

2003-05 Performance Progress Report

For Quarter Ending 6/30/2005

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 Administer the Volunteer Firefighters' Relief and Pension Act in an efficient and economical manner while providing a high level of personal service to the volunteer firefighters, emergency medical service district volunteers, and reserve law enforcement officers in the state.

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

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	96%				96%			
Actual	93%				95%			
Date Measured								

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 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	96%							
Actual	93%							
Date Measured								