

MISSISSIPPI INSURANCE DEPARTMENT

(501-00)

**MIKE CHANEY, COMMISSIONER OF INSURANCE
& STATE FIRE MARSHAL**



www.mid.ms.gov

**5-YEAR STRATEGIC PLAN
FOR THE FISCAL YEARS 2021-2025**

MISSISSIPPI INSURANCE DEPARTMENT

1. Comprehensive Mission Statement

The mission of the Mississippi Insurance Department is to impartially enforce the laws and regulations enumerated in **Mississippi Code Ann.** Section 83-1-1 et seq., thereby creating an environment conducive to a competitive marketplace for the sale of insurance products and services while providing the State's citizens with the maximum amount of consumer protection. Our aim is to create the highest degree of economic security, quality of life, public safety and fire protection for the State's citizens at the lowest possible cost. To accomplish this mission, we are committed to providing assistance to our customers in a timely, caring and ethical fashion.

2. Agency Philosophy

The Mississippi Insurance Department (MID) has a commitment to service in the public interest. This agency regulates the state's insurance industry and performs all the duties of the State Fire Marshal's Office. The philosophy of the Commission is to set a standard of excellence for insurance regulation through quality leadership, experience and innovation while adhering to the highest professional standards, quality of public service and for the rights of the consumers. MID is committed to consumer protection and to serving the state and consumers. MID's role is essential to maintaining existing business and industry, to growing the Mississippi economy and to protecting the lives and property of the state's citizens. We want to ensure that the insurance consumer is treated with respect and courtesy and are provided with a wealth of information through consumer product safety education and awareness programs.

3. Relevant Statewide Goals and Benchmarks

The Department will assess the impact of state legislation over the next 5 fiscal years with a goal of adopting the appropriate strategies to maximize the effective regulation of the insurance industry in the State of Mississippi.

Statewide Goal #1: To execute all Licensing and Regulation relative to insurance companies, corporations, associations, agents and other entities involved in the insurance business within the State of Mississippi.

Relevant Benchmark #1

- Implement clear standards
- Ensure compliance with state regulations
- Investigate the origin of every fire that may be incendiary in origin

Relevant Benchmark #2

- Establish market based solutions
- Reduce the regulatory burden on people and businesses
- Percentage of new and renewed professional licenses issued online

4. Overview of the Agency 5-year Strategic Plan

The agency will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. The Mississippi Insurance Department's *FY 2021-2025 Strategic Plan* is the first step of the State's Strategic Planning and Budgeting System and serves as the foundation for appropriations request and budget structure. The regulatory philosophy of the department recognizes that MID exists to serve the citizens of the state. The Mississippi Insurance Department (MID) believes that it has a responsibility to the insurance industry and the people working in the insurance industry that serve Mississippi. The Department supports a fair, efficient, and productive industry dedicated to the long-term concept of insurance and its contributions to society. MID believes that each employee of the department is an integral part of its team effort to serve the people of the state of Mississippi.

5. Agency's External / Internal Assessment

INTERNAL

MID has developed and maintained an excellent reputation with its customers and stakeholders. The insurance industry recognizes and appreciates the quality of services that MID delivers, and the expertise that MID brings to the table. MID has experienced, knowledgeable employees who deliver excellent service to agency customers and stakeholders.

The strategic planning process provides state agencies an opportunity to evaluate trends and issues that affect operations and provides context for agencies to evaluate their vision, mission, objectives and strategies. The Mississippi Insurance Department has an in-house strategic plan to establish the direction of the agency. Through a process of monthly meetings, the Commissioner determines how well the needs of the Mississippians served have been met. Management policies are in place to address deficiencies in the process. Budgetary constraints are considered when new or expanded projects are requested.

All inquiries are investigated, with the premise that it is the duty and responsibility of this agency to serve the citizens of Mississippi. MID closely monitors a range of issues affecting Mississippi insurance policyholders through the cooperation of the insurance committees of the Mississippi Senate and House of Representatives, and the agency's membership in the National Association of Insurance Commissioners (NAIC), the National Conference of Insurance Legislators (NCOIL) and other national associations serving the insurance industry.

