



# 2016 Survey Report Minnesota No-Fault Case Participants

## Executive Summary

In 2016, the American Arbitration Association (AAA®) conducted a survey of Minnesota No-Fault users who had participated in at least one case during the past year. The purpose of this survey was to measure the effectiveness and efficiency of the current No-Fault process, measure user satisfaction of the AAA's services, and collect feedback on ways to enhance services, as well as measure user satisfaction with the No-Fault Panel.

The survey was transmitted by email to 1,025 users who had served as representatives, their support staff and pro se parties. The AAA received 117 survey responses.

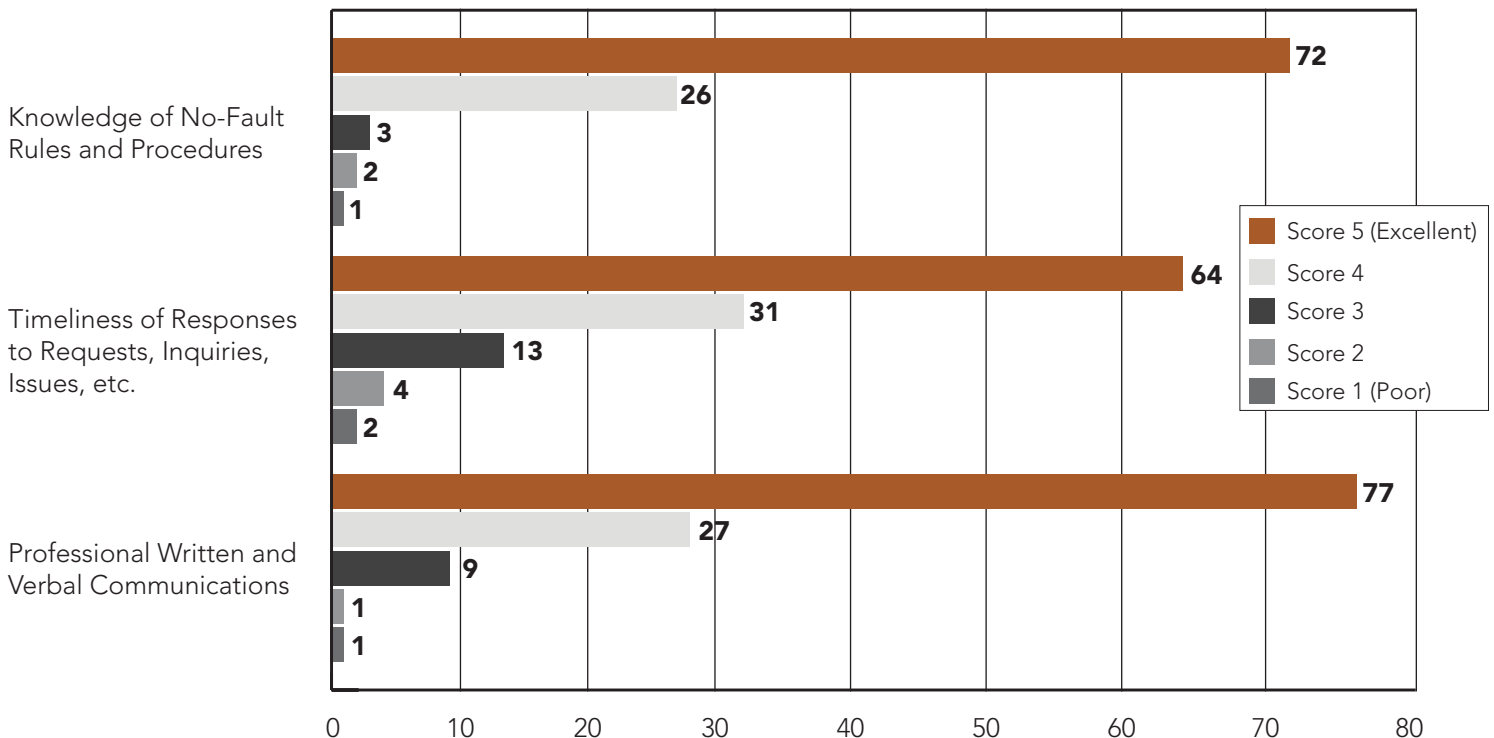
This report provides an in-depth look at the outcome of this survey. Scroll down for results.



### AAA Case Administrator Performance

The AAA is dedicated to providing the user community with exceptional service. In an effort to enhance these services, survey respondents were asked to rate the performance of the AAA's case administrative staff in three key areas of service on a scale of 1-5. The information below represents ratings received in these areas.

