

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Risk Management				In compliance	
Reporting Period		Q3 2015 (Jul-Sep)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q3 2015 (Jul-Sep)	Trend
			Q4 2015 (Oct-Dec)	Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Current	
1	% of times 1st contact with customer is within 3 business days of the claim being received/reported	90.0%	99.6%	97.0%	96.5%	94%	
	# of claims with 1st contact within 3 business days		498	515	474	551	
	Total # of claims submitted		500	531	491	589	
2	Average # of days from restoration claim report date to close date	110	85.4	75.4	95.9	92.0	
	Sum of the days elapsed between report and closure		16,909	14,333	18,317	15,464	
	Total # of restoration claims closed		198	190	191	168	
3	Average # of days from liability claim report date to close date	180	114.4	151.7	150.1	165.5	
	Sum of the days elapsed between claim report date and close date		253,710	341,212	330,894	369,055	
	Total # of liability claims closed		2,218	2,249	2,205	2,230	
4	% of times SAIF provides a decision within 60 calendar days	90.0%	93.0%	93.5%	93.0%	93%	
	Total # of claims where a decision was made within 60 days		1,671	1,423	1,650	1,645	
	Total # of claims with a decision made		1,797	1,522	1,774	1,768	
5	Average cost per closed restoration claim	Tracked as a monitoring metric	\$12,906.19	\$8,784.57	\$10,244.07	\$10,451.83	
	Total costs associated with restoration claims		\$2,465,081.45	\$1,686,637.44	\$1,966,860.87	\$1,829,071.00	
	Total # of restoration claims closed		191	192	192	175	
6	Average cost per closed liability claim	Tracked as a monitoring metric	\$26,565.50	\$23,210.10	\$21,785.04	\$24,843.44	
	Total costs associated with liability claims		\$18,834,936.79	\$16,293,491.08	\$15,140,602.67	\$18,433,832.00	
	Total # of liability claims closed		709	702	695	742	
7	Average cost per non-severe WC claim	Tracked as a monitoring metric	\$3,228.88	\$3,603.60	\$3,614.30	\$3,402.88	
	Total costs incurred for all non-severe WC claims		\$4,342,845.00	\$4,854,055.00	\$4,951,589.27	\$4,546,252.27	
	Total # of WC claims filed		1,345	1,347	1,370	1,336	
8	Average cost per severe WC claim	Tracked as a monitoring metric	\$55,671.33	\$58,324.73	\$59,110.92	\$46,298.47	
	Total costs incurred for all severe WC claims		\$10,744,567.00	\$10,206,827.00	\$10,167,079.09	\$10,833,842.88	
	Total # of WC claims filed		193	175	172	234	
9	Average rating of safety training programs provided by SAIF (1-5)	4	4.5	4.6	4.6	4.5	
	Sum of the ratings given by survey respondents		109	292	349	134	
	# of survey responses received		24	63	76	30	
10	Average # of business days to deliver an ad-hoc Risk report	2	1.5	1.5	1.5	1	
	Sum of the days elapsed between request and delivery		18	21	6	2	
	# of custom ad-hoc Risk reports delivered		12	14	4	2	
11	Average # of training hours received by Risk analysts and adjusters	20	23.8	21.1	13.5	12.9	
	Total # of training hours received by Risk analysts/adjusters		357	337	189	180.5	
	# of Risk analysts/adjusters		15	16	14	14	