

As of 11/8/2010

Coordinate government efforts to improve the effectiveness of economic investments

A019 Retired Senior Volunteer Program

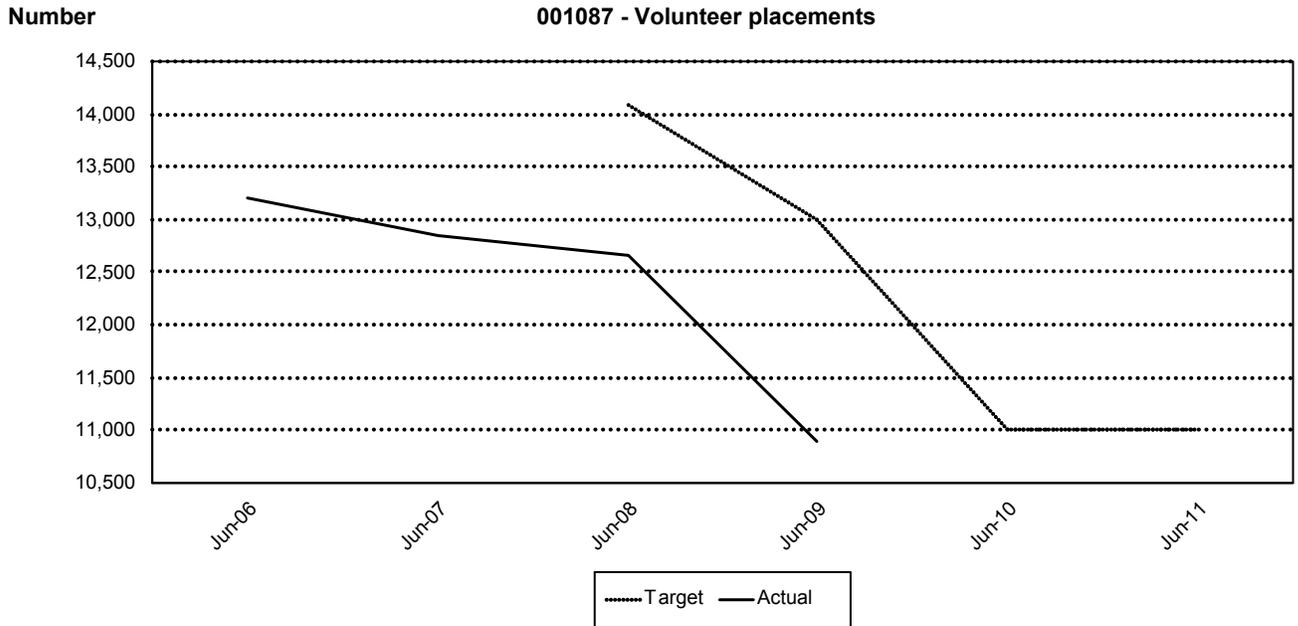
Agency: 103 - Department of Commerce

Expected Results

001087 - Number of volunteer placements.			
Biennium	Period	Actual	Target
2009-11	A2		11,000
2009-11	A1		11,000
2007-09	A2	10,897	13,000
2007-09	A1	12,651	14,091
2005-07	A2	12,841	
2005-07	A1	13,213	

Date Measured: 6/30/2007

Comment: Estimates were not established at this time.



A049 State Energy Policy

Agency: 103 - Department of Commerce

Expected Results

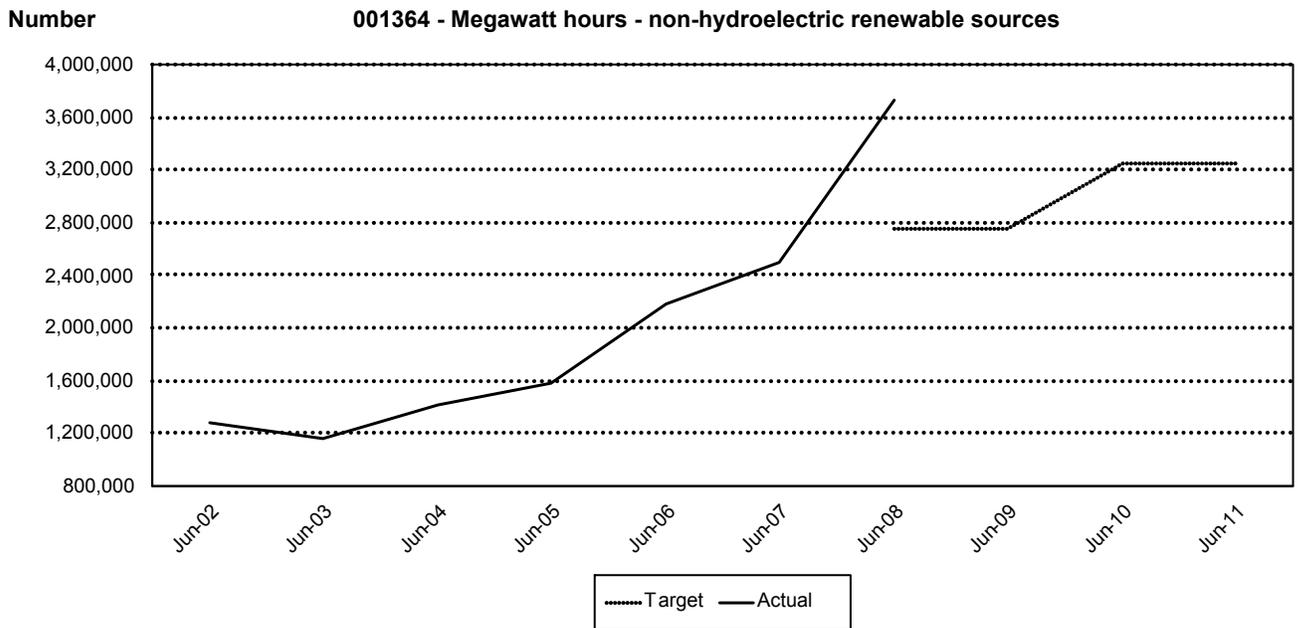
As of 11/8/2010

The state is fully informed of significant national and regional energy issues, and state policy positions are well articulated. The Governor, Legislature, and other state agencies have timely and relevant energy information available. State Energy Strategy (SES) policy directions are implemented. EPD produces statutorily required fuel mix disclosure and green power reports with input from stakeholders. State policy interests (affordable BPA rates, utility integrated resource planning, opposition to FERC standard market design, biofuels development, etc.) are fully represented in energy policy forums and deliberations. Work with the Washington Emergency Management Division, the energy industry, the Governor's Office, and the U.S. Department of Energy to gather and provide information, plan, and coordinate responses for energy emergencies and energy security.

001364 - Increase the amount of the state's electricity generated by non-hydroelectric renewable energy sources (total production in megawatt-hours of energy).			
Biennium	Period	Actual	Target
2009-11	A2		3,253,263
2009-11	A1		3,253,263
2007-09	A2		2,752,761
2007-09	A1	3,731,000	2,752,761
2005-07	A2	2,502,510	
2005-07	A1	2,180,722	

Date Measured: 6/30/2011

Comment: 1020 data will be available January 2012.



A104 Growth Management

Agency: 103 - Department of Commerce

Expected Results

As of 11/8/2010

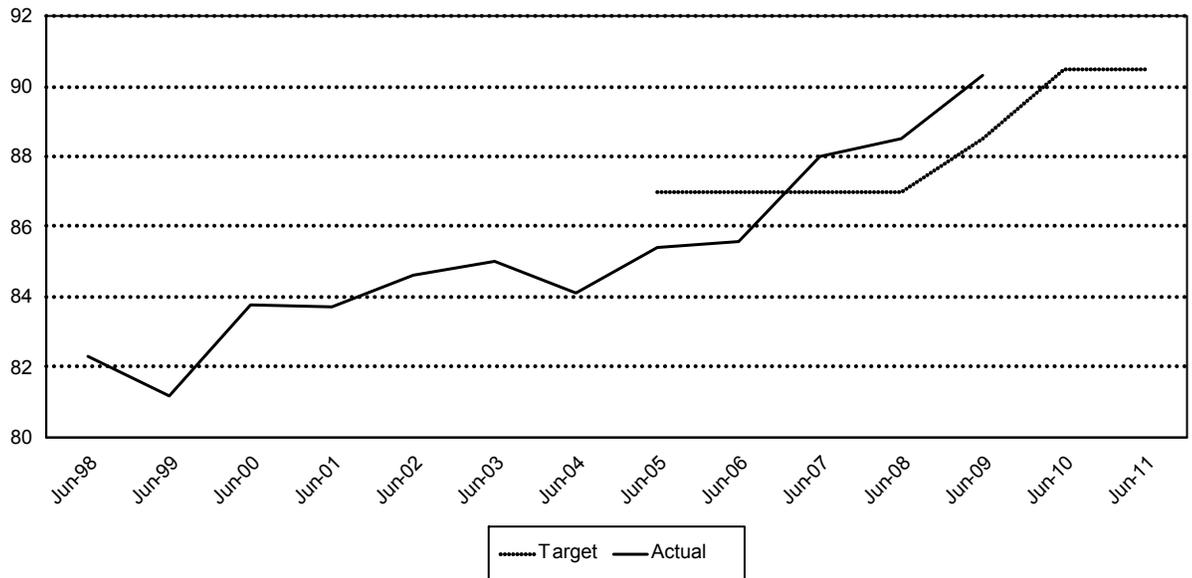
001185 - Percentage of development occurring within urban areas of the six most populated counties in Western Washington - Pierce, King, Kitsap, Snohomish, Thurston, Clark.			
Biennium	Period	Actual	Target
2009-11	A2		90.5%
2009-11	A1		90.5%
2007-09	A2	90.3%	88.5%
2007-09	A1	88.5%	87%
2005-07	A2	88%	87%
2005-07	A1	85.6%	87%

Date Measured: 6/30/2009

Comment: CY 2008 Data

Percent

001185 - Urban Growth Areas

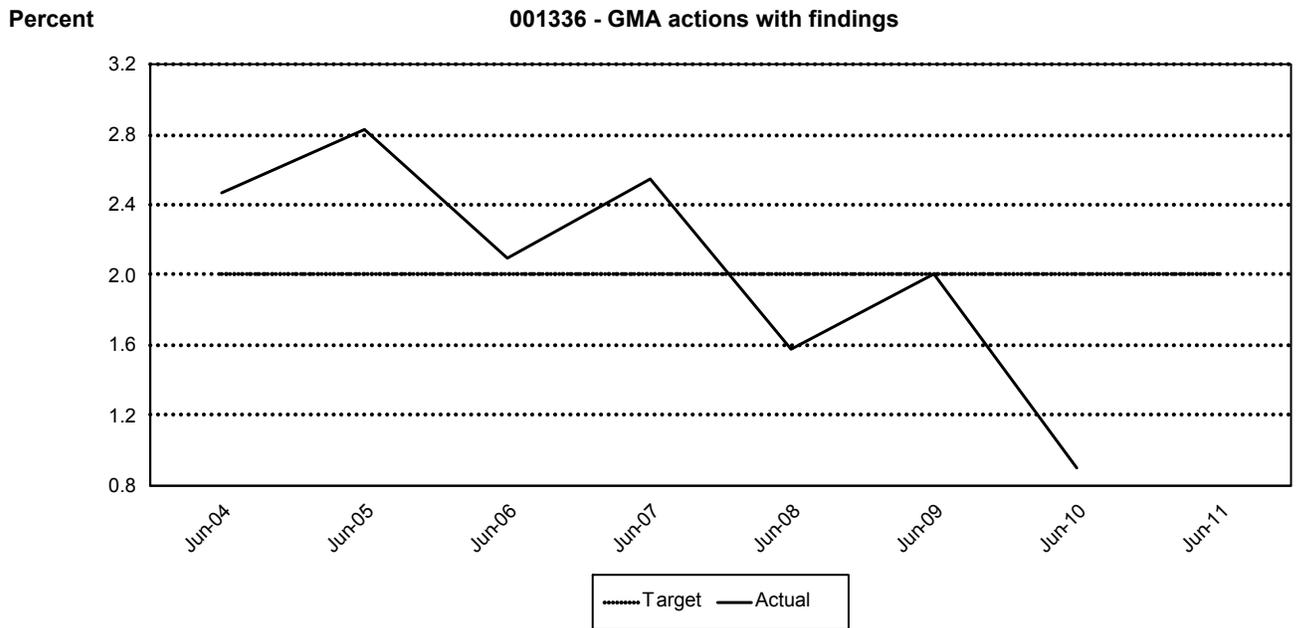


As of 11/8/2010

001336 - Percent of City/County actions not complying with Growth Management Act.			
Biennium	Period	Actual	Target
2009-11	A2		2%
2009-11	A1	0.9%	2%
2007-09	A2	2%	2%
2007-09	A1	1.58%	2%
2005-07	A2	2.55%	2%
2005-07	A1	2.09%	2%

Date Measured: 6/30/2010

Comment: 2008 Data (13 of 1375 GMA actions delivered to Commerce).



A180 American Recovery Act Funding

Agency: 103 - Department of Commerce

Expected Results

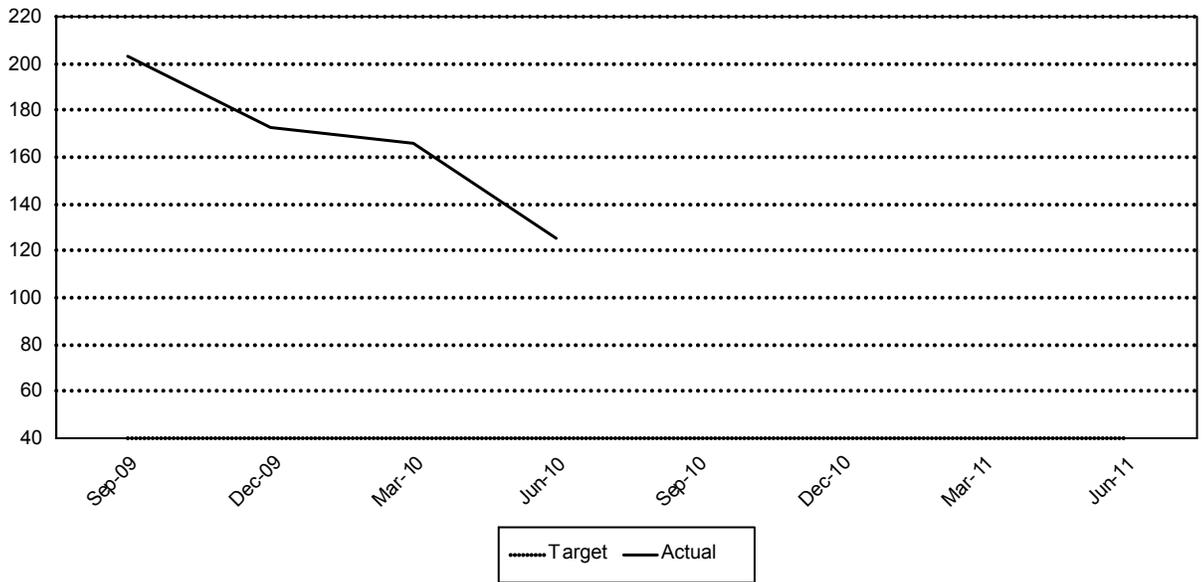
To be developed.

As of 11/8/2010

001111 - Number of new victims served by recovery act positions.			
Biennium	Period	Actual	Target
2009-11	Q8		40
2009-11	Q7		40
2009-11	Q6		40
2009-11	Q5		40
2009-11	Q4	125	40
2009-11	Q3	166	40
2009-11	Q2	173	40
2009-11	Q1	203	40

Number

001111 - ARRA (VOCA) victims served

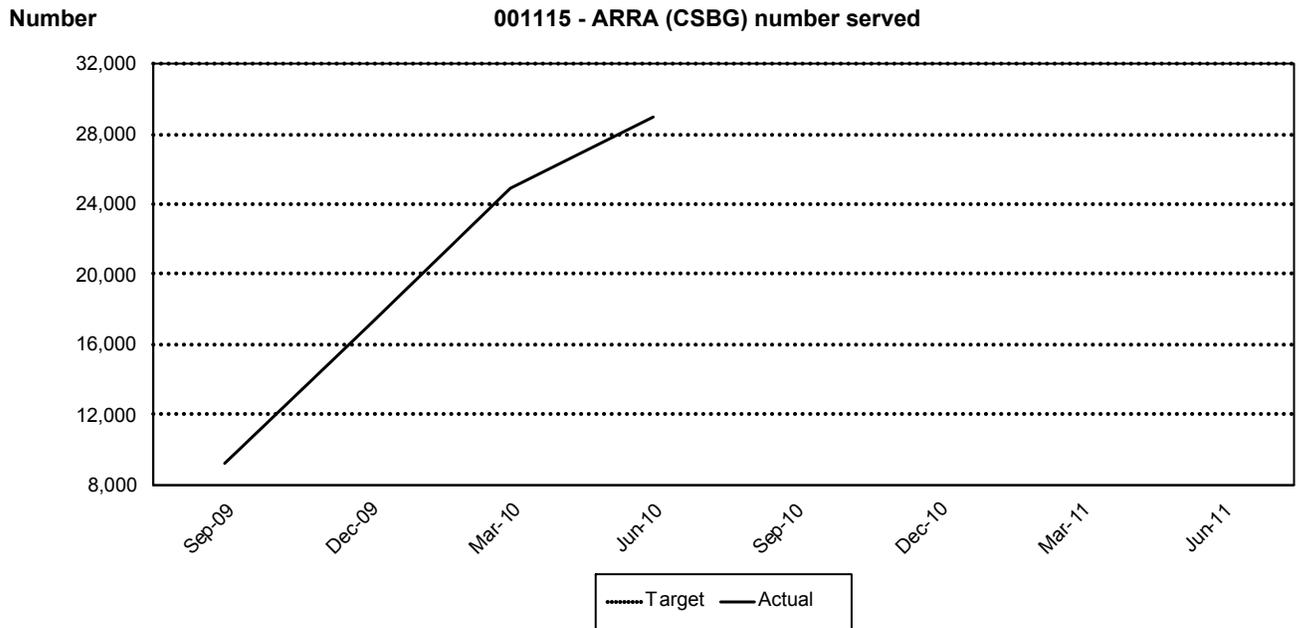


As of 11/8/2010

001115 - Number of individuals served with CSBG ARRA funds.			
Biennium	Period	Actual	Target
2009-11	Q4	28,924	
2009-11	Q3	24,886	
2009-11	Q2	17,025	
2009-11	Q1	9,243	

Date Measured: 12/31/2009

Comment: Does not include one agency and some programs, such as tax preparation svcs. have not yet begun.

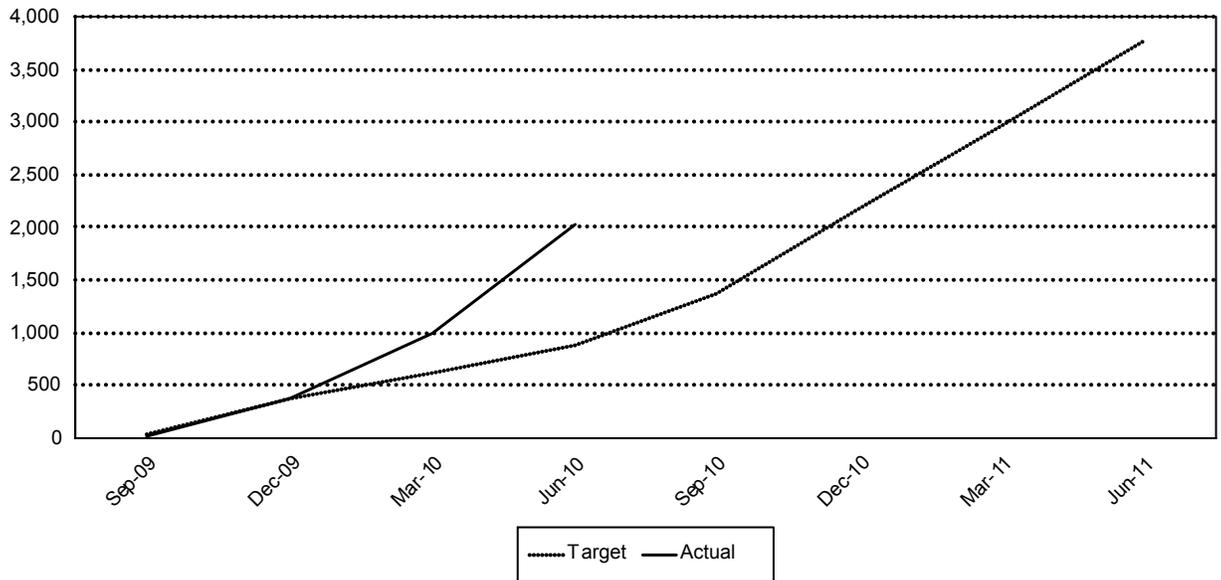


As of 11/8/2010

001252 - Number of households provided with assistance (cumulative)			
Biennium	Period	Actual	Target
2009-11	Q8		3,776
2009-11	Q7		2,976
2009-11	Q6		2,176
2009-11	Q5		1,376
2009-11	Q4	2,019	876
2009-11	Q3	1,004	626
2009-11	Q2	384	376
2009-11	Q1	17	31

Number

001252 - ARRA (HPRP) assistance



As of 11/8/2010

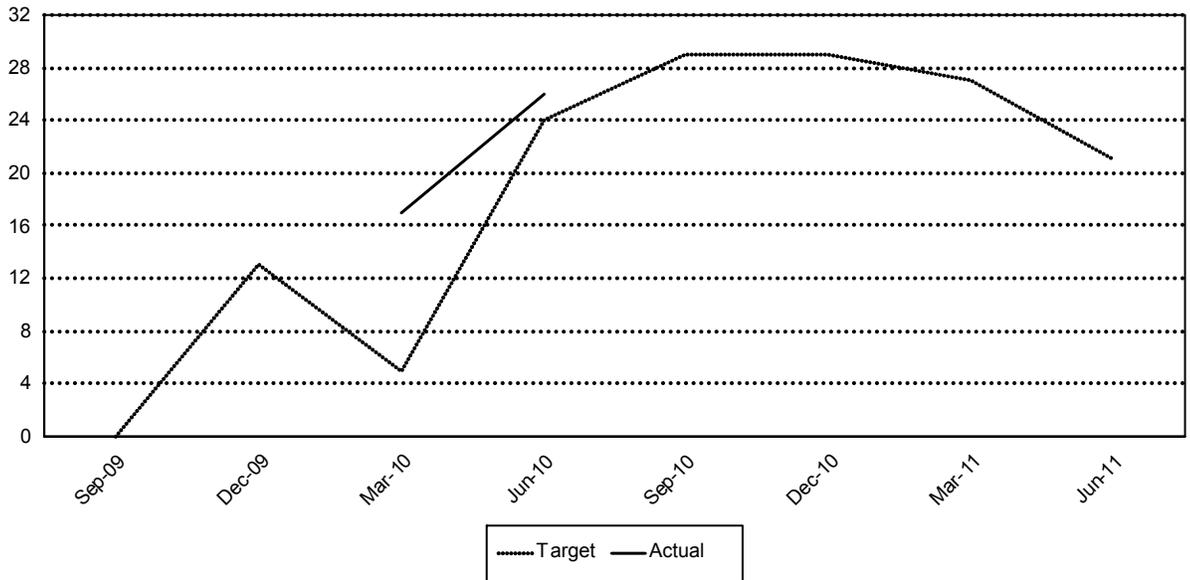
001253 - Number of units preserved through lead-hazard remediation.			
Biennium	Period	Actual	Target
2009-11	Q8		21
2009-11	Q7		27
2009-11	Q6		29
2009-11	Q5		29
2009-11	Q4	26	24
2009-11	Q3	17	5
2009-11	Q2		13
2009-11	Q1		0

Date Measured: 3/31/2010

Comment: Production is underway with 54 units in process.

Number

001253 - ARRA (Lead-Hazard Remediation) units

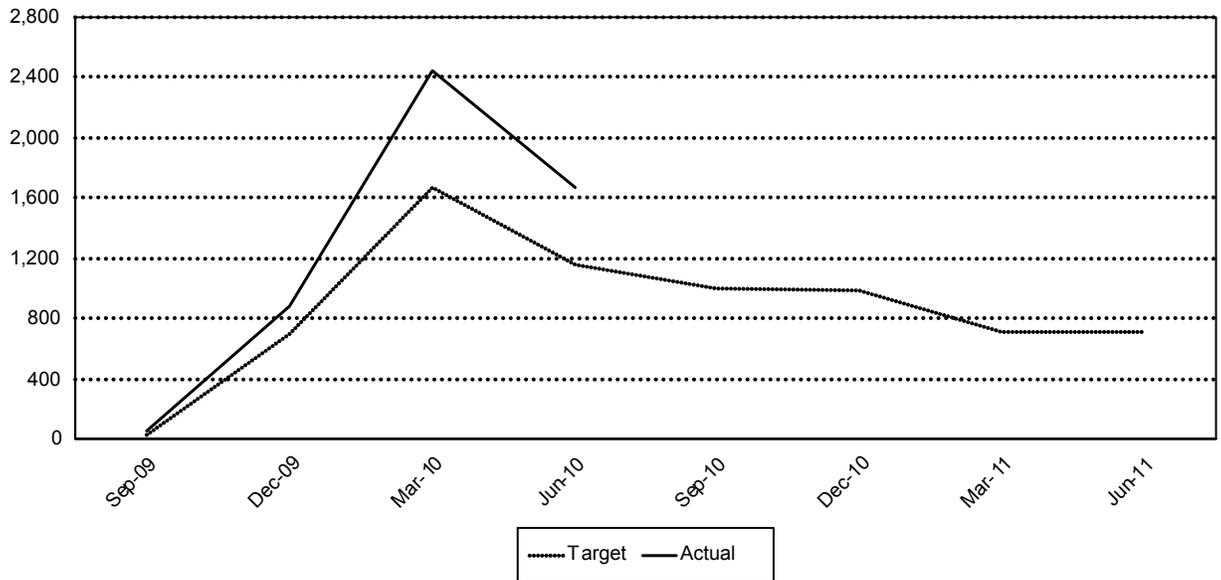


As of 11/8/2010

001254 - Number of units preserved			
Biennium	Period	Actual	Target
2009-11	Q8		704
2009-11	Q7		704
2009-11	Q6		982
2009-11	Q5		1,000
2009-11	Q4	1,674	1,150
2009-11	Q3	2,448	1,670.1
2009-11	Q2	874	700
2009-11	Q1	47	30

Number

001254 - ARRA (Weatherization) units



As of 11/8/2010

001324 - Number of drug trafficking organizations disrupted/dismantled in counties served by Commerce funded programs.			
Biennium	Period	Actual	Target
2009-11	Q8		17
2009-11	Q7		17
2009-11	Q6		17
2009-11	Q5		17
2009-11	Q4	21	
2009-11	Q3	24	
2009-11	Q2	24	
2009-11	Q1	17	
2007-09	Q8	17	
2007-09	Q7	39	
2007-09	Q6	62	
2007-09	Q5	88	
2007-09	Q4	109	
2007-09	Q3	113	
2007-09	Q2	98	
2007-09	Q1	87	
2005-07	Q8	94	
2005-07	Q7	94	
2005-07	Q6	95	
2005-07	Q5	90	

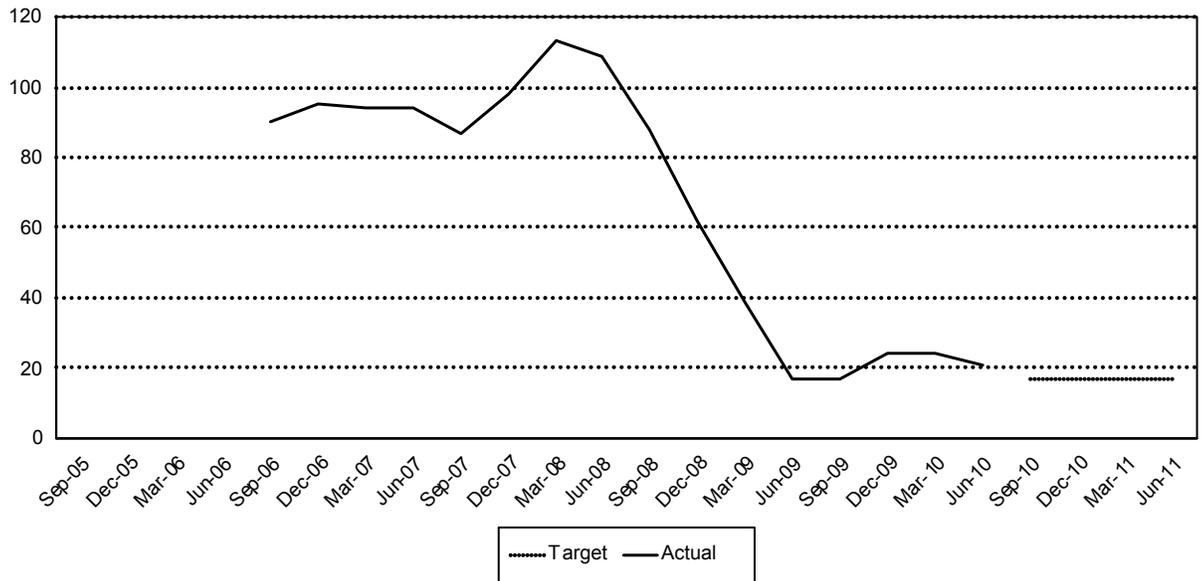
Date Measured: 9/30/2009

Comment: FY 10 Q1 - Jurisdictions are beginning to receive ARRA funds, which result in rehiring or adding personnel for this program.

As of 11/8/2010

Number

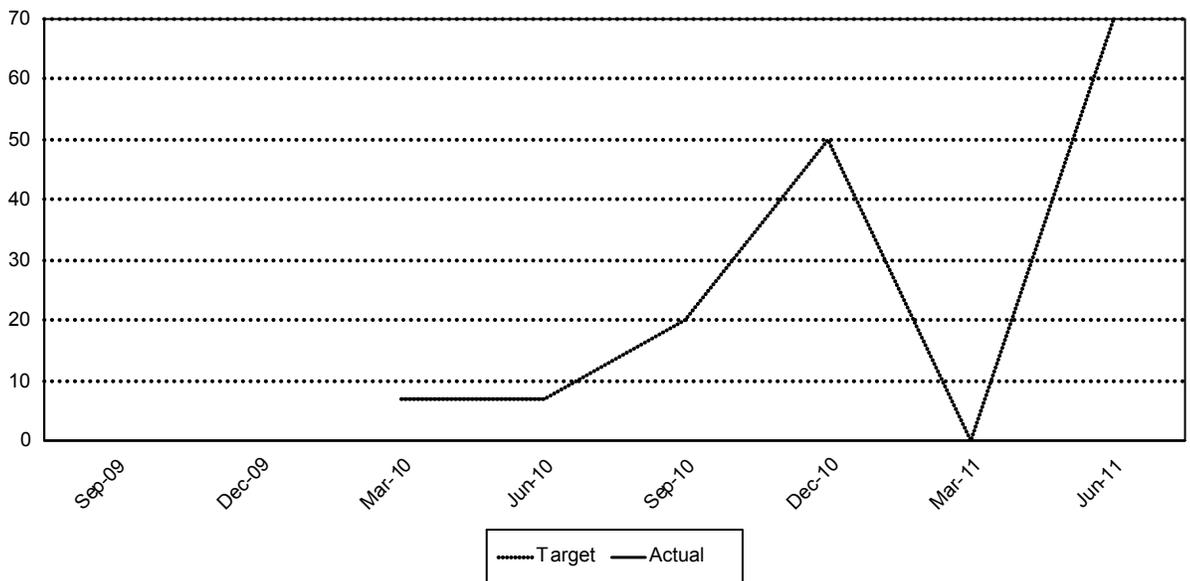
001324 - Drug trafficking organizations disrupted



001367 - Number of people trained			
Biennium	Period	Actual	Target
2009-11	Q8		70
2009-11	Q7		0
2009-11	Q6		50
2009-11	Q5		20
2009-11	Q4	7	7
2009-11	Q3	7	7

Number

001367 - ARRA (EAP) training

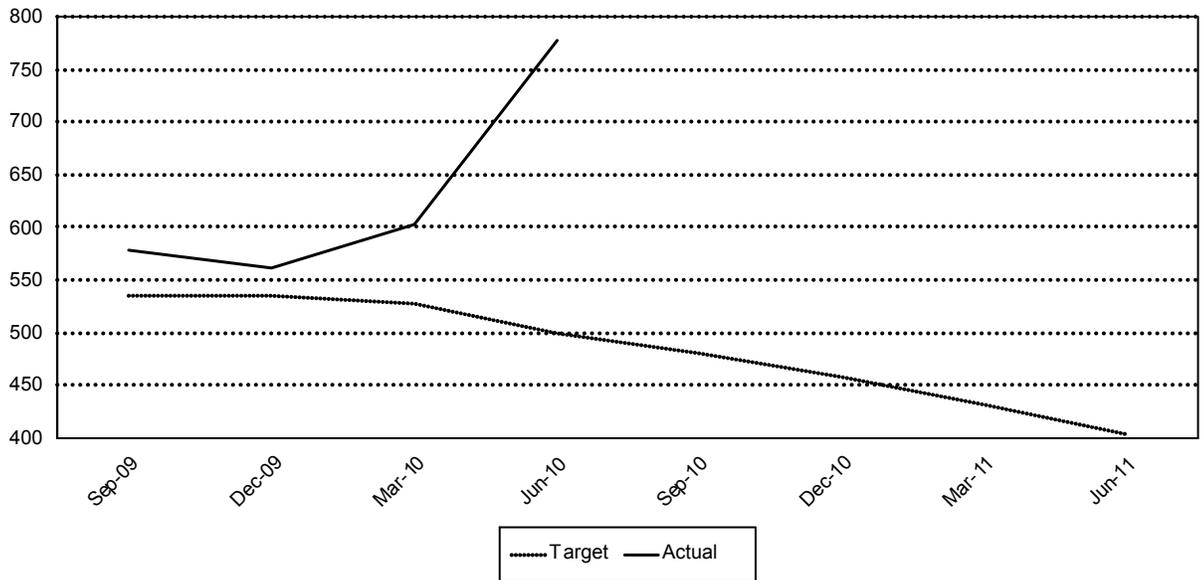


As of 11/8/2010

001633 - Number of individuals served with STOP Violence Against Women ARRA funds.			
Biennium	Period	Actual	Target
2009-11	Q8		404
2009-11	Q7		432
2009-11	Q6		459
2009-11	Q5		481
2009-11	Q4	778	500
2009-11	Q3	603	528
2009-11	Q2	561	535
2009-11	Q1	578	535

Number

001633 - ARRA (STOP) individuals served

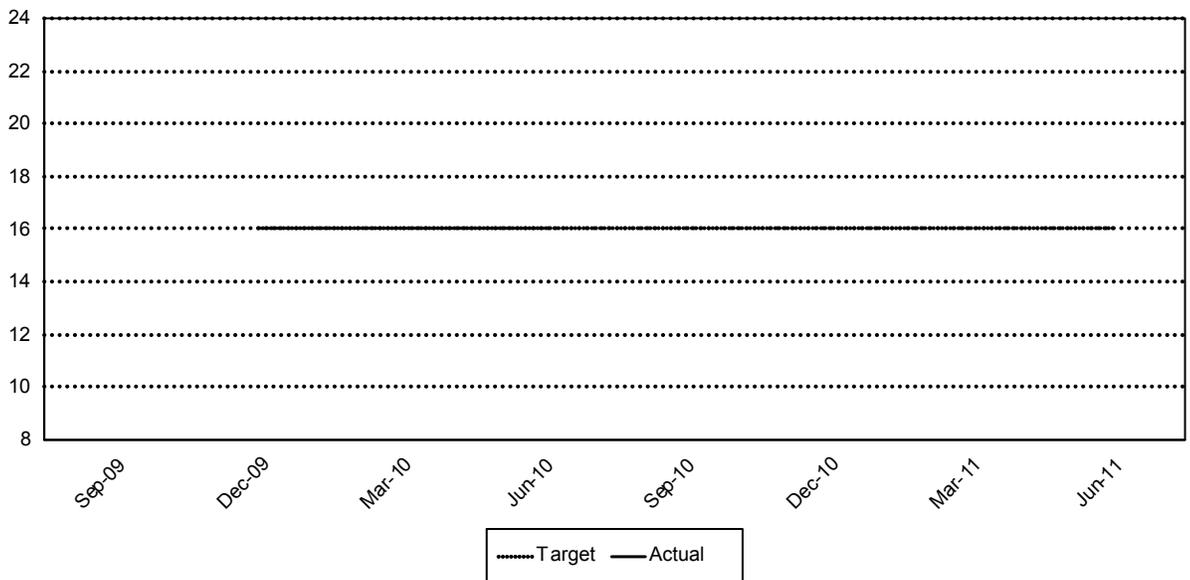


As of 11/8/2010

001634 - Number of ARRA-funded communities with reductions in gang-related crimes.			
Biennium	Period	Actual	Target
2009-11	Q8		16
2009-11	Q7		16
2009-11	Q6		16
2009-11	Q5		16
2009-11	Q4	16	16
2009-11	Q3	16	16
2009-11	Q2	16	16

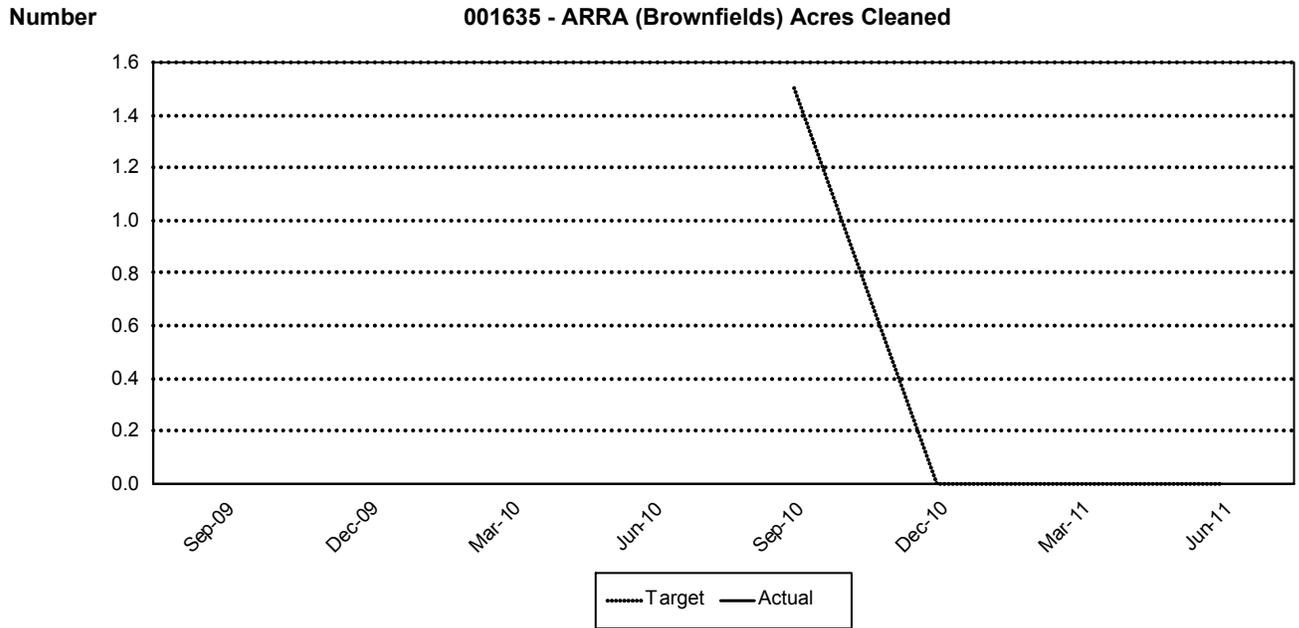
Number

001634 - ARRA (JAG) gang-related crimes



As of 11/8/2010

001635 - Number of Acres of Brownfields Cleaned Up			
Biennium	Period	Actual	Target
2009-11	Q8		0
2009-11	Q7		0
2009-11	Q6		0
2009-11	Q5		1.5
2009-11	Q4	0.5	



A181 HERA - Neighborhood Stabilization Program Housing and Economic Revitalization Act

Agency: 103 - Department of Commerce

Expected Results

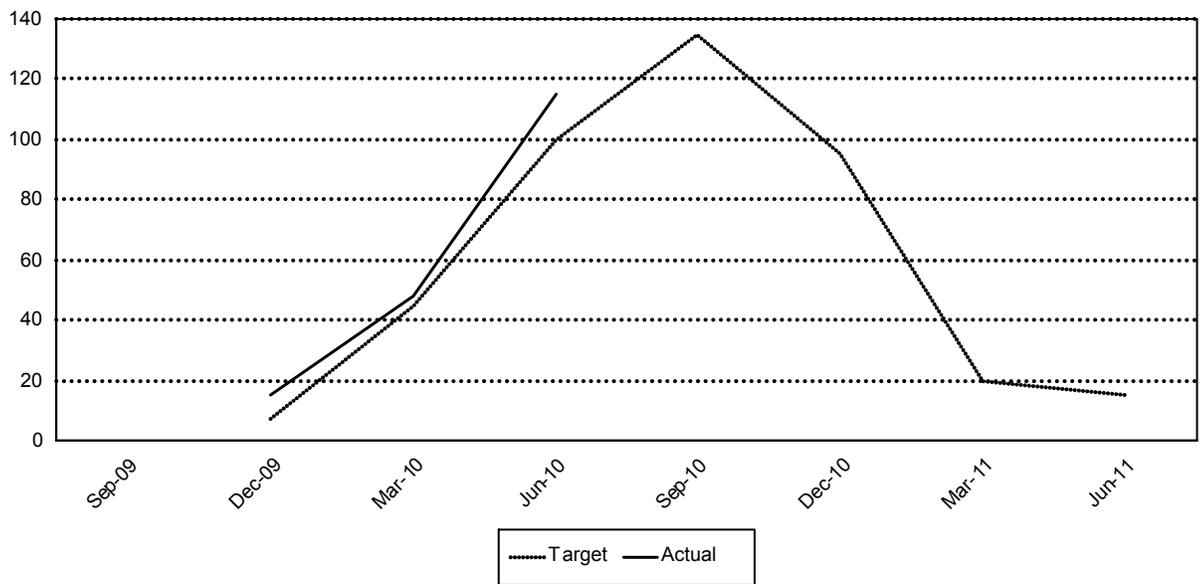
To be developed.

As of 11/8/2010

001338 - Number of foreclosed properties recovered			
Biennium	Period	Actual	Target
2009-11	Q8		15
2009-11	Q7		20
2009-11	Q6		95
2009-11	Q5		135
2009-11	Q4	115	100
2009-11	Q3	48	45
2009-11	Q2	15	7

Number

001338 - Foreclosed properties recovered



A002 Agency Support

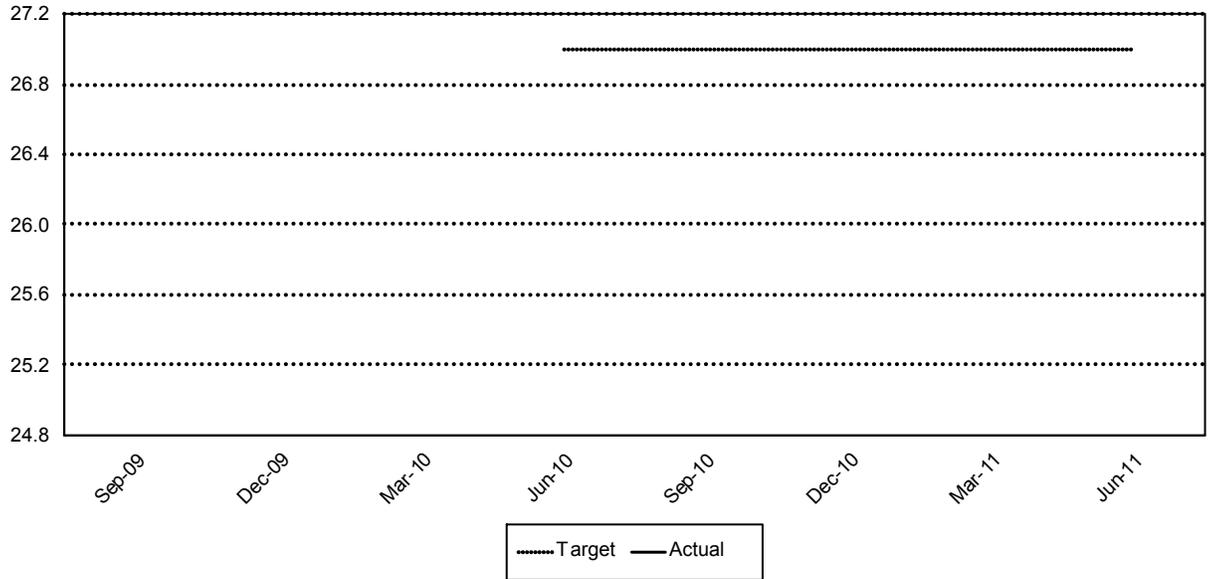
Agency: 147 - Off of Minority & Women's Business

Expected Results

As of 11/8/2010

000579 - Number of State Agencies who have developed Supplier Diversity Plans			
Biennium	Period	Actual	Target
2009-11	Q8		27
2009-11	Q4	25	27

Number 000579 - Number of State Agencies who have developed Supplier Diversity Plans

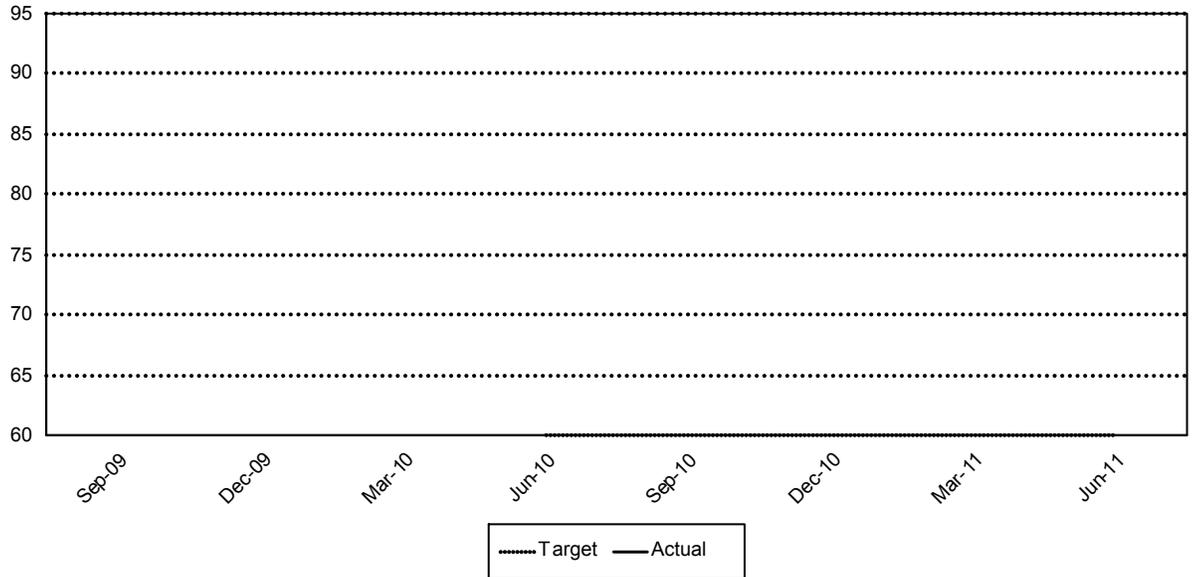


As of 11/8/2010

000580 - Percentage of State Agencies with current Supplier Diversity Plans (reviewed and accepted by OMWBE).			
Biennium	Period	Actual	Target
2009-11	Q8		60%
2009-11	Q4	93%	60%

Percent

000580 - Percentage of State Agencies with current plans

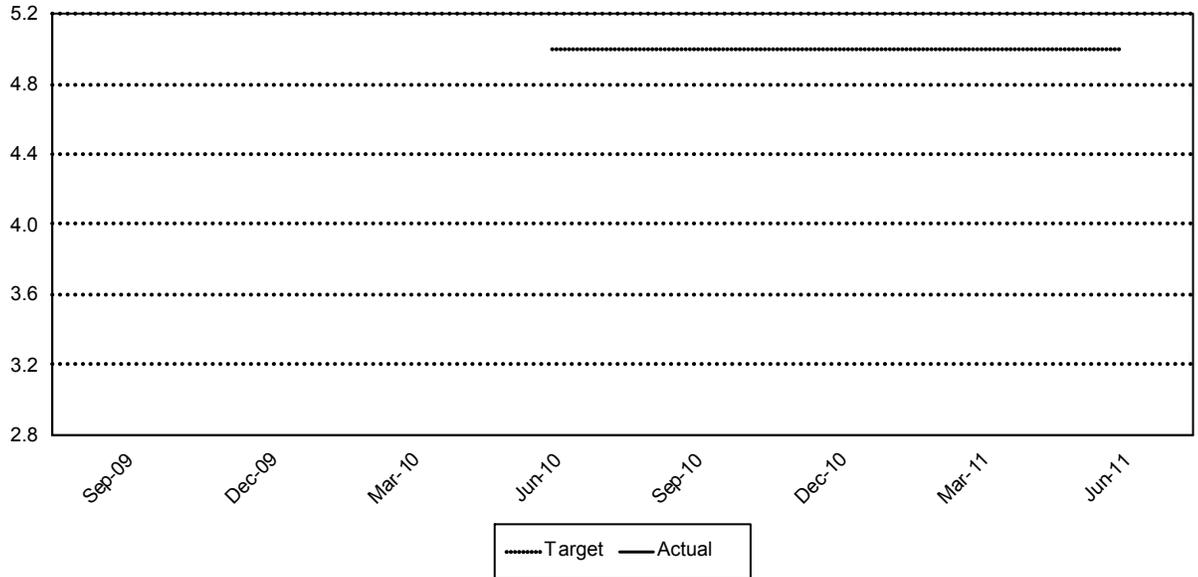


As of 11/8/2010

000585 - Percentage of contract procurement dollars state agencies and institutions spend with certified minority and women business enterprise firms.			
Biennium	Period	Actual	Target
2009-11	Q8		5%
2009-11	Q4	3.12%	5%

