

Performance Indicators

Activity	2000		
	1999 Actual	Estimated	2001 Proposed
1 Claims in Progress (Ave. # of open claims)	1,305	1,000	1200
2 Claims Received	1,742	1,608	1700
3 Claims Closed within year	1,937	1,800	1900
5 % of Training Satisfactory or Above	98%	98%	98%
