Department of Insurance, Securities, and Banking

www.disb.dc.gov
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Description	FY 2012 Actual	FY 2013 Approved	FY 2014 Proposed	% Change from FY 2013
Operating Budget	$14,650,014	$20,860,023	$21,661,575	3.8
FTEs	95.8	125.6	125.6	0.0

The mission of the Department of Insurance, Securities, and Banking (DISB) is two-fold: 1) protect consumers by providing equitable, thorough, efficient, and prompt regulatory supervision of the financial services companies, firms, and individuals operating in the District of Columbia; and 2) develop and improve market conditions to attract and retain financial services firms to the District of Columbia.

Summary of Services

DISB regulates the following financial services entities: (1) insurance companies, insurance producers, health maintenance organizations, captive insurance companies, and risk retention groups; (2) investment advisors, investment advisor representatives, broker-dealers, broker-dealer agents, securities offerings, issuers, and agents of issuers; and (3) District and state-chartered banks, mortgage lenders and brokers, mortgage loan originators, check cashers, money transmitters, consumer-sales-finance companies, money lenders, and consumer-credit-service organizations.

The FY 2014 proposed budget is presented in the following tables:

FY 2014 Proposed Gross Funds Operating Budget, by Revenue Type

Table SR0-1 contains the proposed FY 2014 agency budget compared to the FY 2013 approved budget. It also provides the FY 2011 and FY 2012 actual expenditures.

Table SR0-1
(dollars in thousands)

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
General Fund						
Special Purpose Revenue Funds	13,753	13,939	17,868	18,786	918	5.1
Total for General Fund	**13,753**	**13,939**	**17,868**	**18,786**	**918**	**5.1**
Federal Resources						
Federal Grant Funds	115	476	2,544	2,414	-130	-5.1
Total for Federal Resources	**115**	**476**	**2,544**	**2,414**	**-130**	**-5.1**
Private Funds						
Private Grant Funds	59	154	448	462	14	3.2
Total for Private Funds	**59**	**154**	**448**	**462**	**14**	**3.2**
Intra-District Funds						
Intra-District Funds	100	81	0	0	0	N/A
Total for Intra-District Funds	**100**	**81**	**0**	**0**	**0**	**N/A**
Gross Funds	**14,026**	**14,650**	**20,860**	**21,662**	**802**	**3.8**

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2014 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2014 Proposed Full-Time Equivalents, by Revenue Type

Table SR0-2 contains the proposed FY 2014 FTE level compared to the FY 2013 approved FTE level by revenue type. It also provides FY 2011 and FY 2012 actual data.

Table SR0-2

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change
General Fund						
Special Purpose Revenue Funds	99.6	95.8	114.6	114.6	0.0	0.0
Total for General Fund	**99.6**	**95.8**	**114.6**	**114.6**	**0.0**	**0.0**
Federal Resources						
Federal Grant Funds	0.0	0.0	8.0	8.0	0.0	0.0
Total for Federal Resources	**0.0**	**0.0**	**8.0**	**8.0**	**0.0**	**0.0**
Private Funds						
Private Grant Funds	0.0	0.0	3.0	3.0	0.0	0.0
Total for Private Funds	**0.0**	**0.0**	**3.0**	**3.0**	**0.0**	**0.0**
Total Proposed FTEs	**99.6**	**95.8**	**125.6**	**125.6**	**0.0**	**0.0**

FY 2014 Proposed Operating Budget, by Comptroller Source Group

Table SR0-3 contains the proposed FY 2014 budget at the Comptroller Source Group (object class) level compared to the FY 2013 approved budget. It also provides FY 2011 and FY 2012 actual expenditures.

