

Fiscal Year 2017 Agency Performance Bowling Chart - DEPARTMENT OF INSURANCE

Last Updated: 11/18/2016

Performance Metric Title	Custom Field	JOP	YTD	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>Breakthrough Metrics</b>															
[#1] Average calendar days to review third-party administrator (TPAs) registration applications	Note 1; Note 2	4QFY2016	Target	17.5	20	20	15	15	10	10	10	10	20	20	20
		50	Actual	42.9	22.0	12.3	36.0	95.3							
[#4] Average calendar days to review required property and casualty form filings	Note 2	6/30/2016	Target	8	8	8	8	8	8	8	8	8	8	8	8
		5.3	Actual	2.8	4.0	2.9	2.2	2.3							
[#5] Average calendar days to resolve insurance consumer complaints	Note 2, Note 5	6/30/2016	Target	80	80	80	80	80	75	70	67	65	75	80	55
		76.3	Actual	76.7	86.4	64.7	75.4	91.9							
<b>Operational / Sustainment Metrics</b>															
[#13] PB--Average calendar days to decide insurance professional license applications from Arizona-resident	Permit Blitz	6/30/2016	Target	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7
		7.5	Actual	4.0	3.4	3.8	4.0	4.8							
[#2] Average calendar days to decide service company renewal applications	Note 2, Note 8*	6/30/2016*	Target	12	12	12	12	12	12	12	12	16	16	16	12
		12.2	Actual	4.8	14.0	N/A	N/A	3.8							
[#3] Average calendar days to approve a foreign unauthorized insurer as a surplus lines insurer.	Note 2	6/30/2016	Target	20	20	20	20	20	20	10	10	15	15	15	8
		20.4	Actual	30.3	58.0	32.0	N/A	1.0							
[#6] Average calendar days to review all required rate and form filings	Note 2	6/30/2016	Target	18.3	18	25	15	15	15	15	15	15	15	15	15
		10.5	Actual	16.7	11.5	15.4	20.6	18.8							
[#7] Average calendar days to decide insurance professional license/renewal applications	Note 2	6/30/2016	Target	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	3	3	2.4
		1.4	Actual	2.1	2.2	2.0	1.9	2.1							
[#8] Percent of insurance professional license/renewal applications submitted online		6/30/2016	Target	91	91	91	91	91	91	91	91	91	91	91	91
		90.2	Actual	92.2	86.4	92.1	92.4	93.2							
[#9] Average calendar days to decide insurance company license/expansion applications		6/30/2016	Target	60	60	60	60	60	60	60	60	60	65	65	60
		60.3	Actual	40.2	14.5	N/A	51.7	15.0							
[#10] Cumulative percentage of domestic multi-state insurer financial filings reviewed within NAIC time frames		6/30/2016	Target	69.2	50	71.3	76	79.4	82	84	85.6	86.3	86.3	88.4	90
		86.7	Actual	74.0	53.6	78.0	81.5	82.9							
[#11] Number of insurance fraud cases referred for prosecution		6/30/2016	Target	4.3	4	4	5	4	5	4	5	4	5	4	5
		5	Actual	4.5	5	5	5	3							
[#12] Percentage of insurance premium tax dollars received electronically	Note 6	6/30/2016	Target	30	25	25	40	5	10	40	5	10	35	25	25
		34.0	Actual	34.7	28.4	30.0	45.7	0							
<b>Statewide Reporting Metrics</b>															
[#SW] # of Agency FTE Count	Note 7	2/4/2015	Target	78	74.25	77.25	80.25	80.25	80.25	80.25	80.25	80.25	80.25	80.25	80.25
		91	Actual	77.0	76	77	78	77							
[#SW] % of Arizona Management System Adoption (metric is pending)		pending	Target	#DIV/0!											
		pending	Actual												
[#SW] # of Regrettable Attrition	Note 4	6/30/2016	Actual	3	2	0	1	0							
		1	Actual	3	2	0	1	0							
[#SW] # of Administrative Rules Improved	Note 4	6/30/2016	Actual	0	0	0	0	0							
		0	Actual	0	0	0	0	0							
[#SW] # of Breakthroughs Achieved	Note 3	6/30/2016	Actual	0.3	1	0	0	0							
		1	Actual	0.3	1	0	0	0							
[#SW] % of Services Online	Note 3	6/30/2016	Actual	54.2	54.2	54.2	54.2	54.2							
		54.2	Actual	54.2	54.2	54.2	54.2	54.2							

Custom Field Legend	
Note 1	JOP is the average for the 4th Quarter of FY 2016, which included seven applications that were closed. JOP was not based on June 2016 (result = 8 days) because only one application was closed.
Note 2	Targets for March through June 2017 reflect testing and implementation of a new licensing and regulatory database scheduled for "go live" in April 2017.
Note 3	YTD equals the last month reported (measurement is cumulative)
Note 4	The YTD measurement is the sum of the monthly measurements
Note 6	Targets reflect categories of tax filings due from various segments of the insurance industry
Note 7	The YTD target is employment as of 3/31/2016; YTD actual equals the last month reported
Note 8	The JOP is based on the average for 1/1/2016 through 6/30/2016