

As of 9/15/2011

215 - Utilities and Transportation Comm

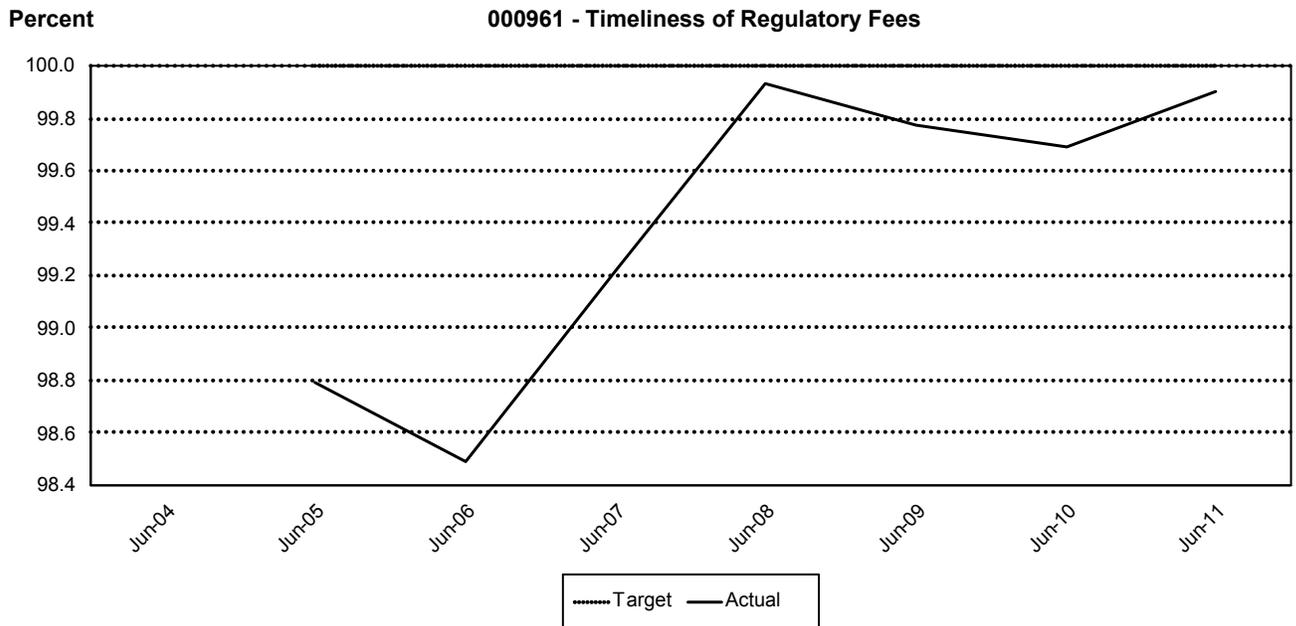
A001 Administration

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

000961 - The percentage of regulatory fees received on time.			
Biennium	Period	Actual	Target
2009-11	A2	99.9%	100%
2009-11	A1	99.69%	100%
2007-09	A2	99.77%	100%
2007-09	A1	99.93%	100%
2005-07	A2	99.22%	100%
2005-07	A1	98.49%	100%



A002 Agency Commissioners

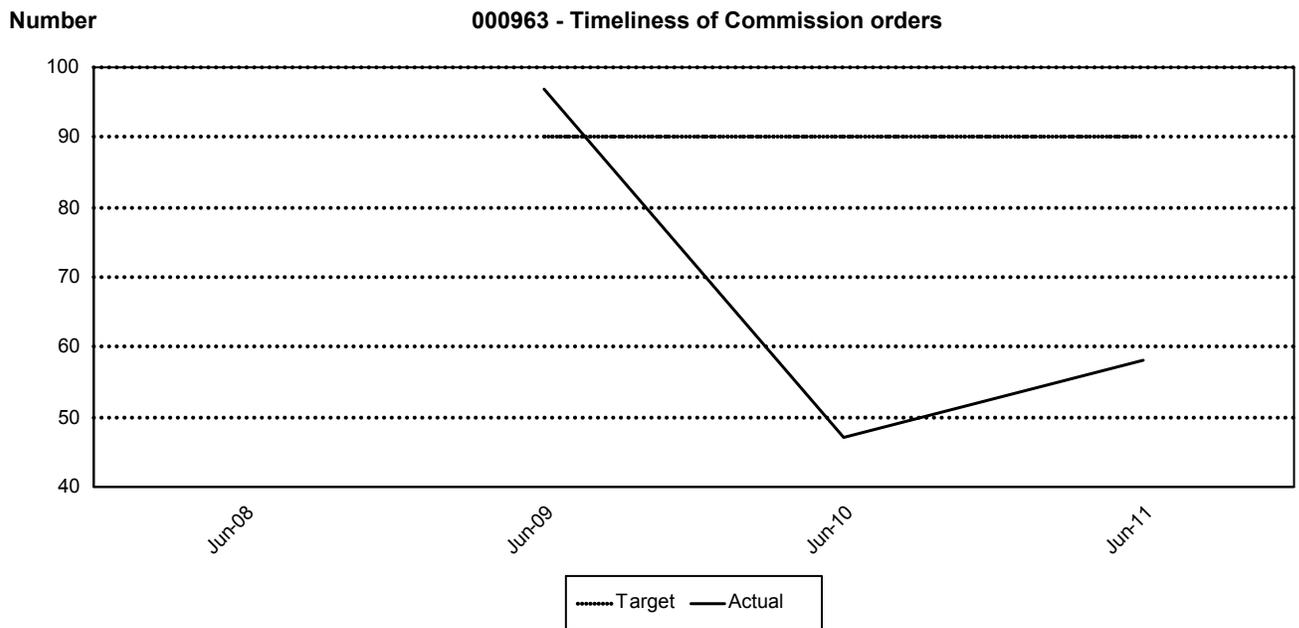
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

