AGENCY PERFORMANCE PLAN

**FY 2007**

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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 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.** |
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| **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.** |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |

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| **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.** |

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|  | **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.** |