

As of 9/26/2011

240 - Department of Licensing

A009 Providing Consumer Education & Protection From Identity Theft

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

Statewide Strategy: Provide consumer protection

Expected Results

Reduce financial loss to small businesses and victims due to driver license fraud. Receive over 2,000 allegations of suspected fraud or identity theft annually. Increase the percentage of suspects apprehended for identity and other serious crimes. Provide one of the main sources for law enforcement to obtain pertinent information on suspected criminals, witnesses, and victims. Receive, research, and respond to over 70,000 photo and informational requests, and over 1,000 photomontage requests from law enforcement entities annually. Investigate and process suspected internal employee fraud cases.

As of 9/26/2011

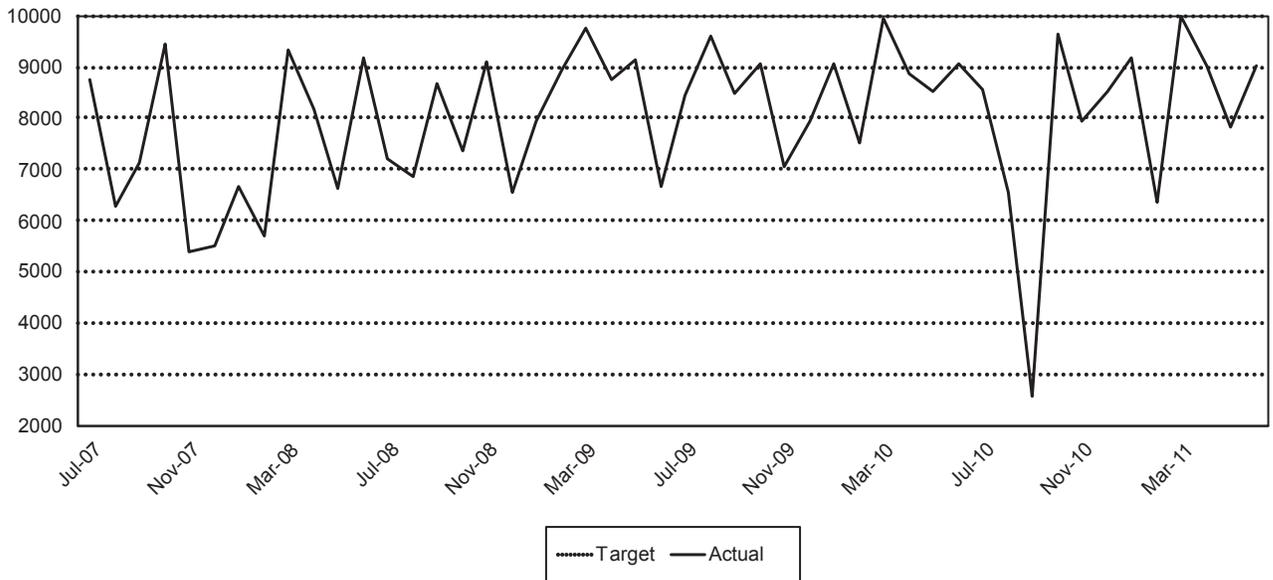
001679 - Number of Law Enforcement Requests for Information, Photo and Research Completed by Month			
Biennium	Period	Actual	Target
2009-11	M24	9,034	
2009-11	M23	7,813	
2009-11	M22	9,037	
2009-11	M21	9,991	
2009-11	M20	6,352	
2009-11	M19	9,161	
2009-11	M18	8,534	
2009-11	M17	7,942	
2009-11	M16	9,658	
2009-11	M15	2,570	
2009-11	M14	6,545	
2009-11	M13	8,551	
2009-11	M12	9,043	
2009-11	M11	8,503	
2009-11	M10	8,866	
2009-11	M09	9,939	
2009-11	M08	7,515	
2009-11	M07	9,054	
2009-11	M06	7,919	
2009-11	M05	7,031	
2009-11	M04	9,073	
2009-11	M03	8,467	
2009-11	M02	9,615	
2009-11	M01	8,453	
2007-09	M24	6,680	
2007-09	M23	9,156	
2007-09	M22	8,735	
2007-09	M21	9,743	
2007-09	M20	8,932	
2007-09	M19	7,937	
2007-09	M18	6,539	
2007-09	M17	9,090	
2007-09	M16	7,376	
2007-09	M15	8,674	
2007-09	M14	6,864	
2007-09	M13	7,200	
2007-09	M12	9,190	
2007-09	M11	6,639	
2007-09	M10	8,183	
2007-09	M09	9,316	
2007-09	M08	5,710	

As of 9/26/2011

2007-09	M07	6,681
2007-09	M06	5,508
2007-09	M05	5,374
2007-09	M04	9,454
2007-09	M03	7,136
2007-09	M02	6,256
2007-09	M01	8,764

DOL receives data on over 5 million Washingtonians through the licensing process, and is therefore a centralized information source to law enforcement that increases and speeds its ability to protect citizens from fraud and safety risks.

Number **001679 - Number of Law Enforcement Requests for Information, Photo and Research Completed by Month**



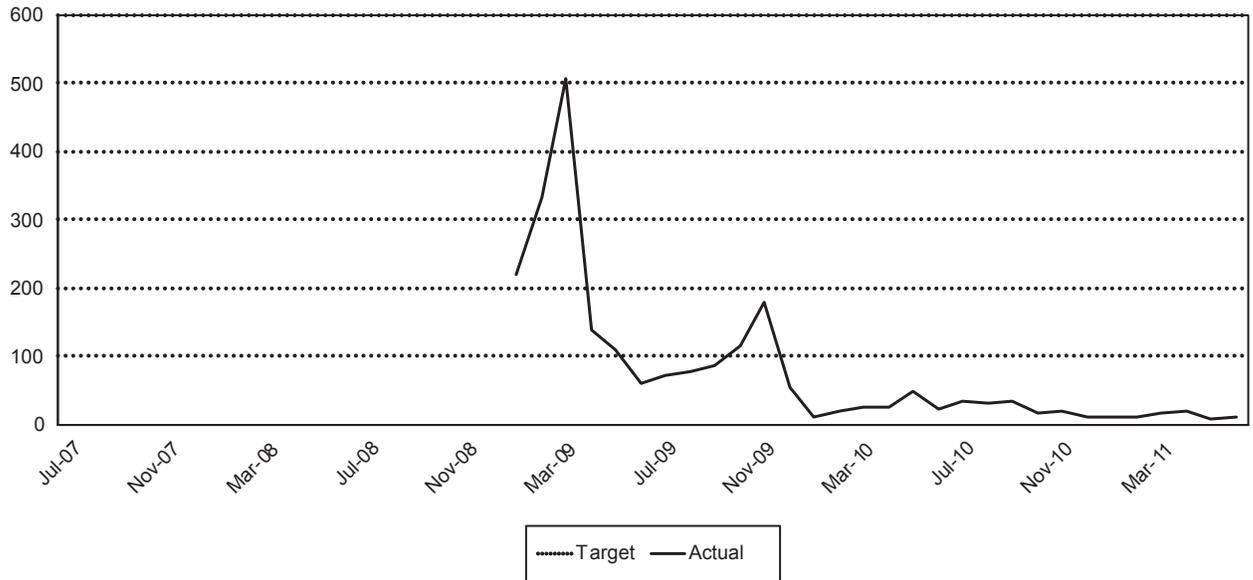
As of 9/26/2011

001680 - Number of License Suspensions and Cancellations Resulting from Fraud Investigation by Month			
Biennium	Period	Actual	Target
2009-11	M24	9	
2009-11	M23	8	
2009-11	M22	19	
2009-11	M21	17	
2009-11	M20	9	
2009-11	M19	11	
2009-11	M18	10	
2009-11	M17	19	
2009-11	M16	17	
2009-11	M15	34	
2009-11	M14	31	
2009-11	M13	34	
2009-11	M12	22	
2009-11	M11	48	
2009-11	M10	25	
2009-11	M09	25	
2009-11	M08	20	
2009-11	M07	11	
2009-11	M06	55	
2009-11	M05	178	
2009-11	M04	114	
2009-11	M03	86	
2009-11	M02	76	
2009-11	M01	72	
2007-09	M24	61	
2007-09	M23	110	
2007-09	M22	139	
2007-09	M21	507	
2007-09	M20	333	
2007-09	M19	220	

DOL's investigations for fraud lead to finding and removing fraudulent licenses, to mitigate further harm to victims.

As of 9/26/2011

Number **001680 - Number of License Suspensions and Cancellations Resulting from Fraud Investigation by Month**

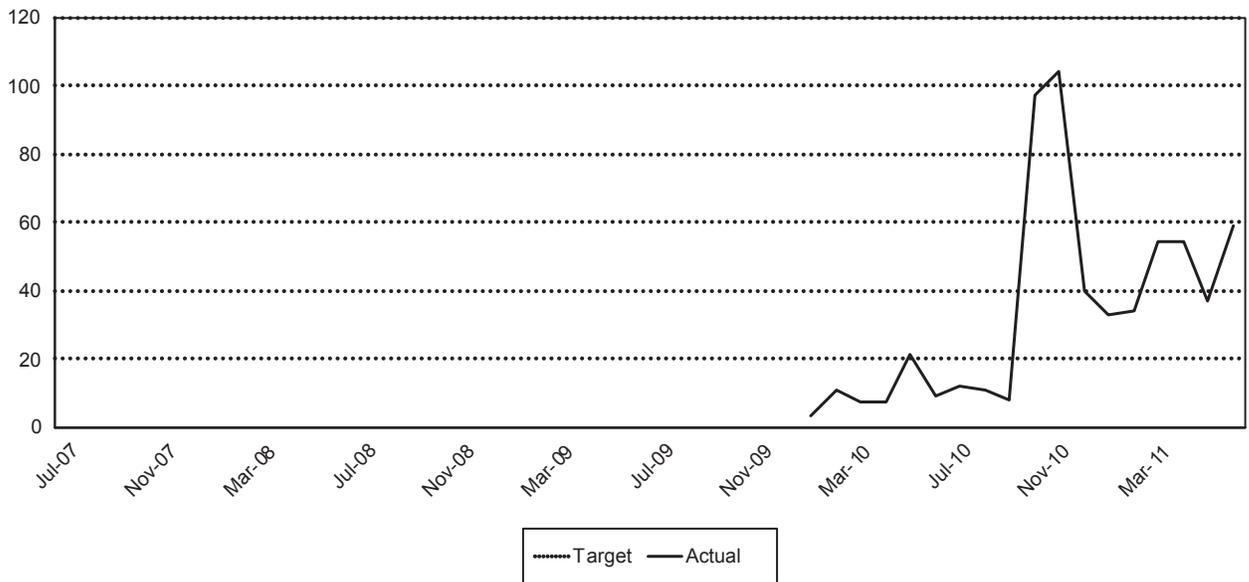


As of 9/26/2011

001720 - Number of Investigations of Potential License Fraud Based on Biometric Matching by Month			
Biennium	Period	Actual	Target
2009-11	M24	59	
2009-11	M23	37	
2009-11	M22	54	
2009-11	M21	54	
2009-11	M20	34	
2009-11	M19	33	
2009-11	M18	40	
2009-11	M17	104	
2009-11	M16	97	
2009-11	M15	8	
2009-11	M14	11	
2009-11	M13	12	
2009-11	M12	9	
2009-11	M11	21	
2009-11	M10	7	
2009-11	M09	7	
2009-11	M08	11	
2009-11	M07	3	

DOL applies new biometric technology to review license photos and find early identification fraud indicators, so that investigations can occur sooner and mitigate victimization.

Number **001720 - Number of Investigations of Potential License Fraud Based on Biometric Matching by Month**



As of 9/26/2011

A001 Providing Strategic Direction through Executive and Technology Administration

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Support and enhance highway safety

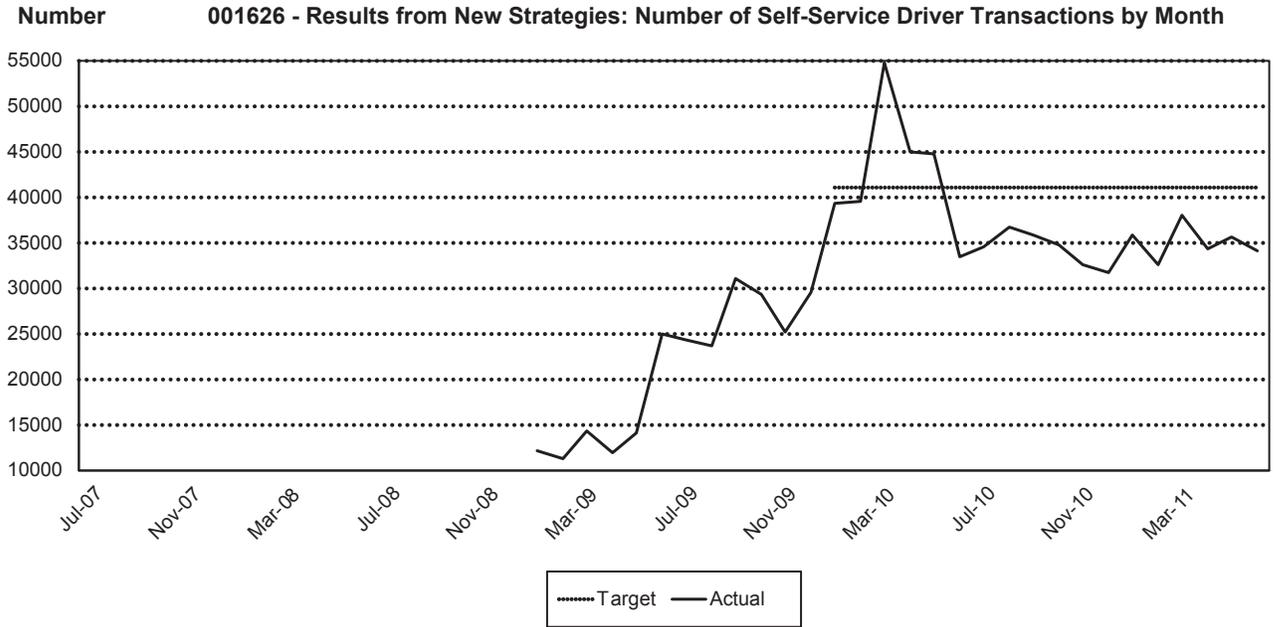
Expected Results

Leadership, administration, and regulation of laws related to motor vehicles/vessels, driver licensing, and 27 businesses and professions. Human resource services for 1,224 employees, including 10,000 hours per year of employee development and training. Public communications regarding the Department's legislative and other activities. Strategic and financial planning for a \$225 million biennial budget, and collection of \$3 billion in transportation revenues each biennium. Accounting services for the collection, sourcing, and distribution of \$1.5 billion of state and local revenues annually. Facilities management of 75 leases for 68 field offices, seven local offices, and warehouses. Contract administration of 637 contracts. Management and administration of all forms and records (1,700 unique record series, 71 million records, 900 forms, and 3,223,819 impressions). Information technology (IT) policy development, implementation, security administration, privacy protection, and operational integrity of 152 IT applications linked to 122 databases with more than 25 million client and client related records with 238 electronic interfaces to individual citizen records. Auditing and advisory services supporting the Department's accountability and performance improvement.