Percent

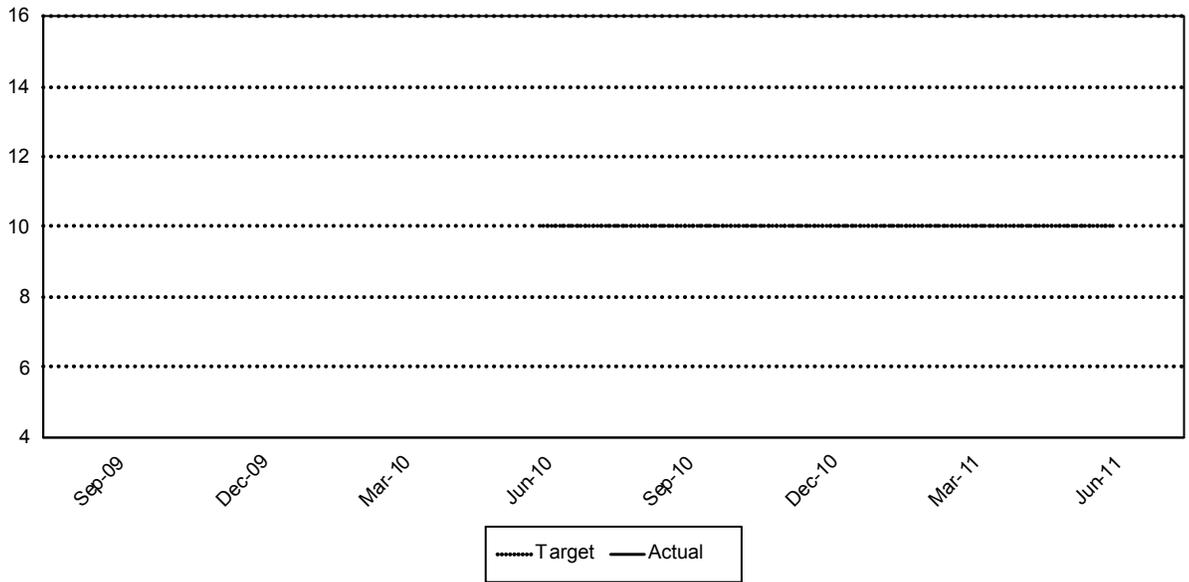
000585 - Percentage of contract procurement dollars



As of 11/8/2010

000586 - Number of certified minority and women business enterprise firms doing business with state agencies.			
Biennium	Period	Actual	Target
2009-11	Q8		10%
2009-11	Q4	10%	10%

Percent 000586 - Number of certified minority and women business enterprise firms doing business with state agencies



A004 Minority and Women Business Development

Agency: 147 - Off of Minority & Women's Business

Expected Results

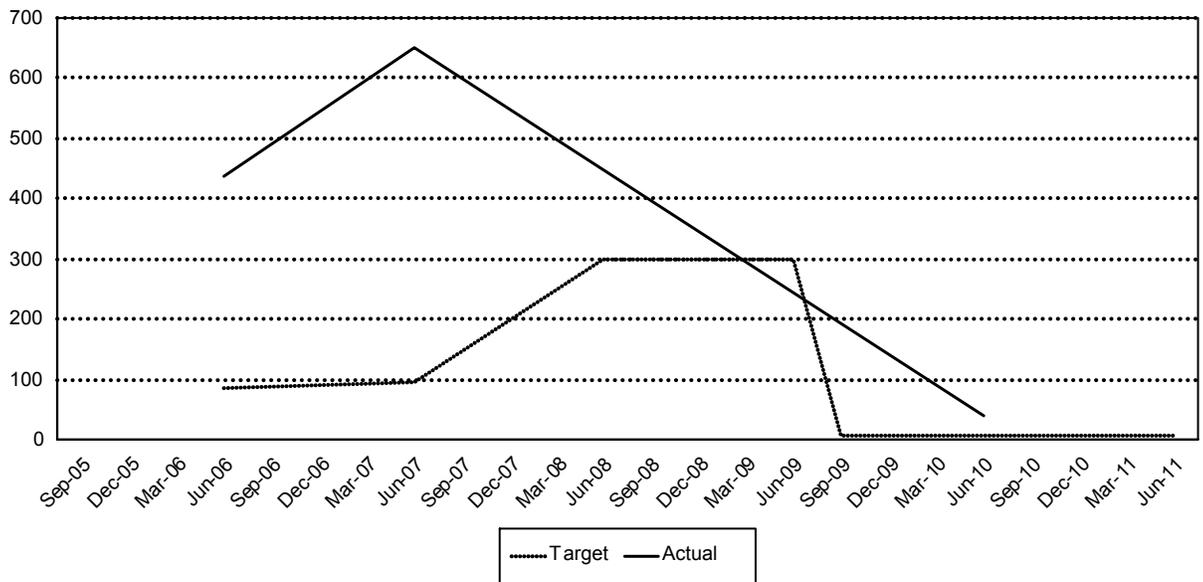
As of 11/8/2010

000625 - Percentage of certified minority and women's business enterprise firms registered in Washington's Electronic Business Solutions (WEBS).			
Biennium	Period	Actual	Target
2009-11	Q8		5%
2009-11	Q7		5%
2009-11	Q6		5%
2009-11	Q5		5%
2009-11	Q4	39.8%	5%
2009-11	Q3		5%
2009-11	Q2		5%
2009-11	Q1		5%
2007-09	Q8		300%
2007-09	Q4		300%
2005-07	Q8	651%	95%
2005-07	Q4	438%	85%

Date Measured: 6/30/2010

Comment: 979 of 2461 available OMWBE certified firms

Percent 000625 - Percentage of certified minority and women's businesses registered in WEBS



Develop markets by promoting Washington products and services

A011 Fruit and Vegetable Inspection

Agency: 495 - Department of Agriculture

Expected Results

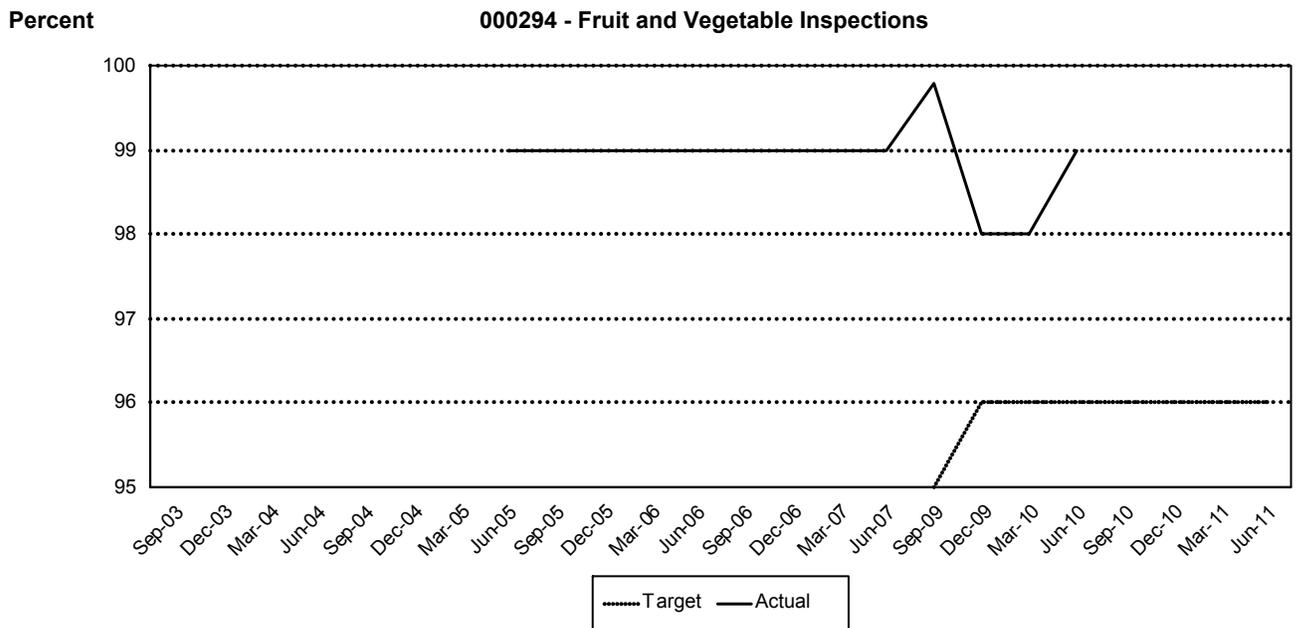
95 percent of challenged inspection results are upheld by the U.S.D.A.

As of 11/8/2010

000294 - Percent of challenged inspection results upheld by USDA.			
Biennium	Period	Actual	Target
2009-11	Q8		96%
2009-11	Q7		96%
2009-11	Q6		96%
2009-11	Q5		96%
2009-11	Q4	99%	96%
2009-11	Q3	98%	96%
2009-11	Q2	98%	96%
2009-11	Q1	99.8%	95%
2005-07	Q8	99%	
2005-07	Q4	99%	

Date Measured: 6/30/2010

Comment: 9 of 1,495 were initially not upheld by USDA



A012 Grain Inspection

Agency: 495 - Department of Agriculture

Expected Results

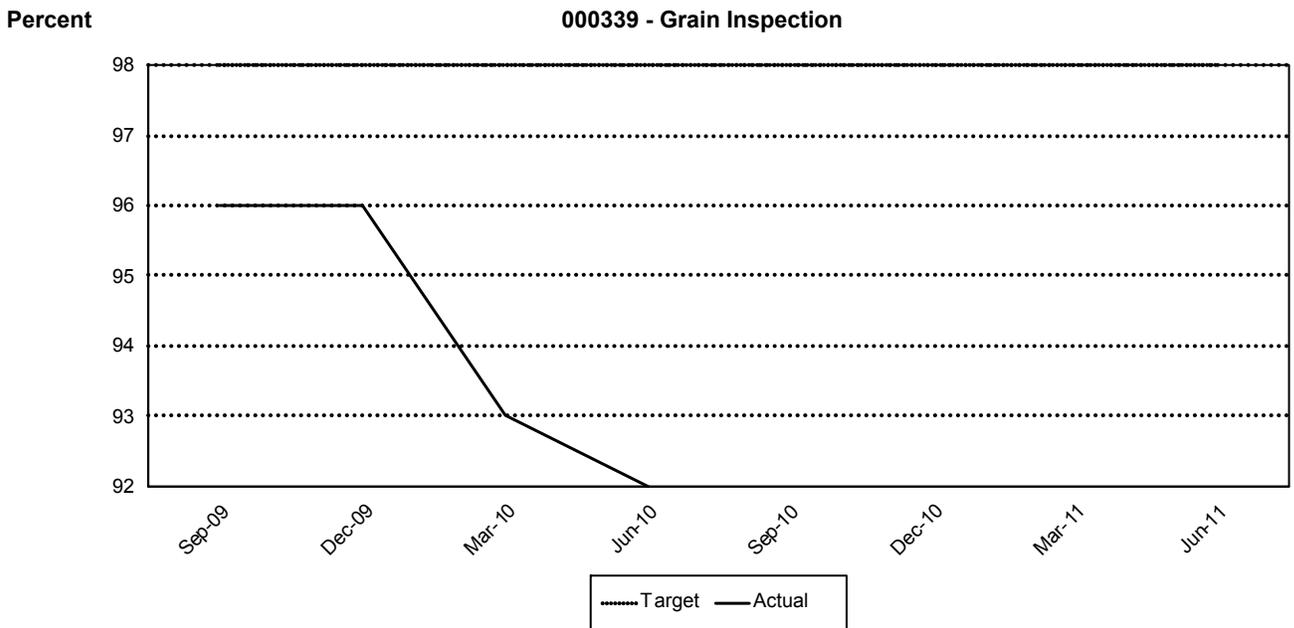
98 percent of review inspections validate original grain inspection results.

As of 11/8/2010

000339 - Percent of review inspections that validate original results.			
Biennium	Period	Actual	Target
2009-11	Q8		98%
2009-11	Q7		98%
2009-11	Q6		98%
2009-11	Q5		98%
2009-11	Q4	92%	98%
2009-11	Q3	93%	98%
2009-11	Q2	96%	98%
2009-11	Q1	96%	98%

Date Measured: 6/30/2010

Comment: 660 of 719 were validated



A015 International Marketing

Agency: 495 - Department of Agriculture

Expected Results

Assist Washington State export-ready companies to generate \$52 million in Fiscal Year 2010 and \$55 million in Fiscal Year 2011 in export sales of agricultural and food products.

As of 11/8/2010

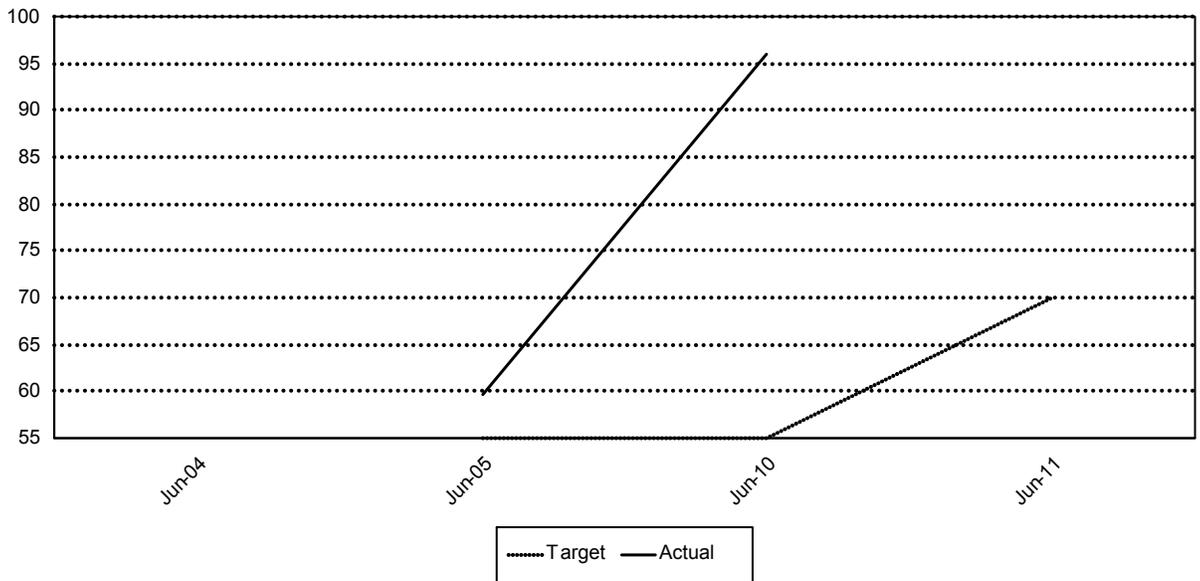
000417 - Reported dollar sales of exported food and agricultural products assisted by WSDA's International Marketing program.			
Biennium	Period	Actual	Target
2009-11	A2		\$70
2009-11	A1	\$96	\$55

Date Measured: 6/30/2010

Comment: Actual data reflects \$21M sale preserved by government to government negotiations along with better than anticipated sales for the year.

Dollars

000417 - International Marketing Assistance



A025 Seed Inspection/Certification

Agency: 495 - Department of Agriculture

Expected Results

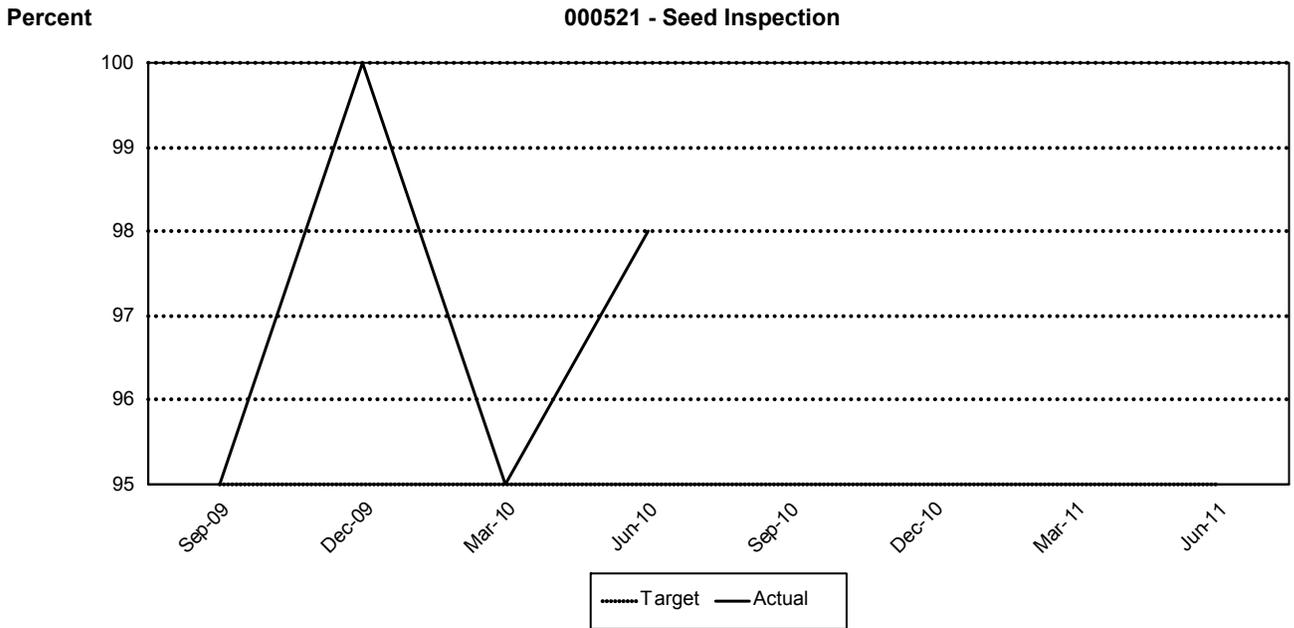
95 percent of rush purity seed testing samples are completed within three working days.

As of 11/8/2010

000521 - Percent of rush purity seed testing samples completed within three working days.			
Biennium	Period	Actual	Target
2009-11	Q8		95%
2009-11	Q7		95%
2009-11	Q6		95%
2009-11	Q5		95%
2009-11	Q4	98%	95%
2009-11	Q3	95%	95%
2009-11	Q2	100%	95%
2009-11	Q1	95%	95%

Date Measured: 6/30/2010

Comment: Exceeds target = 347 out of 355 completed in 2 days (1 day better than 3 day target)



A044 Tourism Development

Agency: 103 - Department of Commerce

Expected Results

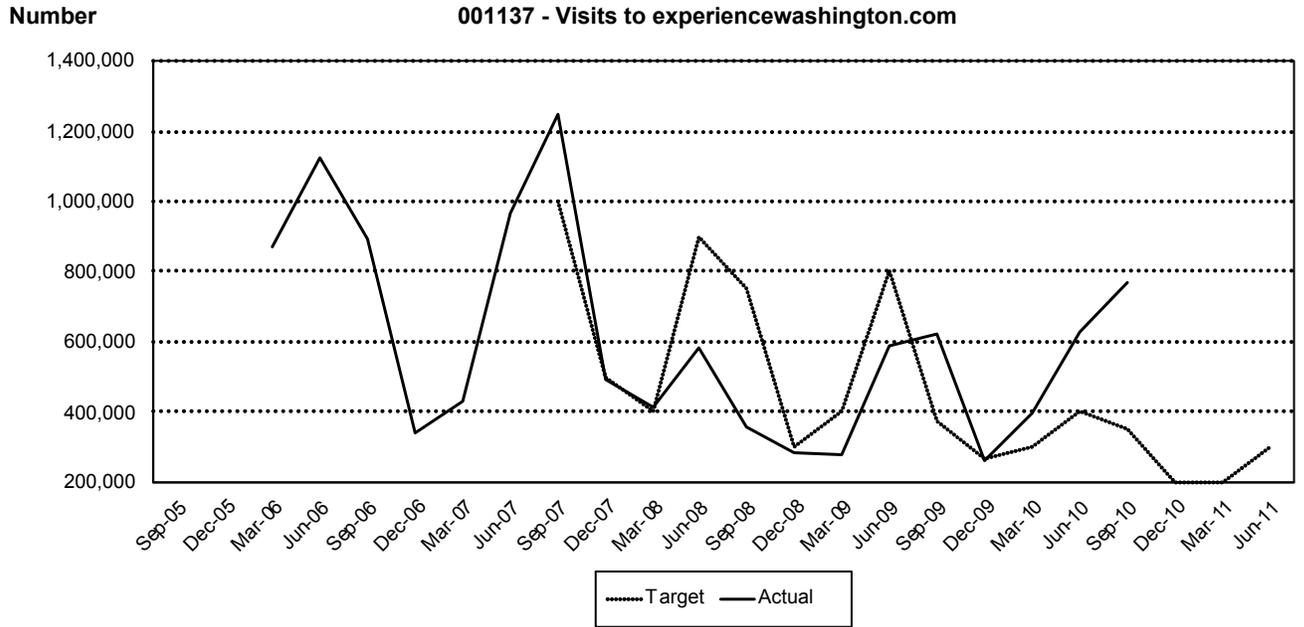
As of 11/8/2010

001137 - Number of visits to "experiencewashington.com" website.			
Biennium	Period	Actual	Target
2009-11	Q8		300,000
2009-11	Q7		200,000
2009-11	Q6		200,000
2009-11	Q5	771,000	350,000
2009-11	Q4	629,000	400,000
2009-11	Q3	399,000	300,000
2009-11	Q2	263,000	270,000
2009-11	Q1	622,000	375,000
2007-09	Q8	589,000	800,000
2007-09	Q7	280,000	400,000
2007-09	Q6	282,000	300,000
2007-09	Q5	359,000	750,000
2007-09	Q4	580,361	900,000
2007-09	Q3	413,325	400,000
2007-09	Q2	495,126	500,000
2007-09	Q1	1,249,546	1,000,000
2005-07	Q8	965,863	
2005-07	Q7	432,963	
2005-07	Q6	340,342	
2005-07	Q5	891,327	
2005-07	Q4	1,121,124	
2005-07	Q3	867,656	

Date Measured: 9/30/2010

Comment: Our advertising & promotional campaigns have been successfully driving traffic to website. Improved functionality & content is helping to improve customer engagement w/website.

As of 11/8/2010

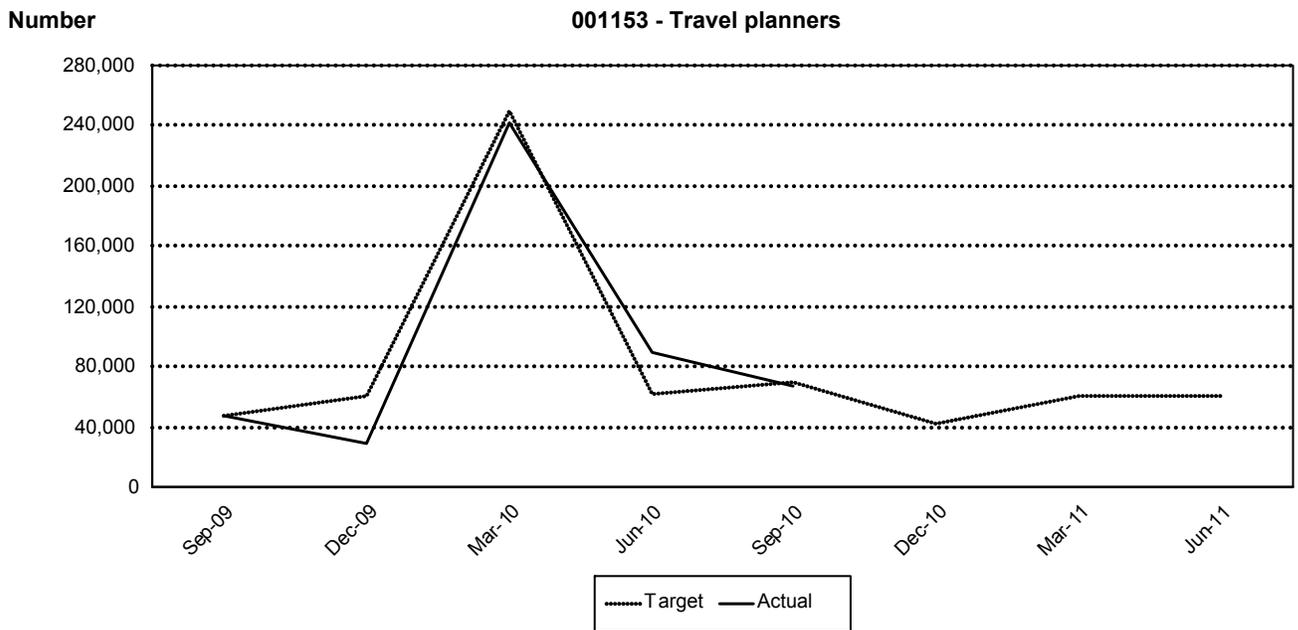


As of 11/8/2010

001153 - Number of travel planners distributed (print and electronic)			
Biennium	Period	Actual	Target
2009-11	Q8		60,000
2009-11	Q7		60,000
2009-11	Q6		41,388
2009-11	Q5	66,718	70,000
2009-11	Q4	88,958	61,313
2009-11	Q3	241,543	250,000
2009-11	Q2	28,382	60,687
2009-11	Q1	47,400	47,400

Date Measured: 9/30/2010

Comment: In 2010, our campaigns have successfully driven visitors to our website to order & download Travel Planners in record numbers. For the first time, the print versions are fully distributed before year end.



A171 Global Trade and Investment Services

Agency: 103 - Department of Commerce

Expected Results

As of 11/8/2010

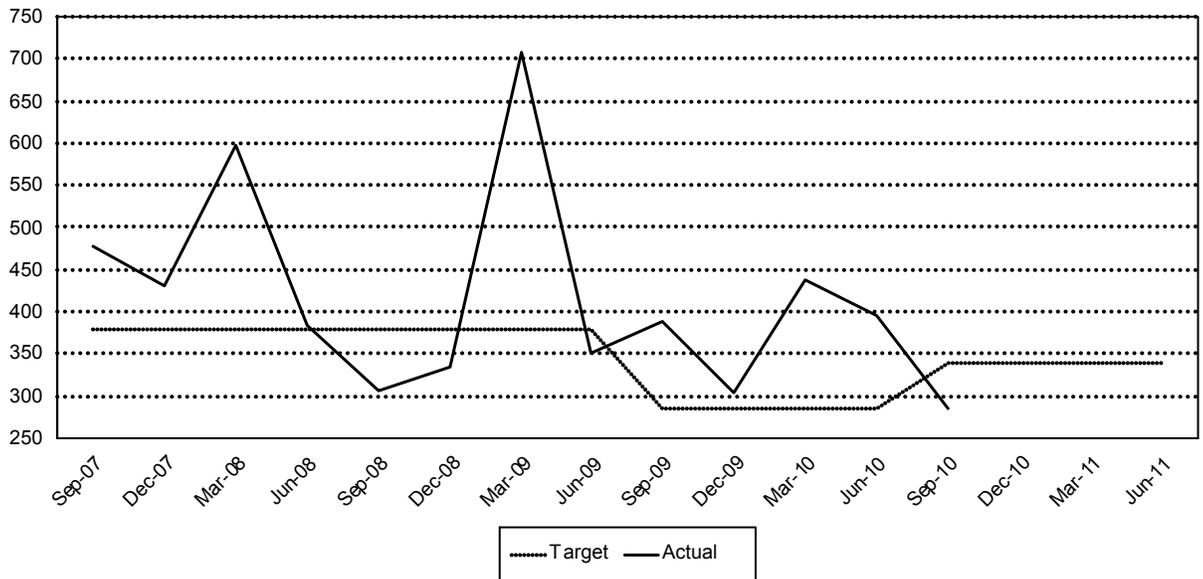
001140 - Number of export assistance cases managed by Commerce.			
Biennium	Period	Actual	Target
2009-11	Q8		340
2009-11	Q7		340
2009-11	Q6		340
2009-11	Q5	284	340
2009-11	Q4	395	285
2009-11	Q3	437	285
2009-11	Q2	304	285
2009-11	Q1	389	285
2007-09	Q8	352	380
2007-09	Q7	708	380
2007-09	Q6	335	380
2007-09	Q5	306	380
2007-09	Q4	384	380
2007-09	Q3	597	380
2007-09	Q2	430	380
2007-09	Q1	478	380

Date Measured: 9/30/2010

Comment: Q5 is often a slow quarter for cases because of reduced client activity during summer. Our group had a lot of work on Gov's mission, which resulted in a somewhat limited # of actual cases (although high quality cases w/strong downstream sales potential)

Number

001140 - Export assistance cases



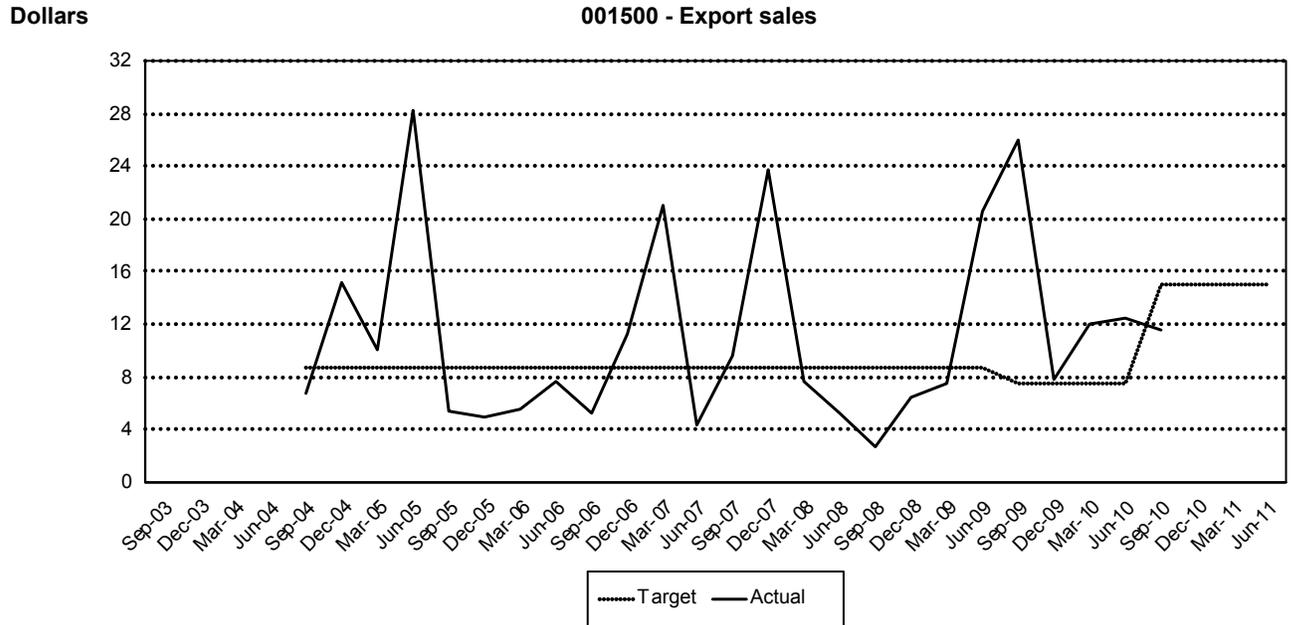
As of 11/8/2010

001500 - Total export assisted sales reported by Commerce clients (in millions).			
Biennium	Period	Actual	Target
2009-11	Q8		\$15
2009-11	Q7		\$15
2009-11	Q6		\$15
2009-11	Q5	\$11.63	\$15
2009-11	Q4	\$12.41	\$7.5
2009-11	Q3	\$12.03	\$7.5
2009-11	Q2	\$7.84	\$7.5
2009-11	Q1	\$26	\$7.5
2007-09	Q8	\$20.56	\$8.75
2007-09	Q7	\$7.57	\$8.75
2007-09	Q6	\$6.4	\$8.75
2007-09	Q5	\$2.75	\$8.75
2007-09	Q4	\$5.26	\$8.75
2007-09	Q3	\$7.72	\$8.75
2007-09	Q2	\$23.7	\$8.75
2007-09	Q1	\$9.6	\$8.75
2005-07	Q8	\$4.3	\$8.75
2005-07	Q7	\$21.1	\$8.75
2005-07	Q6	\$11.2	\$8.75
2005-07	Q5	\$5.2	\$8.75
2005-07	Q4	\$7.6	\$8.75
2005-07	Q3	\$5.5	\$8.75
2005-07	Q2	\$4.9	\$8.75
2005-07	Q1	\$5.4	\$8.75

Date Measured: 9/30/2010

Comment: The lack of EFACW sales resulted in not achieving Q5 goal. EFACW hired new president in June, who spent first few months on statewide outreach & meeting partner organizations. EFACW will be back on track for YTD sales in Q6.

As of 11/8/2010



A001 Promotion of Horse Racing

Agency: 185 - Washington Horse Racing Commission

Expected Results

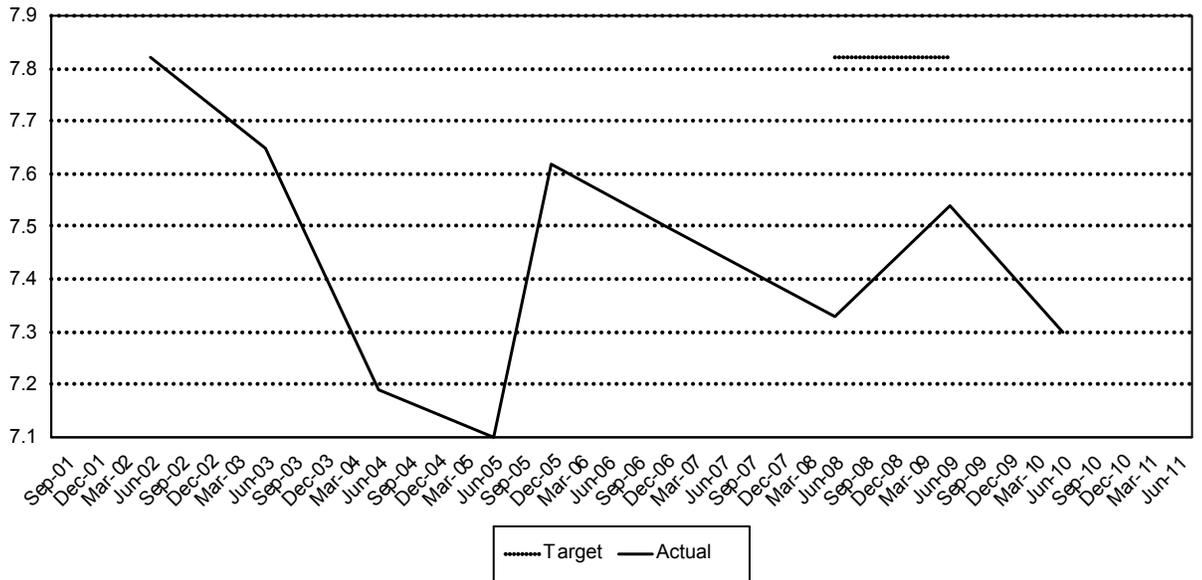
Average number of horses in each race in Washington equals 7.5.

As of 11/8/2010

000422 - Average number of horses running in each horse race.			
Biennium	Period	Actual	Target
2009-11	Q4	7.3	
2007-09	Q8	7.54	7.82
2007-09	Q4	7.33	7.82
2005-07	Q6	7.5	
2005-07	Q2	7.62	

Number

000422 - Average Number of horses per race



Help develop affordable housing

A068 Mobile Home Relocation Assistance

Agency: 103 - Department of Commerce

Expected Results

As of 11/8/2010

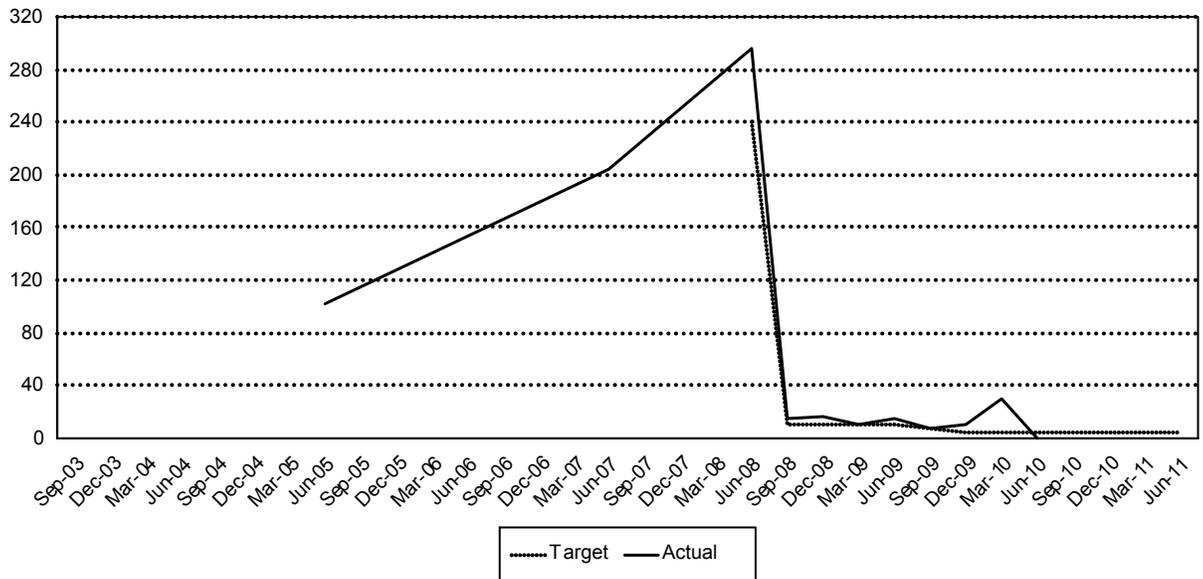
001239 - Number of homeowners receiving relocation assistance.			
Biennium	Period	Actual	Target
2009-11	Q8		5
2009-11	Q7		5
2009-11	Q6		5
2009-11	Q5		5
2009-11	Q4	0	5
2009-11	Q3	30	5
2009-11	Q2	10	5
2009-11	Q1	7	7
2007-09	Q8	15	10
2007-09	Q7	11	10
2007-09	Q6	17	10
2007-09	Q5	15	10
2007-09	Q4	296	240
2005-07	Q8	204	

Date Measured: 6/30/2010

Comment: Maintaining allotment plan to ensure fund stability.

Number

001239 - Relocation assistance



A153 Farm Worker Housing

Agency: 103 - Department of Commerce

Expected Results

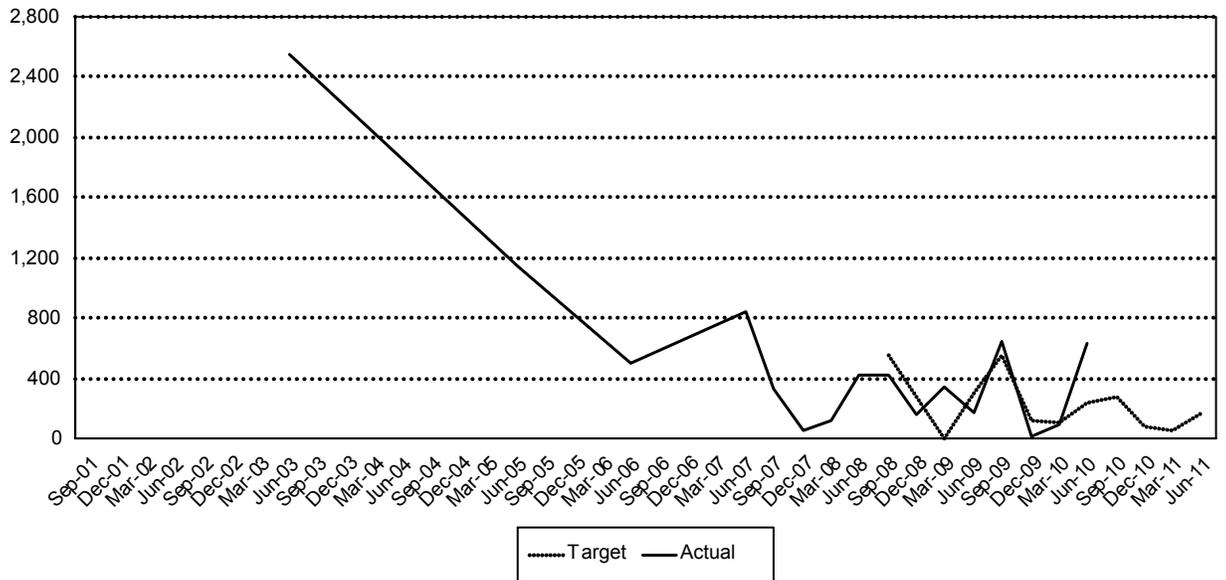
As of 11/8/2010

001240 - Number of farm worker units created and preserved (includes units and beds).			
Biennium	Period	Actual	Target
2009-11	Q8		175
2009-11	Q7		50
2009-11	Q6		75
2009-11	Q5		270
2009-11	Q4	632	240
2009-11	Q3	86	104
2009-11	Q2	16	122
2009-11	Q1	645	552
2007-09	Q8	176	300
2007-09	Q7	346	0
2007-09	Q6	157	278
2007-09	Q5	426	556
2007-09	Q4	420	
2007-09	Q3	123	
2007-09	Q2	48	
2007-09	Q1	334	
2005-07	Q8	847	
2005-07	Q4	496	

Date Measured: 6/30/2009

Comment: Target includes count at funding, results will count placed in service (construction completed)

Number 001240 - Farm worker units created and preserved



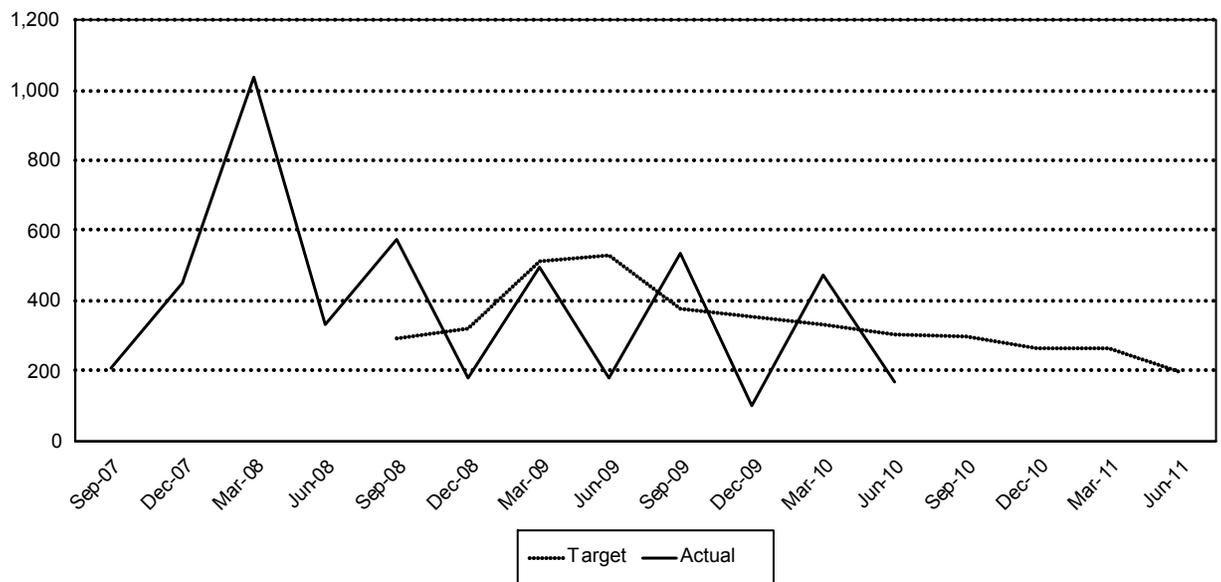
As of 11/8/2010

Agency: 103 - Department of Commerce

Expected Results

001249 - Number of units added to the Housing Trust Fund affordable housing stock.			
Biennium	Period	Actual	Target
2009-11	Q8		196
2009-11	Q7		266
2009-11	Q6		266
2009-11	Q5		296
2009-11	Q4	171	303
2009-11	Q3	472	331
2009-11	Q2	99	356
2009-11	Q1	536	376
2007-09	Q8	178	530
2007-09	Q7	496	510
2007-09	Q6	180	320
2007-09	Q5	577	290
2007-09	Q4	330	
2007-09	Q3	1,035	
2007-09	Q2	452	
2007-09	Q1	209	

Number 001249 - Units added to affordable housing stock



Improve workplace safety and fairness

A020 Providing Agency Wide Administration and Information Services

As of 11/8/2010

Agency: 235 - Department of Labor and Industries

Expected Results

Successful management of agency personnel, budget and expenditures will meet statutory requirements and Labor and Industries performance goals on time, without interruption, and within budget.

As of 11/8/2010

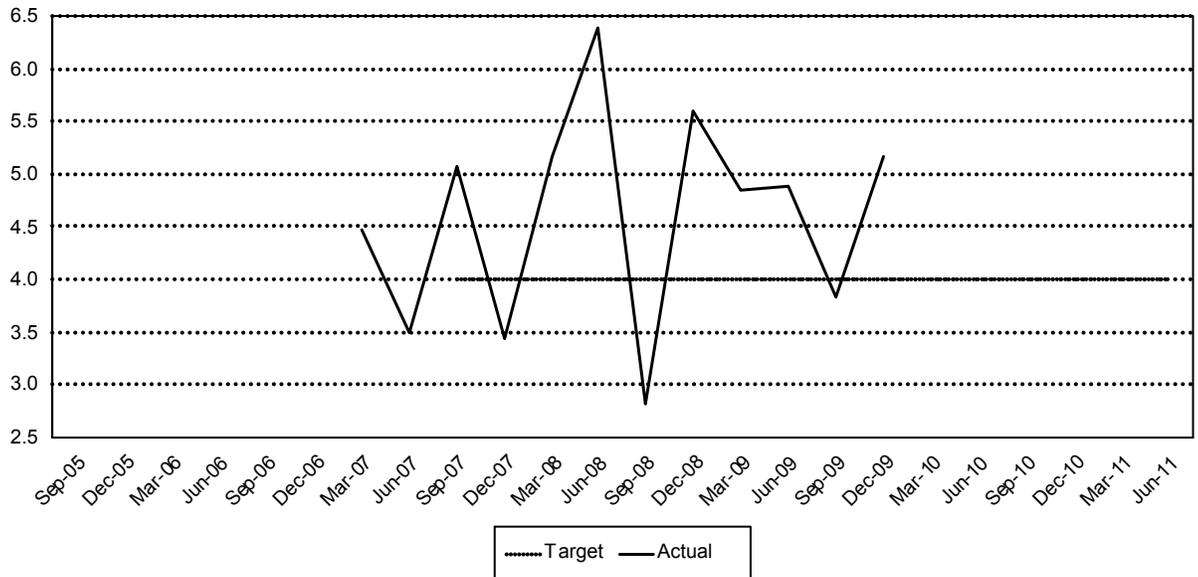
000133 - Injury and Illness claims rate per 100 L&I employees.			
Biennium	Period	Actual	Target
2009-11	Q8		4
2009-11	Q7		4
2009-11	Q6		4
2009-11	Q5		4
2009-11	Q4		4
2009-11	Q3		4
2009-11	Q2	5.16	4
2009-11	Q1	3.84	4
2007-09	Q8	4.89	4
2007-09	Q7	4.84	4
2007-09	Q6	5.59	4
2007-09	Q5	2.82	4
2007-09	Q4	6.39	4
2007-09	Q3	5.17	4
2007-09	Q2	3.44	4
2007-09	Q1	5.07	4
2005-07	Q8	3.49	
2005-07	Q7	4.48	

Date Measured: 9/30/2009

Comment: Data lags by 6 months

Number

000133 - Injury and Illness rate per 100 L&I employees



A022 Protecting Worker Safety

Agency: 235 - Department of Labor and Industries

As of 11/8/2010

Expected Results

Keep Washington workers safe by increasing the number of serious hazards corrected as a result of education, consultation, and compliance activity, especially in high-hazard industries.

