reporting processes that support an early intervention strategy, along with best practices for implementing a structured Return-to-Work program.

Format: **Publication or CD-ROM**

Cost: \$35.00





Emergency Management: The American Experience 1900-2005

*Winner of 2008 SENRA Book Prize, Section on Environment and Natural Resource Administration, American Society for Public Administration.

This publication provides a comprehensive history of emergency management in the U.S. over the past century with a special focus on the role of the federal government. Sponsored by PERI and edited by Claire B. Rubin, the book addresses emergency management policy and administrative changes that have been implemented over the past century and provides historical context for the changes. *Emergency Management*: The American Experience 1900-2005 is designed for use as a textbook for college courses and is an excellent resource for policymakers, researchers, and emergency managers.

Format: Publication

Cost: \$35.00 (\$30.00 for students purchasing as textbook for college course)





Century Time Line

More than 100 years of major disaster events and the resulting outcomes are displayed on this full color diagram. The Century Time Line was developed by Claire B. Rubin & Associates as a companion to the book, Emergency Management: The American Experience 1900-2005. The chart is a visual depiction of the book's examination of the evolution of emergency management focused on changes in policies, laws, roles, and responsibilities in the U.S. during the 20th century.

26" x 36" Chart Format:

\$10.00 (or \$8.00 with purchase of Emergency Management: The American Cost:

Experience 1900- 2005)



Final Report for LODD Project: Phase I & II

Sponsored by PERI and the National Fire Fighters Foundation, the goal of this project was to identify strategies for reducing firefighter line of duty deaths and injuries. Included in the final report is a list of best practices for improving the health and operating safety of career and volunteer firefighters.

Format: Publication

Cost: Download free from the PERI Website at www.riskinstitute.org/library



Gender and Disaster Sourcebook

A compilation of planning and practice tools, lessons learned, communications strategies, and case studies researched with funding from PERI.

CD-ROM Format: \$22.00 Cost:



Holistic Disaster Recovery: Ideas for Building Local Sustainability After a Natural Disaster

Holistic Disaster Recovery is a practical guide for incorporating the principles of sustainability into long-term recovery planning after a disaster. The publication was developed by the Natural Hazards Center at the University of Colorado-Boulder.

Format: Publication Cost: \$35.00

IRMI Risk Management Publications with PERI Discount

PERI, in cooperation with the International Risk Management Institute (IRMI), is offering two premier IRMI publications at a 10% discount. Simply enter **PERI700** in the IRMI shopping cart located at **www.irmi.com** to purchase the following publications with a PERI discount:



Practical Risk Management - The Handbook for Risk Management and Financial Professionals

Referred to as "The Green Book," this two-volume reference manual provides practical background and advice on a broad range of risk management subjects.



The Glossary of Insurance and Risk Management Terms, 11th Edition

A handy guide that defines 3,100 insurance and risk management terms in plain English and includes a section on 860 common acronyms and abbreviations.

Limiting Small Town Liability: A Risk Management Primer for Small Town Leaders

Ideal for small community leaders, this primer describes the risk management process and explains how to incorporate a risk management plan into local government operations.

Format: Publication

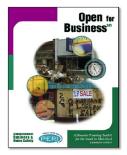
Cost: Download free from the PERI Website at www.riskinstitute.org/library

Major Terrorism Events and Their U.S. Outcomes (1988-2005)

A detailed review of major terrorism events since 1988 and the resultant changes in laws, regulations, and organizational structures.

Format: Publication or CD-ROM

Cost: \$25.00



Open for Business - Disaster Planning Toolkit for Small Business

Easy-to-use guide designed to assist small business owners reduce the potential for loss should disaster strike, and reopen quickly should they be forced to close.