Table SR0-3
(dollars in thousands)

Comptroller Source Group	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
11 - Regular Pay - Continuing Full Time	7,722	8,171	11,085	10,575	-510	-4.6
12 - Regular Pay - Other	433	408	330	1,237	907	275.0
13 - Additional Gross Pay	603	127	113	113	0	0.0
14 - Fringe Benefits - Current Personnel	1,615	1,779	2,323	2,504	181	7.8
15 - Overtime Pay	2	10	21	21	0	0.0
Subtotal Personal Services (PS)	**10,375**	**10,495**	**13,871**	**14,450**	**578**	**4.2**
20 - Supplies and Materials	14	28	56	58	3	4.8
31 - Telephone, Telegraph, Telegram, Etc.	75	95	87	91	4	5.0
32 - Rentals - Land and Structures	1,643	1,763	1,868	1,738	-129	-6.9
33 - Janitorial Services	0	23	0	0	0	N/A
34 - Security Services	0	0	0	5	5	N/A
35 - Occupancy Fixed Costs	0	0	33	62	30	90.4
40 - Other Services and Charges	594	750	1,435	1,399	-35	-2.5
41 - Contractual Services - Other	11	160	629	629	0	0.0
50 - Subsidies and Transfers	1,087	1,134	2,339	2,618	278	11.9
70 - Equipment and Equipment Rental	228	203	543	610	67	12.3
Subtotal Nonpersonal Services (NPS)	**3,652**	**4,155**	**6,989**	**7,212**	**223**	**3.2**
Gross Funds	**14,026**	**14,650**	**20,860**	**21,662**	**802**	**3.8**

*Percent change is based on whole dollars.

Division Description

The Department of Insurance, Securities and Banking operates through the following 9 divisions:

Insurance Bureau – monitors the financial solvency of insurance companies and Health Maintenance Organizations (HMO) operating in the District of Columbia; issues licenses to insurance companies, insurance producers, and related entities; resolves consumer complaints; approves rates and policy forms of insurance products marketed in the District; and monitors underwriting, policy holder services, claims, marketing, producer licensing, and the complaint handling processes of licensed insurers to ensure a viable insurance market in the District.

This division contains the following 5 activities:

- **Insurance Products** – reviews all types of insurance policy forms and actuarial memoranda to determine whether they conform to District insurance laws and regulations; analyzes rating rules, rate manuals and rating schedules; and conducts actuarial and statistical analysis of rate increase requests, maintaining a database for claims and investment experience;
- **Financial Surveillance** – provides solvency and compliance monitoring, rate approval, and technical assistance for the insurance industry, other regulators, and the public so that there is a viable insurance market in the District;

- **Health Maintenance Organization (HMO)** – provides solvency and compliance monitoring, rate approval, and technical assistance for the HMO industry, other regulators, and the public so that there is a viable managed care insurance market in the District;
- **DC Market Operations Insurance** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results; and
- **Health Insurance Review** – reviews health insurance rate filings submitted for products sold in the District to ensure compliance with District law and federal health care reform, and conducts analysis on rate filing trends and provides consumer information on health insurance rates.

Securities Bureau – oversees the regulatory activities of stock brokerage and investment firms in the District to proactively protect District residents against malpractice and fraud by securities professionals, and to ensure proper marketing and disclosure of securities products in compliance with the District Code.

This division contains the following 3 activities:
- **Corporate Finance** – reviews and analyzes securities offerings to investors to ensure full disclosure with the District's securities laws;
- **Securities Licensing** – reviews and approves, subject to District laws, investment advisors, investment advisor representatives, broker-dealers, and broker-dealer agents doing business in the District; and
- **DC Market Operations Securities** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results.

Enforcement Bureau – directs programs designed to detect and take actions against individuals and companies engaged in fraudulent financial operations and services, and investigate compliance complaints.

This division contains the following 3 activities:
- **Enforcement** – ensures observance of District laws by providing remedies to individuals, insurance, securities and banking entities and other jurisdictions in order to prevent, detect, and prosecute insurance, securities and banking fraudulent activities;
- **Investigations** – responds to inquiries and complaints from consumers, and investigates and establishes the underlying facts to ensure adherence with the District's financial services and relevant consumer protection laws; and
- **DC Market Compliance Enforcement** – provides technical and administrative authority for the bureau to achieve operational and programmatic results.

