

# 2001-03 Performance Progress Report

## For Quarter Ending 6/30/2003

Agency 195

### Liquor Control Board

#### Mission

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The mission of the WSLCB is to serve the public by preventing misuse of alcohol and tobacco through controlled distribution, enforcement, and education; and provide excellent customer service by operating efficient, convenient retail stores.

**Goal**                    Protect the public by regulating the use of alcohol and tobacco

**Performance Measure**    Percentage of licensed businesses in compliance with underage drinking laws.\*

\* This percentage is for tested businesses.

	Fiscal Year 2002				Fiscal Year 2003			
<b>Outcome</b>	<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				79%				79%
Actual				81%				82%
Date Measured								

**Performance Measure**    Percentage of licensed businesses in compliance with laws prohibiting tobacco sales to persons under age 18.\*

\* This percentage is for tested businesses.

	Fiscal Year 2002				Fiscal Year 2003			
<b>Outcome</b>	<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				92%				92%
Actual				89%				89%
Date Measured								

**Goal**                    Be a customer driven agency

**Performance Measure**    By survey, percentage of persons age 21 and over who purchase liquor from a state- or agency-run liquor store, and who rate the store's retail services as very good to excellent.

	Fiscal Year 2002				Fiscal Year 2003			
<b>Outcome</b>	<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				71%				71%
Actual				90%				94%
Date Measured								

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### Liquor Control Board

**Performance Measure**

By survey, percentage of licensees who rate the Liquor Control Board's wholesale services as very good to excellent.

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				65%				65%
Actual				86%				Not Available
Date Measured								