	Score 1 (Poor)	Score 2	Score 3	Score 4	Score 5 (Excellent)	Response Total	Average Score
Knowledge of No-Fault Rules and Procedures	0.94%	1.87%	5.61%	24.3%	67.29%	107	4.55
Timeliness of Responses to Requests, Inquiries, Issues, etc.	1.75%	3.51%	11.4%	27.19%	56.14%	114	4.33
Professional Written and Verbal Communications	0.87%	0.87%	7.83%	23.48%	66.96%	115	4.55
<b>Average Rating:</b>							<b>4.47</b>



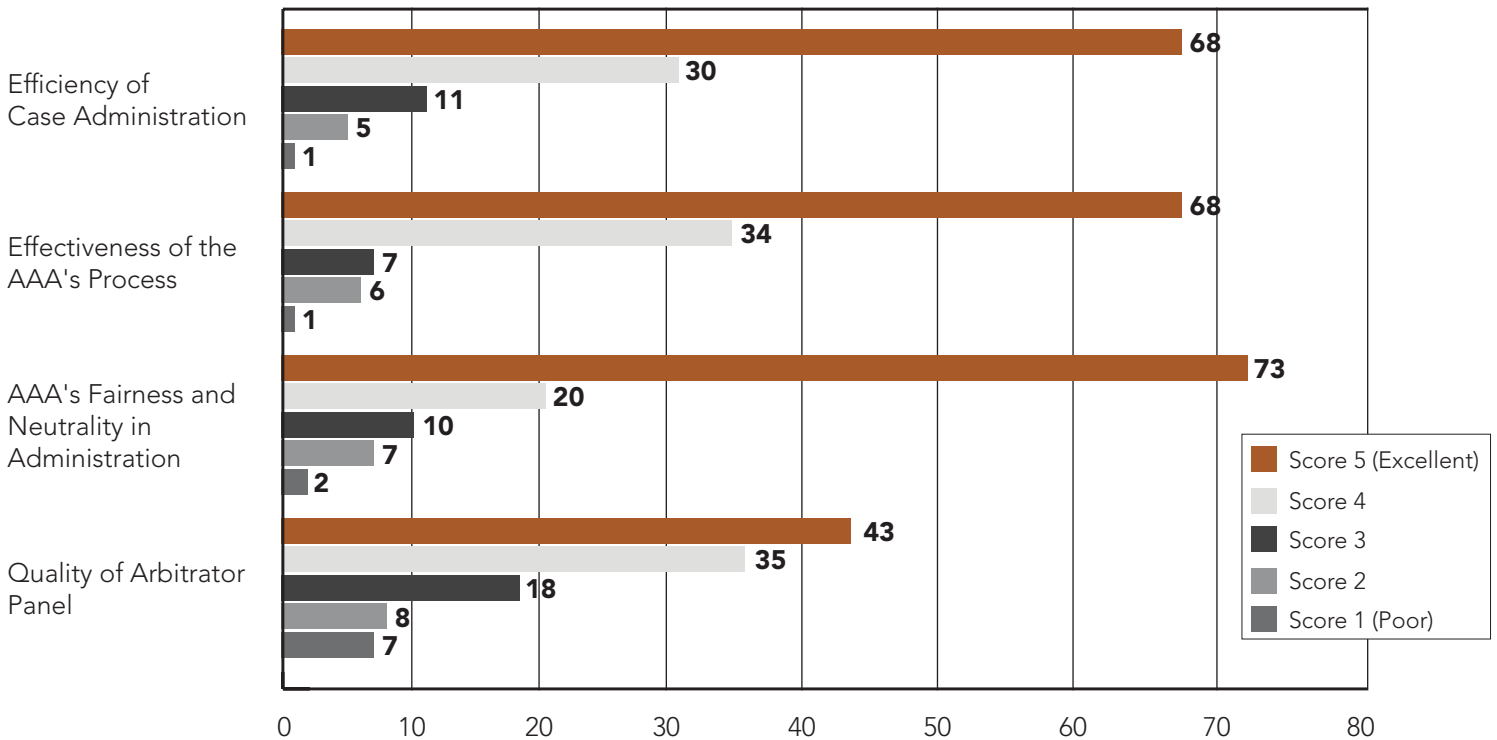


### Administrative Process

The AAA is committed to offering an efficient and effective administrative process, as well as building on the integrity of the program. In an effort to meet these goals, survey respondents were asked to rate key areas in the overall administration of the program and the quality of the arbitrator panel on a scale of 1-5.

The information below represents ratings received in these areas.