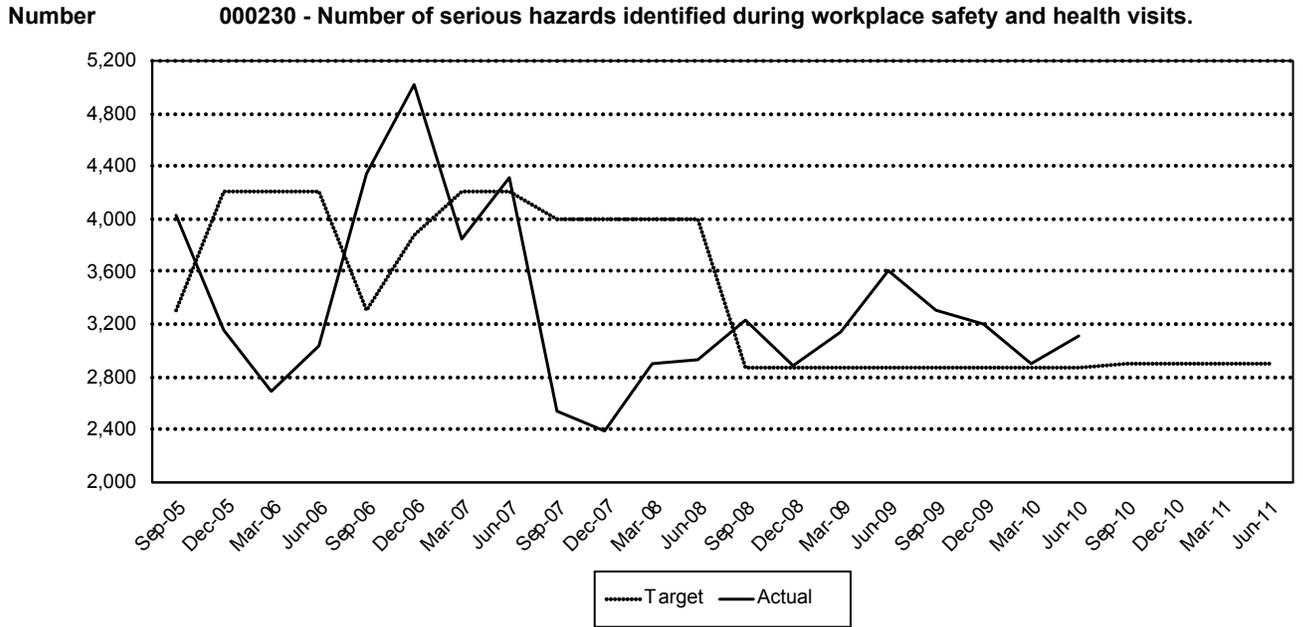
As of 11/8/2010

000230 - Number of serious hazards identified during workplace safety and health visits.			
Biennium	Period	Actual	Target
2009-11	Q8		2,905
2009-11	Q7		2,905
2009-11	Q6		2,905
2009-11	Q5		2,905
2009-11	Q4	3,111	2,875
2009-11	Q3	2,904	2,875
2009-11	Q2	3,205	2,875
2009-11	Q1	3,312	2,875
2007-09	Q8	3,605	2,875
2007-09	Q7	3,136	2,875
2007-09	Q6	2,890	2,875
2007-09	Q5	3,239	2,875
2007-09	Q4	2,931	4,000
2007-09	Q3	2,897	4,000
2007-09	Q2	2,391	4,000
2007-09	Q1	2,535	4,000
2005-07	Q8	4,311	4,203
2005-07	Q7	3,853	4,203
2005-07	Q6	5,025	3,883
2005-07	Q5	4,343	3,307
2005-07	Q4	3,032	4,203
2005-07	Q3	2,695	4,203
2005-07	Q2	3,150	4,203
2005-07	Q1	4,031	3,307

Date Measured: 6/30/2010

Comment: Annual goal was exceeded by 9%

As of 11/8/2010



As of 11/8/2010

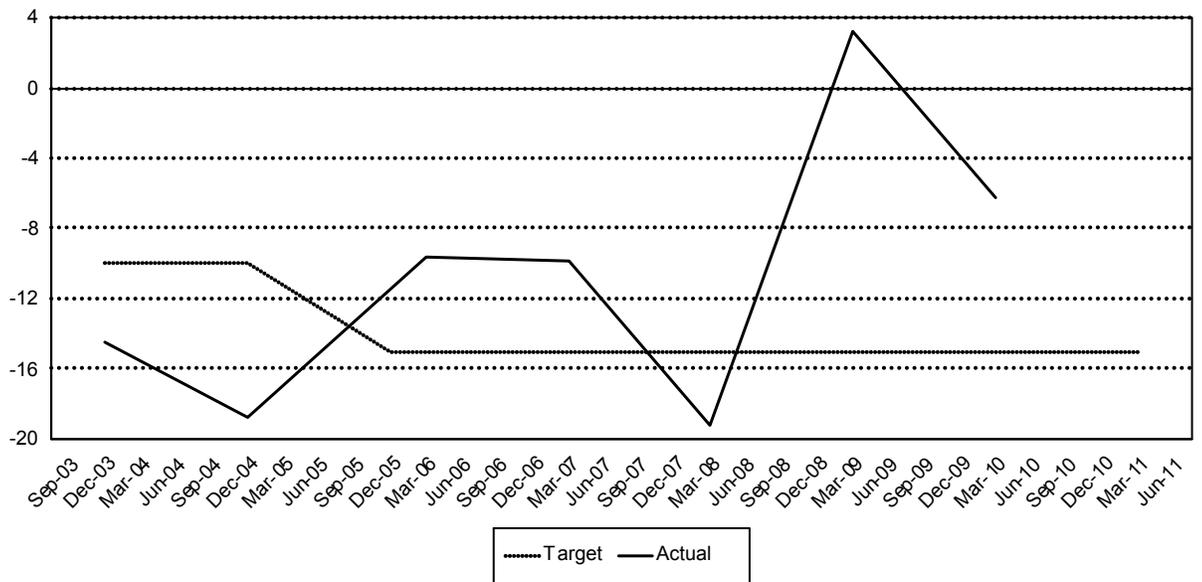
000234 - DOSH enforcement effectiveness measures the decrease in claims rates for employers visited by DOSH enforcement compared to the employers claims rates without any DOSH enforcement.

Biennium	Period	Actual	Target
2009-11	Q7		(15)%
2009-11	Q3	(6.2)%	(15)%
2007-09	Q7	3.2%	
2007-09	Q6		(15)%
2007-09	Q3	(19.2)%	
2007-09	Q2		(15)%
2005-07	Q7	(9.9)%	
2005-07	Q6		(15)%
2005-07	Q3	(9.6)%	
2005-07	Q2		(15)%

Date Measured: 3/31/2010

Comment: Year of impact: 2008

Percent 000234 - Decrease in claims rates for employers visited by DOSH Enforcement compared to those not visited.



A002 Civil Rights Complaint Resolutions

Agency: 120 - Human Rights Commission

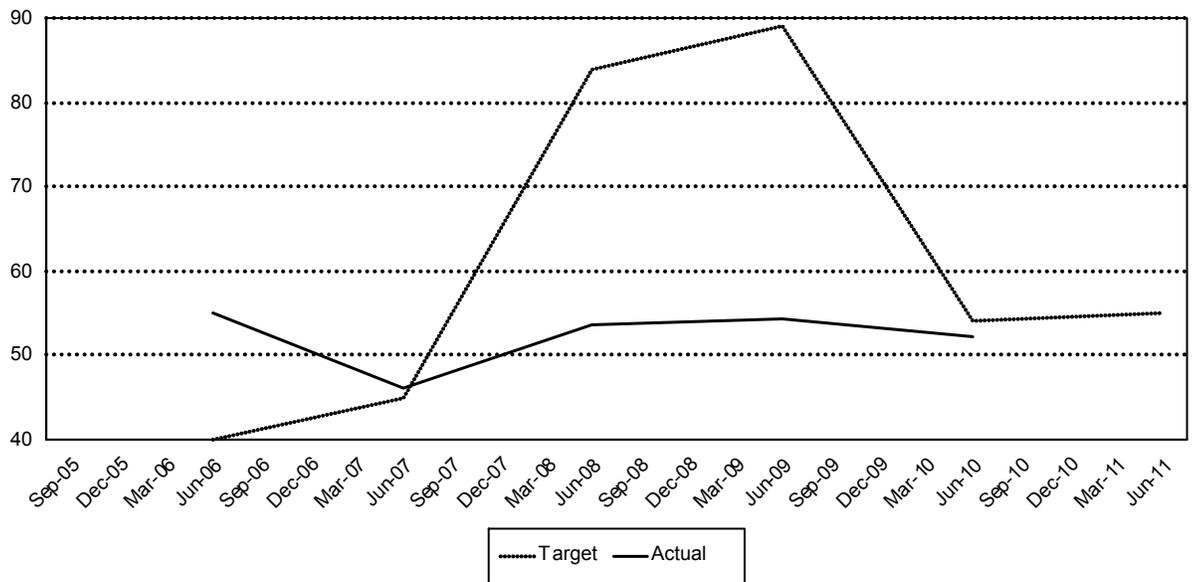
Expected Results

Increase the percentage of cases resolved within 180 days of filing.

As of 11/8/2010

000328 - Number of Human Rights Commission cases closed through early resolution.			
Biennium	Period	Actual	Target
2009-11	Q8		55%
2009-11	Q4	52.2%	54%
2007-09	Q8	54.4%	89%
2007-09	Q4	53.7%	84%
2005-07	Q8	46.1%	45%
2005-07	Q4	55%	40%

Percent 000328 - Percentage of cases closures completed within 180 days filed after July 1, 2005



A003 Civil Rights Education and Outreach

Agency: 120 - Human Rights Commission

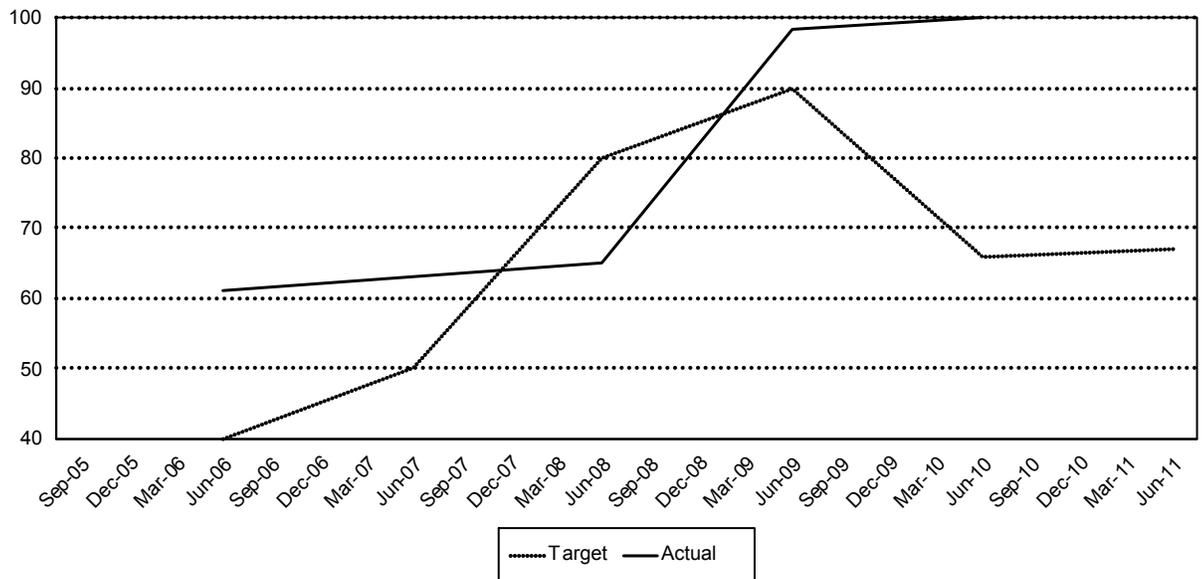
Expected Results

Increase the number of employers, businesses, housing providers, managers, realtors, insurance providers, and financial institutions on how to comply with the law.

As of 11/8/2010

000420 - Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.			
Biennium	Period	Actual	Target
2009-11	Q8		67%
2009-11	Q4	100%	66%
2007-09	Q8	98.4%	90%
2007-09	Q4	65%	80%
2005-07	Q8		50%
2005-07	Q4	61%	40%

Percent 000420 - Percentage of Customers who give high marks (4 or 5) on an Overall Customer Satisfaction question



Provide consumer protection

A008 Feed Regulation

Agency: 495 - Department of Agriculture

Expected Results

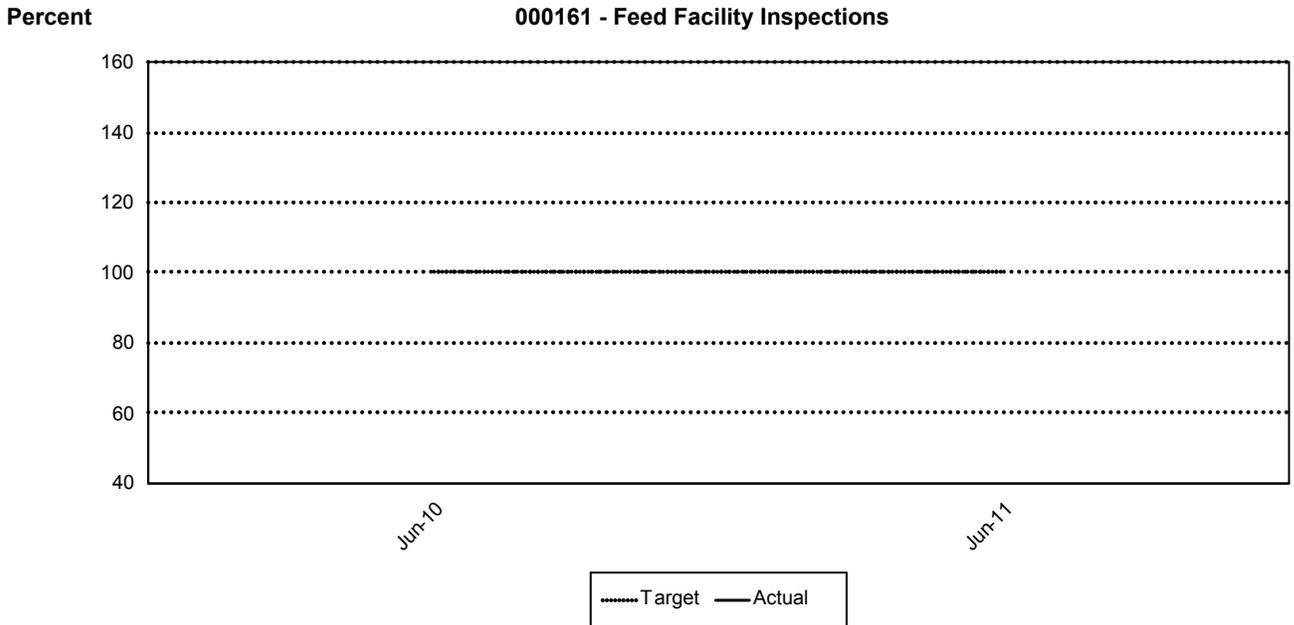
100 percent of feed manufacturing/retail facilities and on-farm operations are in compliance with the Bovine Spongiform Encephalopathy (BSE, a.k.a. mad cow disease) regulations or action taken to bring them into compliance.

As of 11/8/2010

000161 - Percent of feed facility inspections that result in compliance with all critical sections of the Bovine Spongiform Encephalopathy (BSE) regulations.			
Biennium	Period	Actual	Target
2009-11	A2		100%
2009-11	A1	100%	100%

Date Measured: 6/30/2010

Comment: 75 Facilities inspected



A009 Fertilizer Regulation

Agency: 495 - Department of Agriculture

Expected Results

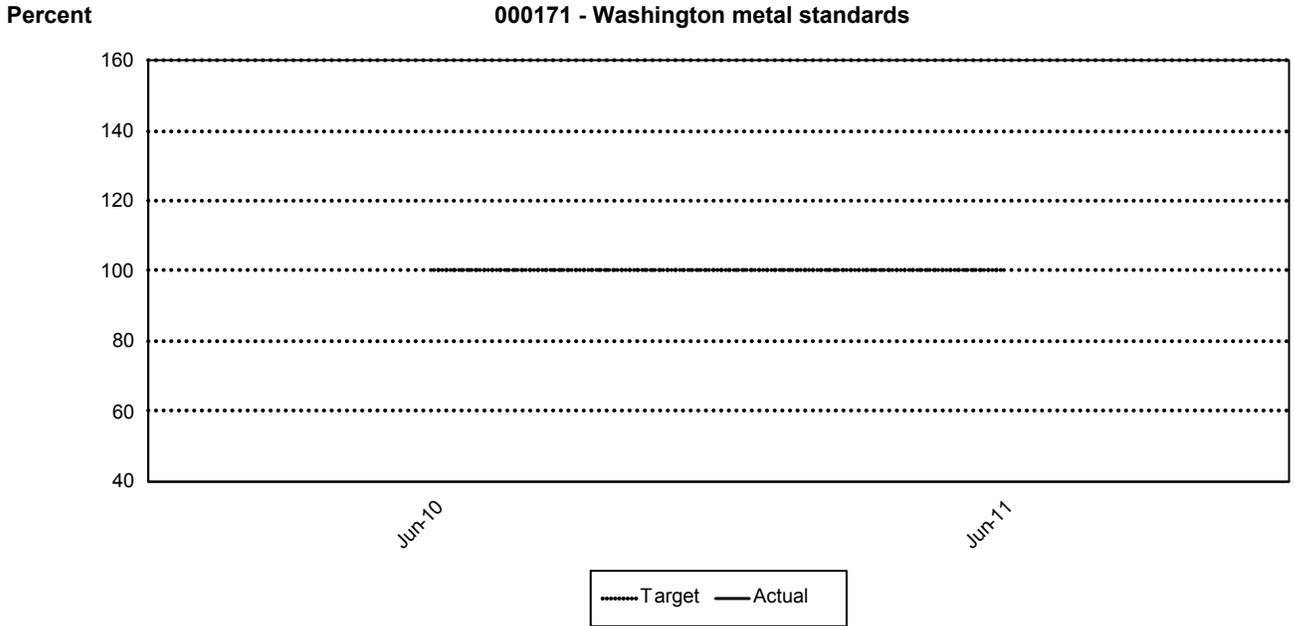
100 percent of registered fertilizer products meet Washington metals standards, or have action taken against them.

As of 11/8/2010

000171 - Percent of registered fertilizers sampled that meet Washington metal standards.			
Biennium	Period	Actual	Target
2009-11	A2		100%
2009-11	A1	100%	100%

Date Measured: 6/30/2010

Comment: Average # of fertilizers registered is 70



A020 Organic Food Certification

Agency: 495 - Department of Agriculture

Expected Results

95 percent of the producers, processors, and handlers are certified to market organic products within 45 days of inspection.

As of 11/8/2010

000466 - Percent of producers, processors, and handlers certified to market organic products within 45 days of inspection.			
Biennium	Period	Actual	Target
2009-11	Q8		95%
2009-11	Q7		95%
2009-11	Q6		95%
2009-11	Q5		95%
2009-11	Q4	78%	95%
2009-11	Q3	88.8%	95%
2009-11	Q2	78.6%	95%
2009-11	Q1	81.3%	95%

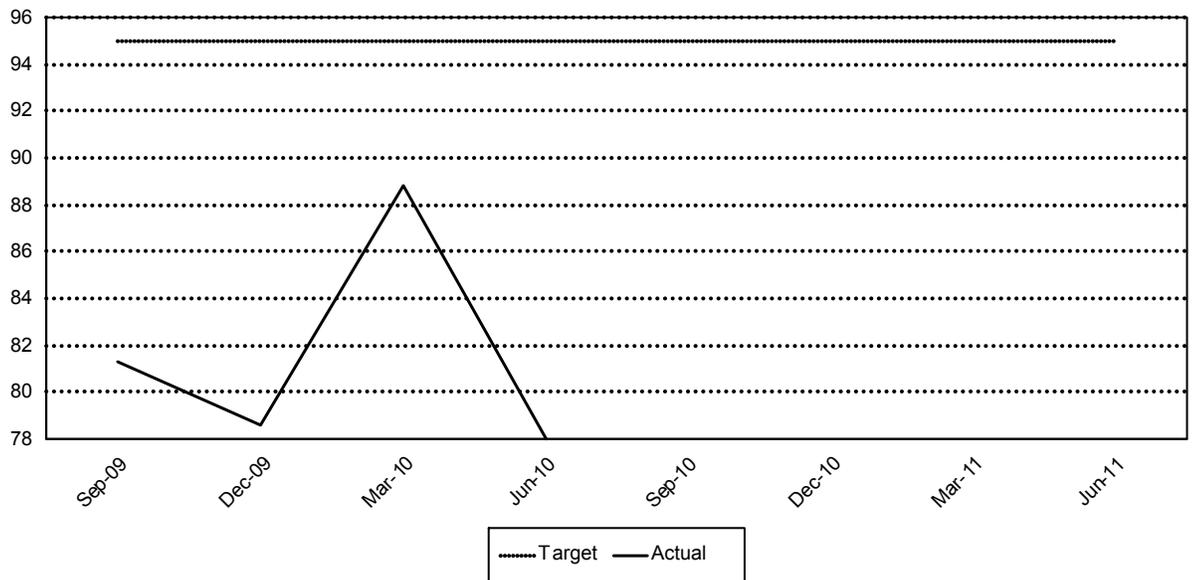
Date Measured: 6/30/2010

Comment: 218 entities out of 278 certified within 45 days.

Program is operating with 5 of 7 reviewers with (1 is maternity leave and 1 is in a hiring moratorium).

Percent

000466 - Organic Food Certification



A027 Weights and Measures Inspection

Agency: 495 - Department of Agriculture

Expected Results

Increase frequency of inspection of weighing and measuring devices to once every 28 months.

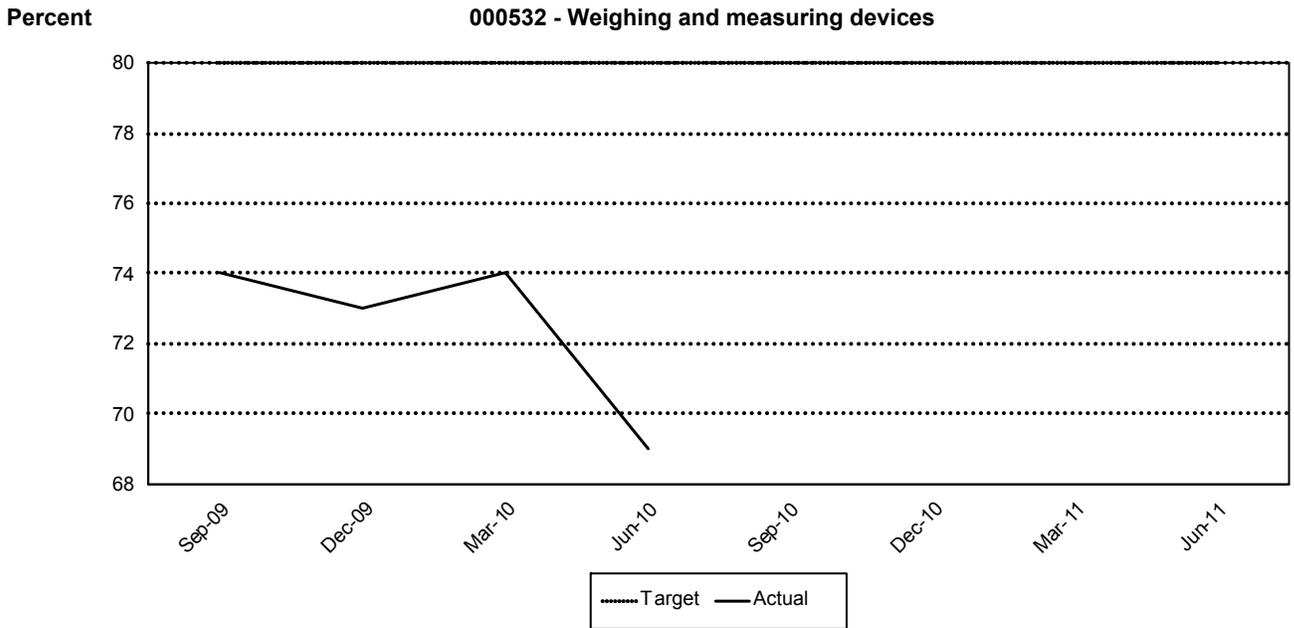
As of 11/8/2010

000532 - Percent of weighing and measuring devices inspected in the last 28 months.			
Biennium	Period	Actual	Target
2009-11	Q8		80%
2009-11	Q7		80%
2009-11	Q6		80%
2009-11	Q5		80%
2009-11	Q4	69%	80%
2009-11	Q3	74%	80%
2009-11	Q2	73%	80%
2009-11	Q1	74%	80%

Date Measured: 6/30/2010

Comment: 49,000 out of 71,300 inspected in last 28 months.

Program is hiring additional inspectors to improve performance.



A009 Providing Consumer Education & Protection From Identity Theft

Agency: 240 - Department of Licensing

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 11/8/2010

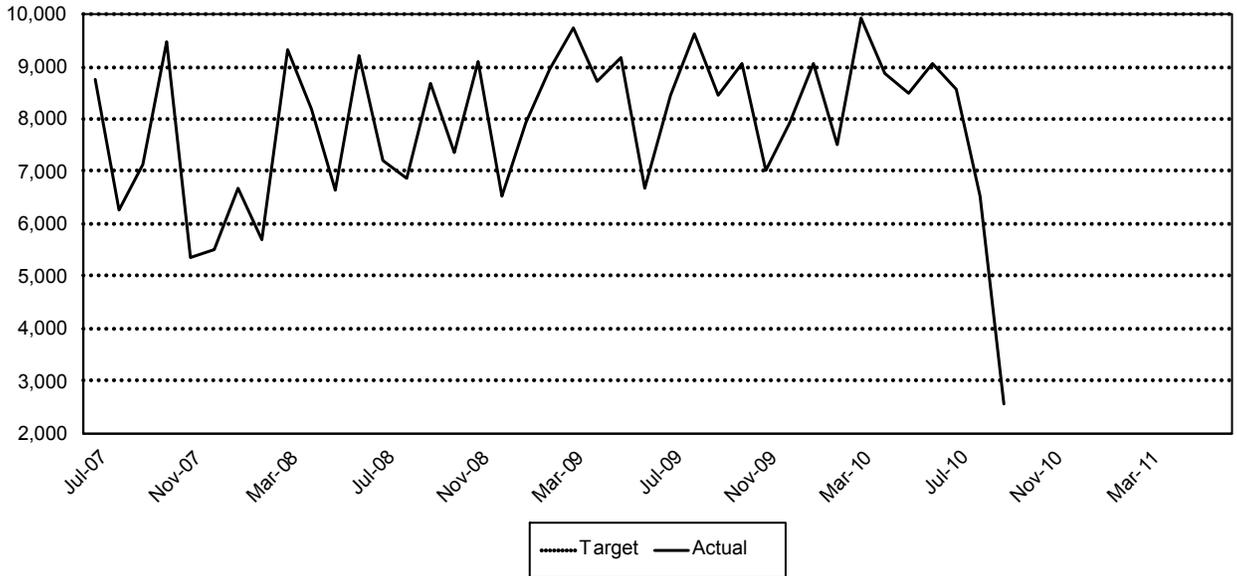
As of 11/8/2010

001679 - Number of Law Enforcement Requests for Information, Photo and Research Completed by Month			
Biennium	Period	Actual	Target
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	
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	

As of 11/8/2010

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



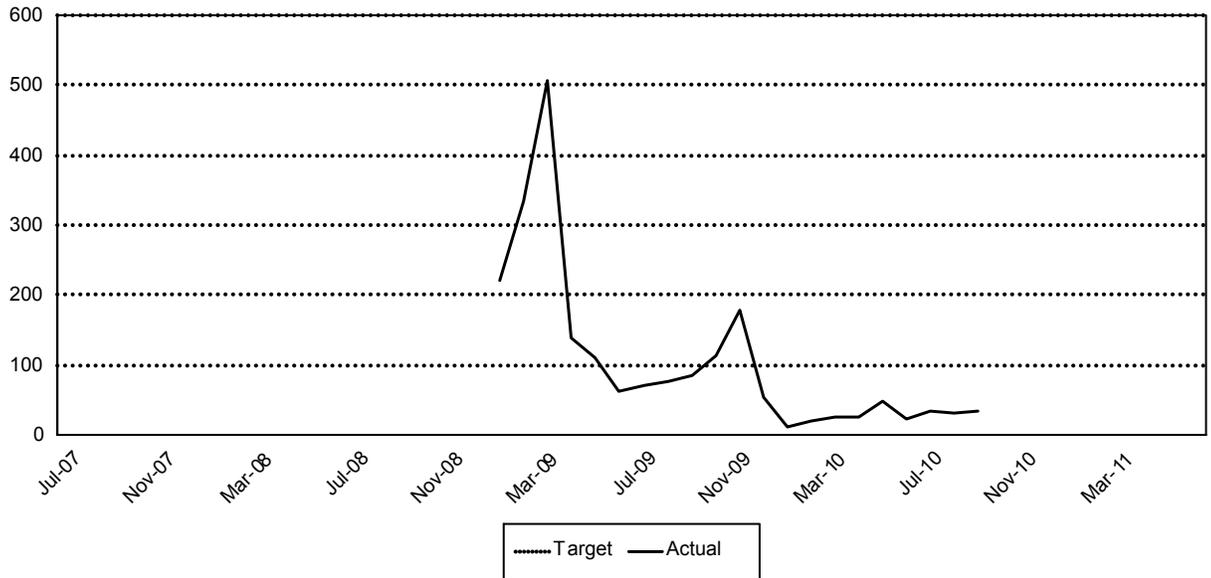
As of 11/8/2010

001680 - Number of License Suspensions and Cancellations Resulting from Fraud Investigation by Month			
Biennium	Period	Actual	Target
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 11/8/2010

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

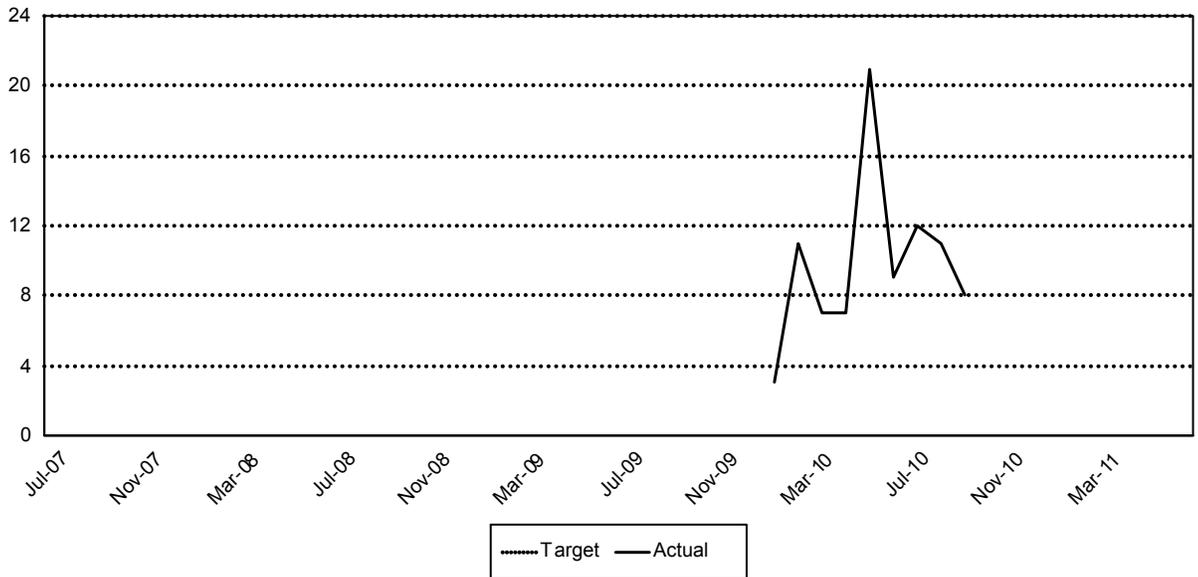


As of 11/8/2010

001720 - Number of Investigations of Potential License Fraud Based on Biometric Matching by Month			
Biennium	Period	Actual	Target
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



A017 Professional Licensing and Regulation

Agency: 240 - Department of Licensing

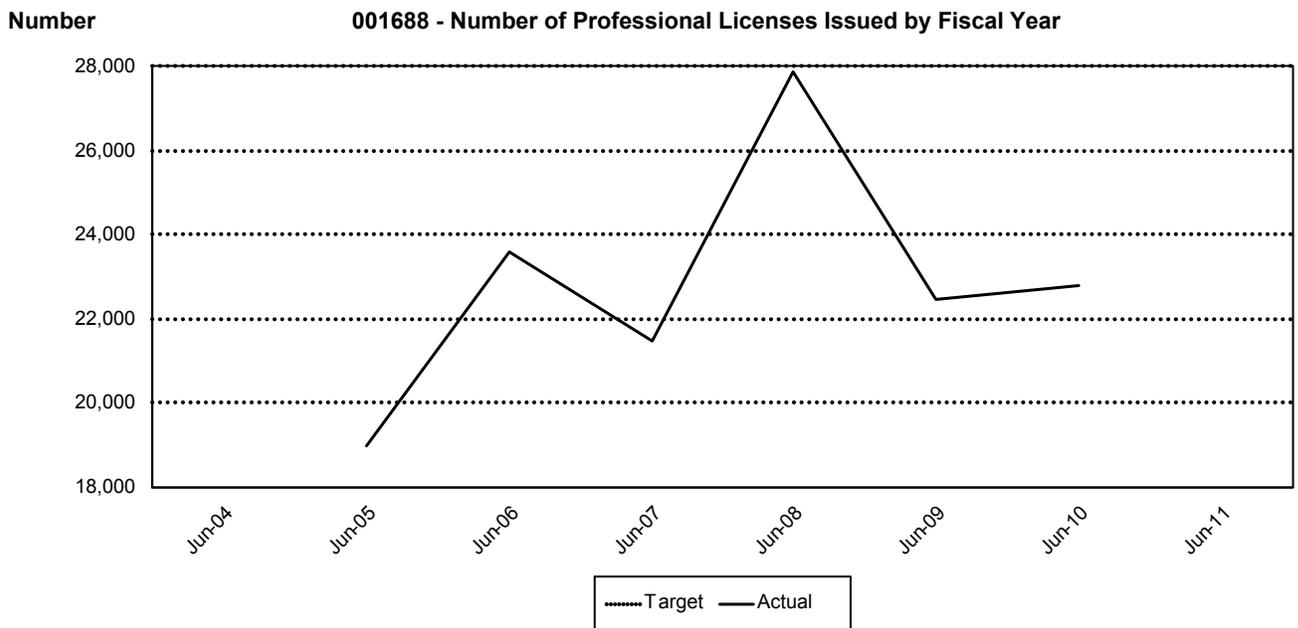
Expected Results

As of 11/8/2010

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	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.

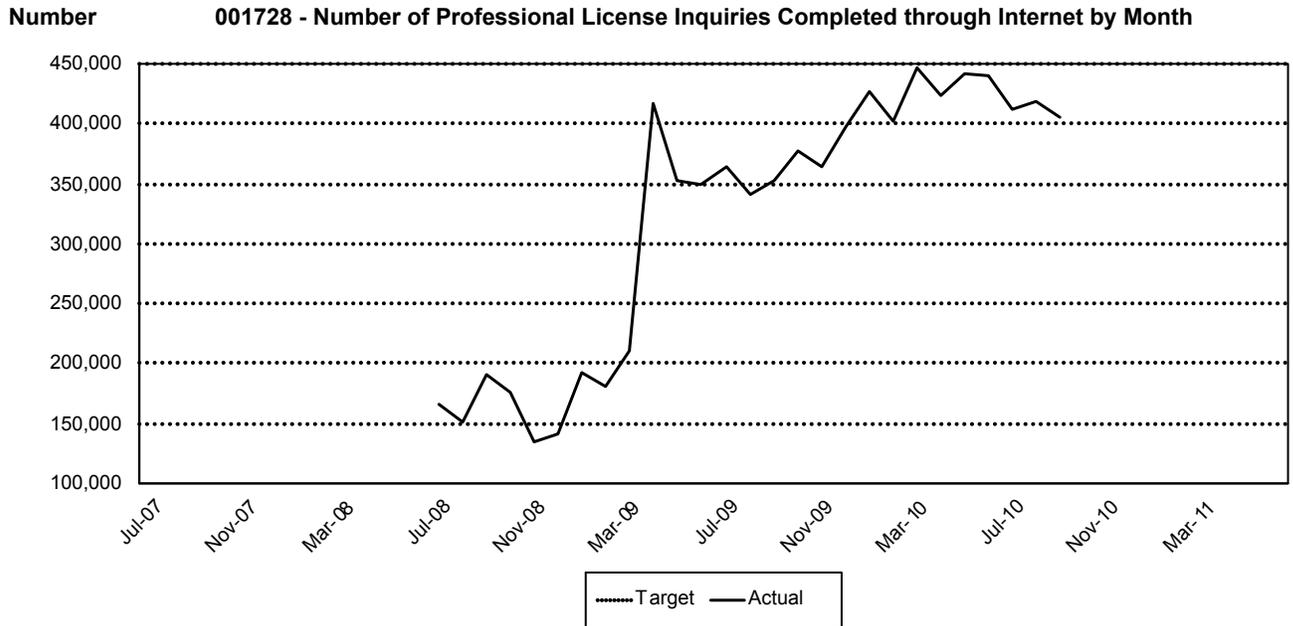


As of 11/8/2010

001728 - Number of Professional License Inquiries Completed through Internet by Month			
Biennium	Period	Actual	Target
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 11/8/2010



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

Agency: 240 - Department of Licensing

Expected Results

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/manufacture 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 11/8/2010

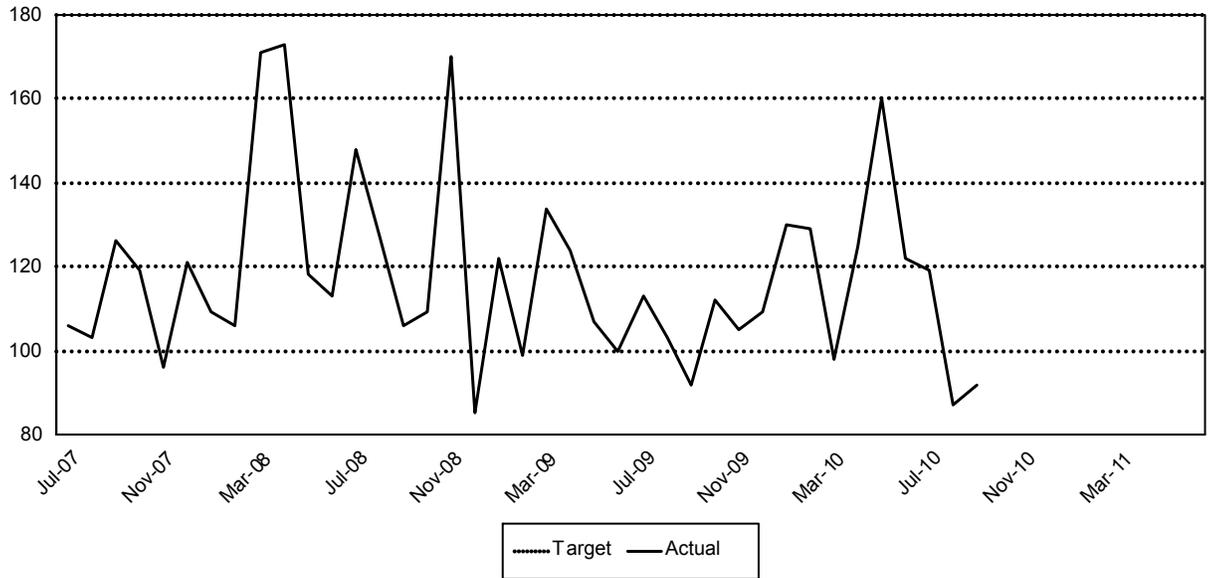
As of 11/8/2010

001684 - Number of Vehicle Dealer Licenses Issued by Month			
Biennium	Period	Actual	Target
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	
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	

As of 11/8/2010

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



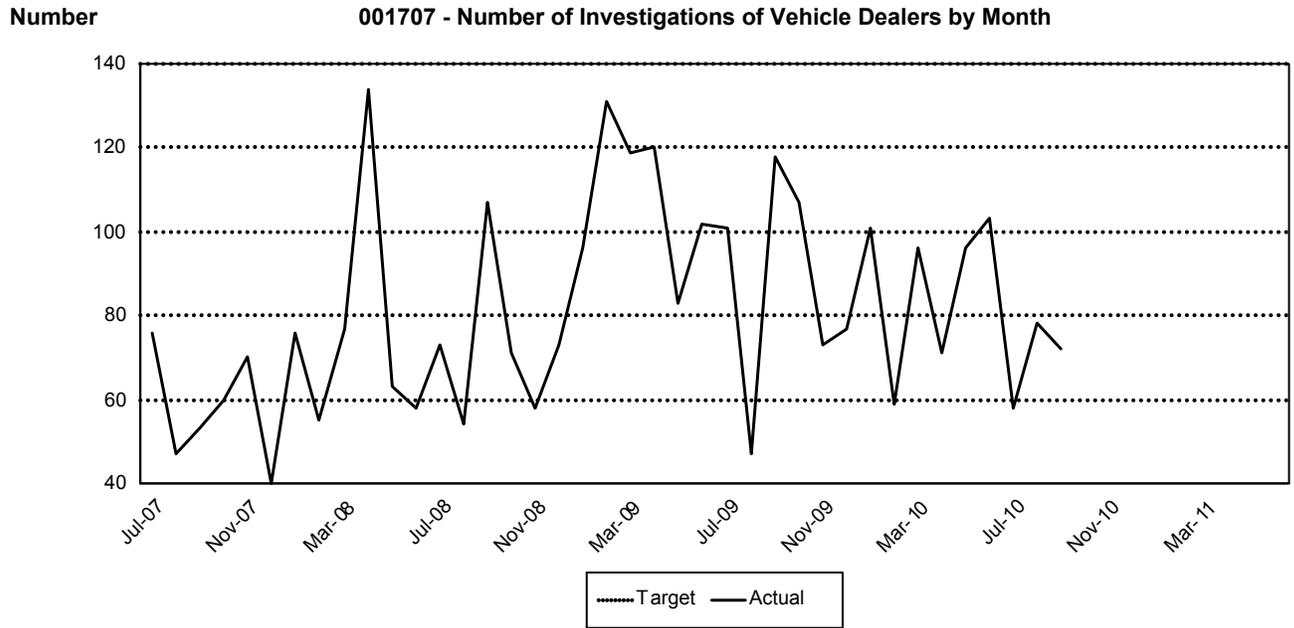
As of 11/8/2010

As of 11/8/2010

001707 - Number of Investigations of Vehicle Dealers by Month			
Biennium	Period	Actual	Target
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	
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 11/8/2010

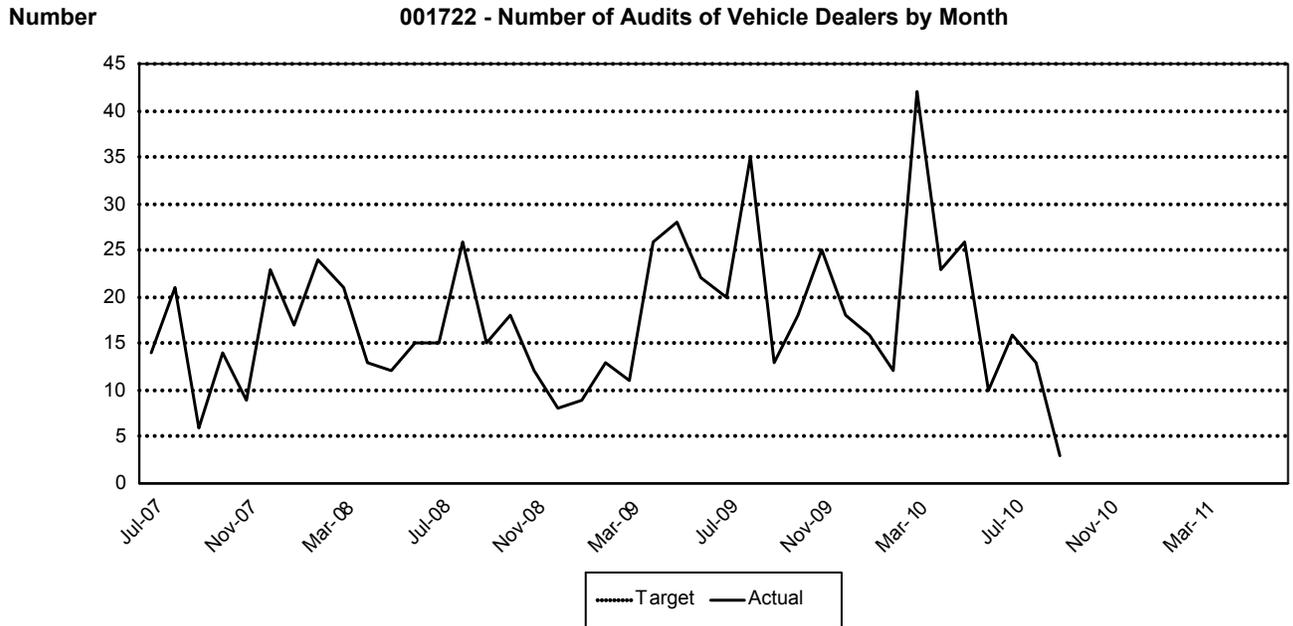


As of 11/8/2010

001722 - Number of Audits of Vehicle Dealers by Month			
Biennium	Period	Actual	Target
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	
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.

As of 11/8/2010



A007 Unclaimed Property Management

Agency: 140 - Department of Revenue

Expected Results

The Department's Unclaimed Property section efficiently administers unclaimed property programs and the return of abandoned property to property owners. The Department notifies the reported owners of property valued at \$75 or more, and advertises the program through publications. Currently, all owners with property exceeding \$25 in value are posted to the Department's website. Statute requires the Department to process all owner claims within 90 days of receipt.

