

## RISK MANAGEMENT ADMINISTRATION

### Fiscal Year 2007 - 2nd Quarter

#### Goal Statement

To provide and effectively manage in accordance with State Statues, the County's Self Insurance Program at the lowest possible cost and in the best interests of the citizens and employees of Broward County and to ensure the safety and well-being of all County employees and the citizenry visiting County property.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
New Workers' Compensation (WC) claims processed and administered	701	703	1,375	
New General liability (GL) claims processed and administered	119	79	225	
New Auto liability (AL) claims processed and administered	27	47	65	
New Mass Transit (MT) claims processed and administered	121	86	225	
Workers' Compensation claims closed as a percentage of claims opened annually	N/A	N/A	90	1
General Liability claims closed as a percentage of claims opened annually	N/A	N/A	100	1
Automobile liability claims closed as a percentage of claims opened annually	N/A	N/A	100	1
Mass Transit claims closed as a percentage of claims opened annually	N/A	N/A	90	1
Percentage of workers' compensation medical bills paid within 45 days from receipt per State mandate	99	100	97	
Percentage of programmed safety training courses scheduled and conducted	100	90	90	
Percentage of medical exam results input into the database within 2 days of receipt	91	90	92	
Site visits for safety and occupational health	233	161	350	
Safety and occupational health consultations via phone/email	427	381	900	
Accident/incident reports reviewed within 5 business days of receipt	100	100	100	

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Percentage of authorized County drivers reviewed monthly for invalid licenses and suspensions	99	99	100	
Percentage of criminal background checks input into the database within 2 days of receipt	91	99	95	
Percentage of workers' compensation indemnity payments paid within seven days of due date	99	100	98	
Percentage recovery for vehicle damage	N/A	N/A	85	1
Percentage recovery for property damage	N/A	N/A	75	1
Average number of WC claims closed per claim adjuster annually	N/A	N/A	170	1
Average number of Liability claims closed per claim adjuster annually	N/A	N/A	110	1

**Notes**

1 This measure is reported annually.

## RISK MANAGEMENT INSURANCE/RESERVES

### Fiscal Year 2007 - 2nd Quarter

#### Goal Statement

To provide and manage the required reserves for Worker's Compensation, general liability, medical malpractice, mass transit liability, and auto liability to satisfy self-insurance funding requirements and to ensure adequate funds for purchasing commercial insurance.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Workers' Compensation self-insurance costs per employee	546	638	1,964	
Liability self-insurance costs per capita	0.48	0.52	2	
Workers' Compensation customer satisfaction rating	N/A	N/A	85	1

#### Notes

1 This measure is reported annually.