	Score 1 (Poor)	Score 2	Score 3	Score 4	Score 5 (Excellent)	Response Total	Average Score
Efficiency of Case Administration	0.87%	4.35%	9.57%	26.09%	59.13%	115	4.38
Effectiveness of the AAA's Process	0.86%	5.17%	6.03%	29.31%	58.62%	116	4.40
AAA's Fairness and Neutrality in Administration	1.79%	6.25%	8.93%	17.86%	65.18%	112	4.38
Quality of Arbitrator Panel	6.31%	7.21%	16.22%	31.53%	38.74%	111	3.89
<b>Average Rating:</b>							<b>4.27</b>

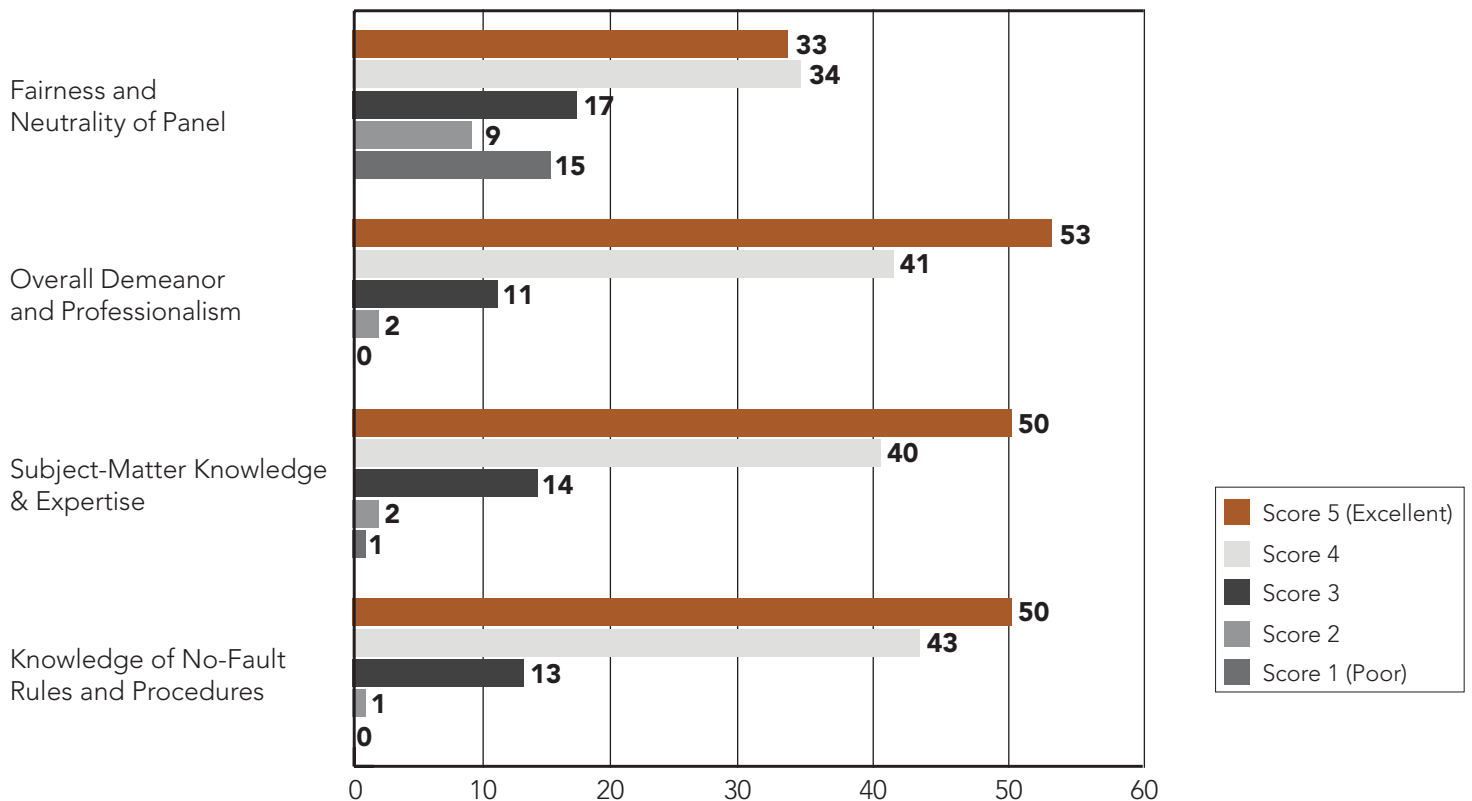




## Arbitrator Performance

The information below relates to experiences with the Minnesota No-Fault Panel of Arbitrators. Survey respondents were asked to rank the performance of arbitrators on a scale of 1-5.

	Score 1 (Poor)	Score 2	Score 3	Score 4	Score 5 (Excellent)	Response Total	Average Score
Fairness and Neutrality of Panel	13.89%	8.33%	15.74%	31.48%	30.56%	108	3.57
Overall Demeanor and Professionalism	0%	1.87%	10.28%	38.32%	49.53%	107	4.36
Subject-Matter Knowledge & Expertise	0.94%	1.87%	13.08%	37.38%	46.73%	107	4.27
Knowledge of No-Fault Rules and Procedures	0%	0.94%	12.15%	40.19%	46.73%	107	4.33
<b>Average Rating:</b>							<b>4.13</b>



### CONTACT US

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