

# Risk Management Annual Report

Fiscal Year Ended June 30, 2012



Maricopa County, Arizona

[www.maricopa.gov](http://www.maricopa.gov)

**MARICOPA COUNTY  
RISK MANAGEMENT ANNUAL REPORT  
FISCAL YEAR 2011-12**

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## **RISK MANAGEMENT ANNUAL REPORT EXECUTIVE SUMMARY**

Presented herein is the *Maricopa County Risk Management Annual Report for the fiscal year July 1, 2011 through June 30, 2012.*

This report contains summaries of the fiscal year's losses and costs for Maricopa County's (County) auto liability, auto physical damage, general liability, medical malpractice, property damage, workers' compensation, professional liability, environmental liability, environmental property damage and unemployment exposures. This report, along with ongoing quarterly reports to County departments during the year, are intended to assist departments in recognizing the nature and extent of their losses to implement and improve their loss control and prevention programs.

### **Structure and Mission**

As of June 30, 2012, the Risk Management Department (Department) completed its **31st year** administering the County's self-insurance program. Risk Management's mission is to provide claims management, safety and loss control consultations and training, environmental consultations and insurance coverage services to Maricopa County departments, districts, and Trust members so they can reduce or eliminate loss. The vision is to be recognized as a leader in Risk Management, and relied upon for a County-wide risk management philosophy and culture. Risk Management's primary activities are:

- Risk consulting
- Insurance procurement above self-insured retention levels
- Maricopa County Self-Insured Risk Trust Fund management and financing
- Administration and monitoring of third party administrators adjusting workers' compensation and unemployment claims
- Investigation and disposition of casualty and property claims and lawsuits
- Safety training, reporting, and compliance
- Loss control programs
- Environmental investigation, remediation, and reporting
- Contractual indemnification and insurance requirement language standards and review.

The Department is divided into four operating divisions: Claims, Safety, Environmental, and Administration. Highlights for each division are included herein. The Department strives to accomplish its mission with assistance and direction from the Maricopa County Board of Supervisors, the Maricopa County Self-Insured Risk Trust Fund Board of Trustees, and the County Manager. The Director of Risk Management reports to the County Manager.

## **Self-Insured Trust Fund**

Arizona Revised Statute (ARS) § 11-981 authorizes the County to self-insure, or procure insurance from any insurer authorized by the State of Arizona Department of Insurance, or both. Insurance (defined in Title 20 ARS) includes, but is not limited to; auto liability, auto physical damage, general liability, medical malpractice, property, workers' compensation, professional liability, environmental liability, environmental property damage and unemployment insurance.

Upon establishment of the self-insurance program, the County is required to designate a Risk Trust Administrator (Director, Risk Management), and establish a trust. The Risk Trust is funded by an allocation of funds from General Fund and Non-General Fund departments and Special Districts, or such other funding techniques permitted by State statute and authorized by the Risk Trust's Board of Trustees.

A Board of Trustees assists Risk Management to coordinate the Risk Trust's activities and affairs. Trustees, United States citizens and residents of Maricopa County, are appointed by the Maricopa County Board of Supervisors (BOS) and the County Manager. During Fiscal Year FY11-12, the following individuals were members of the Board of Trustees:

<u>Trustee District/Appointment</u>	<u>Trustee</u>
BOS District One	Les Clark
BOS District Two	Joel Sterrett, Chair
BOS District Three	Thomas Katsenes
BOS District Four	Steven Beeghley
BOS District Five	Rey Valenzuela
BOS Chairman	BOS Chairman
County Manager	Shelby Scharbach

### **FY11-12 Results**

During the three year period of FY09-10 through FY11-12, the Risk Trust's assets decreased \$12,323,650, or 19.52% from \$63,134,669 to \$50,811,019. During the same period, the Trust's liabilities increased \$38,691,034, or 42.10%, from \$91,891,866 to \$130,582,900. The deficit in Risk Trust net assets is a result of a spend down of the Risk Trust fund in fiscal years when user departments were only charged for administrative costs even though claims and insurance continued to be paid by Risk Management on behalf of user departments.

Maricopa County's population approximates 3.8 million. It is the 4th most populous County in the United States. According to the U.S. Census Bureau, more than half of the state's population resides in Maricopa County with a 24 percent increase in population during the past decade. The actual number of County and MIHS employees varies from month to month. For FY11-12 and FY10-11, actual positions were 16,757 and 17,150 respectively. Size and growth, while economically positive, can negatively impact claim frequency. Risk Management's emphasis on responsible claim handling and a strong proactive loss prevention and safety program is designed to keep any increase in claims frequency to a minimum.

## Cost of Risk

Cost of Risk is a comparison of the Risk Management program and costs of claims and claims related expenses to the County's overall expenditures or budget in the fiscal year. The effectiveness of a risk management program can be reflected in this comparison since the cost of a risk management program includes paid claims (amounts paid in the fiscal year without regard to the year the claim arose), insurance premiums, safety and loss control programs, and operational and administrative expenses, against the total County's expenditures or budget. For FY09-10, the Cost of Risk was 1.01%, and increased in FY11-12 to 1.32%. Risk Management's commitment is to maintain this measure at or below 2%.

<b>Claims and Premiums</b>	<b>ACTUAL FY09-10</b>	<b>ACTUAL FY10-11</b>	<b>ACTUAL FY11-12</b>
Auto Liability	\$1,714,581	\$571,090	\$1,073,578
General Liability	\$1,448,516	\$4,657,481	\$3,884,430
Medical Malpractice	\$1,649,324	\$178,350	\$4,706,365
Environmental Liability	\$0	\$0	\$1,633,492
Property/Auto Physical Damage	\$249,392	\$670,842	\$75,589
Workers' Compensation	\$4,701,475	\$5,527,232	\$4,441,728
Unemployment	\$1,810,153	\$1,315,009	\$1,608,813
Premiums	\$3,623,022	\$3,788,533	\$3,766,441
<b>Subtotal</b>	<b>\$15,196,463</b>	<b>\$16,708,537</b>	<b>\$21,190,436</b>
<b>Other Expenses</b>			
Legal Expenses	\$4,900,396	\$4,193,937	\$7,467,154
Actuary Fees	\$42,100	\$44,400	\$55,980
Broker Fees	\$59,001	\$59,000	\$59,000
Consulting and Management Fees	\$82,943	\$69,790	\$41,991
Claims Administration Service Fees	\$601,899	\$656,260	\$759,000
Workers' Compensation Taxes	\$415,367	\$518,609	\$408,091
Administrative	\$2,172,557	\$2,346,738	\$2,280,774
<b>Subtotal</b>	<b>\$8,274,263</b>	<b>\$7,888,734</b>	<b>\$11,071,990</b>
<b>Total Risk Management Costs</b>	<b>\$23,470,726</b>	<b>\$24,597,271</b>	<b>\$32,262,426</b>
<b>Total County Expenditures</b>	<b>\$2,318,510,352</b>	<b>\$2,486,658,082</b>	<b>\$2,446,649,088</b>
<b>TOTAL COST AS A PERCENTAGE OF COUNTY EXPENDITURES</b>	<b>1.01%</b>	<b>0.99%</b>	<b>1.32%</b>

- Notes:
1. Paid claims represents the amount paid in the fiscal year regardless of occurrence date and does not include Reported But Not Paid (RBNP) or Incurred But Not Reported (IBNR) reserves.
  2. Amounts as valued for the period through June 30, 2012, as reported in the Advantage Financial System.
  3. County expenditures do not include internal service funds per Internal Audit recommendation.