As of 9/26/2011

001626 - Results from New Strategies: Number of Self-Service Driver Transactions by Month			
Biennium	Period	Actual	Target
2009-11	M24	34,067	41,000
2009-11	M23	35,535	41,000
2009-11	M22	34,204	41,000
2009-11	M21	37,863	41,000
2009-11	M20	32,488	41,000
2009-11	M19	35,691	41,000
2009-11	M18	31,757	41,000
2009-11	M17	32,554	41,000
2009-11	M16	34,787	41,000
2009-11	M15	35,700	41,000
2009-11	M14	36,577	41,000
2009-11	M13	34,462	41,000
2009-11	M12	33,397	41,000
2009-11	M11	44,616	41,000
2009-11	M10	44,910	41,000
2009-11	M09	54,759	41,000
2009-11	M08	39,421	41,000
2009-11	M07	39,323	41,000
2009-11	M06	29,439	
2009-11	M05	25,144	
2009-11	M04	29,213	
2009-11	M03	30,957	
2009-11	M02	23,659	
2009-11	M01	24,178	
2007-09	M24	24,971	
2007-09	M23	14,042	
2007-09	M22	11,789	
2007-09	M21	14,182	
2007-09	M20	11,185	
2007-09	M19	11,989	
<i>Reflects strategic agency-wide initiative for 2009-13: Providing customers with self-service options improves business efficiency and customer convenience, and reflects 21st Century service delivery and government reform.</i>			

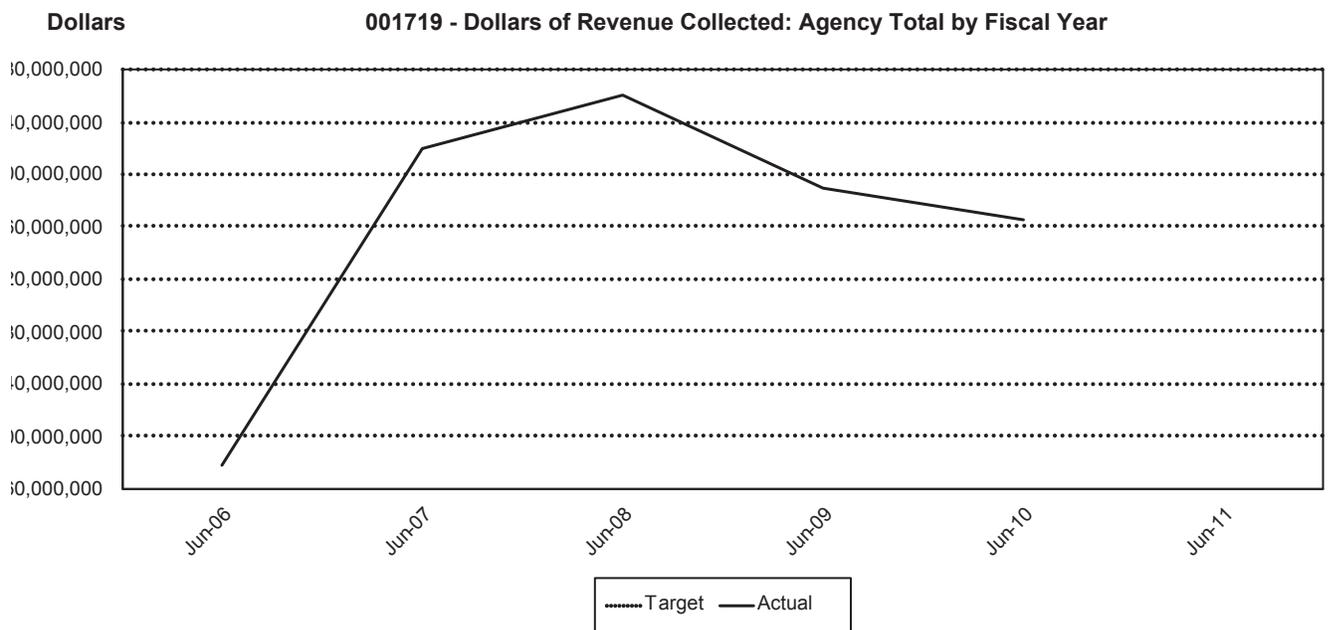
As of 9/26/2011



As of 9/26/2011

001719 - Dollars of Revenue Collected: Agency Total by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A1	\$2,765,304,272	
2007-09	A2	\$2,789,823,206	
2007-09	A1	\$2,859,981,430	
2005-07	A2	\$2,819,683,737	
2005-07	A1	\$2,578,096,733	

DOL collection of state revenue is second only to DOR's. DOL provides most of Washington's transportation budget, manages 68 fund accounts, and for '07-09 biennium collected over \$5.6B.



A004 Driver License Suspensions and Reinstatements, and Maintenance of Driver Records

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support and enhance highway safety

Expected Results

Reduction of vehicle fatalities. Annual verification and update of driver records for 875,000 citations and 274,000 suspensions, which includes 78,000 for DUI arrests and convictions and 5,800 for uninsured accidents. Track medical certificates, vision certificates, alcohol and drug treatment requirements, and information on proof or cancellation of insurance. Suspension or reinstatement of driver records based on court action, administrative hearing, or as required by law. Respond to 4,000 telephone calls and 200 e-mails weekly from citizens inquiring about their driving records.

As of 9/26/2011

As of 9/26/2011

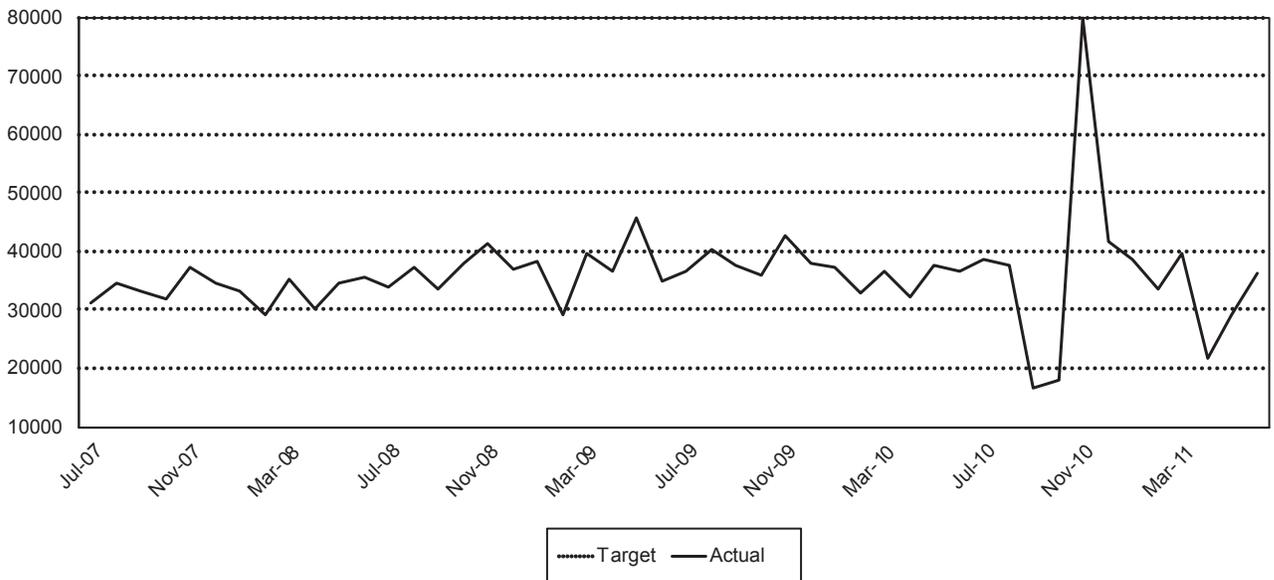
001677 - Number of Driver License Suspensions, Revocations, Cancellations, and Disqualifications by Month			
Biennium	Period	Actual	Target
2009-11	M24	36,329	
2009-11	M23	29,108	
2009-11	M22	21,683	
2009-11	M21	39,611	
2009-11	M20	33,660	
2009-11	M19	38,520	
2009-11	M18	41,653	
2009-11	M17	79,955	
2009-11	M16	17,999	
2009-11	M15	16,493	
2009-11	M14	37,680	
2009-11	M13	38,668	
2009-11	M12	36,441	
2009-11	M11	37,580	
2009-11	M10	32,321	
2009-11	M09	36,548	
2009-11	M08	33,022	
2009-11	M07	37,367	
2009-11	M06	37,990	
2009-11	M05	42,639	
2009-11	M04	35,798	
2009-11	M03	37,709	
2009-11	M02	40,410	
2009-11	M01	36,665	
2007-09	M24	34,914	
2007-09	M23	45,678	
2007-09	M22	36,564	
2007-09	M21	39,520	
2007-09	M20	29,028	
2007-09	M19	38,422	
2007-09	M18	37,056	
2007-09	M17	41,312	
2007-09	M16	37,869	
2007-09	M15	33,384	
2007-09	M14	37,212	
2007-09	M13	33,771	
2007-09	M12	35,445	
2007-09	M11	34,470	
2007-09	M10	30,211	
2007-09	M09	35,219	

As of 9/26/2011

2007-09	M08	29,026
2007-09	M07	33,236
2007-09	M06	34,636
2007-09	M05	37,346
2007-09	M04	31,934
2007-09	M03	33,169
2007-09	M02	34,494
2007-09	M01	31,216

DOL withdraws driving privileges for cause, contributing to public safety by reducing the drivers on the road who pose traffic safety risks to themselves and others.

Number **001677 - Number of Driver License Suspensions, Revocations, Cancellations, and Disqualifications by Month**



As of 9/26/2011

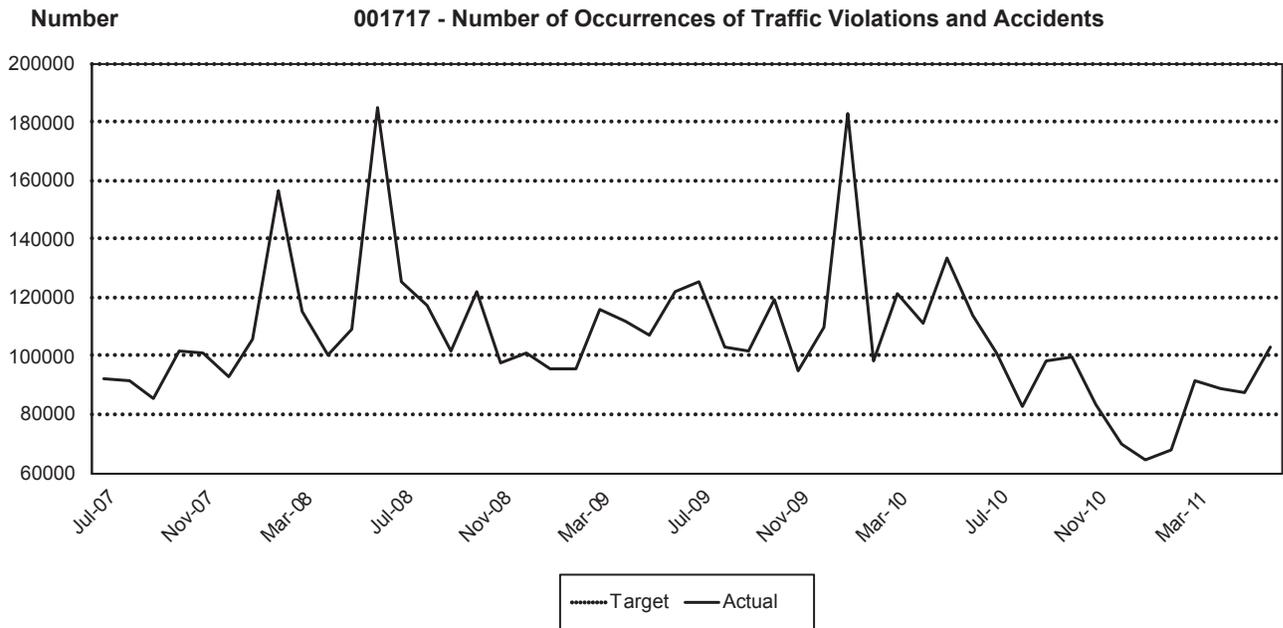
As of 9/26/2011

001717 - Number of Occurrences of Traffic Violations and Accidents			
Biennium	Period	Actual	Target
2009-11	M24	102,778	
2009-11	M23	87,572	
2009-11	M22	89,026	
2009-11	M21	91,282	
2009-11	M20	68,044	
2009-11	M19	64,134	
2009-11	M18	69,742	
2009-11	M17	83,450	
2009-11	M16	99,857	
2009-11	M15	98,218	
2009-11	M14	82,438	
2009-11	M13	101,074	
2009-11	M12	113,898	
2009-11	M11	133,552	
2009-11	M10	110,803	
2009-11	M09	121,250	
2009-11	M08	98,211	
2009-11	M07	182,895	
2009-11	M06	109,658	
2009-11	M05	95,168	
2009-11	M04	118,956	
2009-11	M03	101,731	
2009-11	M02	103,208	
2009-11	M01	125,347	
2007-09	M24	122,182	
2007-09	M23	106,923	
2007-09	M22	111,485	
2007-09	M21	115,812	
2007-09	M20	95,234	
2007-09	M19	95,892	
2007-09	M18	100,635	
2007-09	M17	97,530	
2007-09	M16	121,885	
2007-09	M15	101,653	
2007-09	M14	117,169	
2007-09	M13	125,371	
2007-09	M12	184,756	
2007-09	M11	109,373	
2007-09	M10	100,555	
2007-09	M09	115,194	
2007-09	M08	156,299	

As of 9/26/2011

2007-09	M07	105,965
2007-09	M06	93,142
2007-09	M05	100,742
2007-09	M04	101,689
2007-09	M03	85,116
2007-09	M02	91,697
2007-09	M01	92,506

Violation and accident information is essential to DOL for determining who is eligible to obtain, retain or regain driving privileges. Law enforcement and other partner agencies rely on DOL's records to support their traffic safety efforts.



A008 Examining and Licensing Citizens to Operate Motor Vehicles

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Support and enhance highway safety

Expected Results

Reduction of traffic fatalities by partnering with state and federal agencies, such as the National Highway Traffic Safety Administration (NHTSA), which tracks the fatality rate per 100 million vehicle miles traveled; the Target Zero campaign, spearheaded by the Washington State Traffic Safety Commission to reduce traffic-related fatalities to zero by 2030; and the federal Motor Carrier Safety Improvement Act (MCSIA) of 1999, which aims to reduce the number of truck-related fatalities by 41 percent by 2008. The collection of \$55 million in revenue annually from issuance of driver licenses and identification cards. Registration of 3.4 million voters in partnership with the Secretary of State's Office. Registration of 803,000 organ donors. A wait time for citizens seeking services in licensing offices of under 20 minutes.

As of 9/26/2011

As of 9/26/2011

000775 - Average number of Minutes Customers Wait in Licensing Service Office Lobbies by Month			
Biennium	Period	Actual	Target
2009-11	M24	24	30
2009-11	M23	21	30
2009-11	M22	25	30
2009-11	M21	30	30
2009-11	M20	33	30
2009-11	M19	31	30
2009-11	M18	36	20
2009-11	M17	43	20
2009-11	M16	38	20
2009-11	M15	39	20
2009-11	M14	49	20
2009-11	M13	43	20
2009-11	M12	35	20
2009-11	M11	27	20
2009-11	M10	28	20
2009-11	M09	31	20
2009-11	M08	29	20
2009-11	M07	24	20
2009-11	M06	23	20
2009-11	M05	29	20
2009-11	M04	21	20
2009-11	M03	26	20
2009-11	M02	37	20
2009-11	M01	37	20
2007-09	M24	37	20
2007-09	M23	26	20
2007-09	M22	23	20
2007-09	M21	20	20
2007-09	M20	22	20
2007-09	M19	21	20
2007-09	M18	22	20
2007-09	M17	25	20
2007-09	M16	25	20
2007-09	M15	34	20
2007-09	M14	34	20
2007-09	M13	36	20
2007-09	M12	33	20
2007-09	M11	25	20
2007-09	M10	28	20
2007-09	M09	28	20
2007-09	M08	29	20

As of 9/26/2011

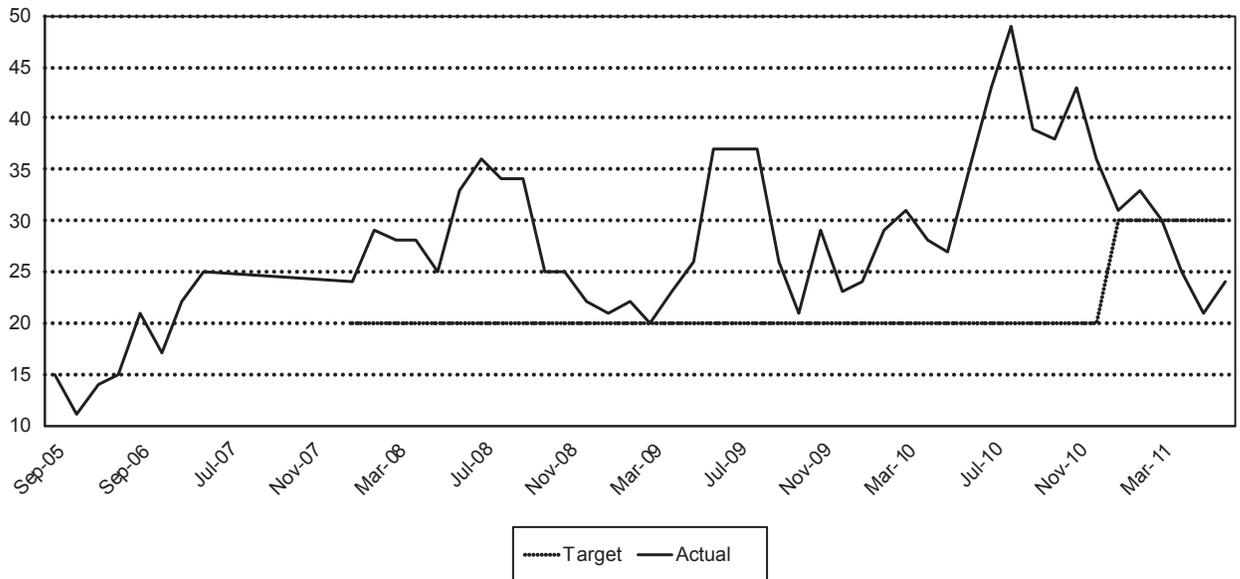
2007-09	M07	24	20
2005-07	M24	25	
2005-07	M21	22	
2005-07	M18	17	
2005-07	M15	21	
2005-07	M12	15	
2005-07	M09	14	
2005-07	M06	11	
2005-07	M03	15	

Customer wait time is a measure of efficient service delivery throughout the system of offices, as we distribute work, offices and staff to meet demand within budget. It also reflects the customers' overall experience with DOL.