As of 11/8/2010

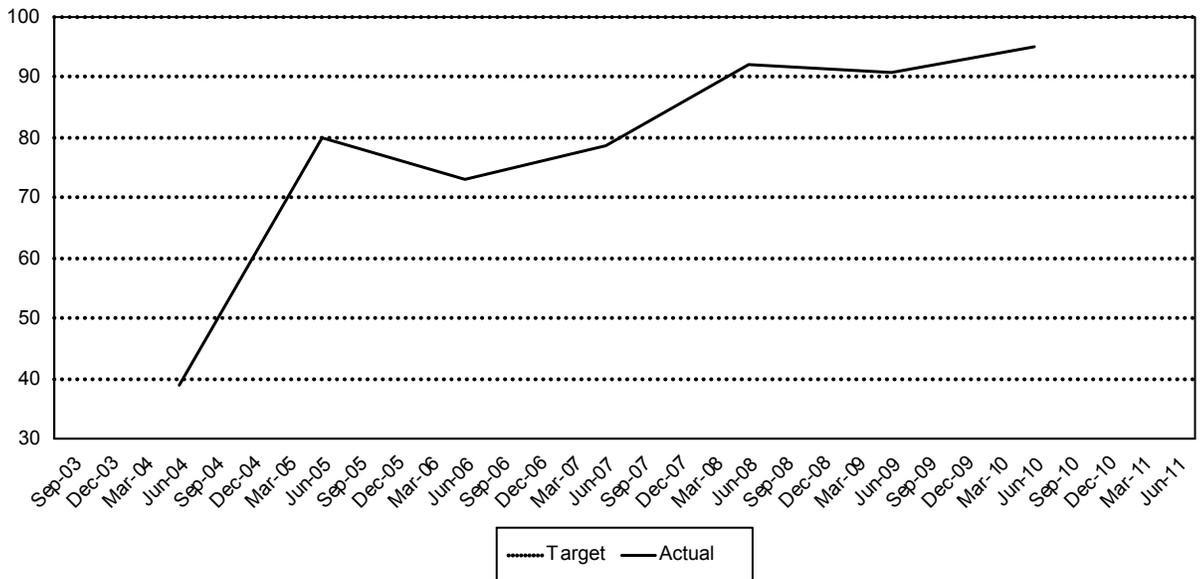
000061 - Monetary unclaimed property claims processed within 30 days of receipt.			
Biennium	Period	Actual	Target
2009-11	Q4	95.2%	
2007-09	Q8	90.7%	
2007-09	Q4	92.1%	
2005-07	Q8	78.5%	
2005-07	Q4	73%	

Date Measured: 6/30/2007

Comment: FY07 goal changed to 30 days

Percent

000061 - Unclaimed Property Claims Processed



A004 Enforcement

Agency: 102 - Dept of Financial Institutions

Expected Results

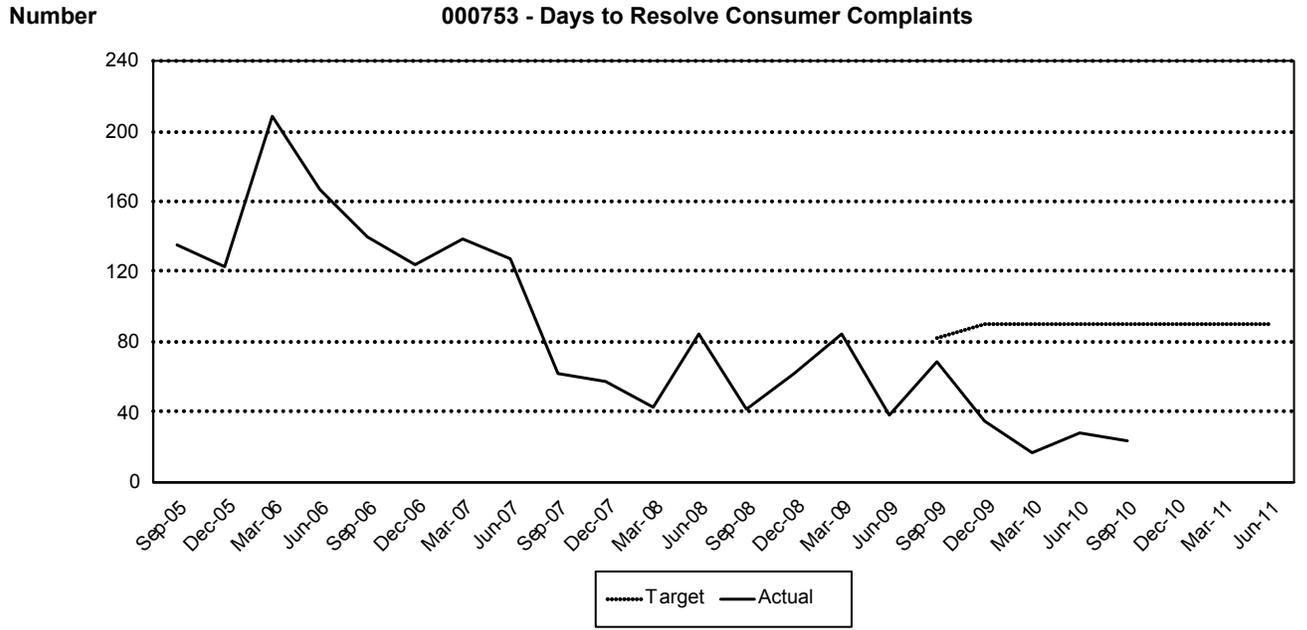
As of 11/8/2010

000753 - Average number of business days to review consumer complaints. Enhance protection for consumers engaging in investments and other financial transactions.			
Biennium	Period	Actual	Target
2009-11	Q8		90
2009-11	Q7		90
2009-11	Q6		90
2009-11	Q5	24	90
2009-11	Q4	28	90
2009-11	Q3	17	90
2009-11	Q2	34.5	90
2009-11	Q1	68.5	82.5
2007-09	Q8	38.8	
2007-09	Q7	84.3	
2007-09	Q6	62	
2007-09	Q5	42	
2007-09	Q4	84	
2007-09	Q3	43	
2007-09	Q2	57.1	
2007-09	Q1	61.6	
2005-07	Q8	127	
2005-07	Q7	139	
2005-07	Q6	124	
2005-07	Q5	140	
2005-07	Q4	167	
2005-07	Q3	209	
2005-07	Q2	123	
2005-07	Q1	135	

Date Measured: 9/30/2010

Comment: Securities 144 complaints, 38 days ; Consumer Services
334 complaints, 18 days

As of 11/8/2010



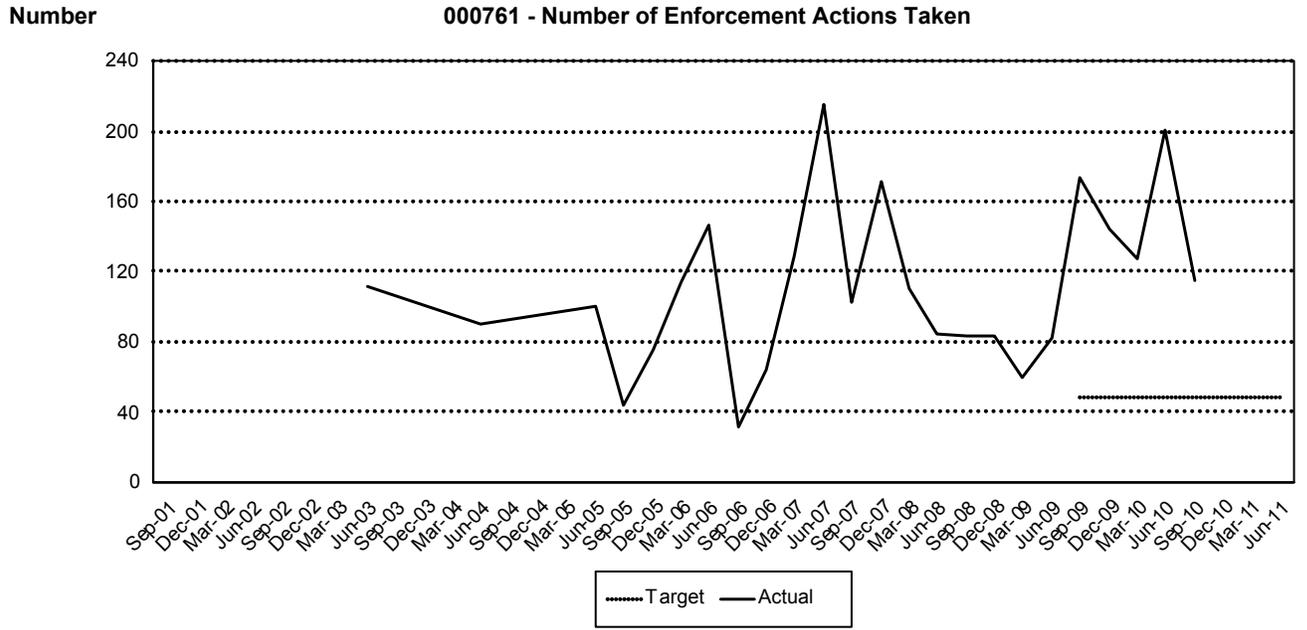
As of 11/8/2010

000761 - Number of Enforcement Actions Taken Per Year.			
Enhance protection for consumers engaging in investments and other financial transactions.			
Biennium	Period	Actual	Target
2009-11	Q8		48
2009-11	Q7		48
2009-11	Q6		48
2009-11	Q5	115	48
2009-11	Q4	201	48
2009-11	Q3	127	48
2009-11	Q2	144	48
2009-11	Q1	173	48
2007-09	Q8	82	
2007-09	Q7	60	
2007-09	Q6	83	
2007-09	Q5	83	
2007-09	Q4	84	
2007-09	Q3	110	
2007-09	Q2	171	
2007-09	Q1	102	
2005-07	Q8	215	
2005-07	Q7	128	
2005-07	Q6	64	
2005-07	Q5	32	
2005-07	Q4	146	
2005-07	Q3	114	
2005-07	Q2	75	
2005-07	Q1	44	

Date Measured: 9/30/2010

Comment: Securities 43; Consumer Services 72

As of 11/8/2010

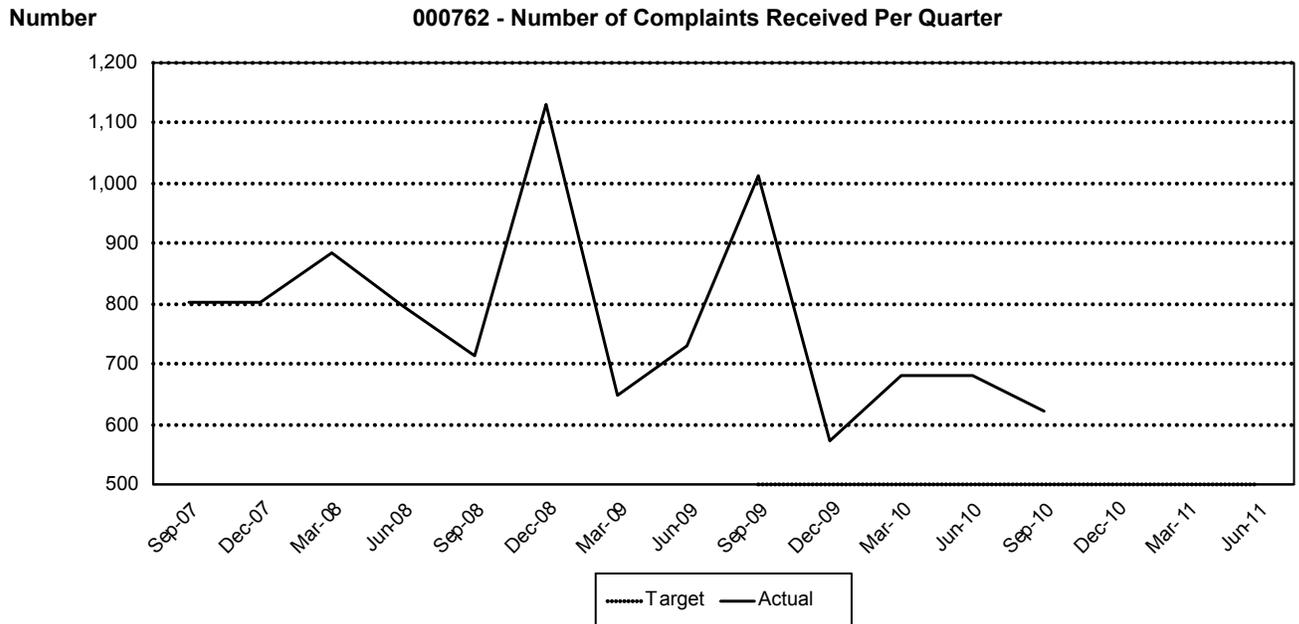


As of 11/8/2010

000762 - Number of Complaints Received Per Quarter.			
Biennium	Period	Actual	Target
2009-11	Q8		501
2009-11	Q7		501
2009-11	Q6		501
2009-11	Q5	623	501
2009-11	Q4	680	501
2009-11	Q3	682	501
2009-11	Q2	571	501
2009-11	Q1	1,014	501
2007-09	Q8	730	
2007-09	Q7	649	
2007-09	Q6	1,131	
2007-09	Q5	714	
2007-09	Q4	796	
2007-09	Q3	883	
2007-09	Q2	801	
2007-09	Q1	801	

Date Measured: 9/30/2010

Comment: Banks 26; Credit Unions 49; Securities 87; Consumer Services 461



A042 State Building Code Council

Agency: 150 - Dept of General Administration

Expected Results

As of 11/8/2010

To be developed.

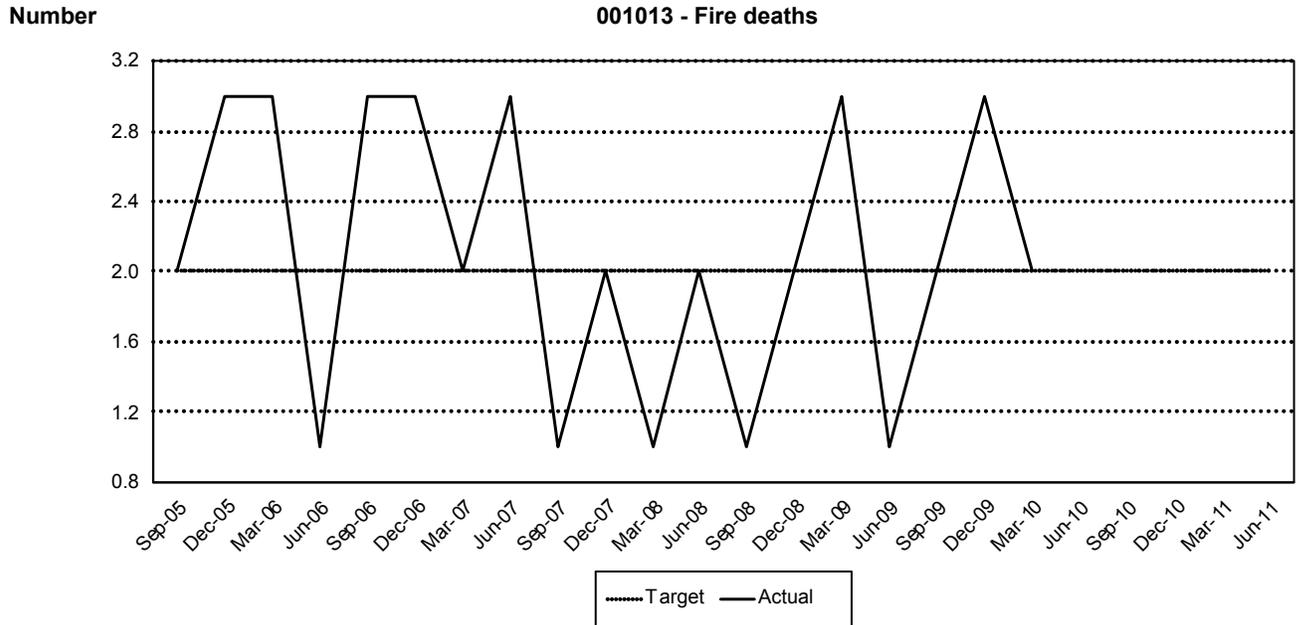
As of 11/8/2010

001013 - Number of fire deaths per 1 million residents			
Biennium	Period	Actual	Target
2009-11	Q8		2
2009-11	Q7		2
2009-11	Q6		2
2009-11	Q5		2
2009-11	Q4		2
2009-11	Q3	2	2
2009-11	Q2	3	2
2009-11	Q1	2	2
2007-09	Q8	1	2
2007-09	Q7	3	2
2007-09	Q6	2	2
2007-09	Q5	1	2
2007-09	Q4	2	2
2007-09	Q3	1	2
2007-09	Q2	2	2
2007-09	Q1	1	2
2005-07	Q8	3	2
2005-07	Q7	2	2
2005-07	Q6	3	2
2005-07	Q5	3	2
2005-07	Q4	1	2
2005-07	Q3	3	2
2005-07	Q2	3	2
2005-07	Q1	2	2

Date Measured: 3/31/2010

Comment: There were 15 fire related deaths

As of 11/8/2010



A005 Enforcement of Consumer Protection Laws

Agency: 100 - Office of Attorney General

Expected Results

The Consumer Protection Division enforces the Consumer Protection Act (CPA). The division brings civil actions under the CPA in order to affect general and specific deterrence of unfair and deceptive trade practices. The division's activities are expected to foster a fair, competitive, and nondeceptive market place, prevent consumer harm, promote voluntary compliance with economic regulation by business, and resolve disputes between buyers and sellers in the marketplace. The division is also expected to recover a portion of the costs of its operation through its litigation activity. The Consumer Protection Division also houses the Lemon Law Administration, which is expected to promote timely and effective new motor vehicle warranty service through mandatory arbitration and the Manufactured Housing Dispute Resolution Unit, which fosters compliance with the Manufactured Housing Landlord Tennant Act.

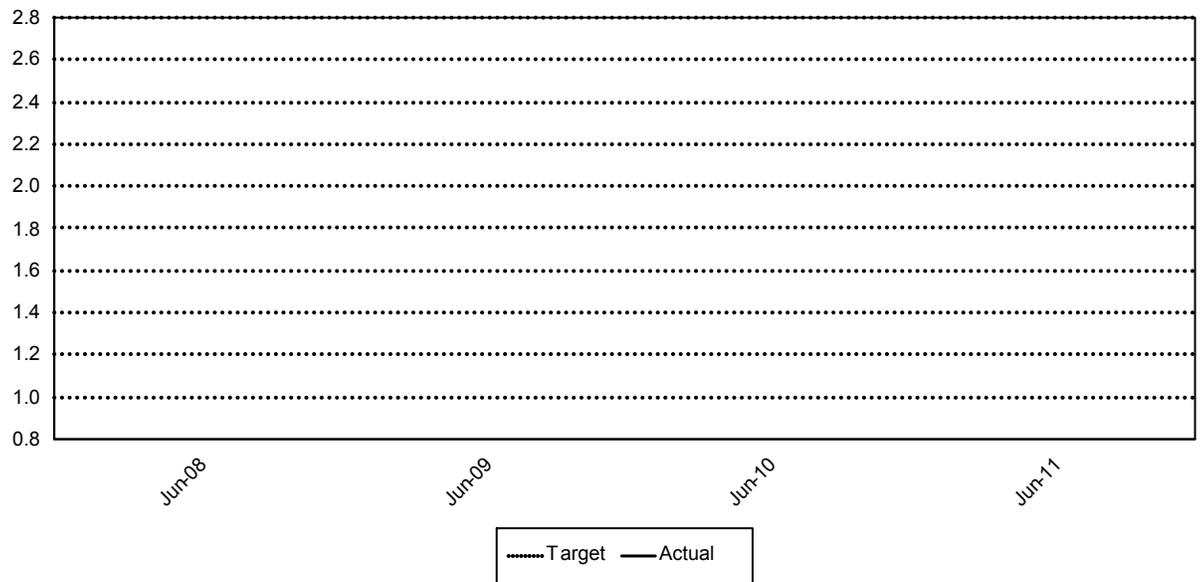
As of 11/8/2010

000014 - PM0005/CPR- Recoveries. Consumer Protection mission is to provide a fair and non-deceptive marketplace through vigorous civil law enforcement. We promote general deterrence and compliance with the CPA by obtaining and collecting monetary judgments.			
Biennium	Period	Actual	Target
2009-11	A1	\$1.79	

Date Measured: 6/30/2010

Comment: Represents 12 months of data. Recoveries are variable.

Dollars **000014 - Amount of Dollars Recovered for Every Dollar Spent by the AGO on Consumer Protection Work**



A006 Monitoring Insurance Company Solvency

Agency: 160 - Office of Insurance Commissioner

Expected Results

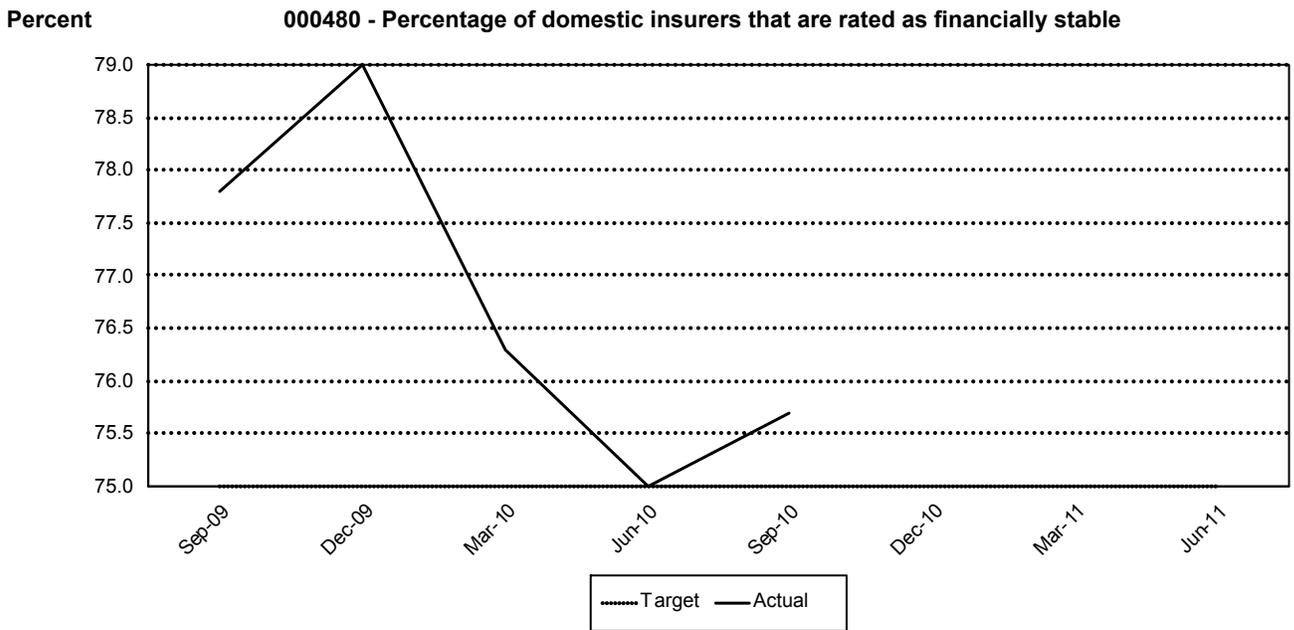
In addition to the financial and market conduct oversight activities completed, Company Supervision staff completes 480 detailed desk examinations of quarterly, annual, and supplemental financial statements; reviews 120 monthly statements filed by domestic insurers; performs cursory quarterly review of statements filed by almost 1,400 foreign insurers; and reviews intermediate quarterly statements filed by 366 financially distressed foreign insurers.

As of 11/8/2010

000480 - Percentage of domestic insurers that are rated as financially stable.			
Biennium	Period	Actual	Target
2009-11	Q8		75%
2009-11	Q7		75%
2009-11	Q6		75%
2009-11	Q5	75.7%	75%
2009-11	Q4	75%	75%
2009-11	Q3	76.3%	75%
2009-11	Q2	79%	75%
2009-11	Q1	77.8%	75%

Date Measured: 9/30/2010

Comment: Based on insurance premiums, these companies represent 88% of the domestic market.



A005 Investigations and Enforcement

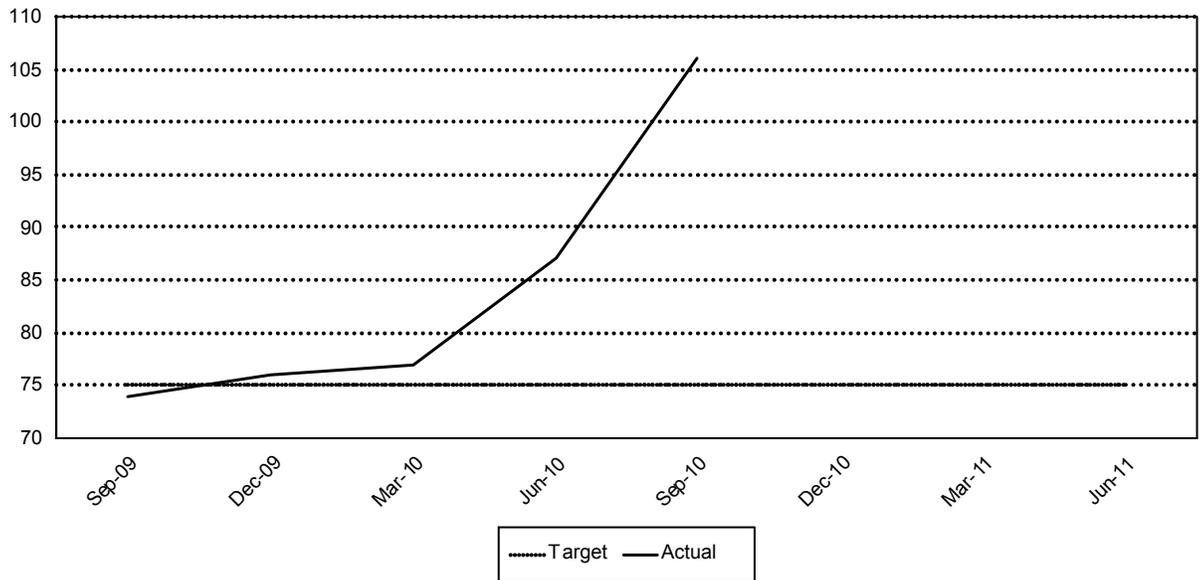
Agency: 160 - Office of Insurance Commissioner

Expected Results

As of 11/8/2010

000575 - Average number of days it takes to complete producer investigations.			
Biennium	Period	Actual	Target
2009-11	Q8		75
2009-11	Q7		75
2009-11	Q6		75
2009-11	Q5	106	75
2009-11	Q4	87	75
2009-11	Q3	77	75
2009-11	Q2	76	75
2009-11	Q1	74	75

Number 000575 - Average Number of days it takes to complete producer investigations

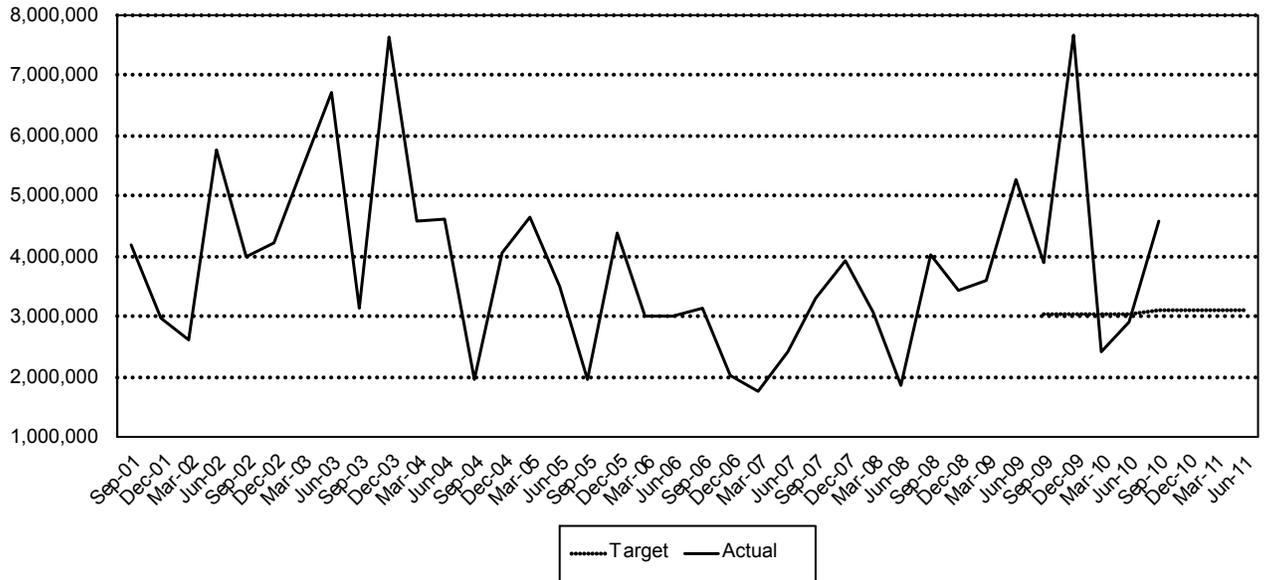


As of 11/8/2010

000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2009-11	Q8		\$3,100,000
2009-11	Q7		\$3,100,000
2009-11	Q6		\$3,100,000
2009-11	Q5	\$4,578,778	\$3,100,000
2009-11	Q4	\$2,895,482	\$3,050,000
2009-11	Q3	\$2,427,350	\$3,050,000
2009-11	Q2	\$7,686,915	\$3,050,000
2009-11	Q1	\$3,896,774	\$3,050,000
2007-09	Q8	\$5,277,992	
2007-09	Q7	\$3,608,869	
2007-09	Q6	\$3,417,820	
2007-09	Q5	\$4,013,768	
2007-09	Q4	\$1,867,649	
2007-09	Q3	\$3,061,107	
2007-09	Q2	\$3,930,239	
2007-09	Q1	\$3,310,218	
2005-07	Q8	\$2,400,954	
2005-07	Q7	\$1,746,167	
2005-07	Q6	\$2,028,758	
2005-07	Q5	\$3,151,356	
2005-07	Q4	\$2,999,676	
2005-07	Q3	\$3,005,370	
2005-07	Q2	\$4,372,107	
2005-07	Q1	\$1,963,574	

As of 11/8/2010

Dollars **000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention**



A003 Consumer Information and Advocacy

Agency: 160 - Office of Insurance Commissioner

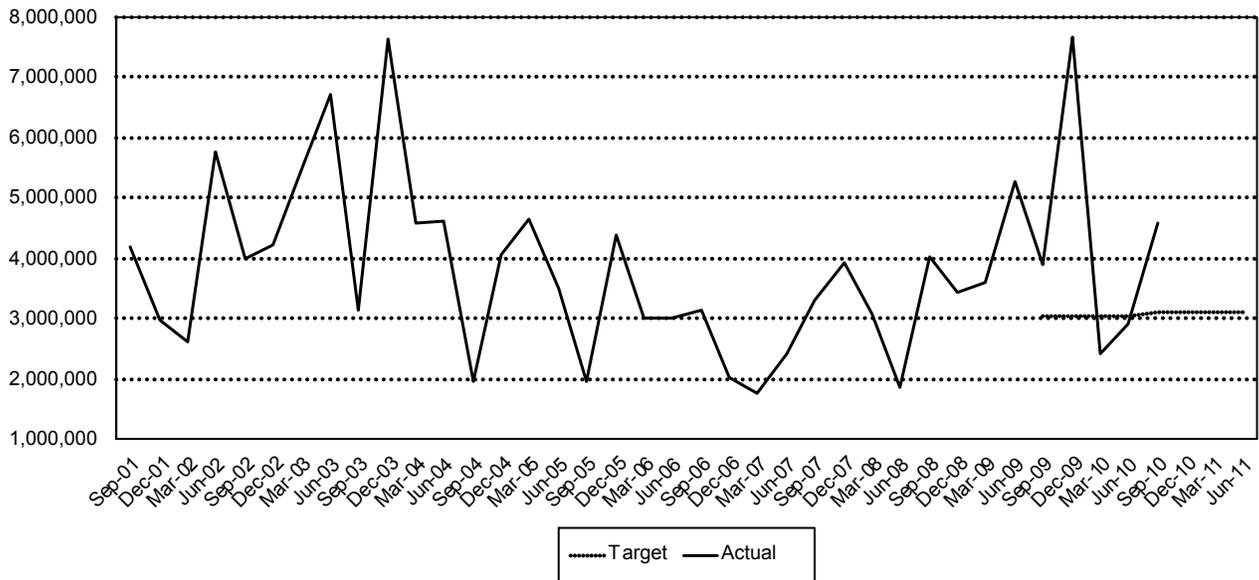
Expected Results

As of 11/8/2010

000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2009-11	Q8		\$3,100,000
2009-11	Q7		\$3,100,000
2009-11	Q6		\$3,100,000
2009-11	Q5	\$4,578,778	\$3,100,000
2009-11	Q4	\$2,895,482	\$3,050,000
2009-11	Q3	\$2,427,350	\$3,050,000
2009-11	Q2	\$7,686,915	\$3,050,000
2009-11	Q1	\$3,896,774	\$3,050,000
2007-09	Q8	\$5,277,992	
2007-09	Q7	\$3,608,869	
2007-09	Q6	\$3,417,820	
2007-09	Q5	\$4,013,768	
2007-09	Q4	\$1,867,649	
2007-09	Q3	\$3,061,107	
2007-09	Q2	\$3,930,239	
2007-09	Q1	\$3,310,218	
2005-07	Q8	\$2,400,954	
2005-07	Q7	\$1,746,167	
2005-07	Q6	\$2,028,758	
2005-07	Q5	\$3,151,356	
2005-07	Q4	\$2,999,676	
2005-07	Q3	\$3,005,370	
2005-07	Q2	\$4,372,107	
2005-07	Q1	\$1,963,574	

As of 11/8/2010

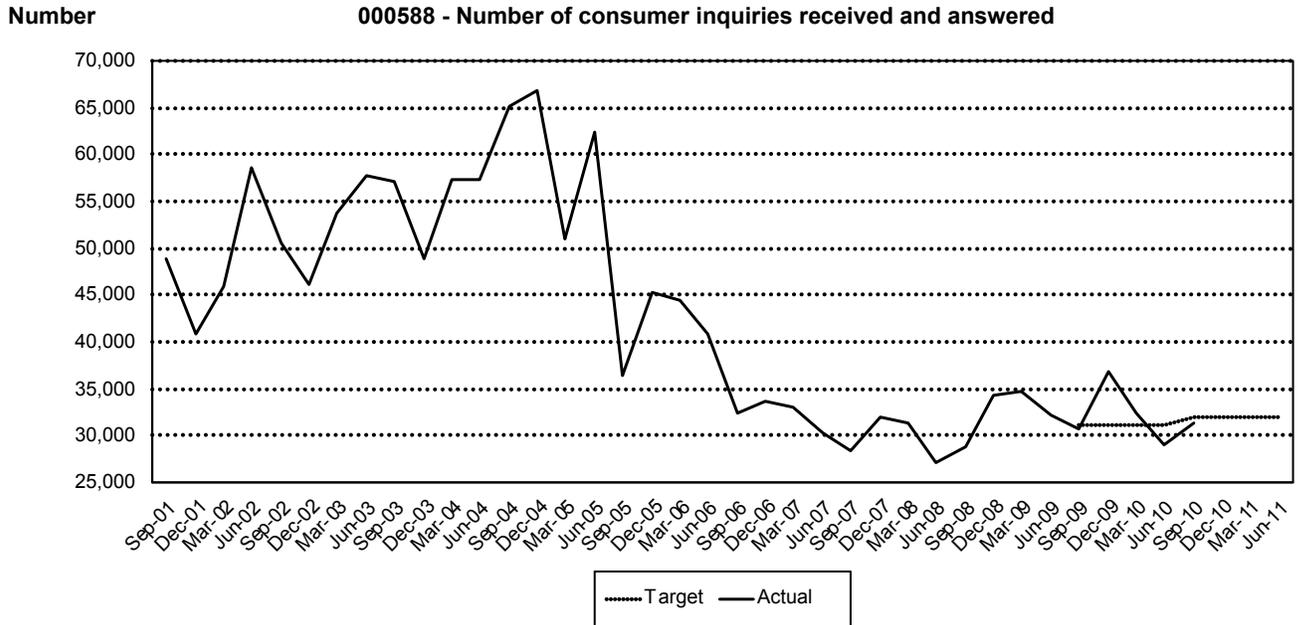
Dollars **000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention**



As of 11/8/2010

000588 - Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner			
Biennium	Period	Actual	Target
2009-11	Q8		31,865
2009-11	Q7		31,865
2009-11	Q6		31,864
2009-11	Q5	31,384	31,864
2009-11	Q4	28,916	31,063
2009-11	Q3	32,464	31,063
2009-11	Q2	36,764	31,062
2009-11	Q1	30,733	31,062
2007-09	Q8	32,145	
2007-09	Q7	34,728	
2007-09	Q6	34,351	
2007-09	Q5	28,791	
2007-09	Q4	27,005	
2007-09	Q3	31,241	
2007-09	Q2	31,866	
2007-09	Q1	28,392	
2005-07	Q8	30,302	
2005-07	Q7	33,105	
2005-07	Q6	33,685	
2005-07	Q5	32,473	
2005-07	Q4	40,749	
2005-07	Q3	44,408	
2005-07	Q2	45,334	
2005-07	Q1	36,407	

As of 11/8/2010



A007 Policy and Enforcement

Agency: 160 - Office of Insurance Commissioner

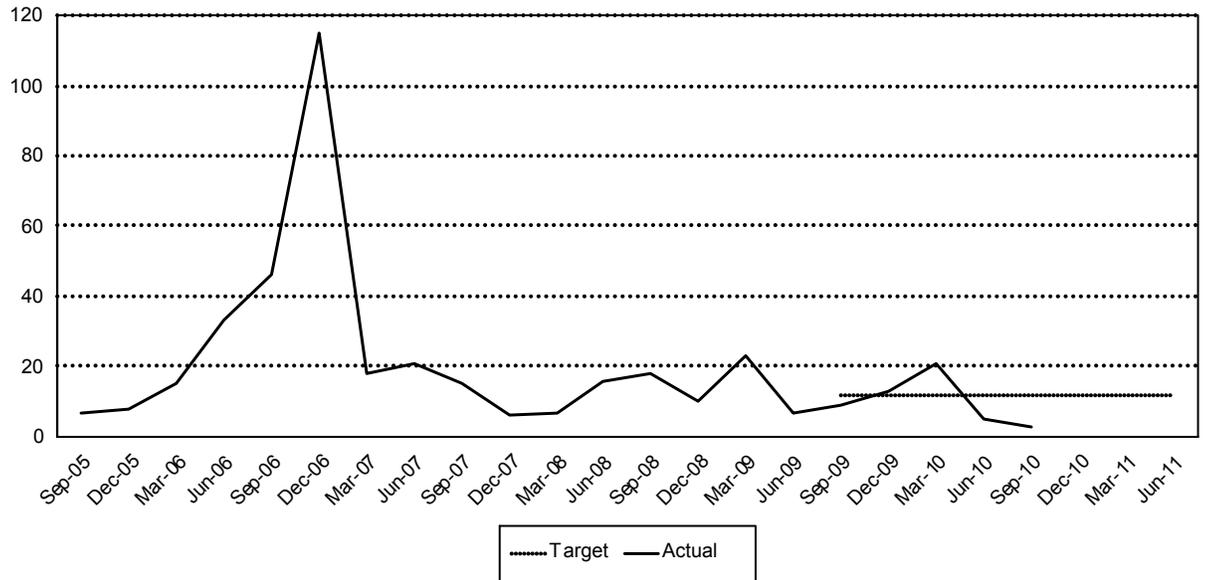
Expected Results

As of 11/8/2010

000590 - Number of enforcement actions and compliance plans issued against authorized insurers.			
Biennium	Period	Actual	Target
2009-11	Q8		12
2009-11	Q7		12
2009-11	Q6		12
2009-11	Q5	3	12
2009-11	Q4	5	12
2009-11	Q3	21	12
2009-11	Q2	13	12
2009-11	Q1	9	12
2007-09	Q8	7	
2007-09	Q7	23	
2007-09	Q6	10	
2007-09	Q5	18	
2007-09	Q4	16	
2007-09	Q3	7	
2007-09	Q2	6	
2007-09	Q1	15	
2005-07	Q8	21	
2005-07	Q7	18	
2005-07	Q6	115	
2005-07	Q5	46	
2005-07	Q4	33	
2005-07	Q3	15	
2005-07	Q2	8	
2005-07	Q1	7	

As of 11/8/2010

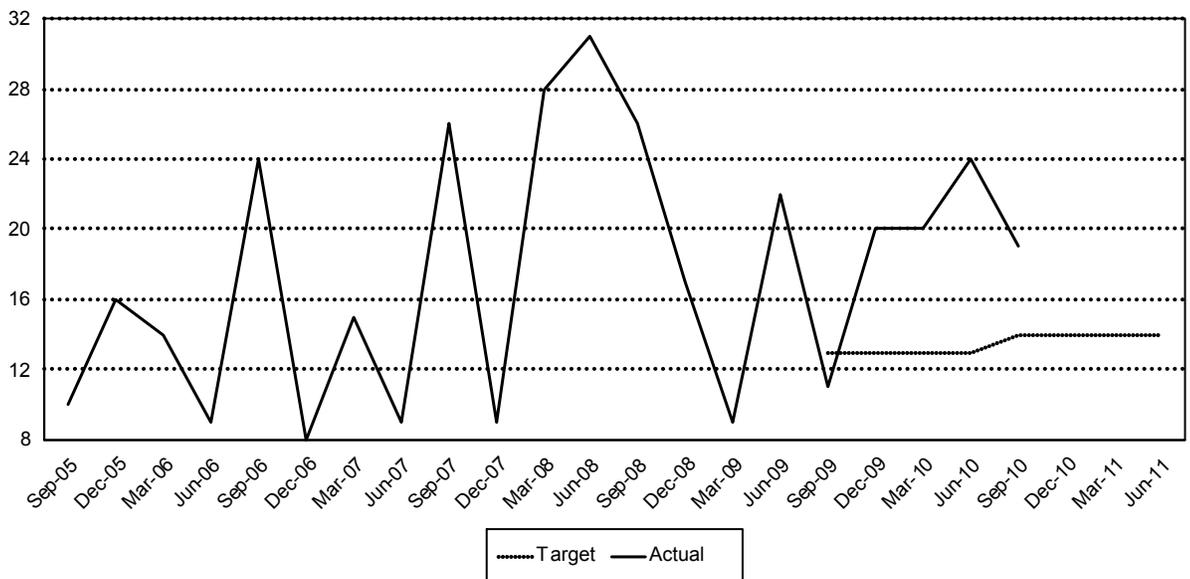
Number **000590 - Number of enforcement actions and compliance plans issued against authorized insurers**



As of 11/8/2010

000591 - Number of investigations of suspected illegal insurance entities completed.			
Biennium	Period	Actual	Target
2009-11	Q8		14
2009-11	Q7		14
2009-11	Q6		14
2009-11	Q5	19	14
2009-11	Q4	24	13
2009-11	Q3	20	13
2009-11	Q2	20	13
2009-11	Q1	11	13
2007-09	Q8	22	
2007-09	Q7	9	
2007-09	Q6	17	
2007-09	Q5	26	
2007-09	Q4	31	
2007-09	Q3	28	
2007-09	Q2	9	
2007-09	Q1	26	
2005-07	Q8	9	
2005-07	Q7	15	
2005-07	Q6	8	
2005-07	Q5	24	
2005-07	Q4	9	
2005-07	Q3	14	
2005-07	Q2	16	
2005-07	Q1	10	

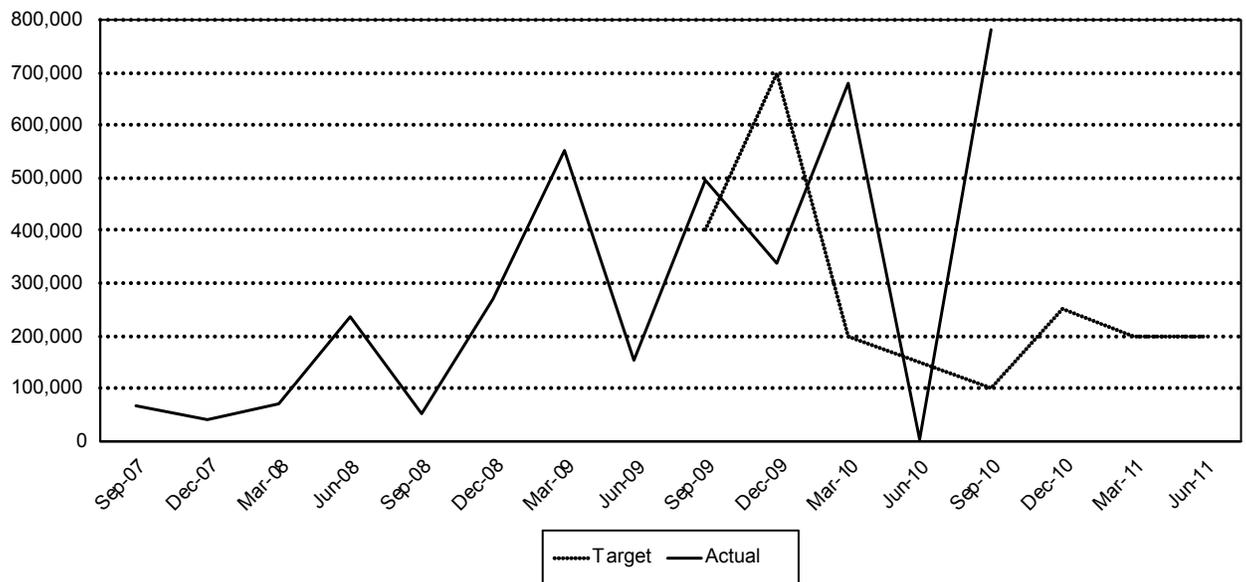
Number 000591 - Number of investigations of suspected illegal insurance entities completed



As of 11/8/2010

000592 - Amount of restitution value assessed and projected insurance claim payouts saved on behalf of victims of insurance fraud.			
Biennium	Period	Actual	Target
2009-11	Q8		\$200,000
2009-11	Q7		\$200,000
2009-11	Q6		\$250,000
2009-11	Q5	\$780,708	\$100,000
2009-11	Q4	\$3,500	\$150,000
2009-11	Q3	\$681,402	\$200,000
2009-11	Q2	\$337,760	\$700,000
2009-11	Q1	\$497,346	\$400,000
2007-09	Q8	\$155,733	
2007-09	Q7	\$552,386	
2007-09	Q6	\$271,031	
2007-09	Q5	\$51,907	
2007-09	Q4	\$234,627	
2007-09	Q3	\$70,190	
2007-09	Q2	\$40,000	
2007-09	Q1	\$68,791	

Dollars 000592 - Amount of restitution value assessed and projected insurance claims payouts saved



A002 Producer Licensing and Education

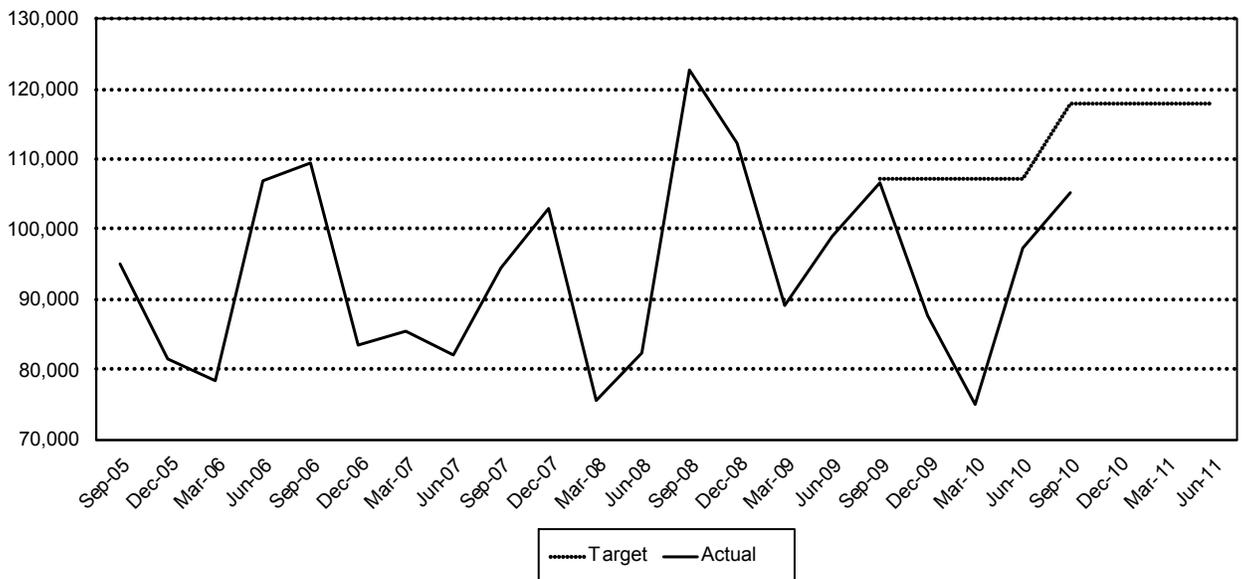
Agency: 160 - Office of Insurance Commissioner

Expected Results

As of 11/8/2010

000593 - Number of licenses and appointments issued for insurance producers.			
Biennium	Period	Actual	Target
2009-11	Q8		118,000
2009-11	Q7		118,000
2009-11	Q6		118,000
2009-11	Q5	105,082	118,000
2009-11	Q4	97,344	107,250
2009-11	Q3	75,138	107,250
2009-11	Q2	87,609	107,250
2009-11	Q1	106,510	107,250
2007-09	Q8	99,050	
2007-09	Q7	89,048	
2007-09	Q6	112,373	
2007-09	Q5	122,782	
2007-09	Q4	82,435	
2007-09	Q3	75,651	
2007-09	Q2	102,842	
2007-09	Q1	94,605	
2005-07	Q8	82,221	
2005-07	Q7	85,573	
2005-07	Q6	83,560	
2005-07	Q5	109,372	
2005-07	Q4	106,986	
2005-07	Q3	78,315	
2005-07	Q2	81,680	
2005-07	Q1	95,084	

Number 000593 - Number of licenses and appointments issued for insurance producers



As of 11/8/2010

A008 Regulation of Insurance Rates and Forms

Agency: 160 - Office of Insurance Commissioner

Expected Results

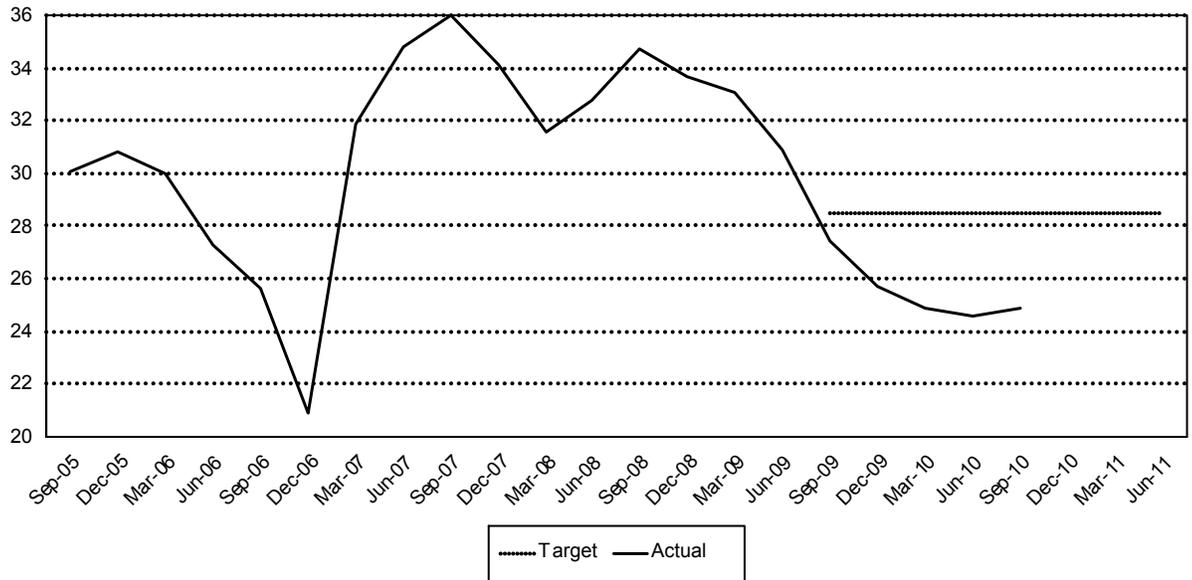
Rates and Forms staff reviews approximately 8,500 rate filings and 10,000 form filings per year.

As of 11/8/2010

000734 - Average number of days required to finalize the filing review process for insurance rate and form filings.			
Biennium	Period	Actual	Target
2009-11	Q8		28.5
2009-11	Q7		28.5
2009-11	Q6		28.5
2009-11	Q5	24.9	28.5
2009-11	Q4	24.6	28.5
2009-11	Q3	24.9	28.5
2009-11	Q2	25.7	28.5
2009-11	Q1	27.4	28.5
2007-09	Q8	30.9	
2007-09	Q7	33.1	
2007-09	Q6	33.7	
2007-09	Q5	34.7	
2007-09	Q4	32.8	
2007-09	Q3	31.6	
2007-09	Q2	34.13	
2007-09	Q1	36	
2005-07	Q8	34.8	
2005-07	Q7	31.9	
2005-07	Q6	20.9	
2005-07	Q5	25.6	
2005-07	Q4	27.3	
2005-07	Q3	30	
2005-07	Q2	30.8	
2005-07	Q1	30.03	

As of 11/8/2010

Number **000734 - Average Number of days required to finalize the filing review process for rate and form filings**



A008 Charitable Solicitation and Trusts Program

Agency: 085 - Office of the Secretary of State

Expected Results

Promote public trust and increased knowledge about charitable organizations so the public is able to make informed decisions about charitable giving. Reduce barriers to successful establishment and operation of charitable entities by providing easy to use, customer friendly, service to filers.

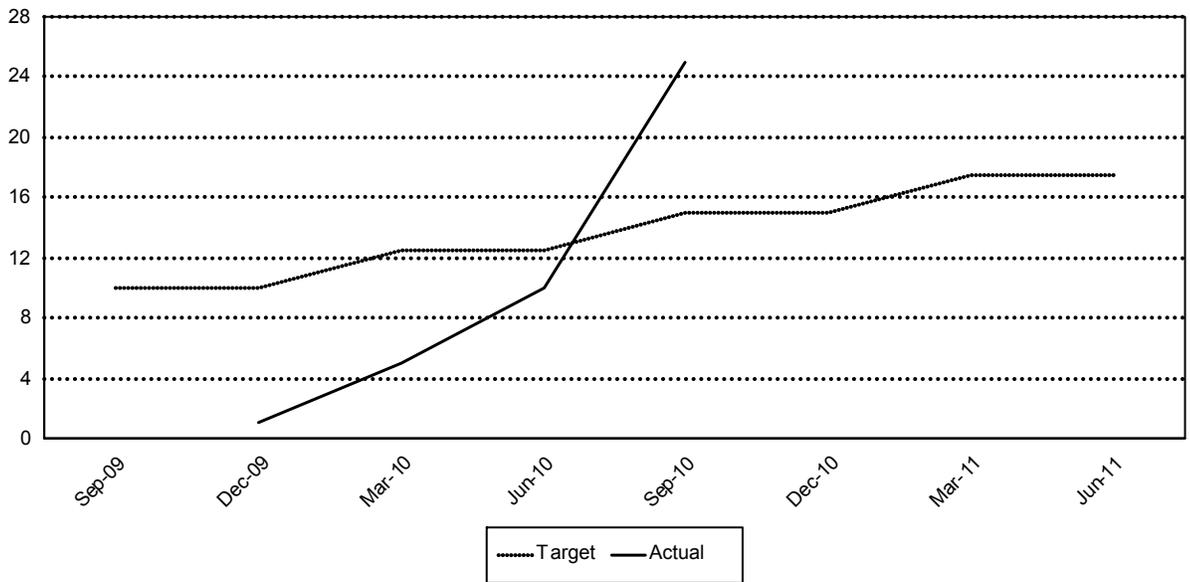
As of 11/8/2010

001055 - Percent of pre-2004 backlog scanning completed to digitize Corporation & Charities records.			
Biennium	Period	Actual	Target
2009-11	Q8		17.5%
2009-11	Q7		17.5%
2009-11	Q6		15%
2009-11	Q5	25%	15%
2009-11	Q4	10%	12.5%
2009-11	Q3	5%	12.5%
2009-11	Q2	1%	10%
2009-11	Q1		10%

Date Measured: 9/30/2010

Comment: Trademark scanning is moving along quicker than anticipated.