## Acknowledgments

The Risk Management Department would like to thank the Maricopa County Board of Supervisors, Elected Officials, County Manager, Deputy County Manager, Chief Financial Officer, Self-Insured Trust Fund Board of Trustees, County departmental management and all County employees and volunteers for their demonstrated interest in reducing claims and lawsuits, and their commitment to safety.

Respectfully submitted,



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Pauline Hecker  
Director, Risk Management

Kathleen Kolm, Deputy Director  
James Tonda, Safety Manager  
Samantha Wright-Sprague, Finance Manager, Administration Division  
Rita Neill, Manager, Environmental Division  
Elena Yniguez, Administrative Coordinator  
Jenny Durda, Management Analyst  
Lisa Priefer, Accountant  
and the entire Risk Management Staff

Notes: For presentation purposes only, the dollar amounts and associated percentages in all of the charts and tables presented herein, have been rounded to the nearest whole dollar or percent.



# CLAIMS DIVISION

## CLAIMS DIVISION

The Risk Management Claims Division is staffed with a manager, supervisor, three senior adjusters, one junior adjuster, and three administrative employees. The Division is committed to reducing Maricopa County’s cost of risk through prudent claim and litigation management arising from the County’s employee, auto, property and liability exposures. The Division also manages the County’s workers’ compensation and unemployment claims through two third-party claim administrators.

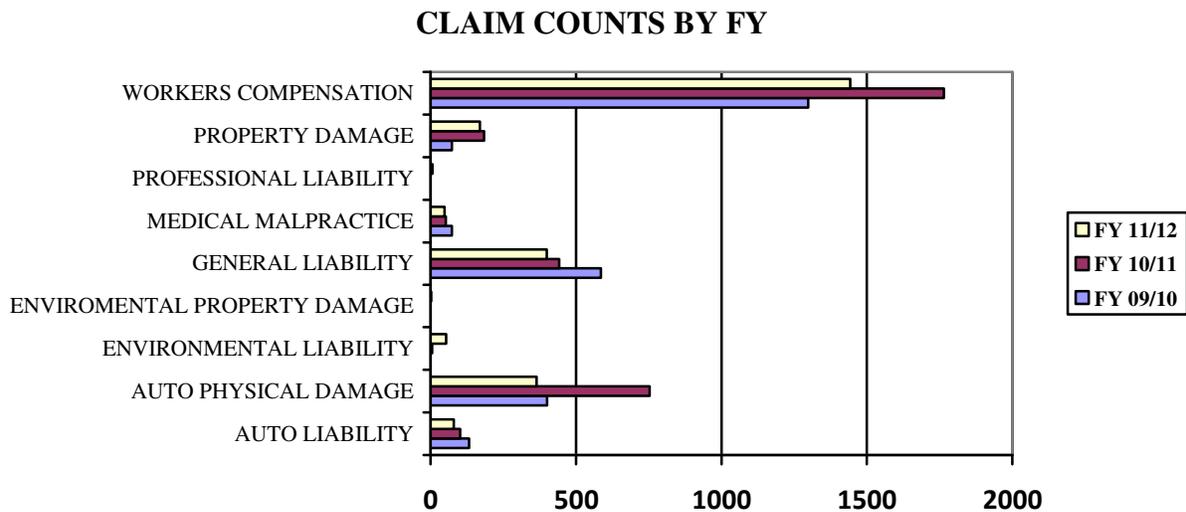
Claims and lawsuits are investigated, evaluated and then either denied or resolved via litigation or settlement. Litigated matters are assigned to either in-house counsel within the County Attorney’s Office or outside counsel pursuant to contract. Thereafter, the Division manages the assigned attorneys to minimize expense and obtain expeditious and fair resolutions.

The Division also manages the Subsequent Remedial Measures Program, the purpose and intent of which is to assist departments in (1) identifying the root cause(s) of events which have precipitated a Notice of Claim and/or lawsuit against Maricopa County and its employees, agents and volunteers, and (2) formulating a subsequent remedial measures plan designed to mitigate future claims and/or lawsuits arising out of the same or substantially similar root cause(s).

The Division also manages the Roundtable Program for high exposure and other sensitive claims. This program assists the Division, the defendant departments and employees, agents and volunteers, and defense counsel with the formulation and critical review of litigation tactics, strategies, and related evidentiary issues.

### Fiscal Year 11-12 Summary

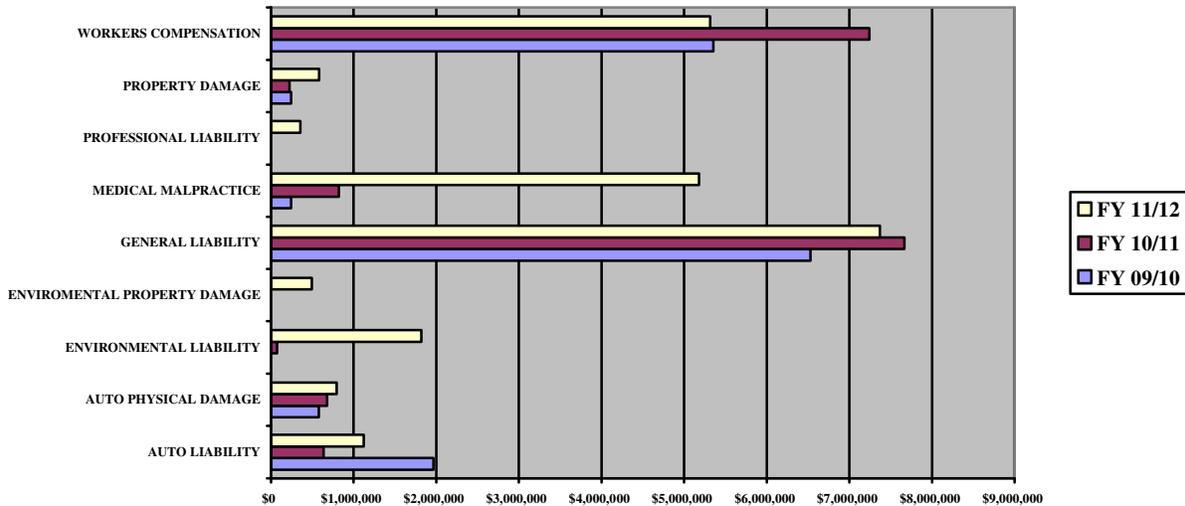
In Fiscal Year (FY) 11-12, the Division managed 2,569 new workers’ compensation, auto liability, auto physical damage, general liability, environmental liability, environmental property damage, professional liability, medical malpractice, and property claims, a decrease of 737 claims, which is a 22.29% decrease from FY10-11.



It should be noted that there were 495 property and auto physical damage claims attributed to the October 5, 2010 hail storm, which were included in the FY10-11 claim counts. While the filing of new claims decreased, the relative severity of the claims significantly increased from FY10-11.

For all such claims and lawsuits, the Division paid \$23,030,597, an increase of \$5,688,366, which is an increase of 33% from FY10-11.

