Banking and Insurance
Performance Indicators - FY 2011 February

	Frequency	Desired Trend	Prior Month	Current Month	% Change	Last 12 Month Average
Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days	Monthly					
Insurance Companies		Reduce	248	N/A	N/A	253
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Maintain	25	99.4	297.6%	145
Bank Examinations Independent		Reduce	75	71	-5.3%	67
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	64	N/A	N/A	66
Percent of Examinations by Consultants completed within 5% of Bid Price	Monthly	Increase	1	N/A		
Average time to mail Examination Report (In days)	Monthly					
Insurance Companies		Reduce	43	N/A	N/A	50
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Reduce	149.9	151.2	0	141
Bank Examinations Independent		Reduce	58	86	48.3%	68
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	118	N/A	N/A	103
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Monthly	Reduce	3.71%	4.28%	15.4%	6.3%
Average time to approve a license once application is complete	Monthly	Reduce				
Average time to process Rate and Form Filings in days	Monthly					
Life and Health		Maintain	62.28	52.1	-19.5%	54.02
Property and Casualty		Maintain	14	19	35.7%	25
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Monthly	Reduce	12.90%	6.31%	-51.1%	9.34%
Average time to process a complaint in days	Monthly					
Insurance		Reduce	86.2	71.6	-16.9%	75
Banking Consumer Finance		Reduce	110.6	95.7	-13.5%	447
Real Estate		Reduce	273.7	144.8	-47.1%	167
Average time to process an enforcement action in days	Monthly					
Insurance		Reduce	1553.0	1637.2	5.4%	1,994
Banking Consumer Finance		Reduce	562.2	743.8	32.3%	642
Real Estate		Reduce	315.5	174.3	-44.8%	196