

Fiscal Year 2019 Agency Performance Bowling Chart - DEPARTMENT OF INSURANCE

Last Updated: NOVEMBER 6,2018

Performance Metric Title	Custom Field	JOP	YTD	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Strategic Metrics																
IDA2441 Agency Breakthrough - Average calendar days to resolve insurance consumer complaints (CPD)	[A]	7/1/2018	Target	58.3	62	59.5	57	54.5	52	50	48	46	44	42	40	38
			Actual	61.6	68.2	57	50.3	53.8								
IDA2443 Average calendar days to decide insurance professional license/renewal applications (CPD)		7/1/2018	Target	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7
			Actual	1.7	1.9	1.5	1.3	1.3								
IDA2444 Percent of insurance professional license/renewal applications submitted online (CPD)		7/1/2018	Target	89.8	89	89	89	90	90	90	90	90	90	90	90	90
			Actual	87.9	87.2	88.4	88.8	91.1								
IDA2442 Average calendar days to review all required rate and form filings (MOD)		7/1/2018	Target	12	12	12	12	12	12	12	12	12	12	12	12	12
			Actual	9.6	8.6	10.7	14.4	17.7								
IDA3204 Percentage of form, rate and rule filings closed without objections (MOD)	[B]	7/1/2018	Target	69	69	69	69	69	69	69	69	69	69	69	69	69
			Actual	64.7	68.6	60.5	70.4	64								
IDA2445 Average calendar days to decide insurance company license/expansion applications (FAD)		7/1/2018	Target	60	60	60	60	60	60	60	60	60	60	60	60	60
			Actual	27.7	35.7	24.3	107	22								
IDA3203 Average calendar days to decide third-party administrator and service company applications (FAD)		7/1/2018	Target	6.2	5	5	5	5	5	5	5	8	16	5	5	5
			Actual	1.2	0.5	2	2.1	9.9								
IDA2446 Cumulative percentage of domestic multi-state insurer financial filings reviewed within NAIC time frames (FAD)	[C]	7/1/2018	Target	95	96	98	96	96	96	96	96	96	96	95	95	95
			Actual	98.3	96.2	98.3	98.8	99								
IDA2447 Number of insurance fraud referrals in cases accepted for prosecution (FRD)		7/1/2018	Target	5.7	5	5	5	5	6	6	6	6	6	6	6	6
			Actual	11	5	6	1	0								
IDA3205 Number of warning letters issued to insurance fraud suspects (FRD)	[D]	7/1/2018	Target	3.8	0	3	6	6	7	8	9	10	10	11	11	11
			Actual	3	0	3	7	2								
Operational Metrics																
		{ref date}	Target													
		{jop}	Actual													
Statewide Reporting Metrics																
IDA3031 AMS Implementation Score		7/1/2018	Actual				3.5									
		3.5														
IDA3067 AMS Deployment %	Not yet applicable	{ref date}	Actual				N/A									
		{jop}														
IDA2995 # of Agency FTE Count		7/1/2018	Target	78.6	75	75	77	78	79	79	80	80	80	80	80	80
			Actual	74.75	75	75	74	75								

Custom Field Legend	
[A]	57.6 in June 2018
[B]	61.0 in June 2018; the results of this measure are largely outside the agency's control; the agency is gathering data to determine ways to influence results; targets illustrate only
[C]	JOP represents FY 2018 cumulative performance; YTD represents average of cumulative results, which is not overly meaningful.
[D]	New measurement starting in FY 2019