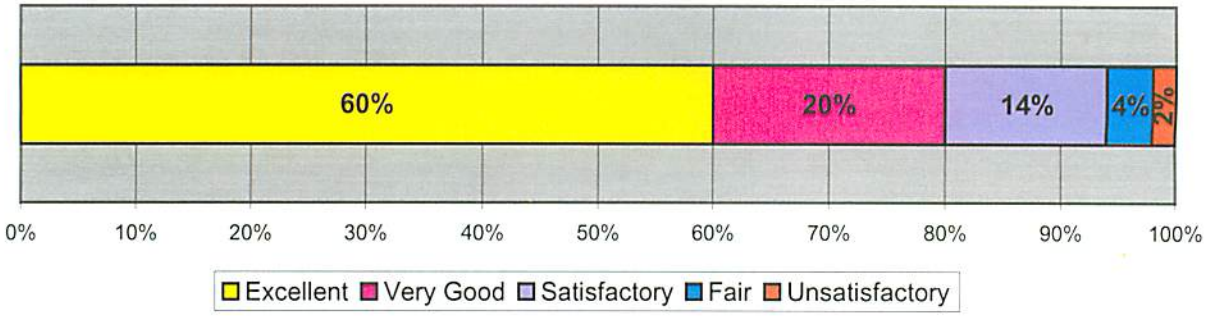
# EVERLENA BROWN
## HEARING OFFICER PERFORMANCE SURVEY - FY '09

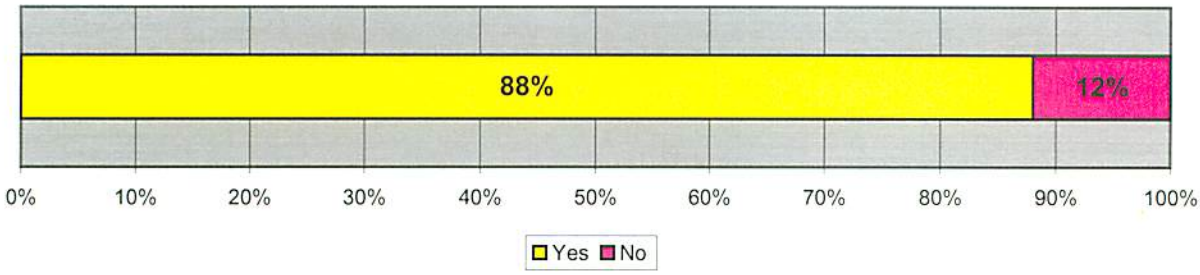
**Survey Summary Scores***




| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 57% | 20% | 13% | 5% | 5% |
| Knowledge of relevant workers compensation laws and procedures. | 59% | 18% | 15% | 8% | 0% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 65% | 20% | 15% | 0% | 0% |
| Attentive and maintains appropriate control over proceedings. | 59% | 26% | 15% | 0% | 0% |
| Decisions adequately explained and relevant to the law. | 52% | 18% | 18% | 7% | 5% |
| Fair and courteous treatment to all participants. | 69% | 20% | 10% | 1% | 0% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 62% | 20% | 10% | 3% | 5% |
| **Overall Survey Percentages:** | **60%** | **20%** | **14%** | **4%** | **2%** |

*Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent', responses and dividing each sum by the total number of responses recorded for each question.

**Retention Rating**




| **Hearing Officer Everlena Brown** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 88% | 12% |

