

Building the Future

of Nova Scotia's Workplace
Safety and Insurance System

Quarterly Performance Report to the WCB Board of Directors
Quarter Ending September 30, 2004



Date report prepared: November 29, 2004

For the December 2004 Board of Directors meeting

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EXECUTIVE SUMMARY

WORKPLACE SAFETY AND INSURANCE SYSTEM (WSIS) QUARTERLY REPORT – QUARTER ENDING SEPTEMBER 30, 2004

As identified in Government's Response to the Dorsey Report (and subsequently the Workplace Safety and Insurance System Strategic plan), the System agencies will "provide reports to the WCB Board of Directors on a quarterly basis to update and get feedback from the Board on issues and results" (Nova Scotia Workers' Compensation Program Response Plan pg. 3, WSIS strategic plan pg. 23).

This quarterly report includes information covering the period July 1 – September 30, 2004 from all agencies – the Workers' Compensation Board, Workers' Compensation Appeals Tribunal, Workers' Advisers Program, and Occupational Health and Safety Division. Detailed agency reports are attached as appendices, for your information.

In addition to the detailed agency reports, this report includes an update on the implementation of the System Strategic Plan, a section on each agency's compliance with their respective Acts, and a summary of data on key indicators for the System that are identified in the Strategic Plan.

REPORT HIGHLIGHTS

- ▶ *System Strategic Plan Implementation:* All System Strategic Plan initiatives that were scheduled to begin by September 30, 2004 are underway and on schedule.
- ▶ *Compliance with Statutory Requirements:* For the quarter ending September 30, 2004, all agencies are compliant with the applicable sections of their respective Acts.
- ▶ *WSIS Performance Measures:* Data on key indicators for the System has been summarized from the agency detailed performance reports. The available data for these indicators is provided below:
 - ▶ *Injury Rate* – the injury rate (number of time loss claims per 100 person years of employment) has remained steady around 3.0 for 2003 and into 2004 (latest data is for July 2004 - 2.97). This is slightly above the 2002 national average of 2.95.
 - ▶ *Fatalities* – For the quarter ending September 2004, there were a total of 3 workplace fatalities (WCB covered and non-covered) in the province. Results for the same quarter last year totaled 6 workplace fatalities.
 - ▶ *Number of Appeals* – Appeals volumes received continued on a downward trend for WCAT with appeals received from July – September down 24% compared to same quarter last year. Internal Appeals showed a 7% increase over same quarter last year but this is due to 134 s. 251 referrals from WCAT re chronic pain. Excluding the s. 251 referrals, the number of new appeals received at Internal Appeals for the quarter decreased by 22% compared to the same quarter last year.
 - ▶ *WAP Requests for Service* – Total requests for service are 25% higher than the same period in 2003. For 2004, WAP served 7.5% fewer clients than served to the end of the same period in 2003.

- ▶ *Timeliness of Internal Appeal Decisions* – WCB timeliness of internal appeals decisions is just above the 95% target with 95.3% of paper review decisions issued within 90 days of receipt of the appeal.
- ▶ *Client Satisfaction* – For the quarter ending September 30, 2004, 77% of injured workers were satisfied with the promptness of benefits provided by the WCB. WAP continues to survey injured workers (began surveying in April 2003). Ninety-seven percent of respondents were satisfied with the service provided by WAP staff.

A number of other significant developments for the System occurred during this period including:

- ▶ WAP continues to work on controlling the waiting time for service. In Halifax, the average wait time for service was 2.6 weeks for the quarter ended September 30, 2004 and for Sydney, the average wait time for service was 0.82 weeks for the same period. The target is 2 – 4 weeks.
- ▶ For WCAT, 36% of appeals were resolved within 5 months. This compares with 61% for fiscal 2003-04. Timeliness has been affected by the resolution of 191 chronic pain appeals which had been on hold at WCAT since October, 2003
- ▶ For the second consecutive Quarter, there has been a decrease in the average number of days between the receipt of a complaint by the Division and a follow-up Inspection by an OHS Officer.
- ▶ An issues resolution committee, comprised of designated representatives of the WCAT, WAP, WCB Internal Appeals, and WCB Client Services Division, has been established and the first formal meeting will be held in mid-September. This committee will participate in the development and implementation of issues-resolution initiatives, which will support improved communication, information sharing, and overall efficiency.

WSIS STRATEGIC PLAN INITIATIVES - PROGRESS TO DATE

Initiatives	Timeline					Progress	
Goal: To improve outcomes for workers and employers							
	Ref. Pg*	2004			2005		
Prevention Initiatives		Q2	Q3	Q4	Q1	Q2	
OH&S Grant Program	10	O	O	O	O	O	this is an ongoing initiative
2004 Social Marketing Campaign	10	O	O	O			work is underway & on schedule
Core Curriculum	11	O	O	O			work is underway
Youth education program	11	O	O	O	O	O	this is an ongoing initiative
Explore options for Certification of Trainers Program	11		O	O	O	O	scheduled to begin in Q3
Employer Account Look Up	12	O	O	O	O	O	Selected vendor for technical & needs assessment
Develop industry support networks	12	O	O	O	O	O	this is an ongoing effort
Investigate experience rating range	12	O	O	O	O	O	project plan to WCB BoD in June 2004
Develop new rating incentive program	12	O	O	O	O	O	Draft incentives model developed for discussion & consultation
Develop consultation service for employers	12	O	O	O	O	O	Advisory Council briefed on project
Develop safety audit program	12	O	O	O	O	O	research has commenced
Develop disincentives	13	O	O	O	O	O	linked to new rating incentive program
Return to Work Initiatives							
Develop baseline measurements & set targets	15	O	O	O			work is underway
Develop survey tool for RTW	15			P			scheduled to begin in Q4
Develop strategy & train staff to educate employers	15	O	O	O	O		work is underway
Implement most effective delivery model for RTW	15	O	O	O	O		work is underway
Consult stakeholders & train staff re. best practices	16				P	P	not starting until 2005
Improve mgmt of service provider contracts	16				P	P	not starting until 2005
Support Disability Prevention & Mgmt course	16	O	O	O	O	O	this is an ongoing effort
Explore certificate in Occupational Health	16				P	P	not starting until 2005
Educate physicians on RTW	16	O	O	O	O	O	this is an ongoing effort
Goal: To improve service delivery							
Accessibility Initiatives							
Youth education program	19	O	O	O	O	O	this is an ongoing effort
Regional workshops	19	O	O	O	O	O	this is an ongoing effort
New service channels	19	O	O	O	O	O	this is an ongoing effort
Create System web-site	20		O	O	O	O	Phase 1 (design of gateway pg for system)
Investigate integrated telephone inquiry service	20				P	P	to be investigated in MYBP
Develop single document describing System	20				P	P	not starting until 2005
Determine reading level of clients	20			P			scheduled to begin in Q4
Develop plan for communicating with special needs clients	21				P	P	not starting until 2005
Issue Resolution Initiatives							
Joint working group to explore new forms of issue resolution	22	O	O	O			initial meeting held in Q2
Develop opportunities for joint agency training	22	O	O	O			initial meetings held in Q2
Provide WAP with access to expedited services	22						to be assigned to issues working group
Goal: To ensure effective governance of the System							
Produce quarterly agency reports	23	O	O	O	O	O	1st joint report in Nov. 03
Additional WSIS Initiatives							
Governance Review - as announced by Minister of E&L	N/A			O			Started, completion date not yet known
Create new visual identity for WCB	N/A	O	O	O	O	O	project plan developed June 2004
Completed WSIS Initiatives							
Collaborate with Medical Society re. web-site	16						completed in 4th quarter, 2003
Organize first WSIS Annual General Meeting	25						completed in Q2, will be an annual event
Develop policy for stakeholder consultation	25						presented to BoD Q1 2004
Establish inter-agency policy forum	26						Completed in Q1 2004
Establish System performance measures group	26-27						Inaugural meeting June 4/04

* Refers to the page in the System Strategic Plan where the initiative is discussed.

O = Ongoing Activity; P = Planned Activity

COMPLIANCE WITH STATUTORY REQUIREMENTS

For any statutory program, compliance with the Act, regulations and policy is a key performance expectation. The Dorsey Report recommended that each agency in the health & safety and workers' compensation program publicly report the results of their monitoring for compliance each year.

All of the agencies of the Workplace Safety and Insurance System reported on their monitoring for compliance as part of this report at year-end 2003 and for the quarter ending March 31, 2004. On a go-forward basis, full compliance will be reported in detail by all agencies once a year, at year-end and quarterly reports will contain an exception report only.

COMPLIANCE EXCEPTION REPORT

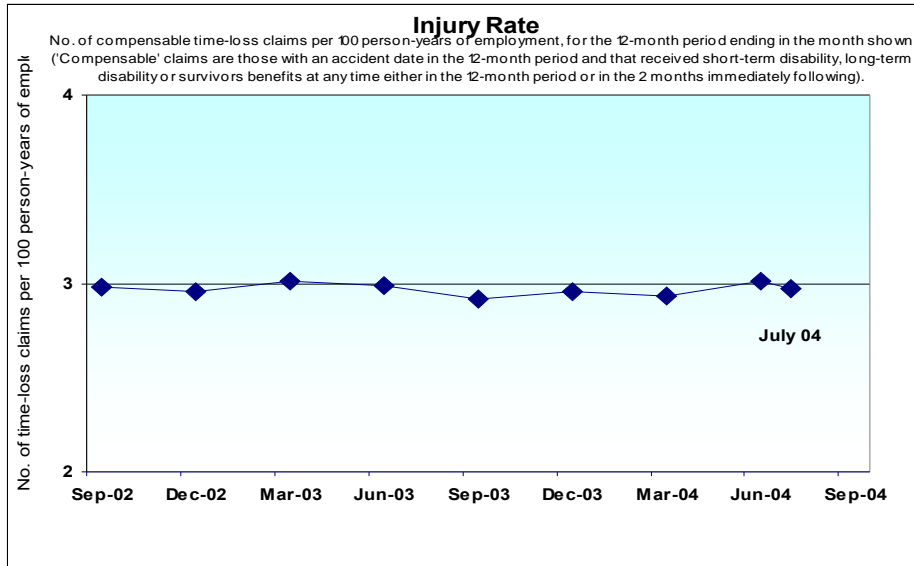
For the quarter ending September 30, 2004, all agencies are in full compliance with their respective Acts. There are no exceptions to report.

WSIS PERFORMANCE MEASURES

Please note this section is a 'work in progress'. Enhancements will be made over the next year as the System Performance Measures Advisory Committee gets underway.

Currently, the agencies collect some data on key indicators for the System identified in the Strategic Plan. The available data for these indicators is provided below:

Figure 1 Injury Rate (from WCB Performance Report)



	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Jul-04	
	2.98	2.96	3.01	2.99	2.92	2.96	2.93	3.01	2.97	

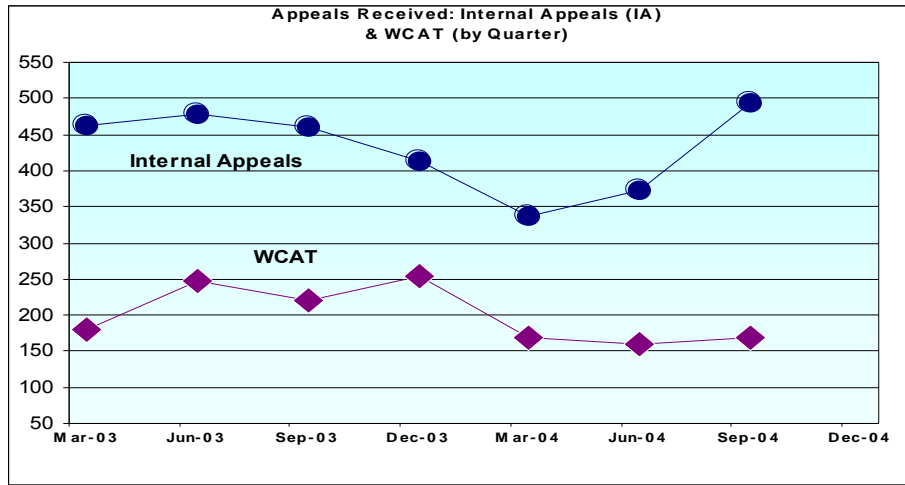
The injury rate has trended moderately downwards over the past 2 1/2 years but has remained consistent around 3 for 2003 into 2004 and is currently at 2.97. The most recent comparative data available is for 2002 - in that year, the national average injury rate (weighted average) was 2.95.

