

WCB-Alberta 2009 highlights

WCB's vision: **Albertans working—a safe, healthy and strong Alberta**

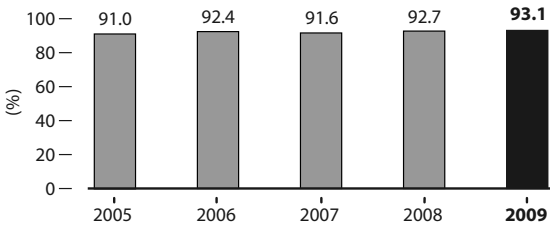
Return to Work

	2009	2008	2007
• Total claims administered:	202,445	212,555	217,442
• Ineligible time-lost claims:	8.4%	7.5%	6.8%
• Fatality claims accepted:	110	166	154

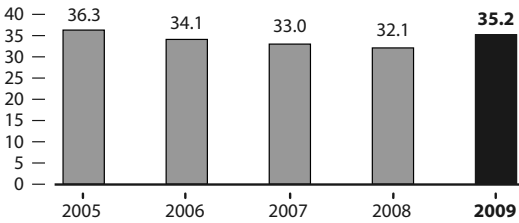
	Workers covered	New claims reported	Time-lost claims	Time-lost claim rate*	Disabling-injury rate*
2005	1,580,991	168,685	38,800	2.5	3.9
2006	1,649,736	181,159	38,500	2.3	4.0
2007	1,744,522	175,297	35,900	2.1	3.6
2008	1,830,749	167,896	32,800	1.8	3.4
2009	1,730,758	140,198	27,100	1.6	2.8

* Per 100 workers

Return-to-work percentage



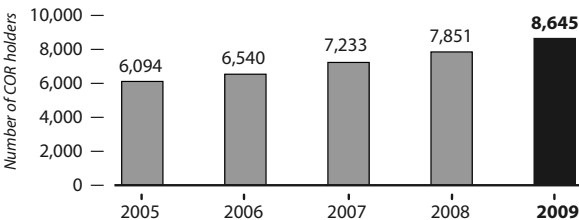
Average temporary total disability (TTD) days per time-lost claim



Leveraging Prevention

- **Employers registered with WCB: 137,273** (2008: 140,184)
- **2009 Partnerships in Injury Reduction (PIR) program**
 - Program participants, representing \$33.4 billion in insurable earnings, received \$68.2 million in PIR rebates.
 - Participants had a 28.6% lower loss-ratio than non-participants.

PIR employers with Certificate of Recognition (COR)

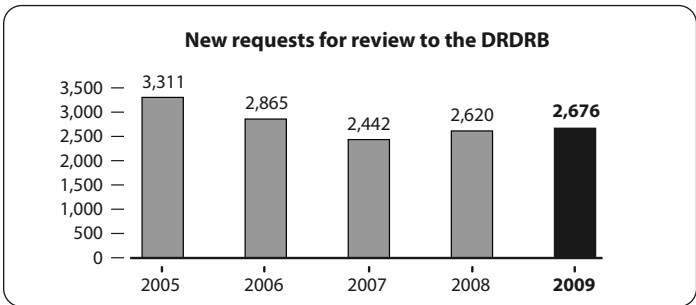


Over →

Commitment to Fairness

- Each year WCB makes over 500,000 claim decisions (open claims/benefits/return to work/etc.)

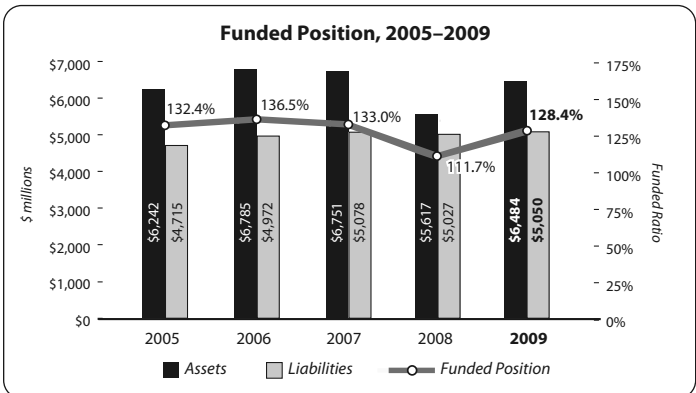
	Satisfaction with fairness of decisions		Overall satisfaction with WCB services	
	Workers	Employers	Workers	Employers
2005	81.8%	65.2%	76.2%	89.3%
2006	80.6%	65.8%	76.9%	92.3%
2007	81.1%	68.1%	77.0%	86.4%
2008	80.9%	71.9%	78.4%	88.3%
2009	81.5%	68.1%	78.1%	89.6%



- 91% of Dispute Resolution and Decision Review Body (DRDRB) reviews were completed in 40 days.
- 73% of completed DRDRB reviews did not go on to appeal at the Appeals Commission.
- 1,895 new client requests were managed through our free Office of the Appeals Advisor (OAA) service. 1,120 issues were resolved, 286 issues were withdrawn, and members of the OAA represented clients at 508 hearings.
- The Appeals Commission overturned 480 (26%) of the cases it heard.

Financial Stability

- **Average premium rate:** \$1.32 per \$100 of insurable earnings. \$1.24 was the average collected in 2009. The average rate set for 2010 is \$1.32.
- **Claim costs:** \$704.7 million (2008: \$971.6 million)
- **Premium revenue:** \$908.5 million (2008: \$993.8 million)



For access to more WCB reporting, check out www.wcb.ab.ca
WCB Information > Our accountability and reporting framework