EXTERNAL

A variety of current and changing external forces influence MID's ability to fulfill our mission and satisfy our customers' and stakeholders' needs and expectations. External factors that may affect the performance of Mississippi Insurance Department can be broken down into five areas: Industry Trends, State Policy and Economic Trends, Federal Policy Trends, Socio-Economic and Demographic Trends and Natural Disasters.

Industry Trends:

Consolidation in the insurance industry through the involvement of banking and the introduction of managed care in the delivery of health care services and other insurance products is likely the most significant trend affecting the insurance industry. Additionally, increased use of technology by the insurance industry, exhibited by trends such as sales of insurance over the Internet, presents new regulatory challenges for the Department.

State Policy Trends:

State policies that would impact the Department's regulatory duties include the mandated regulation of bank employees, implementation of compulsory auto liability, the expansion of the Department's regulatory oversight of employee-leasing organizations, viatical settlements, and mandated changes in pre-licensing and continuing education programs for agents.

Federal Policy Trends:

The primary changes in federal laws affecting the Department include those changes that promote greater penetration of the banking and other financial industries into the insurance industry. Underlying this issue is the long-term trend of continued exertion of federal control over the regulation of insurance.

Socio-Economic and Demographic Trends:

The continued expansion of Mississippi's economy, and the possibility of an increase in the state's population base, will increase all facets of the Department's workload, particularly regulation and consumer assistance. As the amount of activity and the health of Mississippi's economy increases, it is likely the number of companies doing business in Mississippi will increase and the amount of competition within the state will intensify, requiring additional insurance regulation.

Natural Disasters:

External factors that affect the agency's operations include natural disasters such as tornadoes and hurricanes. The Consumer Services Division is capable of setting up a temporary on-site claims assistance office in the aftermath of major natural disasters to expedite claims services. The State Fire Marshal's Division also works in conjunction with the Mississippi Emergency Management Agency (MEMA) to conduct on-site inspections for manufactured housing damage caused by tornadoes, hurricanes and other natural disasters.

National Association of Insurance Commissioners (NAIC):

The NAIC was established in 1871 and represents the insurance commissioners from the 50 states, the District of Columbia and five U.S. territories. NAIC goals include enhancing the uniformity and consistency of the state-based system of insurance regulation. MID's participation and leadership in the NAIC allows the agency to establish standards and best practices, conduct peer review and coordinate their regulatory oversight.

6. Agency Goals, Objectives, Strategies and Measures by Program

Mississippi Insurance Department strives to meet all the operational efficiency goals of providing services within its budget while meeting all regulatory requirements set by the state. The agency has various broad goals with supporting objectives and strategies that help facilitate the achievement of the agency's mission. The agency currently has 2 programs:

PROGRAM 1: Licensing and Regulation Mississippi Companies & Agents



Mike Chaney, Mississippi's 11th Commissioner of Insurance and State Fire Marshal, is currently serving his third term in office. First elected in 2007, Chaney brought extensive business knowledge and experience to the office combined with 15 years of service in the Mississippi House and Senate. His priorities throughout his terms in office remain steadfastly committed to consumer protection and application of technology for efficiency of the department to serve the state and consumers. He is leading the department in making strides in healthcare reform; disaster recovery from flood, tornado and hurricane events; bail bond industry reform; and reductions in state fire deaths. The Commissioner encourages and supports all employees to attain and maintain professional designations in their career fields.

Program 1 consists of 13 Divisions:

Administrative Services Division (1)

The Administrative Services Division is responsible for providing the operational support to the agency in the most professional and efficient manner possible, enabling the agency to carry out its mission at the lowest possible cost to the state's taxpayers. The Division continues to perform in an exemplary manner by developing, implementing, and enhancing administrative services, human resource planning and budgetary support to the agency. This division consists of three major areas of responsibility: Accounting and Finance, Human Resources, and Administrative Support. The daily functions include: purchasing, financial management, mail services, fleet management, inventory control, payroll, travel reimbursement, cash receipts, budget implementation, equipment management and communications services.

