

2003-05 Performance Progress Report

For Quarter Ending 6/30/2005

Agency 102

Department of Financial Institutions

Mission

We regulate our State's financial services industry to promote economic vitality and protect consumers.

Goal Promote a stable and competitive financial system that enhances economic vitality.

Performance Measure Percentage of banks with an examination rating of 1 or 2, responding Agree to Strongly Agree on survey that the bank's examination report prepared by the Division of Banks was objective, reflected material issues, and was useful for remaining in compliance with regulations.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	90%	90%	90%	90%	90%	90%	90%	90%
Actual	100%	100%	100%	100%	100%	100%	100%	100%
Date Measured								

Performance Measure Percentage of banks with unsatisfactory examination ratings that receive the appropriate written supervisory action.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				100%				100%
Actual				100%				100%
Date Measured								

Performance Measure Percentage of credit unions which have a satisfactory examination rating (CAMEL rating of 1 or 2)

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	91%	91%	92%	96%	92%	92%	90%	86%
Date Measured								

Performance Measure By survey, the percentage of credit unions agreeing that the credit union's examination report prepared by the Division of Credit Unions was objective, reflected material issues, and was useful for remaining in compliance with regulations.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	85%	85%	85%	85%	85%	85%	85%	85%
Actual	100%	92%	88%	96%	88%	89%	85%	100%
Date Measured								

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Department of Financial Institutions

Goal Implement and enforce state financial institutions and consumer protection laws.

Performance Measure Number of enforcement actions taken (cease & desist orders, criminal referrals, statement of charges)- Securities Division

	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output								
Estimate				90				90
Actual				100				93
Date Measured								

Performance Measure Percent of survey respondents responding good to excellent on quality of customer service received during the consumer complaint process.

	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate				75%				75%
Actual				100%				89%
Date Measured								

Goal Expand the use of technology to fulfill our mission and enhance access to information.

Performance Measure By survey, percentage of license applicants giving a Good to Excellent rating for the overall quality of service received from the Consumer Services Unit during the application process.

	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate				80%				80%
Actual				91%				96%
Date Measured								