

FY 2024 Governor's Recommended Budget - Performance Measures

Department of Business Regulation

Central Management

Financial Services - Money Returned to Customers

Money returned to customers as the result of complaints filed to the Insurance, Banking and Securities Regulation programs. [Note: This is a new metric for FY 2023; historical actuals and targets are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	--	--	--

Department of Business Regulation

Banking Regulation

Bank Examiner Utilization Rate

The utilization rate for bank examiners, calculated by dividing the hours billed to banks by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	50%	50%	50%	50%
Actual	--	47.91%	51.72%	--	--

Department of Business Regulation

Insurance Regulation

Insurance Examiner Utilization Rate

The utilization rate for insurance examiners, calculated by dividing the hours billed to domestic insurance companies by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	50%	50%	50%	50%	50%
Actual	80.49%	76.29%	69.49%	--	--

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Department of Business Regulation

Commercial Licensing and Gaming and Athletics Licensing

Percentage of Licenses Issued Online

Percentage of Auto Body, Constable, Liquor, Mobile Food Establishment, Mobile Home Park, Real Estate Appraiser, Real Estate Salespersons/Brokers/Short-Term-Rentals, and Upholstry licenses issued online versus by paper. Online processing dramatically increases efficiency for both the customer and program staff.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	75%	75%
Actual	--	56%	81%	--	--

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Department of Business Regulation

Office of Health Insurance Commissioner

Small Group Market Average Premium Change

Average change in the small group market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR) which represents the weighted average base rate across all small group market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	1.9%	0.3%	9.2%	--	--

Individual Market Average Premium Change

Average change in the individual market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR) which represents the weighted average base rate across all individual market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	4.0%	2.1%	6.1%	--	--

Large Group Premium Base Rates

The figures below represent the average approved large group premium expected overall average premium trend.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	4.0%	4.0%	4.0%	4.0%	4.0%
Actual	7.7%	5.4%	5.7%	--	--

Insurer Surplus as a Percentage of Revenue (SAPOR)

Surplus as a Percent of Revenue (SAPOR) is the industry standard measure of health insurer financial stability. The Office of the Health Insurance Commissioner (OHIC) tracks SAPOR in support of its legislative mandate to monitor insurer solvency. The figures below represent the straight average (unweighted by membership) of insurer SAPOR. Because SAPOR targets vary by insurance company, the targets below are averages for companies operating in the Rhode Island market.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	20%	20%	20%	20%	20%
Actual	17.9%	18.4%	21.4%	--	--

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Department of Business Regulation

Division of Building, Design and Fire Professionals

Contractor Complaints

The rate at which the Contractors' Registration and Licensing Board processes homeowner complaints against contractors. This number is derived from the number of complaints received vs. the number of complaints accepted or rejected.

[Note: This is a new performance measure. Historical data is not available.]

<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	--	--	--	--	--

Building Code Commission - Permit Applications

The rate at which Building, Electrical, Plumbing and Mechanical permits are processed. This is derived from the number of applications received vs. the number of permits accepted or rejected. [Note: This is a new performance measure. Historical data is not available.]

<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	--	--	--	--	--

Department of Business Regulation

Office of Cannabis Regulation

Medical Plant Tags

Number of Plant Tags issued to medical home-grow patients.

[Note: This is a new metric for FY 2023; historical actuals and targets are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	12,246	7,742	--	--

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