Date Measured: 12/31/2010

Comment: temporary lay-off day

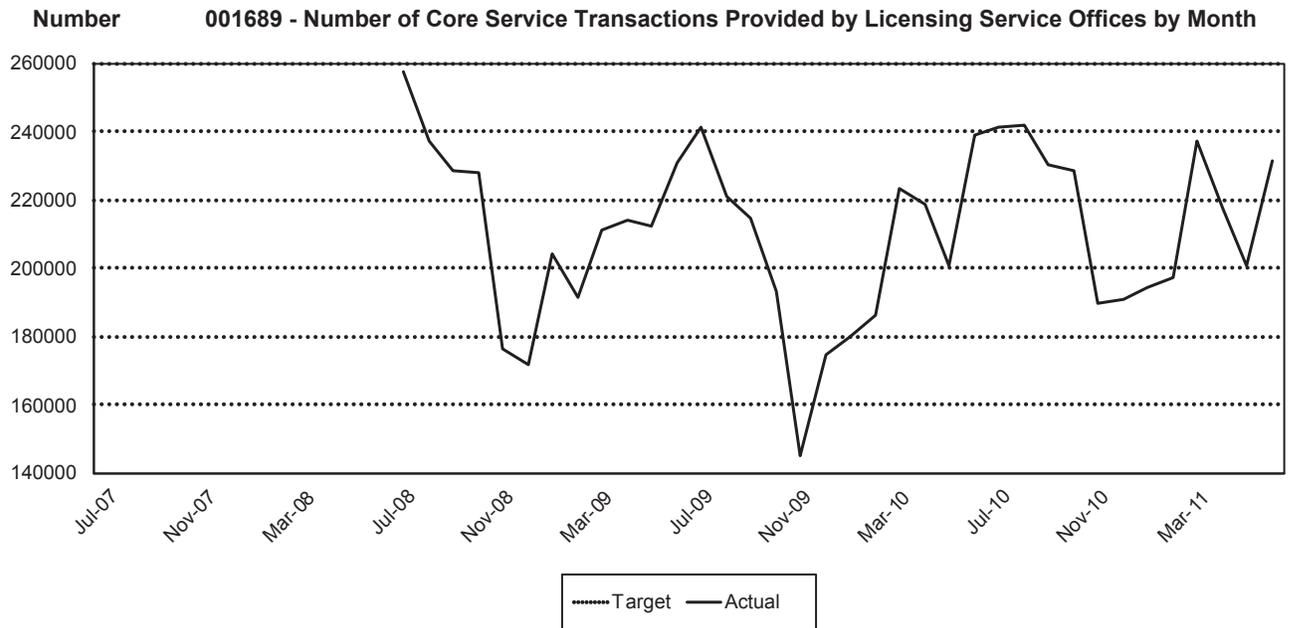
Number 000775 - Average number of Minutes Customers Wait in Licensing Service Office Lobbies by Month



As of 9/26/2011

001689 - Number of Core Service Transactions Provided by Licensing Service Offices by Month			
Biennium	Period	Actual	Target
2009-11	M24	231,364	
2009-11	M23	200,915	
2009-11	M22	217,633	
2009-11	M21	237,074	
2009-11	M20	197,074	
2009-11	M19	194,017	
2009-11	M18	190,650	
2009-11	M17	189,766	
2009-11	M16	228,405	
2009-11	M15	230,165	
2009-11	M14	241,972	
2009-11	M13	241,417	
2009-11	M12	238,941	
2009-11	M11	200,396	
2009-11	M10	218,729	
2009-11	M09	223,538	
2009-11	M08	186,058	
2009-11	M07	179,937	
2009-11	M06	174,761	
2009-11	M05	144,773	
2009-11	M04	193,178	
2009-11	M03	214,834	
2009-11	M02	221,159	
2009-11	M01	241,233	
2007-09	M24	231,070	
2007-09	M23	211,997	
2007-09	M22	214,247	
2007-09	M21	211,187	
2007-09	M20	191,596	
2007-09	M19	204,143	
2007-09	M18	171,794	
2007-09	M17	176,225	
2007-09	M16	227,836	
2007-09	M15	228,348	
2007-09	M14	237,379	
2007-09	M13	257,252	
<i>Licensing Service Offices screen and test applicants for qualifying identification, skills and knowledge for safe driving of cars, motorcycles, and commercial trucks. This measure represents office workload including major related transactions.</i>			

As of 9/26/2011



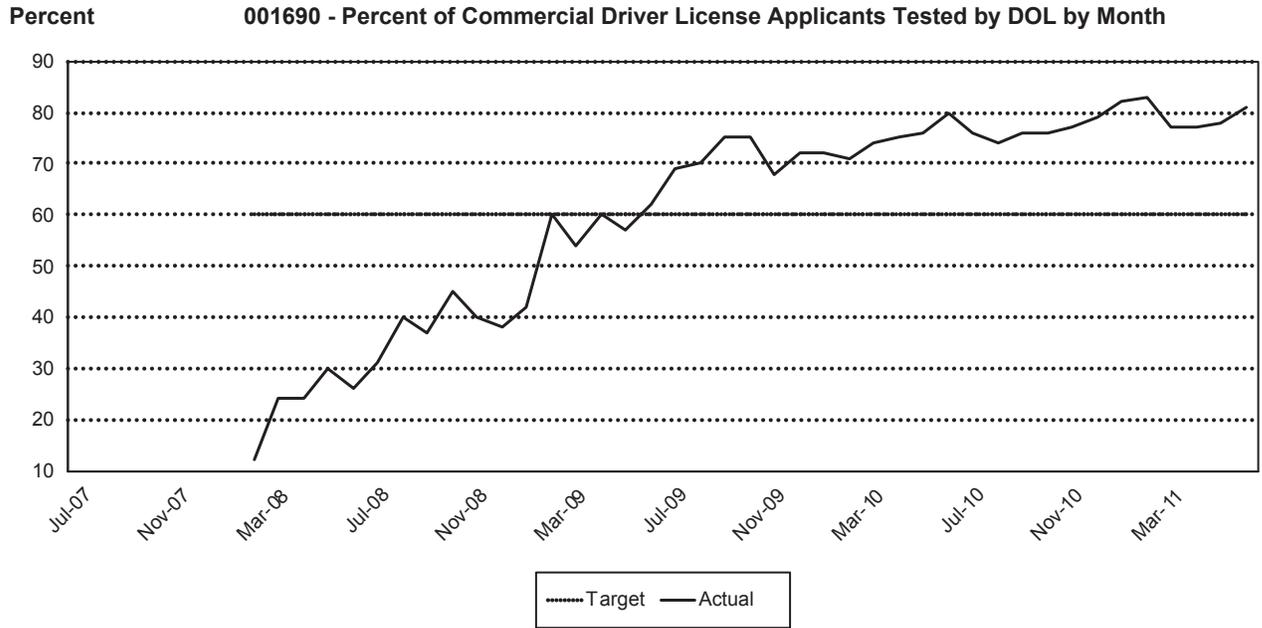
As of 9/26/2011

As of 9/26/2011

001690 - Percent of Commercial Driver License Applicants Tested by DOL by Month			
Biennium	Period	Actual	Target
2009-11	M24	81%	60%
2009-11	M23	78%	60%
2009-11	M22	77%	60%
2009-11	M21	77%	60%
2009-11	M20	83%	60%
2009-11	M19	82%	60%
2009-11	M18	79%	60%
2009-11	M17	77%	60%
2009-11	M16	76%	60%
2009-11	M15	76%	60%
2009-11	M14	74%	60%
2009-11	M13	76%	60%
2009-11	M12	80%	60%
2009-11	M11	76%	60%
2009-11	M10	75%	60%
2009-11	M09	74%	60%
2009-11	M08	71%	60%
2009-11	M07	72%	60%
2009-11	M06	72%	60%
2009-11	M05	68%	60%
2009-11	M04	75%	60%
2009-11	M03	75%	60%
2009-11	M02	70%	60%
2009-11	M01	69%	60%
2007-09	M24	62%	60%
2007-09	M23	57%	60%
2007-09	M22	60%	60%
2007-09	M21	54%	60%
2007-09	M20	60%	60%
2007-09	M19	42%	60%
2007-09	M18	38%	60%
2007-09	M17	40%	60%
2007-09	M16	45%	60%
2007-09	M15	37%	60%
2007-09	M14	40%	60%
2007-09	M13	31%	60%
2007-09	M12	26%	60%
2007-09	M11	30%	60%
2007-09	M10	24%	60%
2007-09	M09	24%	60%
2007-09	M08	12%	60%

As of 9/26/2011

DOL enhances highway safety and mitigates third party fraud by conducting commercial driver skills tests which were previously conducted by private testers. DOL goal is to test 60% of applicants based on new program funding.



As of 9/26/2011

As of 9/26/2011

001691 - Number of Commercial Driver Licenses Issued by Month			
Biennium	Period	Actual	Target
2009-11	M24	779	
2009-11	M23	752	
2009-11	M22	912	
2009-11	M21	937	
2009-11	M20	697	
2009-11	M19	707	
2009-11	M18	701	
2009-11	M17	634	
2009-11	M16	831	
2009-11	M15	881	
2009-11	M14	850	
2009-11	M13	729	
2009-11	M12	775	
2009-11	M11	630	
2009-11	M10	744	
2009-11	M09	837	
2009-11	M08	662	
2009-11	M07	597	
2009-11	M06	685	
2009-11	M05	533	
2009-11	M04	687	
2009-11	M03	704	
2009-11	M02	758	
2009-11	M01	669	
2007-09	M24	691	
2007-09	M23	680	
2007-09	M22	795	
2007-09	M21	873	
2007-09	M20	796	
2007-09	M19	1,071	
2007-09	M18	987	
2007-09	M17	785	
2007-09	M16	998	
2007-09	M15	988	
2007-09	M14	997	
2007-09	M13	1,000	
2007-09	M12	1,023	
2007-09	M11	1,102	
2007-09	M10	1,139	
2007-09	M09	1,069	
2007-09	M08	914	

As of 9/26/2011

As of 9/26/2011

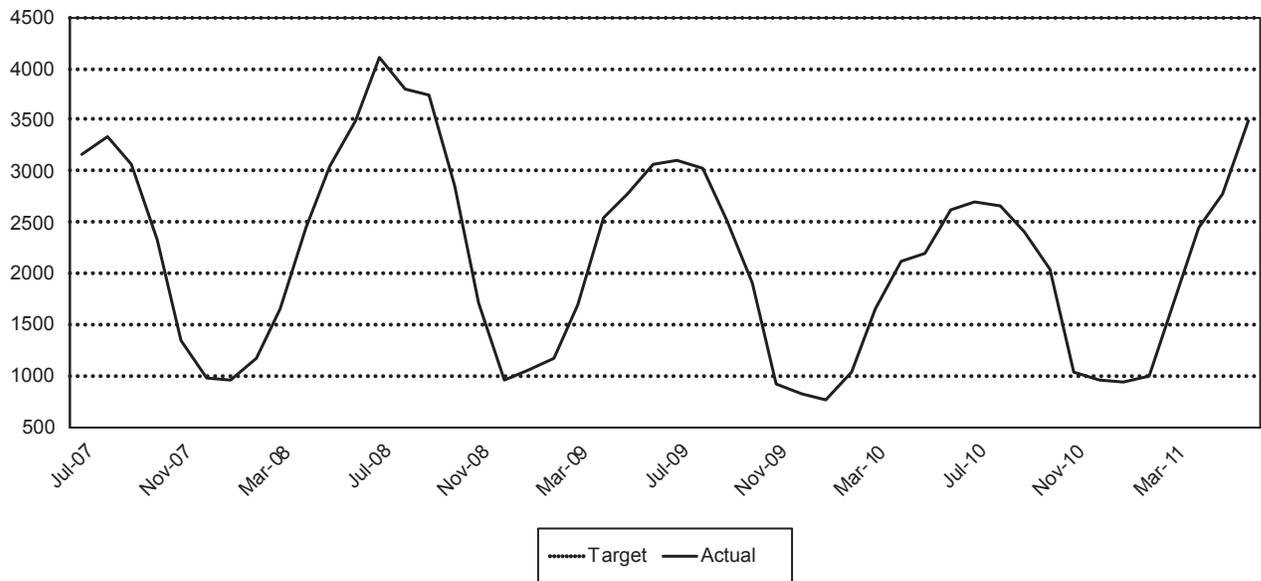
001692 - Number of New Motorcycle Endorsements Issued by Month			
Biennium	Period	Actual	Target
2009-11	M24	3,483	
2009-11	M23	2,779	
2009-11	M22	2,437	
2009-11	M21	1,697	
2009-11	M20	1,003	
2009-11	M19	943	
2009-11	M18	957	
2009-11	M17	1,030	
2009-11	M16	2,033	
2009-11	M15	2,397	
2009-11	M14	2,661	
2009-11	M13	2,702	
2009-11	M12	2,627	
2009-11	M11	2,198	
2009-11	M10	2,106	
2009-11	M09	1,644	
2009-11	M08	1,025	
2009-11	M07	771	
2009-11	M06	825	
2009-11	M05	908	
2009-11	M04	1,895	
2009-11	M03	2,524	
2009-11	M02	3,022	
2009-11	M01	3,110	
2007-09	M24	3,068	
2007-09	M23	2,769	
2007-09	M22	2,547	
2007-09	M21	1,692	
2007-09	M20	1,167	
2007-09	M19	1,061	
2007-09	M18	962	
2007-09	M17	1,716	
2007-09	M16	2,844	
2007-09	M15	3,734	
2007-09	M14	3,806	
2007-09	M13	4,100	
2007-09	M12	3,483	
2007-09	M11	3,044	
2007-09	M10	2,442	
2007-09	M09	1,654	
2007-09	M08	1,176	

As of 9/26/2011

2007-09	M07	964
2007-09	M06	968
2007-09	M05	1,334
2007-09	M04	2,331
2007-09	M03	3,071
2007-09	M02	3,331
2007-09	M01	3,168

DOL screens and qualifies motorcycle riders for safety knowledge and riding skills or training before adding an endorsement to their driver license that is required for legal riding. Endorsements issued represent new riders to Washington.

Number 001692 - Number of New Motorcycle Endorsements Issued by Month



As of 9/26/2011

As of 9/26/2011

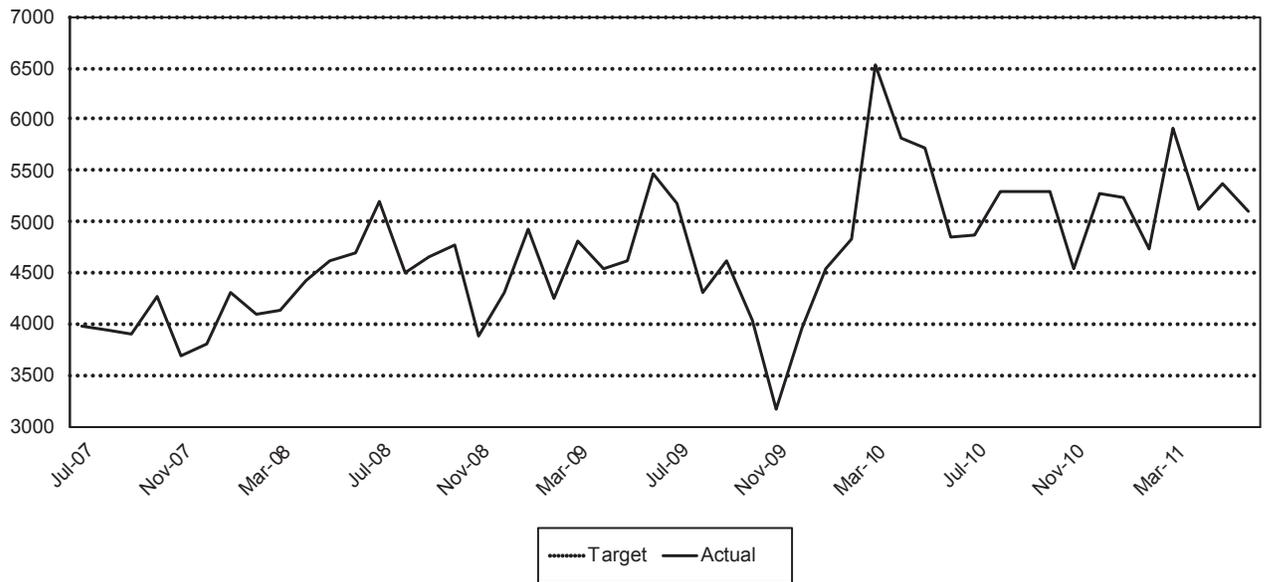
001697 - Number of Motorcycle Endorsements Renewed by Month			
Biennium	Period	Actual	Target
2009-11	M24	5,091	
2009-11	M23	5,365	
2009-11	M22	5,122	
2009-11	M21	5,909	
2009-11	M20	4,741	
2009-11	M19	5,243	
2009-11	M18	5,269	
2009-11	M17	4,537	
2009-11	M16	5,297	
2009-11	M15	5,283	
2009-11	M14	5,297	
2009-11	M13	4,869	
2009-11	M12	4,845	
2009-11	M11	5,722	
2009-11	M10	5,811	
2009-11	M09	6,526	
2009-11	M08	4,819	
2009-11	M07	4,545	
2009-11	M06	3,951	
2009-11	M05	3,173	
2009-11	M04	4,041	
2009-11	M03	4,621	
2009-11	M02	4,302	
2009-11	M01	5,183	
2007-09	M24	5,460	
2007-09	M23	4,624	
2007-09	M22	4,538	
2007-09	M21	4,815	
2007-09	M20	4,253	
2007-09	M19	4,925	
2007-09	M18	4,314	
2007-09	M17	3,889	
2007-09	M16	4,768	
2007-09	M15	4,659	
2007-09	M14	4,502	
2007-09	M13	5,198	
2007-09	M12	4,684	
2007-09	M11	4,615	
2007-09	M10	4,414	
2007-09	M09	4,140	
2007-09	M08	4,099	

As of 9/26/2011

2007-09	M07	4,309
2007-09	M06	3,810
2007-09	M05	3,696
2007-09	M04	4,275
2007-09	M03	3,897
2007-09	M02	3,938
2007-09	M01	3,976

Motorcycle riders are required to renew their motorcycle safety endorsement along with their driver license.