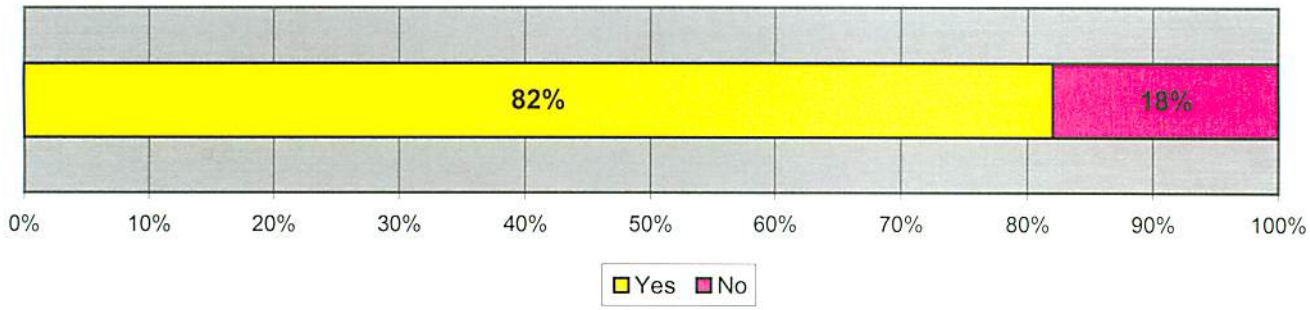
# SUSAN MARXEN
## HEARING OFFICER PERFORMANCE SURVEY - FY '09

**Summary Survey Scores***

| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 38% | 29% | 19% | 9% | 5% |
| Knowledge of relevant workers compensation laws and procedures. | 43% | 26% | 24% | 3% | 4% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 48% | 24% | 24% | 4% | 0% |
| Attentive and maintains appropriate control over proceedings. | 43% | 29% | 14% | 10% | 4% |
| Decisions adequately explained and relevant to the law. | 41% | 24% | 18% | 12% | 5% |
| Fair and courteous treatment to all participants. | 45% | 29% | 19% | 2% | 5% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 50% | 25% | 13% | 2% | 10% |
| **Overall Survey Percentages:** | **44%** | **26%** | **19%** | **6%** | **5%** |

*Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent' responses and dividing each sum by the total number of responses recorded for each question.

**Retention Rating**




| **Hearing Officer Susan Marxen** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 82% | 18% |

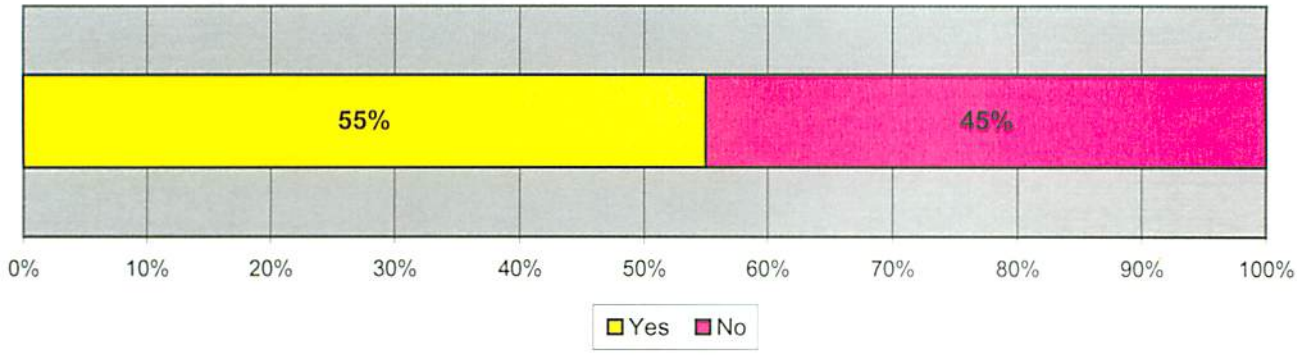
# STEVEN EVANS
## HEARING OFFICER PERFORMANCE SURVEY - FY '09

**Summary Survey Scores***

| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 24% | 19% | 19% | 28% | 10% |
| Knowledge of relevant workers compensation laws and procedures. | 31% | 20% | 20% | 13% | 7% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 31% | 24% | 22% | 13% | 10% |
| Attentive and maintains appropriate control over proceedings. | 32% | 17% | 17% | 22% | 12% |
| Decisions adequately explained and relevant to the law. | 27% | 15% | 19% | 19% | 20% |
| Fair and courteous treatment to all participants. | 27% | 22% | 17% | 10% | 24% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 29% | 25% | 22% | 7% | 17% |
| **Overall Survey Percentages:** | **29%** | **20%** | **20%** | **16%** | **15%** |

