

Department of Financial Institutions

Agency Performance Dashboard

Q2 FY2018

Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Reform and Innovation

Electronic auto-filings of business forms

Metric Definition

Percentage of business forms that are electronically auto-filed.

Goal Met	Current	Previous	Target	Trend
✓	83.6%	84.4%	80%	↔

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Electronic auto-filing of documents by businesses such as corporations, LLCs, LLPs and non-stock entities gives business owners the quickest-possible turnaround time on their corporate documents being filed with DFI.

Efficient and Effective Services

Processing of new business filings

Metric Definition

Average processing time of all new business filings.

Goal Met	Current	Previous	Target	Trend
✓	0.44 days	0.36 days	1 day	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Statutory requirement for processing new business filings is no more than 5 business days. However, a more aggressive target of 1 business day is achievable because of the availability of online filing options.

Examination of state-chartered banks

Metric Definition

Percentage of safety/soundness exams conducted to meet the statutory requirement that banks are examined at least every 18 months.

Goal Met	Current	Previous	Target	Trend
✓	106%	112%	100%	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: As of Dec. 31, DFI had examined 72 banks in 2017 (annual goal was 68). DFI's Division of Banking works in conjunction with the FDIC, the Federal Reserve and the Office of the Comptroller of the Currency to ensure that banks are examined for safety and soundness at least every 18 months, as required by statute. These exams are important in that they help banks identify issues that could jeopardize the safety and soundness of the institution.

Turn-around time of bank examinations

Metric Definition

Business days between when field examination of a bank is completed and when the bank receives its written examination report.

Goal Met	Current	Previous	Target	Trend
✓	35.1 days	37.6 days	45 days	↑

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: FDIC industry standard on turn-around time is 60 business days and the Federal Reserve standard is 45 business days. Meeting or exceeding the standard is good customer service and allows the bank management and its board of directors to react more quickly to any recommendations presented in the exam.

Examination of state-chartered credit unions

Metric Definition

Percentage of safety/soundness exams conducted to meet the statutory requirement that credit unions are examined at least every 18 months.

Goal Met	Current	Previous	Target	Trend
✓	103%	101%	100%	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: As of Dec. 31, DFI had examined 99 credit unions in 2017 (revised annual goal was 96). DFI's Office of Credit Unions works in conjunction with the National Credit Union Administration to ensure that credit unions are examined for safety and soundness at least every 18 months, as required by statute. These exams are important in that they help credit unions identify issues that could jeopardize the safety and soundness of the institution.

Turn-around time of credit union examinations

Metric Definition

Business days between when field examination of a credit union is completed and when the credit union receives its written examination report.

Goal Met	Current	Previous	Target	Trend
✓	14.9 days	13.0 days	30 days	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: National Credit Union Administration industry standard on turn-around time is 45 business days. Meeting or exceeding the standard is good customer service and allows the credit union management and its board of directors to react more quickly to any recommendations presented in the exam.

Resolution of consumer complaints

Metric Definition

Business days for resolution of consumer complaints received by the Bureau of Consumer Affairs from receipt of complaint to case closed.

Goal Met	Current	Previous	Target	Trend
✓	24.9 days	14.4 days	28 days	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: The target of 28 business days was set by the Bureau of Consumer Affairs as a reasonable goal for resolution of consumer complaints, such as complaints against collection agencies, loan companies and auto dealers. Resolving a complaint generally involves fact-finding efforts and multiple interactions with the complainant and the respondent before a case is closed.

Customer/Taxpayer Satisfaction

Helpfulness of call center

Metric Definition

Customer satisfaction with the helpfulness of the Division of Corporate and Consumer Services call center staff on a 1-4 scale (1 being best).

Goal Met	Current	Previous	Target	Trend
✓	1.2	1.3	1.5	↑

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: The target of 1.5 out of 4 rating was set by the Division of Corporate and Consumer Services as a reasonable goal for customer satisfaction. Data is collected in a post-conversation automated telephone survey.

Call center wait time

Metric Definition

Average wait time for callers to the Division of Corporate and Consumer Services call center.

Goal Met	Current	Previous	Target	Trend
✓	50 Seconds	35 Seconds	90 Seconds	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Originally a target of 2 minutes was set by the Division of Corporate and Consumer Services as a reasonable goal for initial interaction with phone customers. DCCS has made the prompt answering of phones a top priority and a more aggressive target of 90 seconds was established effective 3Q 2017. At the same time, measurement of this metric was converted from minutes to seconds.

Edvest College Savings Plan accounts

Metric Definition

Number of new Edvest accounts per year.

Goal Met	Current	Previous	Target	Trend
✓	169,955	155,564	159,564	↑

Reporting Cycle: Annual (calendar year)

Additional Details: DOA set a goal of 4,000 new accounts compared to the previous year. The Edvest College Savings Plan is offered by the State of Wisconsin. TIAA-CREF Tuition Financing, Inc. (TFI) is the Plan Manager. TIAA-CREF Individual & Institutional Services, LLC, member FINRA, is the distributor and underwriter for the Edvest plan. An investor should consider the investment objectives, risks, charges and expenses associated with municipal fund securities before investing. Please visit www.edvest.com for a Plan Disclosure Booklet containing this and other information. Read it carefully before investing.

Tomorrow's Scholar accounts

Metric Definition

Number of new Tomorrow's Scholar accounts per year.

Goal Met	Current	Previous	Target	Trend
✓	141,766	137,529	141,529	↑

Reporting Cycle: Annual (calendar year)

Additional Details: DOA set a goal of 4,000 new accounts compared to the previous year. Tomorrow's Scholar 529 Plan is offered by the State of Wisconsin. Voya Investment Management provides investment management and administrative services, along with distribution of shares for the plan. An investor should consider the investment objectives, risks, charges and expenses associated with municipal fund securities before investing. More information is available in the Program Description by visiting www.tomorrowsscholar.com. The program description should be read carefully before investing.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017.

Current	Previous	Trend
79	71	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
78	71	↓

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✓	0.22 days	0.45 days	5 business days	↑

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day (12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
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✓	100%	100%	100%	↔
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Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Annual (March 1, 2016 - February 28, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (Oct. 1, 2017 - Dec. 31, 2017)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.