

# California Earthquake Authority

## Performance Management Categories ▫ 2018–2019

## Educate

### Performance Metrics:

- Train 1,500 agents annually
- Schedule 25 agent outreach events annually
- Train 1,000 claim adjusters annually
- Increase premium calculator hits by 5% annually
- Increase in priority social media channels by 5% annually
- Coordinate 50 community-organization events annually
- Develop, and implement in the first quarter of the year, an advertising campaign that targets renters
- Develop, and implement in the first quarter of the year, a communications strategy for the rollout of the Rate and Form Filing
- Create 700 million advertising impressions statewide, annually

## Mitigate

### Performance Metrics:

- Complete 2,000 retrofits across CEA Brace + Bolt, Earthquake Brace + Bolt, and FEMA-supported Brace + Bolt programs
- Implement a centralized contractor and verification program for Brace + Bolt and Hazard Reduction Discount inspection

## Insure

### Performance Metrics:

- Maintain 90% retention of December 2017 policies-in-force
- Add 30,000 (net) new policies annually
- Increase Marketing Value Program participation by 10% annually
- Enroll three (net) new Participating Insurers in Centralized Policy Processing
- Achieve 100% completion and implementation of Rate and Form Filing
- Maintain no lower than 1-in-400-year claim-paying capacity
- For Insurance Operations and Finance, achieve 100% completion rate for end-to-end claim-payment reimbursement within 14 days following date of receipt of complete information from a participating insurer supporting claim-payment reimbursement
- Complete one mid-year and one year-end rate analysis annually for all CEA Insurance products, by June 1 and November 1, respectively, to achieve and maintain actuarially sound rates

## Organizational Resilience

### Performance Metrics:

- Complete procurement and implementation of Enterprise Resource Planning system to upgrade accounting, investment, reinsurance, procurement, and human resources systems
- Perform annual review of, and update as required, enterprise policies
- Develop standards for, and implement and perform bi-annually, a review of enterprise workforce plan
- Review annually, and update as required, executive-succession plan

- Attain 100% completion of annual performance appraisals for contract employees and individual development plans for civil service employees
- Complete 100% of civil service performance reports for probationary employees
- Annually update and continuously implement CEA business continuity plan
- Implement a Product Approval Form intake and processing system that includes service-level agreements for processing documents requiring legal review
- Achieve 100% completion and implement continuous evaluation of enterprise risk management plan to support risk-based decision-making
- Achieve 100% completion of required civil service compliance training (e.g., new supervisor, ethics, leadership, sexual harassment prevention)
- Conform actual annual expenditures to within 95% of Governing Board-approved annual budget
- Sustain 99.99% IT-systems availability each quarter
- Answer by in-house staff 99% of incoming calls placed to CEA's main telephone line