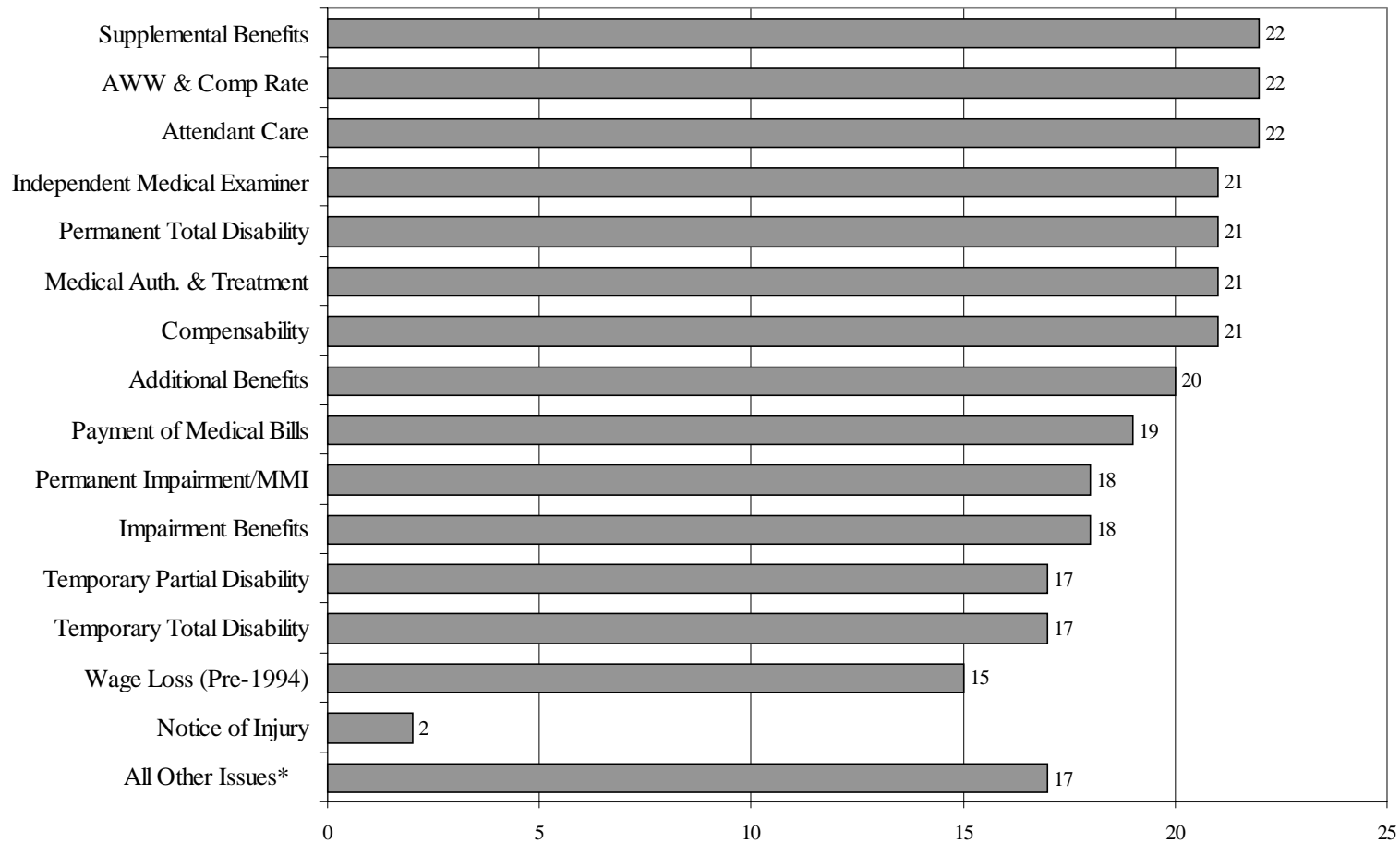


Figure 4

Median Days to Resolution for RFA Issues* (1994-2000)**



*Excluding attorney fees and penalties and interest, over which EAO generally has no jurisdiction

**Includes 4th quarter only.

Source: Division of Workers' Compensation Integrated database as of April 30, 2001