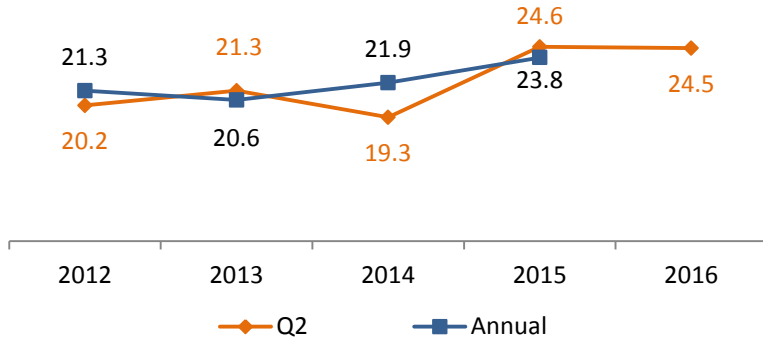


Service Goal Performance Scorecard – Q2 2016

Scorecard Information updated as of June 30th 2016

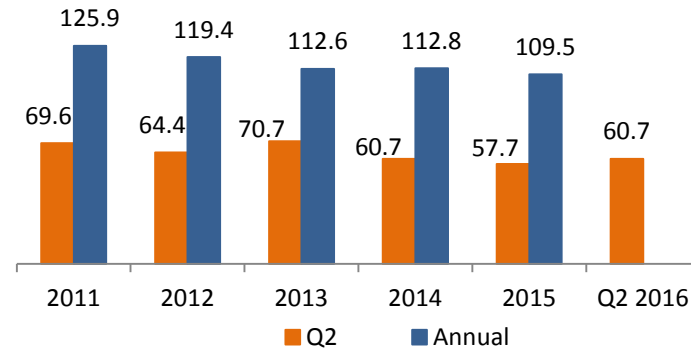
Improving decision-making processes to maximize efficiencies and reduce time to first cheque

Time to First Cheque (working days, from claim creation)

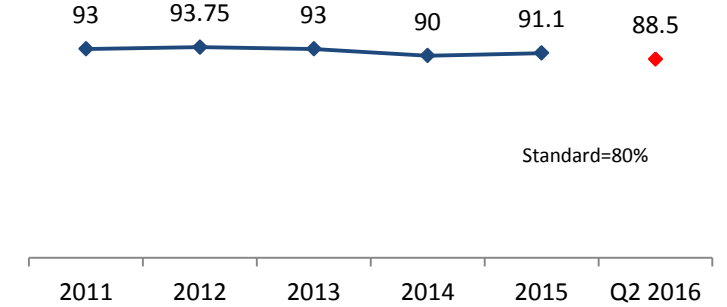


Helping clients navigate the system through advice, assistance and support

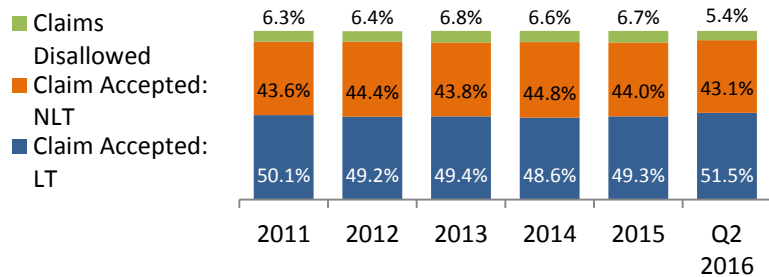
WSS Incoming Call Volumes General Line (in 1,000)