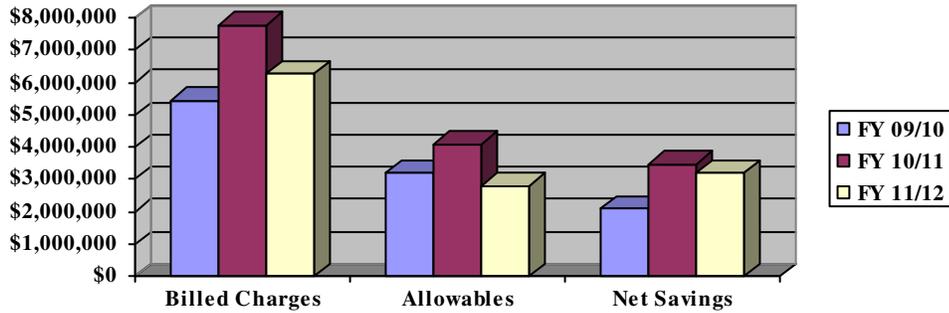
### PAYMENTS MADE BY FY



The Division also provided the following services to County departments and districts:

- Management of the County’s third-party workers’ compensation claim administrator that adjusts employee workers’ compensation claims. In FY11-12, 1,443 new workers’ compensation claims were re-opened or filed by County employees, a decrease of 322, which is a decrease of 18.24% from FY10-11. In addition to claim adjusting, Risk Management’s vendors conduct bill/invoice reviews and apply available discounts when injured County employees utilize a Preferred Provider Organization (PPO) (a medical services network). In FY11-12, the County realized a net savings of \$3,203,531, which equates to a 51% savings from billed charges and a 6% increase in savings over FY 10-11 results.

## ADVANTAGE BILL REVIEW



- Recovery of \$562,940.19 in subrogation on claims against third parties, and \$469,493.75 in subrogation on workers' compensation claims.
- Consultation services to departments concerning coverage, exposures, perils, risk management issues, and pending claims and litigation.
- Review of indemnity and insurance requirements for County contracts.
- Oversight of vendors and contractors providing Risk Management services, auto and property appraisals, auto repair and structured settlement services.
- Coordination of claim adjusting and recovery from the County's property, aviation and crime insurance policies, as well as from the County's excess liability and medical malpractice insurers.
- Development of a database to track and monitor County volunteers for purpose of workers' compensation and Risk Trust liability coverage. To date, over 100 programs and over 4,000 volunteers have been identified and included within the database.



# SAFETY DIVISION

## SAFETY DIVISION

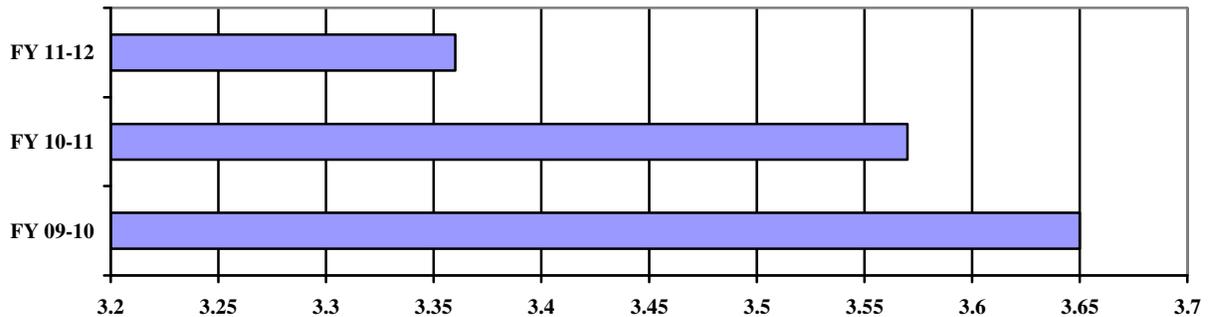
The focus of the Risk Management Safety Division is collaborating with other departments countywide to innovatively develop safety programs which assist in meeting strategic goals. Risk mitigation, loss reduction and compliance are achieved by interaction with departments utilizing a variety of proven safety strategies reducing negative outcomes and increasing productivity. Our goal is to mitigate exposures thus minimizing preventable injuries/accidents. Our road map to success is a four-step process:

1. Obtain management's support of County safety policies.
2. Train employees in safe work practices and safety/hazard awareness and identification.
3. Identify potential risks and develop safer, less risky alternatives to accomplish the task or process.
4. Maintain an effective, comprehensive and compliant accident/incident control program.

This four-step process and the cooperation of the various departments have been instrumental in reducing injuries and vehicle accidents. Two examples of continually improving departmental safety performance are the Injury Incident Rate and Vehicle Collision Claims as noted below.

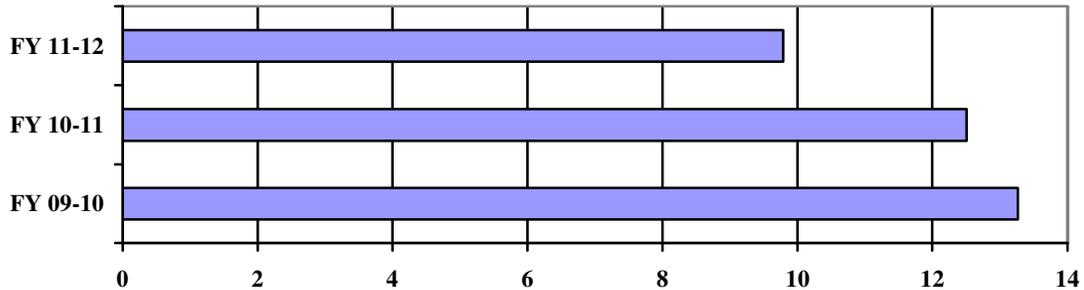
In FY11-12, workers' compensation data realized an overall decrease of 33 recordable injuries. There were 498 injuries in FY11-12 versus 531 injuries in FY10-11. The injury incident rate has been in a steady decline over the past three years. The County's overall rate reduction from FY09-10 to FY11-12 was 0.28 with a total injury severity (cost) reduction of \$1,818,221.40.

### Injury Incident Rate



Additionally, in FY11-12 there was overall decrease of 68 vehicle collision claims. There were 256 vehicle collisions in FY11-12 versus 324 vehicle collisions in FY10-11. The collision incident rate has also been in a steady decline over the past three years. The County's overall vehicle collision incident rate reduction from FY09-10 to FY11-12 was 3.48.

## Collision Incident Rate



The Risk Management Safety Division offers a total solution for safety awareness and safety compliance training. We will continue partnering with all County departments to reduce the injury incident rate and collision incident rate utilizing the following Safety strategies:

### Risk Management Safety Training

**SafeStart:** In 2011, the Risk Management Safety/Environmental Divisions implemented the SafeStart Program. Eight Safety/Environmental Consultants completed training and qualified as SafeStart Instructors. In October 2011, they began introducing SafeStart to the Flood Control District Operations Division. Over the next 6 months, sixty (60) Flood Control District employees attended and completed the first phase of the SafeStart program.

**Road Builder:** The Maricopa County and Gateway Community College's Road Builder Heavy Equipment Certification Program graduated four (4) County employees in 2012. This includes one student who also completed an AS degree in Heavy Equipment Operation. These employees completed 120 hours of college credit, for a cost savings to the County of \$9,000.

**Maricopa County Equipment Training Network:** The job of keeping hundreds of County employees trained and qualified on over 40 types of equipment is a difficult task. County Departments such as Maricopa County Department of Transportation (MCDOT), Flood Control District, Waste Resources and Recycling Management and Maricopa County Sheriff's Office have joined together with the Safety Division to develop a program to manage this training.

**On-Site Safety Training Programs:** Due to staffing issues, not all departments can send employees to off-site training, thus the Safety Division provides training at employee worksites focused on the needs of the department. This training can be task or program specific or targeted to re-educate employees in safe procedures. Targeted training often addresses an increase in accidents or near misses.

Examples of targeted training include:

- Personal Protective Equipment--unique to more hazardous activities, such as fall protection.

- Heat Stress Awareness--for employees working outside during summer months.
- Safe Lifting and Back Injury Prevention.

Examples of routine training offered at multiple locations to accommodate the scheduling needs of departments include:

- Defensive Driving
- Hazard Communication
- Bloodborne Pathogen Awareness
- Fire Extinguisher Awareness and Emergency Evacuation.

An example of special circumstance training that arises from unusual conditions of employment is the Safety in the Field -- Personal Safety Awareness for Public Health course.

