

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
1	Administrative costs as a percent of total agency costs	ACT 0010 Executive Direction ACT 0030 Legislative Affairs ACT 0040 External Affairs (Consumer Advocate) ACT 0050 Cabinet Affairs ACT 0060 Inspector General ACT 0070 Communications/Public Information ACT 0080 Director of Administration ACT 0090 Planning and Budgeting ACT 0100 Finance and Accounting ACT 0110 Personnel Svcs/Human Resources ACT 0120 Training ACT 0130 Mail Room ACT 2150 Process State Employee Payroll
2	Administrative positions as a percent of total agency positions	ACT 0110 Personnel Svcs/Human Resources ACT 0120 Training ACT 0130 Mail Room ACT 0140 Print Shop ACT 0200 Procurement

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3	Percent of closed files involving allegations of statutory violation that were successfully prosecuted	ACT0020 General Counsel <hr/> <hr/> <hr/>

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4	Information technology costs as a percent of total agency cost	ACT0300 Information Technology - Executive Direction
5	Information technology positions as a percent of total agency positions	ACT0300 Information Technology - Executive Direction
6	System design and programming hourly costs	Requesting deletion of measure
7	Percent of scheduled hours computer and network is available	Requesting deletion of measure
8	Percent of customers who returned a customer service satisfaction rating of at least seven (4) on a scale of one (1) to ten (5) on surveys - New Measure	ACT0300 Information Technology - Executive Direction ACT0330 Information Technology - Computer Operations ACT 0340 Information Technology- Network Operations ACT 0350 Information Technology - Desktop Support
9	Percent of scheduled services completed timely	Requesting deletion of measure

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10	Maximum administrative unit cost per \$100,000 of securities placed for deposit security service purposes	ACT 1210 Provide analysis on securities held for deposit and qualified public depositories. ACT 1220 Process Transactions, account changes and audit functions.
11	Number of analyses performed on the financial condition of qualified public depositories and custodians, and securities held for regulatory collateral deposit	ACT 1210 Provide analysis on securities held for deposit and qualified public depositories.
12	Number of account actions taken on regulatory collateral deposit accounts	ACT 1220 Process Transactions, account changes and audit functions.

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13	Ratio of net rate of return to established national benchmarks for: (I) Internal liquidity investments	ACT 1310 Investment of Public Funds
14	Ratio of net rate of return to established national benchmarks for: (II) Internal bridge investments	ACT 1310 Investment of Public Funds
15	Ratio of net rate of return to established national benchmarks for: (III) Internal intermediate investments - New Measure	ACT 1310 Investment of Public Funds
16	Ratio of net rate of return to established national benchmarks for: (IV) Medium term external portfolio	ACT 2150 Process State Employee Payroll
19	Number of cash management consultation services	Act 1320 Provide cash management services
20	Dollar volume of funds invested	

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Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
21	Minimum percent of state employees participating in the State Deferred Compensation Plan (excluding SUS employees)	ACT 1410 Administer the state supplemental deferred compensation plan REQUESTING DELETION
22	Minimum percent of state employees participating in the State Deferred Compensation Plan (including SUS employees)	ACT 1410 Administer the state supplemental deferred compensation plan REQUESTING DELETION
23	Number of participant account actions processed by the state deferred compensation office	ACT 1410 Administer the state supplemental deferred compensation plan REQUESTING DELETION
24	Number of educational materials distributed by the state deferred compensation office	ACT 2150 Process State Employee Payroll

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Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
25	Percent of program's customers who returned an overall customer service rating of good or excellent on surveys.	ACT 2110 Accounting and Reporting of State Funds ACT 2180 FLAIR and CMS Replacement Project
26	Percent of vendor payments issued in less than the statutory time limit of 10 days.	ACT 2120 Migrate current Accounts Payable Procedures to Electronic Commerce ACT 2130 Conduct pre-audits of Selected Accounts Payable
27	Percent of vendor payments issued electronically.	ACT 2120 Migrate current Accounts Payable Procedures to Electronic Commerce
28	Percent of payroll payments issued electronically.	ACT 2150 Process State Employee Payroll
29	Percent of retirement payments issued electronically.	ACT 2120 Migrate current Accounts Payable Procedures to Electronic Commerce
30	Number of post-audits completed.	ACT 2140 Conduct post-audits of major State Programs.

