

2003-05 Performance Progress Report

For Quarter Ending 6/30/2005

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.

* *Statewide Results: Category 2 Improve the quality and productivity of the workforce*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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				37				37
Actual				34.4				33.3
Date Measured				7/10/2004				7/7/2005

Quarter 4 Comment Statewide goals impacted 2,6,8,11

Quarter 8 Comment Statewide goals impacted 2,6,8,11

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

* *Statewide Results: Category 8, Improve the Safety of People and Property*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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				48				48
Actual				40.7				41.6
Date Measured				7/10/2004				7/7/2005

Quarter 4 Comment Statewide goals impacted 2,6,8,11

Quarter 8 Comment Statewide goals impacted 2,6,8,11

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Performance Measure Total number of final orders issued.

* *Statewide Results: Category 2 Improve the quality and productivity of the workforce*

	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Output								
Estimate				13,500				13,500
Actual				12,956				13,102
Date Measured				7/10/2004				7/7/2005
Quarter 4 Comment	Statewide goals impacted 2,6,8,11							
Quarter 8 Comment	Statewide goals impacted 2,6,8,11							

Performance Measure Average cost per final order.

	Fiscal Year 2004				Fiscal Year 2005			
	<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				1,100				1,100
Actual				1,077				1,138
Date Measured				8/1/2004				8/1/2005