

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 190

Board of Industrial Insurance Appeals

Mission

The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely, and efficient manner.

Goal We will offer alternative forms of dispute resolution to meet the needs of our customers on their appeals

Performance Measure Average number of weeks to resolve industrial insurance appeals.

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				38.10				37.8
Actual				37.0				37.2
Date Measured				7/15/2002				7/8/2003

Performance Measure Average number of weeks to resolve Washington Industrial Safety and Health Act appeals.

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				47.80				47.5
Actual				48.6				48.4
Date Measured				7/15/2002				7/8/2003

Performance Measure Total number of final orders issued.

Output	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				11,498				11,798
Actual				14175				13,420
Date Measured				7/15/2002				

Performance Measure Average cost per final order.

Efficiency	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				1,275				1,183
Actual				1,005				1,076
Date Measured				7/15/2002				