Table 1 Number of Fatalities (from OH&S Performance Report)

Year	March 31 st	June 30 th	Sept. 30 th	Dec 31 st	Annual Total
2004	6	3	3		
2003	10	3	6	2	21
2002	11	9	3	5	28
2001	7	10	6	6	29

**Please note: These values were attained from a combination of WCB data, news releases and other sources in which fatalities were being reported. In terms of accuracy, we have records of additional fatalities for which there was no date specified – as such, these are not represented in these figures.*

Figure 2 Number of Appeals Received (from WCB & WCAT Performance Report)



	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04
WCAT	180	247	221	254	169	159	168	
IA Received	462	479	461	414	338	372	495	

Appeals volumes received continued on a downward trend for WCAT with appeals received from July – September down 24% compared to same quarter last year. Internal Appeals showed a 7% increase over same quarter last year but this is due to 134 s. 251 referrals from WCAT re chronic pain. Excluding the s. 251 referrals, the number of new appeals received at Internal Appeals for the quarter decreased by 22% compared to the same quarter last year.

Table 2 WAP Requests for Service Quarterly Totals (from WAP Performance Report)

Active Files 2004 = 1241

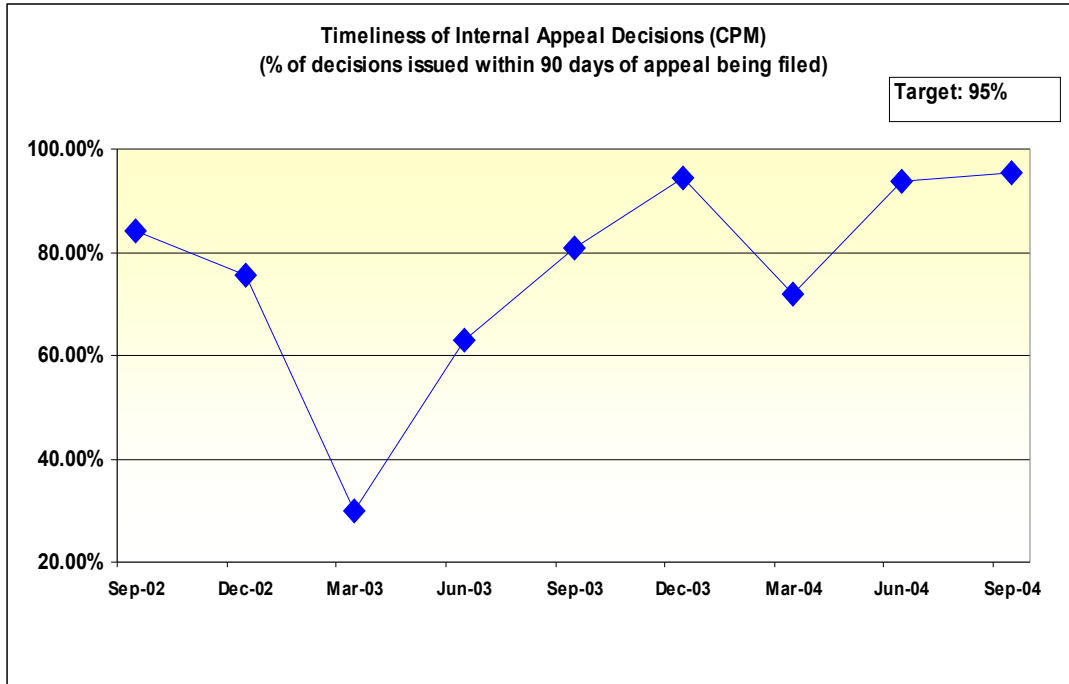
#Active Files 2003=1325

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	203+268=471	196	153	26	0	1659
2003	253+124=377	239	234	1	0	1794

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Total requests for service are 25% higher than the same period in 2003 and the total number of active files at the end of the period is slightly lower (6%). The number of files opened in 2004 is 18% lower than 2003 and the number of files closed is 35% lower. To the end of the period, WAP served 7.5% fewer clients than were served to the end of the same period in 2003.

Figure 3 Timeliness of Internal Appeal Decisions (from WCB Performance Report)



	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	
	84.19%	75.70%	30.00%	62.90%	80.80%	94.40%	72.00%	93.60%	95.30%	

Internal Appeals is just above the 95% target with 95.3% of paper review decisions issued within 90 days of the receipt of the appeal.

Table 3 Client Satisfaction with Service (from WAP & WCB Performance Reports)

	% of clients satisfied with service provided by WAP staff*	% of clients satisfied with promptness of benefits**
Client Satisfaction	97	77

*WAP data from WAP surveys that began in April 2003

**WCB data provided by the quarterly Injured Worker Survey

APPENDIX 1 - WORKERS' ADVISERS PROGRAM DETAILED REPORT

OPERATIONS

The Program continues to work on controlling the waiting time for service. In Halifax, the average wait for service was 2.6 weeks and in Sydney, the average wait was 0.82 weeks. Wait for service continues to be monitored monthly. The target remains as 2 – 4 weeks. Subject to delays requested by the worker or extraordinary circumstances, we are able to maintain a reasonable wait for service.

In accordance with s. 263 (b) we continue to monitor the caseload of the Program by County to determine if the numbers warrant an office in another area of the Province. The numbers do not warrant the opening of an additional office at this time.

Resources/Early Assistance continues to provide service to workers and others who require general information and assistance. We received 297 Resource/Early Assistance calls in this period. 2.6% of workers had no denial and 0.7% required additional evidence to proceed. Advisers assisted with forms in 5.6% of the calls and 9.8% were referred to intake. In 25% of the calls, the worker's issue was resolved at this level.

FINANCIAL

Budget figures ending September 30, 2004 from the Department of Finance indicate we have spent 36% of our authority.

CLIENT OPERATIONS

Surveys continue to be sent to all workers when we close their files.

The Program closed 153 client files during this period and received 32 returned surveys representing 21% of those sent out. Twenty seven were successful appeals and 5 were not successful. In general, we continue to receive detailed and valuable information.

OPERATIONS

Table 4 July Case Summary Statistics

Active Files 2004 = 1204

#Active Files 2003=1354

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	66+70=136	61	56	8	0	1524
2003	95+48=143	93	59	0	0	1648

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Table 5 August Case Summary Statistics

Active Files 2004 = 1226

#Active Files 2003=1364

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	56+104=160	59	37	10	0	1583
2003	69+32=101	65	55	1	0	1731

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Table 6 September Case Summary Statistics

Active Files 2004 = 1241

#Active Files 2003=1325

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	81+94=175	76	60	8	0	1659
2003	89+44=133	81	120	0	0	1794

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Table 7 Quarterly Case Summary Totals

Active Files 2004 = 1241

#Active Files 2003=1325

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	203+268=471	196	153	26	0	1659
2003	253+124=377	239	234	1	0	1794

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Table 8 Service Waiting Time

Time Frame	Average Waiting Time in Weeks for Halifax		Average Waiting Time in Weeks for Sydney	
	2003	2004	2003	2004
July	3.25	3.2	1.5	0.6
August	2.5	2.25	1.8	0.75
September	2.75	2.4	1.5	1.1
Quarterly Average	2.83	2.6	1.6	0.82

Table 9 Client County by County

County	Jul 04	Jul 03	Aug 04	Aug 03	Sept 04	Sept 03
Annapolis	22	20	24	21	25	19
Antigonish	9	13	9	13	10	16
CapeBreton	325	328	330	333	342	330
Colchester	34	42	34	41	32	40
Cumberland	47	63	55	65	52	65
Digby	19	29	19	28	18	26
Guysborough	4	8	6	9	6	9
Halifax	351	428	349	437	350	417
Hants	41	38	39	36	38	32
Inverness	15	19	13	18	14	17
Kings	73	76	76	78	71	76
Lunenburg	96	96	97	92	101	90
Pictou	64	72	65	74	66	76
Queens	15	18	15	18	15	16
Richmond	24	24	25	26	26	25
Shelburne	12	14	14	13	15	12
Victoria	16	14	16	14	16	11
Yarmouth	15	21	16	19	17	23
Other	22	31	24	29	27	25
TOTAL	1204	1354	1226	1364	1241	1325

Table 10 July Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	8	49	20	0	45
2003	3	8	41	21	8	67
2002	2	24	39	25	8	61

Table 11 August Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	6	47	33	0	18
2003	0	10	41	39	3	51
2002	4	23	42	22	9	34

Table 12 September Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	9	34	22	0	26
2003	0	13	39	15	3	30
2002	0	27	69	17	6	48

Table 13 Quarterly Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	23	130	75	0	89
2003	3	31	121	75	14	148
2002	6	74	150	64	23	204

Table 14 Resource/Early Assistance

	July	Aug	Sept	Program Total
# Calls Taken	84	118	95	297
Time Recorded	24	38	35.5	97.5
Questions/Categories	#	#	#	#
General	53	91	79	223
No Written Decision	1	6	1	8
Needs More Evidence	2	0	0	2
Assist with Forms	3	1	5	9
Calls by WAP	5	11	11	27
Resolved at EA	14	32	28	74
Ancillary Issues (ie CPP/EI)	1	0	0	1
Referred to Intake	14	14	1	29
Proforma plan **	2	5	1	8

Each call may deal with multiple questions/categories

** Refers to assistance WAP could have provided had mandate and resources existed to do so.

FINANCIAL

The September, 2004 report provided by the Department of Finance indicate the following expenditures:

Table 15 WAP Expenditures

	2004	2003
Salaries & Benefits	596,581.00	591,631.00
Administrative	84,483.00	110,845.00
Medical Reports & Expert Fees	123,729.00	112,503.00
External Legal Fees & Disbursements	32,056.00	2,598.00
Consulting Fees	19,898.00	0.00
TOTAL	856,747.00	761,214.00
% of Authority Spent	36%	44%

CLIENT SATISFACTION

Client Survey Results

The surveys began in April 2003 and will continue so that future results will allow us to track and address any satisfaction trends. Specific results to our questions are included in the following tables.

Table 16 The percentage of clients who agreed with statements regarding service

Question	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %
<i>The Program staff I dealt with were professional and friendly at all times.</i>	3.1	3.1	15.7	78.1
<i>In my experience, I felt Program staff had the knowledge and experience for dealing with my situation.</i>	3.1	6.3	21.9	68.7
<i>I feel Program staff did their very best to provide me with the best possible service</i>	0	3.1	12.5	84.4

Table 17 The percentage of clients reporting a certain level of service

Question	Never %	Sometimes %	Most of the time %	All the Time %
<i>My calls were returned within 24 hours</i>	3.1	0	15.7	81.2
<i>My questions were answered to my satisfaction</i>	0	3.1	12.5	84.4

Comments Section

Twenty-six clients took the time to make a personal comment at the bottom of their survey and all were complimentary. Examples are as follows:

Any staff I dealt with were friendly and helpful at all times.

Very pleased with the cooperation I needed and received

This program is a very good program and has excellent workers

APPENDIX 2 – WORKERS’ COMPENSATION APPEALS TRIBUNAL DETAILED REPORT

OVERALL RESULTS

Overall parameters (appellant type, representation, appeal issue type and mode of hearing) in April-September have varied slightly from the overall results of fiscal 2003-04. The volume of appeals received has decreased and decisions rendered have increased compared to 2003-2004 (from an average of 74 to 54 appeals received and average of 61 to 78 decisions rendered). Time to decision and decision outcomes are not comparable to previous periods due to the significant number of chronic pain appeals resolved during this quarter. The number of appeals outstanding has decreased as a result of the resolution of chronic pain appeals before WCAT. As of September 30, 2004 there were 317 appeals before WCAT.

OPERATIONS (SEE CHARTS 1 TO 7)

As a result of the large number of chronic pain decisions in August and September (191), the three-month statistics for appeals resolved are difficult to compare to previous periods.

- ▶ Oral hearings represented 50% of the non chronic pain decisions rendered in the past three months. The chronic pain appeals have lowered this statistic to 21% as the majority was done by paper review under s.251 of the *Act*.
- ▶ The average number of appeals received per month for the period July - September is 55. This compares with 74 per month in 03-04, 76 per month in 02-03 and 81 per month in 01-02.
- ▶ WCAT rendered an average of 42 non chronic pain decisions per month in the period July - September. With the chronic pain appeals included, the average rises to 109 per month. The average for the periods in previous years was 61 decisions in fiscal 03-04, 70 decisions in 02-03 and 69 decisions in 01-02.
- ▶ 317 appeals remained outstanding as of the end of September. This compares with 413 outstanding at the mid point of fiscal 2003-04, 361 outstanding at the end of 02-03 and 415 at the mid point of 01-02.
- ▶ 36% of appeals were resolved within five months (WCAT’s performance target for resolution of appeals, from date of filing to decision). This compares with 61% for fiscal 2003-04, 65% of appeals in 02-03 and 64% of appeals in 01-02. Timeliness has been affected by the resolution of 191 chronic pain appeals which had been on hold at WCAT since October, 2003.
- ▶ Of the 327 decisions rendered in the past three months, 24% were accepted or accepted in part, 11% were denied and 65% resolved by other means (including 191 chronic pain appeals returned to the Hearing Officer). This compares with 57% accepted/accepted in part in 03-04, 51% accepted/accepted in part in 02-03 and 51% in 01-02.
- ▶ There are presently 16 active appeals before the Nova Scotia Court of Appeal from WCAT decisions. This is approximately 2% of the volume of decisions rendered in the past year. Annually, active appeals before the Court of Appeal have comprised

about 2% of number of decisions rendered by WCAT in years 03-04, 02-03 and 1% in 01-02. The number of chronic pain appeals adjourned by the Court of Appeal as of September 30, was 322.