Banking Bureau – regulates the activities of depository and non-depository financial institutions within the District to protect consumers from unfair practices by conducting timely financial examinations and providing a fair financial market that benefits District consumers and businesses.

This division contains the following 4 activities:
- **State Small Business Credit Initiative** – reviews and approves applications submitted by participating financial institutions to determine eligibility to receive federal and local SSBCI matching funds;
- **Licensing** – reviews and approves, subject to District laws, District chartered banks, mortgage lenders and brokers, loan originators, money transmitters, check cashers, money lenders, and consumer credit service organizations doing business in the District;
- **Market Services** – administers the foreclosure mediation, Certified Capital Company (CAPCO), and Capital Access (CAP) programs; and
- **DC Market Operations Banking** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results.

Risk Finance Bureau – reviews and approves licensing applications for the formation of captive insurance companies and maintains regulatory oversight of captive insurers and risk retention groups that operate or plan to do business in the District.

This division contains the following 3 activities:

- **Compliance** – provides solvency and compliance monitoring, and technical assistance for the captive insurance industry and other regulators to maintain a viable alternative insurance market in the District;
- **Financial Analysis** – analyzes financial and actuarial reports to ensure captive insurance companies and risk retention groups maintain capital and surplus required under District law; and
- **Regulatory Review and Licensing** – reviews and approves, subject to District laws, licensing applications of captive insurance companies and risk retention groups; and provides technical assistance to other regulators;

Market Examinations Bureau – conducts on-site examinations of all domiciled insurance companies; inspects District-based investment advisers and broker-dealers, District-chartered banks, and non-depository financial services institutions doing business in the District; monitors solvency of financial firms doing business in the District of Columbia; and develops comprehensive analysis of financial services market to identify current and emerging systematic issues and coordinate regulatory actions.

This division contains the following 5 activities:

- **Insurance Exams** – provides solvency and compliance monitoring of insurance companies to ensure compliance with District laws;
- **Securities Exams** – performs examinations of financial condition and regulatory compliance of securities firms and their representatives;
- **Banking Exams** – provides chartering, examination and enforcement services pertaining to District chartered banks and District licensed non-depository institutions;
- **Risk Finance Exams** – provides solvency and compliance monitoring, and technical assistance for captive insurance industry and other regulators; and
- **DC Market Compliance Exams** – provides technical and administrative authority over the Market Examinations process.

Compliance Analysis Bureau – provides research and analysis of industry sectors to establish best practices, and coordinates information from the Market Examinations Bureau with other Bureaus to identify and define key market factors that drive changes in each industry sector.

This division contains the following 3 activities:

- **Consumer Services** – Reviews consumer complaints regarding financial institutions and firms operating in the District to determine compliance with District laws and regulations, and conducts analysis and investigates matters regarding consumer issues;
- **Market Research Analysis** – provides research and analysis of industry sectors to establish "best practices" standards and guidelines for design, delivery, and results monitoring of financial products and services; and
- **DC Market Compliance Analysis** – provides technical and administrative authority over Consumer Services and Market Research Analysis.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The Department of Insurance, Securities, and Banking has no division structure changes in the FY 2014 proposed budget.

FY 2014 Proposed Operating Budget and FTEs, by Division and Activity

Table SR0-4 contains the proposed FY 2014 budget by division and activity compared to the FY 2013 approved budget. It also provides the FY 2012 actual data.