As of 9/15/2011

Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

000963 - The average time to enter final orders in adjudicative and rulemaking proceedings.			
Biennium	Period	Actual	Target
2009-11	A2	58	90
2009-11	A1	47	90
2007-09	A2	97	90



A003 Pipeline Safety

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

Safe operation of pipelines, with no leaks, explosions, damage or injury.

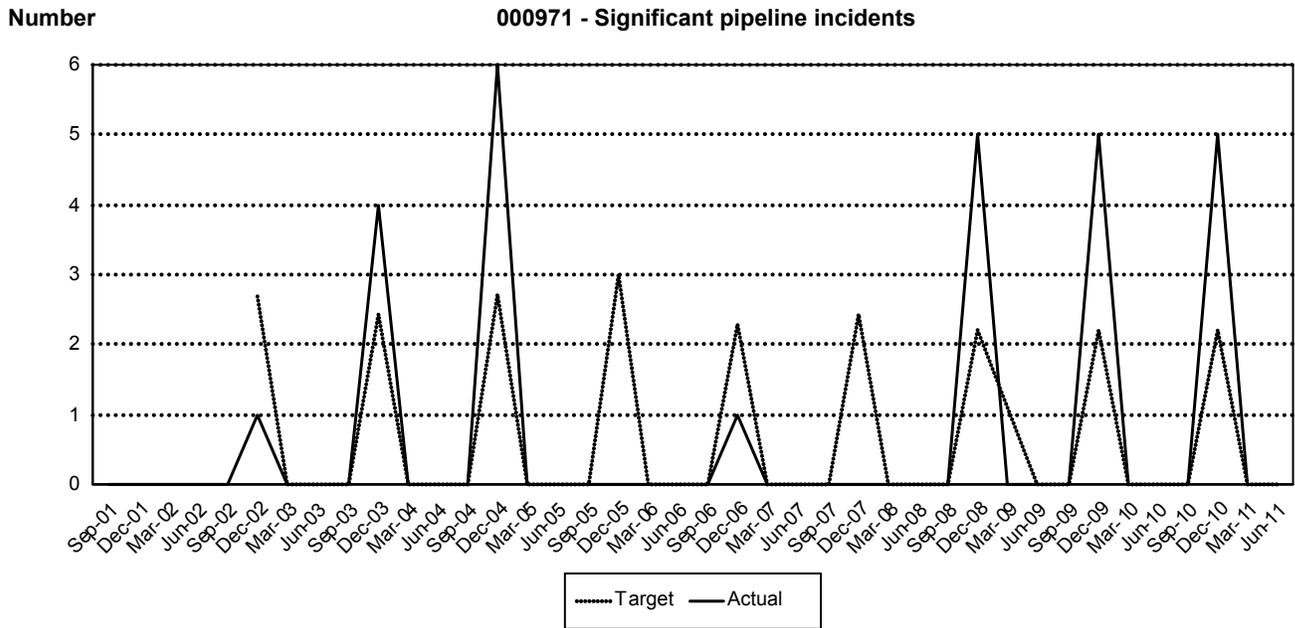
As of 9/15/2011

000971 - The number of federally reportable, significant pipeline incidents in Washington.			
Biennium	Period	Actual	Target
2009-11	Q8	0	0
2009-11	Q7	0	0
2009-11	Q6	5	2.2
2009-11	Q5	0	0
2009-11	Q4	0	0
2009-11	Q3	0	0
2009-11	Q2	5	2.2
2009-11	Q1	0	0
2007-09	Q8	0	0
2007-09	Q7	0	0
2007-09	Q6	5	2.2
2007-09	Q5	0	0
2007-09	Q4	0	0
2007-09	Q3	0	0
2007-09	Q2	0	2.44
2007-09	Q1	0	0
2005-07	Q8	0	0
2005-07	Q7	0	0
2005-07	Q6	1	2.3
2005-07	Q5	0	0
2005-07	Q4	0	0
2005-07	Q3	0	0
2005-07	Q2	0	3
2005-07	Q1	0	0