Number **001697 - Number of Motorcycle Endorsements Renewed by Month**



As of 9/26/2011

As of 9/26/2011

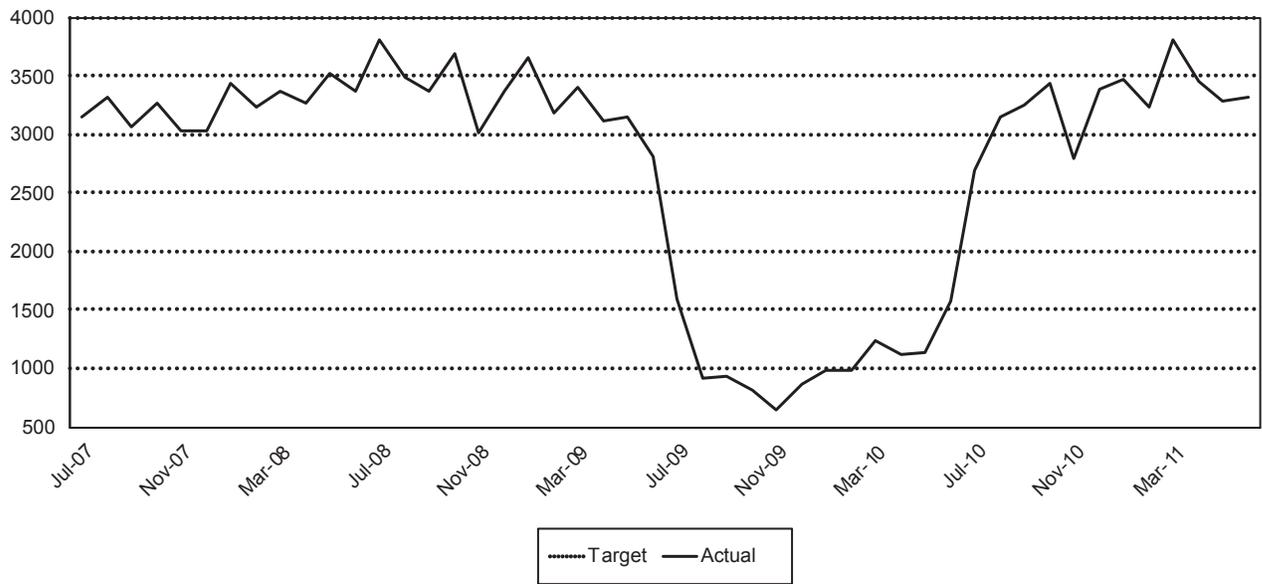
001698 - Number of Commercial Driver Licenses Renewed by Month			
Biennium	Period	Actual	Target
2009-11	M24	3,312	
2009-11	M23	3,287	
2009-11	M22	3,460	
2009-11	M21	3,810	
2009-11	M20	3,241	
2009-11	M19	3,470	
2009-11	M18	3,386	
2009-11	M17	2,796	
2009-11	M16	3,429	
2009-11	M15	3,248	
2009-11	M14	3,148	
2009-11	M13	2,697	
2009-11	M12	1,579	
2009-11	M11	1,135	
2009-11	M10	1,117	
2009-11	M09	1,234	
2009-11	M08	991	
2009-11	M07	989	
2009-11	M06	864	
2009-11	M05	651	
2009-11	M04	814	
2009-11	M03	934	
2009-11	M02	914	
2009-11	M01	1,590	
2007-09	M24	2,817	
2007-09	M23	3,155	
2007-09	M22	3,118	
2007-09	M21	3,405	
2007-09	M20	3,182	
2007-09	M19	3,649	
2007-09	M18	3,364	
2007-09	M17	3,015	
2007-09	M16	3,684	
2007-09	M15	3,371	
2007-09	M14	3,494	
2007-09	M13	3,803	
2007-09	M12	3,366	
2007-09	M11	3,526	
2007-09	M10	3,260	
2007-09	M09	3,366	
2007-09	M08	3,240	

As of 9/26/2011

2007-09	M07	3,433
2007-09	M06	3,029
2007-09	M05	3,026
2007-09	M04	3,262
2007-09	M03	3,069
2007-09	M02	3,317
2007-09	M01	3,147

DOL enhances highway safety by ensuring "CDL" holders are screened again before renewal to meet all federal and state safety requirements, which may include requirements in addition to initial requirements.

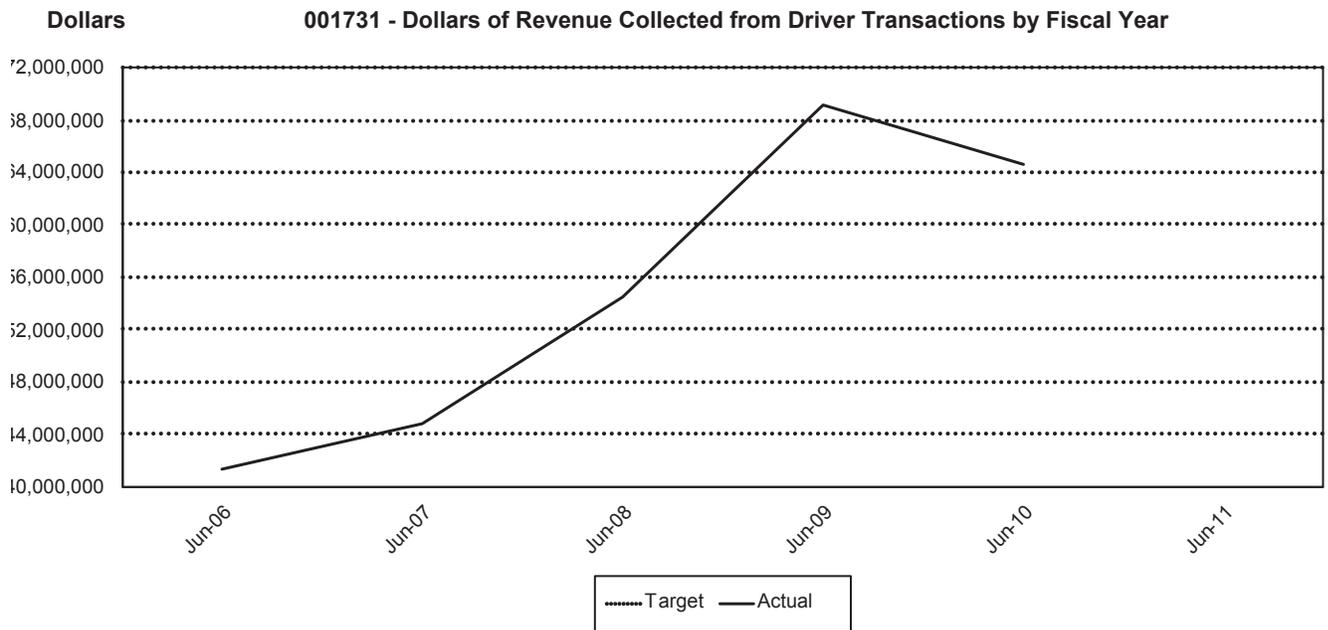
Number 001698 - Number of Commercial Driver Licenses Renewed by Month



As of 9/26/2011

001731 - Dollars of Revenue Collected from Driver Transactions by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A1	\$164,572,520	
2007-09	A2	\$169,102,345	
2007-09	A1	\$154,522,853	
2005-07	A2	\$144,874,705	
2005-07	A1	\$141,351,530	

Driver licensing transactions generated over \$160 million of state revenue in each of fiscal years 2009 and 2010, or over 6% of DOL's collected revenue, for funding Washington government and transportation budget.



A010 Providing Due Process for Drivers

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support and enhance highway safety

Expected Results

Provide due process for drivers before their licenses are suspended. Protect public safety and reduce the risk of fatalities by removing potentially dangerous drivers from the roads. Conduct 18,000 hearings. Collect in excess of \$1.9 million in revenue. Conduct a DUI hearing within 60 days of the incident to more effectively remove impaired drivers from the roadways.

As of 9/26/2011

As of 9/26/2011

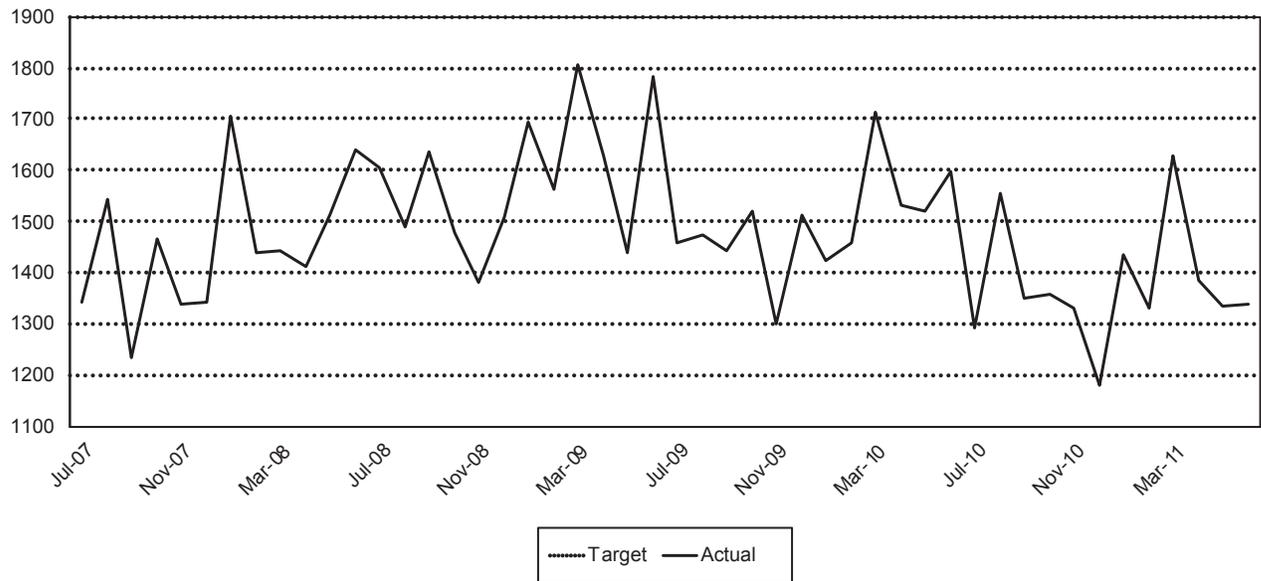
001681 - Number of Driver Hearings and Interviews Conducted by Month			
Biennium	Period	Actual	Target
2009-11	M24	1,338	
2009-11	M23	1,335	
2009-11	M22	1,383	
2009-11	M21	1,629	
2009-11	M20	1,330	
2009-11	M19	1,435	
2009-11	M18	1,178	
2009-11	M17	1,330	
2009-11	M16	1,359	
2009-11	M15	1,351	
2009-11	M14	1,554	
2009-11	M13	1,291	
2009-11	M12	1,597	
2009-11	M11	1,520	
2009-11	M10	1,532	
2009-11	M09	1,713	
2009-11	M08	1,459	
2009-11	M07	1,424	
2009-11	M06	1,513	
2009-11	M05	1,300	
2009-11	M04	1,520	
2009-11	M03	1,442	
2009-11	M02	1,473	
2009-11	M01	1,458	
2007-09	M24	1,781	
2007-09	M23	1,439	
2007-09	M22	1,628	
2007-09	M21	1,807	
2007-09	M20	1,562	
2007-09	M19	1,692	
2007-09	M18	1,508	
2007-09	M17	1,381	
2007-09	M16	1,477	
2007-09	M15	1,635	
2007-09	M14	1,488	
2007-09	M13	1,605	
2007-09	M12	1,640	
2007-09	M11	1,513	
2007-09	M10	1,413	
2007-09	M09	1,444	
2007-09	M08	1,439	

As of 9/26/2011

2007-09	M07	1,705
2007-09	M06	1,340
2007-09	M05	1,337
2007-09	M04	1,465
2007-09	M03	1,235
2007-09	M02	1,542
2007-09	M01	1,343

DOL provides due process for drivers by conducting hearings and interviews for drivers facing suspension or revocation of driving privileges, promoting fair and just regulatory decisions.

001681 - Number of Driver Hearings and Interviews Conducted by Month



<p>001743 - Percent of Hearings and Interviews Conducted in Compliance with all Due Process Statutes by Month</p> <p><i>Providing each step of drivers' due process in a timely manner is key to compliance with the laws, is good customer service, and an indicator of when demand exceeds calendar capacity. Data to begin being collected late 2010.</i></p>

A011 Preparing Citizens to Operate Motor Vehicles Safely

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support and enhance highway safety

Expected Results

Licensing and performance monitoring of 700 driver training school instructors at 230 driving schools annually to ensure that minimum curriculum requirements are met to properly educate and develop the driving skills of 64,000 new automobile drivers.

Certification of 230 motorcycle skills instructors, contracting with 13 rider-training sponsors, and monitoring of 29 training sites facilitating the training of 12,000 students, and the completion of 33,060 motorcycle knowledge tests and 6,500 motorcycle skill tests annually.

As of 9/26/2011

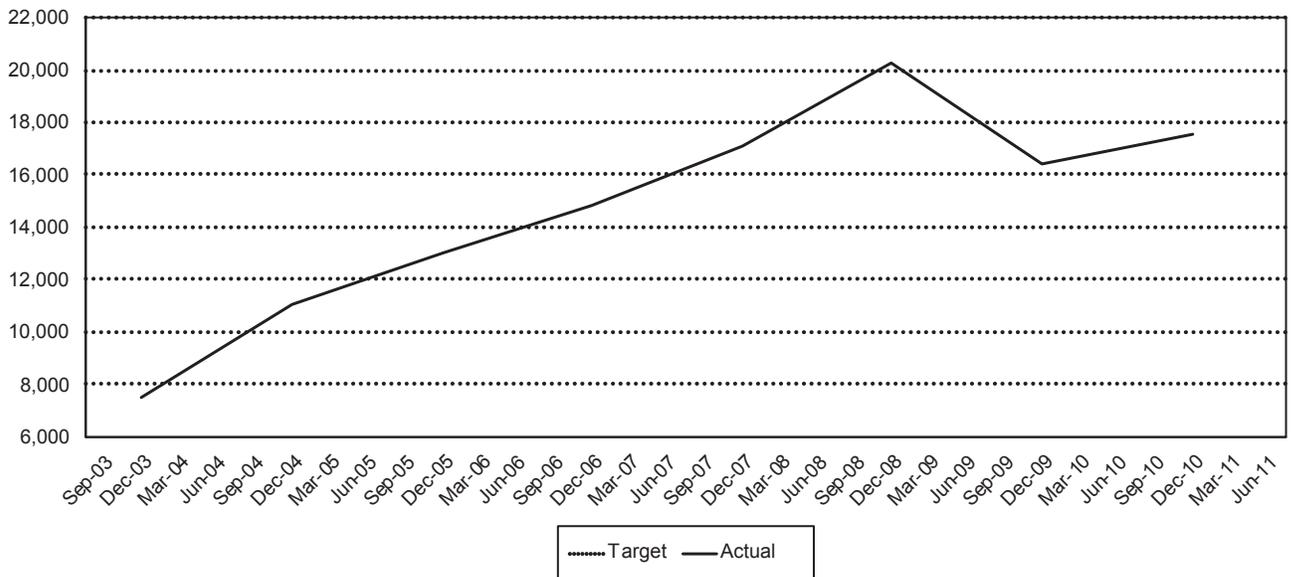
001693 - Number of Motorcycle Riders Completing Voluntary Motorcycle Safety Training by Calendar Year			
Biennium	Period	Actual	Target
2009-11	Q6	17,553	
2009-11	Q2	16,427	
2007-09	Q6	20,293	
2007-09	Q2	17,121	
2005-07	Q6	14,801	
2005-07	Q2	13,010	

DOL contributes to safer motorcycle riders by promoting voluntary riding skills training, contracting with training sponsors, certifying instructors, and seeking subsidy funding for trainees.