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31	Total dollar amount of claims paid to the owner as a percent of the total dollars in returnable accounts reported/received (Claims paid as a percent of all dollars in accounts received)	ACT 2210 Collect Unclaimed Property ACT 2220 Process and Payment of Unclaimed Property
32	Percent of the total number of claims paid to the owner compared to the total number of returnable accounts reported/received (Number of claims paid as a percent of all accounts)	ACT 2210 Collect Unclaimed Property ACT 2220 Process and Payment of Unclaimed Property
33	Number / dollar value of owner accounts processed	ACT 2220 Process and Payment of Unclaimed Property
34	Number of claims paid / dollar value of claims paid	ACT 2220 Process and Payment of Unclaimed Property
35	Percent of claims paid within 90 days from date received (cumulative total)	Request deletion of measure

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Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
Compliance and Enforcement 43300200		
36	Number of fire related deaths occurring in state owned properties required to be inspected	ACT 3220 Perform Fire Safety Inspections
37	Amount of direct losses from fires in state owned buildings	Request deletion of measure.
38	Percent of mandated regulatory inspections completed	ACT 3220 Perform Fire Safety Inspections
39	Number of recurring inspections completed	Request deletion of measure.
40	Number of high hazard inspections completed	Request deletion of measure.
41	Number of construction inspections completed	Request deletion of measure.
42	Number of regulatory inspections completed	Request deletion of measure.
43	Percent of fire code inspections completed within statutory defined timeframes	ACT 3220 Perform Fire Safety Inspections
44	Percent of fire code plans reviews completed within statutory defined timeframes	ACT 3230 Review construction plans for fire code compliance
45	Number of boiler inspections completed by department inspectors	ACT 3240 Perform boiler inspections
46	Number of construction plans reviewed	Request deletion of measure.
47	Number of entity requests for licenses, permits and certifications processed within statutorily mandated time frames	ACT 3210 License the fire protection industry

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48	Percent of closed fire investigations successfully concluded, including by cause determined, suspect identified and/or, arrested or other reasons	ACT 3310 Investigate Fires - accidental, arson and other
49	Percent of arson arrests resulting in conviction	ACT 3310 Investigate Fires - accidental, arson and other
50	Percent of closed arson investigations for which an arrest was made in Florida	ACT 3310 Investigate Fires - accidental, arson and other
51	Total number of closed fire investigations involving economic or physical loss	Request deletion of measure.

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Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
52	Percent of above satisfactory ratings by supervisors of students' job performance from post-class evaluations of skills gained through training at the Florida State Fire College	ACT 3410 Provide state, local, and business professional training & education
53	Challenges to examination results and eligibility determination as a percent of those eligible to challenge	ACT 3410 Provide state, local, and business professional training & education
54	Number of students trained and classroom contact hours provided by the Florida State Fire College	ACT 3410 Provide state, local, and business professional training & education
55	Number of examinations administered	ACT 3421 Provide state, local, and business professional standards, testing and statutory compliance
56	Percent of Fire College students passing certification exam on first attempt	ACT 3410 Provide state, local, and business professional training & education

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57	Administrative costs as a percent of program agency costs	ACT 0010 Executive Direction
58	Administrative positions as a percent of total program positions	ACT 0010 Executive Direction
59	Number of evidence sample analyses / examinations processed and photographic services provided	ACT 3510 Provide forensic laboratory services
60	Number of total incidents reported to the Florida Fire Incident Reporting System	ACT 3520 Fire Incident Reporting

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61	Average operational cost per claim worked	ACT 4110 Provide adjusting services on state workers' compensation ACT 4120 Provide adjusting services on state liability claims ACT 4130 Process property claims on state-owned buildings (structure & contents)
62	Number of workers' compensation claims requiring some payment per 100 FTE employees	ACT 4110 Provide adjusting services on state workers' compensation
63	Average cost of workers' compensation claims paid	ACT 4110 Provide adjusting services on state workers' compensation
64	Percent of liability claims closed in relation to liability claims worked during the fiscal year	ACT 4120 Provide adjusting services on state liability claims
65	State employees' workers' compensation benefit cost rate, as defined by indemnity and medical benefits, per \$100 of state employees' payroll as compared to prior years	ACT 4110 Provide adjusting services on state workers' compensation
66	Percent of indemnity and medical payments made in a timely manner in compliance with DFS Rule 4L-24.021, F.A.C.	ACT 4110 Provide adjusting services on state workers' compensation
67	Number/percent of responses indicating the risk services training they received was useful in developing and implementing risk management plans in their agencies	Requestion deletion of measure.
68	Average cost of tort liability claims paid	ACT 4120 Provide adjusting services on state liability claims
69	Average cost of federal civil rights liability claims paid	ACT 4120 Provide adjusting services on state liability claims
70	Average cost of property claims paid	ACT 4130 Process property claims on state-owned buildings (structure & contents)
71	Risk services training and consultation as measured by the number of training units (1 unit = 8 hours) provided and consultation contacts made	ACT 4140 Provide risk services training and consultation
72	Number of workers' compensation claims worked	ACT 4110 Provide adjusting services on state workers' compensation
73	Number of liability claims worked	ACT 4120 Provide adjusting services on state liability claims
74	Number of workers' compensation claims litigated	ACT 4110 Provide adjusting services on state workers' compensation
75	Number of state property loss/damage claims worked	ACT 4130 Process property claims on state-owned buildings (structure & contents)