Percent 001055 - Scanning completed of pre-2004 Corporations & Charities records



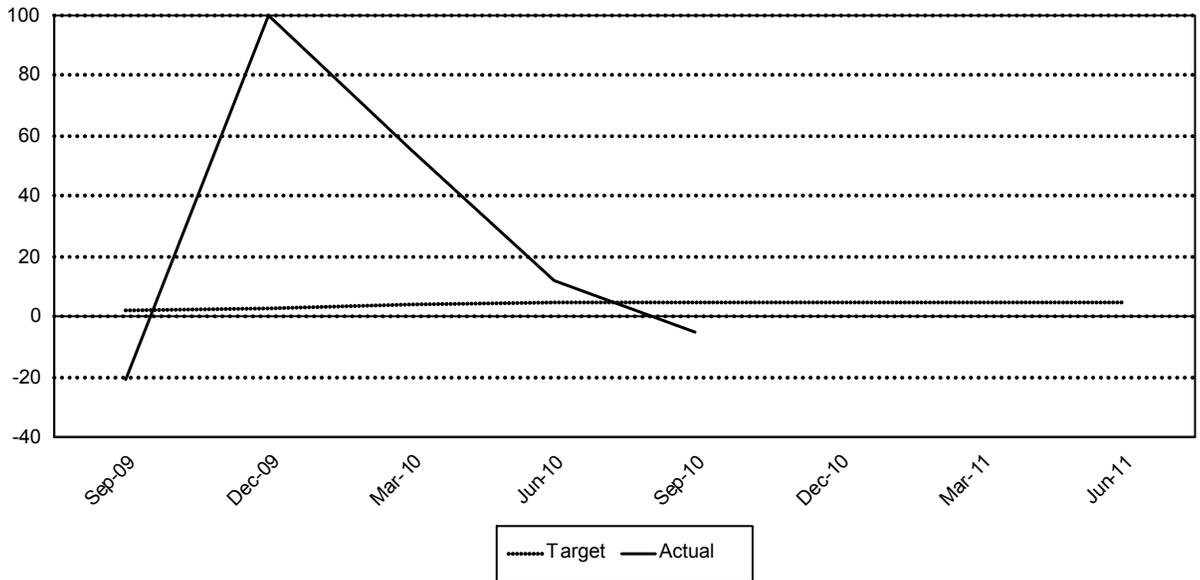
As of 11/8/2010

001058 - Percent over 2009 of responses to public information requests.			
Biennium	Period	Actual	Target
2009-11	Q8		5%
2009-11	Q7		5%
2009-11	Q6		5%
2009-11	Q5	(5)%	5%
2009-11	Q4	12%	5%
2009-11	Q3	55%	4%
2009-11	Q2	100%	3%
2009-11	Q1	(21)%	2%

Date Measured: 9/30/2010

Comment: 5th qtr decrease over same period in FY 10 (1st qtr) possibly due to reduced outreach program and donating public giving less, resulting in less calls, emails, etc. about charitable organizations.

Percent 001058 - Responses to public information requests over 2009 responses



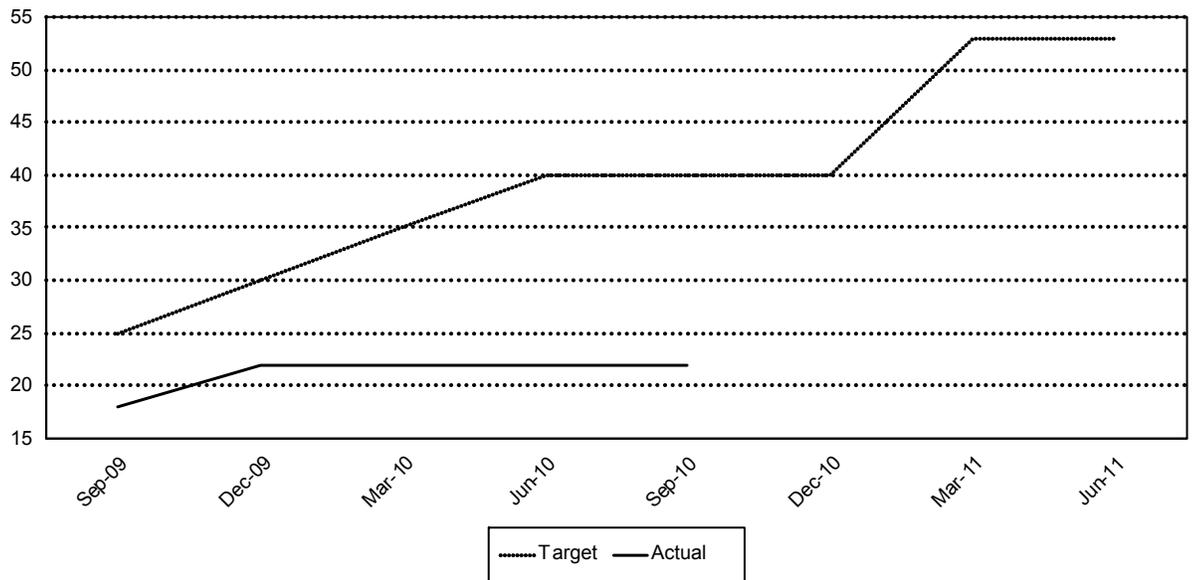
As of 11/8/2010

001060 - Percent of on line business transactions available to Corporation and Charitable entities.			
Biennium	Period	Actual	Target
2009-11	Q8		53%
2009-11	Q7		53%
2009-11	Q6		40%
2009-11	Q5	22%	40%
2009-11	Q4	22%	40%
2009-11	Q3	22%	35%
2009-11	Q2	22%	30%
2009-11	Q1	18%	25%

Date Measured: 9/30/2010

Comment: No progress made due to IT resource shortages.

Percent **001060 - On line business transactions available**



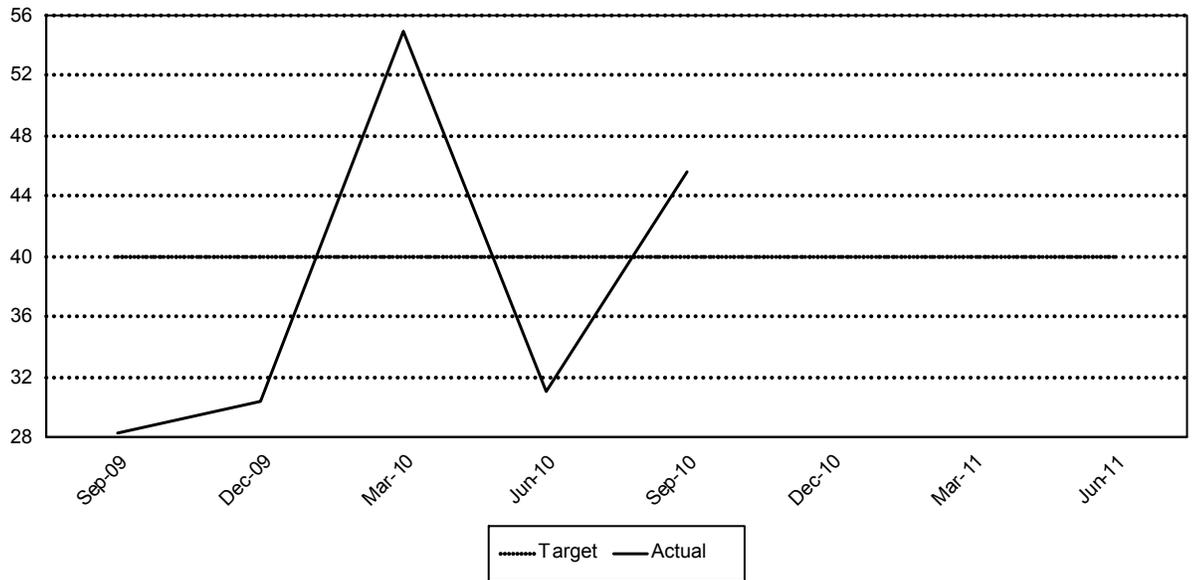
As of 11/8/2010

001063 - Average number of days to process Charities filings from receipt.			
Biennium	Period	Actual	Target
2009-11	Q8		40
2009-11	Q7		40
2009-11	Q6		40
2009-11	Q5	45.6	40
2009-11	Q4	31	40
2009-11	Q3	55	40
2009-11	Q2	30.3	40
2009-11	Q1	28.3	40

Date Measured: 9/30/2010

Comment: 5th qtr actual is based on a weighted average (previous reported figures were not weighted). Commercial fundraiser filings were significantly behind on Sept. 30, causing most of the variance.

Number 001063 - Average Number of days to process Charities filings from receipt



A001 Administration

Agency: 215 - Utilities and Transportation Comm

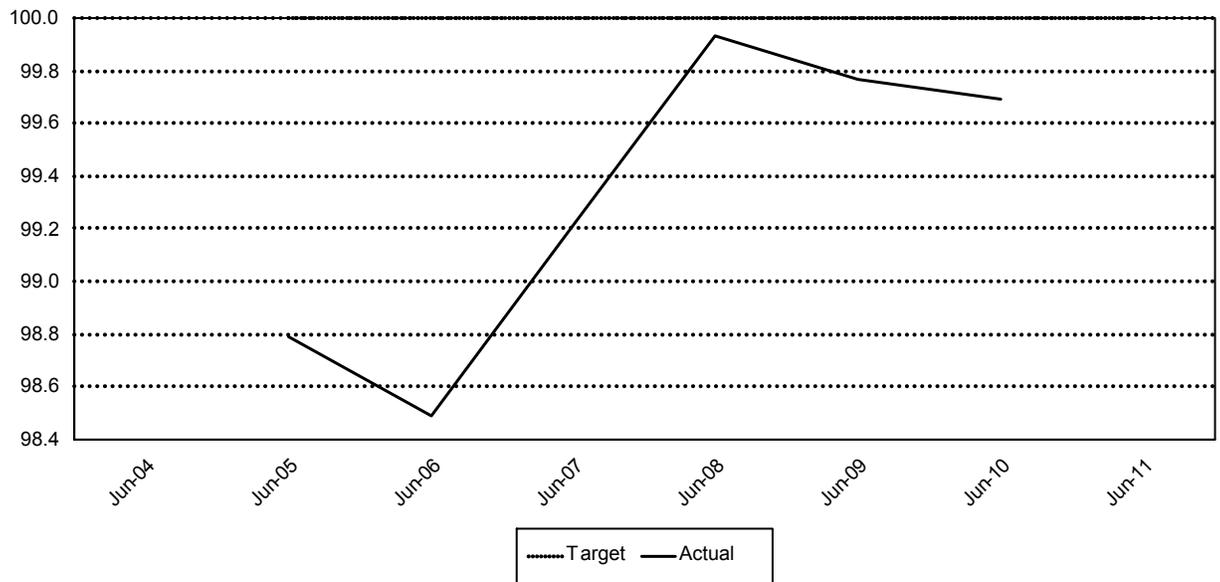
Expected Results

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

As of 11/8/2010

000961 - The percentage of regulatory fees received on time.			
Biennium	Period	Actual	Target
2009-11	A2		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%

Percent 000961 - Timeliness of Regulatory Fees



A002 Agency Commissioners

Agency: 215 - Utilities and Transportation Comm

Expected Results

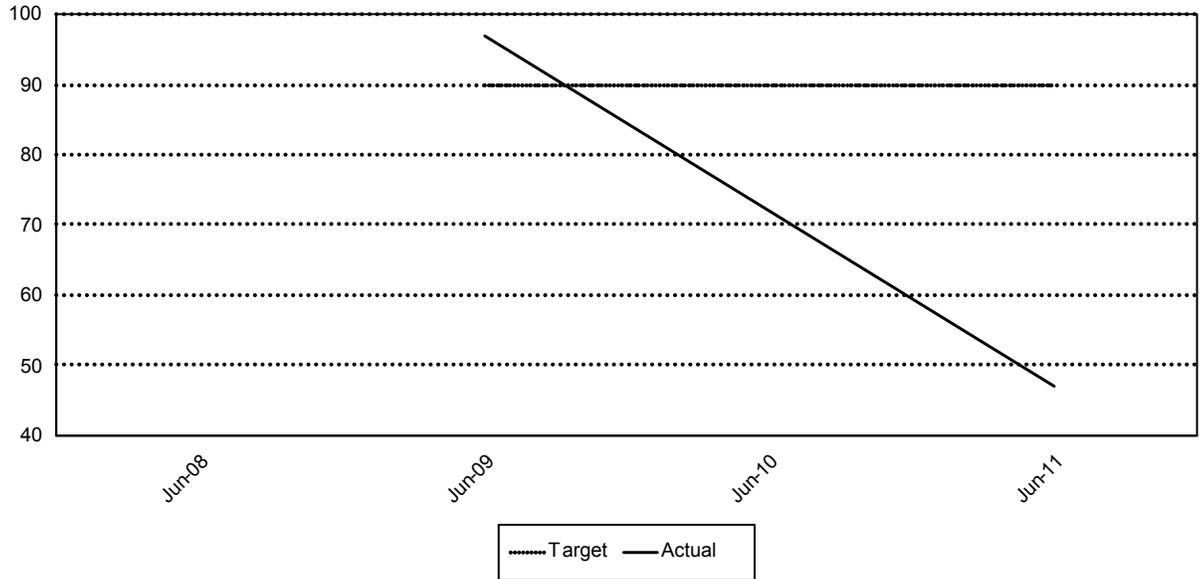
Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

As of 11/8/2010

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

Number

000963 - Timeliness of Commission orders



A004 Public Counsel

Agency: 215 - Utilities and Transportation Comm

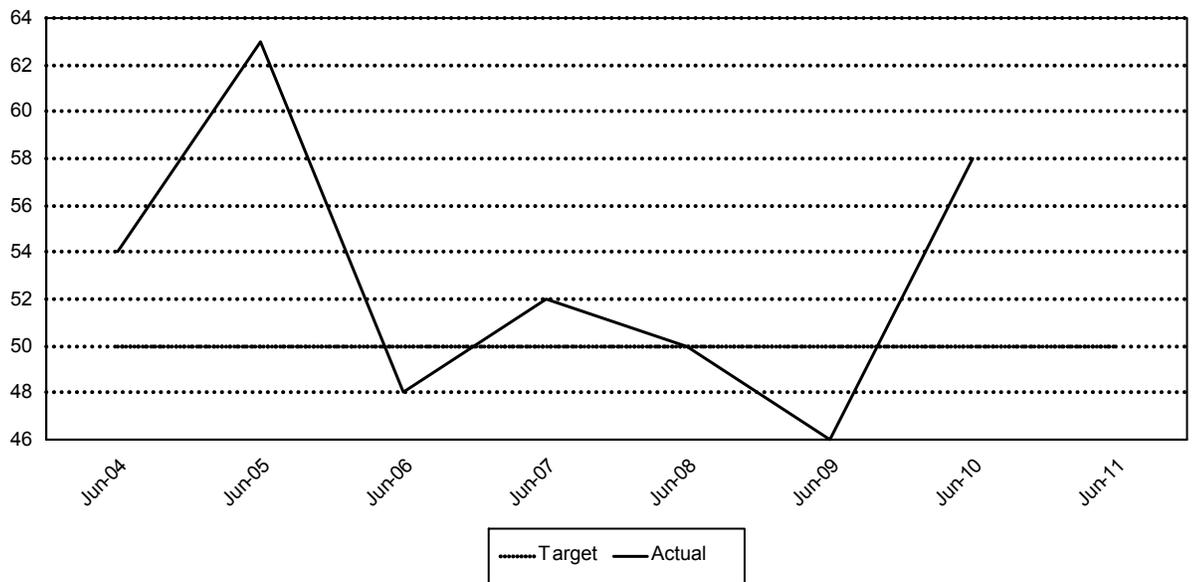
Expected Results

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

As of 11/8/2010

000953 - Percentage of contested telecommunication and energy cases in which Public Counsel participates.			
Biennium	Period	Actual	Target
2009-11	A2		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



A006 Regulation of Consumer Services

Agency: 215 - Utilities and Transportation Comm

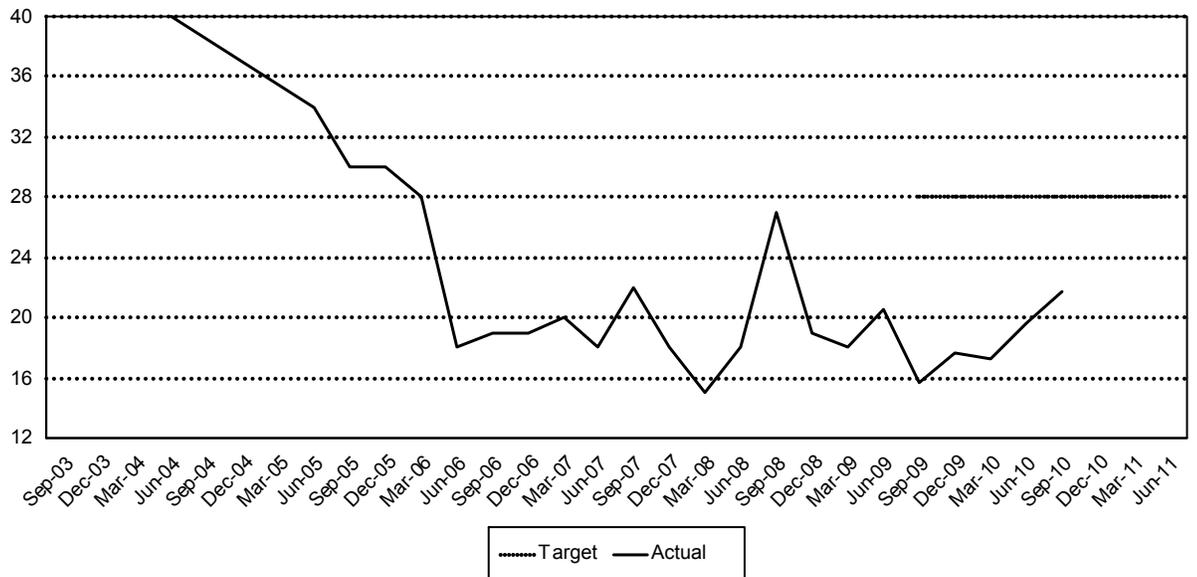
Expected Results

Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

As of 11/8/2010

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

Number 000951 - Average time to close all complaints

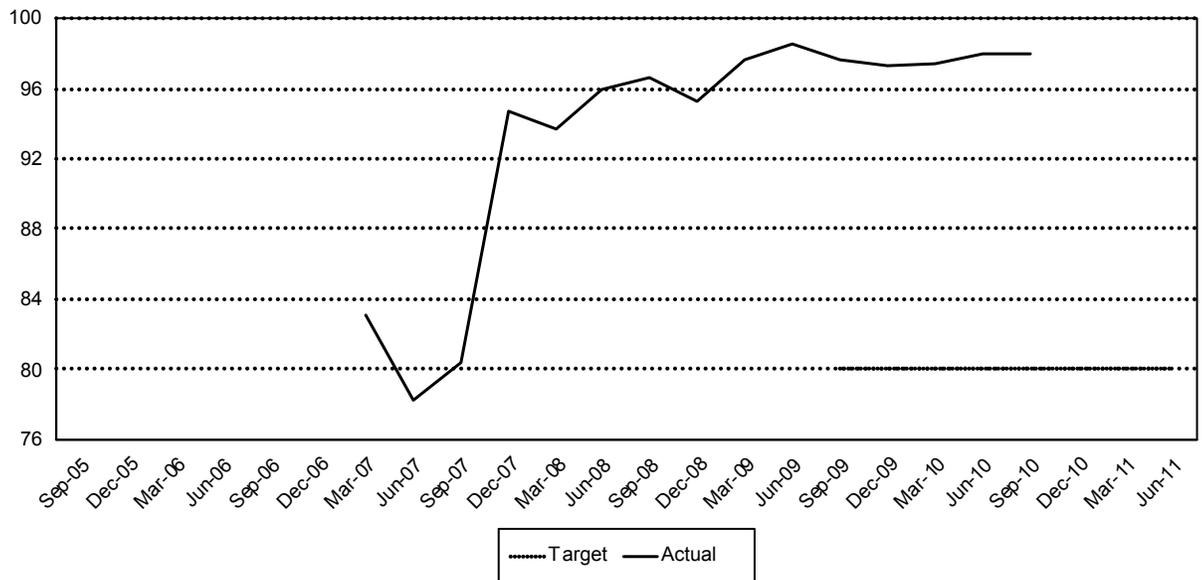


As of 11/8/2010

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		80%
2009-11	Q7		80%
2009-11	Q6		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%	

Percent **000955 - Consumer calls that are answered within 60 seconds**



A007 Regulation of Energy Companies

Agency: 215 - Utilities and Transportation Comm

As of 11/8/2010

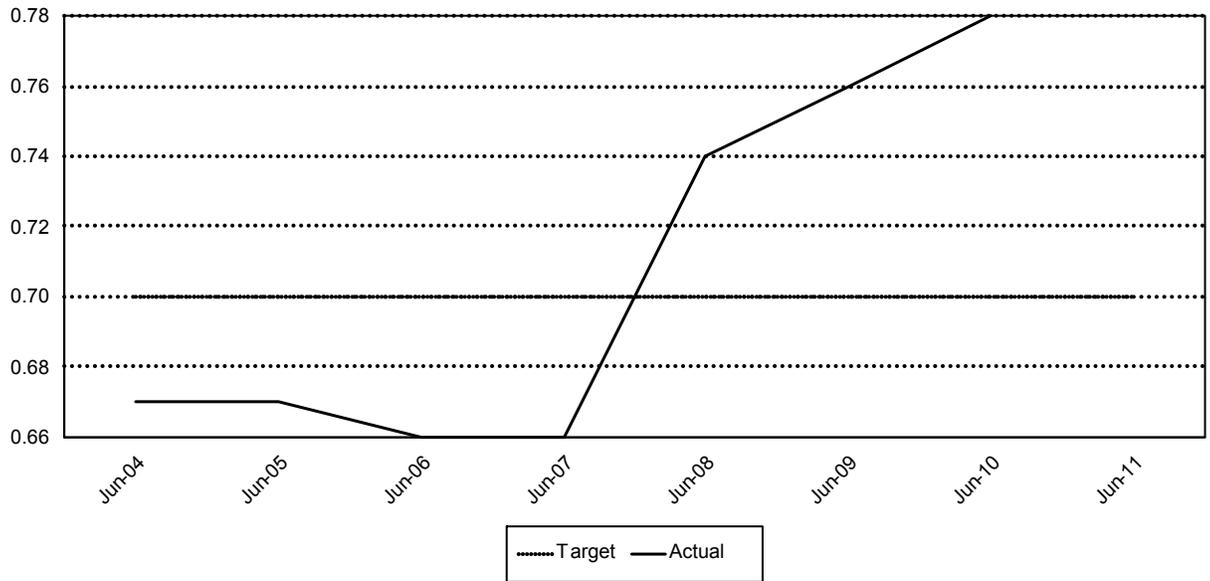
Expected Results

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		0.7
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

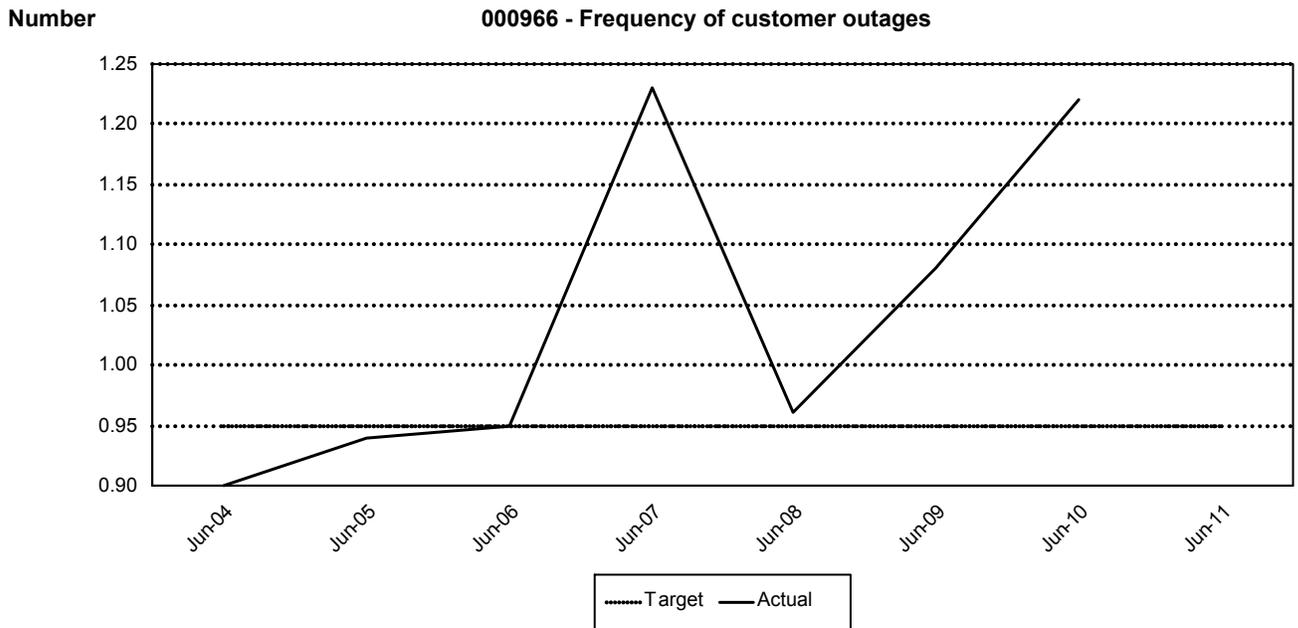
Number

000965 - Washington vs national investor-owned rates



As of 11/8/2010

000966 - The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.			
Biennium	Period	Actual	Target
2009-11	A2		0.95
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

Agency: 215 - Utilities and Transportation Comm

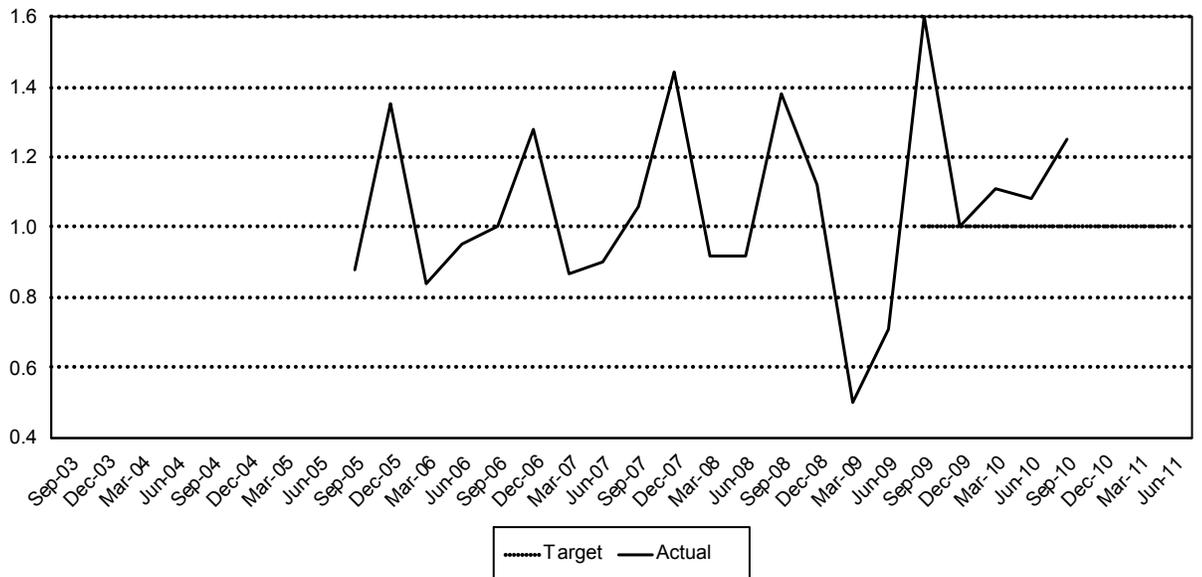
Expected Results

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 11/8/2010

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

Number 000941 - Closed to opened filings for water companies



As of 11/8/2010

Provide seed and growth capital and support entrepreneurs

A045 Washington Technology Center

Agency: 103 - Department of Commerce

Expected Results

Annual Report submitted to CTED.

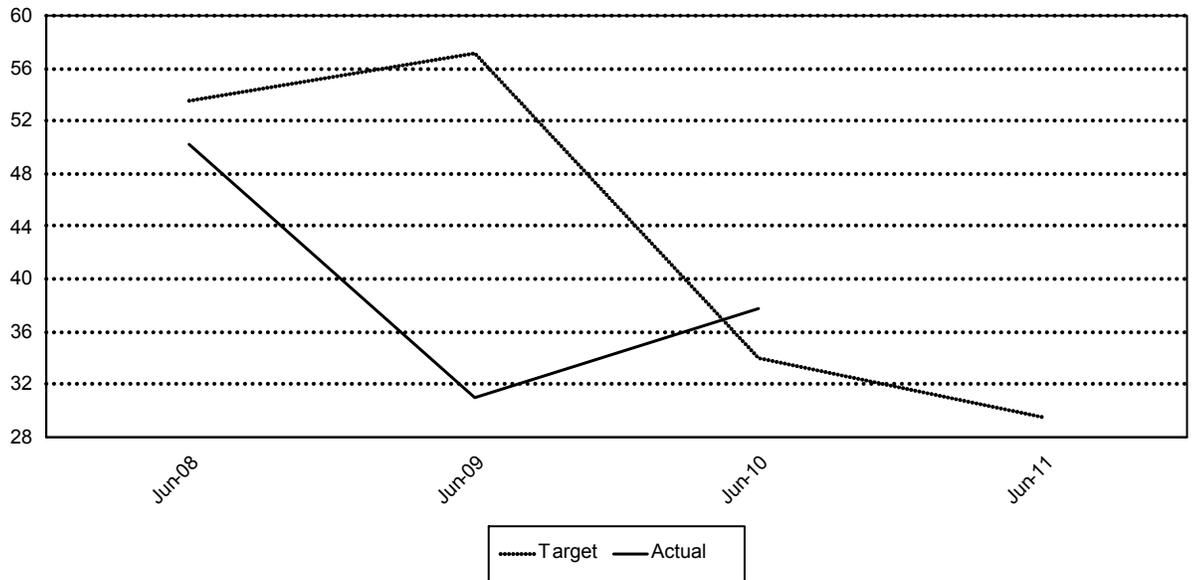
001807 - Estimated amount of additional investment leveraged by WTC funding			
Biennium	Period	Actual	Target
2009-11	A2		\$29.5
2009-11	A1	\$37.7	\$34
2007-09	A2	\$31	\$57.2
2007-09	A1	\$50.2	\$53.5

Date Measured: 6/30/2011

Comment: (in millions) - The new targets are based on the WTC reduction.

Dollars

001807 - Investment leveraged by WTC funding

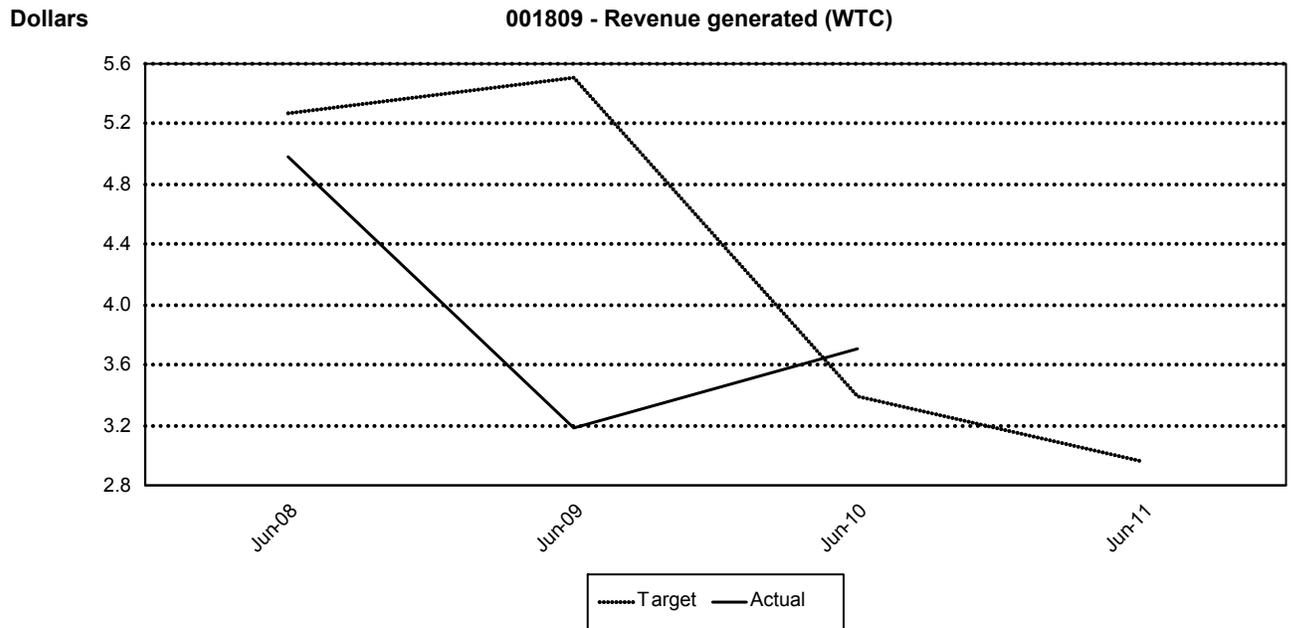


As of 11/8/2010

001809 - Amount of state revenue generated through taxes and fees (In Millions)			
Biennium	Period	Actual	Target
2009-11	A2		\$2.96
2009-11	A1	\$3.71	\$3.39
2007-09	A2	\$3.18	\$5.51
2007-09	A1	\$4.98	\$5.27

Date Measured: 6/30/2011

Comment: (in millions)



A001 Incubator Activity

Agency: 377 - Spokane Intercollege R&T Institute

Expected Results

As of 11/8/2010

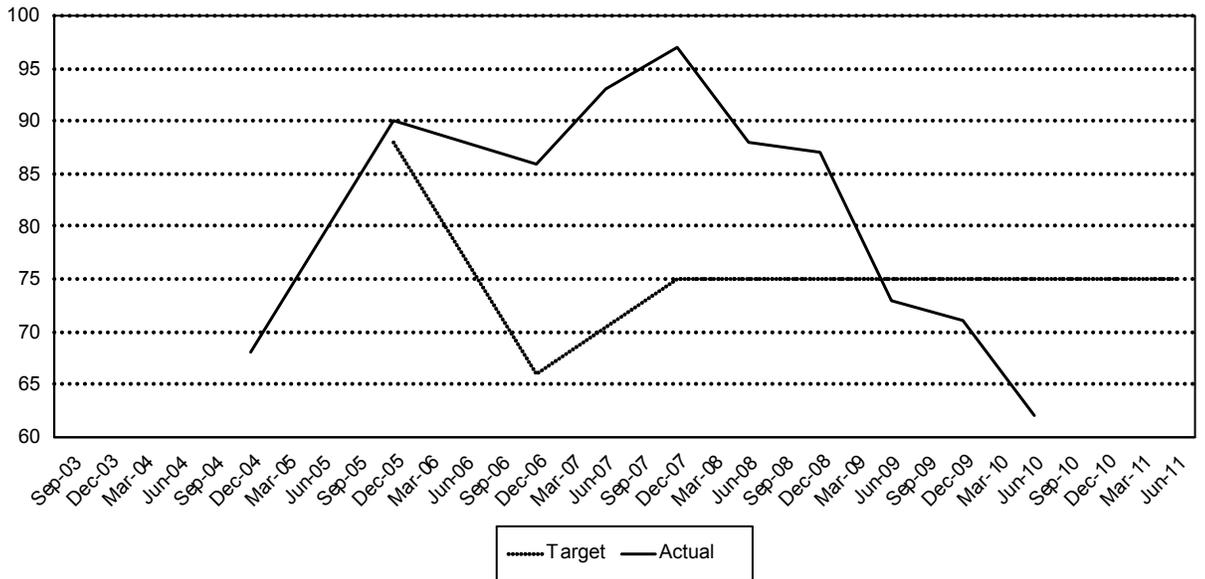
000608 - The percentage of available incubator space leased at Sirti managed facilities.			
Biennium	Period	Actual	Target
2009-11	Q8		75%
2009-11	Q6		75%
2009-11	Q4	62%	75%
2009-11	Q2	71%	75%
2007-09	Q8	73%	75%
2007-09	Q6	87%	75%
2007-09	Q4	88%	75%
2007-09	Q2	97%	75%
2005-07	Q8	93%	
2005-07	Q6	86%	66%
2005-07	Q2	90%	88%

Date Measured: 6/30/2010

Comment: Major tenant departed from Sirti Technology Center; two large tenant prospects in the pipeline.

Percent

000608 - Incubator Occupancy

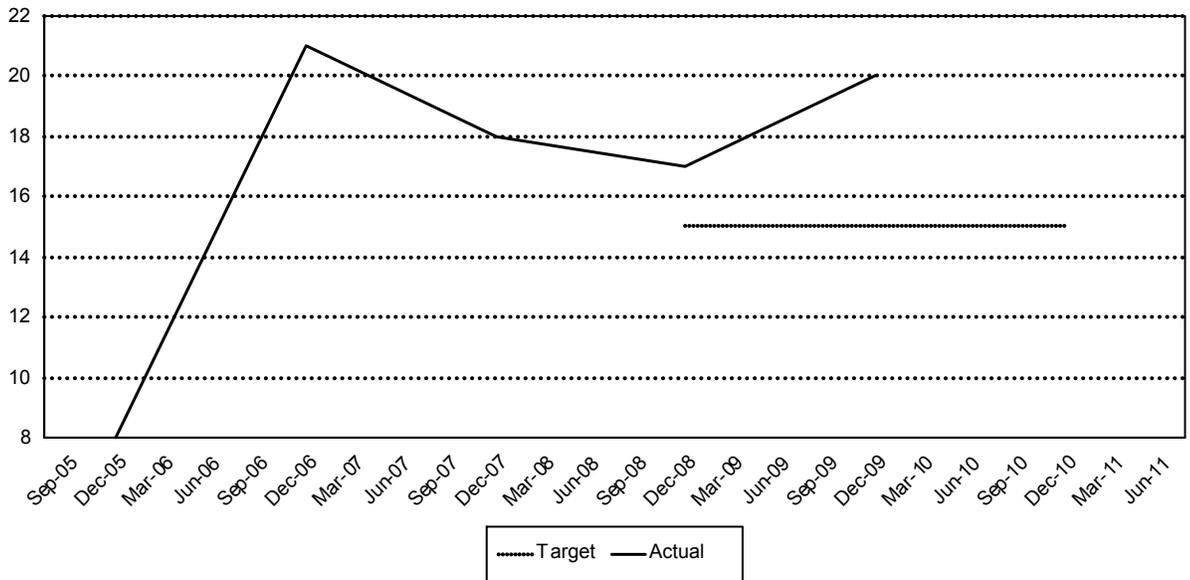


As of 11/8/2010

000611 - The quantity of start-up and emerging companies in Sirti managed incubator space.			
Biennium	Period	Actual	Target
2009-11	Q6		15
2009-11	Q2	20	15
2007-09	Q6	17	15
2007-09	Q2	18	
2005-07	Q6	21	
2005-07	Q2	8	

Number

000611 - Number of clients leasing incubator space



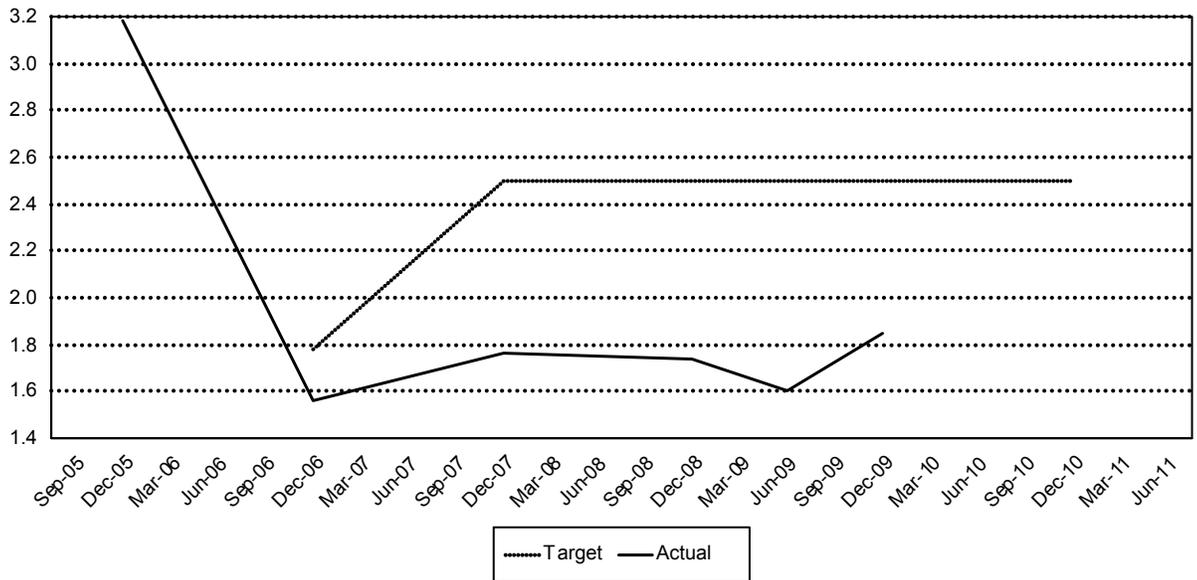
As of 11/8/2010

000930 - The current duration, in years, of current clients staying at a Sirti incubator facility.			
Biennium	Period	Actual	Target
2009-11	Q6		2.5
2009-11	Q2	1.85	2.5
2007-09	Q8	1.6	
2007-09	Q6	1.74	2.5
2007-09	Q2	1.76	2.5
2005-07	Q6	1.56	1.78
2005-07	Q2	3.18	

Date Measured: 6/30/2009

Comment: We have 21 current tenants.

Number 000930 - Average tenure for incubator clients



A002 Commercializing Technology

Agency: 377 - Spokane Intercollege R&T Institute

Expected Results

As of 11/8/2010

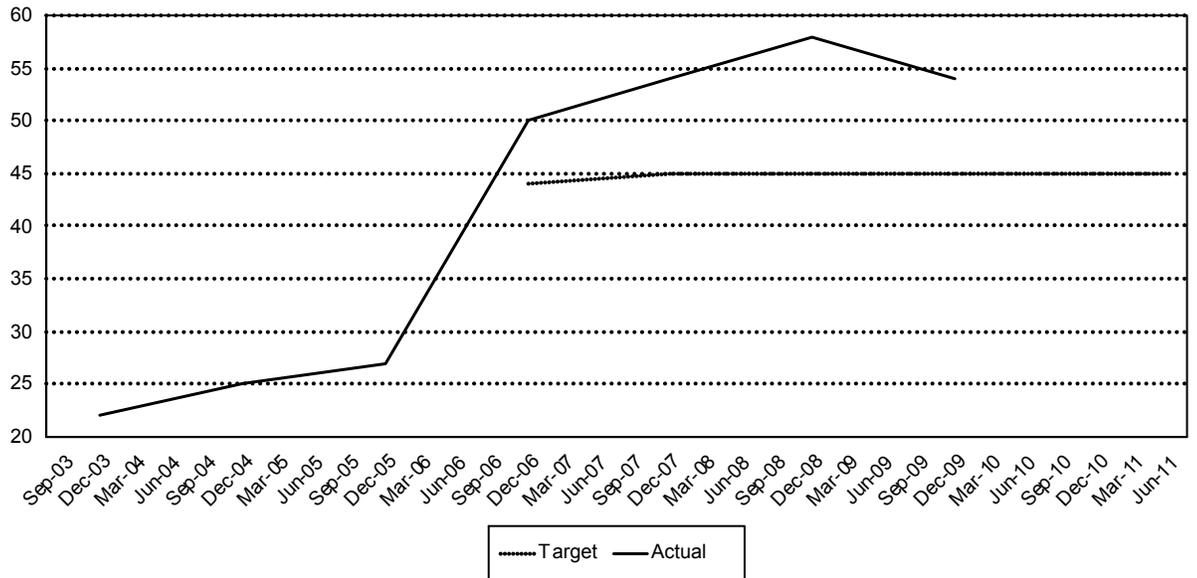
000520 - The number of clients served each year by Sirti.			
Biennium	Period	Actual	Target
2009-11	Q8		45
2009-11	Q6		45
2009-11	Q4		45
2009-11	Q2	54	45
2007-09	Q6	58	45
2007-09	Q2	54	45
2005-07	Q6	50	44
2005-07	Q2	27	

Date Measured: 12/31/2008

Comment: Clients receiving >20 hours of service in calendar 2008

Number

000520 - Clients served by commercialization services

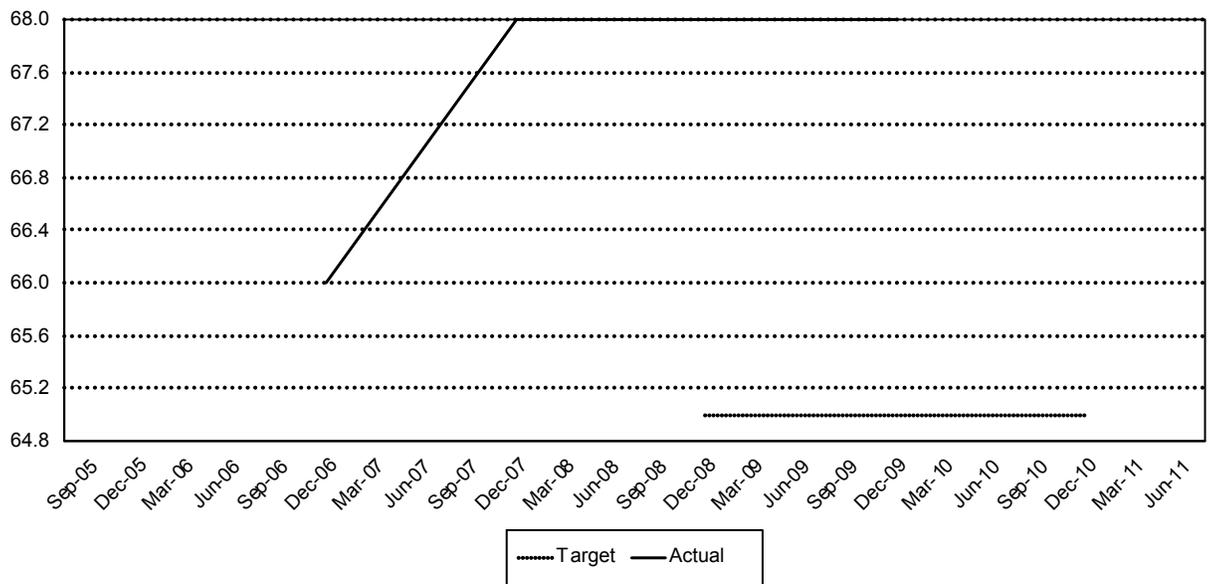


As of 11/8/2010

000525 - The percent of Sirti Business Clients who have received services from Sirti in the last 10 years who are still actively in business.			
Biennium	Period	Actual	Target
2009-11	Q6		65%
2009-11	Q2	68%	65%
2007-09	Q6	68%	65%
2007-09	Q2	68%	
2005-07	Q6	66%	

Percent

000525 - Client Survival Rate

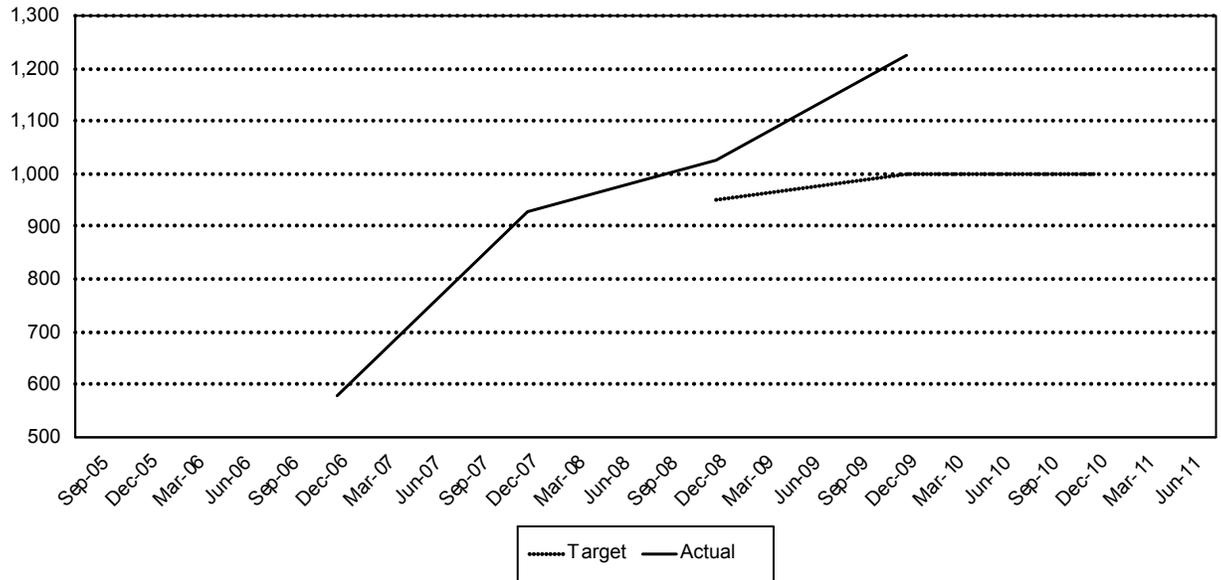


As of 11/8/2010

000526 - The amount, in FTE, of current jobs associated with clients Sirti has served over the last 10 years.			
Biennium	Period	Actual	Target
2009-11	Q6		1,000
2009-11	Q2	1,225	1,000
2007-09	Q6	1,025	950
2007-09	Q2	928	
2005-07	Q6	577	

Number

000526 - Direct jobs created by clients



As of 11/8/2010

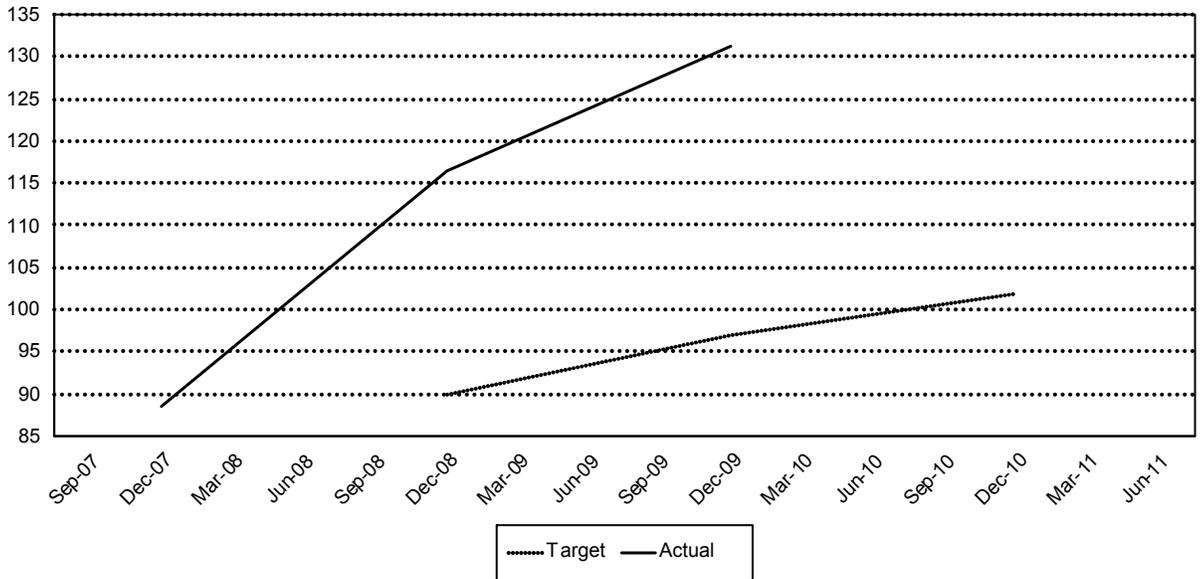
000527 - The sales revenue for the most recent calendar year for Sirti clients from the last 10 years, in millions of \$.			
Biennium	Period	Actual	Target
2009-11	Q6		\$102
2009-11	Q2	\$131.2	\$97
2007-09	Q6	\$116.4	\$90
2007-09	Q2	\$88.5	

Date Measured: 12/31/2009

Comment: In Million \$. Data collected each calendar year.