Date Measured: 12/31/2009

Comment: Totals are for calendar year.

Number **001693 - Number of Motorcycle Riders Completing Voluntary Motorcycle Safety Training by Calendar Year**

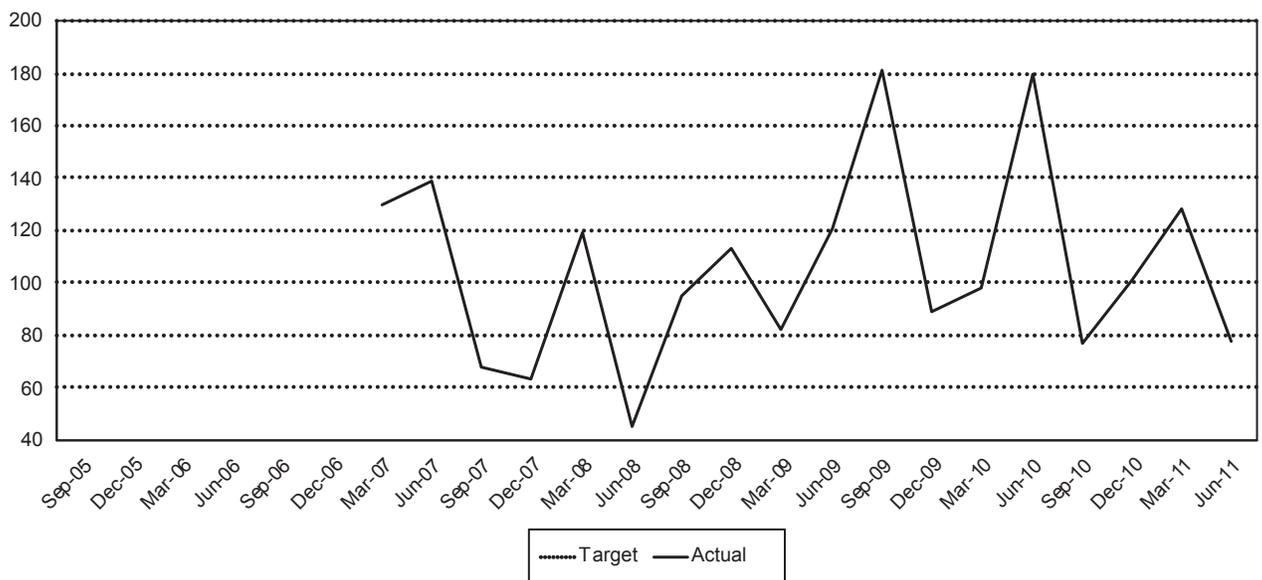


As of 9/26/2011

001708 - Number of RCW and WAC Violations Addressed through Audits of Drive Training Schools by Quarter			
Biennium	Period	Actual	Target
2009-11	Q8	78	
2009-11	Q7	128	
2009-11	Q6	101	
2009-11	Q5	77	
2009-11	Q4	180	
2009-11	Q3	98	
2009-11	Q2	89	
2009-11	Q1	181	
2007-09	Q8	121	
2007-09	Q7	82	
2007-09	Q6	113	
2007-09	Q5	95	
2007-09	Q4	45	
2007-09	Q3	119	
2007-09	Q2	63	
2007-09	Q1	68	
2005-07	Q8	139	
2005-07	Q7	130	

DOL finds and informs drive training schools of their non-compliance with RCWs and WACs to promote correction and mitigate risks to students and other drivers. Numbers and types of violations are analyzed for program improvement.

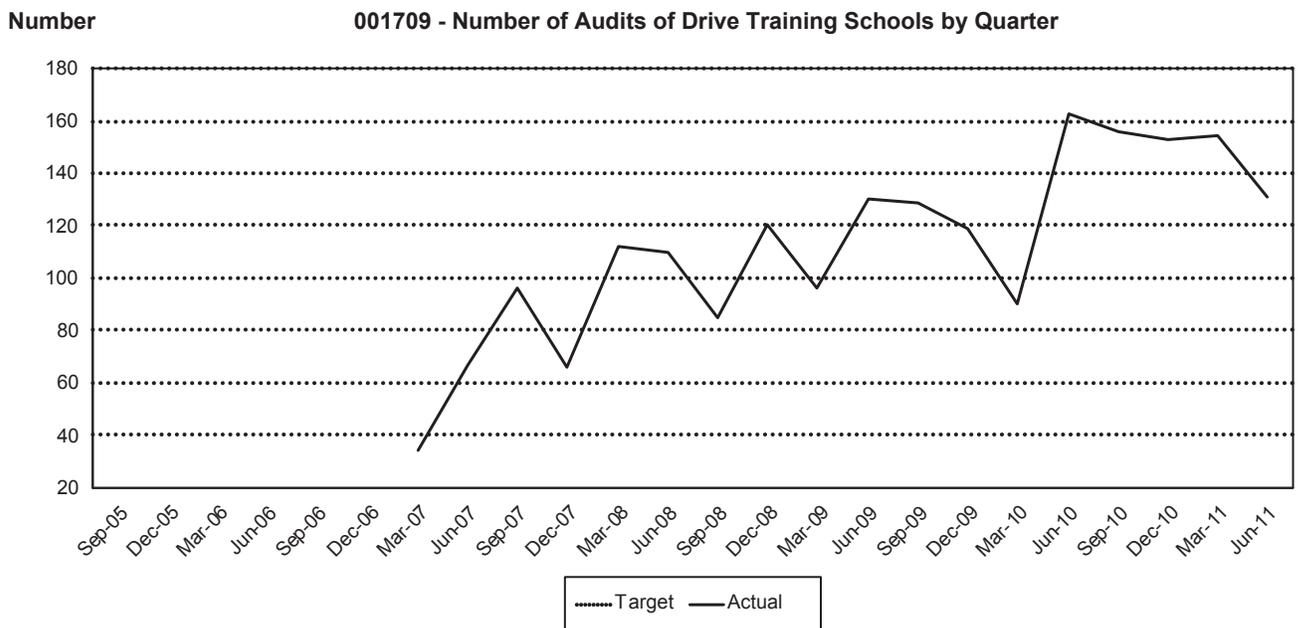
Number **001708 - Number of RCW and WAC Violations Addressed through Audits of Drive Training Schools by Quarter**



As of 9/26/2011

001709 - Number of Audits of Drive Training Schools by Quarter			
Biennium	Period	Actual	Target
2009-11	Q8	131	
2009-11	Q7	154	
2009-11	Q6	153	
2009-11	Q5	156	
2009-11	Q4	163	
2009-11	Q3	90	
2009-11	Q2	119	
2009-11	Q1	129	
2007-09	Q8	130	
2007-09	Q7	96	
2007-09	Q6	120	
2007-09	Q5	85	
2007-09	Q4	110	
2007-09	Q3	112	
2007-09	Q2	66	
2007-09	Q1	96	
2005-07	Q8	67	
2005-07	Q7	34	

DOL licenses and provides curriculum to over 300 drive training schools and over 850 instructors, to ensure student safety and promote lifelong driving safety. Audit findings have led to instructor license revocation and school closure.



A012 Firearms Registration and Licensing

As of 9/26/2011

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Support crime investigation

Expected Results

The Firearms Program measures its success by processing all concealed pistol, alien firearm and firearm dealer licenses within three business days after receipt of the document; processing court conviction notices within three to five business days after the receipt of a document; completing all certifications (verification of the accuracy of the information contained in the firearms database) within one business day; citizens receive their license or handgun within the time frame required, supporting their constitutional right to bear arms. Law enforcement is able to ensure that only those individuals who can lawfully possess a firearm receive licenses, contributing to public and officer safety. The Department trains over 300 law enforcement record specialists and law enforcement officers statewide each year on how to conduct criminal history background checks on license applicants and procedures to properly complete license documents. Over \$900,000 is collected each fiscal year that is deposited into the General Fund-State.

As of 9/26/2011

As of 9/26/2011

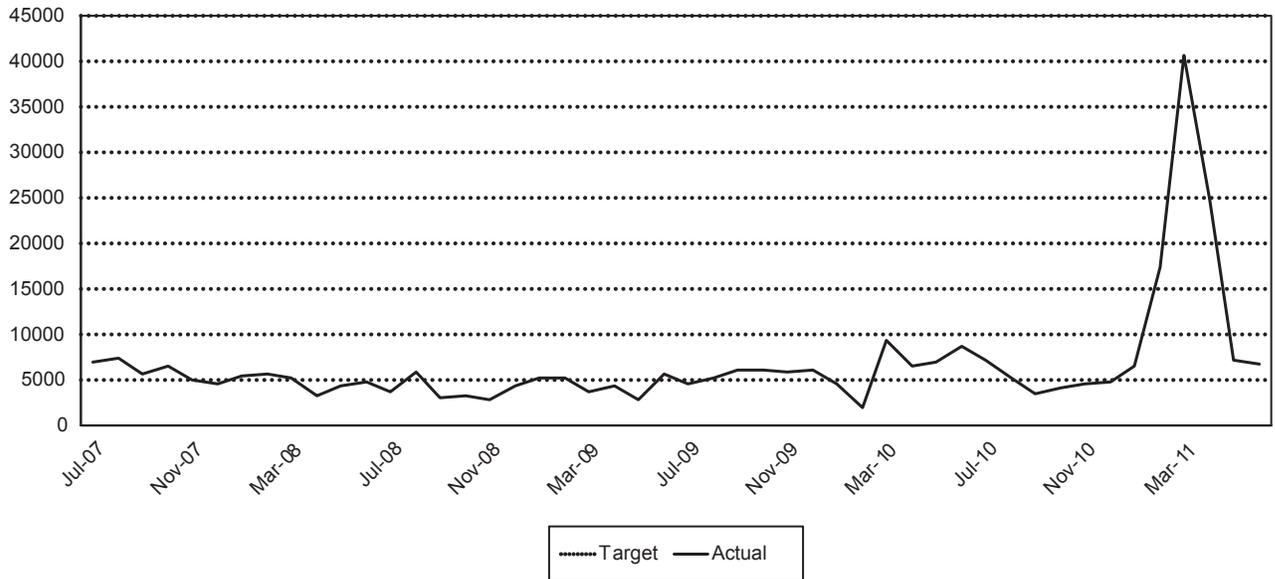
001712 - Number of Records Entered of Concealed Pistol Licenses Issued and Denied by Law Enforcement by Month			
Biennium	Period	Actual	Target
2009-11	M24	6,703	
2009-11	M23	6,977	
2009-11	M22	24,646	
2009-11	M21	40,568	
2009-11	M20	17,198	
2009-11	M19	6,345	
2009-11	M18	4,656	
2009-11	M17	4,512	
2009-11	M16	3,966	
2009-11	M15	3,274	
2009-11	M14	5,060	
2009-11	M13	7,024	
2009-11	M12	8,522	
2009-11	M11	6,965	
2009-11	M10	6,351	
2009-11	M09	9,171	
2009-11	M08	1,965	
2009-11	M07	4,468	
2009-11	M06	5,920	
2009-11	M05	5,745	
2009-11	M04	5,897	
2009-11	M03	6,038	
2009-11	M02	5,097	
2009-11	M01	4,383	
2007-09	M24	5,596	
2007-09	M23	2,783	
2007-09	M22	4,201	
2007-09	M21	3,500	
2007-09	M20	5,144	
2007-09	M19	5,057	
2007-09	M18	4,356	
2007-09	M17	2,764	
2007-09	M16	3,177	
2007-09	M15	2,933	
2007-09	M14	5,669	
2007-09	M13	3,503	
2007-09	M12	4,672	
2007-09	M11	4,285	
2007-09	M10	3,267	
2007-09	M09	5,112	

As of 9/26/2011

2007-09	M08	5,525
2007-09	M07	5,419
2007-09	M06	4,470
2007-09	M05	4,968
2007-09	M04	6,373
2007-09	M03	5,638
2007-09	M02	7,250
2007-09	M01	6,849

DOL provides a centralized database of firearms dealer and owner licenses, conviction notices, related data, to enable and speed law enforcement's ability to protect the public. This volume represents new monthly detail available to them.

Number 001712 - Number of Records Entered of Concealed Pistol Licenses Issued and Denied by Law Enforcement by Month



As of 9/26/2011

As of 9/26/2011

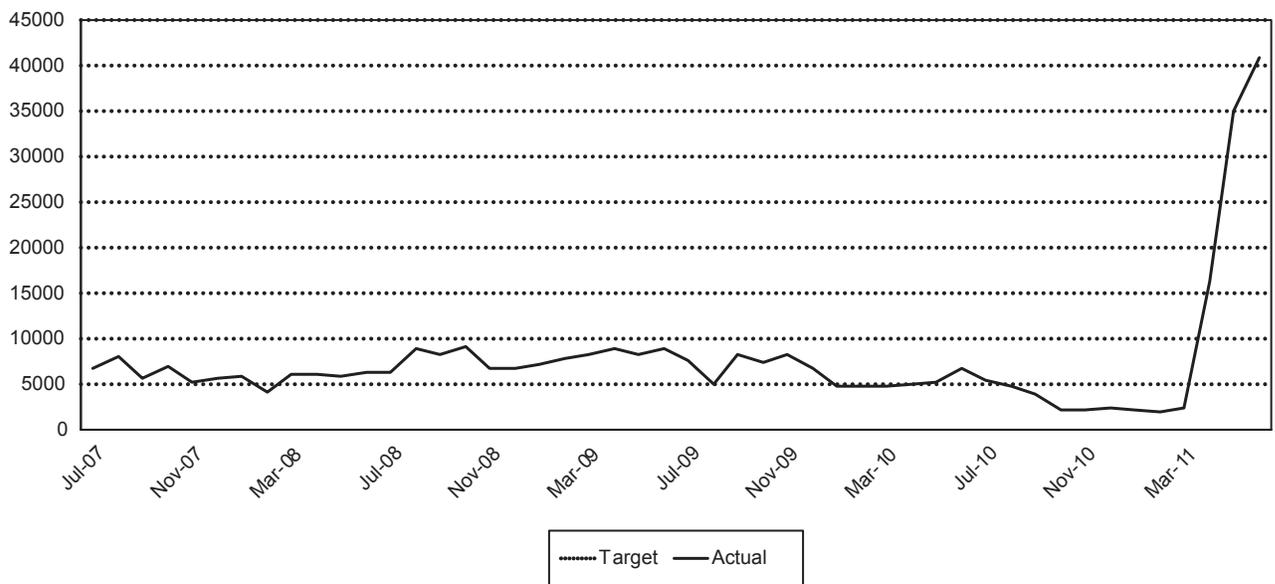
001713 - Number of Records Entered of Pistol Sales by Firearms Dealers by Month			
Biennium	Period	Actual	Target
2009-11	M24	40,870	
2009-11	M23	34,940	
2009-11	M22	16,275	
2009-11	M21	2,372	
2009-11	M20	1,927	
2009-11	M19	2,160	
2009-11	M18	2,195	
2009-11	M17	2,148	
2009-11	M16	2,007	
2009-11	M15	3,813	
2009-11	M14	4,691	
2009-11	M13	5,278	
2009-11	M12	6,633	
2009-11	M11	5,189	
2009-11	M10	5,001	
2009-11	M09	4,764	
2009-11	M08	4,762	
2009-11	M07	4,638	
2009-11	M06	6,602	
2009-11	M05	8,108	
2009-11	M04	7,321	
2009-11	M03	8,128	
2009-11	M02	4,861	
2009-11	M01	7,600	
2007-09	M24	8,875	
2007-09	M23	8,155	
2007-09	M22	8,724	
2007-09	M21	8,159	
2007-09	M20	7,806	
2007-09	M19	7,143	
2007-09	M18	6,738	
2007-09	M17	6,663	
2007-09	M16	9,032	
2007-09	M15	8,101	
2007-09	M14	8,889	
2007-09	M13	6,307	
2007-09	M12	6,103	
2007-09	M11	5,754	
2007-09	M10	5,970	
2007-09	M09	6,073	
2007-09	M08	4,069	

As of 9/26/2011

2007-09	M07	5,708
2007-09	M06	5,474
2007-09	M05	5,118
2007-09	M04	6,760
2007-09	M03	5,611
2007-09	M02	7,945
2007-09	M01	6,681

DOL provides a centralized database of firearms dealer and owner licenses, conviction notices, related data, to enable and speed law enforcement's ability to protect the public. This volume represents new monthly detail available to them.