Date Measured: 6/30/2011

Comment: Data only available on calendar year basis

As of 9/15/2011



A004 Public Counsel

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

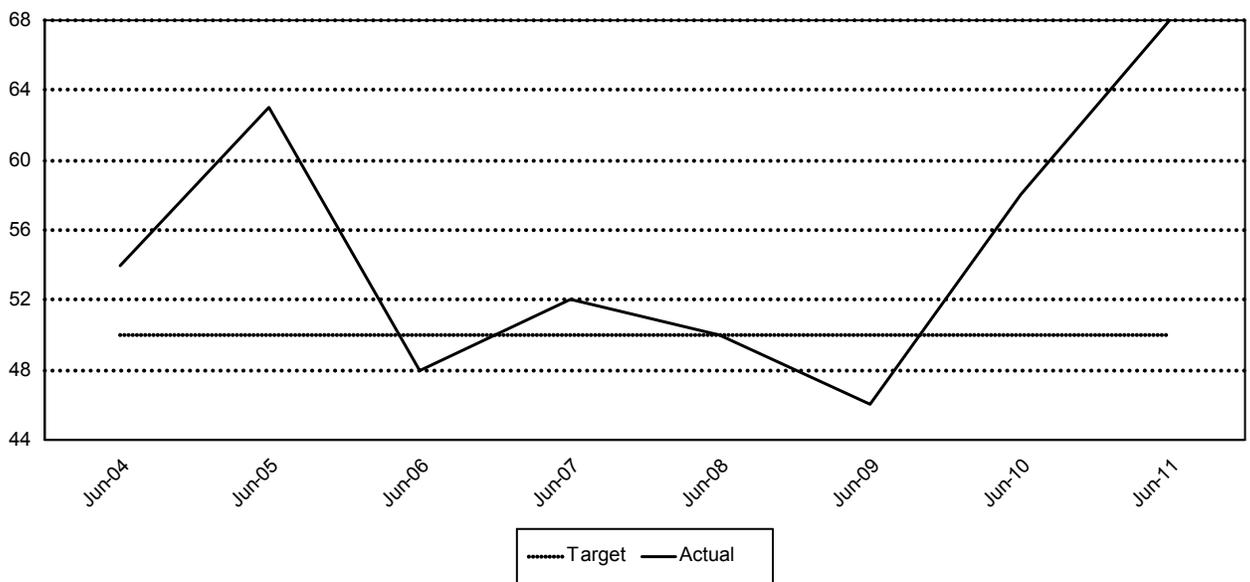
Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

As of 9/15/2011

000953 - Percentage of contested telecommunication and energy cases in which Public Counsel participates.			
Biennium	Period	Actual	Target
2009-11	A2	68%	50%
2009-11	A1	58%	50%
2007-09	A2	46%	50%
2007-09	A1	50%	50%
2005-07	A2	52%	50%
2005-07	A1	48%	50%

Percent 000953 - Public Counsel participation in contested telecommunication and energy cases



A005 Railroad Safety

Statewide Result Area: **Improve the safety of people and property**
 Statewide Strategy: **Prevent accidents**

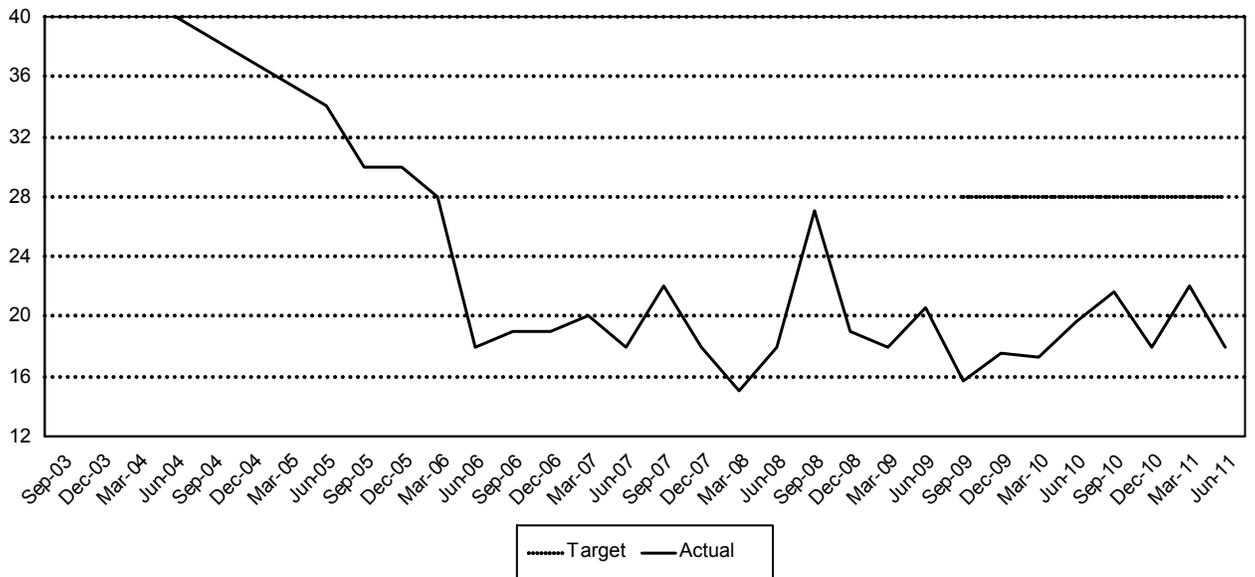
Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