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76	Ratio of companies in receivership discharged to the number of companies placed in receivership during the fiscal year <u>Revised Measure- Percentage of companies with only class 3 or higher claims closed within 2 years after all litigation is concluded and all objections have been resolved</u>	ACT 5110 Rehabilitate and/or liquidate financially impaired insurance companies
77	Maximum number of insurance companies entering rehabilitation or liquidation	Requesting deletion of measure.
78	Percent of appraised value of assets liquidated for real property	ACT 5110 Rehabilitate and/or liquidate financially impaired insurance companies
79	Percent of appraised value of assets liquidated for personal property	ACT 5110 Rehabilitate and/or liquidate financially impaired insurance companies
80	Total number of insurance companies in rehabilitation or liquidation during the year	Requesting deletion of measure.

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Measure Number	Approved Performance Measures for FY 2007-08 (Words)	Associated Activities Title
81	Maximum percent of insurance representatives requiring discipline or oversight <u>Percent of licensees disciplined.</u>	ACT 5250 Investigate Agents & Agencies ACT 5240 Administration of education requirements (pre-licensing and continuing education) ACT 5210 Review Applications for licensure (qualification)
82	Number of applications for licensure processed	Requesting deletion of measure.
83	Number of appointment actions processed	Requesting deletion of measure.
84	Number of applicants and licenses required to comply with education requirements	Requesting deletion of measure.
85	Number of examinations administered and licenses authorized	Requesting deletion of measure.
86	Number of agent and agency investigations completed	Requesting deletion of measure.
87	Number of agent and agency investigations opened	Requesting deletion of measure.
88	Percent of investigative actions resulting in administrative action against agents and agencies	Requesting deletion of measure.

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89	Percent of insurance fraud cases presented for prosecution by law enforcement investigators	ACT 5310 Investigate insurance fraud (general) ACT 5320 Investigate workers' compensation insurance fraud
90	Number of insurance fraud investigations completed (not including workers' compensation cases)	ACT 5310 Investigate insurance fraud (general)
91	Number of worker's compensation insurance fraud investigations completed (not including general fraud investigations)	ACT 5320 Investigate workers' compensation insurance fraud
92	Number of cases presented for prosecution	ACT 5310 Investigate insurance fraud (general) ACT 5320 Investigate workers' compensation insurance fraud
93	Dollar amount of restitution ordered by the court as a percent of the amount recommended by the Department for fraud investigations, by year ordered	ACT 5310 Investigate insurance fraud (general) ACT 5320 Investigate workers' compensation insurance fraud
94	Dollar amount of recommended orders of restitution, per <i>capita case</i>	ACT 5310 Investigate insurance fraud (general) ACT 5320 Investigate workers' compensation insurance fraud

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95	Percent of consumer activities that result in quality service and consumer satisfaction	ACT 5410 Respond to consumer requests for assistance ACT 5420 Provide consumer educational activities ACT 5430 Answer consumer telephone calls
96	Number of consumer educational materials created and distributed	Requesting deletion of measure.
97	Number of telephone calls answered through the consumer helpline	Requesting deletion of measure.
98	Number of consumer requests and information inquiries handled	Requesting deletion of measure.

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99	Number of cemetery and certificate of authority examinations completed	Requesting deletion of measure

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100	Percent of first indemnity payments made timely	ACT 6110 Monitor and audit workers' compensation insurers to ensure benefit payments
101	Percent of injured workers returning to work at 80% or more of previous average quarterly wage during the four-quarter period following the quarter of injury	Requesting deletion of measure
102	Number of claim files reviewed annually	ACT 6110 Monitor and audit workers' compensation insurers to ensure benefit payments
103	Number of employer investigations conducted	ACT 6120 Verify that employers comply with workers' compensation laws
104	Number of injured workers that obtained one or more benefits due to intervention by the Employee Assistance Office	ACT 6130 Facilitate the informal resolution of disputes with injured workers,
105	Percentage of injured workers that obtain one or more benefits due to intervention by the Employee Assistance Office	ACT 6130 Facilitate the informal resolution of disputes with injured workers,
106	Percentage of injured workers verbally contacted by an Employee Assistance Office representative	ACT 6130 Facilitate the informal resolution of disputes with injured workers, employers and insurance carriers
107	Number of reimbursement requests (SDF-2) audited	ACT 6140 Provide reimbursement for workers' compensation claims paid by insurance carriers on employees hired with preexisting conditions
108	Number of reimbursement requests (SDF-2) paid	ACT 6140 Provide reimbursement for workers' compensation claims paid by insurance carriers on employees hired with preexisting conditions
109	Amount of assessment dollars collected - WCATF	ACT 6150 Collection of assessments from workers' compensation insurance providers
110	Amount of assessment dollars collected - SDTF	ACT 6150 Collection of assessments from workers' compensation insurance providers