Legal Division (2)

The Legal Division provides legal support for compliance with State Law and Department rules and regulations. The Division represents Commissioner in various proceedings such as receiverships, liquidations and insolvencies of insurance companies, administrative hearings and appeals. They ensure compliance with the Mississippi Insurance Code by all insurers and licensees and assist with legislative and regulatory initiatives. The Division serves as legal

counsel for the Commissioner of Insurance, the State Fire Marshal Division, the Liquefied Compressed Gas Division, and the Mississippi State Fire Academy.

Investigations and Consumer Protection Division (3)

The Investigations and Consumer Protection Division reports directly to the Deputy Commissioner and is responsible for maintaining order in the Mississippi insurance market by reducing fraud and ensuring consumer protection for all citizens. They investigate criminal and regulatory violations. The Division confronts suspected insurance fraud through prevention initiatives and the investigation of fraudulent insurance acts in an effort to reduce the amount spent in premiums by Mississippi consumers.

Life and Health Actuarial Division (4)

The Life and Health Actuarial Division is responsible for reviewing and analyzing all individual/group forms and rates for life, health and accident and annuity insurance in Mississippi. The Division also closely regulates premium rate changes in order to ensure that they comply with state law. In addition, the Division is tasked with implementing and enforcing provisions that relate to health insurance.

Statutory Compliance Division (5)

The Statutory Compliance Division is responsible for the licensing and annual renewal of all types of insurance companies. The Division reviews and processes insurance company corporate and license amendment applications. The corporate documents of the foreign insurer admission applications are reviewed for compliance and licensure.

Financial and Market Regulation Division (6)

The Financial and Market Regulation Division assists the Commissioner in the execution of his duties by monitoring entities' compliance with Mississippi insurance laws. For the protection of the policyholders, the Regulation Division regulates insurance products, monitors entities' activities, operations, financial conditions, accounting practices, consumer complaints, producer licensing, policies, rates, marketing, advertising, sales, claims, and policyholder service.

Licensing Division (7)

The Licensing Division is responsible for licensing insurance producers, agents and business entities. The Division ensures that all applicants have complied with the licensing laws prior to receiving a license to engage in the business of insurance in the State of Mississippi. The Division's primary goals are to provide prompt and efficient customer service, attain uniformity with other states and comply with the provisions of the Gramm-Leach-Bliley Act.

Property and Casualty Rating Division (8)

The Property and Casualty (P&C) Rating Division (Division) is responsible for the review of rates, rules and forms of property and casualty products sold by licensed insurance companies in the State, other than lines excepted by statutory reference.

Consumer Services Division (9)

The Consumer Services Division (CSD) assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. The CSD investigates all complaints, working with the insurance company and the consumer to determine the appropriate

course of action. CSD representatives travel statewide to provide educational information and materials regarding insurance issues. In the event of significant storm damage or disasters, they also travel to the damaged areas to assist homeowners with filing claims and obtaining emergency living expenses.

Information Technology Division (10)

The Information Technology Division (IT) provides technological support to MID. IT is responsible for serving as a strategic planning partner and proactive participant with the other divisions of the Mississippi Insurance Department, other state agencies and other state's Insurance Commissioners (through the National Association of Insurance Commissioners – NAIC). The IT Division continuously develops and uses its knowledge of technology in support of its mission.

Public Relations Division (11)

The Public Relations Division serves as the agency's primary media contact and is responsible for coordinating a public information program to publicize and advance Department objectives and consumer-related issues. This division coordinates and disseminates MID's messages and objectives to consumers, the industry, the media and MID staff.

Elevator Conveyance Safety Division (12)

During the 2013 Regular Legislative Session, the Mississippi Legislature passed House Bill 817, the Mississippi Conveyance Safety Act, which provides for the safety of conveyance equipment and personnel by requiring minimum standards for conveyance personnel and services. The Act charges the Department with establishing these minimum standards and with also establishing a licensing program to license elevator mechanics, inspectors and contractors.