Provisions for departments to provide their own training due to 24-hour operations are:

- Train-the-Trainer programs for Animal Care and Control Department
- Slips, Trips and Falls
- Hazard Communication

**Commercial Driver's License (CDL):** Several County employees are required to drive commercial vehicles to perform their duties at the County. These employees require specialized training and a CDL from Motor Vehicles Department (MVD) to drive these vehicles. In order to minimize department down time, the Safety Division's fleet safety consultant provides on-site programs. These include:

- Providing a three-day training program to prepare employees to take the written examination required to obtain a CDL from the MVD.
- Serving as a third party tester for MVD. The Fleet Safety Consultant provides approved and recognized testing services as required by the State for employees, so that they do not have to go back to MVD for the hands-on testing.
- Providing all CDL annual training to departments requiring CDL drivers.
- Administering the required substance abuse monitoring program.

**Off-site Safety Training:** Requires an off-site location due to the type of training.

- Welding Safety Training and Certification -- All County departments that have cutting and welding activities require training to comply with OSHA and ANSI safety requirements. Training and certification is administered by an outside contractor.
- Collision Avoidance Driving Safety -- This course is two hours of classroom driver safety and a one hour field exercise. Employees operate vehicles through a course to learn parking lot backing, lane change and serpentine and evasive maneuvers. The Safety Division also instructs various other driver safety classes such as Utility Truck, Trailer Towing Safety and Defensive Driving.

**Safety Fair:** The 2012 Safety Fair was a great success. Ninety-three (93) safety classes were taught with 2,841 people attending. The Flood Control District won the Safety Bowl competition; Waste Resources and Recycling Management won the Big Dig; and the Flood Control District's Office Safety Contest was very popular with employees.

**Additional Safety Strategies:** The Safety Division uses a wide variety of recognized safety program techniques in addition to training to keep County employees safe. These include:

- Facilities and Field Inspections
- Departmental Program Reviews
- Departmental Policy and Procedure Development and Review
- Safety Committees
- Job Safety Analysis
- Accident Investigations With Corrective Actions/Recommendations.

As Maricopa County continues developing safety management systems, it is necessary that each level of management take a proactive role in safety improvement. Management commitment, front-line supervision and accountability are the keys to sustain a successful safety processes and reduce unsafe work practices.



# **ENVIRONMENTAL DIVISION**

## ENVIRONMENTAL DIVISION

The Environmental Division of Risk Management conducts remedial investigations and takes action to minimize County environmental liability as determined by law, regulation, statute, and/or court order. The Division provides leadership in the area of pollution prevention and environmental management, and has developed a proactive assessment and action process that mitigates environmental liabilities, saving the County in the cost of remedial action and regulatory penalties. Possible environmental liability costs of known sites have been reduced from previous estimates of over \$500 million for FY95-96, to approximately \$8,823,373 for FY11-12.

This fiscal year the Division:

- Continued to cooperate with Arizona Department of Environmental Quality (ADEQ) in conducting site characterization of groundwater contamination at the Cave Creek Landfill. Two new groundwater wells were installed. A soil vapor pilot test was conducted at the deep soil vapor monitoring well.
- Soil contamination discovered during demolition of the Durango Vehicle Wash Facility was investigated and characterized. Soil and groundwater sampling was completed.
- Continued to participate with the Hassayampa Steering Committee in working towards the remediation of the Hassayampa Superfund Site.
- Completed in-house assessments and remedial oversight for industrial hygiene, indoor air quality and mold (43), asbestos (113) and lead paint (8). This represents a 588% increase in these types of projects since Risk Management first brought them in-house in FY 2007.
- Settled claim by Maricopa Air Quality Department against Maricopa County Solid Waste Department and Allied Waste for Title V Air permit violations at the Queen Creek Landfill. County's share of the settlement was \$818,000.
- Revised Hazard Communication Training to comply with OSHA's recent Globally Harmonized System (GHS) amendments and began testing delivery to County employees via live webinar.
- Conducted inspections of County owned and maintained drywells. Recommendations were turned over to Facilities Maintenance for required repairs and for best practices repairs. These repairs help reduce regulatory liability and general liability for the County. Previously, a consultant had been paid to inspect the drywells as part of a larger storm water project.
- Assisted Facilities Management, Superior Courts, Real Estate, Maricopa County Sheriff's Office (MCSO), Maricopa County Department of Transportation (MCDOT), Juvenile and Adult Probation, Flood Control District, Legal Defender, Environmental Services, Animal Control, Maricopa County Attorney's Office, Assessor, Agricultural Exchange, WIC, Solid Waste, Public Health, Medical Examiner, and the Library District in environmental studies, hazardous waste reviews and clean-ups, and conducting indoor air quality review, asbestos and lead paint surveys.
- Continued to provide sound environmental compliance information to requesting departments.

The Division recognizes that environmental risks are capable of being managed through risk control and prevention measures. These measures include separation of hazardous materials, effective pollution prevention and loss control techniques, redundant controls and safety mechanisms, double and triple containment of tanks and flow tubes, emergency response plans, and effective training of employees. The Division will continue to seek to implement these measures.



# ADMINISTRATIVE DIVISION

## ADMINISTRATIVE DIVISION

The Administrative Division is responsible for procuring the insurance policies above the County's self-insured retention, providing certificates of insurance to County departments, preparing the annual user charges for services, preparing the annual budget and financial statements for the Risk Trust, and providing administrative support to the other divisions within the department. Included in this report is a comparison of the assets and liabilities of the Risk Trust over a three-year period, the trend of the current insurance market, a budget summary, and the financial statements through fiscal year ended June 30, 2012.

### Self-Insured Trust Fund Combined Balance Sheet Comparison FY09-10, FY10-11, FY11-12

	Audited <u>FY09-10</u>	Audited <u>FY10-11</u>	Audited <u>FY11-12</u>
Assets	\$63,134,669	\$63,644,422	\$ 50,811,019
Liabilities	\$91,891,866	\$133,427,607	\$130,582,900
Net Assets (deficit)	(\$28,757,197)	(\$69,783,185)	(\$ 79,771,881)

During the FY09-10 through FY11-12 period, the Risk Trust's assets decreased \$12,323,650, or 19.52%, from \$63,134,669 to \$50,811,019. During the same period, the Trust's liabilities increased \$38,691,034, or 42.10%, from \$91,891,866 to \$130,582,900. The deficit in Risk Trust net assets is a result of a spend down of the Risk Trust fund in fiscal years when user departments were only charged for administrative costs even though claims and insurance continued to be paid by Risk Management on behalf of user departments.

The Risk Trust began billing user departments for the full costs of claims and insurance and administrative costs in FY99-00. On an annual basis, the Risk Trust funding plan calculates the total Risk Management's expenses for the fiscal year and the next year's claims and claims related expenses. The County does not fund the Risk Trust for all reserves; however, the reserves are part of the liability calculation. It is not the intent of the funding plan to decrease the deficit, but to continue to fund for the next year's claims and claims related expenses.

### Insurance Policies

Risk Management continually analyzes insurance market trends. Due to recent claims and weather related events, it is expected that insurance premiums in all lines of coverage will increase. However, experts differ over whether or not the "hard" insurance market of the last few years may abate. Potential increases in annual premium costs may not be as great as in the past years. Risk Management works closely with our insurance broker to aggressively pursue reasonable insurance coverages to protect the County.