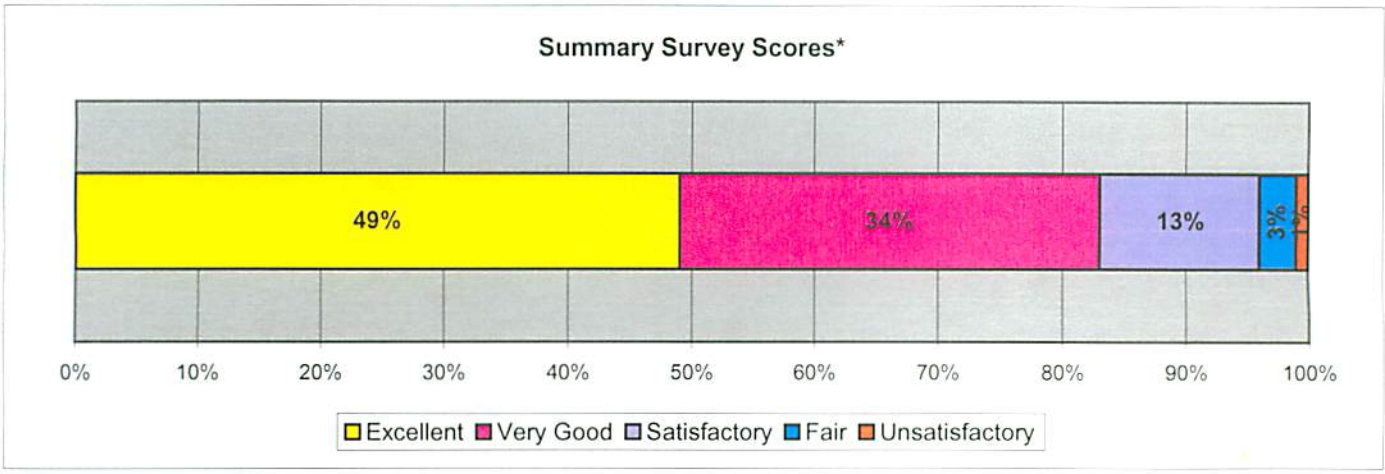
* Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent' responses and dividing each sum by the total number of responses recorded for each question.

**Retention Rating**



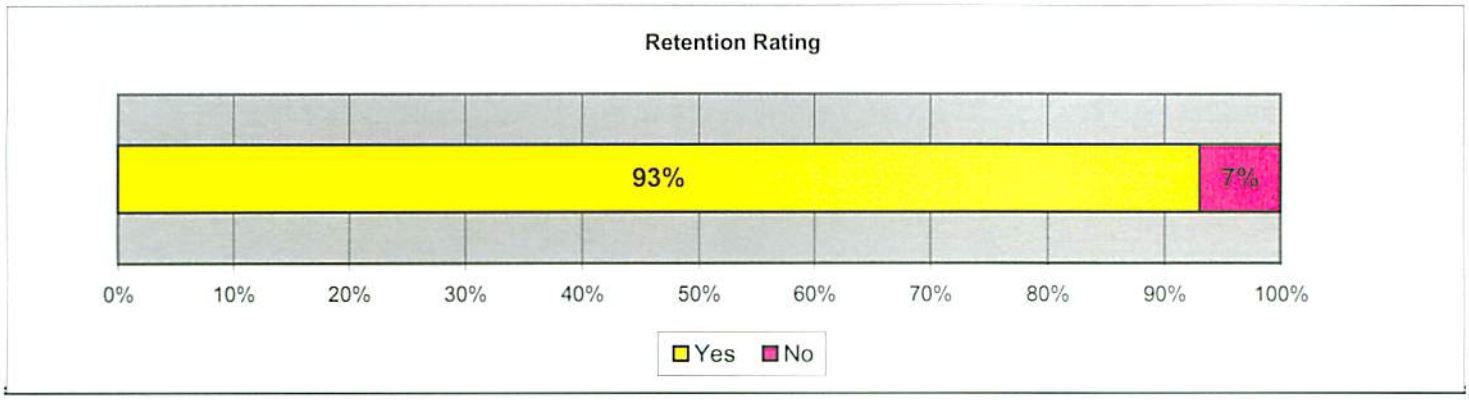

| **Hearing Officer Steven Evans** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 55% | 45% |