Format: Publication

Cost: \$15.00 ea. for 1-9 copies; \$12.00 ea. for 10-20 copies; \$10.00 ea. for more than

20 copies

Organizations at Risk: What Happens When Small Businesses and Not-For-Profits **Encounter Natural Disaster**

Factors and variables critical in the long-term survival of a small business after a natural disaster are examined by Daniel J. Alesch, James N. Holly, Elliott Mittler, and Robert Nagy of the Center for Organizational Studies at the University of Wisconsin-Green Bay.

Format: Publication

Cost: \$18.00 or download for free from the PERI Website at www.riskinstitute.org/library



PERI Presidential Disaster Declaration Website

PERI and the University of Delaware developed this free, user-friendly research tool with information on presidential declarations of major disasters and emergencies in every state, county, and territory in the U.S. dating back to 1953.

Format: Online Resource

Cost: Free Access through the PERI Website at www.riskinstitute.org/library or direct

at www.peripresdecusa.org



PERIScope

Get the latest information on new risk management resources, programs, and services available from PERI and its partner organizations. Each issue features a column focused on benchmarking and performance measurements, and highlights new education and training opportunities.

Format: **Quarterly Newsletter**

Free subscription or download free from PERI Website at www.riskinstitute.org/ Cost:

news



Protecting Our Water: A Primer for Preventing Pathogenic Contamination of **Drinking Water Sources**

With grant funding from PERI, the Groundwater Foundation created this primer explaining the threat of pathogens in drinking water, how to monitor and identify potential sources of pathogens, and preventative measures for protecting drinking water sources.

Format: Publication

Download free from the PERI Website at www.riskinstitute.org/library Cost:

Risk Identification and Analysis: A Guide for Small Public Entities

This manual gives small public entities user-friendly procedures for identifying and analyzing risk on an enterprise-wide basis, including a nine-step process for developing and managing a risk management program. The manual includes forms and potential loss and impact summaries to help make the risk identification and analysis process more easily manageable.

Format: Publication

Cost: \$29.00 or download for free from the PERI Website at www.riskinstitute.org/library

Risk Management for Small Business

An easy-to-use manual to assist small business owners with little or no risk management expertise in incorporating risk management into overall business processes. The manual includes worksheets and checklists to help make the risk identification and analysis process manageable for a small business owner with no risk management expertise.

Format: Publication

Cost: \$29.00 or download for free from the PERI Website at www.riskinstitute.org/library



Surviving Extreme Events: A Guide to Help Small Businesses and Not-for-Profit Organizations Prepare for and Recover from Extreme Events

Surviving Extreme Events focuses on the financial survival of small businesses following extreme events, which could include natural disasters or human-caused events such as the World Trade Center disaster. Written by Daniel J. Alesch and James N. Holly, this practical guide on CD-ROM was created for use by business counselors and trainers who serve as advisors to small businesses. The CD details a 19-step strategy for making post-disaster decisions; a training presentation; and a research report on what sets apart small businesses that recover and those that fail in the aftermath of a disaster.

Format: CD-ROM \$29.00



The Water's Edge

Nominated for a 2007 Lone Star Emmy, this provocative documentary explores the failures behind the growing catastrophe of floods in the U.S. With funding from PERI, the film by Marshall Frech takes a critical look at the systemic failures behind this natural disaster that causes the most death and damage in the U.S. and worldwide.

Format: DVD Cost: \$17.00

Tracking Performance in Local Government Risk Management: A Catalog of Performance Measures

This catalog provides local governments with performance measures to gauge the efficiency and effectiveness of risk management programs.