As of 9/15/2011

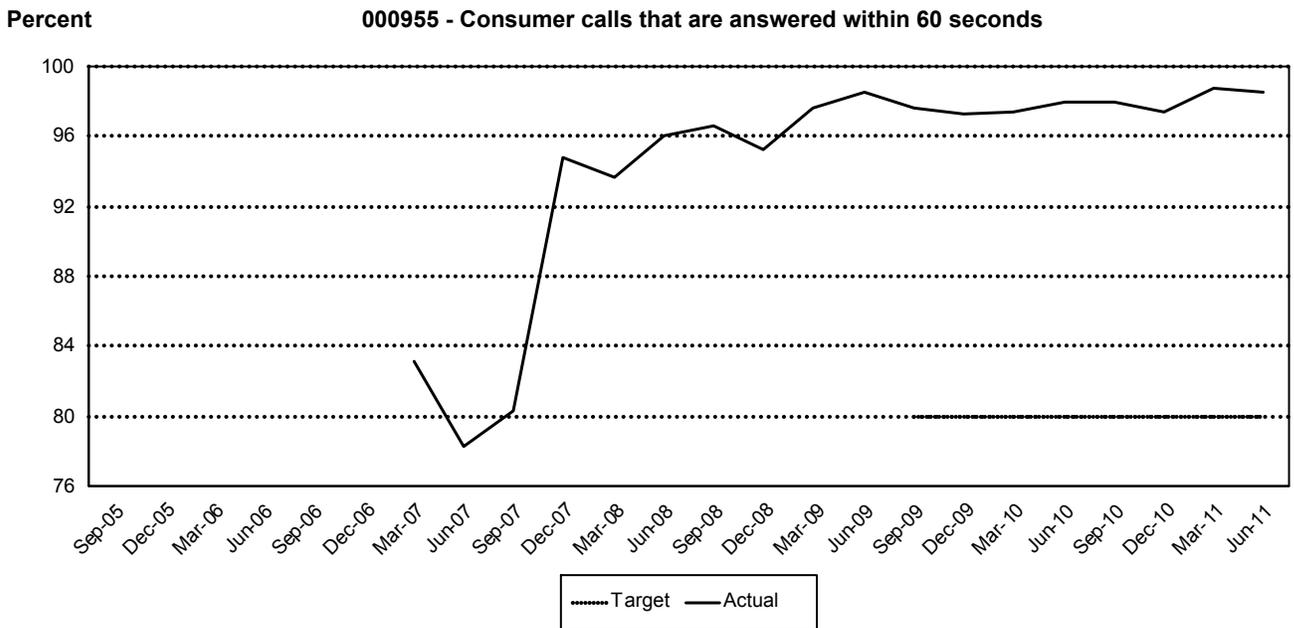
000951 - Average time to close consumer complaint investigations.			
Biennium	Period	Actual	Target
2009-11	Q8	18	28
2009-11	Q7	22	28
2009-11	Q6	18	28
2009-11	Q5	21.7	28
2009-11	Q4	19.6	28
2009-11	Q3	17.3	28
2009-11	Q2	17.6	28
2009-11	Q1	15.7	28
2007-09	Q8	20.6	28
2007-09	Q7	18	28
2007-09	Q6	19	28
2007-09	Q5	27	28
2007-09	Q4	18	28
2007-09	Q3	15	28
2007-09	Q2	18	28
2007-09	Q1	22	28
2005-07	Q8	18	28
2005-07	Q7	20	28
2005-07	Q6	19	28
2005-07	Q5	19	28
2005-07	Q4	18	28
2005-07	Q3	28	28
2005-07	Q2	30	28
2005-07	Q1	30	28

Number 000951 - Average time to close all complaints



As of 9/15/2011

000955 - Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.				
Biennium	Period	Actual	Target	
2009-11	Q8	98.5%	80%	
2009-11	Q7	98.7%	80%	
2009-11	Q6	97.4%	80%	
2009-11	Q5	98%	80%	
2009-11	Q4	98%	80%	
2009-11	Q3	97.4%	80%	
2009-11	Q2	97.3%	80%	
2009-11	Q1	97.6%	80%	
2007-09	Q8	98.5%		
2007-09	Q7	97.6%		
2007-09	Q6	95.3%		
2007-09	Q5	96.6%		
2007-09	Q4	96%		
2007-09	Q3	93.7%		
2007-09	Q2	94.75%		
2007-09	Q1	80.34%		
2005-07	Q8	78.28%		
2005-07	Q7	83.11%		