# NORA GARCIA
## HEARING OFFICER PERFORMANCE SURVEY - FY '09



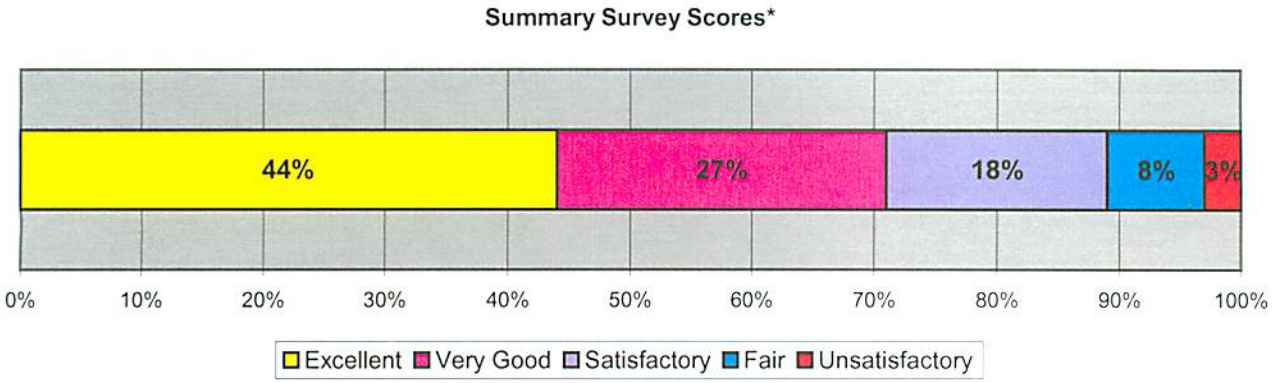

| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 48% | 35% | 15% | 0% | 2% |
| Knowledge of relevant workers compensation laws and procedures. | 50% | 35% | 10% | 3% | 2% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 55% | 31% | 10% | 2% | 2% |
| Attentive and maintains appropriate control over proceedings. | 53% | 33% | 12% | 2% | 0% |
| Decisions adequately explained and relevant to the law. | 40% | 33% | 22% | 5% | 0% |
| Fair and courteous treatment to all participants. | 48% | 35% | 12% | 5% | 0% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 48% | 35% | 13% | 2% | 2% |
| **Overall Survey Percentages:** | **49%** | **34%** | **13%** | **3%** | **1%** |

* Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent' responses and dividing each sum by the total number of responses recorded for each question.



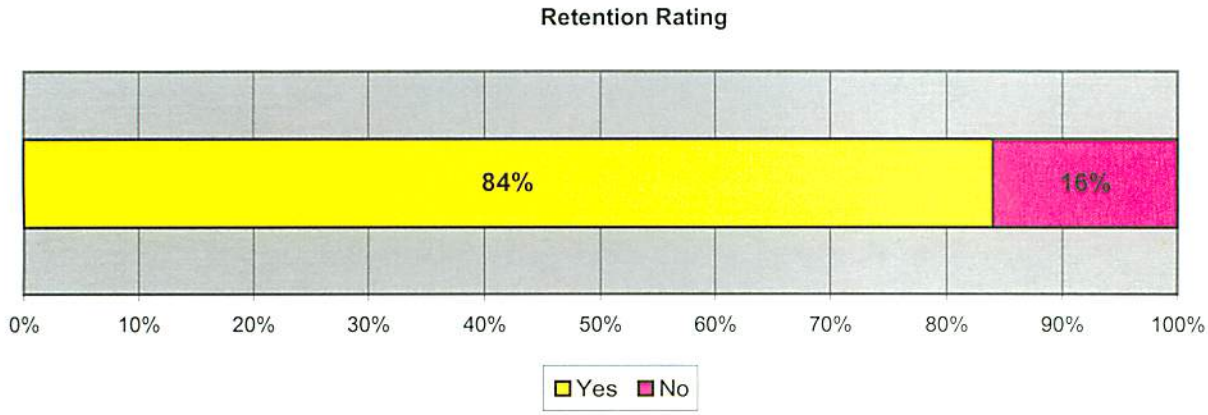

| **Hearing Officer Nora Garcia** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 93% | 7% |

# DAPHNE HODGE
## HEARING OFFICER PERFORMANCE SURVEY - FY '09




| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 37% | 33% | 21% | 7% | 2% |
| Knowledge of relevant workers compensation laws and procedures. | 42% | 28% | 21% | 9% | 0% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 60% | 17% | 21% | 2% | 0% |
| Attentive and maintains appropriate control over proceedings. | 49% | 28% | 16% | 7% | 0% |
| Decisions adequately explained and relevant to the law. | 35% | 32% | 17% | 11% | 5% |
| Fair and courteous treatment to all participants. | 35% | 32% | 17% | 11% | 5% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 53% | 19% | 16% | 7% | 5% |
| **Overall Survey Percentages:** | **44%** | **27%** | **18%** | **8%** | **3%** |