- ▶ Appeals continue to be filed predominantly by workers (94%). The WAP represents approximately 70% of appellants, while workers are self-represented in 16% of appeals and represented outside of the WAP in 9% of appeals. (Not represented in a chart)
- ▶ New/additional temporary benefits constitute 14% of the issues decided in appeals in the past three months. New/increased benefits for permanent impairment comprise 31% and medical aid, 19%. (Not represented in a chart)

FINANCE

- ▶ WCAT's expenditures as of the end of September, 2004 are at 34% of budget authority.

CLIENT SATISFACTION

- ▶ WCAT has not conducted any client surveys during the period July - September, 2004.

WCAT EMPLOYEE MEASURES

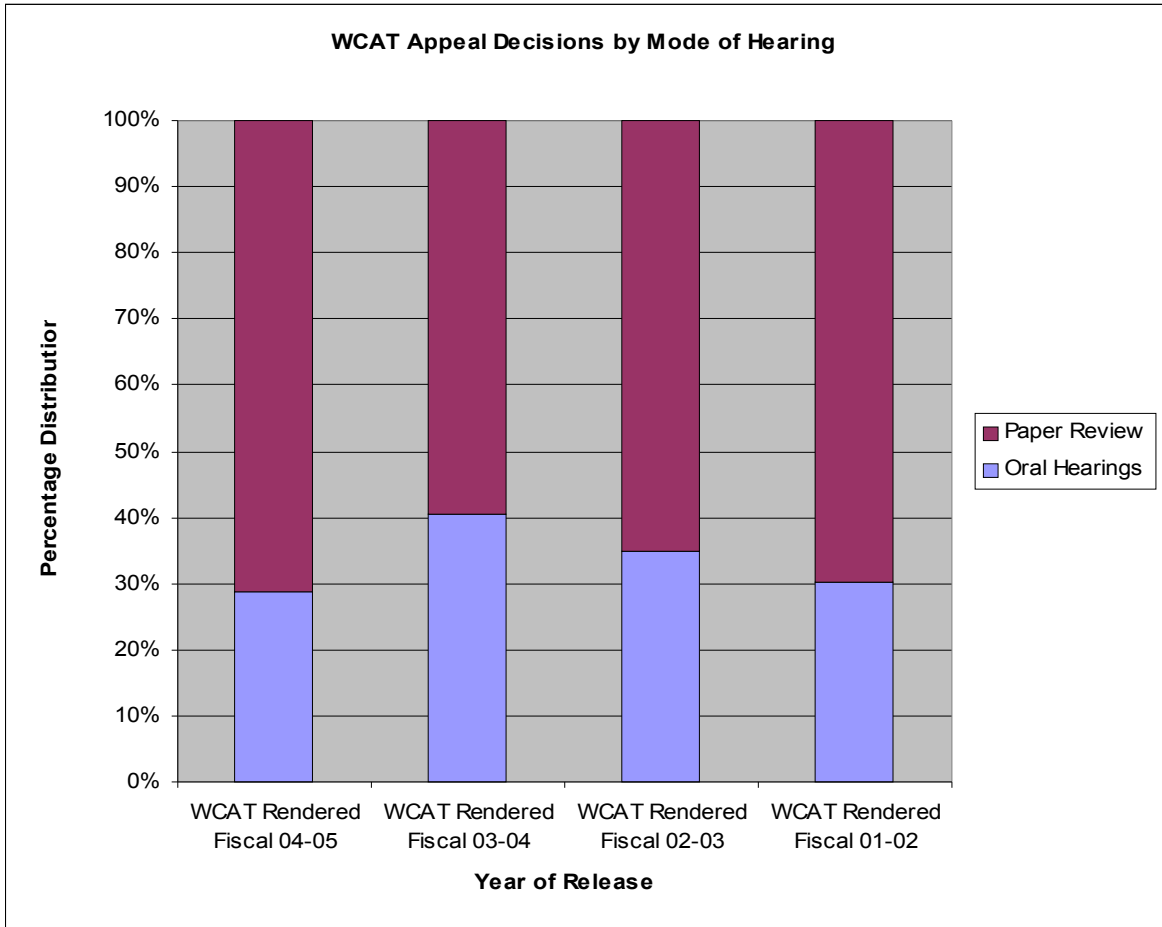
- ▶ Sick-time utilization amongst WCAT's 11 Appeal Commissioners and 6 support staff was an average 0.5 days per staff member during the July - September period (63 working days). This measure for 3 months is comparable to the previous quarter in fiscal 2004-05. In the previous fiscal year, sick time utilization was 2.5 days per staff member.

STRATEGIC PLAN INITIATIVES

WCAT in the last quarter has participated in the following joint initiatives with partner agencies in WSIS:

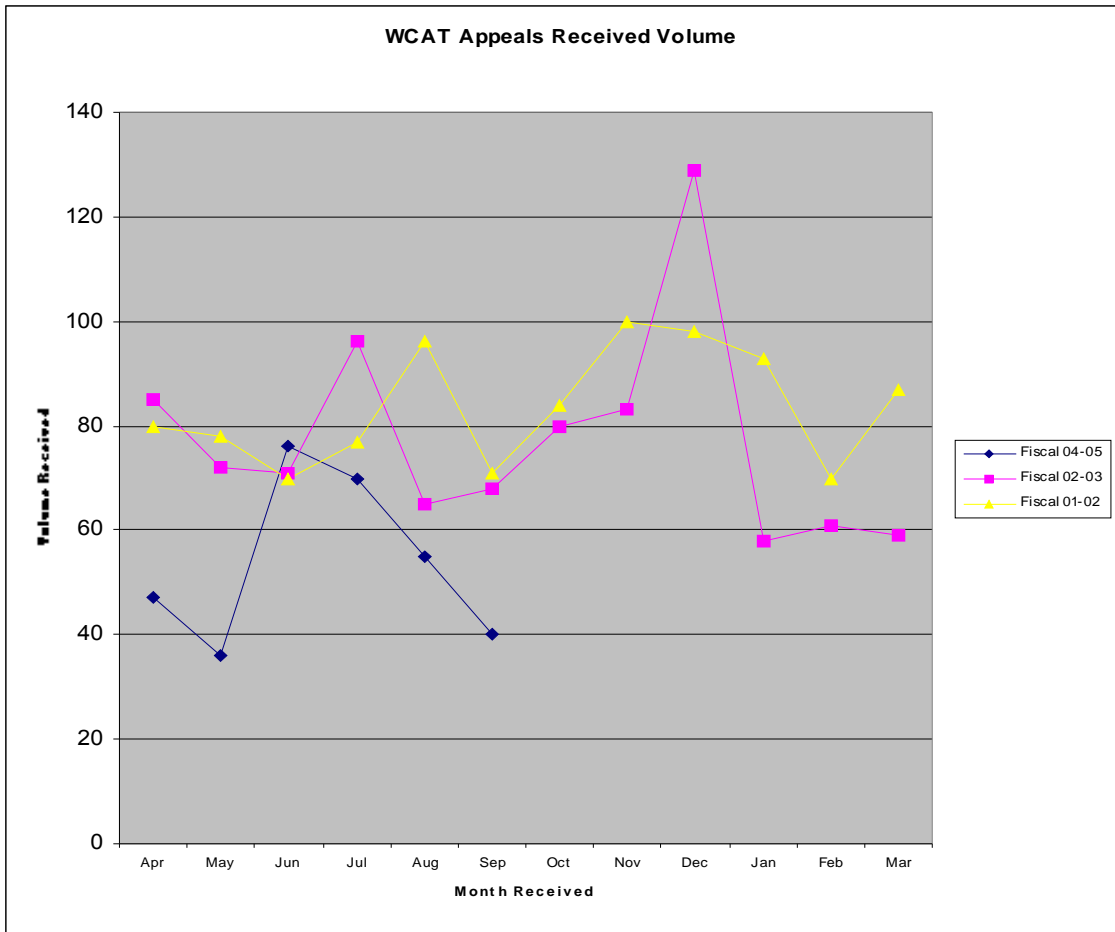
- ▶ An Issue Resolution Working Group composed of representatives of WCAT, WAP, WCB Internal Appeals and WCB Client Services Division whose mandate is to develop and implement issue resolution initiatives, which will support and improve communication, information sharing and overall efficiency of the workers' compensation system.
- ▶ An Appeal Issues Discussion Group made up of representatives of WCAT, WAP and the WCB facilitates the informal exchange of information between the three levels of workers' compensation decision-making about recurrent issues and their resolution.
- ▶ A systems performance advisory committee formed to review and help establish performance standards for the system as a whole.

Figure 4 WCAT Appeal Decisions by Mode of Hearing



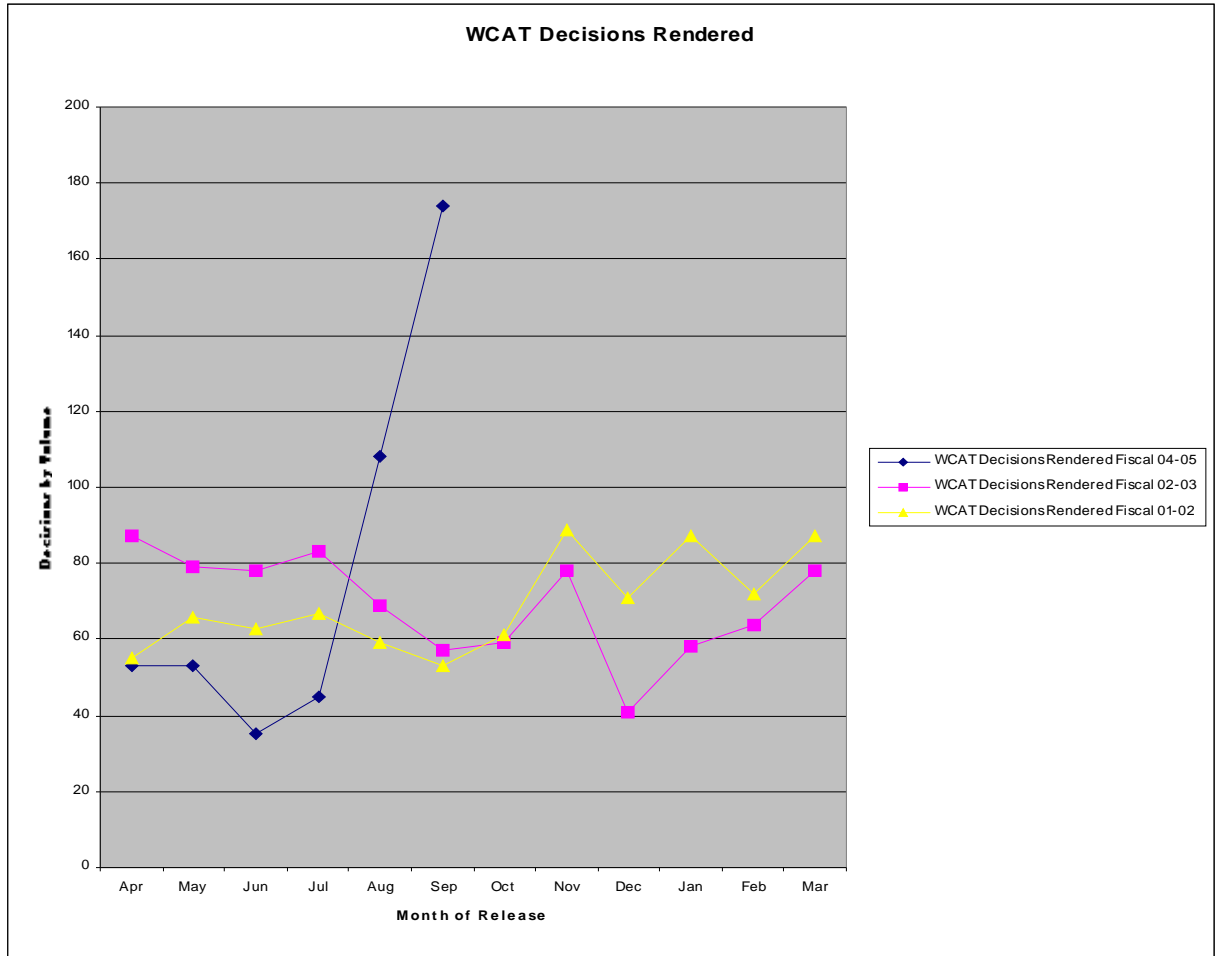
Decisions by Mode of Hearing	Oral Hearings	Paper Review	Total
WCAT Rendered Fiscal 04-05	135	333	468
WCAT Rendered Fiscal 03-04	295	432	727
WCAT Rendered Fiscal 02-03	291	540	831
WCAT Rendered Fiscal 01-02	250	580	830

