

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 220

Board for Volunteer Firefighters

Mission

The Board for Volunteer Firefighters administers efficiently, economically, and in conformance with all applicable statutes and accounting standards, the Volunteer Firefighters' Relief and Pension Act, RCW 41.24. By doing so, volunteer firefighters, emergency medical district volunteers, and reserve law enforcement officers are provided protection in case of injury or death in the performance of duty as well as a pension plan to provide them an incentive to continue serving while encouraging other citizens to volunteer.

Goal Contribute to the fire protection, emergency medical services, and law enforcement of the citizens of the state by administering a program protecting emergency service volunteers and providing an incentive for them to continue volunteering.

Performance Measure Percentage of clients rating the agency's service level above average to excellent on an annual random survey.

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	97%				99%			
Actual	95%				95%			
Date Measured	10/31/2001				10/31/2002			

Quarter 5 Comment Percentage of clients rating the agency's service above average to excellent was not as high as anticipated. We believe that more advertisement of the website is necessary, since many have indicated they were still not aware of its existence, and thus the lower ratings.