Dollars

000527 - Annual Client Revenue



As of 11/8/2010

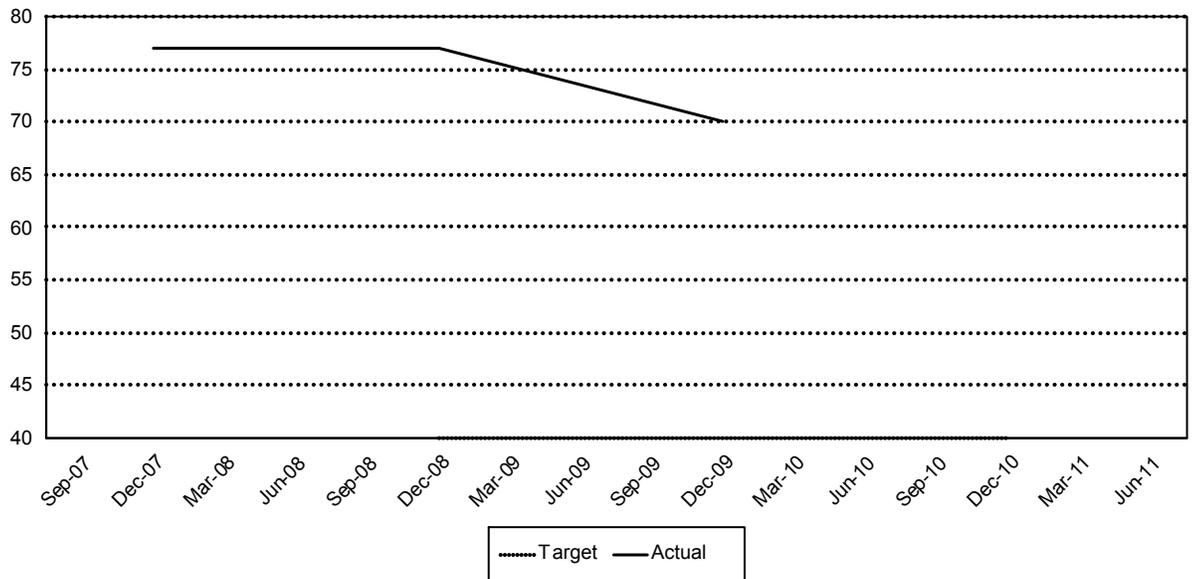
000528 - The number of invention disclosures and patents applied for in the last year by Sirti clients and alumni			
Biennium	Period	Actual	Target
2009-11	Q6		40
2009-11	Q2	70	40
2007-09	Q6	77	40
2007-09	Q2	77	

Date Measured: 12/31/2008

Comment: Reflects intellectual property from 27 companies

Number

000528 - Intellectual Property Secured



As of 11/8/2010

000759 - The amount in M\$ of external funding and financing won by current Sirti commercialization clients, current incubator tenants and Sirti alumni over the last 10 years.

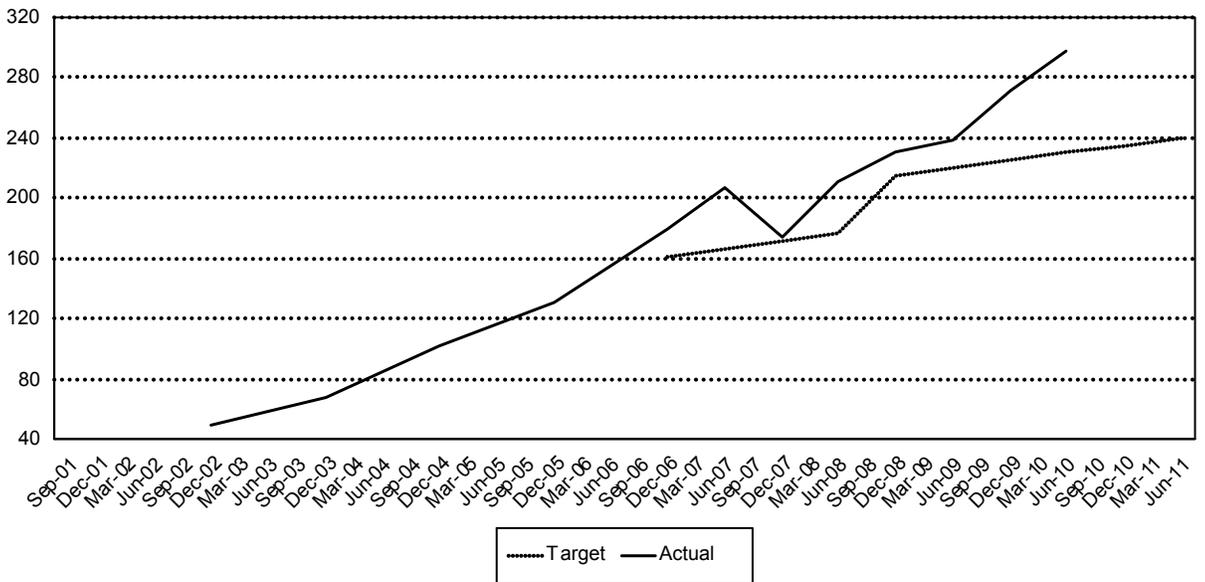
Biennium	Period	Actual	Target
2009-11	Q8		\$240
2009-11	Q6		\$235
2009-11	Q4	\$297.3	\$230
2009-11	Q2	\$271	\$225
2007-09	Q8	\$238.7	\$220
2007-09	Q6	\$230	\$215
2007-09	Q4	\$210.7	\$177
2007-09	Q2	\$174.7	\$172
2005-07	Q8	\$207.1	
2005-07	Q6	\$178.7	\$160.5
2005-07	Q2	\$130.8	

Date Measured: 6/30/2010

Comment: In M\$.

Dollars

000759 - Add-on investment



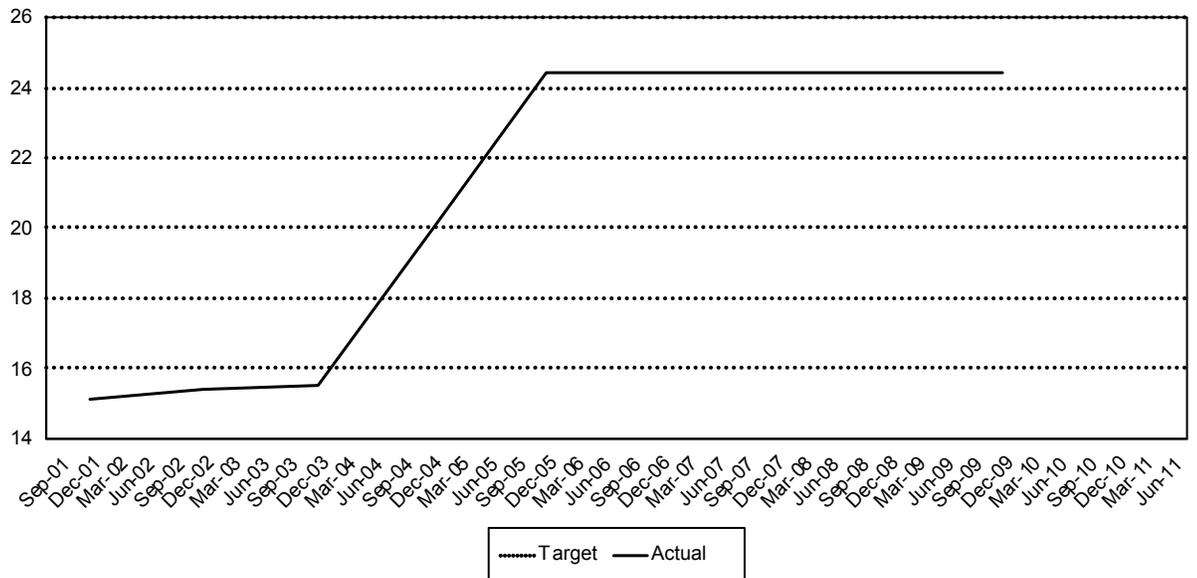
As of 11/8/2010

000933 - The cumulative amount in M\$ of federal, local and private funding obtained by Sirti or the Sirti foundation to enable the expansion of economic development programs.

Biennium	Period	Actual	Target
2009-11	Q2	\$24.4	
2007-09	Q6	\$24.4	
2007-09	Q2	\$24.4	
2005-07	Q6	\$24.4	
2005-07	Q2	\$24.4	

Dollars

000933 - Amount of non-state dollars won or attracted



Regulate the economy to ensure fairness, security and efficiency

A046 Energy - Contract Management/Pass Through

Agency: 103 - Department of Commerce

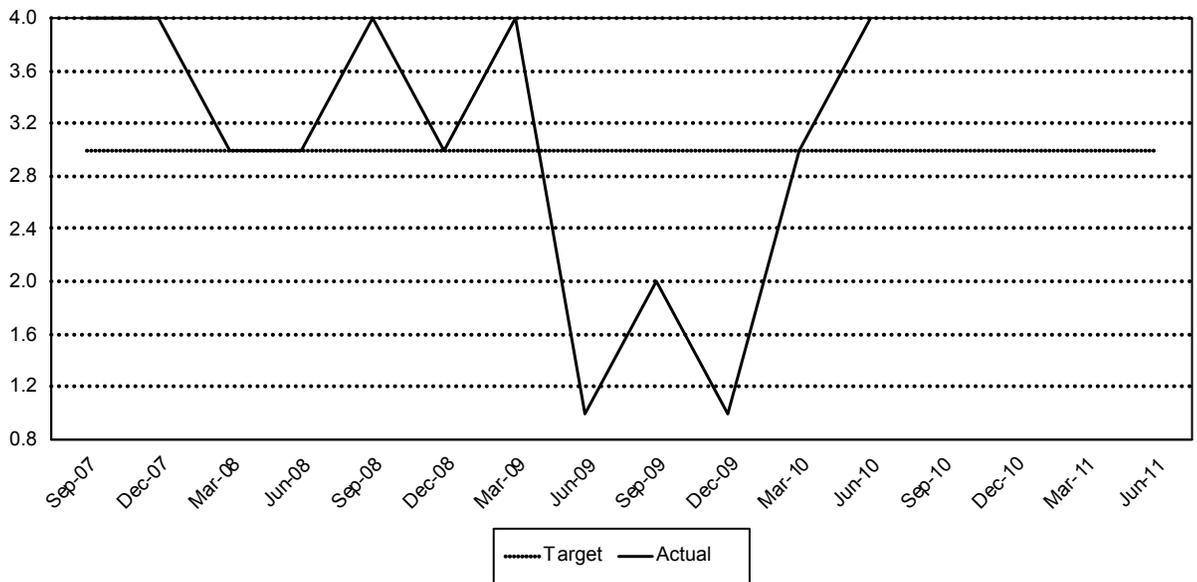
Expected Results

An increased level of economic activity or number of new jobs in the clean/smart energy sector. Funds are managed in full accordance with federal and state requirements. Reports are submitted on time and are complete. Contracted activities support state energy priorities. EPD increases the amount of non-General Fund-State funding to the state of Washington for energy activities.

As of 11/8/2010

001365 - Number of clean energy businesses recruited, retained or expanded.			
Biennium	Period	Actual	Target
2009-11	Q8		3
2009-11	Q7		3
2009-11	Q6		3
2009-11	Q5		3
2009-11	Q4	4	3
2009-11	Q3	3	3
2009-11	Q2	1	3
2009-11	Q1	2	3
2007-09	Q8	1	3
2007-09	Q7	4	3
2007-09	Q6	3	3
2007-09	Q5	4	3
2007-09	Q4	3	3
2007-09	Q3	3	3
2007-09	Q2	4	3
2007-09	Q1	4	3

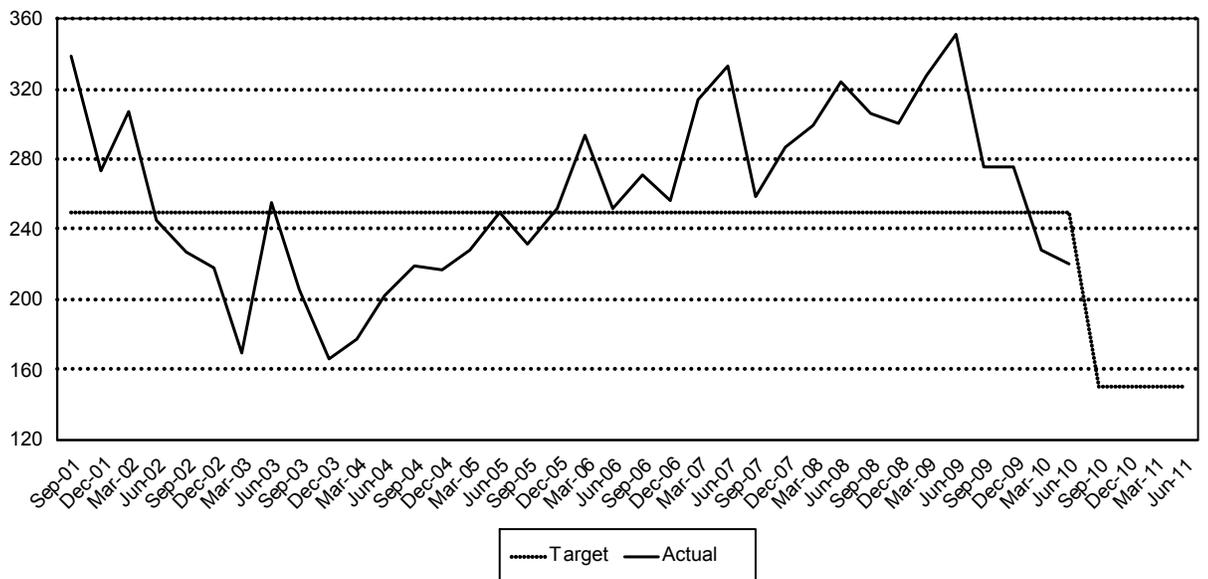
Number 001365 - Clean energy - businesses recruited, retained or expanded



As of 11/8/2010

001366 - Number of reference and research services provided by the WSU Energy Library.			
Biennium	Period	Actual	Target
2009-11	Q8		150
2009-11	Q7		150
2009-11	Q6		150
2009-11	Q5		150
2009-11	Q4	220	250
2009-11	Q3	228	250
2009-11	Q2	276	250
2009-11	Q1	275	250
2007-09	Q8	351	250
2007-09	Q7	327	250
2007-09	Q6	300	250
2007-09	Q5	306	250
2007-09	Q4	324	250
2007-09	Q3	299	250
2007-09	Q2	287	250
2007-09	Q1	259	250
2005-07	Q8	333	250
2005-07	Q7	314	250
2005-07	Q6	256	250
2005-07	Q5	271	250
2005-07	Q4	252	250
2005-07	Q3	293	250
2005-07	Q2	252	250
2005-07	Q1	231	250

Number 001366 - Reference and research services provided by the WSU Energy Library



As of 11/8/2010

A023 Licensing and Regulation of Construction Professionals and Installations

Agency: 235 - Department of Labor and Industries

Expected Results

Protect public safety and property by ensuring licensing requirements are met and reduce safety hazards through industry education and compliance inspections.

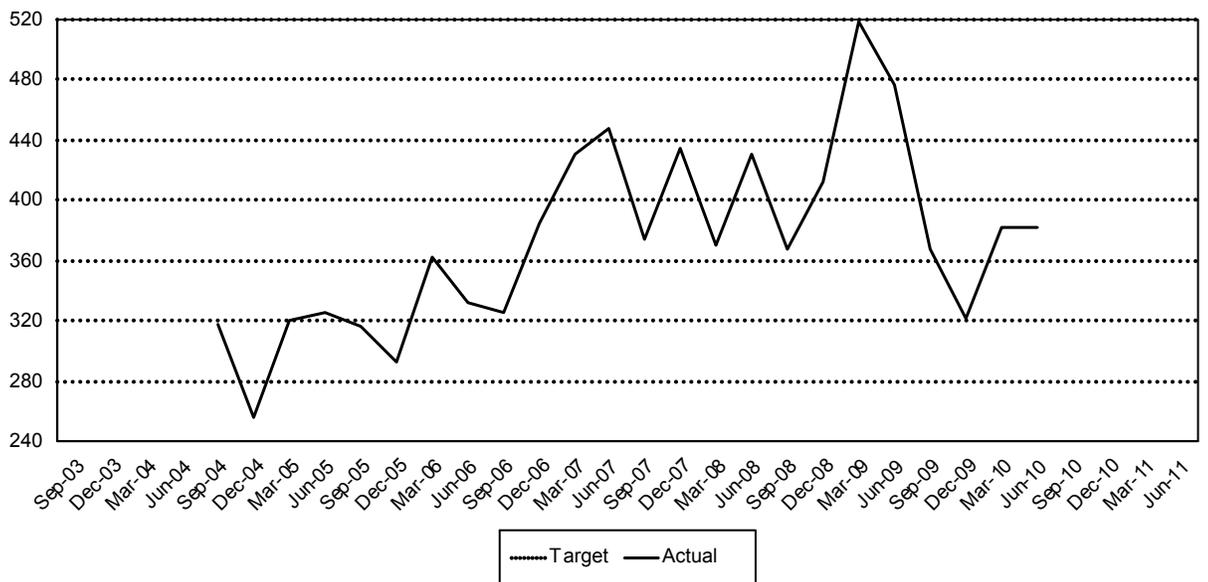
As of 11/8/2010

000771 - Number of contractors operating illegally who are found and cited for being unregistered.			
Biennium	Period	Actual	Target
2009-11	Q4	382	
2009-11	Q3	382	
2009-11	Q2	322	
2009-11	Q1	368	
2007-09	Q8	477	
2007-09	Q7	519	
2007-09	Q6	412	
2007-09	Q5	367	
2007-09	Q4	431	
2007-09	Q3	370	
2007-09	Q2	434	
2007-09	Q1	374	
2005-07	Q8	448	
2005-07	Q7	431	
2005-07	Q6	385	
2005-07	Q5	325	
2005-07	Q4	332	
2005-07	Q3	362	
2005-07	Q2	292	
2005-07	Q1	316	

Date Measured: 6/30/2007

Comment: Total: 1589

Number 000771 - Number of contractors operating illegally who are found and cited



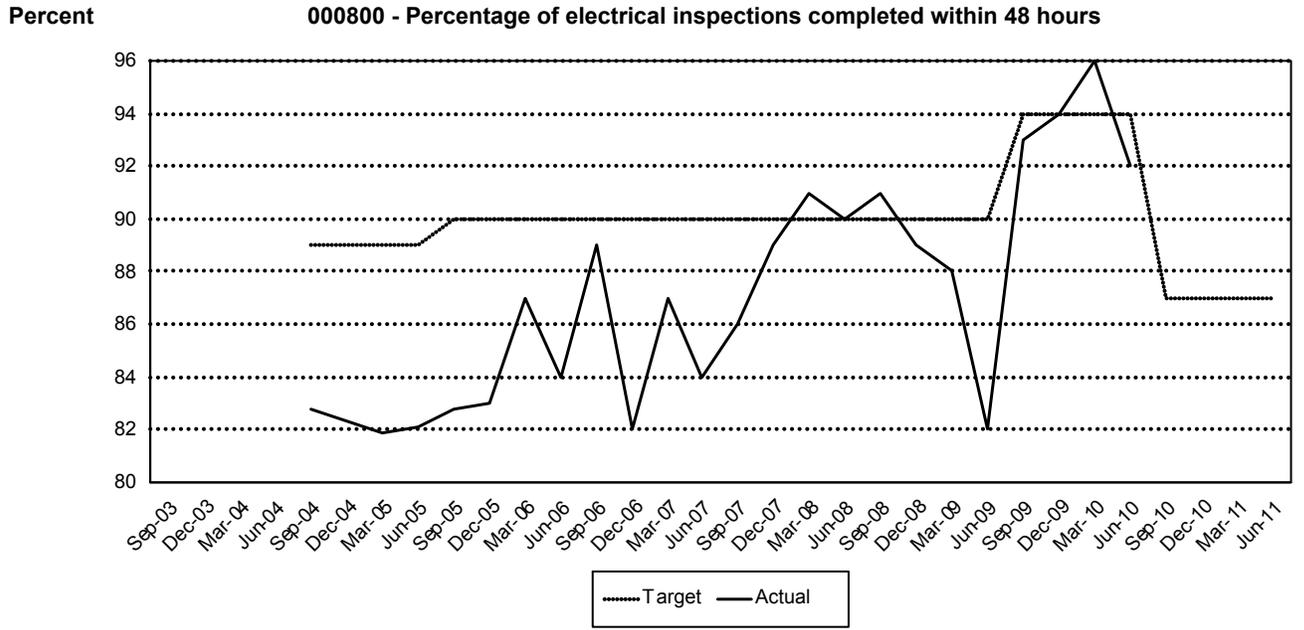
As of 11/8/2010

000800 - Percentage of electrical inspections completed within a 48 hour period.			
Biennium	Period	Actual	Target
2009-11	Q8		87%
2009-11	Q7		87%
2009-11	Q6		87%
2009-11	Q5		87%
2009-11	Q4	92%	94%
2009-11	Q3	96%	94%
2009-11	Q2	94%	94%
2009-11	Q1	93%	94%
2007-09	Q8	82%	90%
2007-09	Q7	88%	90%
2007-09	Q6	89%	90%
2007-09	Q5	91%	90%
2007-09	Q4	90%	90%
2007-09	Q3	91%	90%
2007-09	Q2	89%	90%
2007-09	Q1	86%	90%
2005-07	Q8	84%	90%
2005-07	Q7	87%	90%
2005-07	Q6	82%	90%
2005-07	Q5	89%	90%
2005-07	Q4	84%	90%
2005-07	Q3	87%	90%
2005-07	Q2	83%	90%
2005-07	Q1	82.8%	90%

Date Measured: 6/30/2010

Comment: Layoffs due to budget are impacting performance.

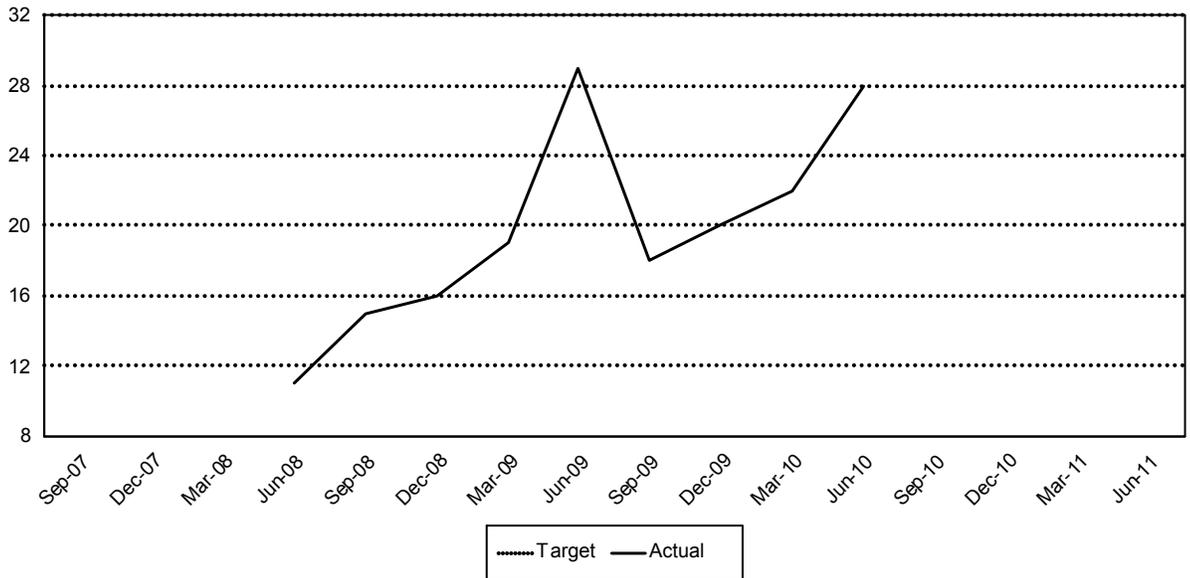
As of 11/8/2010



As of 11/8/2010

000801 - Percentage reduction in the number of electrical corrections per inspection.			
Biennium	Period	Actual	Target
2009-11	Q4	28%	
2009-11	Q3	22%	
2009-11	Q2	20%	
2009-11	Q1	18%	
2007-09	Q8	29%	
2007-09	Q7	19%	
2007-09	Q6	16%	
2007-09	Q5	15%	
2007-09	Q4	11%	

Percent 000801 - Percentage reduction in the Number of electrical corrections per inspection



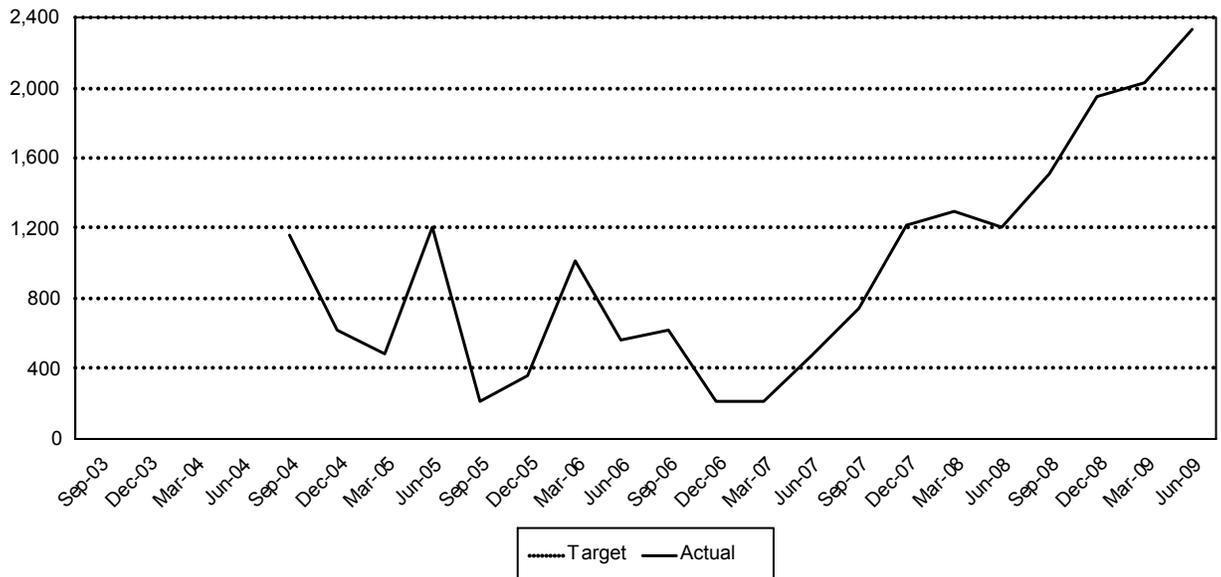
As of 11/8/2010

000803 - Number of citations issued to electricians working in the underground economy.			
Biennium	Period	Actual	Target
2007-09	Q8	2,337	
2007-09	Q7	2,029	
2007-09	Q6	1,952	
2007-09	Q5	1,513	
2007-09	Q4	1,205	
2007-09	Q3	1,290	
2007-09	Q2	1,216	
2007-09	Q1	747	
2005-07	Q8	470	
2005-07	Q7	215	
2005-07	Q6	216	
2005-07	Q5	614	
2005-07	Q4	566	
2005-07	Q3	1,017	
2005-07	Q2	357	
2005-07	Q1	213	

Date Measured: 9/30/2008

Comment: Data updated.

Number 000803 - Number of citations issued to electricians working in the underground economy



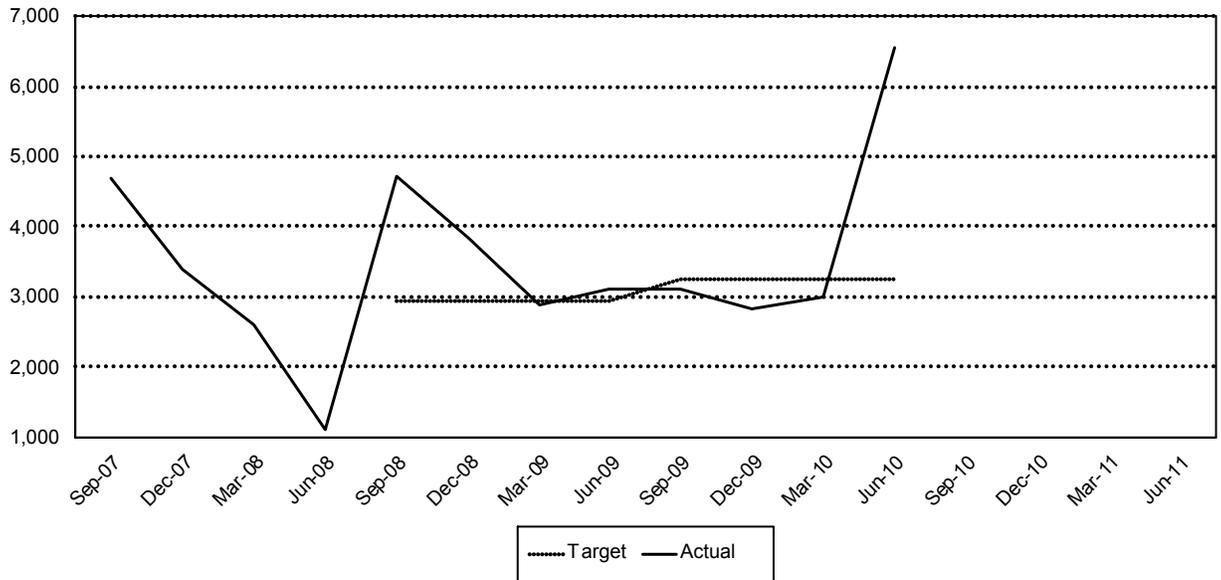
As of 11/8/2010

000808 - Corrections found and fixed on factory assembled structures alterations and new factory assembled structures.			
Biennium	Period	Actual	Target
2009-11	Q4	6,555	3,249
2009-11	Q3	2,987	3,249
2009-11	Q2	2,842	3,249
2009-11	Q1	3,115	3,249
2007-09	Q8	3,105	2,954
2007-09	Q7	2,886	2,954
2007-09	Q6	3,833	2,954
2007-09	Q5	4,723	2,954
2007-09	Q4	1,106	
2007-09	Q3	2,618	
2007-09	Q2	3,392	
2007-09	Q1	4,702	

Date Measured: 6/30/2010

Comment: Code cycle changes increased quarterly results.

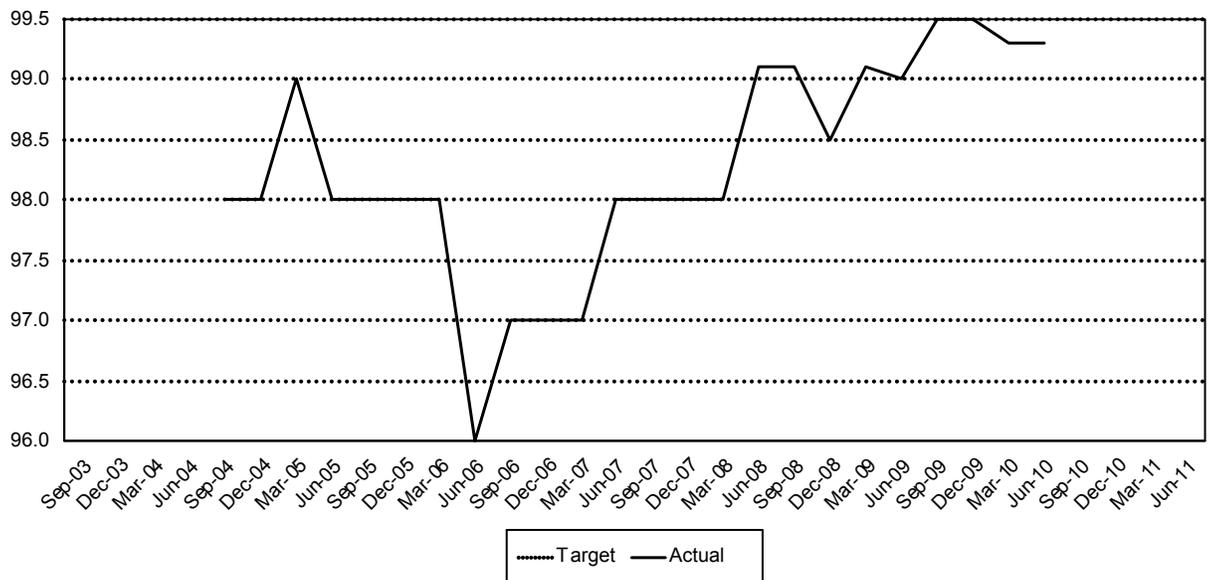
Number 000808 - Corrections on factory assembled structures that are found and fixed



As of 11/8/2010

000819 - Percentage of timely boiler/pressure vessel inspections.			
Biennium	Period	Actual	Target
2009-11	Q4	99.3%	
2009-11	Q3	99.3%	
2009-11	Q2	99.5%	
2009-11	Q1	99.5%	
2007-09	Q8	99%	
2007-09	Q7	99.1%	
2007-09	Q6	98.5%	
2007-09	Q5	99.1%	
2007-09	Q4	99.1%	
2007-09	Q3	98%	
2007-09	Q2	98%	
2007-09	Q1	98%	
2005-07	Q8	98%	
2005-07	Q7	97%	
2005-07	Q6	97%	
2005-07	Q5	97%	
2005-07	Q4	96%	
2005-07	Q3	98%	
2005-07	Q2	98%	
2005-07	Q1	98%	

Percent 000819 - Percentage of timely boiler/pressure vessel inspections

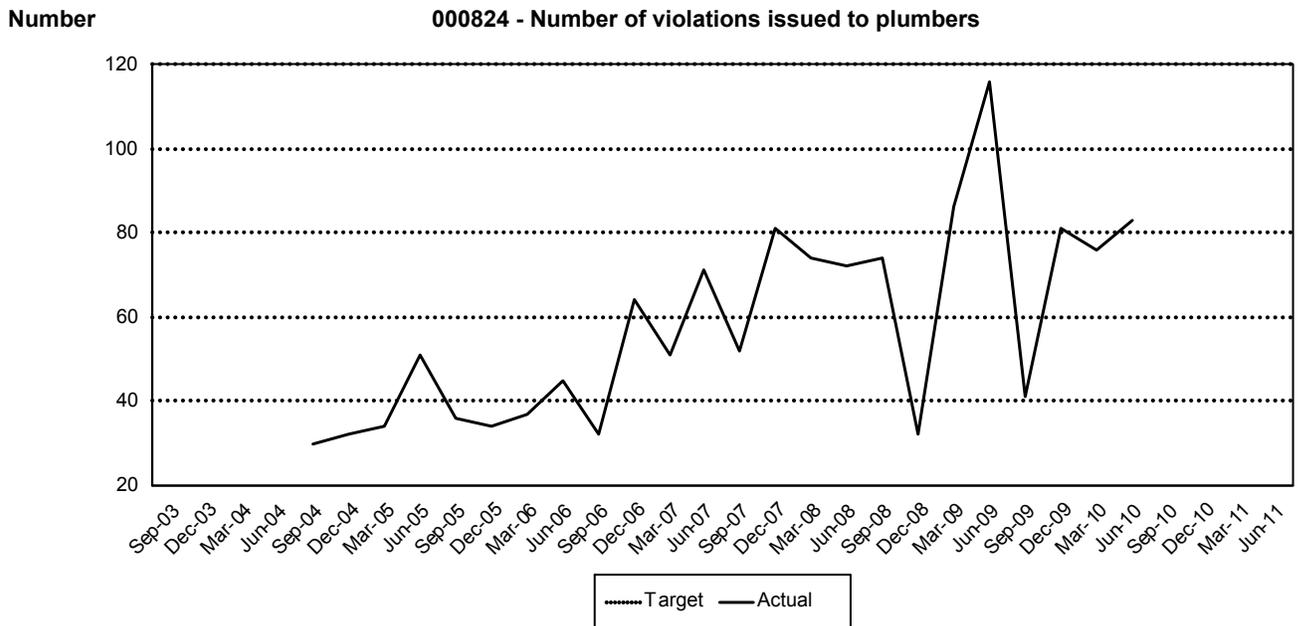


As of 11/8/2010

000824 - Number of violations issued to plumbers.			
Biennium	Period	Actual	Target
2009-11	Q4	83	
2009-11	Q3	76	
2009-11	Q2	81	
2009-11	Q1	41	
2007-09	Q8	116	
2007-09	Q7	86	
2007-09	Q6	32	
2007-09	Q5	74	
2007-09	Q4	72	
2007-09	Q3	74	
2007-09	Q2	81	
2007-09	Q1	52	
2005-07	Q8	71	
2005-07	Q7	51	
2005-07	Q6	64	
2005-07	Q5	32	
2005-07	Q4	45	
2005-07	Q3	37	
2005-07	Q2	34	
2005-07	Q1	36	

Date Measured: 12/31/2009

Comment: Economy is impacting construction, targets have been reduced.



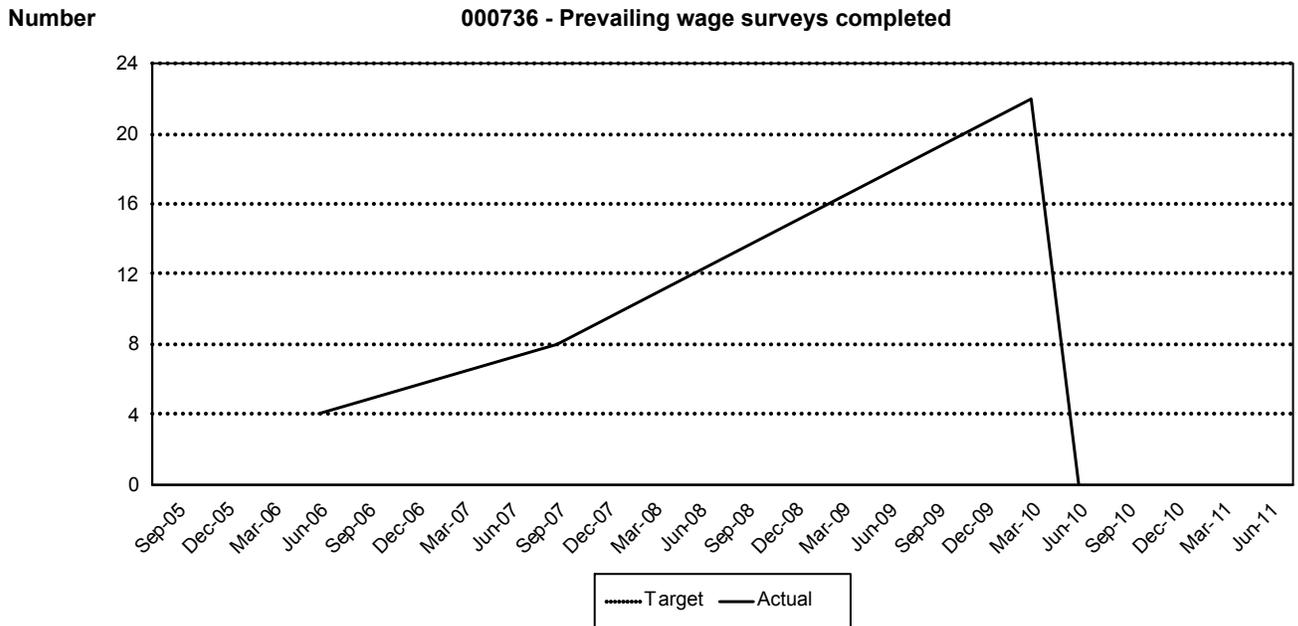
As of 11/8/2010

Agency: 235 - Department of Labor and Industries

Expected Results

Provide employers with clear standards for meeting prevailing wage and wage-and-hour requirements and ensure payment of unpaid wages to workers.

000736 - Number of Prevailing wage surveys completed.			
Biennium	Period	Actual	Target
2009-11	Q4	0	
2009-11	Q3	22	
2007-09	Q1	8	
2005-07	Q4	4	

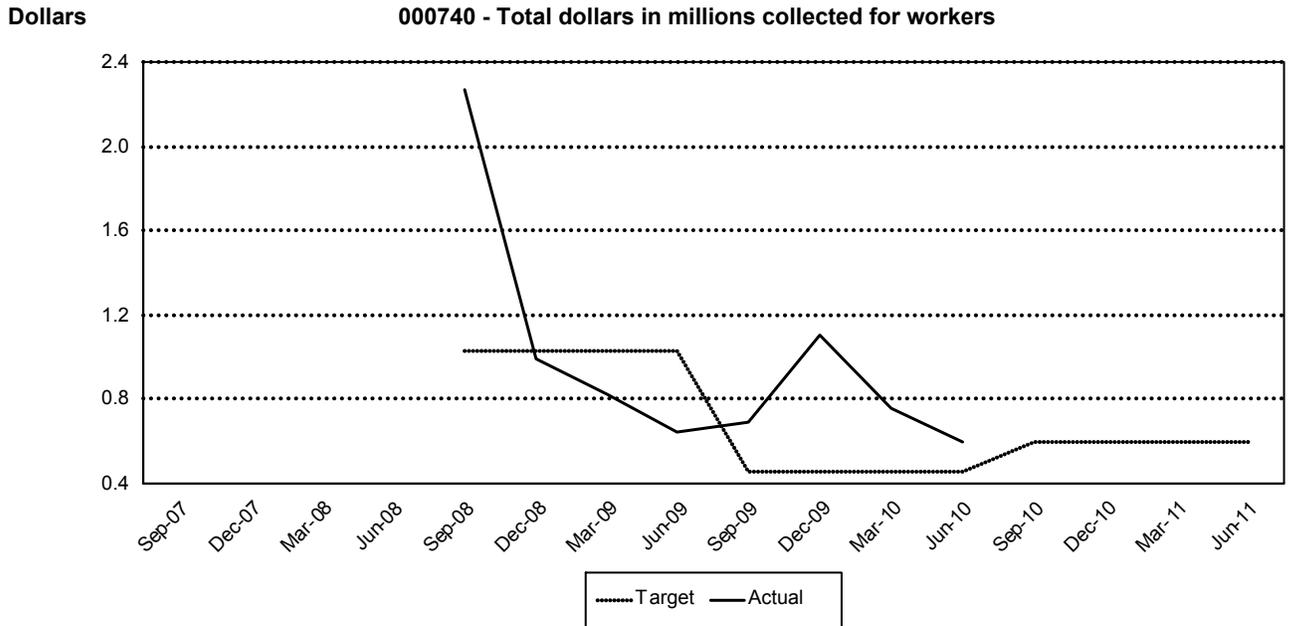


As of 11/8/2010

000740 - Total dollars in millions collected for workers as a result of employment standards and prevailing wage complaints.			
Biennium	Period	Actual	Target
2009-11	Q8		\$0.6
2009-11	Q7		\$0.6
2009-11	Q6		\$0.6
2009-11	Q5		\$0.6
2009-11	Q4	\$0.6	\$0.46
2009-11	Q3	\$0.76	\$0.46
2009-11	Q2	\$1.1	\$0.46
2009-11	Q1	\$0.69	\$0.46
2007-09	Q8	\$0.64	\$1.03
2007-09	Q7	\$0.82	\$1.03
2007-09	Q6	\$0.99	\$1.03
2007-09	Q5	\$2.27	\$1.03

Date Measured: 6/30/2010

Comment: Targets revised due to economic conditions.



A014 Centralization of License Requirements For Businesses

Agency: 240 - Department of Licensing

Expected Results

As of 11/8/2010

The MLS Program measures its success by responding to 8,000 phone calls and 1,000 e-mails each month, resulting in the mailing of an average of 1,500 licensing application packets. It creates statewide efficiency and cost savings for agencies whose licenses are on MLS by avoiding duplicative data entry, processing of funds and renewals, and printing/ mailing expenses. MLS provides business owners with multiple regulatory licenses to handle only one license renewal each year. It collects and maintains \$4 million in revenue annually for administrative support of MLS.

As of 11/8/2010

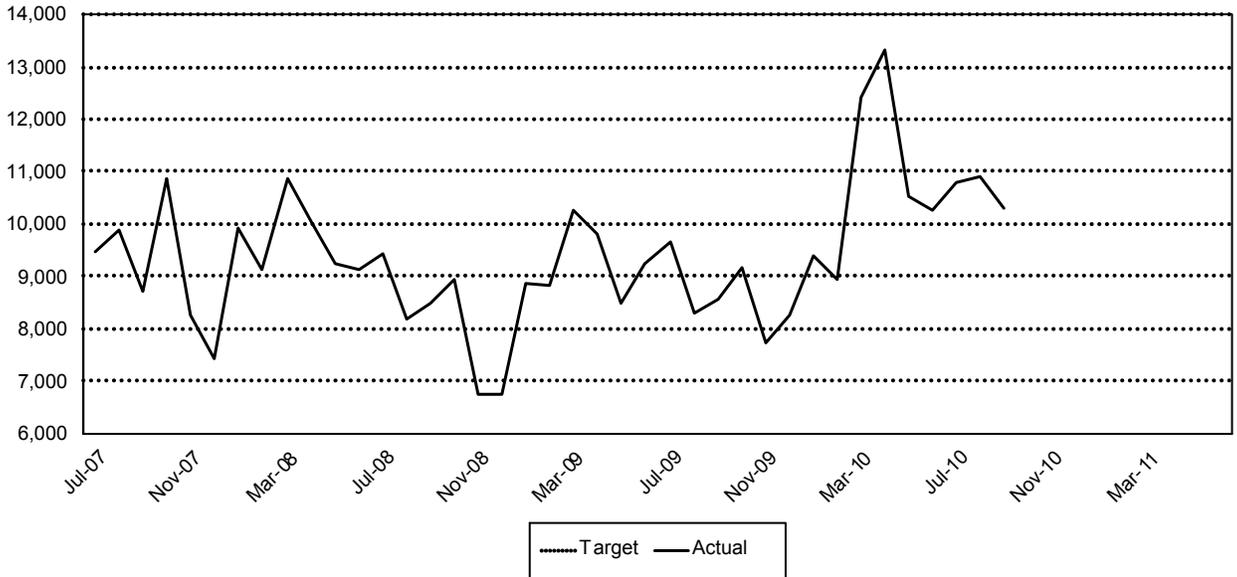
As of 11/8/2010

001682 - Number of Master Business Applications Processed by Month			
Biennium	Period	Actual	Target
2009-11	M15	10,307	
2009-11	M14	10,923	
2009-11	M13	10,796	
2009-11	M12	10,259	
2009-11	M11	10,517	
2009-11	M10	13,313	
2009-11	M09	12,419	
2009-11	M08	8,958	
2009-11	M07	9,389	
2009-11	M06	8,279	
2009-11	M05	7,736	
2009-11	M04	9,184	
2009-11	M03	8,580	
2009-11	M02	8,299	
2009-11	M01	9,672	
2007-09	M24	9,227	
2007-09	M23	8,502	
2007-09	M22	9,826	
2007-09	M21	10,253	
2007-09	M20	8,827	
2007-09	M19	8,862	
2007-09	M18	6,752	
2007-09	M17	6,742	
2007-09	M16	8,946	
2007-09	M15	8,494	
2007-09	M14	8,185	
2007-09	M13	9,448	
2007-09	M12	9,119	
2007-09	M11	9,236	
2007-09	M10	10,043	
2007-09	M09	10,866	
2007-09	M08	9,147	
2007-09	M07	9,936	
2007-09	M06	7,439	
2007-09	M05	8,280	
2007-09	M04	10,876	
2007-09	M03	8,713	
2007-09	M02	9,901	
2007-09	M01	9,456	

As of 11/8/2010

DOL provides the Master License Service as a centralized point of access for businesses to interact with 10 agencies and 37 cities, making it easier to do business in Washington. The Master Business Application form can be used to apply for over 200 state endorsements and over 70 city licenses, register a trade name, update business information, and more.