Format: Publication

Cost: \$18.00 or download for free from the PERI Website at www.riskinstitute.org/library

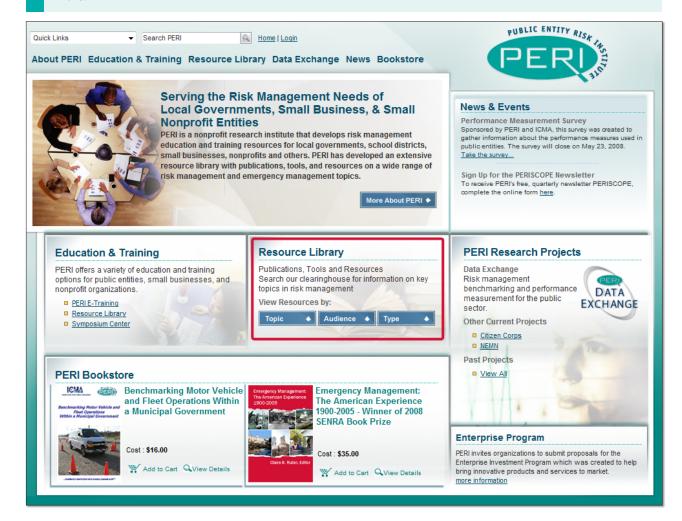
PERI Online Resource Library

PERI's online Resource Library, found at www.riskinstitute.org/library, offers an extensive collection of enterprise risk management publications, reports, articles, tools, and reference materials on topics such as:

- Benchmarking & Performance Measurement
- Disaster Preparedness
- Disaster Recovery
- Disaster Response
- Environmental Liability
- Global Warming
- Employment Practices & Human Resources
- · Land Use & Planning

- · Law Enforcement & Fire
- · Public Health & Safety
- · Risk Financing and Insurance
- Risk Management-General
- Risk Management Education & Training
- Technology Risks
- Terrorism & Homeland Security
- Workers' Compensation

This collection of free and low-cost resources includes those products highlighted in this catalog and many more.



E-Training



The PERI E-Training Center is offered as a service to public entities, small businesses, and nonprofit organizations. This training site, located at **www.riskinstitute.org/training**, provides online educational programs and courses on a broad range of risk management subjects.

Risk Management Basics for Local Government Training Program

A series of online courses for small public entities on the essentials of risk management and insurance. The courses, covering key risk and insurance subjects, include:

- Overview of the Risk Management Process (free)
- Roles in Risk Management
- · Law and Risk Management
- Risk Control Techniques Controlling Common Public Sector Exposures
- The Claims Management Process
- Insurance Basics for Local Governments
- Understanding the Insurance Industry
- How to Read an Insurance Policy
- Negotiating Risk Financing Arrangements

Format: Online Training Program

Cost: \$249.00 (individual courses available for \$35.00 each)

To Order: www.riskinstitute.org/training in the Education & Training section

The PERI E-Training Center also offers many free online courses including:

Aggression Management: A Paradigm of Prevention – Identify emergence of aggression in the workplace and ways to prevent conflict from occurring.

Citizen Corps Liability Issues - Texas - Basic concepts in liability law as it affects Citizen Corps in Texas.



Citizen Corps Volunteer Liability Project – PERI presentation to California National Emergency Preparedness Conference.

Construction Security for Public Entities: What You Should Know – Ensure contractors and subcontractors maintain a complete security and loss-control program during building construction.

Creating a Return-to-Work Program – Establish a return-to-work program aimed at minimizing emotional and economic impact of injury on worker.

Disaster Myths and Realities – Training addressing nine prevailing myths surrounding disasters.

Emergence and Convergence in the Post-Disaster Environment: Recent Research Perspectives – Information on significant public behaviors that emergency managers will encounter after disaster.

FMLA, ADA, and WC Claims: Understanding the Differences – Review of each law and interactions of the statutes.

The Fundamentals of Fleet Safety – Develop a fleet safety program.

Integrating Improvisation in Disaster Response: A Look at the World Trade Center Disaster – Learn the importance of improvisation in disaster response.

Law Enforcement Liability: Section 42 U.S.C. 1983 Claims - Minimize liability and risk factors for law enforcement.

Levee Vulnerability – Information on levees for local governments.

Limiting Small Town Liability – Tools to help small community leaders create a basic risk management plan.