State Fire Marshal's Division (13)

The State Fire Marshal Division is responsible for fostering, promoting and developing ways and means of protecting life and property from fire and related perils through investigations, inspections, code enforcement and fire prevention programs in coordination with Mississippi fire and law enforcement services.

The Commissioner of Insurance, by virtue of his office, is also the State Fire Marshal and appoints the State Chief Deputy Fire Marshal. The Chief Deputy Fire Marshal along with other members of his staff have the primary duties of investigating the origin of fires occurring within this State to which his attention is called by the Chief of the Fire Department or other local law enforcement authority of any county or municipality. It is the duty of the Chief Deputy Fire Marshal to investigate or have investigated any fire requested by any party in interest, whenever in his judgment, there is sufficient evidence or circumstances indicating that such fire may be of an intentional or incendiary origin, **Miss. Code Ann.** § 45-11-1.

The State Fire Marshal's Division's functional areas are divided into seven main areas: Fire Investigations; Fire Code Enforcement; Factory-Built Homes Law; Fire Services Development; Fire Safety Education Division; the Mississippi Electronic Protection Licensing Act (REP); and the Liquefied Compressed Gas Division (L. C. Gas) which is a separate program.

PROGRAM 1: Licensing and Regulation Mississippi Companies & Agents

6.1 GOALS:

Goal A: Provide consumers with access to affordable insurance while increasing the efficiency and effectiveness of MID's regulation of the insurance industry

6.2 Objective A.1: Effectively regulate the insurance industry

Outcome 1: Provide quality customer service

Outcome 2: Enhance the agency's ability to protect insurance consumers ensure their fair treatment

Strategy A.1: Create a competitive marketplace for the sale of insurance licenses, products and services while providing consumers with the maximum amount of consumer protection

Output - Number of Licenses Issued

Output Number of Agent's C/A's issued

Output: Number of background checks

Efficiency - Average Cost per License

Efficiency - Average Cost per C/A

Explanatory: Percent of premiums expended to insurer

6.2 Objective A.2: Reduce unfair and illegal insurer practices

Outcome 1: Number of enforcement cases investigated

Outcome 2: Percent of insurer fraud cases referred to federal/state prosecutors

6.3 Strategy A.2: Respond promptly to complaints

Output: Number of complaints resolved

Output: Amount returned to consumers as a result of complaints resolved

Efficiency: Average response time to complaints

Efficiency – Average Cost per Customer Inquiry

Goal B: Reduce the number of cases of loss of life and property due to fire

6.2 Objective B.1: Protect the public from loss of life and property due to fire

Outcome 1: Number of Fire Marshal Investigations

Outcome 2: Number of Fire Marshal Inspections

6.3 Strategy B.1: Provide fire prevention through education and engineering

Output 1: Number of seminars conducted

Output 2: Number of seminars attended

Output 3: Number of smoke alarms installed

Efficiency: Average cost per seminar

Efficiency: Average cost per smoke alarm

6.3 Strategy B.2: Provide fire prevention through enforcement

Output 1: Number of Fire Marshal investigations completed

Output 2: Number of Fire Marshal inspections resulting in prosecution

Efficiency: Average cost per Fire Marshal inspection

Efficiency: Average cost per Fire Marshal fire investigated

6.3 Strategy B.3: Increase the number of fire investigations in order to reduce the increased filings of fraud-related insurance claims.

Output – Number of Claims Processed

Efficiency – Average Cost per Claim

PROGRAM 2: Liquefied Compressed Gas



The mission of Liquefied Compressed Gas is to enforce the laws and regulations regarding the manufacturing of liquefied compressed gases located within Mississippi, which include butane, propane and anhydrous ammonia. The Division is empowered to make inspections at all domestic, commercial and industrial premises or buildings where liquefied compressed gases may be received, stored, transported, sold, offered or exposed for sale, manufactured, refined, distilled, compounded or blended, as well as any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, or other vehicle in which any liquefied compressed gas is stored, will be subject to regular inspections under this program.

