

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Risk Management				In compliance	
Reporting Period		Q4 2015 (Oct-Dec)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q4 2015 (Oct-Dec)	Trend
			Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Current	
1	% of times 1st contact with customer is within 3 business days of the claim being received/reported	90.0%	97.0%	96.5%	93.5%	93.8%	
	# of claims with 1st contact within 3 business days		515	474	551	513	
	Total # of claims submitted		531	491	589	547	
2	Average # of days from restoration claim report date to close date	110	75.4	95.9	92.0	81.7	
	Sum of the days elapsed between report and closure		14,333	18,317	15,464	13,884	
	Total # of restoration claims closed		190	191	168	170	
3	Average # of days from liability claim report date to close date	180	151.7	150.1	165.5	159.7	
	Sum of the days elapsed between claim report date and close date		341,212	330,894	369,055	346,500	
	Total # of liability claims closed		2,249	2,205	2,230	2,170	
4	% of times SAIF provides a decision within 60 calendar days	90.0%	93.5%	93.0%	93.0%	93%	
	Total # of claims where a decision was made within 60 days		1,423	1,650	1,645	1,652	
	Total # of claims with a decision made		1,522	1,774	1,768	1,782	
5	Average cost per closed restoration claim	Tracked as a monitoring metric	\$8,784.57	\$10,244.07	\$10,451.83	\$12,203.06	
	Total costs associated with restoration claims		\$1,686,637.44	\$1,966,860.87	\$1,829,071.00	\$2,245,362.73	
	Total # of restoration claims closed		192	192	175	184	
6	Average cost per closed liability claim	Tracked as a monitoring metric	\$23,210.10	\$21,785.04	\$24,843.44	\$23,828.48	
	Total costs associated with liability claims		\$16,293,491.08	\$15,140,602.67	\$18,433,832.00	\$16,703,767.25	
	Total # of liability claims closed		702	695	742	701	
7	Average cost per non-severe WC claim	Tracked as a monitoring metric	\$3,603.60	\$3,614.30	\$3,402.88	\$3,863.92	
	Total costs incurred for all non-severe WC claims		\$4,854,055.00	\$4,951,589.27	\$4,546,252.27	\$5,274,257.00	
	Total # of WC claims filed		1,347	1,370	1,336	1,365	
8	Average cost per severe WC claim	Tracked as a monitoring metric	\$58,324.73	\$59,110.92	\$46,298.47	\$51,237.32	
	Total costs incurred for all severe WC claims		\$10,206,827.00	\$10,167,079.09	\$10,833,842.88	\$9,837,565.00	
	Total # of WC claims filed		175	172	234	192	
9	Average rating of safety training programs provided by SAIF (1-5)	4	4.6	4.6	4.5	4.5	
	Sum of the ratings given by survey respondents		292	349	134	89	
	# of survey responses received		63	76	30	20	
10	Average # of business days to deliver an ad-hoc Risk report	2	1.5	1.5	1.0	1.4	
	Sum of the days elapsed between request and delivery		21	6	2	14	
	# of custom ad-hoc Risk reports delivered		14	4	2	10	
11	Average # of training hours received by Risk analysts and adjusters	20	21.1	13.5	12.9	23.0	
	Total # of training hours received by Risk analysts/adjusters		337	189	180.5	299.3	
	# of Risk analysts/adjusters		16	14	14	13	