

Fund 60000, County Insurance Fund, Department of Finance FY 2020 Advertised Budget Plan: Performance Measures

County Insurance Fund

Goal

To identify and limit potential financial losses to the County arising in the normal course of business or as a result of accidents, acts of nature, and any action for which the County can be held liable; to provide prompt and efficient resolution of claims resulting from such losses; and to manage financial resources and commercial insurance options to limit the impact of losses on current operations.

Objective

To process 98 percent of all claims within 30 business days from date of incident.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Claims requiring investigation	2,349	2,008	3,000/2,362	2,400	2,400
Efficiency					
Cost per claim processed	\$147	\$180	\$114/\$195	\$196	\$196
Service Quality					
Average claims processing time (days)	4	5	5/5	5	5
Outcome					
Percentage of claims processed within 30 days	98%	98%	98%/98%	98%	98%

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Objective

To reduce the overall rate of preventable automobile accidents from 0.80 to 0.60 per 100,000 miles driven through an aggressive program of driver education.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
County drivers receiving training ¹	NA	NA	NA/NA	NA	NA
Efficiency					
Cost per driver trained ¹	NA	NA	NA/NA	NA	NA
Service Quality					
Preventable accidents	201	247	225/285	285	260
Outcome					
Preventable accidents per 100,000 miles driven	0.61	0.79	0.60/0.91	0.60	0.60

¹ Due to a change in data collection, FY 2018 Actuals were unable to be reported. A new metric is being designed for the FY 2021 cycle.

Objective

To maintain the ratio of premium paid to the value of assets covered at 0.160 percent or less in order to maximize the value of County assets insured in relation to the total premium dollars expended.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Total insurance premiums paid	\$4,312,301	\$4,667,146	\$4,178,000 / \$4,680,616	\$5,250,000	\$5,775,000
Efficiency					
Cost per insurance policy	\$940	\$908	\$917/\$1,002	\$658	\$658
Service Quality					
Value of County assets covered (in billions)	\$2.679	\$3.126	\$2.908/\$3.384	\$3.537	\$3.651
Outcome					
Ratio of premium paid to value of assets covered	0.161%	0.149%	0.144%/0.138%	0.148%	0.158%