Figure 5 WCAT Appeals Received Volume



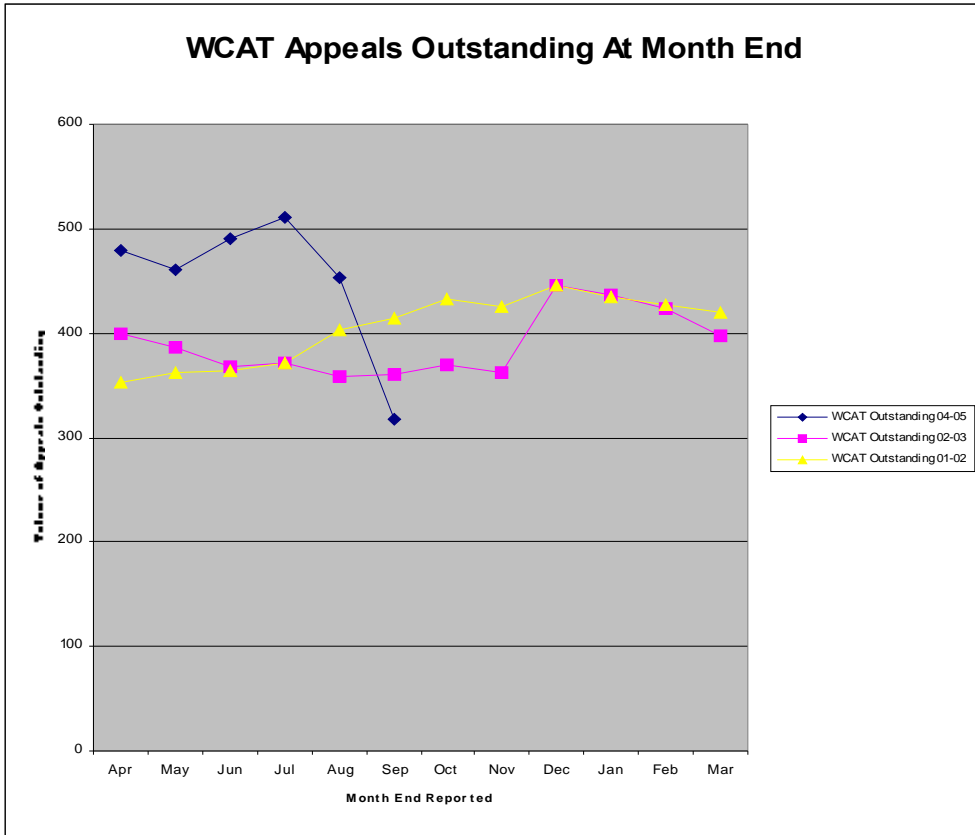
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Fiscal 04-05	47	36	76	70	55	40							324
Fiscal 03-04	70	83	94	76	97	48	81	86	87	71	42	55	890
Fiscal 02-03	85	72	71	96	65	68	80	83	129	58	61	59	927
Fiscal 01-02	80	78	70	77	96	71	84	100	98	93	70	87	1004

Figure 6 WCAT Decisions Rendered



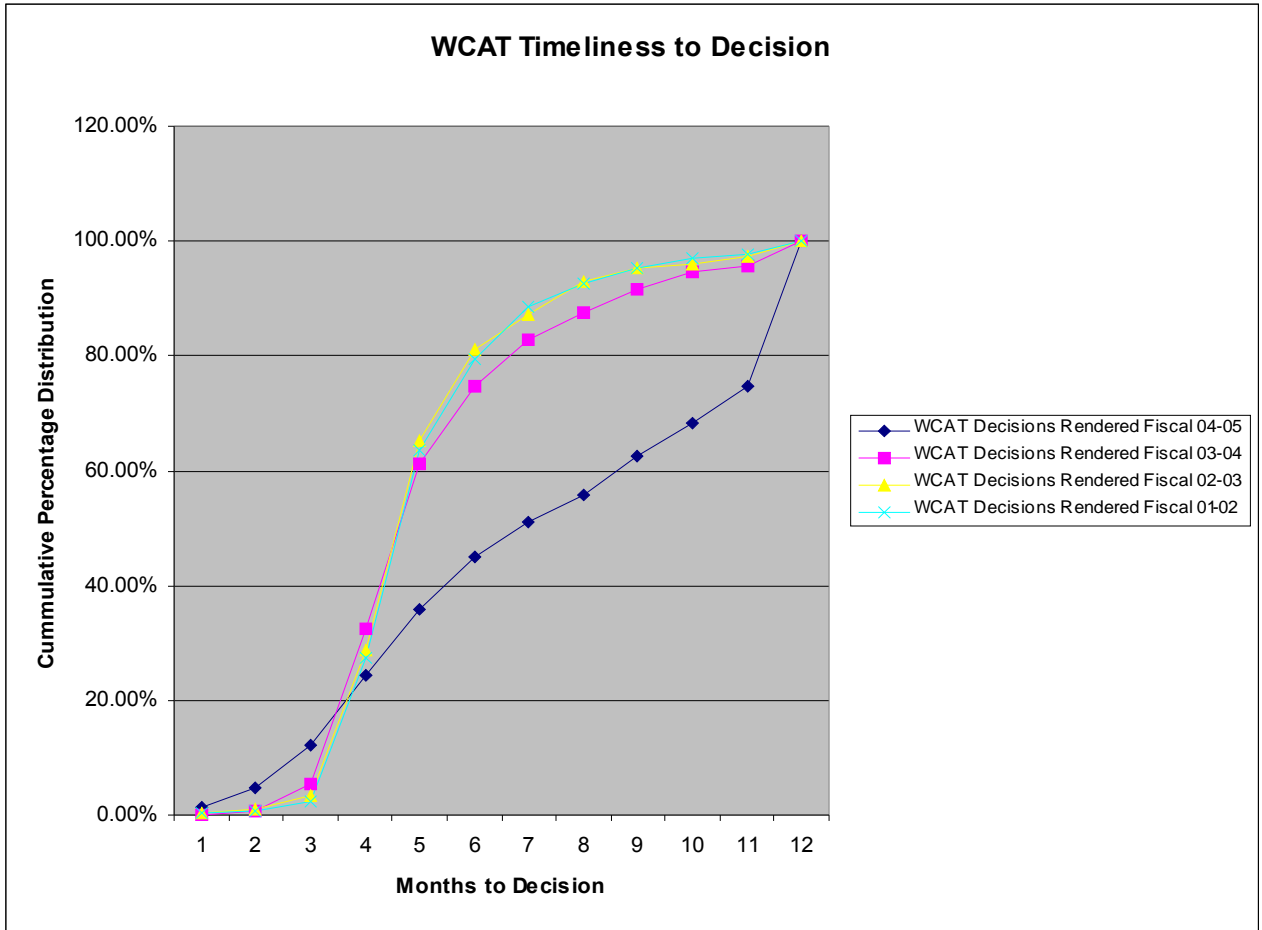
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
WCAT Decisions Rendered Fiscal 04-	53	53	35	45	108	174							468
WCAT Decisions Rendered Fiscal 03-	97	83	70	69	58	43	83	60	50	24	34	56	727
WCAT Decisions Rendered Fiscal 02-	87	79	78	83	69	57	59	78	41	58	64	78	831
WCAT Decisions Rendered Fiscal 01-	55	66	63	67	59	53	61	89	71	87	72	87	830

Figure 7 WCAT Appeals Outstanding



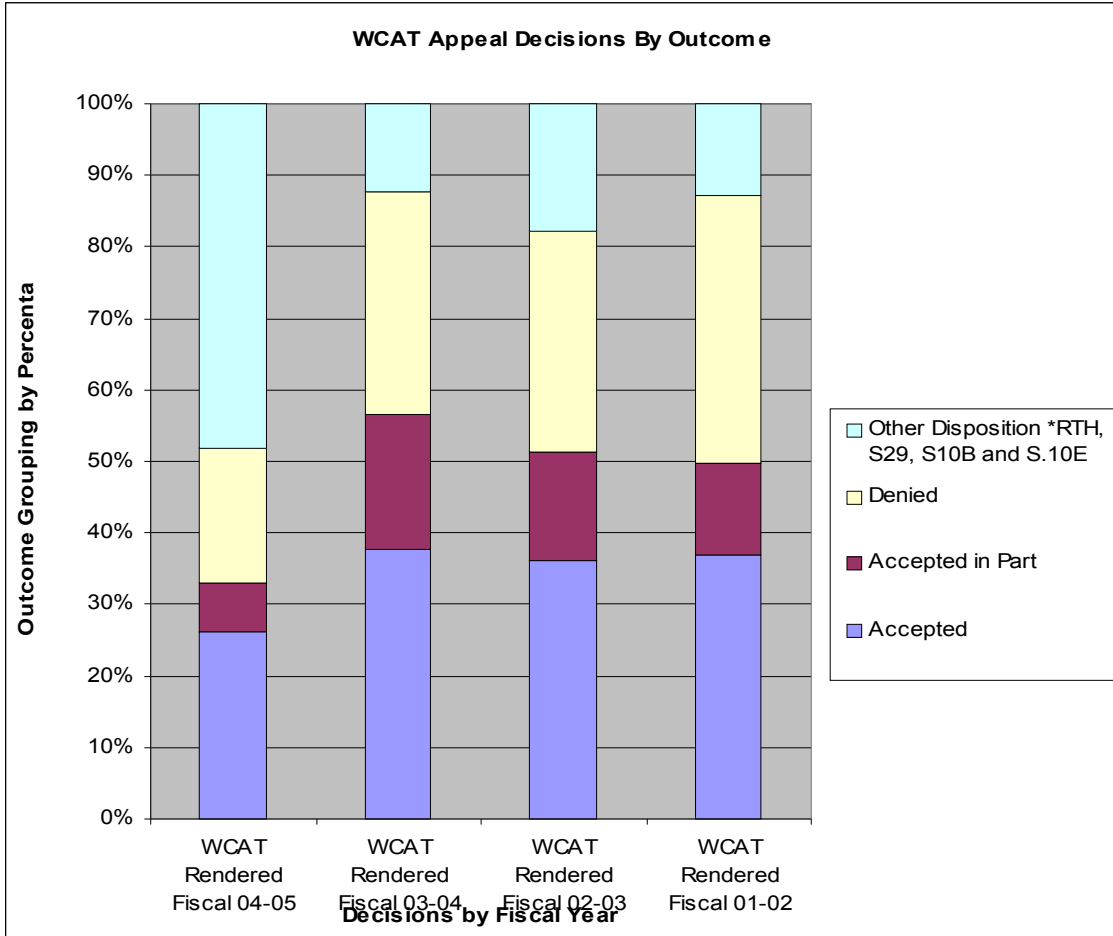
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
WCAT Outstanding 04-05	479	460	491	510	453	317						
WCAT Outstanding 03-04	365	361	378	380	411	413	406	425	457	501	501	489
WCAT Outstanding 02-03	399	386	368	372	358	361	370	363	445	437	424	398
WCAT Outstanding 01-02	353	362	364	371	404	415	433	426	445	435	428	419

Figure 8 WCAT Timeliness to Decision



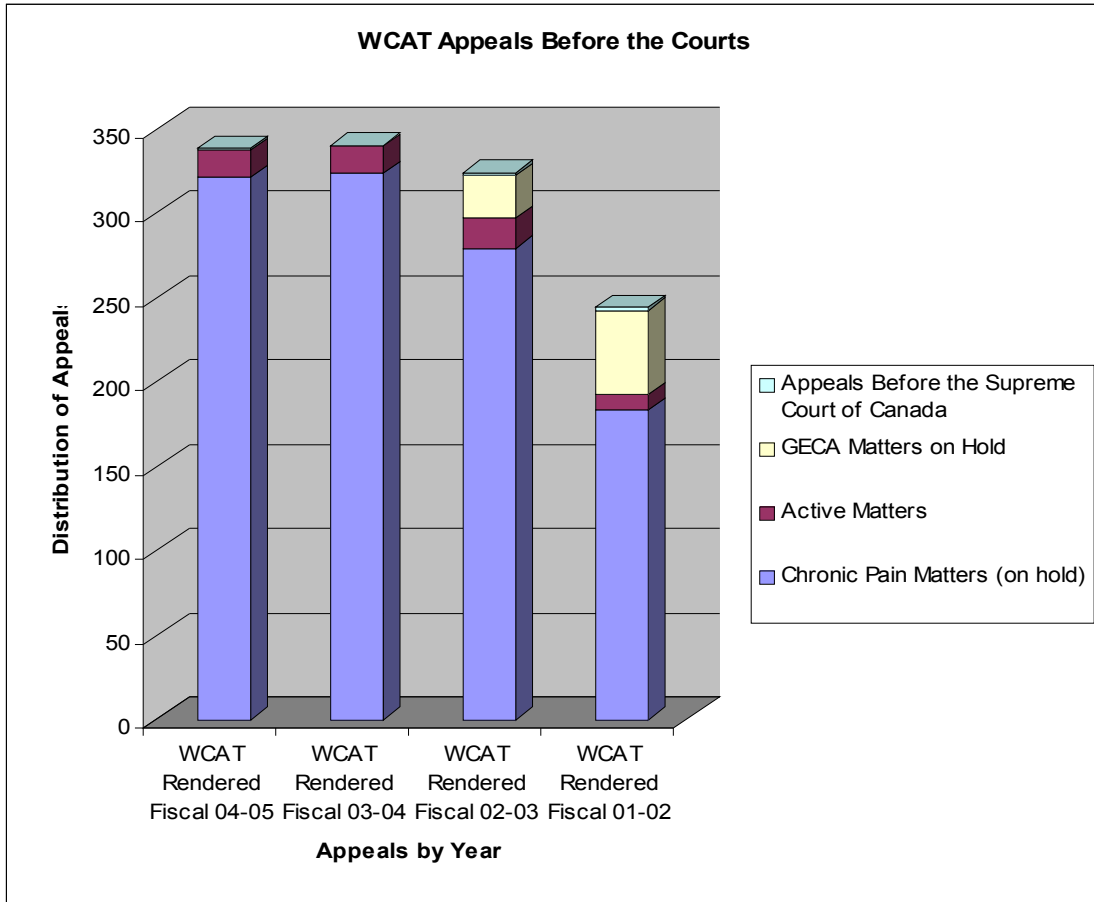
	1	2	3	4	5	6	7	8	9	10	11	>11
WCAT Decisions Rendered Fiscal 04-05	1.27%	4.88%	12.31%	24.20%	35.67%	44.80%	51.17%	55.84%	62.42%	68.37%	74.73%	100%
WCAT Decisions Rendered Fiscal 03-04	0.00%	0.55%	5.36%	32.42%	61.26%	74.59%	82.97%	87.50%	91.62%	94.51%	95.60%	100%
WCAT Decisions Rendered Fiscal 02-03	0.24%	0.97%	3.50%	28.71%	65.14%	81.06%	87.33%	92.88%	95.30%	96.14%	97.47%	100%
WCAT Decisions Rendered Fiscal 01-02	0.24%	0.60%	2.29%	27.29%	63.65%	79.35%	88.65%	92.75%	95.17%	96.86%	97.58%	100%