Number **001713 - Number of Records Entered of Pistol Sales by Firearms Dealers by Month**



As of 9/26/2011

As of 9/26/2011

001714 - Number of Law Enforcement Inquiries to Concealed Pistol License Database by Month			
Biennium	Period	Actual	Target
2009-11	M24	160,019	
2009-11	M23	163,624	
2009-11	M22	173,773	
2009-11	M21	185,976	
2009-11	M20	172,978	
2009-11	M19	187,099	
2009-11	M18	160,989	
2009-11	M17	152,134	
2009-11	M16	163,337	
2009-11	M15	157,633	
2009-11	M14	160,378	
2009-11	M13	175,194	
2009-11	M12	159,953	
2009-11	M11	174,677	
2009-11	M10	180,902	
2009-11	M09	192,130	
2009-11	M08	177,346	
2009-11	M07	194,609	
2009-11	M06	149,640	
2009-11	M05	153,125	
2009-11	M04	171,797	
2009-11	M03	157,844	
2009-11	M02	156,476	
2009-11	M01	161,058	
2007-09	M24	169,966	
2007-09	M23	187,511	
2007-09	M22	199,247	
2007-09	M21	217,845	
2007-09	M20	193,788	
2007-09	M19	209,427	
2007-09	M18	140,127	
2007-09	M17	179,711	
2007-09	M16	178,816	
2007-09	M15	157,338	
2007-09	M14	159,885	
2007-09	M13	165,886	
2007-09	M12	161,516	
2007-09	M11	170,145	
2007-09	M10	158,951	
2007-09	M09	161,508	
2007-09	M08	154,105	

As of 9/26/2011

2007-09	M07	159,975
2007-09	M06	130,042
2007-09	M05	136,539
2007-09	M04	136,414
2007-09	M03	125,532
2007-09	M02	134,615
2007-09	M01	129,111

Volume of inquiries represents the value of this database to law enforcement as information enables and speeds their ability to protect the public.

Number **001714 - Number of Law Enforcement Inquiries to Concealed Pistol License Database by Month**



A016 Administration of Fuel Tax Collection and Motor Carrier Services

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

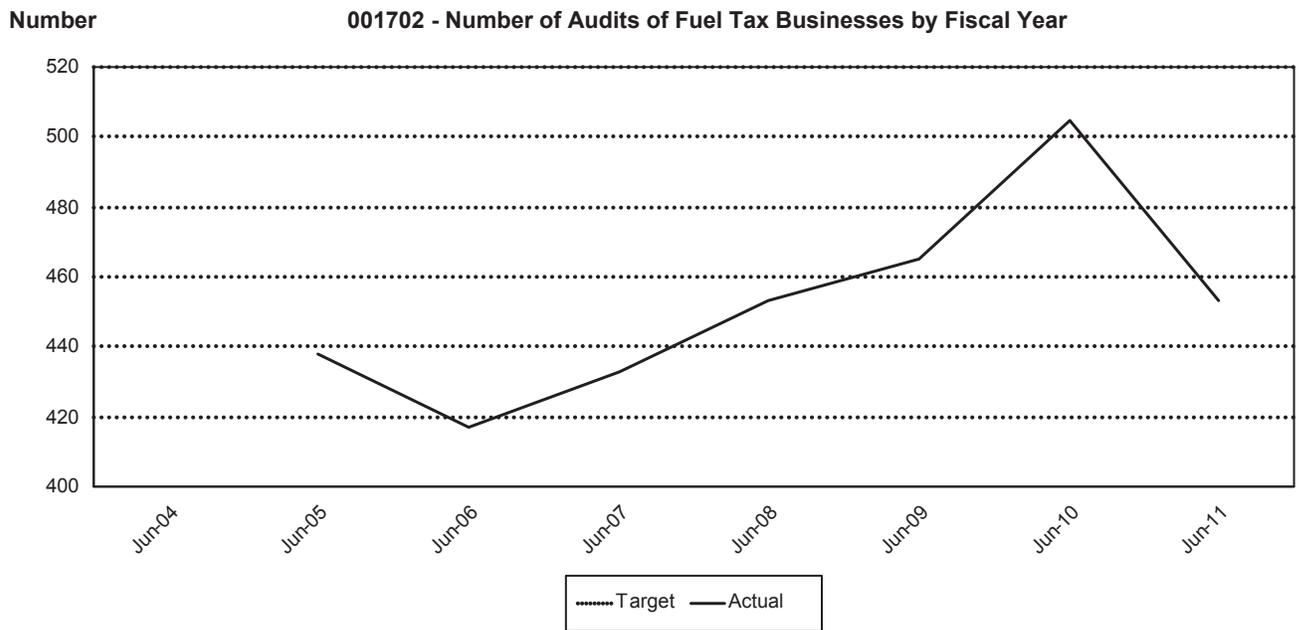
Statewide Strategy: **Safeguard and manage public funds**

Expected Results

As of 9/26/2011

001702 - Number of Audits of Fuel Tax Businesses by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A2	453	
2009-11	A1	505	
2007-09	A2	465	
2007-09	A1	453	
2005-07	A2	433	
2005-07	A1	417	

DOL audits fuel distributors for compliance to laws to protect distributors, the general public safety, and state tax revenue.

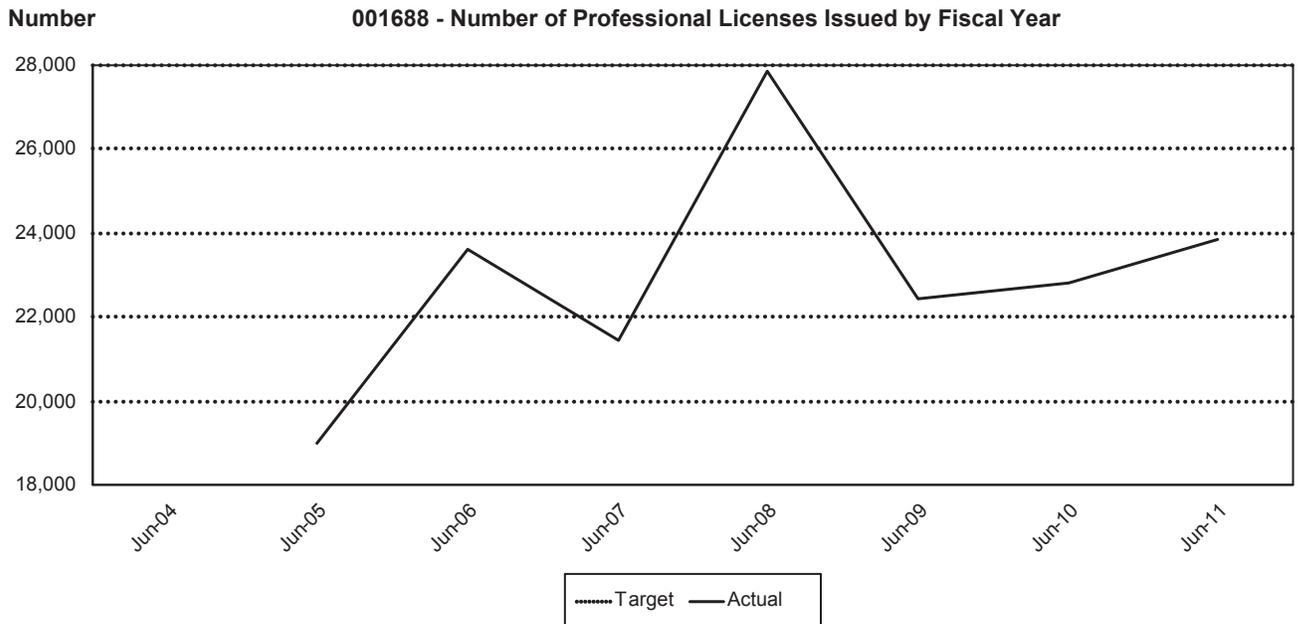


As of 9/26/2011

This activity measures its success by ensuring that only applicants who meet minimum qualifications are licensed to practice; providing information on the Internet on licensed professionals and their standing to help consumers make informed choices; taking appropriate corrective action against any person or firm that violates the standards of practice and endangered public health, safety, welfare, or property; removing a license for failure to pay child support or repay student loans; and providing due process and consistent regulation and processes for professions. One hundred percent of real estate brokers, cosmetology salons, cosmetology schools, funeral homes, and cemeteries are audited or inspected over established one, two, or three-year cycles to ensure compliance with regulations. One hundred percent of all licensees required to have background checks are completed. Boxing, martial arts, and other professional athletic events are monitored to ensure the safety of participants and the viewing public. Individuals responsible for apprehending fugitive criminal defendants are screened to ensure that a minimum of training and testing in defensive tools and tactics has been achieved before issuing the licensee as a bail bond recovery agent.

001688 - Number of Professional Licenses Issued by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A2	23,832	
2009-11	A1	22,789	
2007-09	A2	22,450	
2007-09	A1	27,844	
2005-07	A2	21,462	
2005-07	A1	23,592	

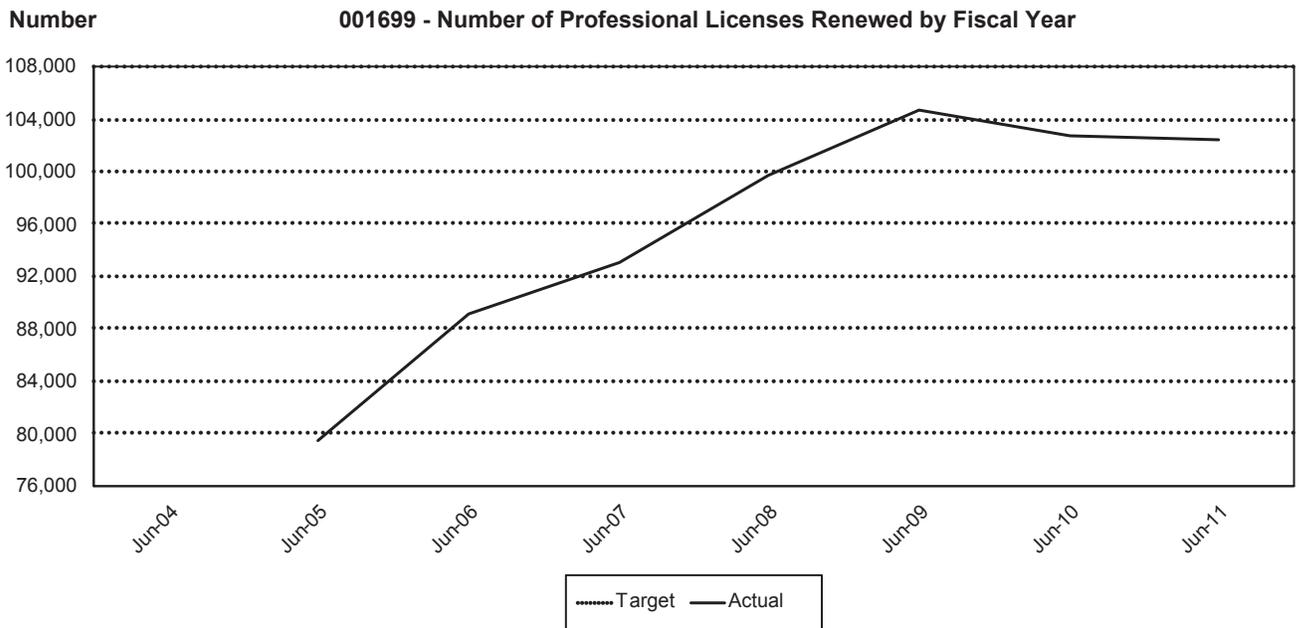
Professional licenses, certifications and registrations are one measure of DOL's scope of influence on public safety and consumer protection. Volumes are the total of all professions regulated by DOL, now up to 85 professional license types.



As of 9/26/2011

001699 - Number of Professional Licenses Renewed by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A2	102,373	
2009-11	A1	102,699	
2007-09	A2	104,618	
2007-09	A1	99,671	
2005-07	A2	93,052	
2005-07	A1	89,134	

Professional licenses, certifications and registrations are one measure of DOL's scope of influence on public safety and consumer protection. Volumes include all professions regulated by DOL, and renewal cycles ranging from one to four years.



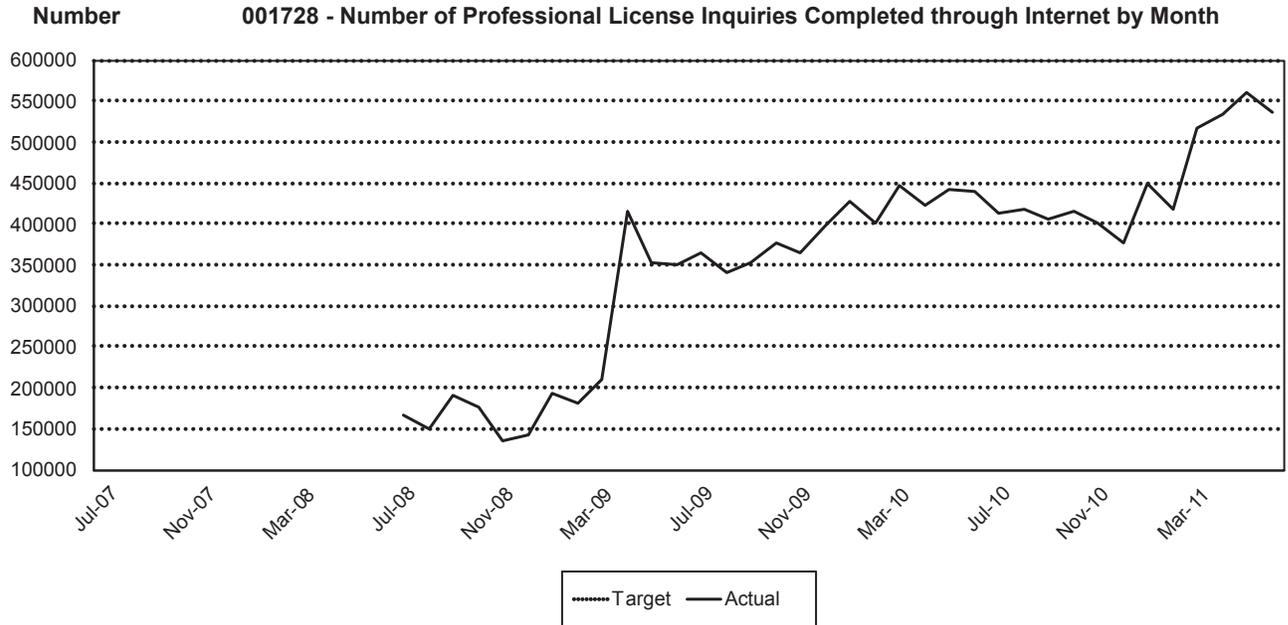
As of 9/26/2011

As of 9/26/2011

001728 - Number of Professional License Inquiries Completed through Internet by Month			
Biennium	Period	Actual	Target
2009-11	M24	536,059	
2009-11	M23	559,626	
2009-11	M22	533,900	
2009-11	M21	517,119	
2009-11	M20	418,643	
2009-11	M19	449,131	
2009-11	M18	377,872	
2009-11	M17	402,085	
2009-11	M16	415,125	
2009-11	M15	405,288	
2009-11	M14	418,642	
2009-11	M13	412,588	
2009-11	M12	439,804	
2009-11	M11	441,190	
2009-11	M10	423,412	
2009-11	M09	446,406	
2009-11	M08	402,012	
2009-11	M07	427,337	
2009-11	M06	397,630	
2009-11	M05	364,218	
2009-11	M04	376,940	
2009-11	M03	353,012	
2009-11	M02	340,838	
2009-11	M01	364,879	
2007-09	M24	349,832	
2007-09	M23	352,264	
2007-09	M22	416,571	
2007-09	M21	210,556	
2007-09	M20	180,833	
2007-09	M19	192,189	
2007-09	M18	141,795	
2007-09	M17	134,118	
2007-09	M16	176,423	
2007-09	M15	189,946	
2007-09	M14	150,559	
2007-09	M13	165,787	

DOL's website provides the "Business and Professional License Search", for self-service access to timely and accurate information for licensees and consumers (i.e. if a person or business has a professional license, if a business is licensed with a city, if your business or professional license is active or when it will expire).

As of 9/26/2011



A018 Uniform Commercial Code Program

Statewide Result Area: **Improve the economic vitality of businesses and individuals**
Statewide Strategy: **Regulate the economy to ensure fairness, security and efficiency**

Expected Results

The UCC program measured its success in Fiscal Year 2003 by processing approximately 92,172 new filings, conducting 16,146 searches, and collecting approximately \$1.5 million in revenue; providing immediate, online access for the public to file and search at reduced fees; completing all filings and searches within two business days in compliance with federal and state requirements. Quick turnaround is vital to helping banks issue loans and helping businesses to obtain loans in a timely manner.

