

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 100

Office of Attorney General

Mission

It is the mission of the Attorney General's Office to provide professional, ethical, and independent legal services to the state of Washington and its citizens, promoting respect for and access to the justice system ensuring the fair and open exercise of government, and advancing the public interest.

Goal To provide legal services in a manner that effectively manages workload and aids in the administration of the justice system.

Performance Measure Consumer dollars recovered per Attorney General's Office dollar spent.

* SW11 - Improve the ability of state government to achieve its results. Consumer dollars recovered through Consumer Protection Program divided by total cost to run Consumer Protection Program.

	Fiscal Year 2002				Fiscal Year 2003			
	<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>
Efficiency								
Estimate				\$2.27				\$2.33
Actual				1.94				7.30

Date Measured

Quarter 4 Comment Original actual sent in July 02 was 0.16. In late June of 03, the Consumer Protection Division provided additional data that supports a higher amount. The 0.16 was for cost and fee recovery only. In addition to this, Mediated Savings, Complaints, Restitution, Cy Pres, Civil Penalties, and General Fund amounts were added. All of these monies benefit consumers.

Quarter 8 Comment Total amount was 29,244,236. Of this, 21,000,000 was a one time amount from Household Finance Company.

Goal Exercise leadership on major legal and policy issues affecting government, the judicial system, the interest of the public, and the legal profession.

Performance Measure Number of processing days per formal opinion.*

* SW11 - Improve the ability of state government to achieve its results. Days to process formal opinion requests divided by number of formal opinions issued.

	Fiscal Year 2002				Fiscal Year 2003			
	<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				133				135
Actual				176				140

Date Measured

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 100

Office of Attorney General

Performance Measure Number of processing days per informal opinion.*

* SW11 - Improve the ability of state government to achieve its results. Days to process informal opinion requests divided by number of informal opinions issued.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<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				70				72
Actual				82				96
Date Measured								

Performance Measure Tort (claim against the State in which the State is named as a defendant) appeal litigation success rate.

* SW11 - Improve the ability of state government to achieve its results. Number of tort appeal cases closed in State's favor divided by number of tort appeal cases closed.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<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				95%				95%
Actual				86%				92%
Date Measured								