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## Risk Management Division Municipal Manager

*Anchorage: Performance. Value. Results.*

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### Purpose

Minimize the financial impact and loss of "Human resources", from known and unknown events and accidents.

### Core Services

- Process auto liability, general liability and workers' compensation claims timely and in compliance with prevailing statutes
- Pursue all recoveries of damage to Municipal property directly, through arbitration, MOA Prosecutor and the District Attorney's office
- Review all permits, contracts and Request for Proposal (RFP) to ensure contractors have adequate insurance to protect the MOA
- Market excess auto liability (AL), general liability (GL), workers' compensation (WC) and property coverage

### Accomplishment Goals

- 24 hour claimant contact and zero Workers' Compensation late payment penalties
- Recover \$1,000,000 annually in damage to MOA property
- Assure a 24 hour turn around on all permits, contracts & Request for Proposal (RFP)
- Hold insurance renewals to expiring premiums or less annually for both the MOA and ASD. Inventory is added as acquired.

### Performance Measures:

Progress in achieving goals will be measured by:

<b>Measure #1: Length of time for Departmental reporting Worker's Compensation accident/injury to Risk Management. Goal: &lt;48 hours 80% of the time.</b>
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2016	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Workers' Compensation reports received later than 48 hours	*134/42 31%	*104/33 32%		

\*# of reports received / # of reports received late

Note: 12 reports received were from one incident of exposure to Meningitis. Without those 12 late reports 1<sup>st</sup> quarter would have been 22%.

2015	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Workers' Compensation reports received later than 48 hours	*121/34 28%	*123/51 41%	*121/29 24%	*146/34 23%

\*# of reports received / # of reports received late

## Safety Division Municipal Manager

*Anchorage: Performance. Value. Results.*

### Purpose

Protect the employees and citizens of the Municipality from unsafe conditions and acts.

### Core Service

Determine frequency and severity as pertains to "Root Cause of Accidents"

### Accomplishment Goal

Lower the cost of Municipal operations by reducing both the number of accidents and the severity of accidents in workers' compensation, auto liability and general liability exposures.

### Performance Measures

Progress in achieving goal shall be measured by:

#### **Measure #2: Reduction in the number of incidents/claims by 5% annually (frequency)**

2016	1 <sup>st</sup> Quarter # claims	\$ Amount	2 <sup>nd</sup> Quarter # claims	\$ Amount	3 <sup>rd</sup> Quarter # Claims	\$ Amount	4 <sup>th</sup> Quarter # Claims	\$ Amount
General Liability	7	\$12,495	7	\$50,194				
Auto Liability	16	\$154,800	7	\$150,630				
Workers' Compensation	134	\$1,445,981	104	\$629,243				
Totals	157	\$1,613,276	128	\$830,067				

2015	1 <sup>st</sup> Quarter # claims	\$ Amount	2 <sup>nd</sup> Quarter # claims	\$ Amount	3 <sup>rd</sup> Quarter # Claims	\$ Amount	4 <sup>th</sup> Quarter # Claims	\$ Amount
General Liability	4	\$16,719	7	\$11,107	7	\$2,555	8	\$24,435
Auto Liability	9	\$97,170	15	\$53,529	13	\$25,624	22	\$185,388
Workers' Compensation	117	\$1,082,563	122	\$1,395,827	121	\$656,818	146	\$2,457,790
Totals	130	\$1,191,452	144	\$1,460,473	141	\$684,997	176	\$2,667,613
YTD Increase + or Reduction -			+4%	-8%				

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**Performance Measure Methodology Sheet**  
**Risk Management Division**  
**Municipal Manager**

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<b>Measure #1: Length of time for reporting of Departmental reports, claims and incidents to Risk Management</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Claim handling as required by the Alaska Fair Claims Settlement Act and Workers' Compensation Act

**Definition**

Workers Compensation Coordinator reviews reports to State of Alaska Department of Labor and seeks recovery of penalty from contractor.

**Data Collection Method**

Monthly, quarterly and annual reports to all department heads and Municipal Manager

**Frequency**

Monthly, quarterly and annually

**Measured By**

The Risk Manager and actuarial studies

**Reporting**

Risk Management will create monthly, quarterly and annual reports regarding claim handling and penalties

**Used By**

All division directors, department heads, supervisors and safety officers

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**Performance Measure Methodology Sheet**  
**Safety Division**  
**Municipal Manager**

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<b>Measure #2: Reduction in the number of incidents/claims by 5% annually (frequency)</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

OSHA Act 1970, Workers' Compensation and Loss Runs

**Definition**

Incidents and injuries reported to Risk Management regarding MOA employees and citizens

**Data Collection Method**

Monthly, quarterly and annually reports from all Municipal departments

**Frequency**

Monthly, quarterly and annually

**Measured By**

OSHA 300 logs, near miss reports and Third Party Administrator loss runs

**Reporting**

Monthly, quarterly and annually and as requested by the Municipal Manager and Department Directors

**Used By**

All division directors, department heads, supervisors and safety officers