As of 9/26/2011

As of 9/26/2011

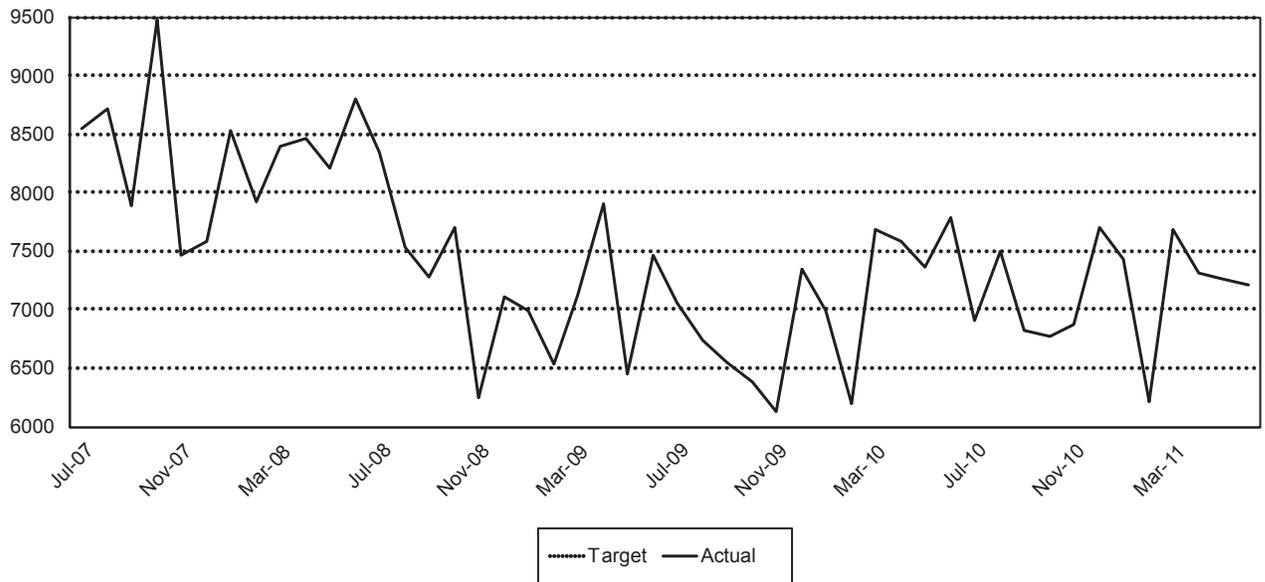
001687 - Number of UCC Filings Processed by Month			
Biennium	Period	Actual	Target
2009-11	M24	7,218	
2009-11	M23	7,267	
2009-11	M22	7,306	
2009-11	M21	7,679	
2009-11	M20	6,209	
2009-11	M19	7,422	
2009-11	M18	7,695	
2009-11	M17	6,880	
2009-11	M16	6,771	
2009-11	M15	6,826	
2009-11	M14	7,497	
2009-11	M13	6,912	
2009-11	M12	7,784	
2009-11	M11	7,368	
2009-11	M10	7,576	
2009-11	M09	7,676	
2009-11	M08	6,190	
2009-11	M07	6,988	
2009-11	M06	7,341	
2009-11	M05	6,122	
2009-11	M04	6,376	
2009-11	M03	6,555	
2009-11	M02	6,736	
2009-11	M01	7,065	
2007-09	M24	7,466	
2007-09	M23	6,441	
2007-09	M22	7,909	
2007-09	M21	7,134	
2007-09	M20	6,529	
2007-09	M19	6,993	
2007-09	M18	7,111	
2007-09	M17	6,243	
2007-09	M16	7,700	
2007-09	M15	7,286	
2007-09	M14	7,539	
2007-09	M13	8,346	
2007-09	M12	8,798	
2007-09	M11	8,210	
2007-09	M10	8,468	
2007-09	M09	8,400	
2007-09	M08	7,928	
2007-09	M07	8,522	

As of 9/26/2011

2007-09	M06	7,585
2007-09	M05	7,468
2007-09	M04	9,478
2007-09	M03	7,882
2007-09	M02	8,719
2007-09	M01	8,552

Uniform Commercial Code services support commerce by giving lenders a central place for notices regarding personal property pledged as collateral for loans. Filing establishes the lender as a preferred creditor if debtor declares bankruptcy.

Number **001687 - Number of UCC Filings Processed by Month**



As of 9/26/2011

As of 9/26/2011

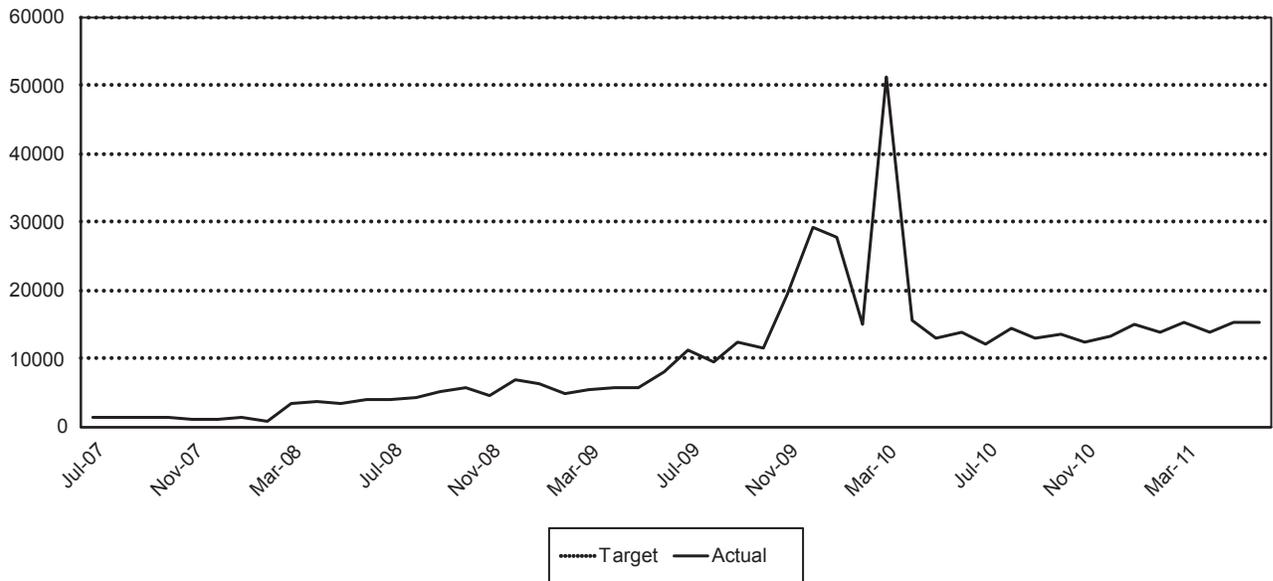
001711 - Number of UCC Searches Completed by Month			
Biennium	Period	Actual	Target
2009-11	M24	15,208	
2009-11	M23	15,333	
2009-11	M22	13,832	
2009-11	M21	15,202	
2009-11	M20	13,905	
2009-11	M19	15,074	
2009-11	M18	13,149	
2009-11	M17	12,203	
2009-11	M16	13,457	
2009-11	M15	12,927	
2009-11	M14	14,509	
2009-11	M13	11,951	
2009-11	M12	13,893	
2009-11	M11	12,793	
2009-11	M10	15,663	
2009-11	M09	51,152	
2009-11	M08	14,948	
2009-11	M07	27,656	
2009-11	M06	29,149	
2009-11	M05	19,194	
2009-11	M04	11,393	
2009-11	M03	12,379	
2009-11	M02	9,358	
2009-11	M01	11,190	
2007-09	M24	7,904	
2007-09	M23	5,736	
2007-09	M22	5,537	
2007-09	M21	5,343	
2007-09	M20	4,748	
2007-09	M19	6,160	
2007-09	M18	6,867	
2007-09	M17	4,584	
2007-09	M16	5,744	
2007-09	M15	5,057	
2007-09	M14	4,346	
2007-09	M13	4,039	
2007-09	M12	3,996	
2007-09	M11	3,241	
2007-09	M10	3,594	
2007-09	M09	3,281	
2007-09	M08	662	
2007-09	M07	1,256	

As of 9/26/2011

2007-09	M06	1,065
2007-09	M05	1,103
2007-09	M04	1,347
2007-09	M03	1,197
2007-09	M02	1,426
2007-09	M01	1,271

Uniform Commercial Code services support commerce by giving lenders a central place for notices regarding personal property pledged as collateral for loans. Self-service search option added to DOL website FY08. Nearly 230,000 searches occurred in FY10.

Number **001711 - Number of UCC Searches Completed by Month**



A020 Administration of Regulatory Functions Involving Vehicle and Vessel Dealers and Manufacturers

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

Expected Results

As of 9/26/2011

Collect \$4.4 million in revenue from dealer license fees per biennium. Investigate over 2,000 consumer and business complaints annually. Conduct 1,300 investigations and over 2,300 inspections, certifications, and technical assistance visits to ensure compliance with the law. Conduct 359 audits of vehicle and vessel dealerships. Fraud and Complaint Investigations ensures that fair and reasonable transactions are available to consumers through the detection and correction of violations of advertising, sales, and services laws and rules. Provide online access and customer services 24 hours a day, offering 41 forms online. Generate \$9.2 million in a combination of revenue for the state and recovered/returned money to consumers. Collect statewide data regarding the value of goods and money recovered and returned to the consumer. Collect fines in excess of \$600,000 for violations. Administer and enforce laws relating to odometer tampering, auto theft deterrents, dealer advertising violations, manufactured/mobile housing regulations, unlicensed vehicle dealer activities, and motor vehicle dealer/manufacturer franchise disputes. Examine vehicle and vessel title documents submitted through county auditor offices and subagents for evidence of fraud, and provide evidence to field offices for investigation and agency administrative action or prosecution through cooperation with law enforcement. Examine all applications for financial integrity.

As of 9/26/2011

As of 9/26/2011

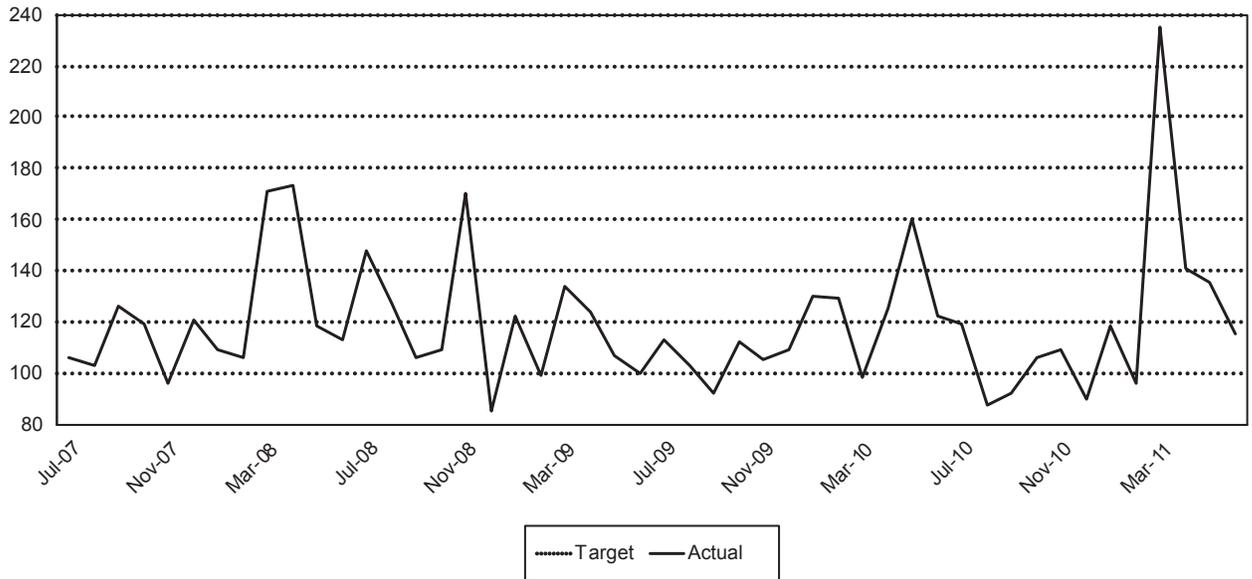
001684 - Number of Vehicle Dealer Licenses Issued by Month			
Biennium	Period	Actual	Target
2009-11	M24	115	
2009-11	M23	135	
2009-11	M22	141	
2009-11	M21	235	
2009-11	M20	96	
2009-11	M19	118	
2009-11	M18	90	
2009-11	M17	109	
2009-11	M16	106	
2009-11	M15	92	
2009-11	M14	87	
2009-11	M13	119	
2009-11	M12	122	
2009-11	M11	160	
2009-11	M10	125	
2009-11	M09	98	
2009-11	M08	129	
2009-11	M07	130	
2009-11	M06	109	
2009-11	M05	105	
2009-11	M04	112	
2009-11	M03	92	
2009-11	M02	103	
2009-11	M01	113	
2007-09	M24	100	
2007-09	M23	107	
2007-09	M22	124	
2007-09	M21	134	
2007-09	M20	99	
2007-09	M19	122	
2007-09	M18	85	
2007-09	M17	170	
2007-09	M16	109	
2007-09	M15	106	
2007-09	M14	127	
2007-09	M13	148	
2007-09	M12	113	
2007-09	M11	118	
2007-09	M10	173	
2007-09	M09	171	
2007-09	M08	106	

As of 9/26/2011

2007-09	M07	109
2007-09	M06	121
2007-09	M05	96
2007-09	M04	119
2007-09	M03	126
2007-09	M02	103
2007-09	M01	106

New vehicle dealer licenses issued indicate new entities to regulate and audit to protect consumers' financially and mitigate risks related to unsafe vehicles.

Number **001684 - Number of Vehicle Dealer Licenses Issued by Month**



As of 9/26/2011

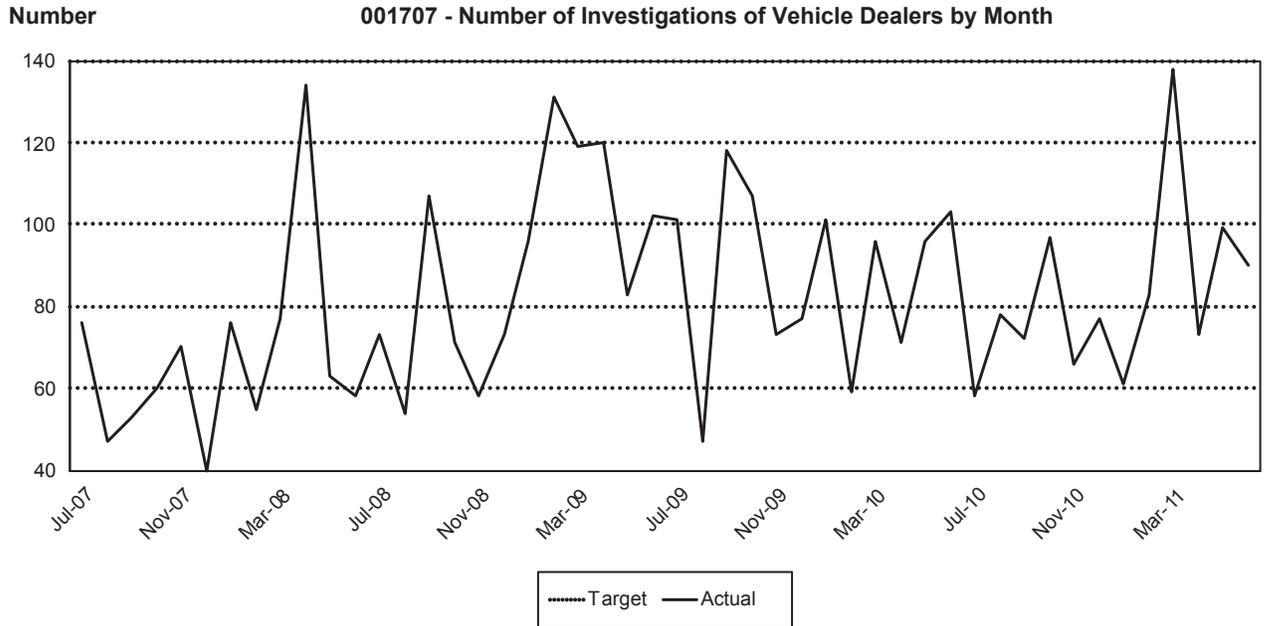
As of 9/26/2011

001707 - Number of Investigations of Vehicle Dealers by Month			
Biennium	Period	Actual	Target
2009-11	M24	90	
2009-11	M23	99	
2009-11	M22	73	
2009-11	M21	138	
2009-11	M20	83	
2009-11	M19	61	
2009-11	M18	77	
2009-11	M17	66	
2009-11	M16	97	
2009-11	M15	72	
2009-11	M14	78	
2009-11	M13	58	
2009-11	M12	103	
2009-11	M11	96	
2009-11	M10	71	
2009-11	M09	96	
2009-11	M08	59	
2009-11	M07	101	
2009-11	M06	77	
2009-11	M05	73	
2009-11	M04	107	
2009-11	M03	118	
2009-11	M02	47	
2009-11	M01	101	
2007-09	M24	102	
2007-09	M23	83	
2007-09	M22	120	
2007-09	M21	119	
2007-09	M20	131	
2007-09	M19	96	
2007-09	M18	73	
2007-09	M17	58	
2007-09	M16	71	
2007-09	M15	107	
2007-09	M14	54	
2007-09	M13	73	
2007-09	M12	58	
2007-09	M11	63	
2007-09	M10	134	
2007-09	M09	77	
2007-09	M08	55	

As of 9/26/2011

2007-09	M07	76
2007-09	M06	40
2007-09	M05	70
2007-09	M04	60
2007-09	M03	53
2007-09	M02	47
2007-09	M01	76

DOL investigates vehicle dealers to protect consumers from financial and vehicle safety risks.