At the close of this fiscal year, the County's major insurance policies are as follows:

<u>Coverage</u>	<u>Policy Period</u>	<u>Limits</u>	<u>Deductible/SIR</u>
General Liability (Excess Liability)	3/1/12 – 3/1/13	\$15 million \$35 million	\$5 million SIR
Medical Malpractice	12/4/11 – 12/4/12	\$25 million	\$5 million SIR
Workers' Compensation	7/1/12 – 7/1/13	\$25 million	\$2 million SIR
Property Damage	7/1/12 – 7/1/13	\$500 million	\$100,000 per occ.

### **Budget Summary**

The **expenditure budget** for the Risk Management Department for FY11-12 was \$56,912,696, of which \$2,068,388 was for personnel costs, \$317,770 supplies and services, and \$54,526,538 was for insurance, legal, and claims and claims related expenditures. On a percentage basis, 95.81% of Risk Management's budget is committed to insurance, legal, claims and claim related expenditures.

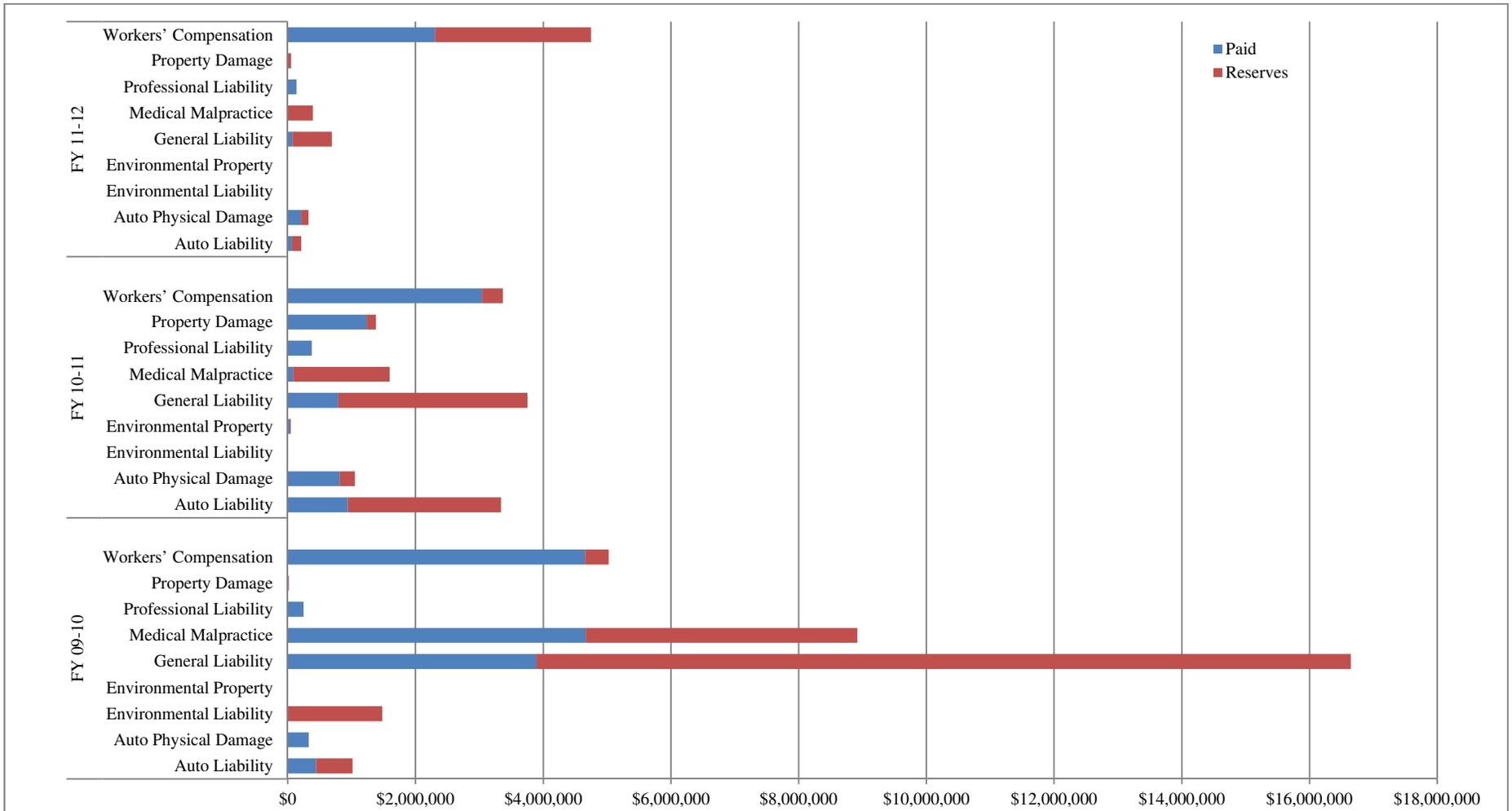
The **revenue budget** for the Risk Management Department for FY11-12 was \$16,231,190, of which \$15,756,190 was from user charges and \$475,000 from interest earnings. On a percentage basis, 97.07% of the revenue is from user charges. These user charges are based on actuarially estimated claims payments and insurance projections Risk Management will pay on behalf of County departments.

Note: The auditors have not reviewed and are not providing an opinion as to the information disclosed in the annual report.



# STATISTICS AND COVERAGE

## TOTAL COST SUMMARY CHART FY09-10 TO FY11-12



- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture as these claims have had time to mature.
  2. Amounts as valued on June 30, 2012, as reported by the RiskMaster system except for Workers' Compensation amounts as valued on June 30, 2012, as reported by the Pinnacle system.
  3. Unemployment not included.
  4. Small dollar amounts may not be visible on the chart, but they are included in the data.

**TOTAL COST SUMMARY TABLE  
FY09-10 TO FY11-12**

		Auto Liability	Auto Physical Damage	Environmental Liability	Environmental Property Damage	General Liability	Medical Malpractice	Professional Liability	Property Damage	Worker's Compensation
<b>FY 09-10</b>	\$ Paid	\$444,008	\$322,984	\$720	\$9,301	\$3,892,227	\$4,667,075	\$249,122	\$10,331	\$4,657,371
	Open Reserves	\$128,712	\$4,000	\$1,479,280	\$0	\$12,753,128	\$4,251,256	\$0	\$9,669	\$366,638
	Total Incurred <sup>5</sup>	\$572,721	\$326,984	\$1,480,000	\$9,301	\$16,645,355	\$8,918,332	\$249,122	\$20,000	\$5,024,009
<b>FY 10-11</b>	\$ Paid	\$943,263	\$817,653	\$0	\$33,406	\$793,137	\$86,819	\$374,271	\$1,237,460	\$3,042,319
	Open Reserves	\$2,398,090	\$235,981	\$0	\$16,091	\$2,961,081	\$1,511,162	\$968	\$144,636	\$325,114
	Total Incurred <sup>5</sup>	\$3,341,353	\$1,053,634	\$0	\$0	\$3,754,217	\$1,597,982	\$375,239	\$1,382,096	\$3,367,433
<b>FY 11-12</b>	\$ Paid	\$66,573	\$210,683	\$0	\$0	\$70,628	\$4,222	\$135,045	\$2,550	\$2,309,301
	Open Reserves	\$143,180	\$115,578	\$0	\$2	\$621,661	\$388,388	\$2,028	\$50,002	\$2,439,421
	Total Incurred <sup>5</sup>	\$209,753	\$326,262	\$0	\$2	\$692,289	\$392,610	\$137,073	\$52,552	\$4,748,722