A007 Regulation of Energy Companies

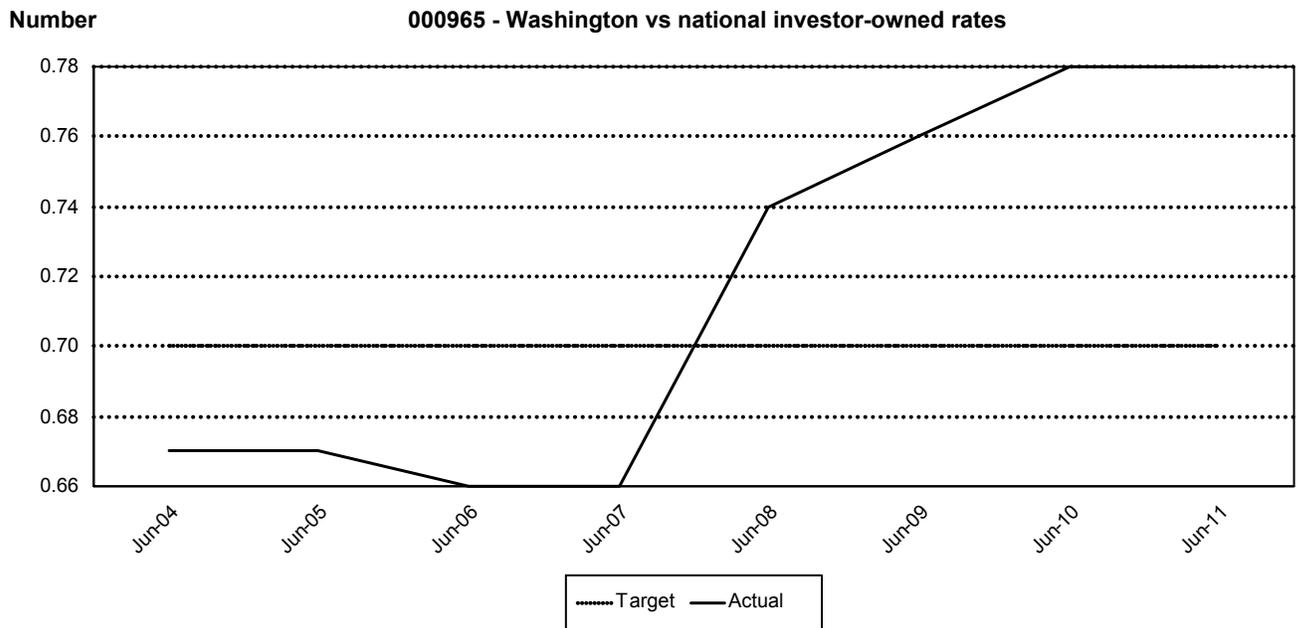
As of 9/15/2011

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

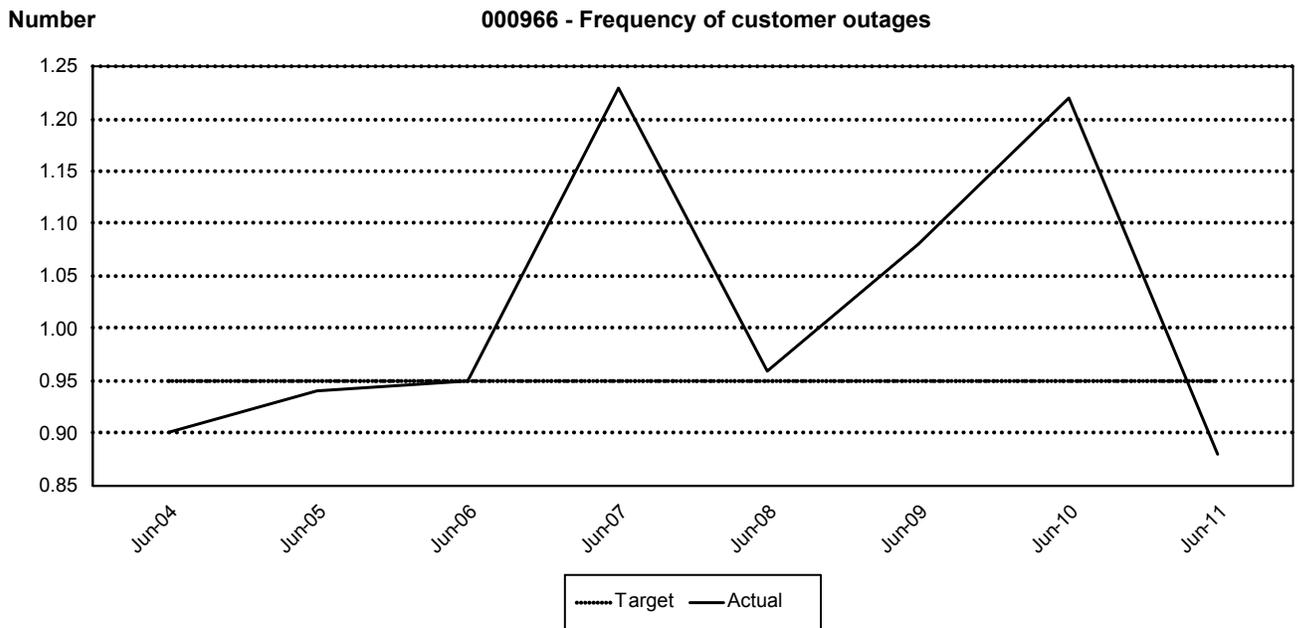
Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

000965 - The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.			
Biennium	Period	Actual	Target
2009-11	A2	0.78	0.7
2009-11	A1	0.78	0.7
2007-09	A2	0.76	0.7
2007-09	A1	0.74	0.7
2005-07	A2	0.66	0.7
2005-07	A1	0.66	0.7



