

2020

# XACTANALYSIS®

## Metrics Comparison

### David Morse & Associates to Industry Average

A portion of DMA's Property work arrives via Xactanalysis. Metrics related to speed of response can be generated for DMA and contrasted to averages based on all claims running through Xactanalysis.

State	DMA Average Days until Contacted	Industry Average Average Days until Contacted	DMA Average Days until Inspected	Industry Average Average Days until Inspected	DMA Average Days until Returned	Industry Average Average Days until Returned
Alabama	0.4	2.1	2.9	5.7	5.7	10.9
Arizona	0.4	2.4	2.1	4.0	5.5	10.6
Arkansas	0.1	2.4	2.7	5.8	4.5	10.3
California	0.3	2.7	2.7	4.8	6.8	15.2
Colorado	0.3	2.9	2.8	5.7	5.0	12.5
Connecticut	0.4	2.0	2.6	5.1	6.0	11.7
District Of Columbia	0.0	2.7	0.0	4.8	4.2	13.3
Florida	0.6	1.6	3.7	6.4	5.1	13.1
Georgia	0.5	2.3	3.8	5.3	5.6	10.6
Idaho	0.3	2.5	2.3	3.9	4.5	18.9
Illinois	0.3	3.1	3.1	7.4	3.9	13.3
Indiana	0.4	2.4	3.6	5.8	5.1	12.2
Kentucky	0.4	1.9	3.4	4.9	4.9	10.2
Louisiana	0.2	2.5	2.0	7.1	3.1	12.7
Maine	0.4	1.9	3.0	4.1	5.2	11.7
Maryland	0.4	2.4	3.4	5.1	5.2	11.8
Massachusetts	0.3	1.3	3.3	3.8	5.8	12.4
Michigan	0.5	2.3	3.8	4.5	5.3	14.0
Minnesota	0.2	3.2	3.3	7.8	4.6	13.2
Mississippi	0.3	1.9	2.4	5.8	5.9	10.6
Montana	0.3	3.4	2.5	6.8	3.5	15.6
Nebraska	0.1	2.1	2.9	5.0	6.9	10.2
Nevada	0.3	2.1	2.5	3.6	7.1	11.8
New Hampshire	0.1	1.9	3.0	4.2	5.3	12.9
New Jersey	0.3	2.0	2.7	5.0	5.4	11.4
New Mexico	1.4	2.3	3.6	5.6	7.8	12.5
New York	0.3	2.6	2.7	5.5	5.9	12.8
North Carolina	0.4	1.8	3.1	5.2	6.0	9.9
Ohio	0.3	2.1	3.5	5.4	4.5	11.0
Oregon	0.4	3.2	3.7	5.5	6.8	14.8
Pennsylvania	0.2	2.2	3.9	5.2	5.0	11.0
Rhode Island	0.3	1.4	3.3	4.0	5.1	11.0
South Carolina	0.2	1.8	2.7	5.1	6.0	10.0
Tennessee	0.2	2.3	2.6	4.7	4.3	12.6
Texas	0.4	1.8	3.0	4.8	4.9	9.7
Utah	0.1	2.2	10.1	4.8	15.9	10.2
Virginia	0.3	1.8	2.9	4.4	4.1	9.5
Washington	0.4	2.8	3.2	4.1	5.6	15.3
West Virginia	0.3	2.5	3.3	5.0	4.1	12.4
Wisconsin	0.3	2.3	2.9	5.0	5.0	12.2
Wyoming	0.5	2.7	3.8	4.9	5.3	9.4
<b>Average ALL STATES</b>	<b>0.3</b>	<b>2.2</b>	<b>3.1</b>	<b>5.5</b>	<b>5.5</b>	<b>11.7</b>
	<b>7.3 Times Faster to CONTACT</b>		<b>1.8 Times Faster to INSPECT</b>		<b>2.1 Times Faster to REPORT</b>	

The statistics shown measure elapsed time in days/fractions of days between receipt of assignment and the time of contact, site inspection and first report. The above metrics are based on XactAnalysis® reports, a product of Xactware Solutions Inc., and are used with the permission of Xactware Solutions Inc.



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