Maintenance of Traffic – Enhance traffic operation and safety within work zones.

Playground Liability – Design and/or renovation of playgrounds and maintenance of playground equipment.

Preventing Health Claims from Becoming Workers' Compensation Claims – Steps to protect public employers from workers' compensation fraud.

Safety Program For Beginners: Reducing Claims with a 7-Step Safety Program – Develop a coordinated strategy to ensure safety in all areas of an organization's operations.

Return-to-Work: Overcoming Organizational Obstacles – Guide for setting up and managing a return-to-work program.

Risk Identification and Analysis for Small Public Entities – Analyze risks and develop action plans to address them.

Risk Management for Local Governments: The Risk Management Process – Training for local governments.

Selling Safety to Your Organization – Elements of effective safety policies.



Volunteerism and Disaster Resource Gap – How laws currently protect – and fail to protect – disaster volunteers, and the efforts underway to expand liability protection.

PERI Data Exchange



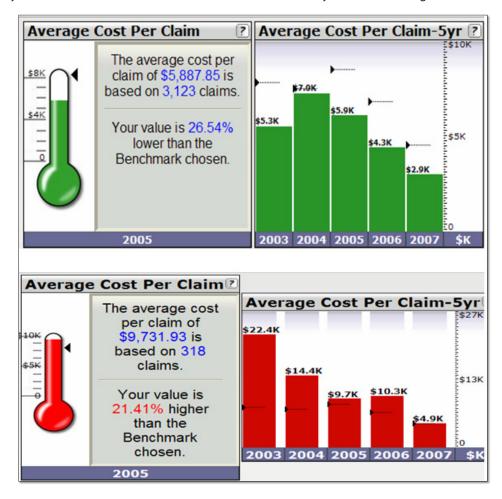
The PERI Data Exchange is a unique benchmarking and performance management program that enables public entities to compare liability and workers' compensation claims experiences with other communities nationwide. This program offers public entities of all types the capability to assess loss experiences against peers and identify strategies for improving risk management programs. The PERI Data Exchange provides public entities with a variety of reporting options as described below. For more information, visit the Data Exchange section of the PERI Website at www.riskinstitute.org/dataexchange.

Data Exchange Reports

Data Exchange Dashboards are Web-based graphic reports that provide public entities with various options for benchmarking liability and/or workers' compensation claims data. Dashboards feature userfriendly graphs, charts, and meters. To see a short informational video demonstration of Data Exchange Dashboards, visit the Data Exchange page of the PERI Website at www.riskinstitute.org/dataexchange. Data Exchange Dashboards can be ordered by mailing or faxing a Subscription Request Form to PERI. This form can also be found on the PERI Website.

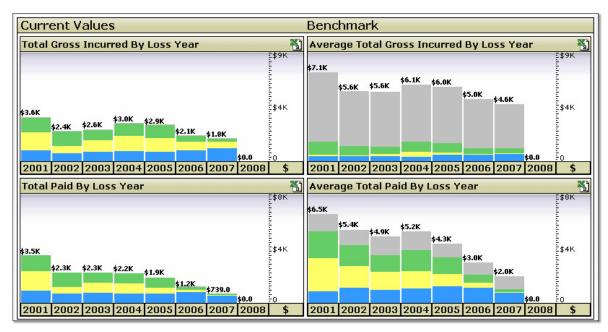
PERI Dashboards

Green means your claims are below the benchmark and Red indicates your claims are higher than the benchmark.



PERI Dashboards

Liability Financial Comparisons



Data Exchange E-Reports are electronic copies of Prime Reports. These reports are automatically emailed quarterly in PDF format. Data Exchange E-Reports can be ordered by mailing or faxing the Subscription Request Form to PERI. The form can be found in the Data Exchange section of the PERI Website at www. riskinstitute.org/dataexchange.