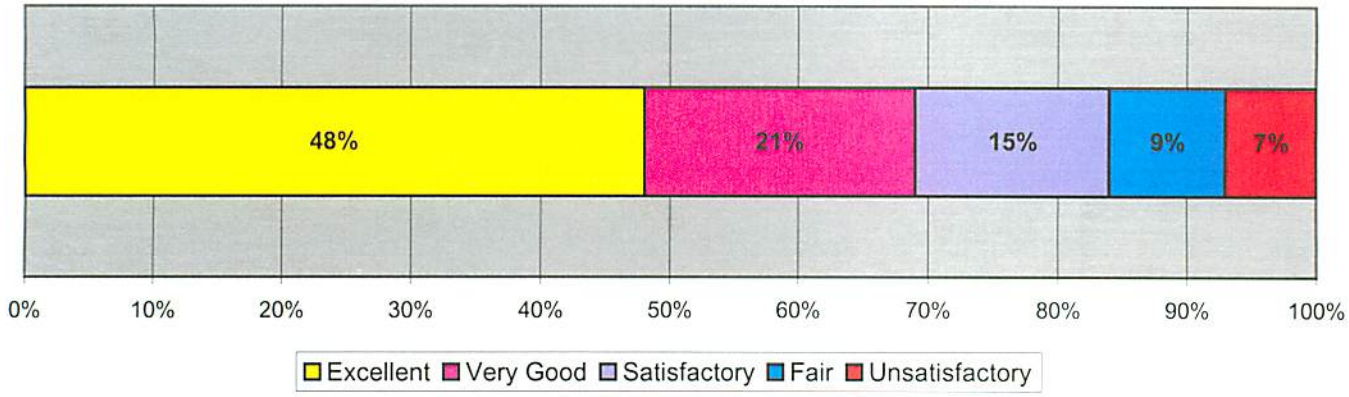
* Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent' responses and dividing each sum by the total number of responses recorded for each question




| **Hearing Officer Daphne Hodge** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 84% | 16% |

# KATHY DIAMOND
## HEARING OFFICER PERFORMANCE SURVEY - FY '09

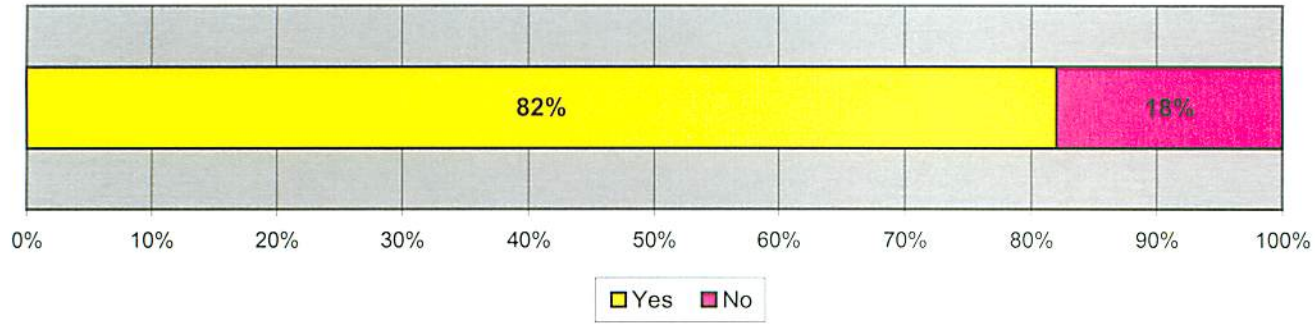
**Survey Summary Scores***




| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 30% | 26% | 13% | 20% | 11% |
| Knowledge of relevant workers compensation laws and procedures. | 30% | 22% | 22% | 20% | 6% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 67% | 15% | 11% | 5% | 2% |
| Attentive and maintains appropriate control over proceedings. | 43% | 26% | 22% | 2% | 7% |
| Decisions adequately explained and relevant to the law. | 33% | 24% | 22% | 8% | 13% |
| Fair and courteous treatment to all participants. | 65% | 15% | 10% | 5% | 5% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 65% | 17% | 2% | 7% | 9% |
| **Overall Survey Percentages:** | **48%** | **21%** | **15%** | **9%** | **7%** |