Figure 9 WCAT Appeal Decisions by Outcome



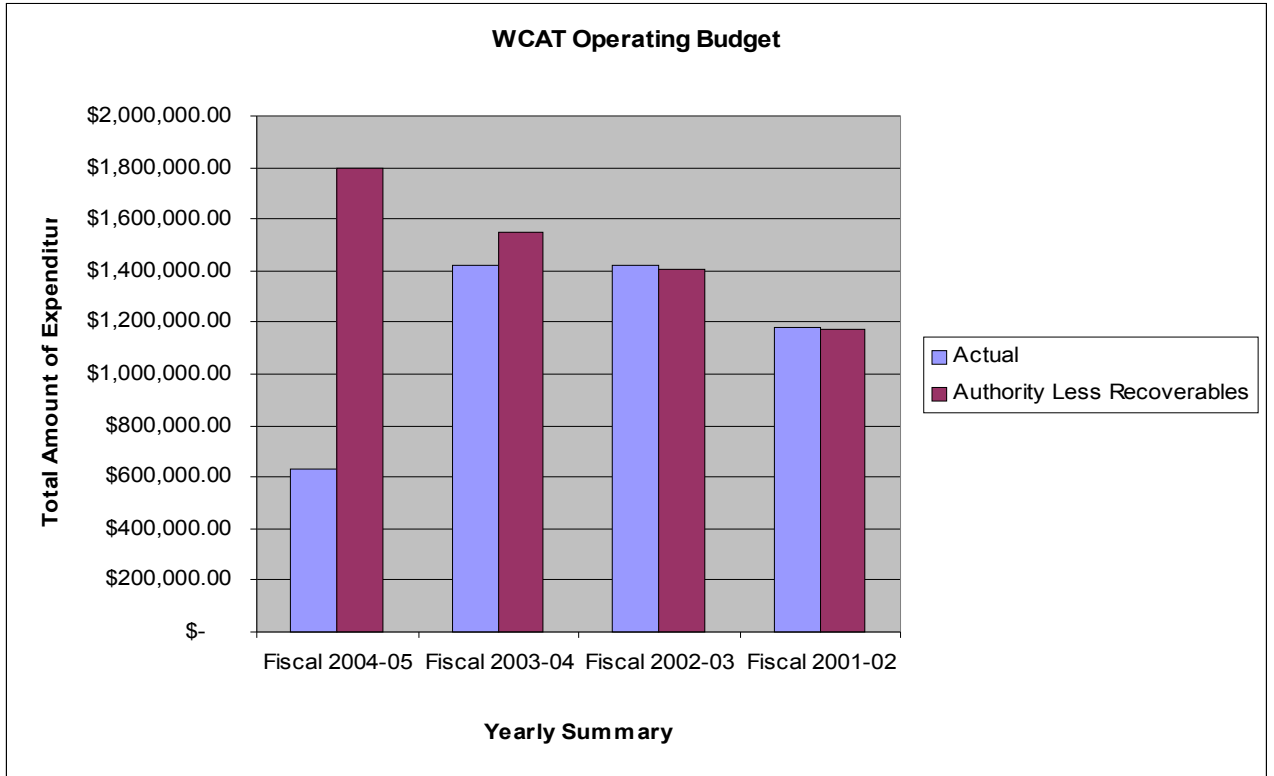
WCAT Decisions by Outcome	Accepted	Accepted in Part	Denied	Other Disposition *RTH, S29, S10B and S.10E	Total
WCAT Rendered Fiscal 04-05	123	31	88	226	468
WCAT Rendered Fiscal 03-04	275	137	225	90	727
WCAT Rendered Fiscal 02-03	300	126	256	149	831
WCAT Rendered Fiscal 01-02	307	105	312	106	830

Figure 10 WCAT Appeals Before the Courts



Appeals Before the Court of Appeal	Chronic Pain Matters (on hold)	Active Matters	GECA Matters on Hold	Appeals Before the Supreme Court of Canada	Total
WCAT Rendered Fiscal 04-05	321	16	0	1	338
WCAT Rendered Fiscal 03-04	323	16	0	1	340
WCAT Rendered Fiscal 02-03	279	18	25	2	324
WCAT Rendered Fiscal 01-02	183	9	50	2	244

Figure 11 WCAT Operating Budget



	Actual	Authority Less Recoverables	Percentage of Total
Fiscal 2004-05	\$ 630,421.75	\$ 1,796,600.00	34%
Fiscal 2003-04	\$ 1,422,687.14	\$ 1,550,800.00	92%
Fiscal 2002-03	\$ 1,421,848.19	\$ 1,409,500.00	101%
Fiscal 2001-02	\$ 1,183,530.19	\$ 1,173,400.00	101%

1 APPENDIX 3 – OHS DIVISION, NOVA SCOTIA DEPARTMENT OF ENVIRONMENT AND LABOUR DETAILED REPORT

HIGHLIGHTS

- ▶ The number of Targeted Inspections carried out by OHS Field staff in the Third Quarter of 2004 (119) was 36% less than the number of Targeted Inspections carried out in the Second Quarter of 2004 (186). *(Table 19)*
- ▶ The number of Orders issued under the OHS Act in the Third Quarter of 2004 dropped by 16% over the Second Quarter of 2004 (684 → 572) while the numbers of Orders issued under the Fall Protection and Scaffolding Regulations increased by almost 47% over last Quarter (128 → 188) – most likely due to an increase in work in the construction industry during the summer months. *(Table 20)*
- ▶ There were 9 more Stop Work Orders issued by OHS Field staff in the Third Quarter of 2004 (38) than in the Second Quarter of 2004 (29). *(Table 23)*
- ▶ For the second consecutive Quarter, there has been a decrease in the average number of days between the receipt of a complaint by the Division and a follow-up Inspection by an OHS Officer (7.63 in QI, 6.87 in QII, 5.76 in QIII). *(Table 26)*

TIME INTERVALS IN TABLES

With the exception of the financial tables presented in Section 4 & 5 (where data is grouped by fiscal year), all of the data displayed in this Quarterly Report is based upon the calendar year – January 1st to December 31st. In many of the tables, you will see rows or columns that are entitled March, June, September and December (or some variation of these). These are meant to represent each of the four quarters in a year and therefore pertain to the following time periods:

March = January 1st to March 31st

June = April 1st to June 30th

September = July 1st to September 31st

December = October 1st to December 31st

OPERATIONAL

Table 18 - Breakdown of All Recorded Workplace Fatalities in NS Over Previous 3 Year Period

Year	Annual Total
2002	28
2003	21
2004 – Until Sept. 30 th	12

**Please note: These values were obtained from a combination of WCB data, news releases and other sources in which fatalities were being reported.*

Table 19– Breakdown of Tracked Workplace Activity By Type Over Previous 3 Year Period

Period	General Inspections	Re-Inspections	Targeted Inspections	Complaints	Work Refusals	Discriminatory Action	Incident Investigation	Total
March 02	247	108	202	171	6	13	56	957
June 02	270	139	202	209	1	14	93	1031
Sept. 02	217	98	179	246	2	26	80	956
Dec. 02	210	99	169	215	2	13	63	863
2002 Totals	944	444	752	841	11	66	292	3807
March 03	342	120	98	164	3	16	67	917
June 03	448	130	35	228	5	5	64	1016
Sept. 03	351	154	47	217	6	15	76	1022
Dec. 03	257	111	75	156	2	9	54	941
2003 Totals	1398	515	255	765	16	45	261	3896
March 04	386	94	99	199	1	13	65	1149
June 04	217	113	186	242	0	40	100	1107
Sept. 04	274	128	119	235	1	7	82	979
2004 Totals	877	335	404	676	2	60	247	3235

**Please note: The 2004 values shown above were attained from Inspection Tracking System data compiled in October, 2004.*

Acronym Definitions for Table 20 – presented below

OHS Act	Occupational Health And Safety Act
FPSR	Fall Protection and Scaffolding Regulations
FAR	First Aid regulations
OHR	Occupational Health Regulations
OSGR	Occupational Safety General Regulations
TWTCR	Temporary Workplace Traffic Control Regulations
WHMISR	Workplace Hazardous Materials Information System Regulations
UMR	Underground Mining Regulations

Table 20- Breakdown of Orders Issued By Law Over 3 Year Period

Period	OHS Act	FPSR	FAR	GBR	OHR	OSGR	TWTRC	WHMISR	UMR	Total Orders Issued
March 02	421	98	145	1	8	526	2	114	NA	1317
June 02	589	189	218	6	12	671	12	132	NA	1829
Sept. 02	610	161	189	10	8	693	6	152	NA	1829

Dec. 02	402	124	149	2	4	494	5	103	NA	1283
2002 Totals	2022	572	701	19	32	2384	25	501	NA	6258
March 03	553	127	226	0	3	659	3	149	NA	1720
June 03	641	192	244	3	7	731	4	149	NA	1973
Sept. 03	513	136	197	0	9	622	2	152	NA	1634
Dec. 03	389	137	128	4	8	480	1	91	14	1283
2003 Totals	2096	592	795	7	27	2492	10	541	14	6610
March 04	624	148	236	8	11	859	0	173	114	2198
June 04	684	128	185	1	7	764	6	154	22	1976
Sept. 04	572	188	172	10	2	661	19	115	9	1766
2004 Totals	1880	464	593	19	21	2284	25	442	145	5940

**Please note: The 2004 values shown above were attained from Inspection Tracking System data compiled in October, 2004.*

Table 21– Breakdown of Prosecutions and SOT Outcomes Over Previous 3 Year Period

Period	Prosecutions Initiated			SOTS Decided		
	Full Form Prosecutions (i.e. non-SOT)	SOTS Issued		Paid, no trial	Trial	
		Non Compliance with Order	No Compliance Notice		Verdict = Guilty	Verdict = not Guilty
2002 Totals	21	NA	NA	NA	NA	NA
2003 Totals	43	NA	NA	NA	NA	NA
March 04	13	0	0	0	0	0
June 04	18	5	4	2	0	0
Sept. 04	5	5	2	3	4	0
2004 Totals	36	10	6	5	4	0

**Please note: In certain instances, the total number of SOTS decided may exceed the total # of SOTS issued for a given Quarter. This is a result of SOTS which were issued in a previous Quarter being decided in a future Quarter (in other words, the SOTS issued in a Quarter and the SOTS decided / paid in a Quarter are not always one in the same).*

Table 22 – Breakdown of Full Form Prosecution Outcomes Over Previous 3 Year Period

Period	Charges Decided Guilty	Charges Decided Not Guilty	Charges Decided Dismissed	Charges Withdrawn	Charges Stayed	Charges Quashed	Total Decided Charges
2002 Totals	17	4	4	16	0	0	41
2003 Totals	29	0	2	29	0	0	60
March 04	19	0	5	1	0	0	25
June 04	2	3	0	2	0	0	7
Sept. 04	2	0	0	0	0	0	2
2004 Totals	23	3	5	1	0	0	33

Table 23- Breakdown of Additional Tracked Activities Over Previous 3 Year Period

Period	Stop Work Orders Issued	Regulation Deviation Requests	Regulation Deviation Granted	Codes of Practice Under Regulations	Appeals Filed of Officer's Decisions or Orders	Appeals Filed of Director's Decisions or Orders
2002 Totals	133	30	22	10	18	5
2003 Totals	129	70	28	15	20	10
March 04	22	0	2	0	0	4
June 04	29	8	4	0	17	1
Sept. 04	38	10	8	0	7	0
2004 Totals	89	18	14	0	24	5

**Please note: The 2004 values shown above were attained from Inspection Tracking System data compiled in October, 2004.*

In Table 24 (presented below), performance service measures are shown. Specifically, the column headings represent statistics used to measure / ensure **Proper Internal Management**.

