



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
	86.7%	85.5%	80%	



Reporting Cycle Quarterly (January 1, 2017 - March 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	0.29 days	1 day	

Reporting Cycle Quarterly (January 1, 2017 - March 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
	124%	100%	100%	

Reporting Cycle Quarterly (January 1, 2017 - March 31, 2017)

Additional Details As of March 31, DFI had examined 21 banks in 2017 (annual goal is 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
	30.2 days	28.4 days	45 days	

Reporting Cycle Quarterly (January 1, 2017 - March 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
	108%	103.8%	100%	

Reporting Cycle Quarterly (January 1, 2017 - March 31, 2017)

Additional Details As of March 31, DFI had examined 28 credit unions in 2017 (annual goal is 104). 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
	16.3 days	16.2 days	30 days	

Reporting Cycle Quarterly (January 1, 2017 - March 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
	10.5 days	29 days	28 days	



Reporting Cycle Quarterly (January 1, 2017 - March 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
	1.3	1.25	1.5	

Reporting Cycle Quarterly (January 1, 2017 - March 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
	38 seconds	35 seconds	90 seconds	

Reporting Cycle Quarterly (January 1, 2017 - March 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 this quarter. At the same time, measurement of this metric was converted from minutes to seconds.