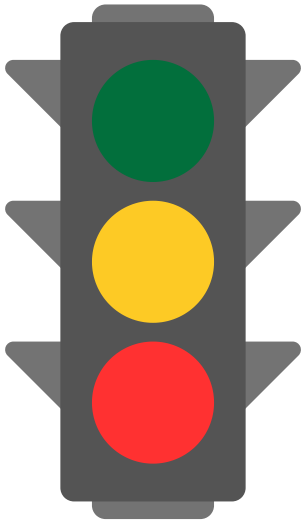




# Measuring Performance at ARCA

## Performance Guide



### Data is Updated Quarterly

Metric owners enter performance data each quarter

### Reports Are Created

Data is compiled into Stoplight Reports and the ARCA Dashboard

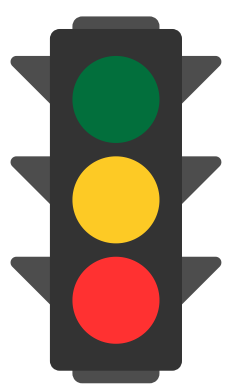
### Action Is Taken When Needed

Metrics in Red require corrective action plans

## Incident Review • 2025 Results

Incident review is a required process that measures how we treat our individuals and respond to their issues.

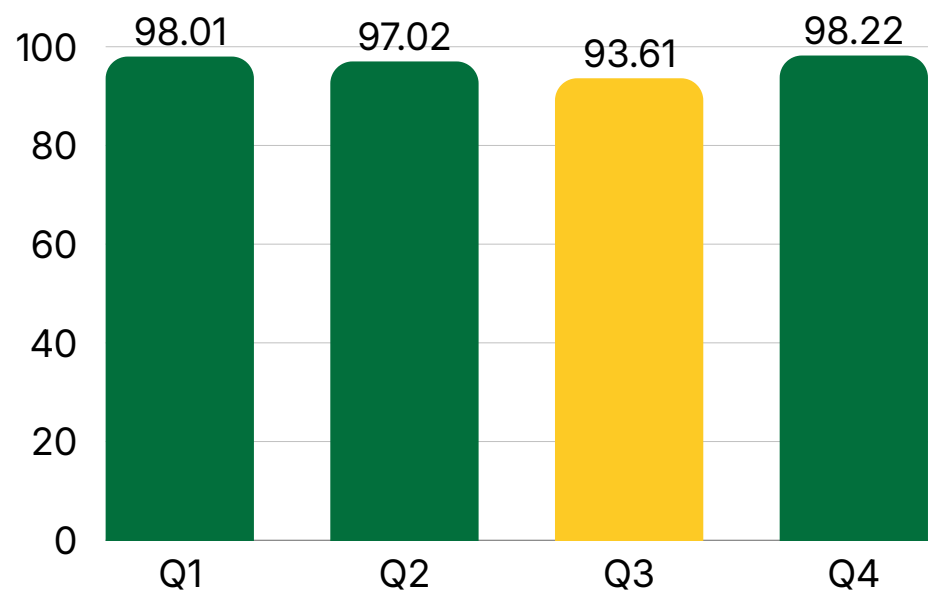
### Performance Guide



Above 95%

85% - 95%

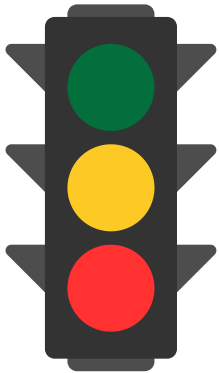
Under 85%



# Workers Comp Claims • 2025 Results

Safe practices help keep Worker Comp Claims low and contain costs

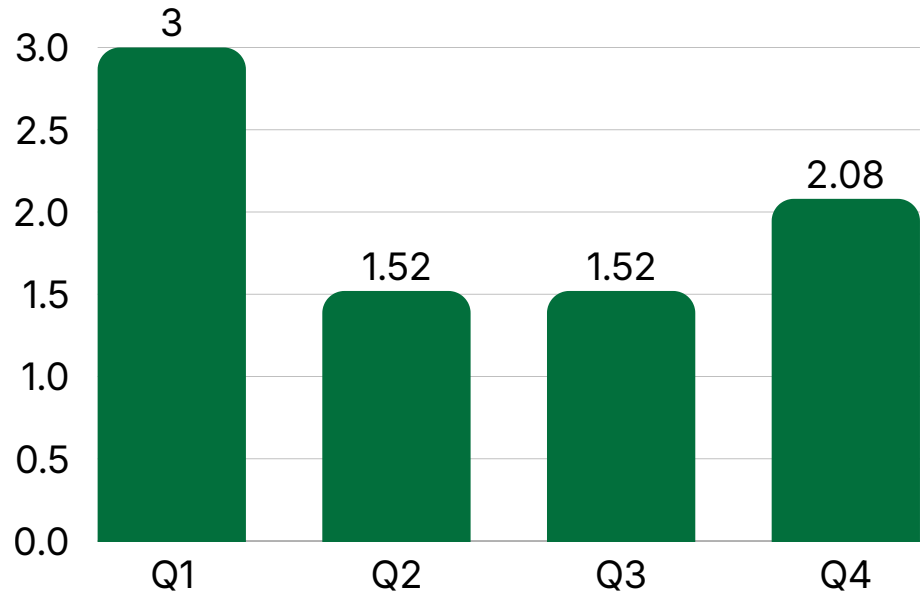
## Performance Guide



Below 3%

3% - 5%

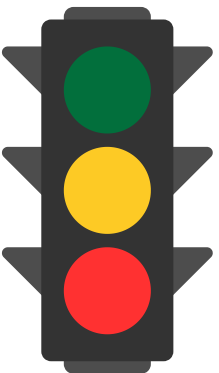
Above 5%



# Fleet Incidents • 2025 Results

Safe driving supports the safety of our individuals and employees and impacts our community image.