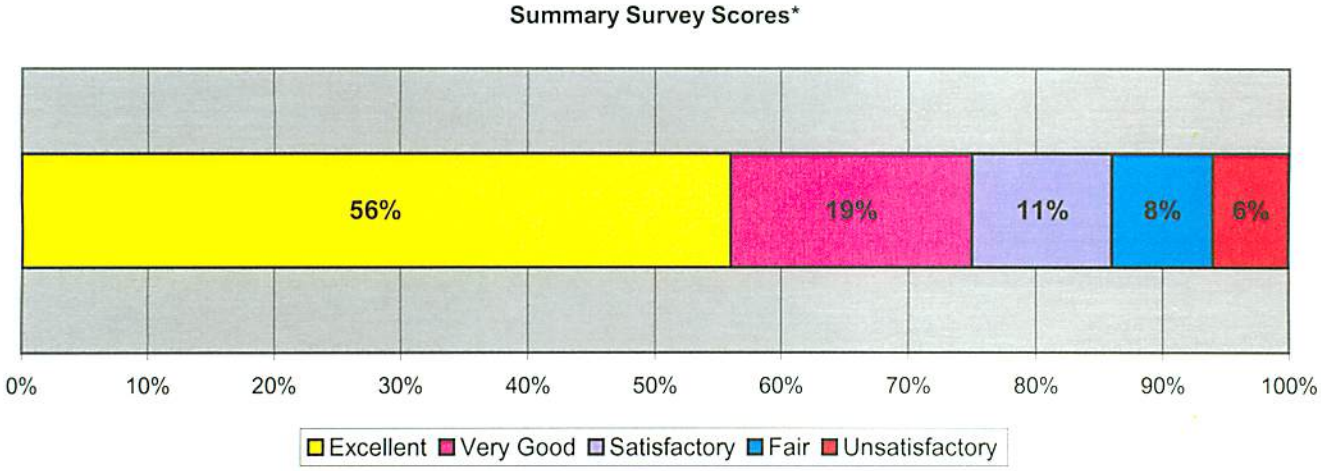
* Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and 'Excellent' responses and dividing each sum by the total number of responses recorded for each question.

**Retention Rating**



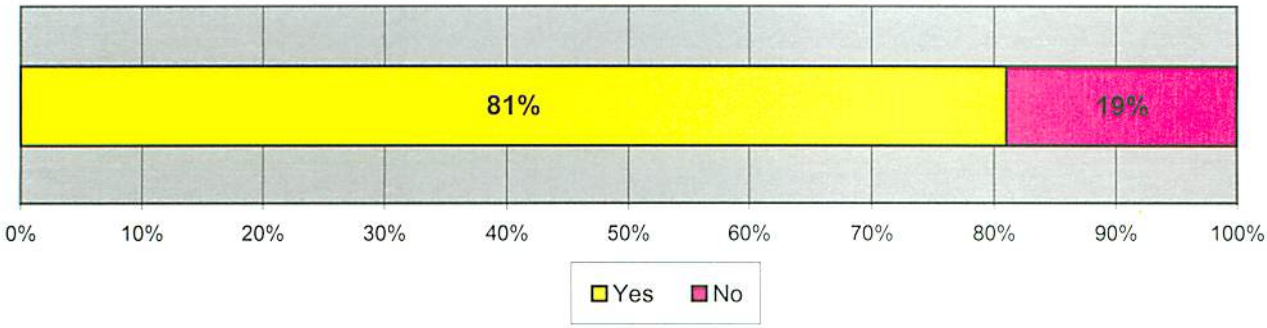

| **Hearing Officer Kathy Diamond** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 82% | 18% |

# SONDRA AMODEI
## HEARING OFFICER PERFORMANCE SURVEY - FY '09




| | Excellent | Very Good | Satisfactory | Fair | Unsatisfactory |
|---|---|---|---|---|---|
| Effectiveness in identifying the appropriate issues in dispute. | 52% | 22% | 7% | 15% | 4% |
| Knowledge of relevant workers compensation laws and procedures. | 57% | 19% | 11% | 6% | 7% |
| Punctuality and rendering rulings and decisions without unnecessary delay. | 67% | 15% | 11% | 5% | 2% |
| Attentive and maintains appropriate control over proceedings. | 54% | 19% | 11% | 5% | 11% |
| Decisions adequately explained and relevant to the law. | 48% | 21% | 11% | 11% | 9% |
| Fair and courteous treatment to all participants. | 57% | 15% | 11% | 11% | 6% |
| Absence of bias and prejudice based on race, sex, ethnicity, religion, social class, or other factor. | 58% | 19% | 11% | 6% | 6% |
| **Overall Survey Percentages:** | **56%** | **19%** | **11%** | **8%** | **6%** |

*Summary scores are calculated by taking the sum of all 'Unsatisfactory', 'Fair', 'Satisfactory', 'Very Good', and Excellent' responses and dividing each sum by the total number of responses recorded for each question.




| **Hearing Officer Sondra Amodei** | Yes | No |
|---|---|---|
| Taking everything into account, would you recommend retaining this Hearing Officer? | 81% | 19% |