The Liquefied Compressed Gas Division of the Mississippi Insurance Department is responsible for administering and enforcing the Liquefied Compressed Gas Equipment Inspection Law of Mississippi, Miss. Code Ann., § 75-57-1 through 75-57-63. The State Liquefied Compressed Gas Board is vested with the power to regulate matters pertaining to liquefied compressed gas, according to Miss. Code Ann., § 75-57-101. The Board also is charged with promoting the growth and development of the propane industry in Mississippi through the Propane Education and Research Program, Miss. Code Ann., § 75-57-119.

1. Comprehensive Mission Statement

The mission of Liquefied Compressed Gas is to enforce the laws and regulations regarding the manufacturing of liquefied compressed gases located within Mississippi. All domestic, commercial and industrial premises or buildings where liquefied compressed gases may be received, stored, transported, sold, offered or exposed for sale, manufactured, refined, distilled, compounded or blended, as well as any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, or other vehicle in which any liquefied compressed gas is stored, will be subject to regular inspections under this program.

2. Agency Philosophy

MID has a commitment to service in the public interest. The philosophy of the Commission is to set a standard of excellence for insurance regulation through quality leadership, experience and innovation and also to adhere to the highest professional standards, quality of public service and for the rights of the consumers. MID recognizes that the department exists to serve the citizens of the state. As public servants, we want to ensure that the insurance consumer is treated with respect and courtesy and are provided with a wealth of information through consumer product safety education and awareness programs.

3. Relevant Statewide Goals and Benchmarks

The Department will assess the impact of state legislation over the next 5 fiscal years with a goal of adopting the appropriate strategies to maximize the effective regulation of the liquefied compressed gas industry in the State of Mississippi.

Liquefied Compressed Gas inspectors have the responsibility of inspecting any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, and other vehicles in which any liquefied compressed gas may be present. All domestic, commercial and industrial installations of liquefied compressed gas systems are subject to inspection.

Statewide Goal #1: To regulate and enforce all matters pertaining to Liquefied Compressed Gas.

Relevant Benchmarks #1

- Inspecting all liquefied compressed gas containers containing liquefied compressed gas
- Establishing and enforcing liquefied compressed gas regulations for the safe use and handling of butane, propane and anhydrous ammonia
- Inspect all propane bulk plants, cylinder dispensing plants and cargo vehicles

4. Overview of the Agency 5-year Strategic Plan

The agency will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. The Mississippi Insurance Department's *FY 2021-2025 Strategic Plan* is the first step of the State's Strategic Planning and Budgeting System and serves as the foundation for appropriations request and budget structure.

The regulatory philosophy of the department recognizes that the department exists to serve the citizens of the state. The Mississippi Insurance Department (MID) believes that it has a responsibility to the insurance industry and the people working in the insurance industry that serve Mississippi. The Liquefied Compressed Gas Division will continue to enforce laws and regulations impacting liquefied compressed gases, which include butane, propane and anhydrous ammonia. The Division is empowered to make inspections of premises where liquefied compressed gases may be received, stored, transported, sold, offered or exposed for sale, manufactured, refined, distilled, compounded or blended.

5. Agency's External / Internal Assessment

INTERNAL

MID has developed and maintained an excellent reputation with its customers and stakeholders. The insurance industry recognizes and appreciates the quality of services that MID delivers, and the expertise that MID brings to the table. MID has experienced, knowledgeable employees who deliver excellent service to agency customers and stakeholders.

EXTERNAL

The Mississippi Insurance Department (MID) will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. To accomplish these priorities MID must employ sufficient personnel with technical and legal expertise.

6. Agency Goals, Objectives, Strategies and Measures by Program

Liquefied Compressed Gas inspectors have the responsibility of inspecting any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, and other vehicles in which any liquefied compressed gas may be present. All domestic, commercial and industrial installations of liquefied compressed gas systems are subject to inspection.