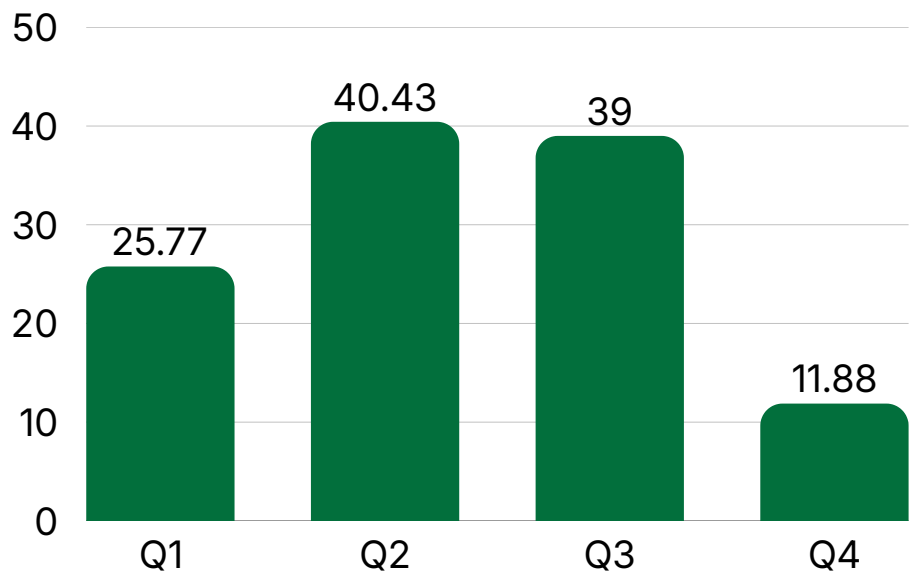
## Performance Guide



Below 45%

45% - 60%

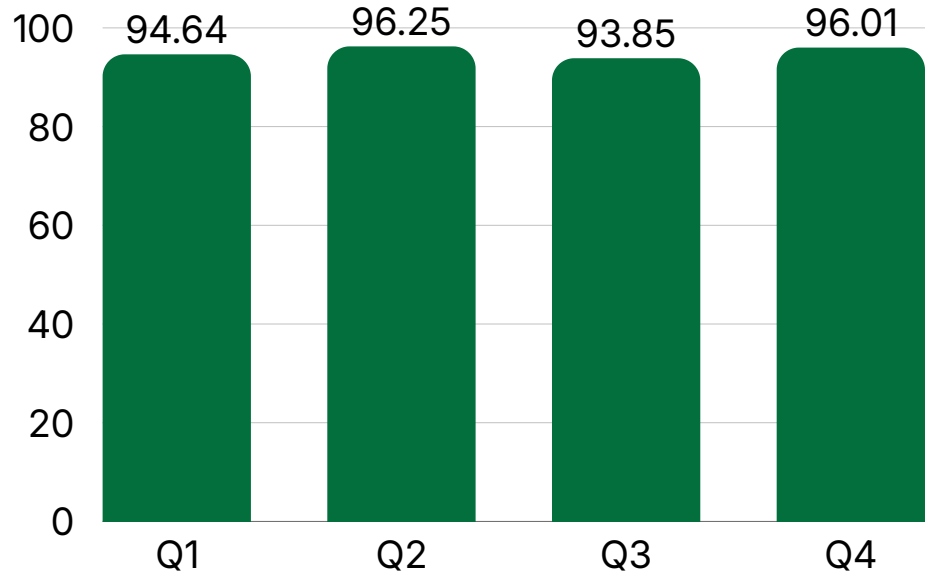
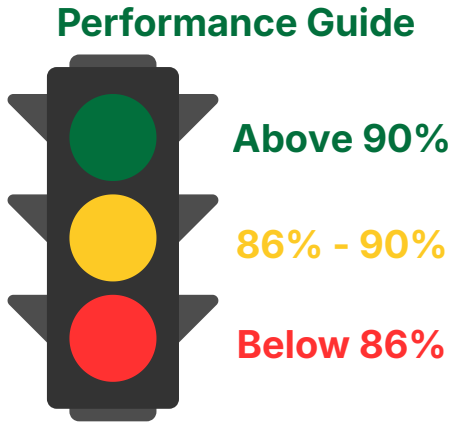
Above 60%



Learn more about ARCA's Quality Journey at [ARCAOpeningDoors.org/arcas-quality-journey/](https://ARCAOpeningDoors.org/arcas-quality-journey/)

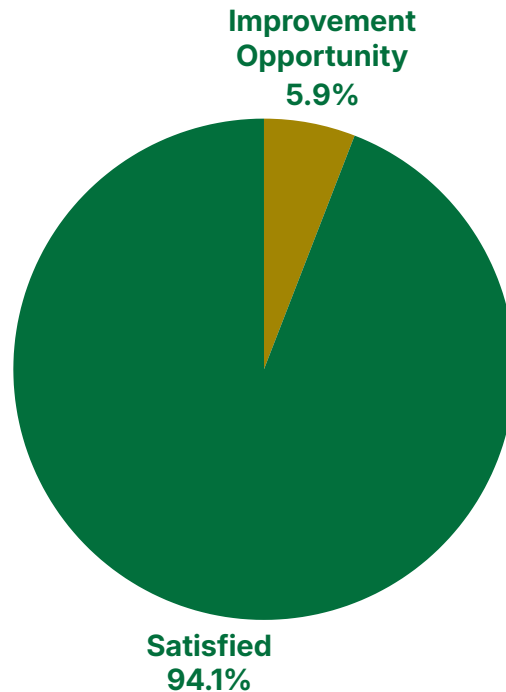
# Document Compliance • 2025 Results

Document Compliance allows departments to continue operations under applicable rules and regulations.



# Individual Satisfaction • 2025 Results

Individual Satisfaction surveys are conducted to determine how ARCA engages its customers (Individual served) including listening to the voice of the customer and using the information to identify opportunities for innovation.



Learn more about ARCA's Quality Journey at [ARCAOpeningDoors.org/arcas-quality-journey/](https://ARCAOpeningDoors.org/arcas-quality-journey/)