As of 9/26/2011

As of 9/26/2011

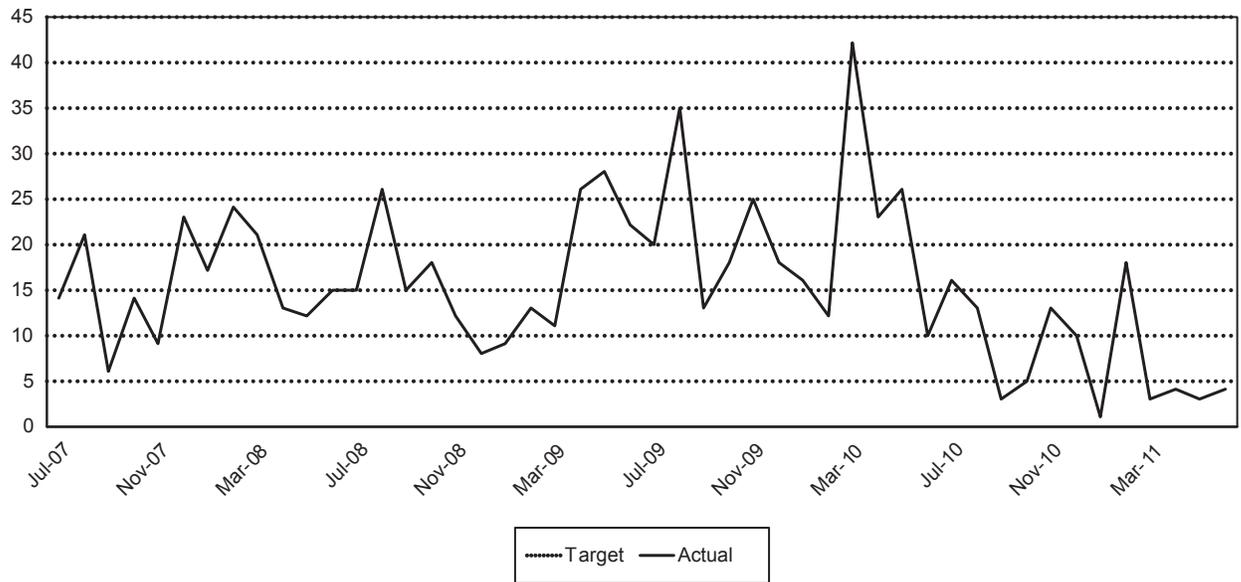
001722 - Number of Audits of Vehicle Dealers by Month			
Biennium	Period	Actual	Target
2009-11	M24	4	
2009-11	M23	3	
2009-11	M22	4	
2009-11	M21	3	
2009-11	M20	18	
2009-11	M19	1	
2009-11	M18	10	
2009-11	M17	13	
2009-11	M16	5	
2009-11	M15	3	
2009-11	M14	13	
2009-11	M13	16	
2009-11	M12	10	
2009-11	M11	26	
2009-11	M10	23	
2009-11	M09	42	
2009-11	M08	12	
2009-11	M07	16	
2009-11	M06	18	
2009-11	M05	25	
2009-11	M04	18	
2009-11	M03	13	
2009-11	M02	35	
2009-11	M01	20	
2007-09	M24	22	
2007-09	M23	28	
2007-09	M22	26	
2007-09	M21	11	
2007-09	M20	13	
2007-09	M19	9	
2007-09	M18	8	
2007-09	M17	12	
2007-09	M16	18	
2007-09	M15	15	
2007-09	M14	26	
2007-09	M13	15	
2007-09	M12	15	
2007-09	M11	12	
2007-09	M10	13	
2007-09	M09	21	
2007-09	M08	24	
2007-09	M07	17	

As of 9/26/2011

2007-09	M06	23
2007-09	M05	9
2007-09	M04	14
2007-09	M03	6
2007-09	M02	21
2007-09	M01	14

DOL audits vehicle dealers to protect consumers from financial and vehicle safety risks.

Number **001722 - Number of Audits of Vehicle Dealers by Month**



A021 Administration of Vehicle and Vessel Title and Registration Services

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

Statewide Strategy: Safeguard and manage public funds

Expected Results

As of 9/26/2011

Collect \$708 million for the Motor Vehicle Fund, \$33.4 million for the General Fund-State from vessel registration, which supports boating safety education and marine law enforcement programs, \$125.3 million in vehicle excise taxes for the Regional Transit Authority, and \$328 million for the Department of Revenue in use tax for the General Fund-State.

Sell personalized and special designation plates to raise funds for specified accounts and purposes. Document and record approximately 6 million registrations, including 600,000 mandatory license plate replacements, two million certificates of ownership (titles) for motor vehicles, and title and register over 2860,000 vessels annually. Provide the infrastructure, database, and processing system that calculates fees and reports revenue, inventory, and training and technical assistance functions so that these businesses and organizations can provide services. Collect a \$15 fee for the National Crime Information Center stolen vehicle check or and a \$50 Washington State Patrol (WSP) inspection fee. Sell 82,000 (original and renewal) personalized plates annually. Issue 108,000 license plates with special designations for universities, the Mariners, and others, collecting and depositing the funds for the identified organizations. Provide a wide variety of online services through Internet Payment Option services, enabling 24/7 customer convenience. Streamline the reporting process for insurance companies and tow truck operators by providing an online option to meet mandated reporting requirements. Enable 7,700 Internet users per month to access forms online. Notify vehicle owners when license plate replacement is required to ensure plate readability. Partner with the WSP to ensure that VIN (Vehicle Identification Number) inspection requirements are met when titling a vehicle that has been reported as a total loss or destroyed.

As of 9/26/2011

As of 9/26/2011

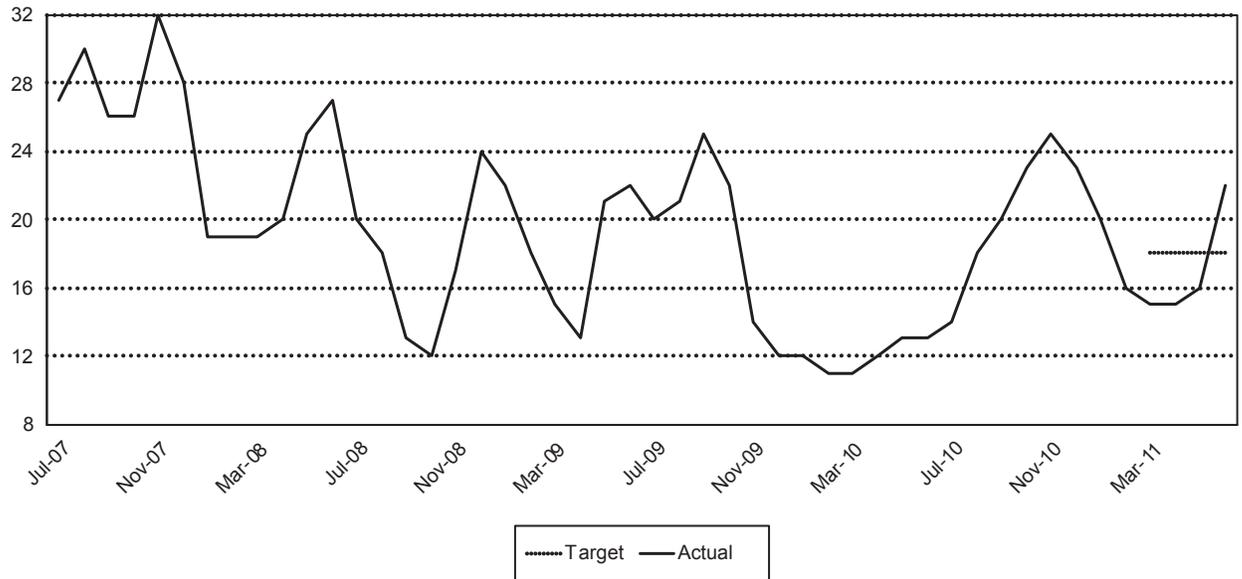
001676 - Number of Days to Process Vehicle Titles by Month			
Biennium	Period	Actual	Target
2009-11	M24	22	18
2009-11	M23	16	18
2009-11	M22	15	18
2009-11	M21	15	18
2009-11	M20	16	
2009-11	M19	20	
2009-11	M18	23	
2009-11	M17	25	
2009-11	M16	23	
2009-11	M15	20	
2009-11	M14	18	
2009-11	M13	14	
2009-11	M12	13	
2009-11	M11	13	
2009-11	M10	12	
2009-11	M09	11	
2009-11	M08	11	
2009-11	M07	12	
2009-11	M06	12	
2009-11	M05	14	
2009-11	M04	22	
2009-11	M03	25	
2009-11	M02	21	
2009-11	M01	20	
2007-09	M24	22	
2007-09	M23	21	
2007-09	M22	13	
2007-09	M21	15	
2007-09	M20	18	
2007-09	M19	22	
2007-09	M18	24	
2007-09	M17	17	
2007-09	M16	12	
2007-09	M15	13	
2007-09	M14	18	
2007-09	M13	20	
2007-09	M12	27	
2007-09	M11	25	
2007-09	M10	20	
2007-09	M09	19	
2007-09	M08	19	

As of 9/26/2011

2007-09	M07	19
2007-09	M06	28
2007-09	M05	32
2007-09	M04	26
2007-09	M03	26
2007-09	M02	30
2007-09	M01	27

Vehicle title processing time is a measure of customer service to buyers, sellers, lenders, law enforcement, and others relying on timely accurate records.

Number **001676 - Number of Days to Process Vehicle Titles by Month**



As of 9/26/2011

As of 9/26/2011

001715 - Number of Vehicle and Vessel Registration Transactions by Month (new, renewal tabs, and other)			
Biennium	Period	Actual	Target
2009-11	M24	797,480	
2009-11	M23	711,766	
2009-11	M22	641,953	
2009-11	M21	637,424	
2009-11	M20	495,007	
2009-11	M19	496,033	
2009-11	M18	474,607	
2009-11	M17	464,258	
2009-11	M16	541,930	
2009-11	M15	613,026	
2009-11	M14	649,552	
2009-11	M13	735,995	
2009-11	M12	759,061	
2009-11	M11	688,042	
2009-11	M10	652,382	
2009-11	M09	650,688	
2009-11	M08	465,170	
2009-11	M07	465,211	
2009-11	M06	543,747	
2009-11	M05	443,444	
2009-11	M04	512,169	
2009-11	M03	538,249	
2009-11	M02	576,365	
2009-11	M01	698,941	
2007-09	M24	804,894	
2007-09	M23	700,693	
2007-09	M22	692,658	
2007-09	M21	629,137	
2007-09	M20	483,880	
2007-09	M19	511,341	
2007-09	M18	507,488	
2007-09	M17	400,212	
2007-09	M16	547,675	
2007-09	M15	552,954	
2007-09	M14	629,035	
2007-09	M13	709,429	
2007-09	M12	703,648	
2007-09	M11	740,174	
2007-09	M10	708,087	
2007-09	M09	607,078	
2007-09	M08	536,409	

As of 9/26/2011

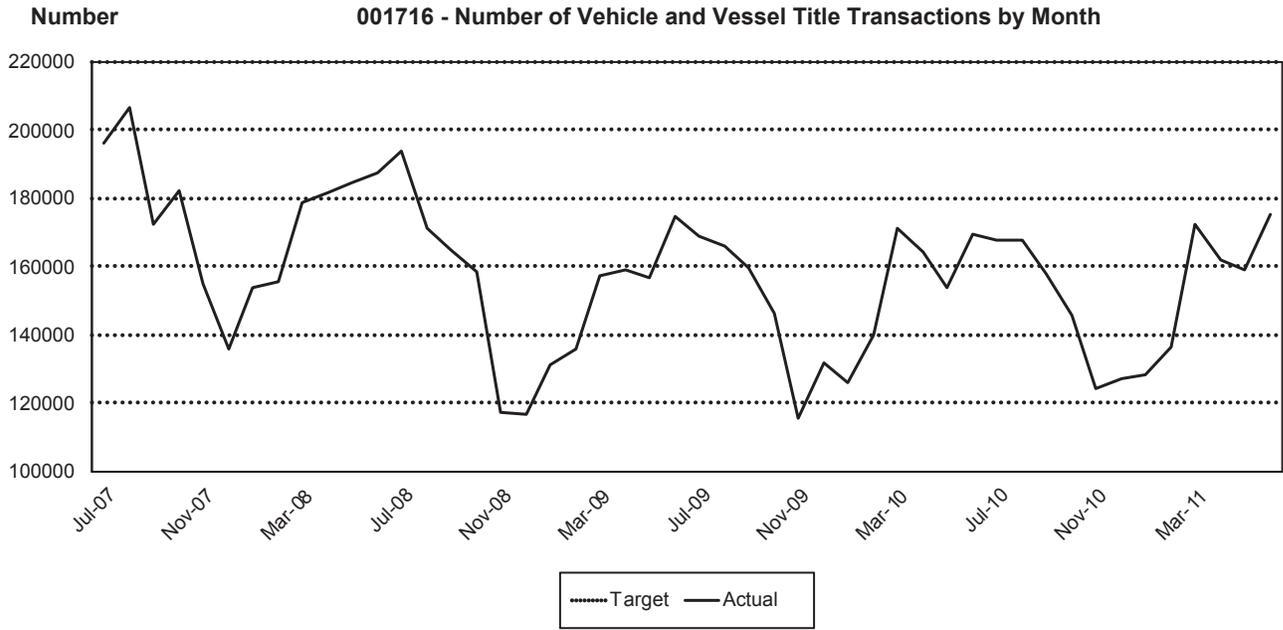
As of 9/26/2011

001716 - Number of Vehicle and Vessel Title Transactions by Month (new, transfers, and other)			
Biennium	Period	Actual	Target
2009-11	M24	175,004	
2009-11	M23	159,142	
2009-11	M22	162,003	
2009-11	M21	171,985	
2009-11	M20	136,275	
2009-11	M19	128,440	
2009-11	M18	127,277	
2009-11	M17	123,949	
2009-11	M16	145,735	
2009-11	M15	157,905	
2009-11	M14	167,453	
2009-11	M13	167,753	
2009-11	M12	169,266	
2009-11	M11	153,599	
2009-11	M10	163,925	
2009-11	M09	171,314	
2009-11	M08	139,879	
2009-11	M07	125,959	
2009-11	M06	131,421	
2009-11	M05	115,280	
2009-11	M04	146,173	
2009-11	M03	159,696	
2009-11	M02	165,687	
2009-11	M01	168,637	
2007-09	M24	174,552	
2007-09	M23	156,666	
2007-09	M22	158,647	
2007-09	M21	156,886	
2007-09	M20	135,688	
2007-09	M19	130,997	
2007-09	M18	116,442	
2007-09	M17	117,132	
2007-09	M16	158,481	
2007-09	M15	164,717	
2007-09	M14	171,324	
2007-09	M13	193,796	
2007-09	M12	187,172	
2007-09	M11	184,661	
2007-09	M10	181,458	
2007-09	M09	178,677	
2007-09	M08	155,566	

As of 9/26/2011

2007-09	M07	153,785
2007-09	M06	135,460
2007-09	M05	154,876
2007-09	M04	181,922
2007-09	M03	172,524
2007-09	M02	206,707
2007-09	M01	196,225

DOL issues and records vehicle and vessel title transactions to support buyers and sellers, consumer safety, law enforcement, and generate state revenue, through county agents and sub-agents. DOL conducts regulatory functions.



As of 9/26/2011

001723 - Dollars of Revenue Collected from Vehicle and Vessel Transactions by Fiscal Year			
Biennium	Period	Actual	Target
2009-11	A1	\$790,571,372	
2007-09	A2	\$787,626,885	
2007-09	A1	\$908,059,042	
2005-07	A2	\$819,572,259	
2005-07	A1	\$806,615,249	

DOL collects vehicle and vessel services fees of over \$822 million per year, to fund Washington's transportation budget and other activities.