Data Marts are specialized reports designed to provide a dedicated user group with more detailed benchmarking data or information focused on specific loss areas. Data Marts are ideal for pools, brokers, insurers, reinsurers, and other organizations that want to compare their members or clients against a specific set of measurements.

Mini Marts are similar to Data Marts but for much smaller user groups – typically 5-10 users. Mini Marts allow a public entity to join with similar or neighboring jurisdictions to evaluate specific performance measures or analyze the claims environment in their region.

Custom Reports are defined sets of liability or workers' compensation reports that complement the free Prime Reports by providing greater detail for more in-depth benchmarking or adding comparative information customized to respond to specific questions.

Standard Metrics for Risk Management - This helpful list identifies standard metrics for both liability and workers' compensation data. The two-sided laminated sheet defines seven key metrics for liability and ten for workers' compensation. From Average Cost per Claim to Frequency Rate to Average Claim Duration, these metrics will help you evaluate the effectiveness of your risk management program. These metrics are also used in the Data Exchange, PERI's risk management benchmarking program.

Format: Two-side laminated sheet

Cost: \$6.00, or \$5.00 each for orders of 10 or more, or download free from the PERI Website at www. riskinstitute.org/dataexchange

Motor Vehicle Metrics - This handy guide identifies eleven standard metrics for evaluating motor vehicle programs.

Format: Laminated sheet

\$6.00, or \$5.00 each for orders of 10 or more, or download free from the PERI Website at www. Cost: riskinstitute.org/dataexchange

Symposium Center

The PERI Virtual Symposium Center periodically hosts online forums on hot topics in risk management. Provided as a public service by PERI, these online educational events addressing critical issues in risk management are free and available to anyone with Internet access. Issues and Ideas Papers are presented each day of a Symposium program. All papers from past Symposium programs can be downloaded for free from the PERI Website at www. riskinstitute.org/symposium. The most recent Symposium programs include:





Infrastructure Risk and Renewal: The Clash of Blue and Green

In January 2008, the PERI Symposium on Infrastructure Risk and Renewal: The Clash of Blue and Green attempted to reconcile the demands of two largely independent but increasingly competitive policy movements: the blue agenda, which focuses on homeland security, and the green agenda, which focuses on environmental sustainability. Dr. Lewis Perelman moderated the program. The papers presented during the Symposium are available for download for free from the PERI Symposium Center at www.riskinstitute.org/symposium.



Confronting Violence in Our Schools: Planning, Response, and Recovery

A week-long Symposium held in January 2007 took an in-depth look at violence in schools. The Symposium was moderated by Lauren Eib, Risk Manager for the Tucson Unified School

District in Tucson, Arizona. The Issues and Ideas Papers presented during the week covered a range of subjects including conducting threat assessments, the use of force in responding to violent students, crime prevention through environmental design, and recovering from a tragedy. These papers are available for free download at www.riskinstitute.org/symposium.

Other Symposiums hosted by PERI in 1999-2006:

- · Preparing for a Local Crisis within a Global Pandemic,
- · Fire Department Integrated Risk Analysis and Management, 2005
- Early Warning Systems Interdisciplinary Observations and Policies from a Local Government Perspective, 2005
- Benchmarking for Continuous Improvement in Risk Management, 2004
- · Risk Assessment and Planning for Volunteer Fire Departments, 2004
- · Workers' Compensation: Containing Costs and Managing Outcomes, 2003
- Toward an International System Model in Emergency Management, 2003
- The Human Side of School Crises, 2003

- · Employment Practices Liability: Issues and Strategies,
- Risk Management Issues in Law Enforcement, 2002
- Evaluating Community Emergency Services, 2002
- Safe and Secure: CyberSecurity and Local Government, 2002
- Community Response to the Threat of Terrorism, 2001
- Reducing the Community Risk of Wildland Urban Interface Fires, 2001
- Dealing with Public Risks Involved in Land Use Planning, 2001
- Firefighter Safety at Emergency Incidents, 2000
- Managing Fundraising Risks, 2000
- Dealing with Disaster, 1999

The Issues and Ideas Papers from all the past PERI Symposium programs can be downloaded for free from the PERI Website at www.riskinstitute.org/symposium.