Mississippi Insurance Department strives to meet all the operational efficiency goals of providing services within its budget while meeting all regulatory requirements set by the state. The agency has various broad goals with supporting objectives and strategies that help facilitate the achievement of the agency's mission.

PROGRAM 2: Liquefied Compressed Gas

6.1 GOALS:

GOAL A: Provide proper training and enforce all laws and regulations pertaining to liquefied compressed gases

6.2 Objective A.1: Effectively manage and increase the training and education of the Liquefied Compressed Gas industry

Outcome 1: Safety Training Schools (Increase Safety and Code Training Seminars)

Outcome 2: Number of Inspections (Increase Inspections)

6.3 Strategy A.1: Properly inspect all containers, systems, factories, cargo vehicles, equipment, tanks schools and public places in which any liquefied compressed gas containers are present

Output - Number of Inspections

Efficiency - Average Cost per Inspection

6.3 Strategy A.1: Conduct safety and code training seminars throughout the year

Output – Number of Safety Training Courses Offered

Efficiency – Average Cost per Safety / Training course

6.2 Objective A.2: Reduce the numbers of deaths caused by liquefied compressed gases

Outcome A.2: Number of Accidents Investigated (Decrease Accidents Investigated)

6.3 Strategy A.2: Increase industry and consumer product safety awareness while decreasing liquefied compressed gas accidents, deaths, injuries and property loss

Output – Number of Accidents Investigated

Efficiency – Average Cost per Accident Investigated

MISSISSIPPI INSURANCE DEPARTMENT

Rural Fire Truck Acquisition Assistance Program

(505-00)



5-YEAR STRATEGIC PLAN

FOR THE FISCAL YEARS 2021-2025

RURAL FIRE TRUCK ACQUISITION ASSISTANCE PROGRAM

1. Comprehensive Mission Statement

The Mississippi Legislature created Fire Services Development under the Mississippi Insurance Department (MID) in 1988 to carry out two principal functions:

- Provide accountability for approximately \$16 million in state fire protection funds distributed annually to Mississippi's counties and municipalities. Miss. Code Ann. § 83-1-37 and 83-1-39.
- Provide guidance to the state's fire service to assist in the enhancement of and accelerate the growth of fire protection capabilities throughout the State, particularly in rural areas. Miss. Code Ann. § 17-23-1.

Since 1995, Fire Services Development has administered the Rural Fire Truck Acquisition Assistance Program (RFTAAP), which provides matching fund grants up to \$90,000 for fire truck purchases in rural areas. Over 770 fire trucks have been purchased through this program and furnished to communities resulting in at least 1.3 million citizens across the state benefitting from the program.

This program established state purchase contracts that have reduced costs of fire equipment for the State's 757 fire departments. Most of the 13,000 plus volunteer firefighters, as well as many career firefighters are beneficiaries of the various insurance coverage brought about through Fire Services Development program activities. The purpose of this program is to assist in the operation of fire protection districts and associations in rural areas which have little or no fire protection available. This allows small towns to provide superior fire suppression, rescue and emergency medical service to rural areas throughout the state.

2. Agency Philosophy

The Mississippi Insurance Department (MID) regulates the state's insurance industry and performs the duties of the State Fire Marshal's Office. MID has a commitment to service in the public interest of areas outside the city limits and to small municipalities. Counties also can apply for trucks on behalf of cities with which they have a contract to provide fire protection within a five-mile area of the municipal limits. The agency is dedicated to the continuously promoting the life safety of the firefighters and community members, providing fire suppression, property conservation, and fire loss prevention for rural and volunteer fire departments in various counties and municipalities throughout the state.

3. Relevant Statewide Goals and Benchmarks

The Department will assess the impact of state legislation over the next 5 fiscal years with a goal of adopting the appropriate strategies to maximize the efficient reimbursement of rounds in the State of Mississippi. Section 17-23-1, Mississippi Code 1972, annotated, authorized the Rural Fire Truck Acquisition Assistance Program to assist in the purchasing of new fire trucks to provide fire protection in rural areas. The program has served to encourage boards of supervisors to get involved in fire protection and has gotten people in the community involved in their local fire departments. In return, MID has been able to keep insurance rates low and stable in rural areas.

