AGENCY PERFORMANCE PLAN

**FY 2004**

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| **Name of Agency: DEPARTMENT OF COMMERCE – DIVISION OF BANKING** |
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| **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.** |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: 1. Regulation & Compliance** |  |  |  |
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| **Desired Outcome(s):**  |  |  |  |
| **All financial institutions chartered and licensed by the Iowa Division of Banking are operated in a safe and sound manner.** | **Percent of chartered and licensed financial institutions operated in a safe and sound manner based on risk profiles and statutory examination requirements.** | **100% of chartered and licensed financial institutions are operated in a safe and sound manner.** | **Promote public & industry confidence.****Enhance the Exam Process.****Maintain independence.** |
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| **Confirm that consumers’ rights of those conducting business with financial institutions regulated by the Iowa Department of Banking are protected.** | **Percent of complaints resolved.** | **90% of consumer complaints will be responded to (or resolved) within 30 days of receipt.** | **Promote public & industry confidence.****Maintain independence.** |
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| **Enable and encourage supervised institutions to invest in their communities.** | **Percent of community and economic requests responded to.****Review bank loan to deposit ratios.**  | **90% of community and economic requests will be responded to within 30 days.****Bank loan to deposit ratios reviewed on a quarterly basis from call report information.** | **Promote public & industry confidence.****Promote open communication.****Current Policies & Procedures – identify trends in the financial services and related industries & technology to assure policies and procedures are current.** |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **1.**  **Examinations** | **Percent of chartered and licensed financial institutions examined.** | **100% of chartered and licensed financial institutions will be examined with in statutory time limitations.** | **100% of banks rated “1” or “2” will be examined at least every 24 months.** **100% of banks rated “3”, “4” and “5” will be examined at least every 12 months.** |
|  | **Response time to examination report findings and questions.**  | **90% of examination report findings and questions will be responded to within 30 days of receipt.** | **Reports received into the office will be tracked from the date the examination was completed to the date the response is mailed to the bank on a database.** |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
|  | **Percent of quarterly risk monitoring conducted.** | **100% of chartered and licensed financial institutions will undergo quarterly risk monitoring analysis.** | **Frequency – monthly; Attribute – were problem banks examined at least once in 12 mo. Period – yes/no; problem bank = 3, 4 or 5 CAMEL rating and/or a red risk rating; data drawn from exams (state or federal); shown as problem banks due for exam that did not receive exam in previous 12 mos.** |
| **Review of examination ratios** | **Key examination ratios will be examined regularly.** | **Key examination ratios will be reviewed on a monthly basis.** | **12 month floating/examination averages including: class/assets, class Ins/Ttl Lns, Class/Cap, Tier 1 leverage rations, Adj. Total cap ratio, Loans/Deposit will be tracked and reviewed monthly.** |
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| **2. Communication** | **Number of hits from public to Iowa Department of Banking website.** | **Quarterly measure and trend data to be established in FY 04.** | **Frequency – quarterly****Hits from public to website****Count – number of hits****Counted by system** |
|  | **Percent of subscriptions to e-mail alerts.** | **80% of the state-chartered banks will have an e-mail subscription account with the division.** | **Frequency – quarterly** **Count – total number of subscriptions****Information gathered from system****Track additions and cancellations****Ratio: # Additions to # Cancellations** |
|  | **Application processing time.** | **95% of all applications will be processed within 10 days of receipt.** | **Track when application was received; assigned to; responded to.** |
|  | **Post examination resolutions.** | **90% of all items requiring post-exam follow-up will be resolved within 90 days.** | **Tracked from the date the review letter is sent out to the date resolution is achieved on a database.** |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **3. Licensing** | **Number of days from receipt of completed application to issuance or renewal of license.** | **100% of all completed license applications will be processed within 30 days.** |

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| **Established process needs regular review. Month-end reports that are now prepared must be analyzed to ensure that process is working.** |

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