

Monthly Performance Indicators August 2011	Desired Trend	Desired Goal	Prior Month	Current Month	% Change	Last 12 Month Average
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	8.22%	4.81%	-41.5%	6.7%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	36.06	40.76	13.0%	46.15
Property and Casualty	Maintain	30	16	19	18.8%	17
			174.3	124.1	-28.8%	
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	10.88%	6.90%	-36.6%	7.38%
Average time to process a complaint in days						
Insurance	Reduce	90	80.4	79.62	-0.9%	77
Banking Consumer Finance	Reduce	70	89.8	65.69	-26.9%	153
Real Estate	Reduce	125	132.8	162.5	22.3%	148
Average time to process an enforcement action in days						
Insurance	Reduce	915	929.7	795.3	-14.5%	1750
Banking Consumer Finance	Reduce	280	350.8	235.06	-33.0%	680