Statewide Goal #1: To prevent the loss of lives, property and the environment in rural areas due to fire damage.

Relevant Benchmarks #1

- Provide fire protection in rural communities where it didn't exist
- Protect the lives and property of the public

Statewide Goal #2: To provide the best equipment to over 13,000-plus volunteer firefighters in the rural areas of the state.

Relevant Benchmarks #2

- Provide assistance to purchase fire trucks for the volunteer fire departments in rural areas
- Eliminate antiquated and dangerous equipment and replace with current and relevant equipment
- Protect the lives and safety of the volunteer firefighters

4. Overview of the Agency 5-year Strategic Plan

The agency will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. The Mississippi Insurance Department's *Strategic Plan* is the first step of the State's Strategic Planning and Budgeting System and serves as the foundation for appropriations request and budget structure. The regulatory philosophy of the department recognizes that the department exists to serve the citizens of the state. The Mississippi Insurance Department (MID) believes that it has a responsibility to the insurance industry and the people working in the insurance industry that serve Mississippi.

5. Agency's External / Internal Assessment

INTERNAL

MID has developed and maintained an excellent reputation with its customers and stakeholders. The insurance industry recognizes and appreciates the quality of services that MID delivers, and the expertise that MID brings to the table. MID has experienced, knowledgeable employees who deliver excellent service to agency customers and stakeholders.

EXTERNAL

A variety of current and changing external forces influence MID's ability to fulfill our mission and satisfy our customers' and stakeholders' needs and expectations. One of the main external challenges that we've encountered with this program is outdated equipment.

6. Agency Goals, Objectives, Strategies and Measures by Program

Mississippi Insurance Department strives to meet all the operational efficiency goals of providing services within its budget while meeting all regulatory requirements set by the state. The agency has various broad goals with supporting objectives and strategies that help facilitate the achievement of the agency's mission. This program provides assistance in purchasing fire trucks to smaller municipalities and counties providing rural fire protection. Fire trucks are the one fire protection item in which these localities might not be able to purchase on their own.

RFTAAP

The Rural Fire Truck Acquisition Assistance Program (RFTAAP) was created by House Bill 255 in 1995. . The program has placed hundreds of fire trucks into rural Mississippi communities. It is an extremely popular program that has not only saved lives and property but also provided the best equipment to over 13,000 volunteer firefighters in the state. The rural fire truck program provides counties with grants of \$50,000 per fire truck for the first six trucks and \$70,000 each for next four vehicles. Counties also can apply for trucks on behalf of cities with which they have a contract to provide fire protection within a five-mile area of the municipal limits. This program has created more public awareness of rural fire protection.

SRFTAAP

The Supplemental Rural Fire Truck Acquisition Assistance Program (SRFTAAP) provides funds to counties who wish to purchase fire apparatus that meet the National Fire Protection Association (NFPA) Standards for Fire Department Apparatus 1901, chapters 5, 6, 7, and 8, for providing rural fire protection. The request for these grant funds are made available through two separate provisions under this program:

Provision A

Under Provision A, a county may apply for up to \$50,000 towards the purchase of a fire apparatus meeting the NFPA 1901 standards mentioned previously. The county must match the state funds requested with local funds just as in the regular RFTAAP program.

Provision B

Under Provision B, a county which has acquired grants for fire apparatus through any program other than the RFTAAP may submit an application under this provision for up to 10% of the funds required to supplement said grant, not to exceed \$20,000.

6.1 GOALS:**Goal A: Reduce the number of cases of loss of life and property due to fire**

6.1 Objective A.1: Protect the public from loss of life and property due to fire

Outcome 1: Reduce the number of lives lost due to fire

Outcome 2: Reduce the amount of property damage caused by fires

6.1 Strategy A.1: Provide fire protection in rural communities where it didn't exist

Output: Number of fire trucks reimbursed

Efficiency: Average cost per fire truck