Table SR0-4

(dollars in thousands)

	Dollars in Thousands				Full-Time Equivalents			
Division/Activity	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013
(1000) Agency Management Program								
(1010) Personnel	92	171	169	-1	0.8	2.0	2.0	0.0
(1017) Labor Partnership	70	0	73	73	0.8	0.0	1.0	1.0
(1040) Office of Information Technology and Support	827	5,446	5,442	-5	9.4	14.0	10.5	-3.5
(1055) Risk Management	156	0	172	172	1.7	0.0	1.0	1.0
(1080) Public Affairs	328	785	815	30	2.6	5.0	5.0	0.0
(1085) Customer Services	0	0	309	309	0.0	0.0	2.5	2.5
(1090) Performance Management	588	390	393	3	3.4	3.0	3.0	0.0
(1095) Consumer Protection	3	0	0	0	0.0	0.0	0.0	0.0
Subtotal (1000) Agency Management Program	**2,063**	**6,792**	**7,373**	**581**	**18.8**	**24.0**	**25.0**	**1.0**
(100F) Agency Financial Operations								
(110F) Budget Operation	127	140	145	5	0.8	1.0	1.0	0.0
(120F) Accounting Operations	307	384	443	59	3.4	4.0	5.0	1.0
(130F) ACFO	165	176	183	7	0.8	1.0	1.0	0.0
Subtotal (100F) Agency Financial Operations	**599**	**700**	**770**	**71**	**5.1**	**6.0**	**7.0**	**1.0**
(2000) Insurance Program								
(2010) Insurance Products	0	981	1,181	200	0.0	7.5	8.8	1.2
(2015) Financial Surveillance	0	670	214	-456	0.0	5.3	1.8	-3.5
(2020) Consumer and Prof Licensing	-97	0	0	0	0.0	0.0	0.0	0.0
(2040) Forms Analysis	2,468	0	0	0	5.1	0.0	0.0	0.0
(2045) Market Conduct	59	0	0	0	0.9	0.0	0.0	0.0
(2050) HMO	399	918	586	-332	2.6	8.8	5.0	-3.8
(2055) Consumer Services	567	0	0	0	9.4	0.0	0.0	0.0
(2060) Professional Services	486	0	0	0	5.1	0.0	0.0	0.0
(2065) Financial Regulatory	605	0	0	0	6.2	0.0	0.0	0.0
(2070) Actuarial Analysis	305	0	0	0	3.9	0.0	0.0	0.0
(2080) DC Market Operations Insurance	0	131	137	6	0.0	0.2	0.2	0.0
(2090) Health Insurance Review	469	1,325	1,205	-120	0.0	7.0	7.0	0.0
Subtotal (2000) Insurance Program	**5,262**	**4,026**	**3,323**	**-704**	**33.2**	**28.8**	**22.8**	**-6.0**

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Table SR0-4 (Continued)