% WSS General Line (Call Centre) Calls Answered within 20 secs

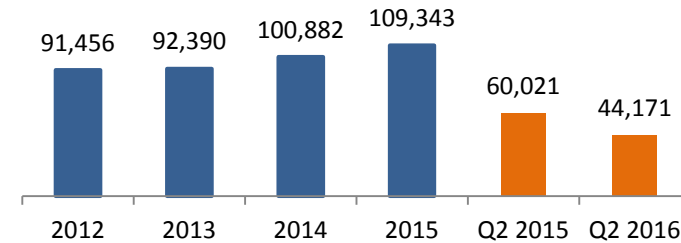


Claims Volume and Disposition



Claims Adjudicated	2011	2012	2013	2014	2015	Q2 2016
	12,117	11,586	11,504	10,931	11,012	5,328*

worksafenb.ca/travailsecuritairenb.ca Unique Visitors



Safety Excellence Portal	2015	Q2 2016
Resources downloaded	3,179	683
Subscribers	347	385

- As of June 30th, 2016, there were 485 claims pending - waiting on additional information
- 4 fatalities excluded from calculations

Investing in innovative and cost-effective service delivery approaches

Initiative: Electronic Form 67

% of Accidents Reported using E-Form 67

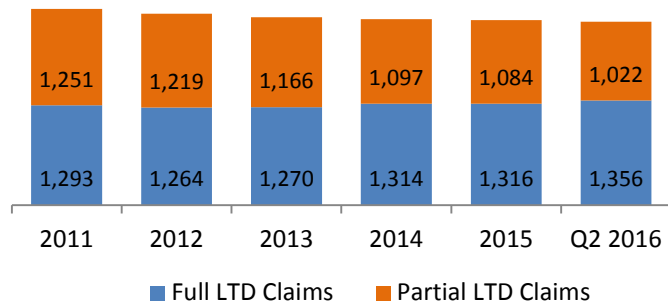


2011 2012 2013 2014 2015 Q1 2016 Q2 2016

- 43 employers used E67 through Service New Brunswick in Q2 2016
- 17 employers used the WorkSafeNB E67
- 785 E67's received in Q2 out of a total of 4474

Continuing to focus on service delivery for long-term clients

Number of Active LTD Claims Receiving Services Within Year (age 65 and Under)



Measuring and evaluating client and stakeholder satisfaction with service delivery

Initiative: Workshop evaluation

Workshop Evaluations	Q2 2016
Workshops	33
Participant overall satisfaction with workshop	92%
Participants who would take another WorkSafeNB course	97%

Initiative: Service Complaint/Disagreements with Decisions

Source	Disagreements with Decisions		Service Complaints		Inquiries/Other	
	Q1	Q2	Q1	Q2	Q1	Q2
Client to Supervisor	7	1	11	9	0	0
Client to Executive	2	2	1	2	3	0
MLA	7	3	3	3	3	3
Minister	0	2	1	1	3	2
Premier	1	1	1	0	1	0
MP	0	0	0	0	0	0
Ombudsman	0	1	1	0	0	1
2016 YTD	27		33		16	
2015 Total	76		46		18	

Examples of key areas of service complaints or disagreements with decisions include:

- Calculation of benefits
- General communication issues
- Time of claim finalised
- Claim acceptance
- Time to adjudicate claim

Standards	Q1 2016	Q2 2016
Response/resolution within 1 business day	53%	31%
Average time for response/resolution	7 days	9 days
Median time for response/resolution	3 days	1 day
General standard for written response	10 days	10 days
% response/resolution within 10 days	78%	82.8%

Developing service delivery standards and evaluating performance

Initiative: Appeals Decision Implementation Standards

Legislated Standard – Implemented within 30 calendar days of Decision		
Q1 2016 (Actual)	77 % implemented within 30 days	Average =19 Median = 14
Q2 2016 (Sample n=30)	77 % implemented within 30 days	Average =18.7 Median = 14

Client Contact within 5 business days	Average Working days	Median Working days	% of TOTAL meeting standard
Q1 2016 (Actual n=72)	6.6	5	69.4%
Q2 2016 (Sample n=30)	6.5	4	72.0%

Implementation within 10 business days of receipt of required information	Average Working days	Median Working days	% of TOTAL meeting standard
Q1 2016 (Actual n=70)	5.3	2	88.6
Q2 2016 (Sample n=30)	3.4	1	86.2