Table 24- Breakdown of Performance Measures Over Previous 3 Year Period

Period	Average Number of Activities per OH&S Officer	Average Number of Targeted Inspections per OH&S Officer	Closed Orders That Went Past the Stated Compliance Date (%)
2002	99.5	19.6	57.5
2003	96.6	6.3	47.7
March 04	32.3	2.8	47.92
June 04	31.6	5.3	42.44
Sept. 04	27.2	3.3	32.56
2004 Projected	121.5	15.2	40.97

The Division is accountable for meeting the outcomes and outcome measures noted in the Department's Annual Business Plan (see http://www.gov.ns.ca/enla/pubs/b_plan04.pdf). These are shown in Table 25 below.

Table 25- Breakdown of Outcomes and Outcome Measures Over Previous 3 Year Period

Outcome	Measure	Target	2002	2003	Mar 04	Jun 04	Sep 04	Dec 04	2004 All
A Safe Work Environment	Annual Percentage of targeted inspections where a health and safety order is not issued.	Increase the Percentage from the base year (2001) measure of 43.5% .	57.5	52.5	33.3	37.6	37.0	NA	36.39
	Number of registered WCB claims per 100 employees, compared to the 5-year running average.	Maintain or decrease number of claims relative to 5 year running average (8.14). *	7.91	7.73	Provided Annually by WCB				
	Average number of compensable days for all new compensable time loss claims filed in the year and receiving benefits during the year, compared to the 5-year running average.	Maintain or decrease the average number of days relative to the 5-year running average (32.88). *	36.86	38.20	Provided Annually by WCB				

*Please note: The 5-year running averages given in Table 25 are based on data from 1999 to 2003.

On January 1st, 2004, the Division began using a Contact Tracking System (CTS) to keep track of OH&S Complaints and Inquiries. Table 26, shown below, portrays a handful of the statistics compiled from the CTS database.

Table 26– Statistics from the Divisions Contact Tracking System (CTS)

	Mar 04	Jun 04	Sep 04	Dec 04	2004 – To Date
# Complaints Received	224	327	319	NA	870
# Complaints for Which no Follow-Up Inspection was Performed	57	73	111	NA	241
Avg. # Days Between Receipt of Complaint and Inspection (if one is conducted)	7.63	6.87	5.76	NA	NA
# Inquiries Received	523	531	682	NA	1736

* Please note: The CTS was put into use January 1st, 2004.

Table 27– OH&S Web Site Tracking Statistics

Period	Total # Page Views (Laws)	Total # Downloads
2003	245,653	59,505
March 04	76,397	33,287
June 04	83,200	31,118
Sept. 04	81,452	27,674
2004 Totals	241,049	92,079

* Please note: The total # of Downloads figures do not include the # of OHS Act downloads as we are unable to track the activity on the server where this document resides.

Table 28– OH&S Toll-Free calls received

Period	Total # Calls received
2003	4,988
March 04	1,238
June 04	1,125
Sept. 04	1,113
2004 Totals	3,476

FINANCIAL

* Please note: The following table showing financial data is broken down by fiscal year- April 1 to March 31 (as opposed to the calendar years used in all other tables in the report).

Table 29- Operating Authority 2004/2005

Business Area	Authority
OHS Administration (\$ 000)	1289.9
OHS Professional Services (\$ 000)	2067.3
OHS Inspection & Compliance Services	458.7
OHS Inspection & Compliance Services, Central (\$ 000)	1247.3
OHS Inspection & Compliance Services, Southwest (\$ 000)	636.2
OHS Inspection & Compliance Services, Northeast (\$ 000)	634.1
OHS Inspection & Compliance Services, Cape Breton (\$ 000)	675.6
Blaster's Board (\$ 000)	12.0
OHS Appeal Panel (\$ 000)	154.9
OHS Advisory Council (\$ 000)	51.0
Total (\$ 000)	7227.0

CLIENT SATISFACTION

Table 30 - Client Satisfaction with Email Question / Answer Service

Question	Percent of maximum score (No. of responses*)			
	2004/2005	2003 / 2004	2002 / 2003	2001 / 2002
No. of email surveys sent	NA	43	-	-
Response Rate (%)	NA	63	71	41
The information answered my question.	NA	82.2 (27)	86.5 (71)	86.1 (103)
The information was clear, concise and understandable.	NA	80.7 (27)	87.0 (71)	87.1 (103)
The information was received within an acceptable time frame.	NA	87.9 (28)	86.8 (71)	88.5 (102)
You are pleased with the information you received.	NA	87.7 (26)	89.3 (71)	88.7 (100)
Average		84.6	87.4	87.6

* Please note: Not every respondent answers every question. Also, data for 04/05 has not yet been compiled.

STRATEGIC PLAN / BUSINESS PLAN

Workplace Safety and Insurance System

The Strategic Plan for the Workplace Safety and Insurance System has been accepted and is being implemented.

Occupational Health and Safety Division, Department of Environment and Labour

The Department participates in the government wide business planning process. The results from those business plan initiatives are identified in Table 6.1.

Table 31- Business Plan Update - Planned Activity

Planned Activity	Results Achieved April 1 to June 30, 2004
Occupational Health and Safety	
Implement components of the Workplace Safety and Insurance System strategic plan which relate to delivery of OHS programs and services.	OH&S components of the Strategic Plan are being implemented
Participate in regional and national inter-jurisdictional cooperative initiatives to promote health and safety in the workplace.	Participation Included: - CAALL-OSH deliberations - CSA Technical Committees on the OH&S management standard, lock-out and industrial head protection
Conduct ongoing reviews of OHS legislation to meet provisions of proposed sunset clause, recommendations of the Red Tape Reduction Task Force, government's legislative agenda, and ongoing program evaluation and review.	Active work continued on: - OH&S Act revisions - Offshore Accord Act - Underground Mining Regulations - Fall Protection and Scaffolding Regulations - Occupational Diving Regulations - Joint Occupational Health and Safety Committee Regulations

In addition to the above activities noted in the Departmental Business Plan, the Division:

- 1) Continued work on:
 - a. A new Inspection Tracking System
 - b. The musculo-skeletal disorders (MSD's) project
 - c. Quality control and client satisfaction
 - d. Radon in indoor air
 - e. Health Care Industry report
- 2) Started projects on plain language, risk-based inspections and informal appeal mechanisms.

APPENDIX 4 – WORKERS’ COMPENSATION BOARD DETAILED REPORT

HIGHLIGHTS

In September, the percentage of injured workers receiving their first cheque within 15 days of injury was 79.5%, below the target of 83%. The decrease from the previous quarter is primarily due to two factors: (1) a higher than usual number of first payments required (599 total 1st payments, normally handle 400-450 per month) due to an increase in time loss claim volume, and (2) cleaning up work backlogs due to an increase in time-loss claims for June and July 2004 combined with summer vacations and accessibility of employers during the summer months.

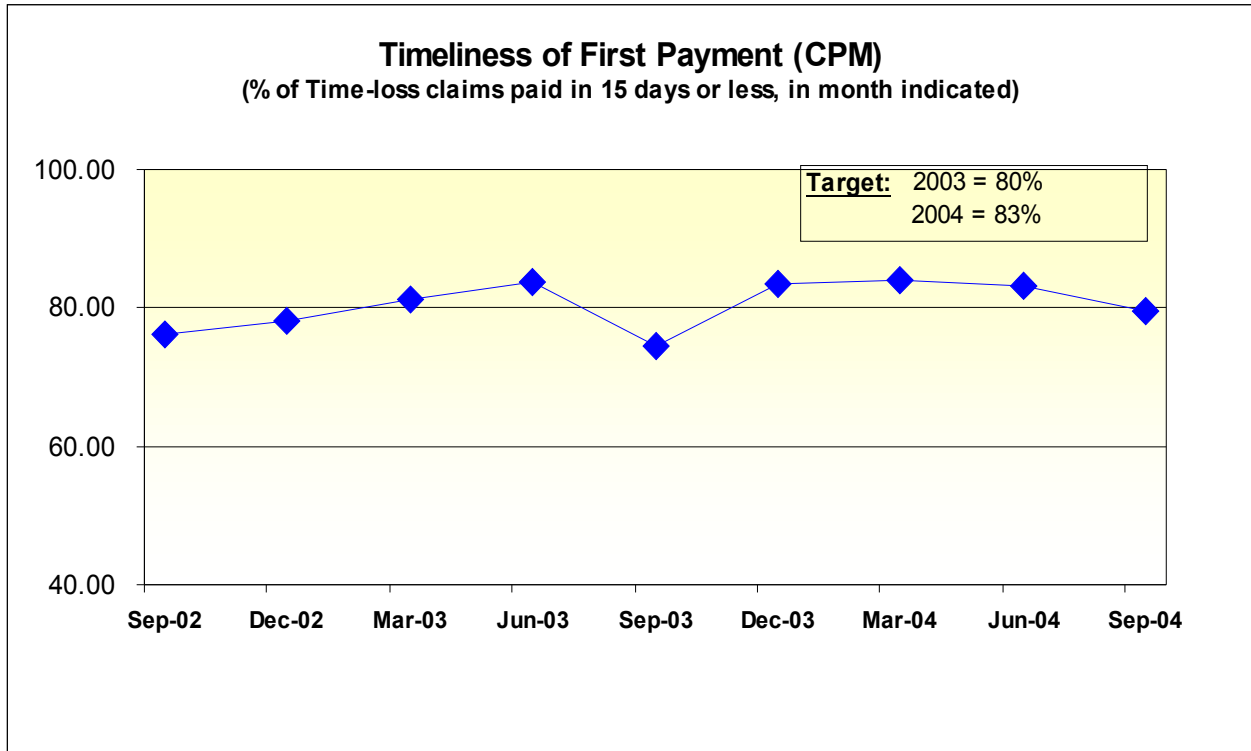
For September, claim duration for high-risk claims was 59.10 weeks, a 20% decrease over last month and 20 weeks above the 39-week target. Detailed analysis of the duration issue is in progress and a number of initiatives are underway to reduce both medium and high risk claim durations. To assist in further understanding the issue, our internal auditor is conducting an audit of duration of high-risk claims.

In September 2004, Internal Appeals received 134 s. 251 referrals from WCAT re chronic pain. These files are being referred directly to the TST unit from Internal Appeals via a “preliminary decision”. Excluding the s. 251 referrals, the number of new appeals received at Internal Appeals (113 for September 2004) decreased by 17.9% compared to the same month last year (125 for September 2003). For September 2004, Internal Appeals is again above the 95% target with 95.3% of paper review decisions issued within 90 days of receipt of the appeal.

In general, results from the 3rd quarter 2004 surveys indicate that injured workers’ satisfaction with WCB service improved compared to 2nd quarter 2004 results. Employers’ satisfaction with WCB service decreased slightly on all but one measure (clarity of forms and letters – Client Services) compared to 2nd quarter results. However, the results are still in line with results over the past year. Some of the decrease may be accounted for by the Canada Revenue Agency strike that resulted in an inability to access certain information necessary for answering questions. The results will continue to be monitored to determine if further action is needed.

The ‘injury rate’ (the number of time-loss claims per 100 person-years of employment) has remained steady around 3.0 for 2003 and into 2004 (latest data is for July 2004 – 2.97).