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013
(3000) Securities Program								
(3010) Corporate Finance	154	627	683	56	0.0	5.5	5.5	0.0
(3020) Securities Examination	72	1	0	-1	0.0	0.0	0.0	0.0
(3030) Securities Licensing	24	515	530	15	0.0	4.5	4.5	0.0
(3080) DC Market Operations Securities	0	180	191	11	0.0	0.2	0.2	0.0
Subtotal (3000) Securities Program	**250**	**1,323**	**1,404**	**81**	**0.0**	**10.2**	**10.2**	**0.0**
(4000) Enforcement Program								
(4020) Investigative	0	0	0	0	0.0	0.0	0.0	0.0
(4050) Enforcement	197	417	294	-123	1.3	3.5	2.5	-1.0
(4060) Investigations	760	812	682	-130	6.4	7.5	5.5	-2.0
(4080) DC Market Compliance Enforcement	0	86	93	7	0.0	0.3	0.3	0.0
Subtotal (4000) Enforcement Program	**957**	**1,316**	**1,069**	**-247**	**7.7**	**11.4**	**8.4**	**-3.0**
(5000) Banking								
(5015) SSBCI	7	1,219	1,209	-10	0.0	1.0	1.0	0.0
(5055) Examination	0	0	0	0	0.0	0.0	0.0	0.0
(5060) Licensing	0	389	571	182	0.0	4.5	5.5	1.0
(5070) Market Services	0	811	895	84	0.0	5.5	6.5	1.0
(5080) DC Market Operations Banking	0	168	198	29	0.0	0.2	0.2	0.0
Subtotal (5000) Banking	**7**	**2,587**	**2,873**	**285**	**0.0**	**11.2**	**13.2**	**2.0**
(6000) Risk Finance								
(6010) Compliance	0	323	309	-15	0.0	2.5	2.5	0.0
(6020) Financial Analysis	1,298	1	349	348	6.8	0.0	2.5	2.5
(6030) Regulatory Review and Licensing	0	240	0	-240	0.0	2.5	0.0	-2.5
(6080) DC Market Operations Risk Finance	0	79	85	5	0.0	0.2	0.2	0.0
Subtotal (6000) Risk Finance	**1,298**	**643**	**743**	**99**	**6.8**	**5.2**	**5.2**	**0.0**
(7000) Securities and Banking								
(7010) Corporate Finance	2,154	0	0	0	6.4	0.0	0.0	0.0
(7020) Securities and Banking Examination	1,196	0	0	0	9.6	0.0	0.0	0.0
(7030) Securities and Banking Licensing	883	0	0	0	7.9	0.0	0.0	0.0
Subtotal (7000) Securities and Banking	**4,233**	**0**	**0**	**0**	**24.0**	**0.0**	**0.0**	**0.0**
(8000) Market Examinations								
(8010) Insurance Exams	0	341	369	28	0.0	3.2	3.2	0.0
(8020) Securities Exams	0	509	398	-111	0.0	4.2	3.2	-1.0
(8030) Banking Exams	0	583	1,359	776	0.0	5.2	12.2	7.0
(8040) Risk Finance Exams	0	424	385	-39	0.0	3.2	3.2	0.0
(8080) DC Market Compliance Exams	0	166	172	7	0.0	0.3	0.3	0.0
Subtotal (8000) Market Examinations	**0**	**2,023**	**2,684**	**660**	**0.0**	**16.3**	**22.3**	**6.0**

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Table SR0-4 (Continued)

(dollars in thousands)

	Dollars in Thousands				Full-Time Equivalents			
Division/Activity	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013
(9000) Compliance Analysis								
(9010) Consumer Services	0	733	967	235	0.0	7.0	8.5	1.5
(9020) Market Research Analysis	0	542	280	-263	0.0	5.0	2.5	-2.5
(9080) DC Market Compliance Analysis	0	174	177	3	0.0	0.3	0.3	0.0
Subtotal (9000) Compliance Analysis	**0**	**1,449**	**1,424**	**-25**	**0.0**	**12.3**	**11.3**	**-1.0**
(9960) Year End Close								
No Activity Assigned	-19	0	0	0	0.0	0.0	0.0	0.0
Subtotal (9960) Year End Close	**-19**	**0**	**0**	**0**	**0.0**	**0.0**	**0.0**	**0.0**
Total Proposed Operating Budget	**14,650**	**20,860**	**21,662**	**802**	**95.8**	**125.6**	**125.6**	**0.0**

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's divisions, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2014 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2014 Proposed Budget Changes

The Department of Insurance, Securities and Banking's (DISB) proposed FY 2014 gross budget is $21,661,575, which represents a 3.8 percent increase over its FY 2013 approved gross budget of $20,860,023. The budget is comprised of $2,414,015 in Federal Grant funds, $462,003 in Private Grant funds, and $18,785,557 in Special Purpose Revenues funds.

Agency Budget Submission

Increase: The Department of Insurance, Securities and Banking's (DISB) Private Grant donations budget proposal includes $5,420 for planned step increases and increased fringe benefits. All 3.0 FTEs will be reclassified from continuing full time to term full time. There are several increases proposed to its Special Purpose Revenue (SPR) fund budget. Legal professional assistance from the Office of the Attorney General is needed to draft and review legislation documents.