As of 9/15/2011

000966 - The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.			
Biennium	Period	Actual	Target
2009-11	A2	0.88	0.95
2009-11	A1	1.22	0.95
2007-09	A2	1.08	0.95
2007-09	A1	0.96	0.95
2005-07	A2	1.23	0.95
2005-07	A1	0.95	0.95



A008 Regulation of Water Companies

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

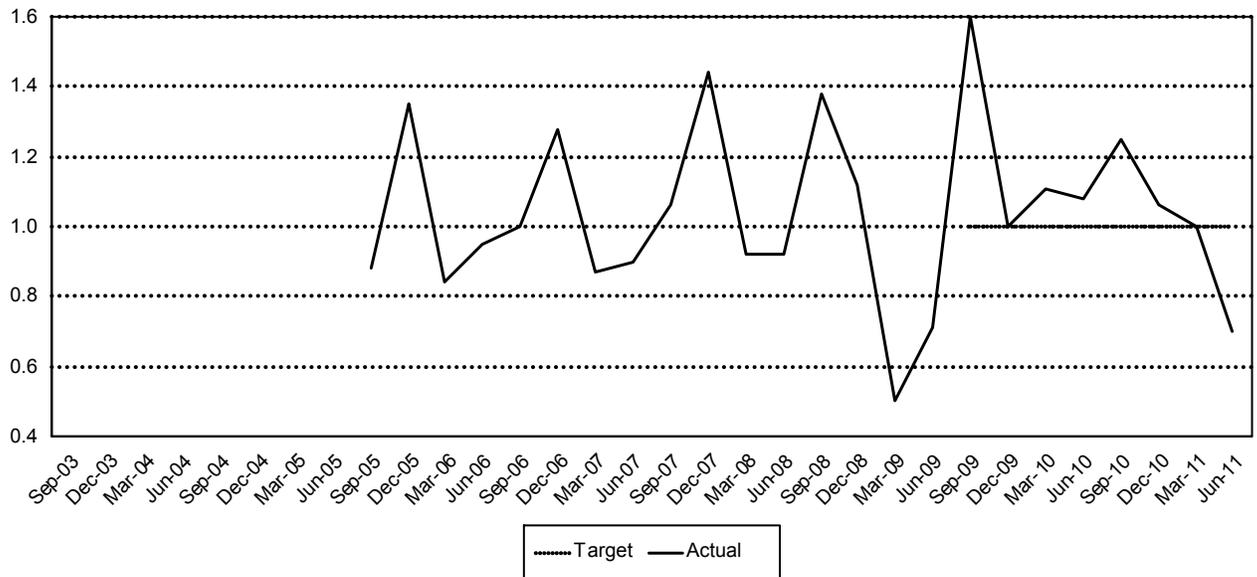
Expected Results

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

As of 9/15/2011

000941 - Ratio of closed to opened filings per quarter for all regulated water companies.			
Biennium	Period	Actual	Target
2009-11	Q8	0.7	1
2009-11	Q7	1	1
2009-11	Q6	1.06	1
2009-11	Q5	1.25	1
2009-11	Q4	1.08	1
2009-11	Q3	1.11	1
2009-11	Q2	1	1
2009-11	Q1	1.6	1
2007-09	Q8	0.71	1
2007-09	Q7	0.5	1
2007-09	Q6	1.12	1
2007-09	Q5	1.38	1
2007-09	Q4	0.92	1
2007-09	Q3	0.92	1
2007-09	Q2	1.44	1
2007-09	Q1	1.06	1
2005-07	Q8	0.9	1
2005-07	Q7	0.87	1
2005-07	Q6	1.28	1
2005-07	Q5	1	1
2005-07	Q4	0.95	1
2005-07	Q3	0.84	1
2005-07	Q2	1.35	1
2005-07	Q1	0.88	1

Number 000941 - Closed to opened filings for water companies



As of 9/15/2011

A010 Telecommunication Companies Licensing and Regulation

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Enhance mobility system quality and service