Number 001682 - Number of Master Business Applications Processed by Month



As of 11/8/2010

As of 11/8/2010

001704 - Number of Master Business License Renewals Processed by Month			
Biennium	Period	Actual	Target
2009-11	M15	25,278	
2009-11	M14	24,669	
2009-11	M13	29,555	
2009-11	M12	31,270	
2009-11	M11	32,085	
2009-11	M10	27,029	
2009-11	M09	37,218	
2009-11	M08	24,484	
2009-11	M07	35,311	
2009-11	M06	40,439	
2009-11	M05	23,425	
2009-11	M04	28,460	
2009-11	M03	26,548	
2009-11	M02	25,789	
2009-11	M01	29,610	
2007-09	M24	31,007	
2007-09	M23	27,985	
2007-09	M22	30,331	
2007-09	M21	34,534	
2007-09	M20	26,007	
2007-09	M19	34,953	
2007-09	M18	33,279	
2007-09	M17	24,056	
2007-09	M16	28,156	
2007-09	M15	22,539	
2007-09	M14	27,655	
2007-09	M13	28,920	
2007-09	M12	26,258	
2007-09	M11	29,036	
2007-09	M10	25,857	
2007-09	M09	31,724	
2007-09	M08	30,043	
2007-09	M07	32,351	
2007-09	M06	34,141	
2007-09	M05	25,167	
2007-09	M04	22,133	
2007-09	M03	24,369	
2007-09	M02	26,298	
2007-09	M01	23,900	

As of 11/8/2010

DOL provides the Master License Service as a centralized point of access for businesses to renew business licenses, registrations, endorsements with 10 agencies and 37 cities, making it easier to continue doing business in Washington.

Number 001704 - Number of Master Business License Renewals Processed by Month



As of 11/8/2010

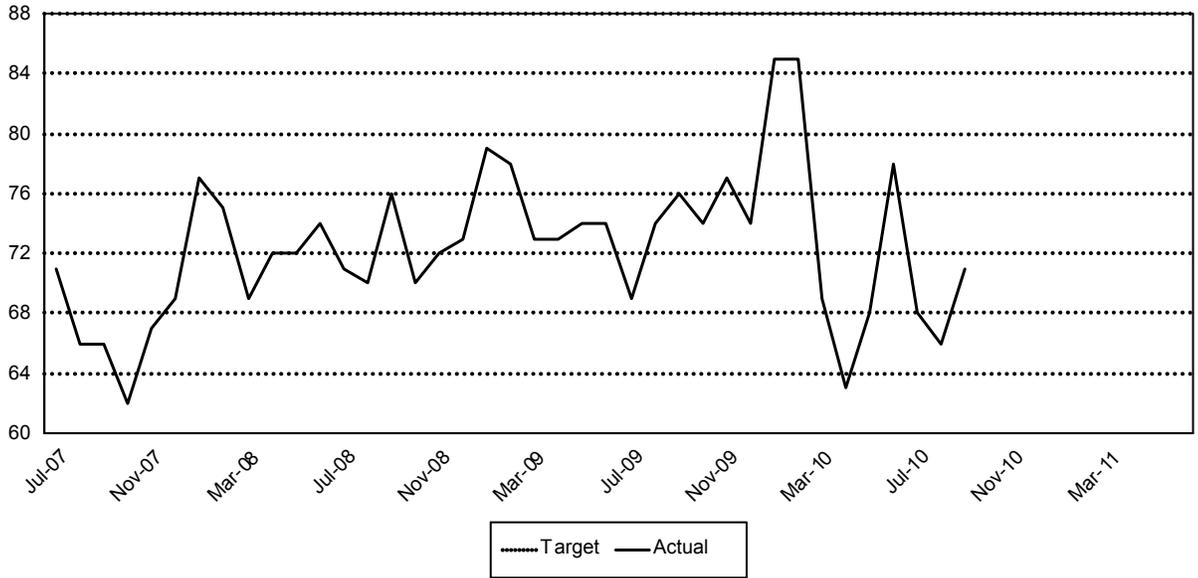
As of 11/8/2010

001705 - Percent of Master Business Applications Processed through Internet by Month			
Biennium	Period	Actual	Target
2009-11	M15	71%	
2009-11	M14	66%	
2009-11	M13	68%	
2009-11	M12	78%	
2009-11	M11	68%	
2009-11	M10	63%	
2009-11	M09	69%	
2009-11	M08	85%	
2009-11	M07	85%	
2009-11	M06	74%	
2009-11	M05	77%	
2009-11	M04	74%	
2009-11	M03	76%	
2009-11	M02	74%	
2009-11	M01	69%	
2007-09	M24	74%	
2007-09	M23	74%	
2007-09	M22	73%	
2007-09	M21	73%	
2007-09	M20	78%	
2007-09	M19	79%	
2007-09	M18	73%	
2007-09	M17	72%	
2007-09	M16	70%	
2007-09	M15	76%	
2007-09	M14	70%	
2007-09	M13	71%	
2007-09	M12	74%	
2007-09	M11	72%	
2007-09	M10	72%	
2007-09	M09	69%	
2007-09	M08	75%	
2007-09	M07	77%	
2007-09	M06	69%	
2007-09	M05	67%	
2007-09	M04	62%	
2007-09	M03	66%	
2007-09	M02	66%	
2007-09	M01	71%	

As of 11/8/2010

DOL provides the Master License Service as a centralized point of access for businesses to interact with 10 agencies and 37 cities, making it easier to do business in Washington. Over half the 270 uses of the Master Business Application can be completed online for additional efficiency.

Percent 001705 - Percent of Master Business Applications Processed through Internet by Month



As of 11/8/2010

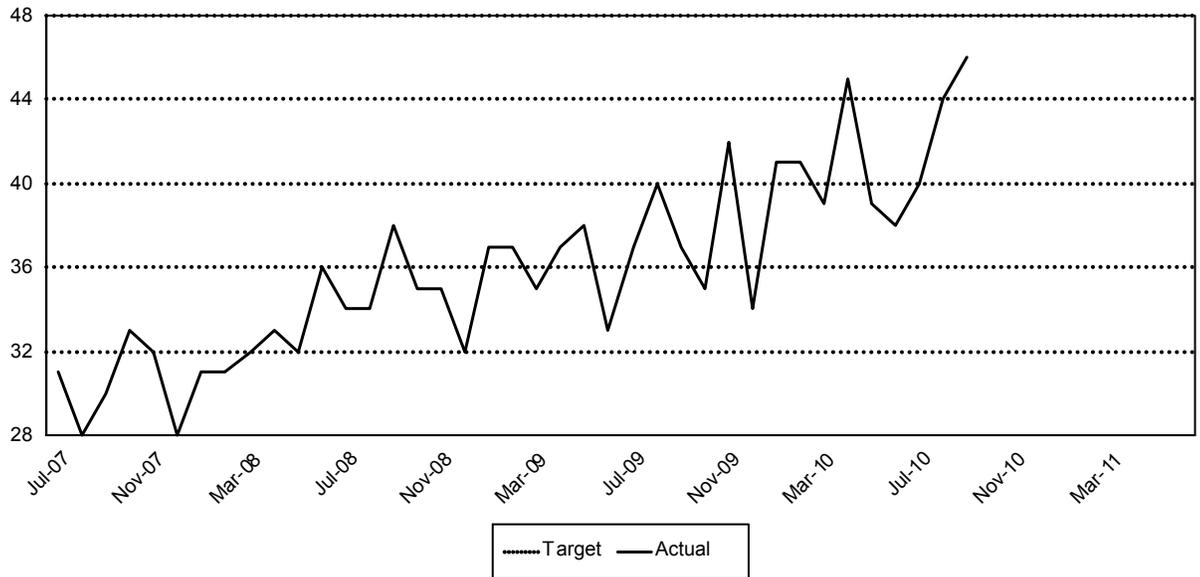
As of 11/8/2010

001706 - Percent of Master Business License Renewals Processed through Internet by Month			
Biennium	Period	Actual	Target
2009-11	M15	46%	
2009-11	M14	44%	
2009-11	M13	40%	
2009-11	M12	38%	
2009-11	M11	39%	
2009-11	M10	45%	
2009-11	M09	39%	
2009-11	M08	41%	
2009-11	M07	41%	
2009-11	M06	34%	
2009-11	M05	42%	
2009-11	M04	35%	
2009-11	M03	37%	
2009-11	M02	40%	
2009-11	M01	37%	
2007-09	M24	33%	
2007-09	M23	38%	
2007-09	M22	37%	
2007-09	M21	35%	
2007-09	M20	37%	
2007-09	M19	37%	
2007-09	M18	32%	
2007-09	M17	35%	
2007-09	M16	35%	
2007-09	M15	38%	
2007-09	M14	34%	
2007-09	M13	34%	
2007-09	M12	36%	
2007-09	M11	32%	
2007-09	M10	33%	
2007-09	M09	32%	
2007-09	M08	31%	
2007-09	M07	31%	
2007-09	M06	28%	
2007-09	M05	32%	
2007-09	M04	33%	
2007-09	M03	30%	
2007-09	M02	28%	
2007-09	M01	31%	

As of 11/8/2010

DOL provides the Master License Service as a centralized point of access for businesses to interact with 10 agencies and 37 cities, making it easier to do business in Washington. Many licensees are eligible to renew through the Internet for additional efficiency.

Percent 001706 - Percent of Master Business License Renewals Processed through Internet by Month



A018 Uniform Commercial Code Program

Agency: 240 - Department of Licensing

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.

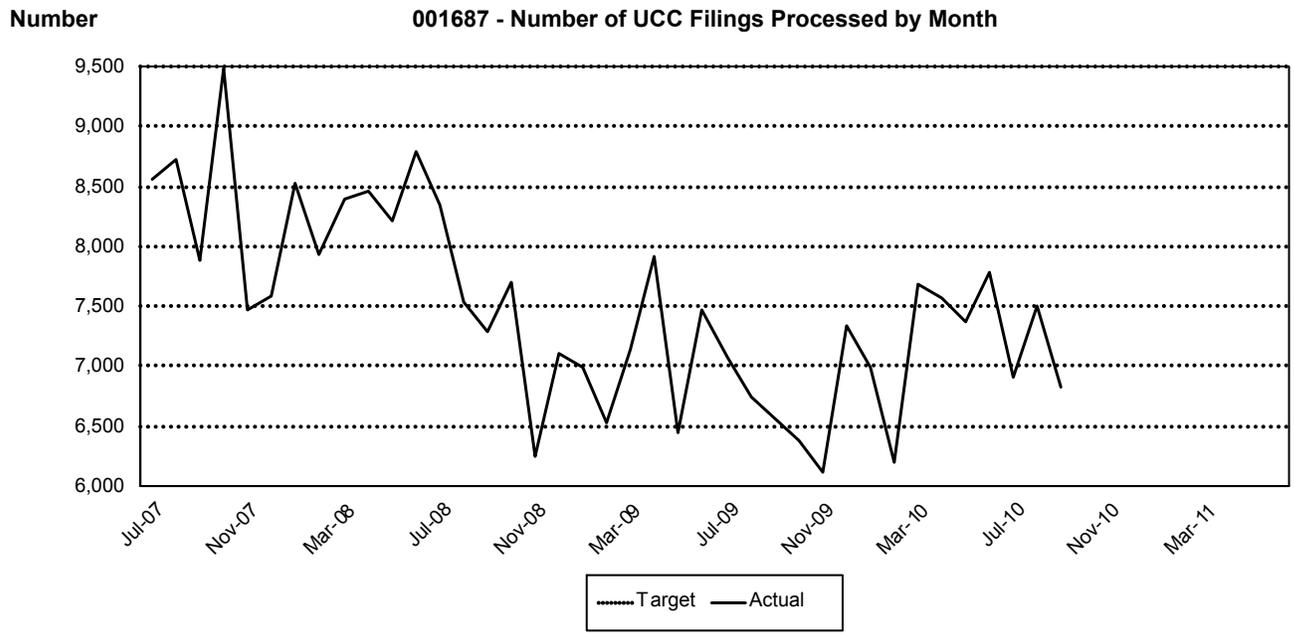
As of 11/8/2010

As of 11/8/2010

001687 - Number of UCC Filings Processed by Month			
Biennium	Period	Actual	Target
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	
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.

As of 11/8/2010



As of 11/8/2010

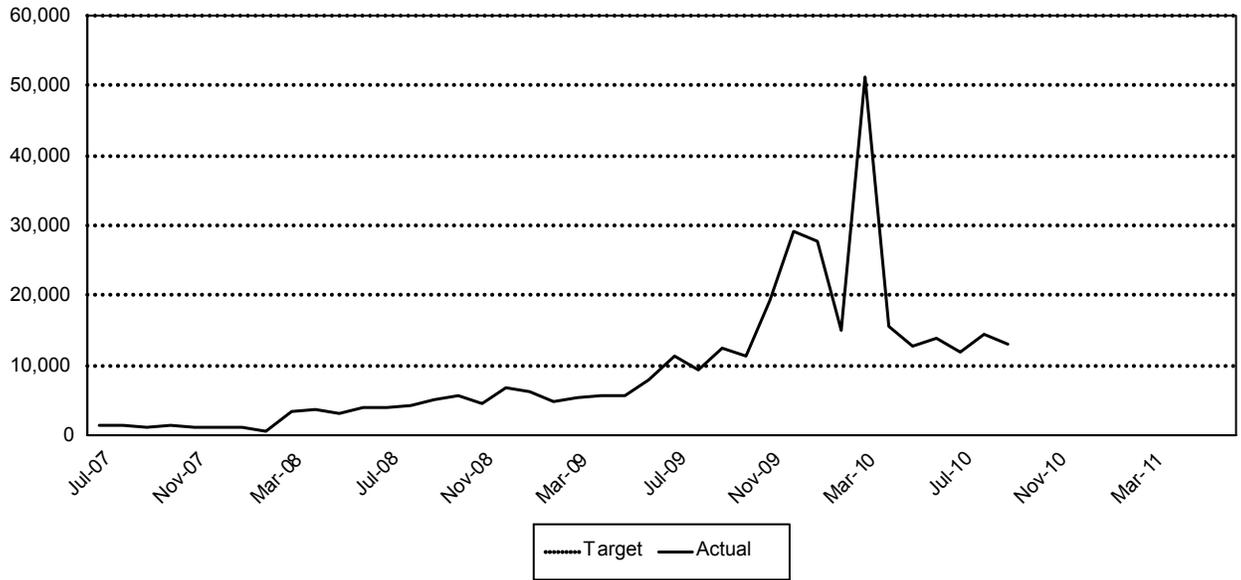
As of 11/8/2010

001711 - Number of UCC Searches Completed by Month			
Biennium	Period	Actual	Target
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	
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	

As of 11/8/2010

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**



A002 Chartering, Licensing and Registration

Agency: 102 - Dept of Financial Institutions

Expected Results

As of 11/8/2010

000698 - Turnaround time in business days for initial response to securities and franchise registration applicants.			
Biennium	Period	Actual	Target
2009-11	Q8		12
2009-11	Q7		12
2009-11	Q6		12
2009-11	Q5	4.9	12
2009-11	Q4	4	12
2009-11	Q3	10	12
2009-11	Q2	11	12
2009-11	Q1	12.9	12
2007-09	Q8	11.8	
2007-09	Q7	10.4	
2007-09	Q6	11.1	
2007-09	Q5	14.5	
2007-09	Q4	21.8	
2007-09	Q3	11.9	
2007-09	Q2	11.4	
2007-09	Q1	10.6	
2005-07	Q8	9.9	
2005-07	Q7	8.9	
2005-07	Q6	8.4	
2005-07	Q5	9.6	
2005-07	Q4	13.7	
2005-07	Q3	9.4	
2005-07	Q2	9.7	
2005-07	Q1	8.9	

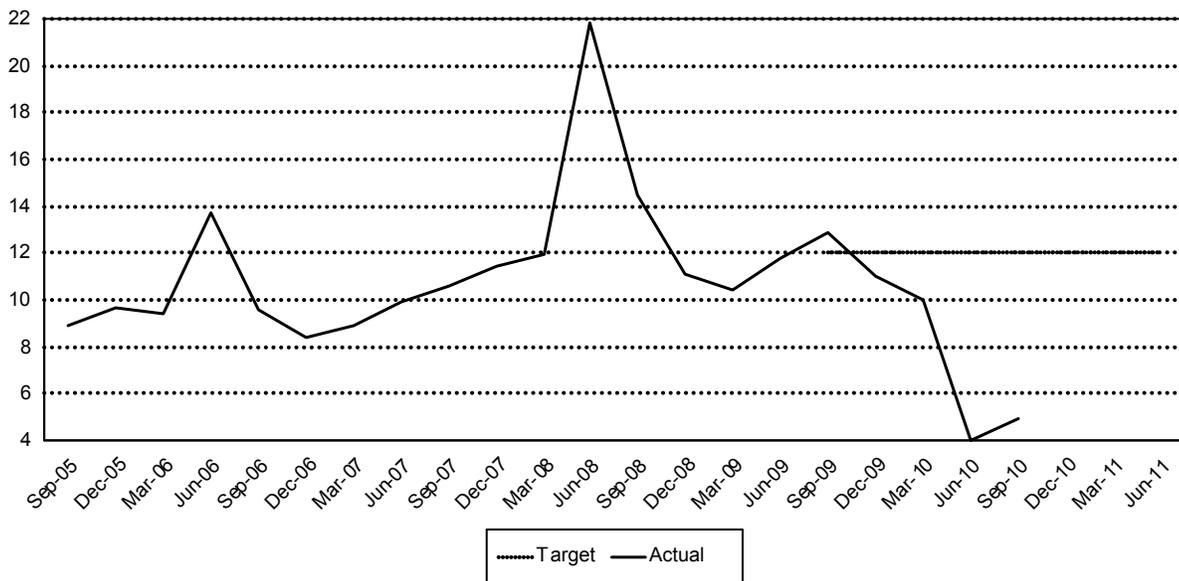
Date Measured: 6/30/2010

Comment: During Quarter 4 of FY 2010, the Securities Division modified its procedures to provide an initial response to new franchise applicants as part of the file set-up process. This reduced the number of days required to provide an initial response.

As of 11/8/2010

Number

000698 - Turnaround Time For Registration Applicants



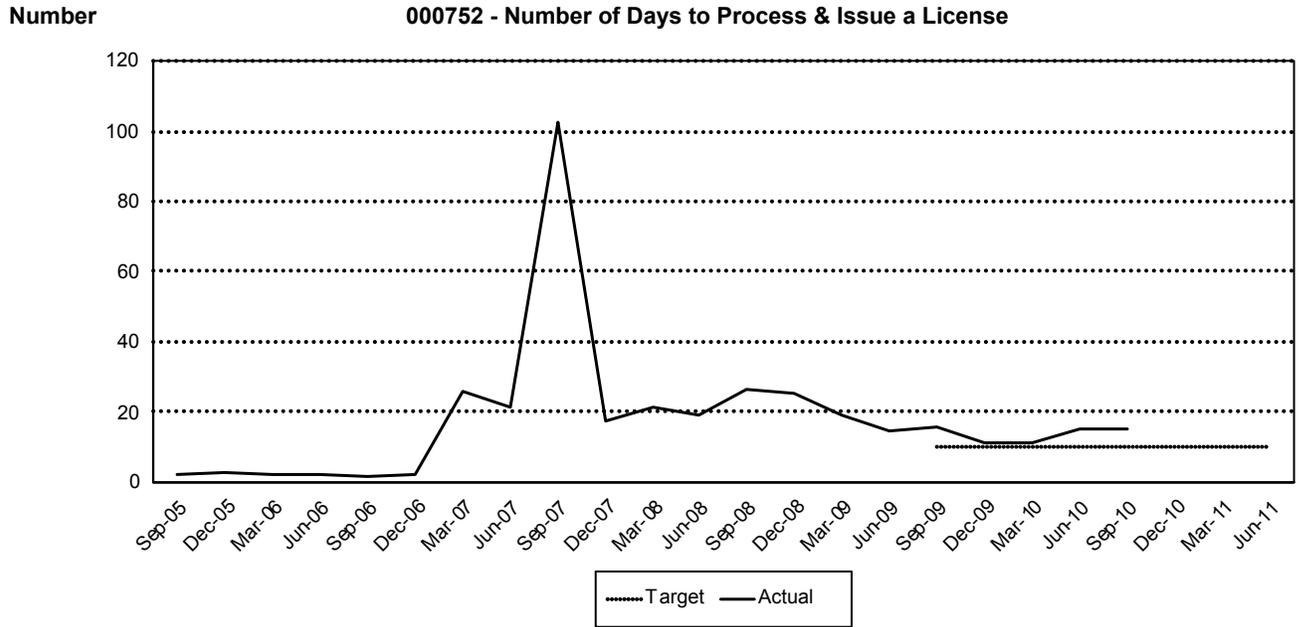
As of 11/8/2010

000752 - Average number of business days to process and issue a license. Licenses are issued to mortgage brokers, loan originators, consumer loan companies, check cashers and sellers, payday lenders, money transmitters, and escrow agents and officers.			
Biennium	Period	Actual	Target
2009-11	Q8		10
2009-11	Q7		10
2009-11	Q6		10
2009-11	Q5	15	10
2009-11	Q4	15	10
2009-11	Q3	11	10
2009-11	Q2	11	10
2009-11	Q1	15.9	10
2007-09	Q8	14.6	
2007-09	Q7	18.9	
2007-09	Q6	25.5	
2007-09	Q5	26.3	
2007-09	Q4	19.1	
2007-09	Q3	21.3	
2007-09	Q2	17.7	
2007-09	Q1	102.3	
2005-07	Q8	21.5	
2005-07	Q7	25.75	
2005-07	Q6	1.97	
2005-07	Q5	1.5	
2005-07	Q4	2.44	
2005-07	Q3	2	
2005-07	Q2	2.81	
2005-07	Q1	2	

Date Measured: 9/30/2010

Comment: Processing time to issue a license increased from 11 to 15 days during the 4th and 5th quarters. This was due to regulation changes which resulted in more complex licensing procedures.

As of 11/8/2010

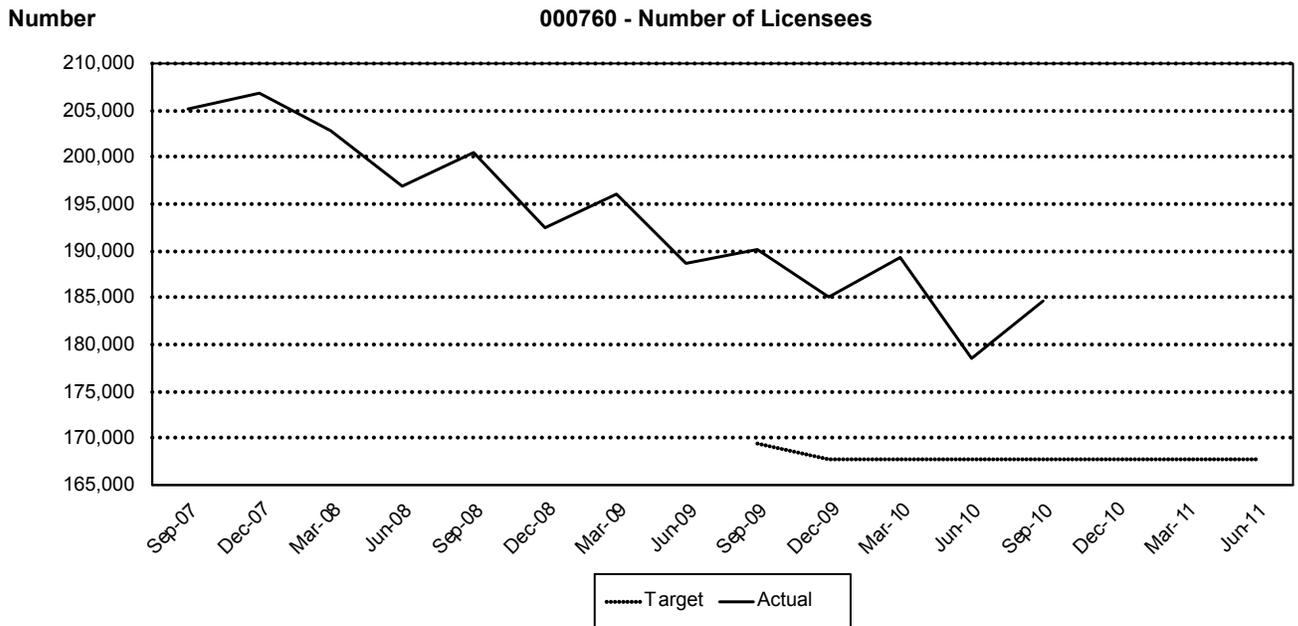


As of 11/8/2010

000760 - Number of licensees.			
Biennium	Period	Actual	Target
2009-11	Q8		167,706
2009-11	Q7		167,706
2009-11	Q6		167,706
2009-11	Q5	184,702	167,706
2009-11	Q4	178,438	167,706
2009-11	Q3	189,377	167,706
2009-11	Q2	185,008	167,706
2009-11	Q1	190,043	169,356
2007-09	Q8	188,635	
2007-09	Q7	195,967	
2007-09	Q6	192,360	
2007-09	Q5	200,457	
2007-09	Q4	196,981	
2007-09	Q3	202,786	
2007-09	Q2	206,904	
2007-09	Q1	205,159	

Date Measured: 9/30/2010

Comment: Banks 78; Credit Unions 68; Securities 175,954; Consumer Services 8,602. Changes in counting procedures in 4th qtr reduced totals. Regulation changes in 5th qtr created a significant increase.



A003 Education and Public Outreach

Agency: 102 - Dept of Financial Institutions

As of 11/8/2010

Expected Results

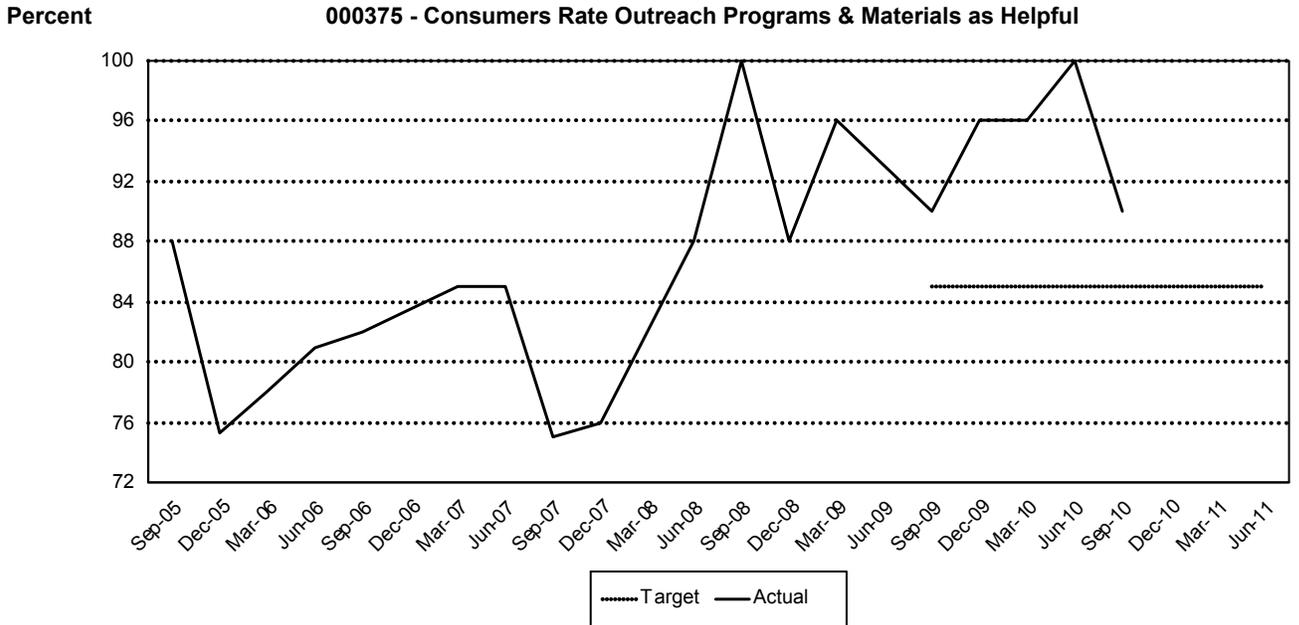
As of 11/8/2010

000375 - Percentage of consumers who rate Department of Financial Institutions outreach program and materials as helpful.			
Biennium	Period	Actual	Target
2009-11	Q8		85%
2009-11	Q7		85%
2009-11	Q6		85%
2009-11	Q5	90%	85%
2009-11	Q4	100%	85%
2009-11	Q3	96%	85%
2009-11	Q2	96%	85%
2009-11	Q1	90%	85%
2007-09	Q7	96%	
2007-09	Q6	88%	
2007-09	Q5	100%	
2007-09	Q4	88%	
2007-09	Q2	76%	
2007-09	Q1	75%	
2005-07	Q8	85%	
2005-07	Q7	85%	
2005-07	Q5	82%	
2005-07	Q4	81%	
2005-07	Q3	78%	
2005-07	Q2	75.3%	
2005-07	Q1	88%	

Date Measured: 6/30/2010

Comment: The department has enlarged the scope of the survey to include off site events and programs as well as online materials.

As of 11/8/2010



A005 Examinations

Agency: 102 - Dept of Financial Institutions

Expected Results

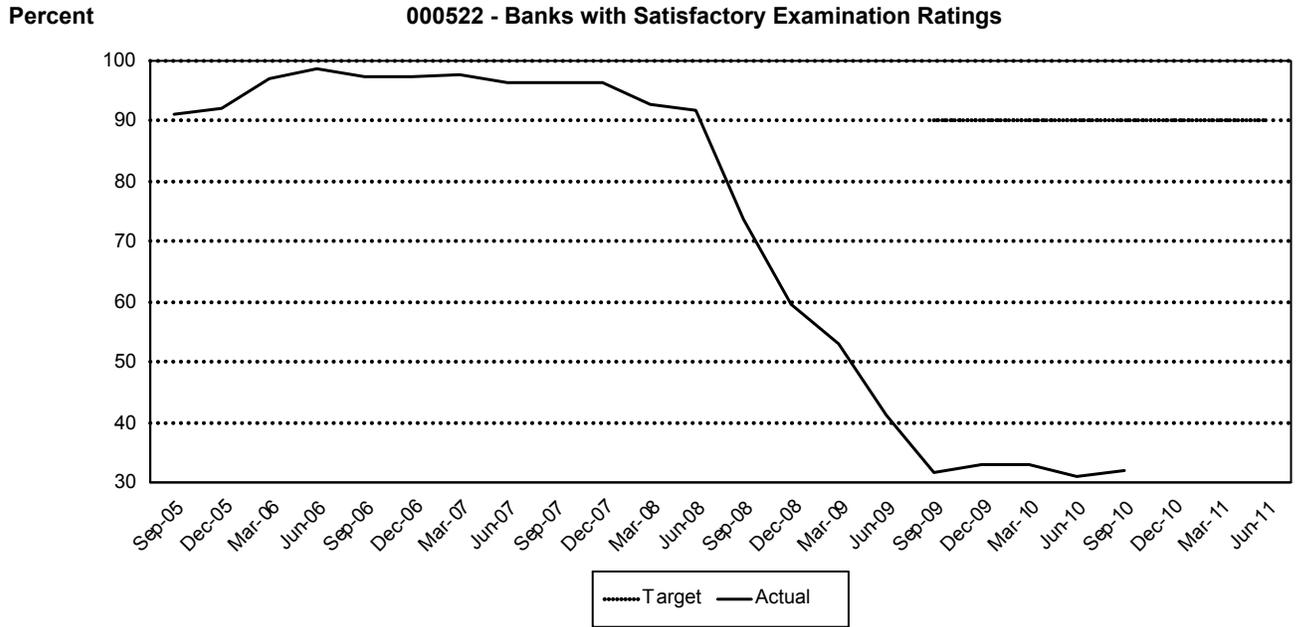
As of 11/8/2010

000522 - Percentage of banks with satisfactory examination ratings.			
Biennium	Period	Actual	Target
2009-11	Q8		90%
2009-11	Q7		90%
2009-11	Q6		90%
2009-11	Q5	31.9%	90%
2009-11	Q4	31%	90%
2009-11	Q3	32.9%	90%
2009-11	Q2	32.9%	90%
2009-11	Q1	31.7%	90%
2007-09	Q8	41%	
2007-09	Q7	53%	
2007-09	Q6	59.5%	
2007-09	Q5	73.8%	
2007-09	Q4	91.7%	
2007-09	Q3	92.9%	
2007-09	Q2	96.4%	
2007-09	Q1	96.4%	
2005-07	Q8	96.5%	
2005-07	Q7	97.6%	
2005-07	Q6	97.5%	
2005-07	Q5	97.5%	
2005-07	Q4	98.67%	
2005-07	Q3	97%	
2005-07	Q2	92%	
2005-07	Q1	91%	

Date Measured: 9/30/2010

Comment: Performance measure declined due to downturn in economic and commercial real estate conditions. Problem loans have increased resulting in higher provision for loan loss expenses.

As of 11/8/2010



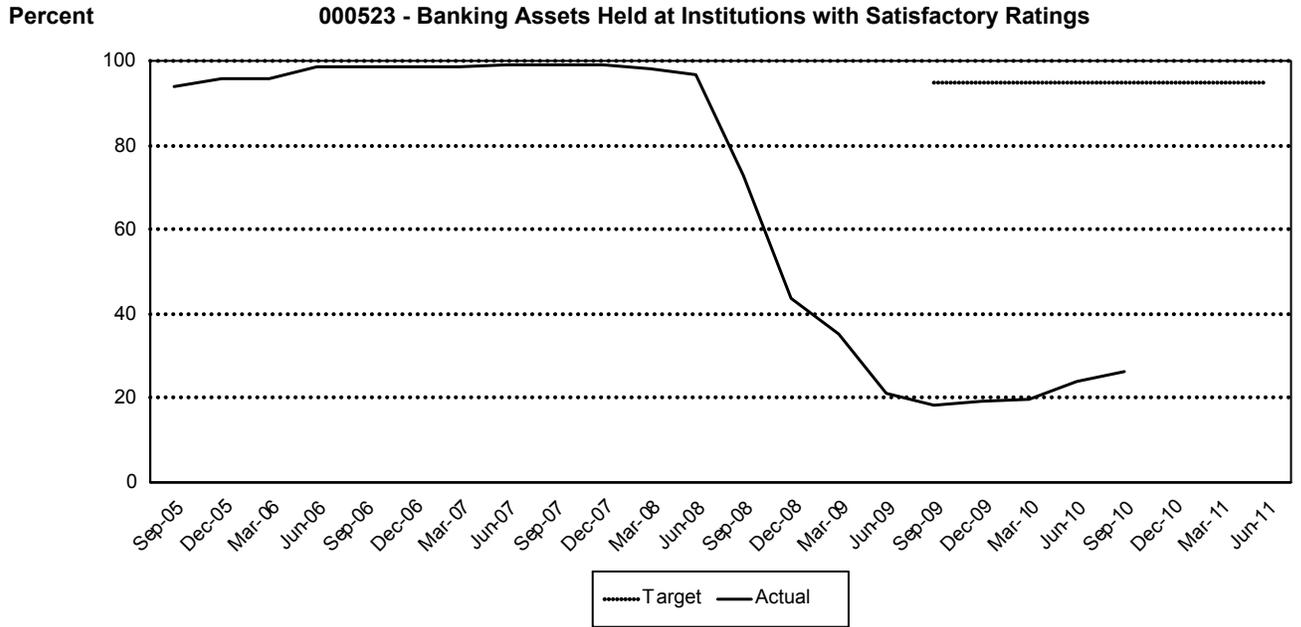
As of 11/8/2010

000523 - Percentage of banking assets held at institutions with satisfactory ratings.			
Biennium	Period	Actual	Target
2009-11	Q8		95%
2009-11	Q7		95%
2009-11	Q6		95%
2009-11	Q5	26.4%	95%
2009-11	Q4	24%	95%
2009-11	Q3	19.8%	95%
2009-11	Q2	19.1%	95%
2009-11	Q1	18.1%	95%
2007-09	Q8	20.9%	
2007-09	Q7	35%	
2007-09	Q6	43.6%	
2007-09	Q5	72.8%	
2007-09	Q4	96.8%	
2007-09	Q3	98.3%	
2007-09	Q2	99.3%	
2007-09	Q1	99.3%	
2005-07	Q8	99.3%	
2005-07	Q7	98.7%	
2005-07	Q6	98.7%	
2005-07	Q5	98.7%	
2005-07	Q4	98.7%	
2005-07	Q3	96%	
2005-07	Q2	96%	
2005-07	Q1	94%	

Date Measured: 9/30/2010

Comment: Performance measure declined due to downturn in economic and commercial real estate conditions. Problem loans have increased resulting in higher provision for loan loss expenses.

As of 11/8/2010



As of 11/8/2010

000636 - Percentage of credit unions with satisfactory examination ratings.			
Biennium	Period	Actual	Target
2009-11	Q8		85%
2009-11	Q7		85%
2009-11	Q6		85%
2009-11	Q5	81%	85%
2009-11	Q4	74%	82.5%
2009-11	Q3	71%	82.5%
2009-11	Q2	73%	82.5%
2009-11	Q1	74%	85%
2007-09	Q8	77%	
2007-09	Q7	82%	
2007-09	Q6	86%	
2007-09	Q5	89%	
2007-09	Q4	97%	
2007-09	Q3	97%	
2007-09	Q2	99%	
2007-09	Q1	99%	
2005-07	Q8	99%	
2005-07	Q7	90%	
2005-07	Q6	90%	
2005-07	Q5	90%	
2005-07	Q4	92%	
2005-07	Q3	91%	
2005-07	Q2	89%	
2005-07	Q1	83%	

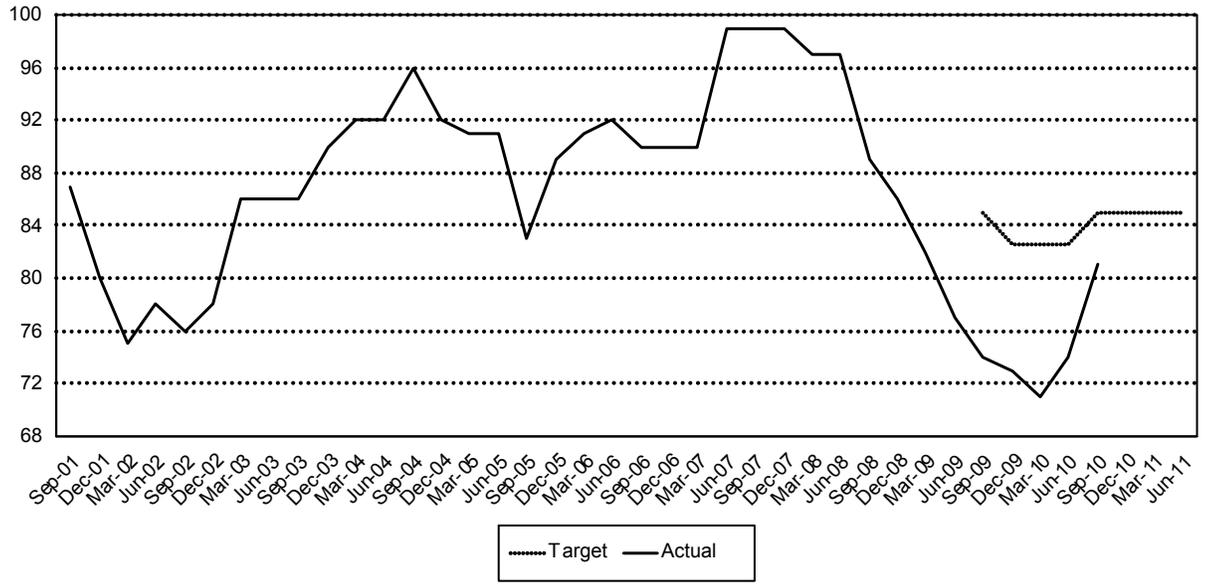
Date Measured: 6/30/2010

Comment: Performance measure declined due to downturn in economic and residential construction activity. Problem loans have increased resulting in higher provision for loan loss expenses.

As of 11/8/2010

Percent

000636 - Credit Unions with Satisfactory Examination Ratings



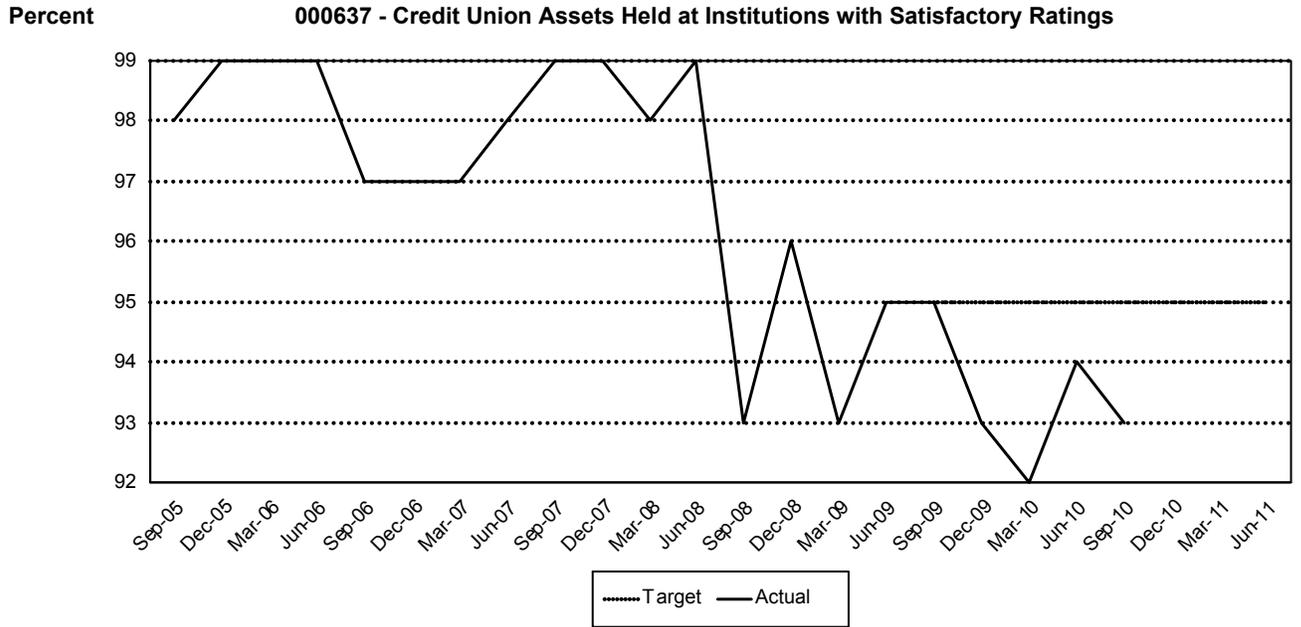
As of 11/8/2010

000637 - Percentage of credit union assets held at institutions with satisfactory ratings.			
Biennium	Period	Actual	Target
2009-11	Q8		95%
2009-11	Q7		95%
2009-11	Q6		95%
2009-11	Q5	93%	95%
2009-11	Q4	94%	95%
2009-11	Q3	92%	95%
2009-11	Q2	93%	95%
2009-11	Q1	95%	95%
2007-09	Q8	95%	
2007-09	Q7	93%	
2007-09	Q6	96%	
2007-09	Q5	93%	
2007-09	Q4	99%	
2007-09	Q3	98%	
2007-09	Q2	99%	
2007-09	Q1	99%	
2005-07	Q8	98%	
2005-07	Q7	97%	
2005-07	Q6	97%	
2005-07	Q5	97%	
2005-07	Q4	99%	
2005-07	Q3	99%	
2005-07	Q2	99%	
2005-07	Q1	98%	

Date Measured: 6/30/2010

Comment: Performance measure declined due to downturn in economic and residential construction activity. Problem loans have increased resulting in higher provision for loan loss expenses.

As of 11/8/2010

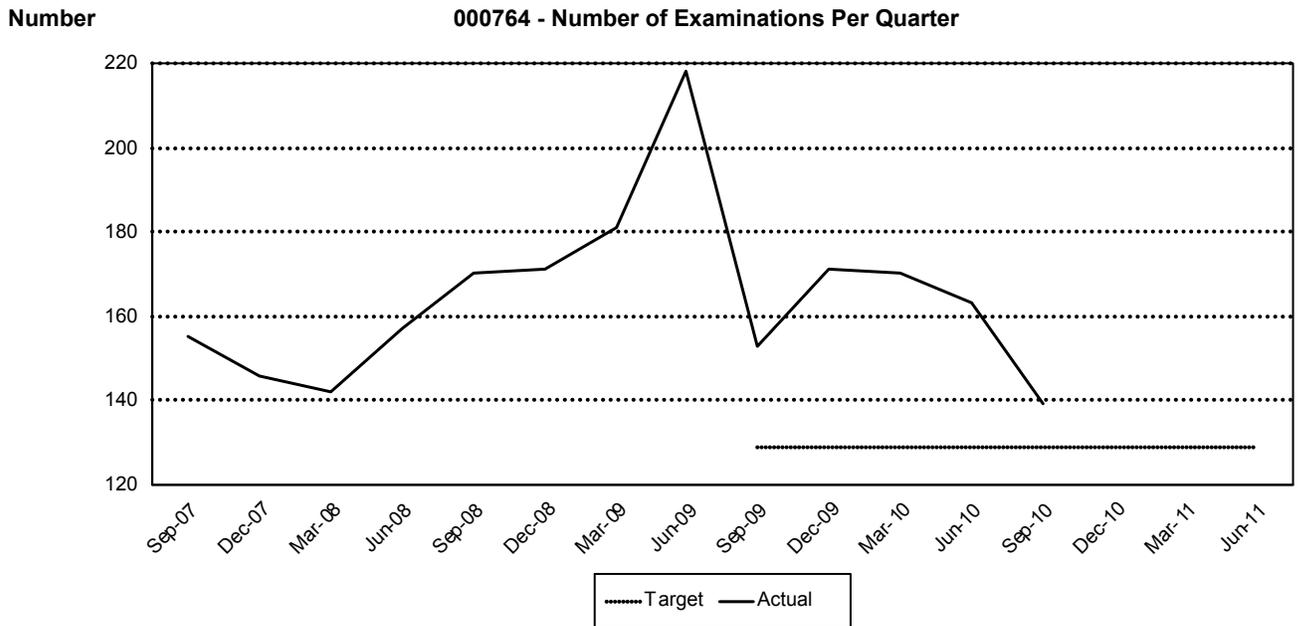


As of 11/8/2010

000764 - Number of examinations per quarter.			
Biennium	Period	Actual	Target
2009-11	Q8		129
2009-11	Q7		129
2009-11	Q6		129
2009-11	Q5	139	129
2009-11	Q4	163	129
2009-11	Q3	170	129
2009-11	Q2	171	129
2009-11	Q1	153	129
2007-09	Q8	218	
2007-09	Q7	181	
2007-09	Q6	171	
2007-09	Q5	170	
2007-09	Q4	157	
2007-09	Q3	142	
2007-09	Q2	146	
2007-09	Q1	155	

Date Measured: 9/30/2010

Comment: Money Transmitter and Consumer Loan Programs are performing multi-state joint examinations which are more complex and take more time. This, coupled with changes in state and federal laws requiring additional exam procedures be performed, has reduced totals.