This requirement is projected to add $278,487 to the budget. The budget proposal for personal services reflects an increase of $203,769 to account for Fringe Benefits and planned salary step increases. DISB will provide an additional $67,000 in an effort to properly plan for disaster recovery. The fixed costs estimates for Occupancy, Security, and Telephone collectively increase the budget by $39,413, and an estimated $2,680 will be used to support Information Technology.

Decrease: DISB will make adjustments to its Federal Grant FTEs. Several vacant positions will be filled at lower salaries, and all 8.0 FTEs will be reclassified from continuing full time to term full time. These initiatives will save $162,720 in personal services costs. The SPR budget proposes decreases in two areas. The Department of General Services reduced the fixed cost estimate for Rent by $129,207, and the agency also proposed a reduction of $35,286 in office support.

Mayor's Proposed Budget

Cost of Living Adjustment: This agency received a proposed cost of living adjustment (COLA) in non-Local funds. This adjustment includes $32,416 in Federal Grant funds, $8,932 in Private Grant funds, and $490,649 in Special Purpose Revenue funds.

FY 2013 Approved Budget to FY 2014 Proposed Budget, by Revenue Type

Table SR0-5 itemizes the changes by revenue type between the FY 2013 approved budget and the FY 2014 proposed budget.

Table SR0-5
(dollars in thousands)

	PROGRAM	BUDGET	FTE
FEDERAL GRANT FUNDS: FY 2013 Approved Budget and FTE		**2,544**	**8.0**
Decrease: Downgrading of vacant positions and Fringe Benefit rate adjustment	Multiple Programs	-163	0.0
FEDERAL GRANT FUNDS: FY 2014 Agency Budget Submission		**2,382**	**8.0**
Cost of Living Adjustment: FY 2014 proposed adjustment	Multiple Programs	32	0.0
FEDERAL GRANT FUNDS: FY 2014 Mayor's Proposed Budget		**2,414**	**8.0**
PRIVATE GRANT FUNDS: FY 2013 Approved Budget and FTE		**448**	**3.0**
Increase: Personal services adjustments	Banking	5	0.0
PRIVATE GRANT FUNDS: FY 2014 Agency Budget Submission		**453**	**3.0**
Cost of Living Adjustment: FY 2014 proposed adjustment	Banking	9	0.0
PRIVATE GRANT FUNDS: FY 2014 Mayor's Proposed Budget		**462**	**3.0**
SPECIAL PURPOSE REVENUE FUNDS: FY 2013 Approved Budget and FTE		**17,868**	**114.6**
Increase: Legal professional assistance	Agency Management Program	278	0.0
Increase: Fringe Benefit rate adjustment and planned step increases	Multiple Programs	204	0.0
Increase: Disaster recovery planning	Agency Management Program	67	0.0
Increase: Fixed cost assessments for Occupancy, Janitorial, and Telephone	Agency Management Program	39	0.0
Increase: Supplies and Materials for Information Technology and Support	Agency Management Program	3	0.0
Decrease: Rent estimate from the Department of General Services	Agency Management Program	-129	0.0
Decrease: Office support savings	Multiple Programs	-35	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2014 Agency Budget Submission		**18,295**	**114.6**
Cost of Living Adjustment: FY 2014 proposed adjustment	Multiple Programs	491	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2014 Mayor's Proposed Budget		**18,786**	**114.6**
Gross for SR0 - Department of Insurance, Securities, and Banking		**21,662**	**125.6**

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Agency Performance Plan

The agency's performance plan has the following objectives for FY 2014:

Office of the Commissioner

Objective 1: Develop subject matter expertise that can be utilized to educate and inform policy makers and market participants leading to a reputation as a desirable regulatory jurisdiction.

Objective 2: Provide strategic direction and support for operating bureaus and divisions to enhance consumer protection capabilities and increase economic development initiatives.

Objective 3: Establish an agency regulatory strategy based on an understanding of integrated financial services developed through relationships with national (including federal) and international regulatory authorities to broaden sources of information.