Expected Results

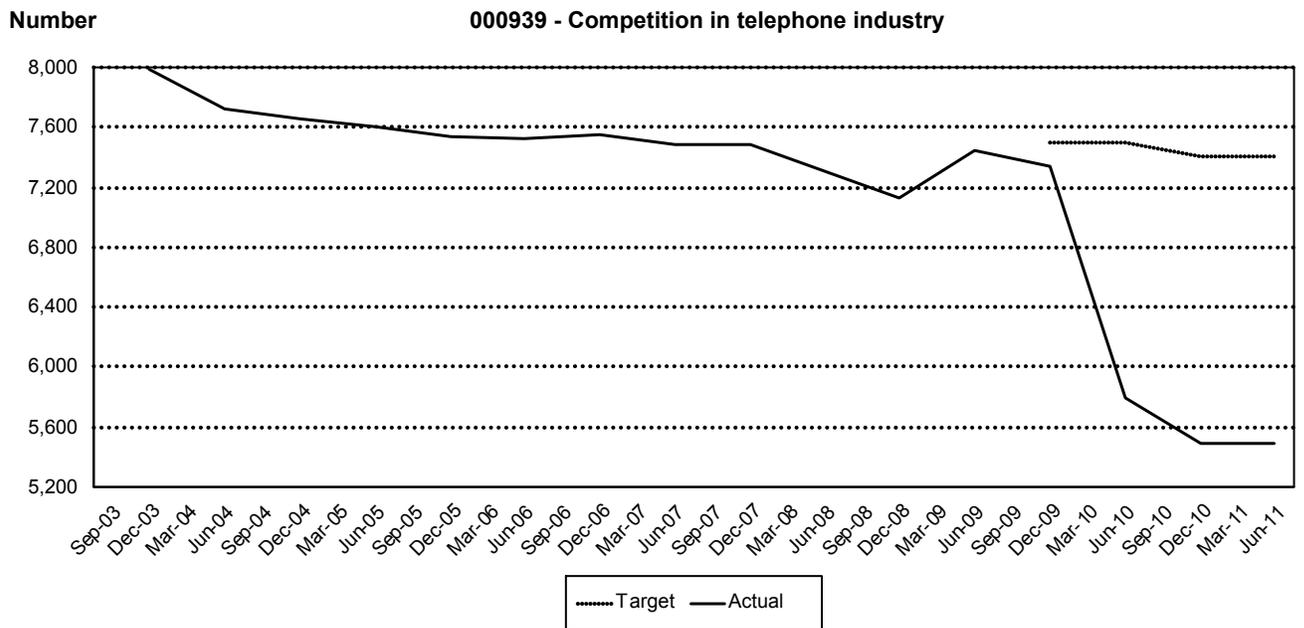
Telecommunications services in the state are fairly priced, reliable, and available to all. Telecommunications providers compete for market share. Consumers are protected from unfair business practices. Regulatory issues are resolved efficiently and fairly.

As of 9/15/2011

000939 - Level of local wire line phone competition in Washington (as measured by the Hirschman-Herfindahl Index less concentration = more competition)			
Biennium	Period	Actual	Target
2009-11	Q8	5,493	7,400
2009-11	Q6	5,493	7,400
2009-11	Q4	5,790.81	7,500
2009-11	Q2	7,338	7,500
2007-09	Q8	7,439.18	
2007-09	Q6	7,127	
2007-09	Q2	7,479	
2005-07	Q8	7,479	
2005-07	Q6	7,546	
2005-07	Q4	7,525	
2005-07	Q2	7,538	

Date Measured: 6/30/2010

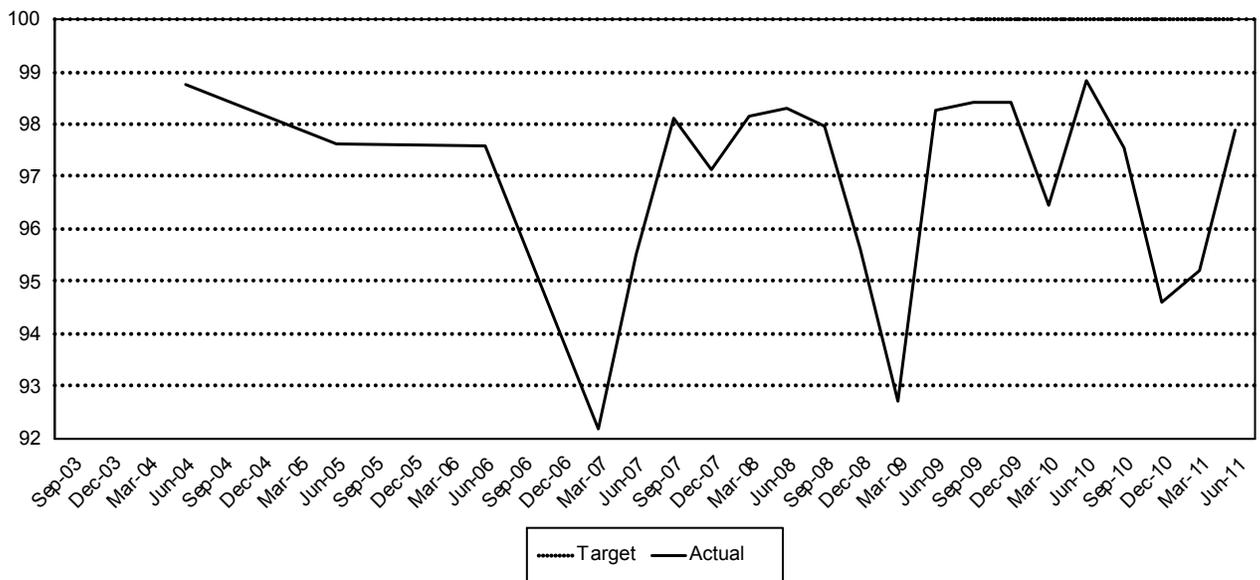
Comment: FCC reporting protocols now add VOIP telecom services in with the non-ILEC category. Previous years only used competitive LEC statistics (actual lines) when comparing to the ILECs.