Order Form

Publications	Number of Copies	Price	Total
2007 Risk Management Resource Guide		\$23	
2007 Risk Management Resource Guide: CD-ROM		\$23	
2006 Risk Management Yearbook		\$29 \$22	
2005 Cost of Risk Survey Report Special Discount: PRIMA Member Non-PRIMA Government Entity		\$35 \$15 \$25	
A Review of the Literature and Programs on Local Recovery From Disaster		\$18	
After The DisasterWhat Should I Do Now? Information to Help Small Business Owners Make Post-Disaster Business Decisions		\$6	
Are You Ready? What Lawyers Need to Know About Emergency Preparedness and Disaster Recovery		\$35	
Benchmarking, Best Practices, and Performance Measurements for Public Entity Risk Management: Guidelines		\$18	
Benchmarking Motor Vehicle and Fleet Operations Within a Municipal Government		\$16	
Century Time Line		\$10	
Century Time Line and Emergency Management: The American Experience 1900 - 2005		\$43	
Characteristics of Effective Emergency Management Organizational Structures		\$25	
Community Leadership in a Risky World: Training CD		\$45	
Day of Injury Resource Manual		\$35	
Day of Injury Resource Manual: CD-ROM		\$35	
Emergency Management: The American Experience 1900-2005 Special Discount: Student - College Textbook		\$35 \$30	
Gender and Disaster Sourcebook		\$22	
Holistic Disaster Recovery: Ideas for Building Local Sustainability After a Natural Disaster		\$35	
How to Read an Insurance Policy e-Training Course		\$35	
Insurance Basics for Local Governments e-Training Course		\$35	
Law and Risk Management e-Training Course		\$35	
Major Terrorism Events and Their U.S. Outcomes (1988 - 2005)		\$25	
Major Terrorism Events and Their U.S. Outcomes (1988 - 2005): CD-ROM		\$25	
Motor Vehicle Metrics Bulk Order Discount: 10 or More		\$6 \$5	
Negotiating Risk Financing Arrangements e-Training Course		\$35	
Open for Business - Disaster Planning Toolkit for Small Business Bulk Order Discount: 1-9 copies 10 - 20 copies Over 20 copies		\$15 \$12 \$10	
Organizations at Risk: What Happens When Small Businesses and Not-For- Profits Encounter Natural Disaster		\$18	
Risk Control Techniques - Controlling Common Public Sector Exposures e-Training Course		\$35	
Risk Identification and Analysis: A Guide for Small Public Entities		\$29	
Risk Management Basics for Local Government e-Training Program		\$249	
Risk Management for Small Business		\$29	

Roles in Risk Management e-Training Course	\$35	
Standard Metrics for Risk Management Bulk Order Discount: 10 or more	\$6 \$5	
Surviving Extreme Events: A Guide to Help Small Businesses and Not-For-Profit Organizations Prepare for and Recover from Extreme Events	\$29	
The Claims Management Process e-Training Course	\$35	
The Water's Edge	\$17	
Tracking Performance in Local Government Risk Management: A Catalog of Performance Measures	\$18	
Understanding the Insurance Industry e-Training Course	\$35	
Shipping Charge*		
Total		

* Standard delivery (U.S. Mail)

For one item: \$4.75

For 2-10 items: \$4.75 for first item plus \$1.00 for each

additional item.

For more than 10 items: \$4.75 for first item plus \$0.50 for each

additional item.

* International delivery (standard delivery)

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additional item.

For more than 10 items: \$9.00 for first item plus \$0.50 for each

additional item.

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Public Entity Risk Institute 11350 Random Hills Road, Suite 210 Fairfax, VA 22030

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