

**Risk Management Division  
Municipal Manager**

*Anchorage: Performance. Value. Results.*

**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:

**Measure #1: Length of time for Departmental reporting Worker’s Compensation accident/injury to Risk Management. Goal: <48 hours 80% of the time.**

2017	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	*148/65 44%	*123/54 44%	*156/42 27%	

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

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%	*133/64 48%	*116/45 39%

\*# 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:

<b>Measure #1: Reduction in the number of incidents/claims by 5% annually (frequency)</b>
---

2017	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	\$73,016	0	0	8	\$10,005		
Auto Liability	23	\$78,050	2	\$12,500	9	\$28,095		
Workers' Compensation	158	\$852,008	122	\$857,960	150	\$665,535		
<b>Totals</b>	<b>188</b>	<b>\$1,003,074</b>	<b>124</b>	<b>\$870,460</b>	<b>167</b>	<b>\$703,635</b>		

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	17	\$43,168	10	\$42,760
Auto Liability	16	\$154,800	7	\$150,630	12	\$60,993	15	\$41,064
Workers' Compensation	134	\$1,445,981	104	\$629,243	124	\$660,566	118	\$1,480,261
<b>Totals</b>	<b>157</b>	<b>\$1,613,276</b>	<b>128</b>	<b>\$830,067</b>	<b>153</b>	<b>\$764,727</b>	<b>143</b>	<b>\$1,564,085</b>

<b>YTD Increase + or Reduction</b>			+9%	-33%	+8%	-8%		
------------------------------------	--	--	-----	------	-----	-----	--	--

---

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

---

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

**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

---

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

---

**Measure #1: Reduction in the number of incidents/claims by 5% annually (frequency)**

**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