

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Risk Management				In compliance	
Reporting Period		Q1 2016 (Jan-Mar)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2016 (Jan-Mar)	Trend
			Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Q4 2015 (Oct-Dec)	Current	
1	% of times 1st contact with customer is within 3 business days of the claim being received/reported	≥ 90%	96.5%	93.5%	93.8%	94.1%	
	# of claims with 1st contact within 3 business days		474	551	513	604	
	Total # of claims submitted		491	589	547	642	
2	Average # of days from restoration claim report date to close date	≤ 110	95.9	92.0	81.7	77.2	
	Sum of the days elapsed between report and closure		18,317	15,464	13,884	13,359	
	Total # of restoration claims closed		191	168	170	173	
3	Average # of days from liability claim report date to close date	≤ 180	150.1	165.5	159.7	159.8	
	Sum of the days elapsed between claim report date and close date		330,894	369,055	346,500	359,067	
	Total # of liability claims closed		2,205	2,230	2,170	2,247	
4	% of times SAIF provides a decision within 60 calendar days	≥ 90%	93.0%	93.0%	92.6%	94%	
	Total # of claims where a decision was made within 60 days		1,650	1,645	1,652	1,736	
	Total # of claims with a decision made		1,774	1,768	1,784	1,853	
5	Average cost per closed restoration claim	Tracked as a monitoring metric	\$10,244.07	\$10,451.83	\$12,203.06	\$12,980.77	
	Total costs associated with restoration claims		\$1,966,860.87	\$1,829,071.00	\$2,245,362.73	\$2,323,557.27	
	Total # of restoration claims closed		192	175	184	179	
6	Average cost per closed liability claim	Tracked as a monitoring metric	\$21,785.04	\$24,843.44	\$23,828.48	\$20,643.90	
	Total costs associated with liability claims		\$15,140,602.67	\$18,433,832.00	\$16,703,767.25	\$14,512,665.05	
	Total # of liability claims closed		695	742	701	703	
7	Average cost per non-severe WC claim	Tracked as a monitoring metric	\$3,614.30	\$3,402.88	\$3,863.92	\$3,374.62	
	Total costs incurred for all non-severe WC claims		\$4,951,589.27	\$4,546,252.27	\$5,274,257.00	\$4,582,734.00	
	Total # of WC claims filed		1,370	1,336	1,365	1,358	
8	Average cost per severe WC claim	Tracked as a monitoring metric	\$59,110.92	\$46,298.47	\$51,237.32	\$47,793.97	
	Total costs incurred for all severe WC claims		\$10,167,079.09	\$10,833,842.88	\$9,837,565.00	\$10,466,879.00	
	Total # of WC claims filed		172	234	192	219	
9	Average rating of safety training programs provided by SAIF (1-5)	≥ 4	4.6	4.5	4.5	4.2	
	Sum of the ratings given by survey respondents		349	134	89	114	
	# of survey responses received		76	30	20	27	
10	Average # of business days to deliver an ad-hoc Risk report	≥ 2	1.5	1.0	1.4	2.285714286	
	Sum of the days elapsed between request and delivery		6	2	14	16	
	# of custom ad-hoc Risk reports delivered		4	2	10	7	
11	Average # of training hours received by Risk analysts and adjusters	≥ 20	13.5	12.9	23.0	19.3	
	Total # of training hours received by Risk analysts/adjusters		189	180.5	299.3	251.5	
	# of Risk analysts/adjusters		14	14	13	13	