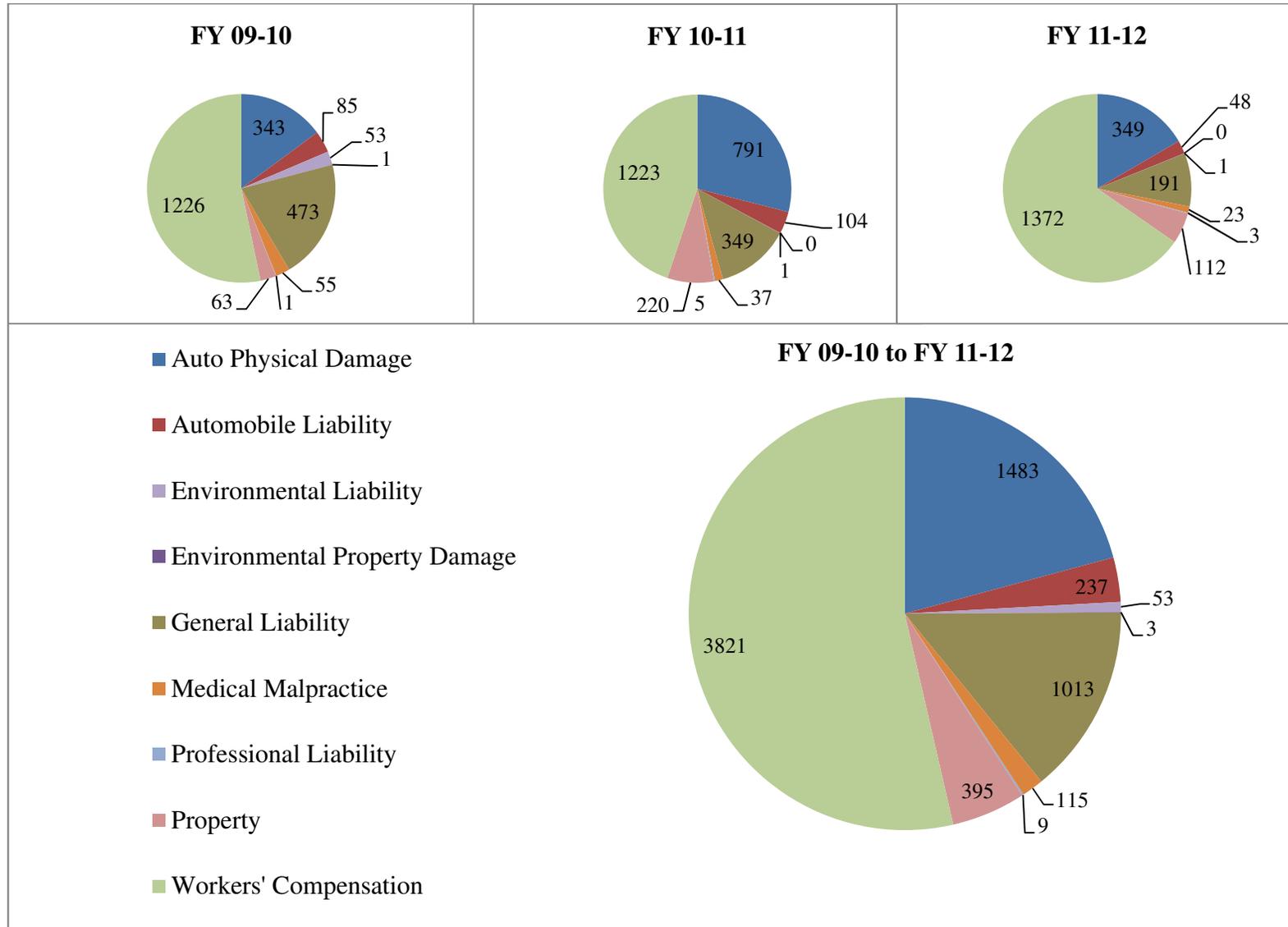
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  2. Amounts as valued on June 30, 2012, as reported by the RiskMaster system except for Workers' Compensation amounts as valued on June 30, 2012, as reported by the Pinnacle system.
  3. Unemployment not included.
  4. Total Incurred = \$ Paid plus Open Reserves, minus Total Recoveries.
  5. The totals are derived using both dollars and cents. The cents are removed for presentation purposes and all dollar amounts are rounded to the nearest dollar.

**TOTAL CLAIMS SUMMARY TABLE  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	65	\$227,397	75	\$104,163	66	\$88,411
ANIMAL CONTROL	96	\$406,610	96	\$86,903	76	\$55,253
CLERK OF SUPERIOR COURT	17	\$68,340	31	\$111,473	22	\$25,579
CORRECTIONAL HEALTH	84	\$69,219	55	\$55,850	72	\$61,720
COUNTY ASSESSOR	9	\$40,695	11	\$32,261	13	\$19,393
COUNTY ATTORNEY	58	\$1,520,344	68	\$1,364,687	44	\$78,212
ELECTIONS DEPARTMENT	6	\$7,660	15	\$33,354	4	\$5,754
ENVIRONMENTAL SERVICES	45	\$22,468	57	\$94,498	39	\$17,209
EQUIPMENT SERVICES	14	\$73,034	32	\$275,655	5	\$1,777
HUMAN SERVICES	30	\$57,319	34	\$32,813	23	\$36,094
JUVENILE PROBATION	83	\$445,394	106	\$259,547	114	\$204,024
LEGAL ADVOCATE	0	\$62,002	3	\$0	3	\$0
MARICOPA MEDICAL CENTER	376	\$5,810,512	422	\$776,171	383	\$504,901
MEDICAL EXAMINER	7	\$8,436	25	\$22,960	15	\$29,379
OFFICE OF ENTERPRISE TECH	8	\$79,621	9	\$3,173	11	\$31,470
PARKS & RECREATION	15	\$19,012	26	\$30,123	14	\$137,345
PLANNING AND DEVELOPMENT	11	\$32,668	4	\$5,704	12	\$15,174
PUBLIC DEFENDER	36	\$124,393	26	\$16,580	22	\$27,729
PUBLIC FIDUCIARY	7	\$11,069	3	\$1,109	7	\$2,067
PUBLIC HEALTH	38	\$52,013	52	\$215,461	38	\$42,823
PUBLIC WORKS	244	\$493,707	465	\$717,711	175	\$264,708
RISK MANAGEMENT	19	\$620,756	10	\$44,906	5	\$7,680
SHERIFF	906	\$3,911,909	937	\$2,722,856	824	\$990,471
TRIAL COURTS	48	\$73,507	48	\$45,647	39	\$40,811
ALL OTHERS	78	\$15,054	120	\$274,723	73	\$111,018
<b>TOTAL</b>	<b>2300</b>	<b>\$14,253,139</b>	<b>2730</b>	<b>\$7,328,328</b>	<b>2099</b>	<b>\$2,799,002</b>

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system except for Workers' Compensation amounts as valued on June 30, 2012, as reported by the Pinnacle system.
  4. Unemployment not included.
  5. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**TOTAL NUMBER OF CLAIMS SUMMARY CHART  
FY09-10 TO FY11-12**



Notes: Unemployment not included.

**TOTAL NUMBER OF CLAIMS SUMMARY TABLE  
FY09-10 TO FY11-12**

	FY 09-10	FY 10-11	FY 11-12
Auto Physical Damage	343	791	349
Automobile Liability	85	104	48
Environmental Liability	53	0	0
Environmental Property Damage	1	1	1
General Liability	473	349	191
Medical Malpractice	55	37	23
Professional Liability	1	5	3
Property Damage	63	220	112
Workers' Compensation	1226	1223	1372
<b>TOTAL</b>	<b>2300</b>	<b>2730</b>	<b>2099</b>

- Notes:
1. Number of claims paid represents the amount of claims for the year in which the event occurred.
  2. Unemployment not included.
  3. Small dollar amounts may not be visible on the chart, but they are included in the data.
  4. The Environmental Liability, Environmental Property Damage was previously not included in the report. The Professional Liability types were previously included with the General Liability Claim Type. This FY is the first year we have provided the data broken out separately.