KEY PERFORMANCE INDICATORS

Office of the Commissioner

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Number of consumers receiving financial literacy training and consumer protection information	1,746	800	588	600	600	500
Percentage of grant budget spent on programmatic costs/SSBCI and Health Care	0	5%	3%	3%	3%	3%
Number of Insurance Producer administrative hearings completed and proposed final orders issued within 60 days	22	37	18	20	18	16
Number of initiatives to increase financial services activities	3	3	3	3	3	3
Change in amount of gross revenue from all sources (3 percent annual increase)	$108,072,757	$111,314,939	$124,388,847	$114,654,388	$118,094,020	$121,636,840

Banking Bureau

Objective 1: Improve consumer confidence.

Objective 2: Implement the State Small Business Credit Initiative in the District of Columbia and refocus the Certified Capital Companies Program (CAPCO) to align support for a broader spectrum of businesses.

KEY PERFORMANCE INDICATORS

Banking Bureau

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of foreclosure mediations completed within the time required by the Saving D.C. Homes from Foreclosure Act of 2010 and its implementing rules	0%	95%	49%	95%	95%	95%
Percentage of the first tranche of SSBCI dollars disbursed	0%	80%	0%	80%	80%	80%
Percentage of CAPCOs examined within the fiscal year	100%	100%	9.1%	100%	100 %	100%

Insurance Bureau

Objective 1: Increase the affordability and availability of health insurance coverage.

Objective 2: Increase the amount of consumer insurance information available on the DISB web site.

Objective 3: Strengthen the regulation of title insurance in the District of Columbia.

KEY PERFORMANCE INDICATORS

Insurance Bureau

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of rate filings approved, accepted or rejected within 30 days of receipt	94.7%	87.1%	96.6%	95%	95%	95%
Percentage of form filings approved accepted or rejected within 30 days of receipt	94.7%	87.1%	96.6%	95%	95%	95%

Risk Finance Bureau

Objective 1: Ensure the solvency of captive insurers domiciled in the District.

KEY PERFORMANCE INDICATORS

Risk Finance Bureau

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of Captive Insurance Company applications processed within 30 days of receipt	100%	100%	100%	100%	100%	100%
Percentage of financial examinations completed on Captive Insurance Companie	100%	100%	100%	100%	100%	100%

Securities Bureau

Objective 1: Improve consumer confidence.

KEY PERFORMANCE INDICATORS

Securities Bureau

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of securities notice filings processed within 30 days	99.1%	85%	63.3%	85%	85%	85%
Percentage of Broker-dealer and investment advisor firm licenses processed within 30 days of receipt	0.0%	95%	97.2%	95%	95%	95%

Compliance Analysis Division

Objective 1: Enhance Consumer Protection.

KEY PERFORMANCE INDICATORS

Compliance Analysis Division

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of written Banking complaints resolved within 45 days of receipt	98%	100%	100%	100%	100%	100%
Percentage of written Insurance complaints resolved within 45 days of receipt	98%	95%	99%	95%	95%	95%
Percentage of written Securities complaints resolved within 60 days of receipt	100%	80%	100%	80%	80%	80%

Enforcement and Consumer Protection Division

Objective 1: Improve the DISB insurance, securities, and banking antifraud program.

Objective 2: Protect District of Columbia Residents.

KEY PERFORMANCE INDICATORS

Enforcement and Consumer Protection Division

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of open investigative cases reviewed within 90 days for correctness and compliance with investigative procedures	100%	90%	100%	90%	90%	90%
Percentage of insurance producer enforcement investigations completed within 60 days	85%	85%	100%	85%	85%	85%

Market Examination Division

Objective 1: Enhance Consumer Protection.

KEY PERFORMANCE INDICATORS

Market Examination Division

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of D.C. based investment firms examined for compliance within	100%	85%	100%	85%	85%	85%
Percentage of Non-deposit financial institutions examined	100%	85%	100%	85%	85%	85%
Percentage of Domestic Insurance Companies Financial Analysis Completed	100%	85%	100%	85%	85%	85%