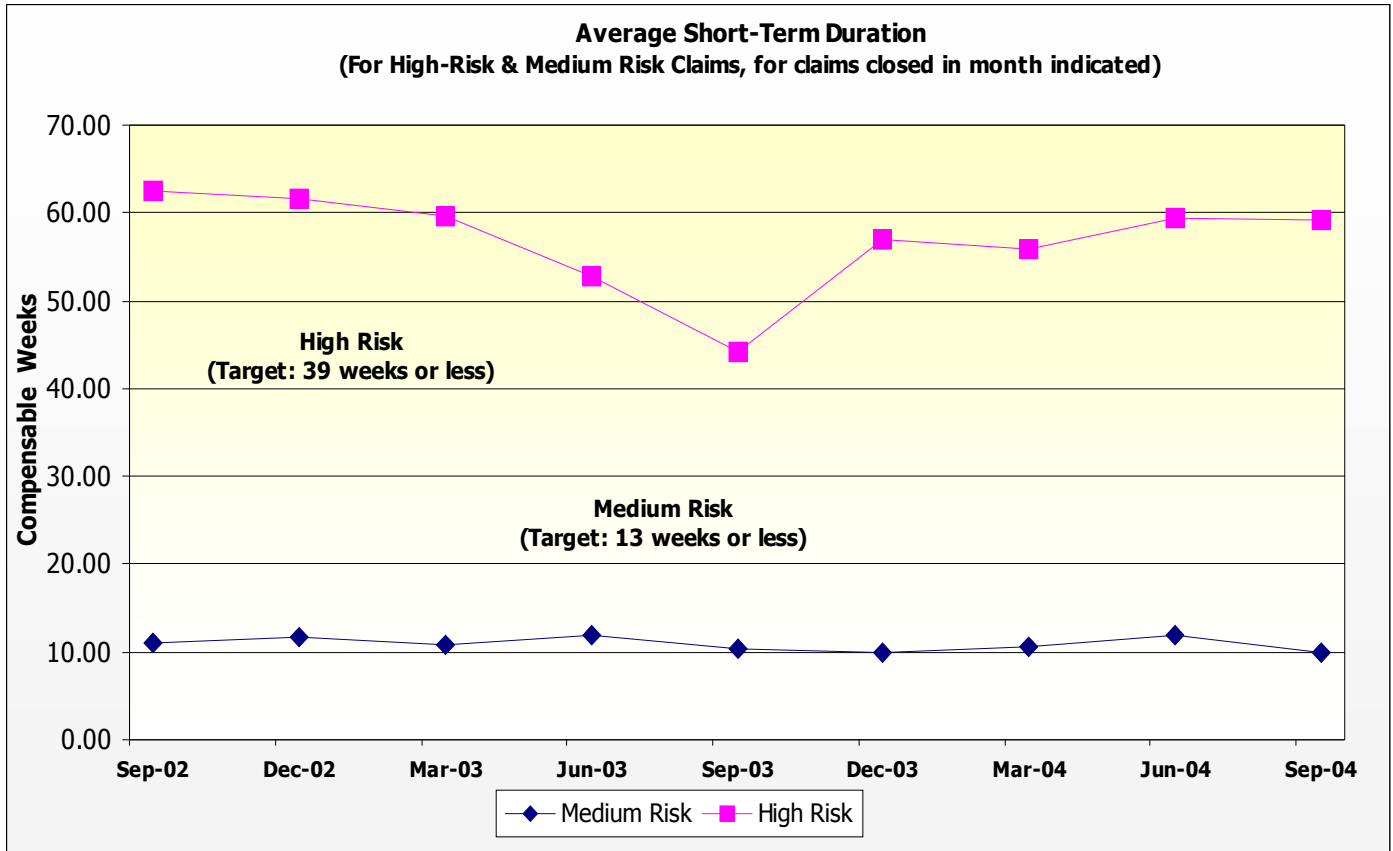
Figure 12 Timeliness of First Payment



	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04
	76.20	78.00	81.20	83.80	74.60	83.40	83.90	83.20	79.5

Commentary: Timeliness of first payment for September 2004 continued below the 83% target but has improved by 6.6% over the same month last year (74.6% for September 2003). The decrease from the previous quarter is primarily due to two factors: (1) a higher than usual number of first payments required (599 total 1st payments, normally handle 400-450 per month), and (2) cleaning up work backlogs due to an increase in time-loss claims for June and July 2004 combined with summer vacations combined with summer vacations.

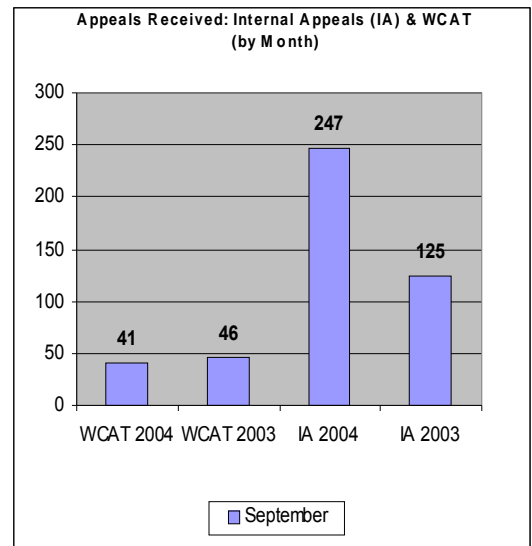
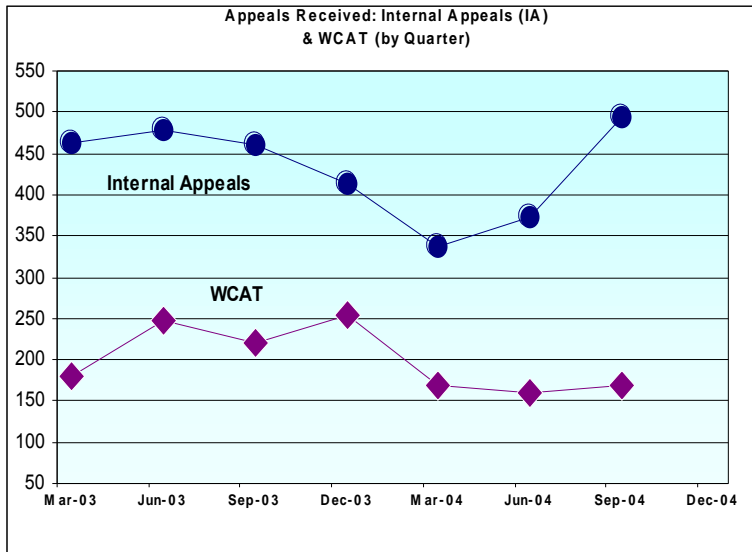
Figure 13 Average Short-Term Duration



Claims	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04
Medium Risk	11.00	11.70	10.80	11.86	10.33	10.01	10.63	11.82	9.98
High Risk	62.50	61.50	59.60	52.70	44.16	56.88	55.96	59.31	59.1

Commentary: Average duration for medium-risk claims remains satisfactory and below the 13-week target. For September 2004, duration for high-risk claims is 59.10 weeks, a 20% decrease over last month (73.88 for August 2004) and 20 weeks over the target of 39 weeks. Detailed analysis of the duration issue is in progress and a number of initiatives are underway to reduce both medium and high risk claim durations. To assist in further understanding the issue, our internal auditor is conducting an audit of duration of high-risk claims.

Figure 14 Appeals Received

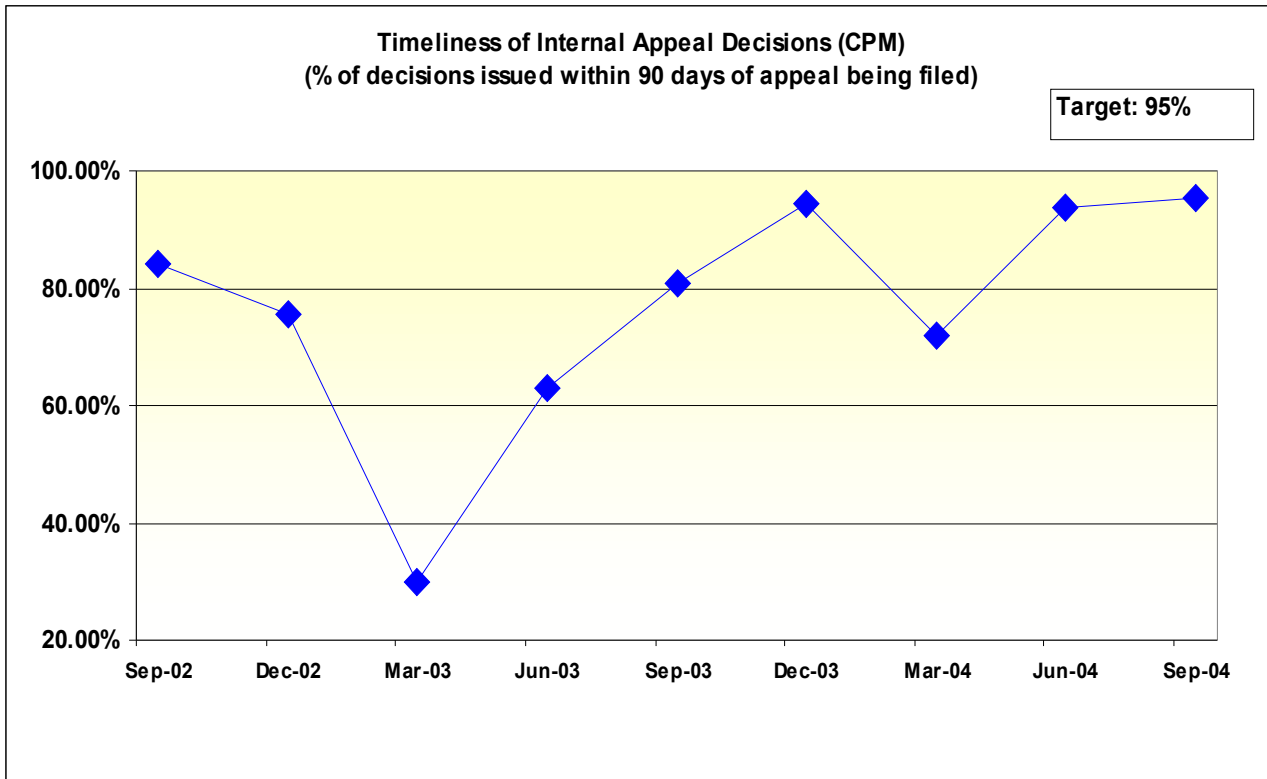


	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04
WCAT	180	247	221	254	169	159	168	
IA Received	462	479	461	414	338	372	495	

	September
WCAT 2004	41
WCAT 2003	46
IA 2004	247
IA 2003	125

Commentary: In September 2004, Internal Appeals received 134 s. 251 referrals from WCAT re chronic pain. These files are being referred directly to the TST unit from Internal Appeals via a “preliminary decision”. Excluding the s. 251 referrals, the number of new appeals received at Internal Appeals (113 for September 2004) decreased by 17.9% compared to the same month last year (125 for September 2003). WCAT September 2004 volumes decreased 5.7% compared to last quarter.

Figure 15 Timeliness of Internal Appeal Decisions

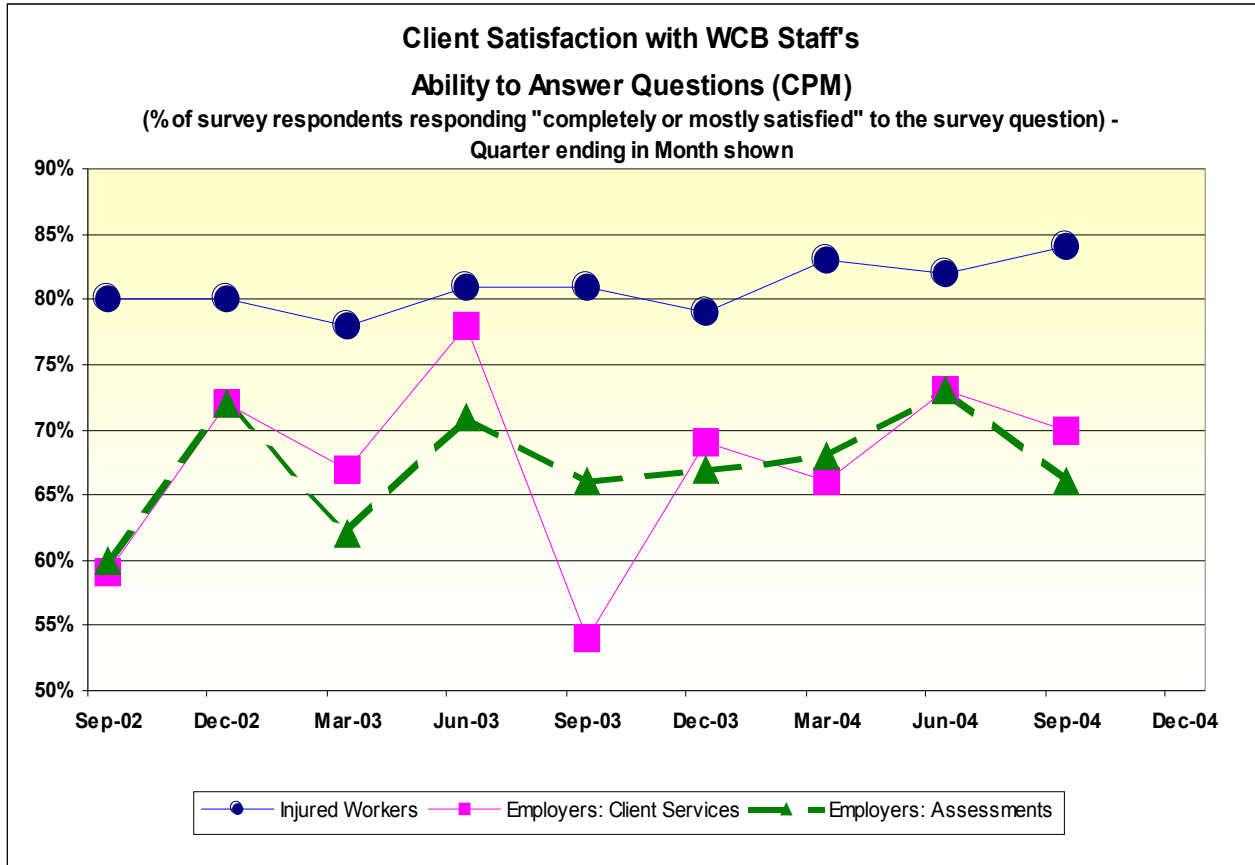


	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	
	84.19%	75.70%	30.00%	62.90%	80.80%	94.40%	72.00%	93.60%	95.30%	

Commentary: Effective January 2003, the data reported are for decisions issued following a paper review (as opposed to an oral hearing), since these are the decisions where the WCB Hearing Officer is less dependent on external parties to ensure timely decision-making.