**AUTO LIABILITY LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	2	\$0	4	\$0	2	\$0
AIR QUALITY	1	\$50	1	\$0	1	\$3,067
ANIMAL CONTROL	6	\$38,001	2	\$750	1	\$0
CLERK OF SUPERIOR COURT	0	\$0	1	\$0	0	\$0
CONSTABLES	0	\$0	2	\$5,333	0	\$0
COUNTY ATTORNEY	1	\$2,447	0	\$0	0	\$0
ENVIRONMENTAL SERVICES	3	\$368	5	\$4,437	2	\$2,417
EQUIPMENT SERVICES	1	\$4,906	0	\$0	0	\$0
JUVENILE PROBATION	0	\$0	1	\$0	2	\$0
LEGAL DEFENDER	0	\$0	1	\$1,089	0	\$0
LIBRARY DISTRICT	0	\$0	2	\$6,278	0	\$0
MARICOPA MEDICAL CENTER	2	\$3,218	3	\$430	1	\$0
MEDICAL EXAMINER	0	\$0	0	\$0	3	\$6,107
OFFICE OF ENTERPRISE TECH	0	\$0	0	\$0	1	\$4,783
PARKS & RECREATION	0	\$0	1	\$806	0	\$0
PLANNING & DEVELOPMENT	2	\$2,595	0	\$0	2	\$2,590
PUBLIC HEALTH	0	\$0	2	\$0	4	\$10,521
PUBLIC WORKS	18	\$45,316	19	\$111,943	10	\$17,972
RISK MANAGEMENT	1	\$434	0	\$0	1	\$718
SCHOOLS	0	\$0	1	\$2,408	0	\$0
SHERIFF	45	\$346,671	57	\$809,787	16	\$18,399
TRIAL COURTS	1	\$0	0	\$0	0	\$0
ALL OTHERS	2	\$0	2	\$0	2	\$0
<b>TOTALS</b>	85	\$444,008	104	\$943,263	48	\$66,573

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**AUTO PHYSICAL DAMAGE SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	15	\$14,760	37	\$50,742	28	\$901
AIR QUALITY	12	\$217	8	\$4,564	5	\$3,628
ANIMAL CONTROL	20	\$11,552	33	\$740	16	\$178
CONSTABLES	5	\$1,823	8	\$5,030	5	\$12,271
CORRECTIONAL HEALTH	1	\$500	1	\$0	1	\$0
COUNTY ASSESSOR	2	\$500	1	\$0	0	\$0
COUNTY ATTORNEY	5	\$0	15	\$14,250	5	\$4,620
ELECTIONS DEPARTMENT	0	\$0	2	\$8,154	0	\$0
ENVIRONMENTAL SERVICES	21	\$9,205	28	\$10,937	16	\$7,334
EQUIPMENT SERVICES	5	\$10,991	16	\$47,623	3	\$0
HUMAN SERVICES	8	\$1,776	2	\$116	0	\$0
JUVENILE PROBATION	2	\$0	14	\$803	5	\$5,507
LEGAL DEFENDER	1	\$0	2	\$1,993	0	\$0
LIBRARY DISTRICT	0	\$0	3	\$5,800	2	\$111
MARICOPA MEDICAL CENTER	3	\$3,025	4	\$1,959	4	\$0
MEDICAL EXAMINER	0	\$0	1	\$155	3	\$3,558
OFFICE OF ENTERPRISE TECH	2	\$890	3	\$458	3	\$3,670
PLANNING & DEVELOPMENT	3	\$16,677	2	\$5,522	6	\$7,688
PUBLIC DEFENDER	1	\$2,663	1	\$0	5	\$8,831
PUBLIC HEALTH	1	\$0	11	\$9,795	7	\$1,299
PUBLIC WORKS	50	\$50,104	219	\$141,216	51	\$23,657
SCHOOLS	0	\$0	2	\$2,871	0	\$0
SHERIFF	181	\$198,301	348	\$501,137	173	\$125,572
TRIAL COURTS	1	\$0	3	\$3,789	1	\$0
ALL OTHERS	4	\$0	27	\$0	10	\$1,859
<b>TOTALS</b>	343	\$322,984	791	\$817,653	349	\$210,683

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**ENVIRONMENTAL LIABILITY LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
PUBLIC WORKS	53	\$720	0	\$0	0	\$0
<b>TOTALS</b>	53	\$720	0	\$0	0	\$0

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**ENVIRONMENTAL PROPERTY DAMAGE  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
EQUIPMENT SERVICES	0	\$0	1	\$33,406	0	\$0
PUBLIC WORKS	1	\$9,301	0	\$0	1	\$0
<b>TOTALS</b>	1	\$9,301	1	\$33,406	1	\$0

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**GENERAL LIABILITY LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	2	\$0	3	\$0	1	\$0
ANIMAL CONTROL	18	\$3,256	6	\$1,832	9	\$1,443
CLERK OF SUPERIOR COURT	4	\$0	0	\$0	2	\$0
CORRECTIONAL HEALTH	6	\$0	2	\$5,223	0	\$0
COUNTY ATTORNEY	40	\$1,208,418	34	\$101,278	15	\$0
COUNTY MANAGERS OFFICE	1	\$1,500	4	\$28,018	0	\$0
ENVIRONMENTAL SERVICES	4	\$0	3	\$389	1	\$0
FLOOD CONTROL	1	\$0	2	\$0	0	\$0
JUVENILE PROBATION	2	\$0	0	\$0	0	\$0
LEGAL DEFENDER	2	\$0	2	\$28,000	2	\$6,829
LIBRARY DISTRICT	1	0	1	0	1	0
MARICOPA MEDICAL CENTER	19	\$9,475	19	\$35,100	13	\$44
MEDICAL EXAMINER	0	\$0	4	\$0	2	\$10,330
PLANNING & DEVELOPMENT	3	\$12,199	1	\$0	1	\$0
PUBLIC DEFENDER	18	\$0	16	\$0	9	\$1,330
PUBLIC FIDUCIARY	1	\$0	1	\$0	1	\$0
PUBLIC HEALTH	3	\$0	1	\$0	1	\$0
PUBLIC WORKS	64	\$298,351	49	\$104,799	22	\$3,526
RECORDER	1	\$0	2	\$73,020	1	\$35,000
RISK MANAGEMENT	14	\$597,687	6	\$36,492	0	\$0
SCHOOLS	1	\$0	1	\$0	0	\$0
SHERIFF	226	\$1,754,161	141	\$358,112	76	\$11,677
TRIAL COURTS	22	\$7181	15	\$195	13	\$448
WORKFORCE MGT & DEV	1	\$0	2	\$20,679	1	\$0
ALL OTHERS	19	\$0	34	\$0	20	\$0
<b>TOTALS</b>	473	\$3,892,227	349	\$793,137	191	\$70,628

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**MEDICAL MALPRACTICE LOSS SUMMARY  
FY10-11 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
CORRECTIONAL HEALTH	43	\$29,496	24	\$14,770	20	\$4,222
MARICOPA MEDICAL CENTER	12	\$4,637,579	13	\$72,049	2	\$0
NON-JURISDICTIONAL	0	\$0	0	\$0	1	\$0
<b>TOTALS</b>	55	\$4,667,075	37	\$86,819	23	\$4,222

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**PROFESSIONAL LIABILITY LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
COUNTY ATTORNEY	0	\$0	3	\$1,230,367	3	\$2,550
LEGAL DEFENDER	0	\$0	1	\$7,093	0	\$0
MARICOPA MEDICAL CENTER	1	\$10,331	1	\$0	0	\$0
<b>TOTALS</b>	1	\$10,331	5	\$1,237,460	3	\$2,550