As of 9/15/2011

000969 - Percentage of phone service interruptions restored by telephone companies within 48 hours.			
Biennium	Period	Actual	Target
2009-11	Q8	97.9%	100%
2009-11	Q7	95.22%	100%
2009-11	Q6	94.62%	100%
2009-11	Q5	97.56%	100%
2009-11	Q4	98.82%	100%
2009-11	Q3	96.46%	100%
2009-11	Q2	98.41%	100%
2009-11	Q1	98.4%	100%
2007-09	Q8	98.27%	
2007-09	Q7	92.73%	
2007-09	Q6	95.61%	
2007-09	Q5	97.95%	
2007-09	Q4	98.31%	
2007-09	Q3	98.14%	
2007-09	Q2	97.12%	
2007-09	Q1	98.11%	
2005-07	Q8	95.49%	
2005-07	Q7	92.18%	
2005-07	Q4	97.59%	

Percent 000969 - Interruptions of telephone service



A011 Transportation Companies Licensing, Regulation and Safety

Statewide Result Area: Improve the safety of people and property

As of 9/15/2011

Statewide Strategy: Prevent accidents

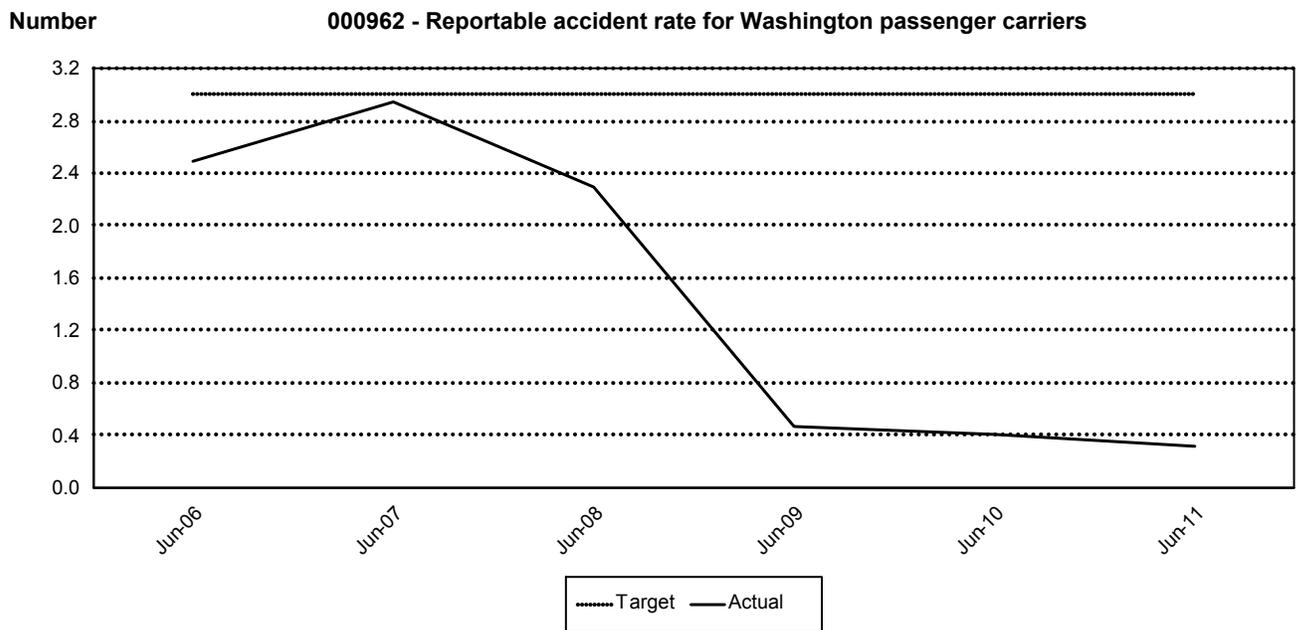
Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

000962 - The number of reportable accidents per million miles traveled by Washington passenger carriers.			
Biennium	Period	Actual	Target
2009-11	A2	0.32	3
2009-11	A1	0.41	3
2007-09	A2	0.47	3
2007-09	A1	2.29	3
2005-07	A2	2.95	3
2005-07	A1	2.49	3

Date Measured: 6/30/2010

Comment: Actuals are for Calendar Year 2009



A012 Energy Facility Site Evaluation Council

Statewide Result Area: Improve the quality of Washington’s natural resources

Statewide Strategy: Establish safeguards and standards to protect natural resources

Expected Results

Review applications for new energy facilities. Continue to update EFSEC rules to streamline siting and compliance monitoring processes. Continue monitoring of operating energy facilities to ensure compliance with permits.

As of 9/15/2011

001183 - Number of approve facilities meeting 90% of the Site Certification Agreement requirements.			
Biennium	Period	Actual	Target
2009-11	Q8	8	8
2009-11	Q7	8	8
2009-11	Q6	8	8
2009-11	Q5	8	8
2009-11	Q4	7	7
2009-11	Q3	7	7
2009-11	Q2	7	7
2009-11	Q1	7	7
2007-09	Q8	7	6
2007-09	Q7	7	6
2007-09	Q6	7	6
2007-09	Q5	7	6
2007-09	Q4	7	6
2007-09	Q3	7	6
2007-09	Q2	7	6
2007-09	Q1	7	6

Date Measured: 9/30/2010

Comment: Two projects in application phase not counted here.