In September 2004, Internal Appeals is again above the 95% target with 95.3% of paper review decisions issued within 90 days of receipt of the appeal.

Figure 16 Client Satisfaction with Ability to Answer Questions

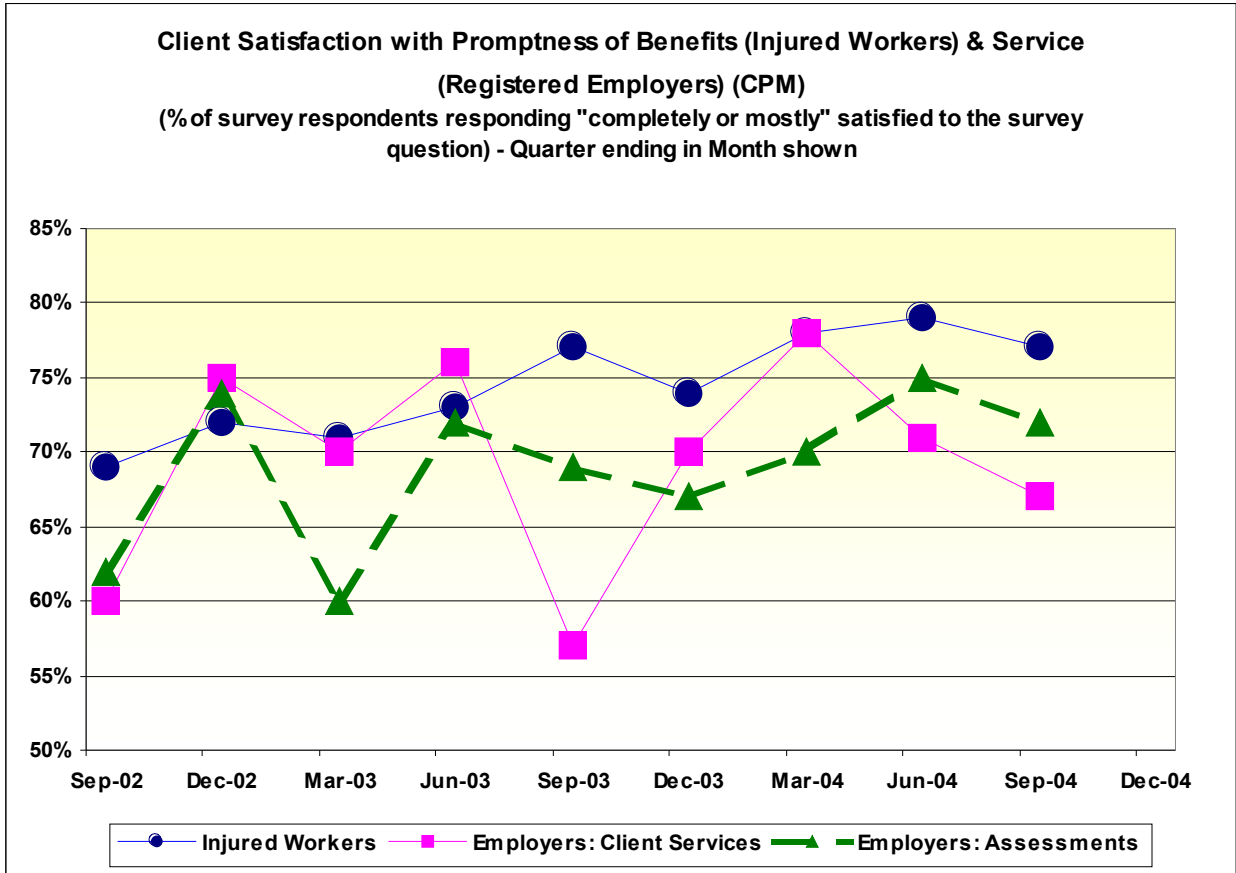


	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04
Injured Workers	80.00%	80.00%	78.00%	81.00%	81.00%	79.00%	83.00%	82.00%	84.00%	
Employers: Client Services	59.00%	72.00%	67.00%	78.00%	54.00%	69.00%	66.00%	73.00%	70.00%	
Employers: Assessments	60.00%	72.00%	62.00%	71.00%	66.00%	67.00%	68.00%	73.00%	66.00%	

Commentary: Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

Figure 17 Client Satisfaction with Promptness of Benefits and Service

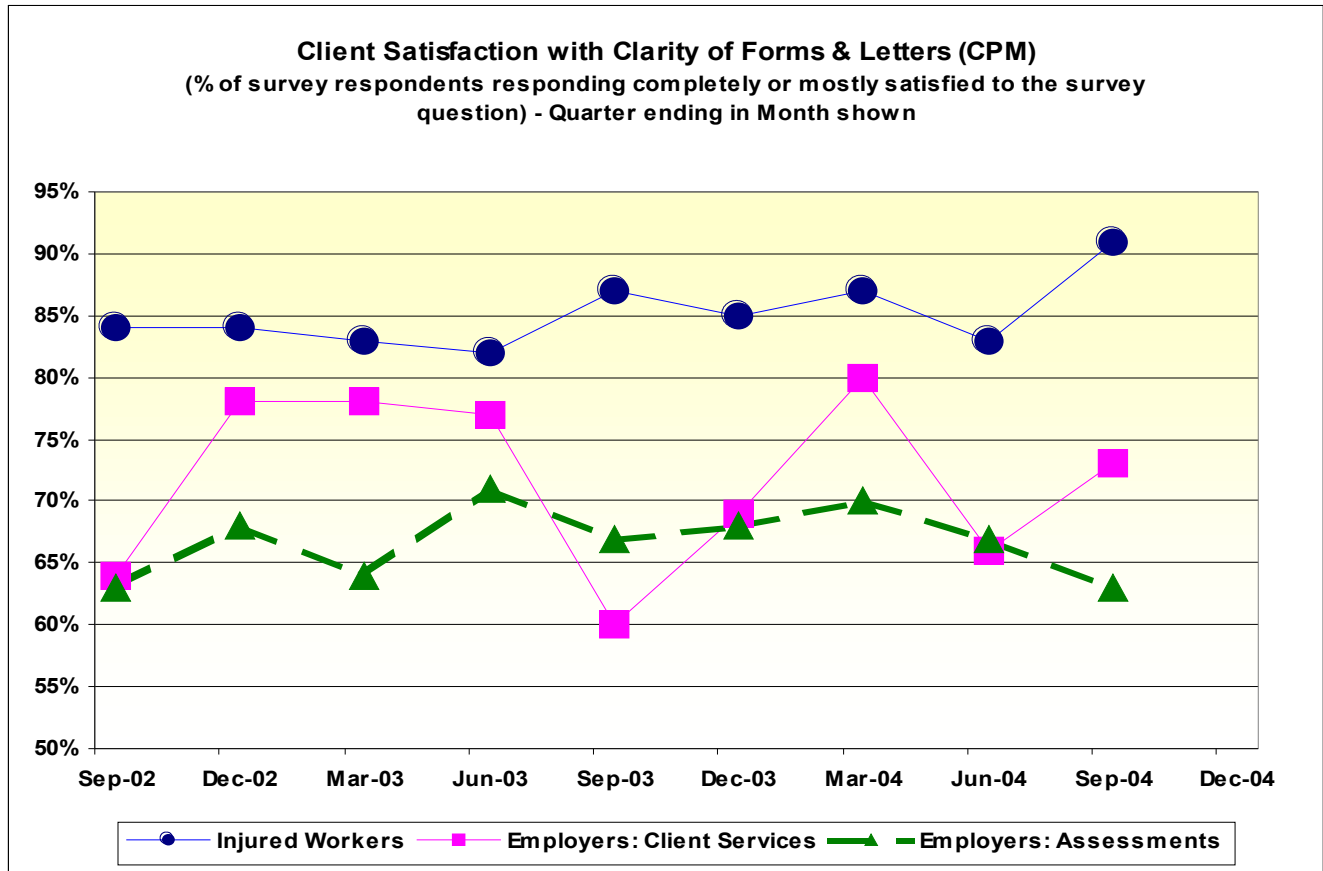


	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04
Injured Workers	69.00%	72.00%	71.00%	73.00%	77.00%	74.00%	78.00%	79.00%	77.00%	
Employers: Client Services	60.00%	75.00%	70.00%	76.00%	57.00%	70.00%	78.00%	71.00%	67.00%	
Employers: Assessments	62.00%	74.00%	60.00%	72.00%	69.00%	67.00%	70.00%	75.00%	72.00%	

Commentary: Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

Figure 18 Client Satisfaction with Forms

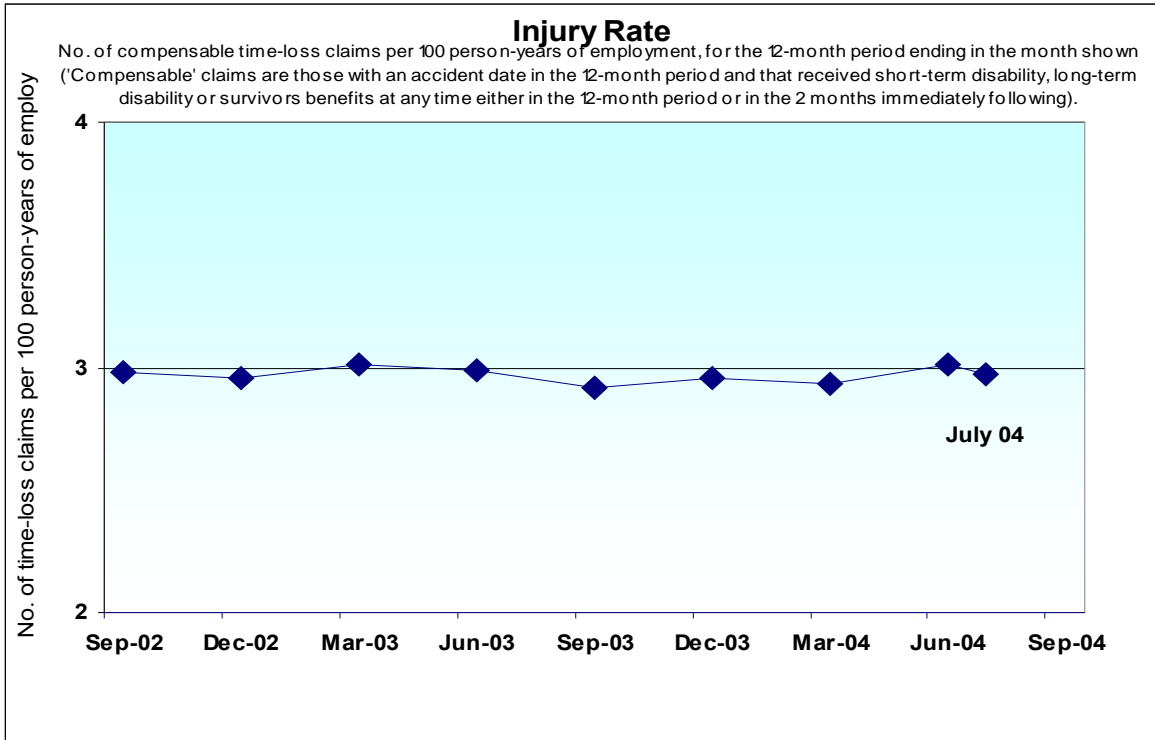


	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04
Injured Workers	84.00%	84.00%	83.00%	82.00%	87.00%	85.00%	87.00%	83.00%	91.00%	
Employers: Client Services	64.00%	78.00%	78.00%	77.00%	60.00%	69.00%	80.00%	66.00%	73.00%	
Employers: Assessments	63.00%	68.00%	64.00%	71.00%	67.00%	68.00%	70.00%	67.00%	63.00%	

Commentary: Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

Figure 19 Injury Rate



	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Jul-04	
	2.98	2.96	3.01	2.99	2.92	2.96	2.93	3.01	2.97	

Commentary: The injury rate has trended moderately downwards over the past 2 1/2 years but has remained consistent around 3 for 2003 into 2004 and is currently at 2.97. The most recent comparative data available is for 2002 - in that year, the national average injury rate (weighted average) was 2.95.