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**PROPERTY DAMAGE LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	1	\$0	2	\$23,915	0	\$0
AIR QUALITY	2	\$0	4	\$0	1	\$0
ANIMAL CONTROL	2	\$1,230	8	\$0	8	\$0
CONSTABLES	0	\$0	0	\$0	1	\$0
CORRECTIONAL HEALTH	0	\$0	0	\$0	1	\$0
COUNTY ASSESSOR	0	\$0	0	\$0	1	\$500
COUNTY ATTORNEY	0	\$0	1	\$1,151	0	\$0
ELECTIONS DEPARTMENT	1	\$699	0	\$0	0	\$0
ENVIRONMENTAL SERVICES	3	\$564	1	\$0	3	\$0
EQUIPMENT SERVICES	1	\$4,770	1	\$6,075	0	\$0
HUMAN SERVICES	5	\$4,532	3	\$0	1	\$0
LIBRARY DISTRICT	0	\$0	0	\$0	2	\$0
MARICOPA MEDICAL CENTER	3	\$70,397	4	\$1,033	6	\$3,116
MEDICAL EXAMINER	0	\$0	1	\$1,208	0	\$0
OFFICE OF ENTERPRISE TECH	1	\$38,899	2	\$0	3	\$18,148
PARKS & RECREATION	3	\$12,352	3	\$7,273	5	\$29,493
PUBLIC FIDUCIARY	0	\$0	0	\$0	1	\$0
PUBLIC HEALTH	3	\$3,479	7	\$51,430	5	\$739
PUBLIC WORKS	23	\$33,385	147	\$243,465	56	\$58,213
RECORDER	1	\$699	0	\$0	0	\$0
RISK MANAGEMENT	1	\$0	0	\$0	0	\$0
SHERIFF	12	\$78,115	35	\$38,721	17	\$24,365
TRIAL COURTS	1	\$0	1	\$0	1	\$472
<b>TOTALS</b>	63	\$249,122	220	\$374,271	112	\$135,045

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts as valued on June 30, 2012, as reported by the RiskMaster system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.

**UNEMPLOYMENT LOSS SUMMARY – PAID IN YEAR  
FY09-10 TO FY11-12**

Department	FY09-10	FY10-11	FY11-12
	\$ Paid	\$ Paid	\$ Paid
ADULT PROBATION	\$94,963	\$41,087	\$50,375
AIR QUALITY	\$40,138	\$58,126	\$43,242
ANIMAL CONTROL	\$9,695	\$6,010	\$11,433
CLERK OF SUPERIOR COURT	\$59,988	\$45,545	\$32,349
CORRECTIONAL HEALTH	\$54,186	\$70,487	\$53,198
COUNTY ASSESSOR	\$20,864	\$27,167	\$8,880
COUNTY ATTORNEY	\$34,174	\$41,940	\$51,004
ELECTIONS	\$47,996	\$50,201	\$34,192
EMPLOYEE HEALTH INITIATIVES	\$21,740	\$6,720	\$0
ENVIRONMENTAL SERVICES	\$42,191	\$13,069	\$7,931
EQUIPMENT SERVICES	\$10,718	\$4,800	\$8,880
FINANCE	\$11,037	\$815	\$0
HUMAN RESOURCES	\$9,360	\$11,006	\$2,061
HUMAN SERVICES	\$238,578	\$189,162	\$158,193
JUSTICE COURTS	\$19,612	\$24,598	\$21,626
JUVENILE PROBATION	\$78,640	\$74,044	\$42,783
LIBRARY	\$18,605	\$8,417	\$13,722
MARICOPA MEDICAL CENTER	\$371,276	\$181,678	\$383,120
PLANNING & DEVELOPEMENT	\$64,542	\$28,320	\$0
PUBLIC DEFENDER	\$10,662	\$13,831	\$4,363
PUBLIC HEALTH	\$62,369	\$74,031	\$59,215
PUBLIC WORKS	\$29,000	\$0	\$35,057
SHERIFF	\$95,162	\$76,743	\$72,493
TRIAL COURTS	\$164,529	\$121,528	\$49,072
ALL OTHERS	\$200,130	\$502,978	\$91,931
<b>TOTALS</b>	<b>\$1,810,153</b>	<b>\$1,672,302</b>	<b>\$1,235,120</b>

- Notes: 1. Dollars paid represents the amount paid for the fiscal year. There are no reserves for unemployment.  
2. Amounts as valued on June 30, 2012, as reported by the Advantage Financial System.

**WORKERS' COMPENSATION LOSS SUMMARY  
FY09-10 TO FY11-12**

Department	FY09-10		FY10-11		FY11-12	
	# Claims	\$ Paid	# Claims	\$ Paid	# Claims	\$ Paid
ADULT PROBATION	45	\$212,638	29	\$29,506	35	\$87,510
AIR QUALITY	6	\$1,387	6	\$7,488	9	\$11,977
ANIMAL CONTROL	50	\$352,571	47	\$83,581	42	\$53,632
CLERK OF SUPERIOR COURT	13	\$68,340	26	\$111,473	18	\$23,966
CORRECTIONAL HEALTH	34	\$39,222	28	\$35,857	50	\$57,498
COUNTY ASSESSOR	6	\$40,195	10	\$32,261	12	\$18,893
COUNTY ATTORNEY	12	\$309,478	15	\$17,641	21	\$71,042
ELECTIONS	5	\$6,961	12	\$25,200	4	\$5,754
ENVIRONMENTAL SERVICES	14	\$12,331	20	\$78,736	17	\$7,458
EQUIPMENT SERVICES	7	\$52,367	14	\$188,551	2	\$1,777
HUMAN SERVICES	17	\$51,012	28	\$32,697	20	\$36,094
JUSTICE COURTS	7	\$5,482	8	\$13,496	10	\$903
JUVENILE PROBATION	79	\$445,394	91	\$258,744	107	\$198,517
LIBRARY DISTRICT	8	\$0	7	\$8,966	9	\$33,636
MARICOPA MEDICAL CENTER	336	\$1,076,488	378	\$665,599	357	\$501,741
MEDICAL EXAMINER	7	\$8,436	19	\$21,597	7	\$9,385
OFFICE OF ENTERPRISE TECH	5	\$39,832	3	\$2,714	3	\$4,870
PARKS & RECREATION	9	\$6,661	8	\$22,044	7	\$107,852
PUBLIC DEFENDER	17	\$121,730	9	\$16,580	7	\$17,568
PUBLIC FIDUCIARY	5	\$11,069	2	\$1,109	4	\$1,821
PUBLIC HEALTH	31	\$48,534	31	\$154,237	21	\$30,264
PUBLIC WORKS	35	\$56,529	31	\$116,287	35	\$161,340
SHERIFF	442	\$1,534,662	356	\$1,015,099	542	\$810,459
TRIAL COURTS	23	\$66,326	29	\$41,663	24	\$39,891
ALL OTHERS	13	\$89,730	16	\$61,195	9	\$15,453
<b>TOTALS</b>	1226	\$4,657,371	1223	\$3,042,319	1372	\$2,309,301

- Notes:
1. Dollars paid listed above represents payments on claims by event date, not actual payment date, and does not include RBNP or IBNR reserves. Due to lag time in resolution and payment of claims, the figures from FY09-10 give a truer picture of the cost of these claims as they have had time to mature.
  2. Number of claims represents the number of claims for the year in which the event occurred.
  3. Amounts are as valued on June 30, 2012, as reported by the Pinnacle system.
  4. All dollar amounts are rounded to the nearest dollar. The totals are first derived from the non-rounded amounts then rounded.