

**AGENCY PERFORMANCE PLAN
FY 2007**

Name of Agency: DEPARTMENT OF COMMERCE – DIVISION OF BANKING			
Agency Mission: Protect the interests of those doing business with banks and other financial services providers by ensuring safety, soundness and adherence to the laws and regulations of Iowa.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: 1. Regulation & Compliance			
Desired Outcome(s):			
All financial institutions chartered and licensed by the Iowa Division of Banking are operated in a safe and sound manner and in compliance with applicable laws and regulations.	Percent of chartered and licensed financial institutions operated in a safe and sound manner and in compliance with applicable laws and regulations based on risk profiles and statutory examination results.	100% of chartered and licensed financial institutions are operated in a safe and sound manner and in compliance with applicable laws and regulations.	Promote public & industry confidence. Enhance the Exam Process. Maintain independence.
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Regulation of state chartered banks.	Percent of chartered state chartered banks examined.	100% of the state-chartered banks will be examined within statutory time limitations.	Regional Managers will schedule examinations so targets are met. Monitoring of the schedule will occur at least monthly by the Bank Bureau Chief and Regional Managers through the use of electronic exam tracking applications.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
2. Regulation of financial institutions.	Percent of licensed financial institutions examined that are required to be examined by statute.	100% of the state-licensed financial institutions will be examined within statutory time limitations.	Establish and utilize an examination procedures and processing manual that provides deadlines for each step in the examination process from scheduling to report distribution.
	Percent of financial institution complaints resolved.	90% of consumer complaints will be responded to (or resolved) within 30 days of receipt.	Establish and utilize complaint processing manual that provides deadlines for each step in the process.
	Percent of license applications processed.	The licensing decision will be communicated to 90% of the license applicants within 30 days of receipt of a completed application.	Establish and utilize application processing manual that provides deadlines for each step in the process.