A007 Liquor Licensing and Permits

Agency: 195 - Liquor Control Board

As of 11/8/2010

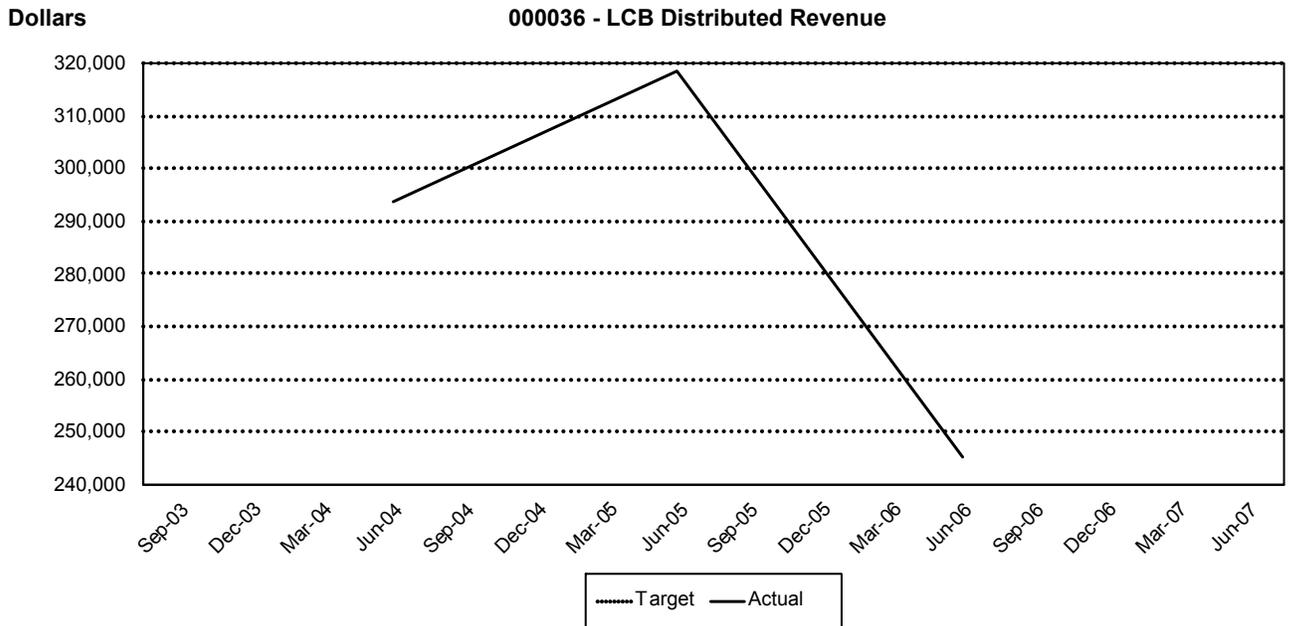
Expected Results

Licensing staff provide service to approximately 13,000 retail liquor licensees by maintaining official licensing information, providing technical assistance on liquor laws and regulations, and taking administrative action related to liquor violations or non-renewal requests from local government officials. The agency processes approximately 5,000 liquor license applications and alcohol permits per year. The number of annual applications varies based on the state of the economy.

000036 - Liquor Control Board revenues distributed to state and local governments.			
Biennium	Period	Actual	Target
2005-07	Q4	\$245,136	

Date Measured: 6/30/2006

Comment: Per the 4th quarter distribution of excess funds



A003 Certification

Agency: 147 - Off of Minority & Women's Business

Expected Results

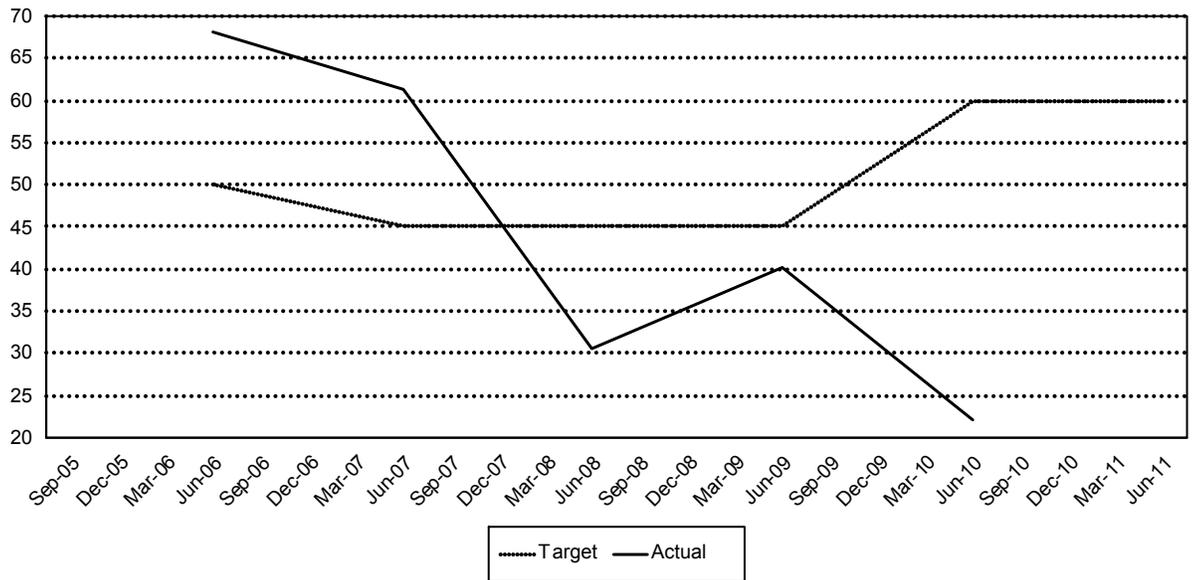
As of 11/8/2010

000610 - Percentage of Minority or Women's Business Enterprise certification applications processed in under 45 days.			
Biennium	Period	Actual	Target
2009-11	Q8		60%
2009-11	Q4	22.15%	60%
2007-09	Q8	40.14%	45%
2007-09	Q4	30.61%	45%
2005-07	Q8	61.26%	45%
2005-07	Q4	68.06%	50%

Date Measured: 6/30/2007

Comment: Through the 4th quarter.

Percent 000610 - Percentage of certification applications processed in under 45 days.



A004 Enforcement of Anti-Trust Laws

Agency: 100 - Office of Attorney General

Expected Results

The Anti-Trust Division protects the citizens of Washington State from antitrust activities such as price-fixing, monopolization, and illegal mergers, resulting in a competitive market, and consumers benefit from that competition in the form of lower prices or better services. The division responds to consumer complaints, provides advice to state agencies, and provides community education and outreach ensuring that consumers will have problems addressed, agencies will prevent problems from occurring, and businesses will become educated about their responsibilities under the antitrust laws.

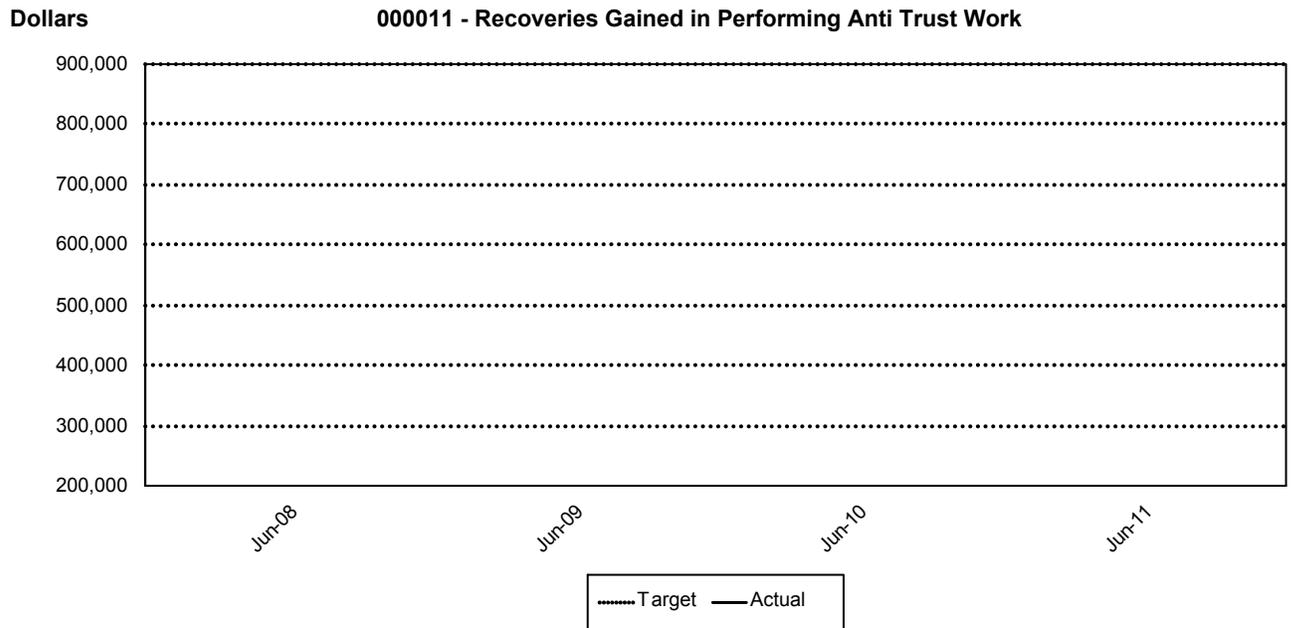
As of 11/8/2010

000011 - PM0004/ANT - Recoveries. We capture the efforts of AGO Antitrust staff who work to stop anticompetitive behavior and promote compliance with Antitrust laws. The measurement tells us the degree to which we recover monetary restitution for our consumers.

Biennium	Period	Actual	Target
2009-11	A1	\$583,385	

Date Measured: 6/30/2010

Comment: Represents 12 months of data. Recoveries are variable.



A011 Corporations, Partnerships, and Apostilles Services

Agency: 085 - Office of the Secretary of State

Expected Results

Promote public trust by increasing accessibility to corporate public records. Strengthen the state's economy through more efficient document processing and increased outreach to businesses on registration requirements.

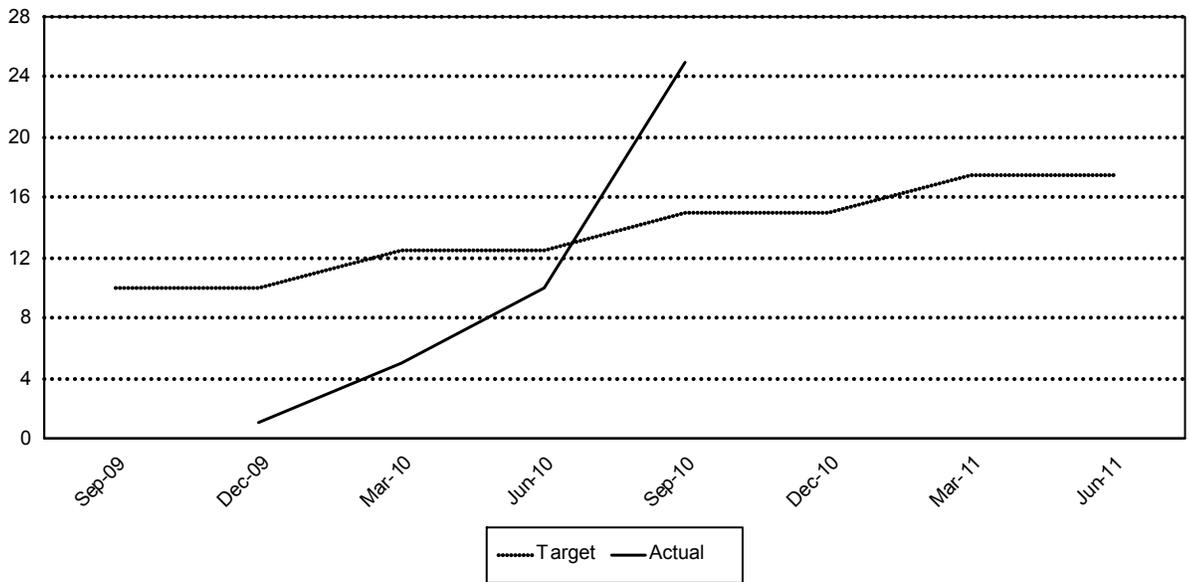
As of 11/8/2010

001055 - Percent of pre-2004 backlog scanning completed to digitize Corporation & Charities records.			
Biennium	Period	Actual	Target
2009-11	Q8		17.5%
2009-11	Q7		17.5%
2009-11	Q6		15%
2009-11	Q5	25%	15%
2009-11	Q4	10%	12.5%
2009-11	Q3	5%	12.5%
2009-11	Q2	1%	10%
2009-11	Q1		10%

Date Measured: 9/30/2010

Comment: Trademark scanning is moving along quicker than anticipated.

Percent 001055 - Scanning completed of pre-2004 Corporations & Charities records



As of 11/8/2010

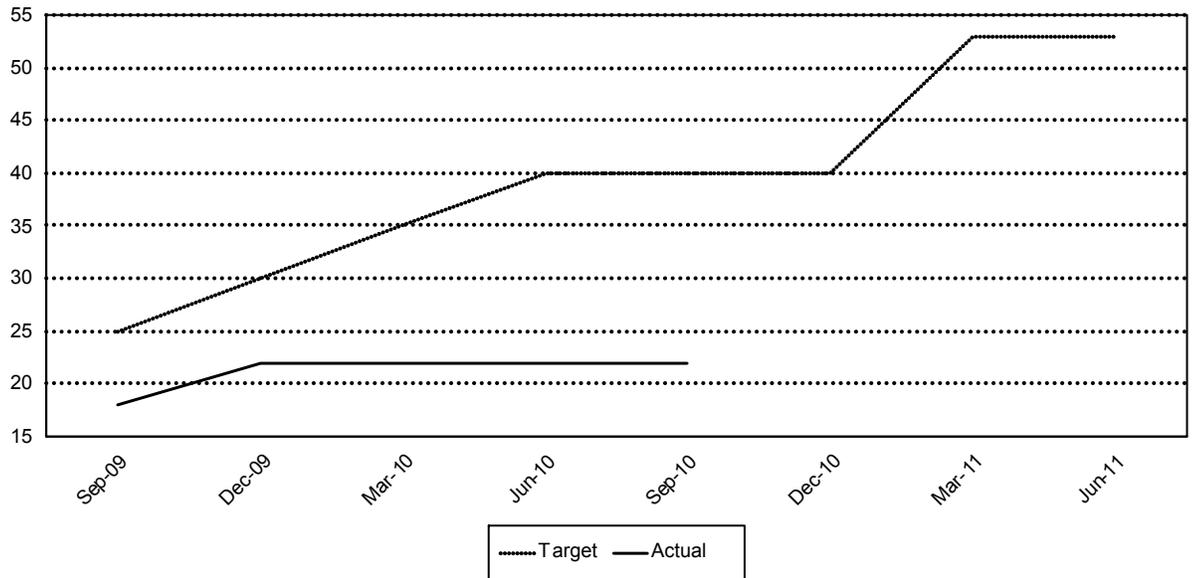
001060 - Percent of on line business transactions available to Corporation and Charitable entities.			
Biennium	Period	Actual	Target
2009-11	Q8		53%
2009-11	Q7		53%
2009-11	Q6		40%
2009-11	Q5	22%	40%
2009-11	Q4	22%	40%
2009-11	Q3	22%	35%
2009-11	Q2	22%	30%
2009-11	Q1	18%	25%

Date Measured: 9/30/2010

Comment: No progress made due to IT resource shortages.

Percent

001060 - On line business transactions available



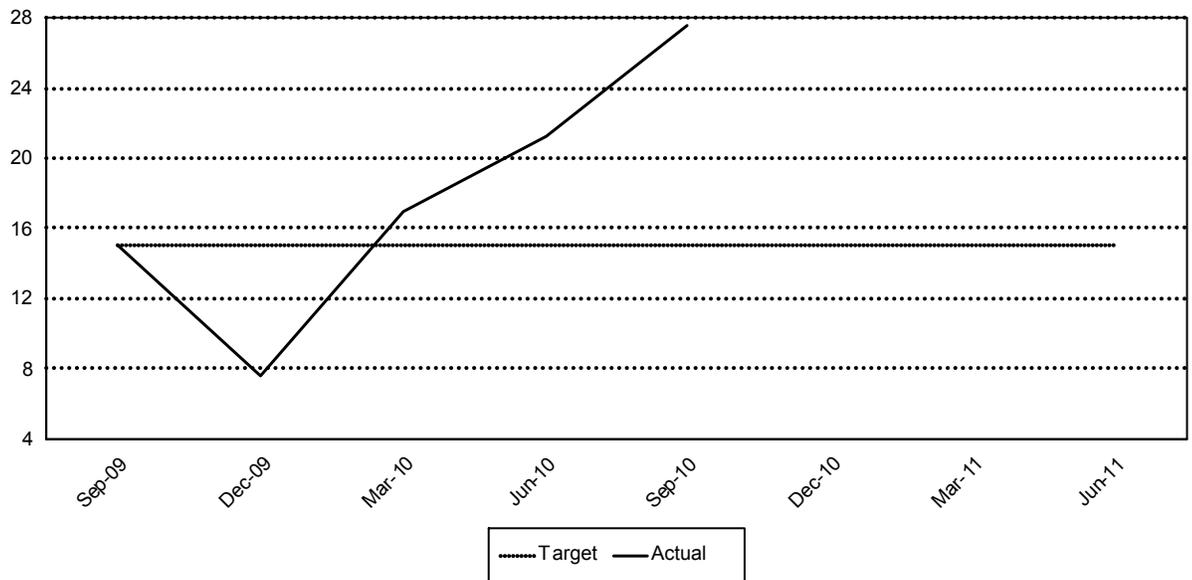
As of 11/8/2010

001066 - Average number of days to process Corporate filings from receipt.			
Biennium	Period	Actual	Target
2009-11	Q8		15
2009-11	Q7		15
2009-11	Q6		15
2009-11	Q5	27.5	15
2009-11	Q4	21.2	15
2009-11	Q3	17	15
2009-11	Q2	7.6	15
2009-11	Q1	15	15

Date Measured: 9/30/2010

Comment: 5th qtr actual is based on a weighted average (previous reported figures were not weighted). Backlog caused by staff shortages (new staff were not hired until September).

Number 001066 - Average Number of days to process Corporate filings from receipt



Remove economic development barriers through targeted infrastructure and assistance

A035 Community Economic Revitalization Board and Program

Agency: 103 - Department of Commerce

Expected Results

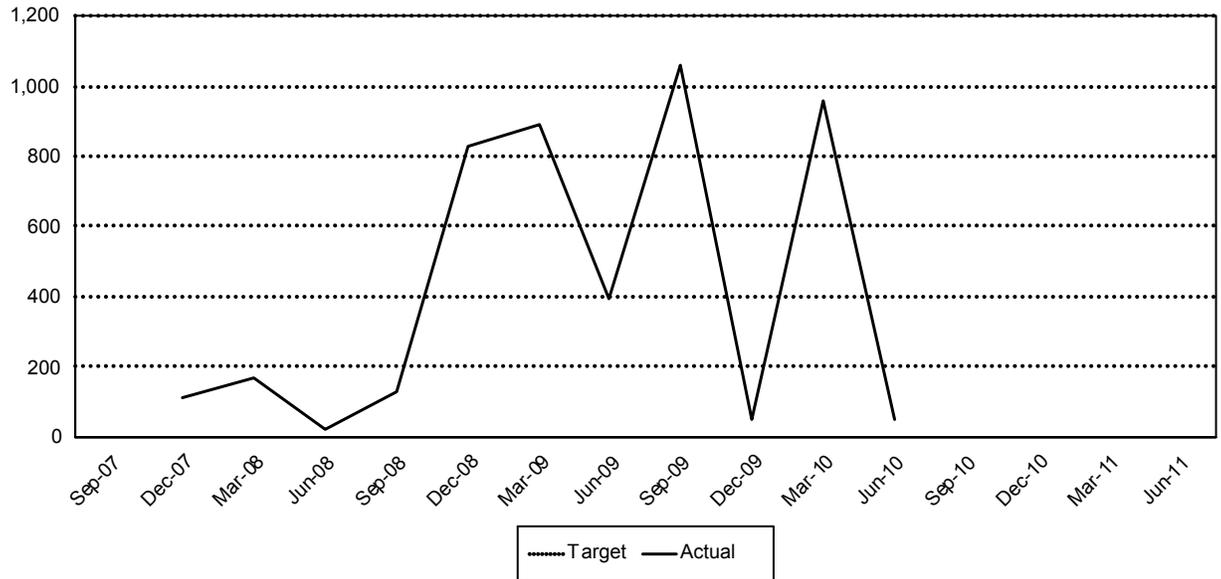
As of 11/8/2010

001133 - Estimated number of jobs created and retained as a result of infrastructure investments through CERB.			
Biennium	Period	Actual	Target
2009-11	Q4	50	
2009-11	Q3	955	
2009-11	Q2	52	
2009-11	Q1	1,059	
2007-09	Q8	392	
2007-09	Q7	892	
2007-09	Q6	830	
2007-09	Q5	128	
2007-09	Q4	25	
2007-09	Q3	170	
2007-09	Q2	113	

Date Measured: 3/31/2010

Comment: FY 10 Q3 - Contracts that were expected to be executed in the 2nd quarter actually executed in the 3rd quarter.

Number **001133 - CERB - jobs created and retained**



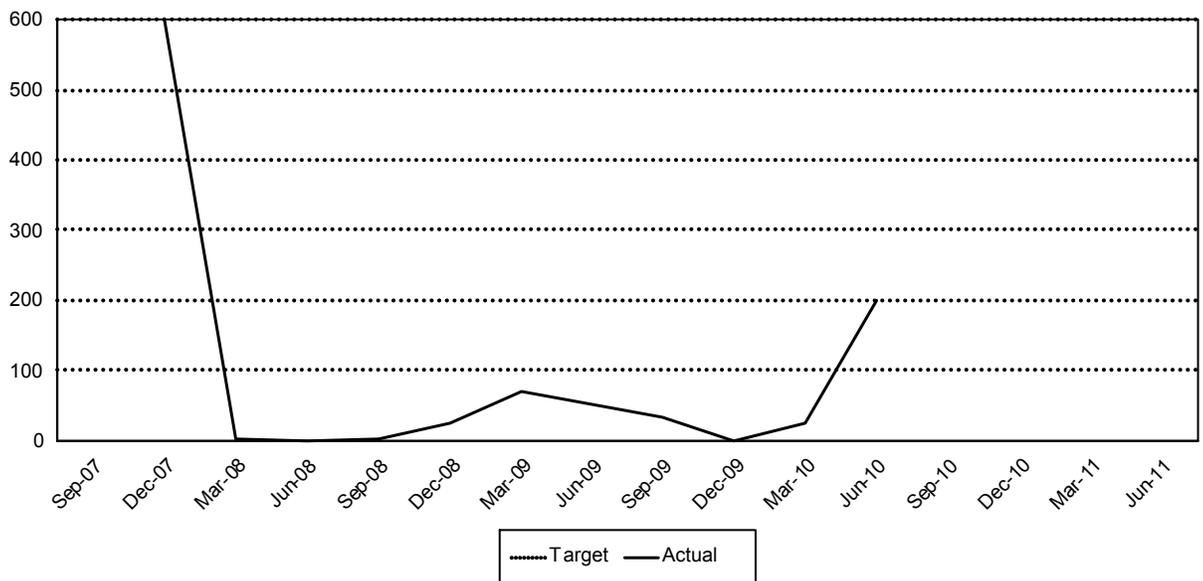
As of 11/8/2010

001134 - Estimated amount of private capital investment leveraged by CERB funding.			
Biennium	Period	Actual	Target
2009-11	Q4	\$200	
2009-11	Q3	\$24	
2009-11	Q2	\$0	
2009-11	Q1	\$33	
2007-09	Q7	\$70	
2007-09	Q6	\$26	
2007-09	Q5	\$3	
2007-09	Q4	\$1	
2007-09	Q3	\$4	
2007-09	Q2	\$600	

Date Measured: 6/30/2010

Comment: dollars in millions. The Port of Longview project will generate \$200 million.

Dollars **001134 - CERB - Private capital investment leveraged**



A092 Bond Cap Allocation Program for Tax Exempt Financing Authorization

Agency: 103 - Department of Commerce

Expected Results

As of 11/8/2010

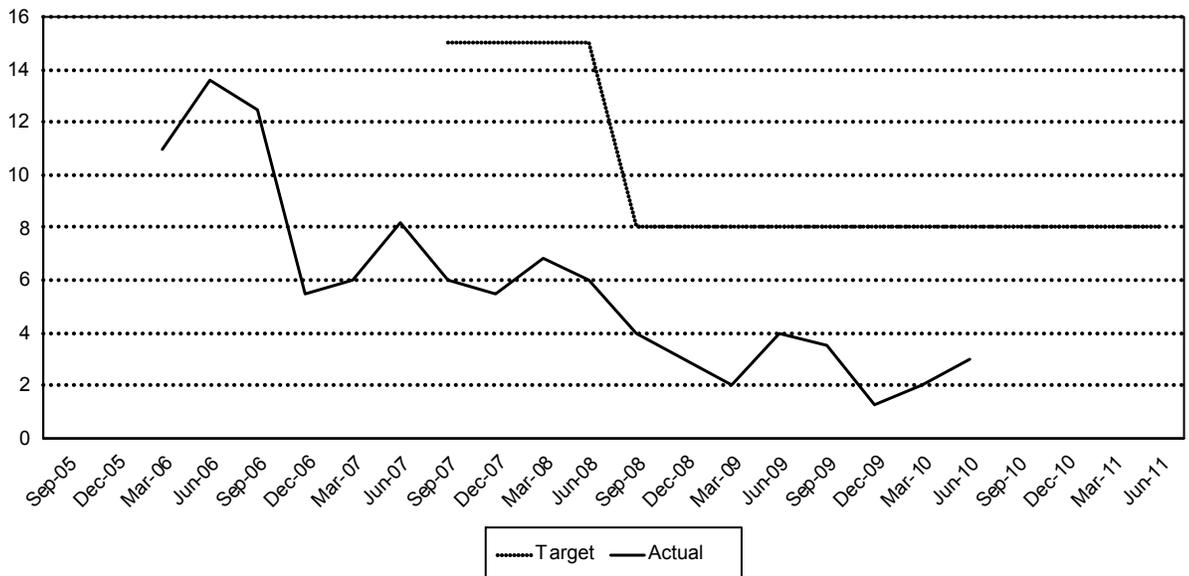
001326 - Average number of days to process applications.			
Biennium	Period	Actual	Target
2009-11	Q8		8
2009-11	Q7		8
2009-11	Q6		8
2009-11	Q5		8
2009-11	Q4	3	8
2009-11	Q3	2	8
2009-11	Q2	1.3	8
2009-11	Q1	3.5	8
2007-09	Q8	4	8
2007-09	Q7	2	8
2007-09	Q6	3	8
2007-09	Q5	4	8
2007-09	Q4	6	15
2007-09	Q3	6.8	15
2007-09	Q2	5.5	15
2007-09	Q1	6	15
2005-07	Q8	8.2	
2005-07	Q7	6	
2005-07	Q6	5.5	
2005-07	Q5	12.5	
2005-07	Q4	13.6	
2005-07	Q3	11	

Date Measured: 6/30/2009

Comment: 6/30/09 Q8 2 applications

Number

001326 - Process applications



As of 11/8/2010

A096 Community Development Block Grant (CDBG)

Agency: 103 - Department of Commerce

Expected Results

As of 11/8/2010

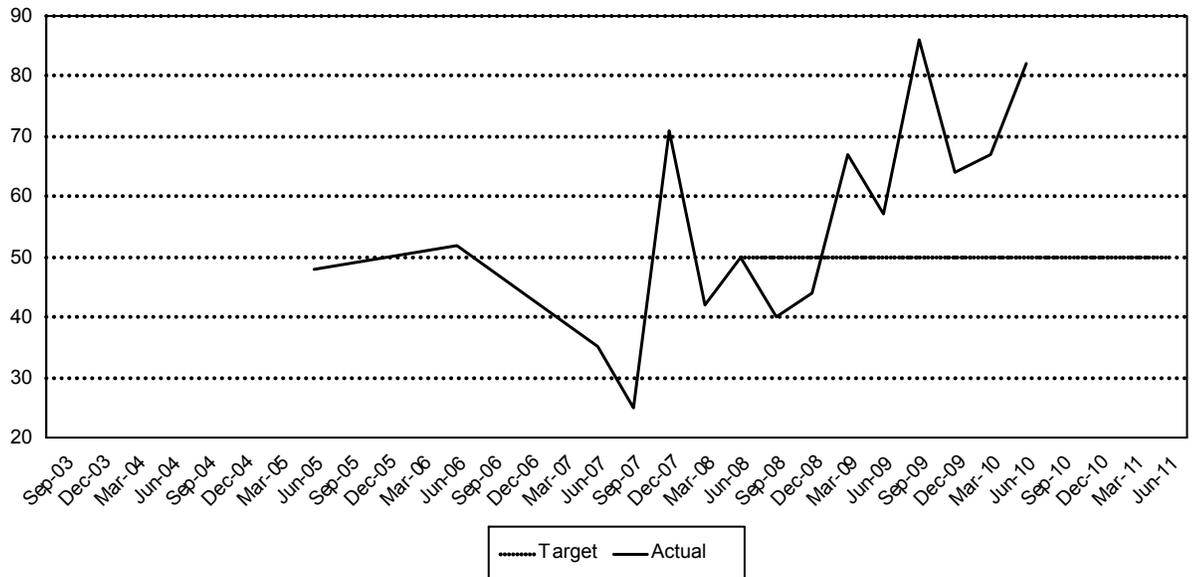
001327 - Percent of projects completed on time, as per contracts (within scope of work).			
Biennium	Period	Actual	Target
2009-11	Q8		50%
2009-11	Q7		50%
2009-11	Q6		50%
2009-11	Q5		50%
2009-11	Q4	82%	50%
2009-11	Q3	67%	50%
2009-11	Q2	64%	50%
2009-11	Q1	86%	50%
2007-09	Q8	57%	50%
2007-09	Q7	67%	50%
2007-09	Q6	44%	50%
2007-09	Q5	40%	50%
2007-09	Q4	50%	50%
2007-09	Q3	42%	50%
2007-09	Q2	71%	50%
2007-09	Q1	25%	50%
2005-07	Q8	35%	50%
2005-07	Q4	52%	50%

Date Measured: 6/30/2010

Comment: 14 of 17 completed on time.

Percent

001327 - CDBG projects completed



A113 Public Works Infrastructure Grants and Loans

Agency: 103 - Department of Commerce

As of 11/8/2010

Expected Results

The successful execution of 120 contracts will assist local governments implement their capital facility plans and ensure that their systems comply with regulations, meet standards, and respond to the demands of local residents. The Trust Fund's investment will be matched by an equal amount of local funds, bringing the total annual investment to approximately \$420 million. That will generate approximately \$983 billion in economic activity and create 9,600 construction jobs each year.

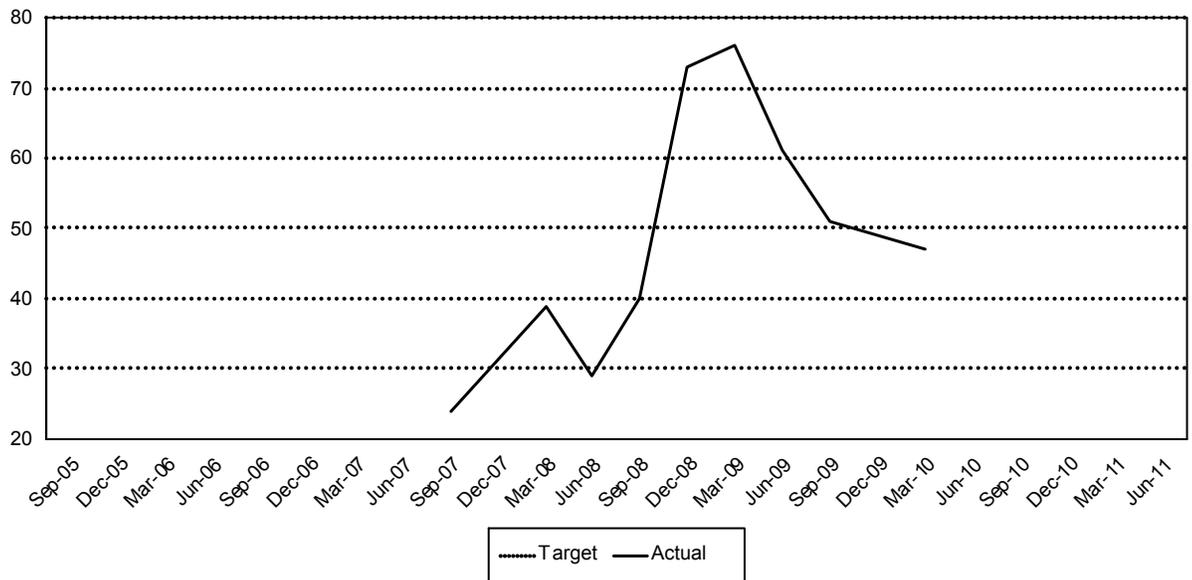
001435 - Average percent of project funding provided by the Public Works Programs.			
Biennium	Period	Actual	Target
2009-11	Q3	47%	
2009-11	Q1	51%	
2007-09	Q8	61%	
2007-09	Q7	76%	
2007-09	Q6	73%	
2007-09	Q5	40%	
2007-09	Q4	29%	
2007-09	Q3	39%	
2007-09	Q1	24%	

Date Measured: 3/31/2010

Comment: One emergency loan was contracted this quarter.

Percent

001435 - Project funding provided by the PWTF



As of 11/8/2010

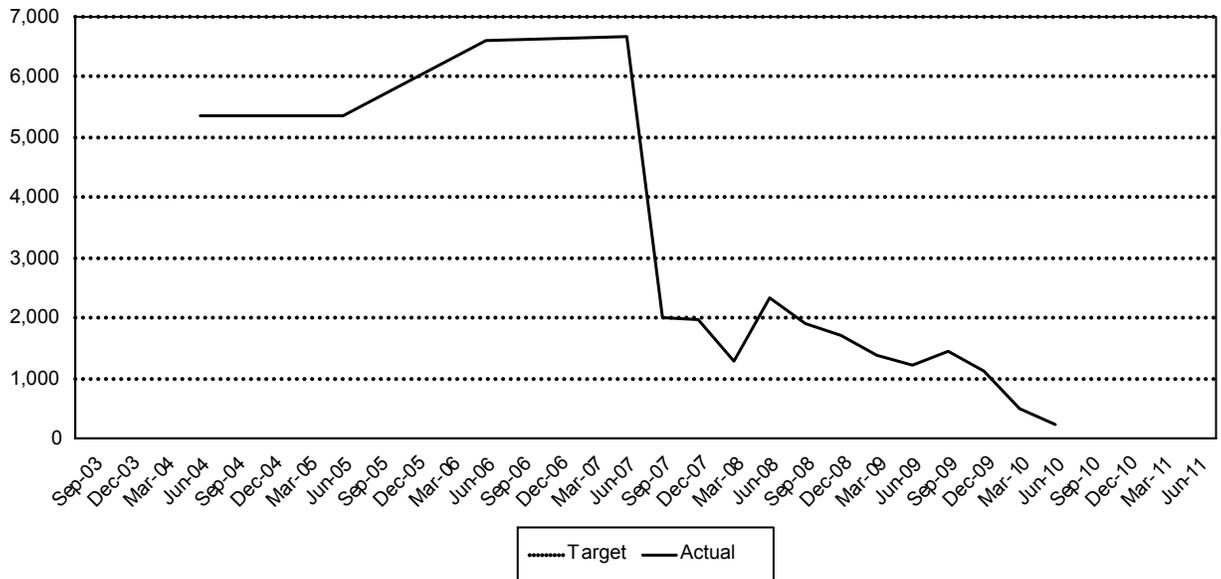
001436 - Number of construction related jobs sustained through Public Works infrastructure investments.			
Biennium	Period	Actual	Target
2009-11	Q4	243	
2009-11	Q3	492	
2009-11	Q2	1,106	
2009-11	Q1	1,436	
2007-09	Q8	1,224	
2007-09	Q7	1,378	
2007-09	Q6	1,710	
2007-09	Q5	1,892	
2007-09	Q4	2,318	
2007-09	Q3	1,287	
2007-09	Q2	1,967	
2007-09	Q1	1,989	
2005-07	Q8	6,681	
2005-07	Q4	6,609	

Date Measured: 6/30/2007

Comment: Cumulative, all four quarters of FY 07.

Number

001436 - Public Works construction related jobs



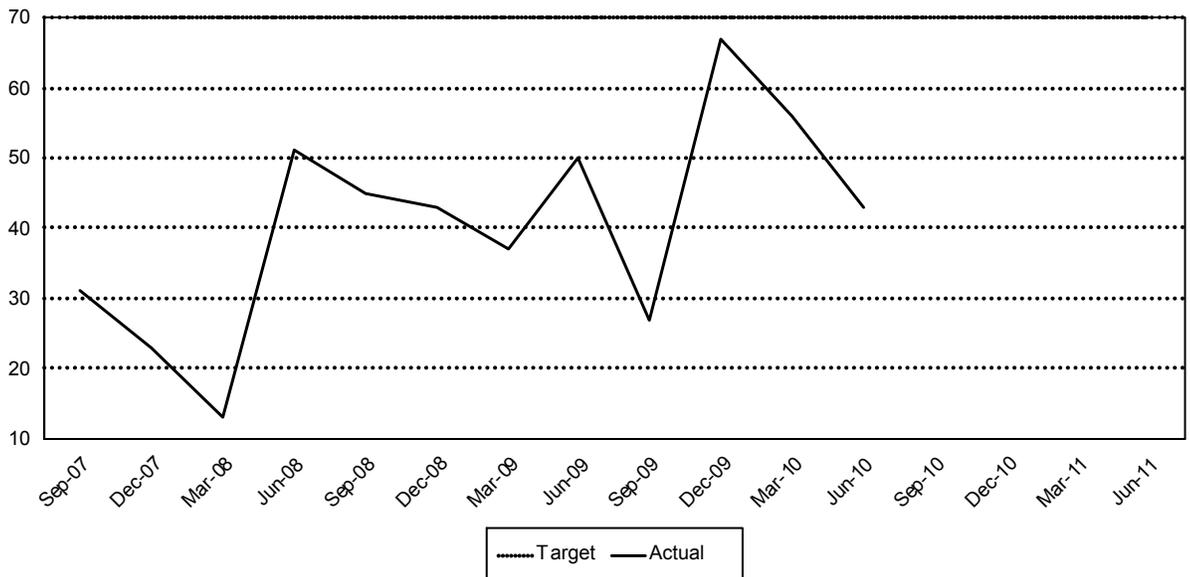
As of 11/8/2010

001437 - Percent of projects completed on time, as per contract (within scope of work).			
Biennium	Period	Actual	Target
2009-11	Q8		70%
2009-11	Q7		70%
2009-11	Q6		70%
2009-11	Q5		70%
2009-11	Q4	43%	70%
2009-11	Q3	56%	70%
2009-11	Q2	67%	70%
2009-11	Q1	27%	70%
2007-09	Q8	50%	70%
2007-09	Q7	37%	70%
2007-09	Q6	43%	70%
2007-09	Q5	45%	70%
2007-09	Q4	51%	70%
2007-09	Q3	13%	70%
2007-09	Q2	23%	70%
2007-09	Q1	31%	70%

Date Measured: 3/31/2009

Comment: 3/31/09 10 of 27 projects

Percent 001437 - Public Works projects completed on time



A163 Economic Development

Agency: 103 - Department of Commerce

Expected Results

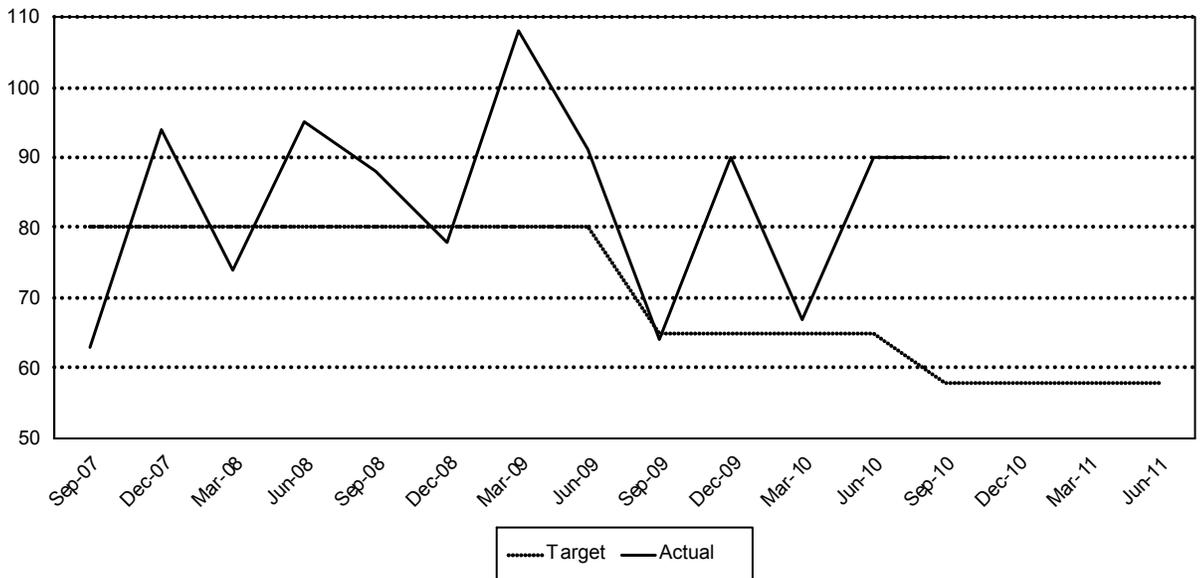
As of 11/8/2010

001148 - Number of businesses recruited, retained or expanded as reported by the ADO network.			
Biennium	Period	Actual	Target
2009-11	Q8		58
2009-11	Q7		58
2009-11	Q6		58
2009-11	Q5	90	58
2009-11	Q4	90	65
2009-11	Q3	67	65
2009-11	Q2	90	65
2009-11	Q1	64	65
2007-09	Q8	91	80
2007-09	Q7	108	80
2007-09	Q6	78	80
2007-09	Q5	88	80
2007-09	Q4	95	80
2007-09	Q3	74	80
2007-09	Q2	94	80
2007-09	Q1	63	80

Date Measured: 9/30/2010

Comment: Expansion cases holding steady. Mid-large well run companies having weathered the recession are now investing, at tempered rate, in response to econ improvements & availability of inexpensive debt.

Number 001148 - Businesses recruited, retained or expanded



As of 11/8/2010

001149 - Estimated number of jobs created and retained reported by the ADO network as a result of Business Services Division assistance			
Biennium	Period	Actual	Target
2009-11	Q8		1,500
2009-11	Q7		1,500
2009-11	Q6		1,500
2009-11	Q5	1,805	1,500
2009-11	Q4	2,062	
2009-11	Q3	815	
2009-11	Q2	1,725	
2009-11	Q1	2,163	
2007-09	Q8	2,135	
2007-09	Q7	1,200	
2007-09	Q6	3,113	
2007-09	Q5	361	
2007-09	Q4	58	
2007-09	Q3	1,486	
2007-09	Q2	870	
2007-09	Q1	131	

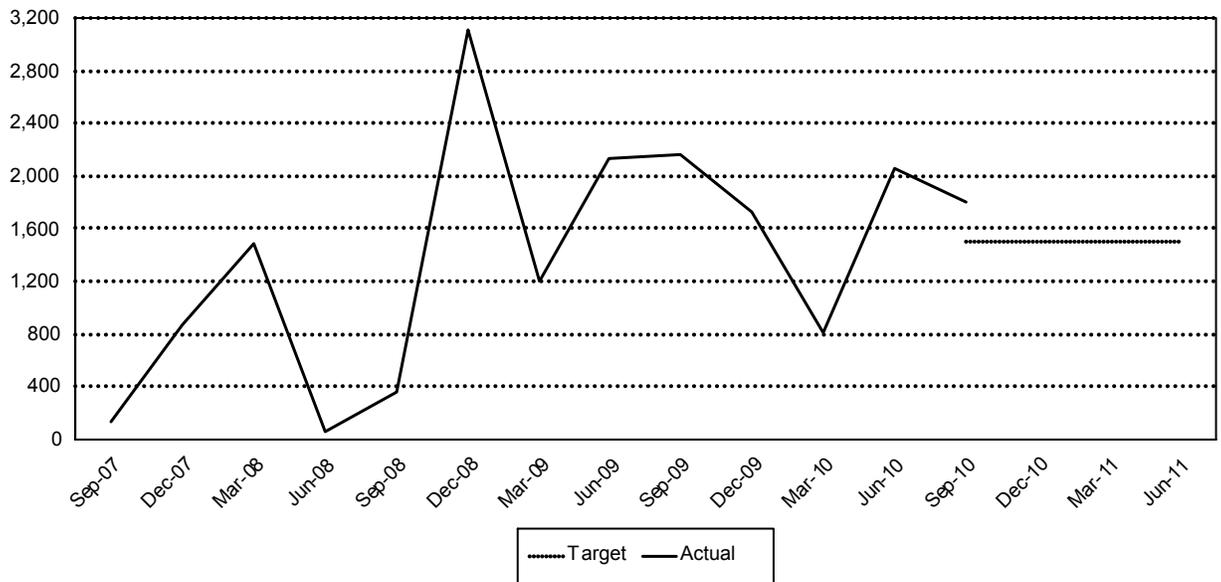
Date Measured: 6/30/2010

Comment: FY 08 Q4 - More than half were jobs retained.

Companies are responding to perceived market opportunities.

Number

001149 - Jobs created and retained



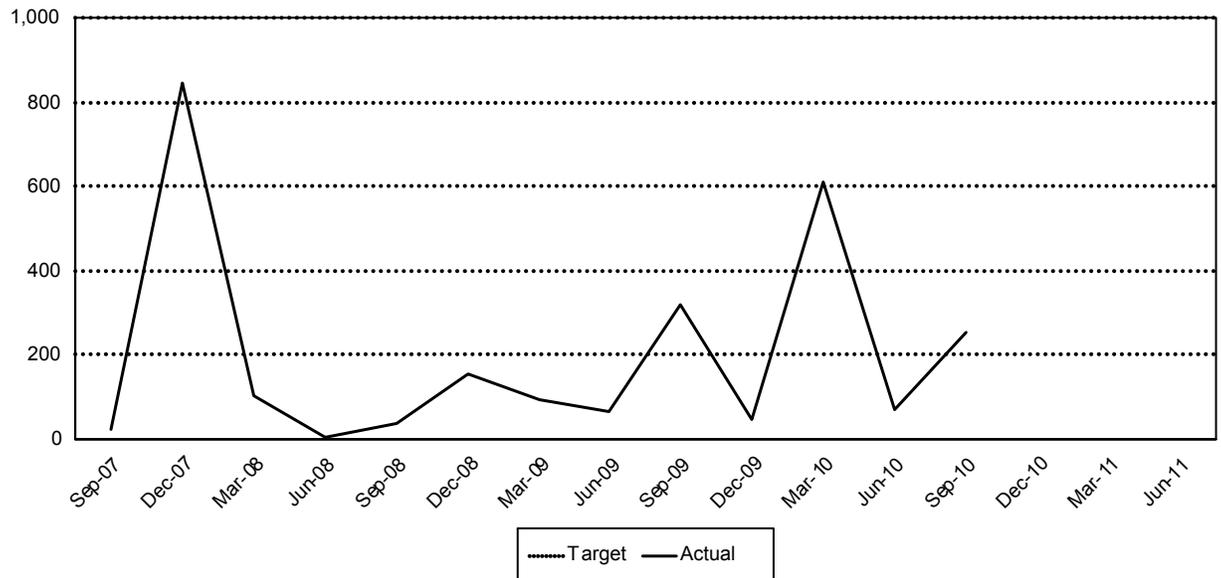
As of 11/8/2010

001150 - Estimated amount of private capital investment leveraged with commerce funding, as reported by the ADO network.			
Biennium	Period	Actual	Target
2009-11	Q5	\$255	
2009-11	Q4	\$68	
2009-11	Q3	\$610	
2009-11	Q2	\$49	
2009-11	Q1	\$318	
2007-09	Q8	\$65	
2007-09	Q7	\$92	
2007-09	Q6	\$157	
2007-09	Q5	\$38	
2007-09	Q4	\$5	
2007-09	Q3	\$105	
2007-09	Q2	\$845	
2007-09	Q1	\$23	

Date Measured: 9/30/2010

Comment: (in millions), the primary drivers for the \$255M includes a \$210M investment in the Kittitas Valley Wind Power Project & a \$28M investment w/Versacold Storage Center in Tacoma.

Dollars 001150 - Private Investment Leveraged (estimated)

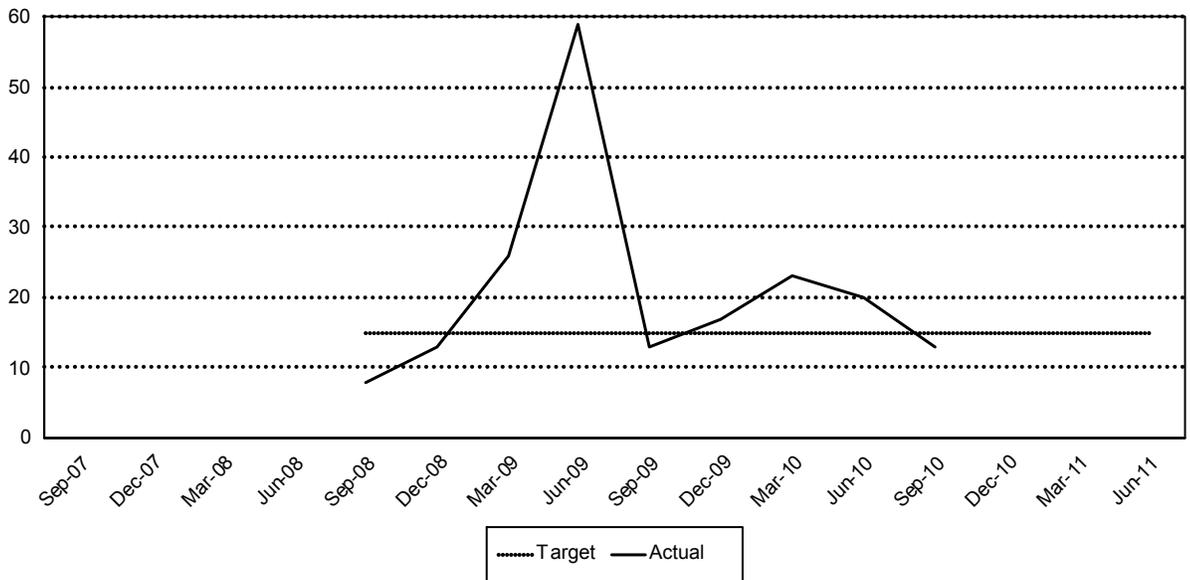


As of 11/8/2010

001810 - Number of leads generated			
Biennium	Period	Actual	Target
2009-11	Q8		15
2009-11	Q7		15
2009-11	Q6		15
2009-11	Q5	13	15
2009-11	Q4	20	15
2009-11	Q3	23	15
2009-11	Q2	17	15
2009-11	Q1	13	15
2007-09	Q8	59	15
2007-09	Q7	26	15
2007-09	Q6	13	15
2007-09	Q5	8	15

Number

001810 - Leads generated



As of 11/8/2010

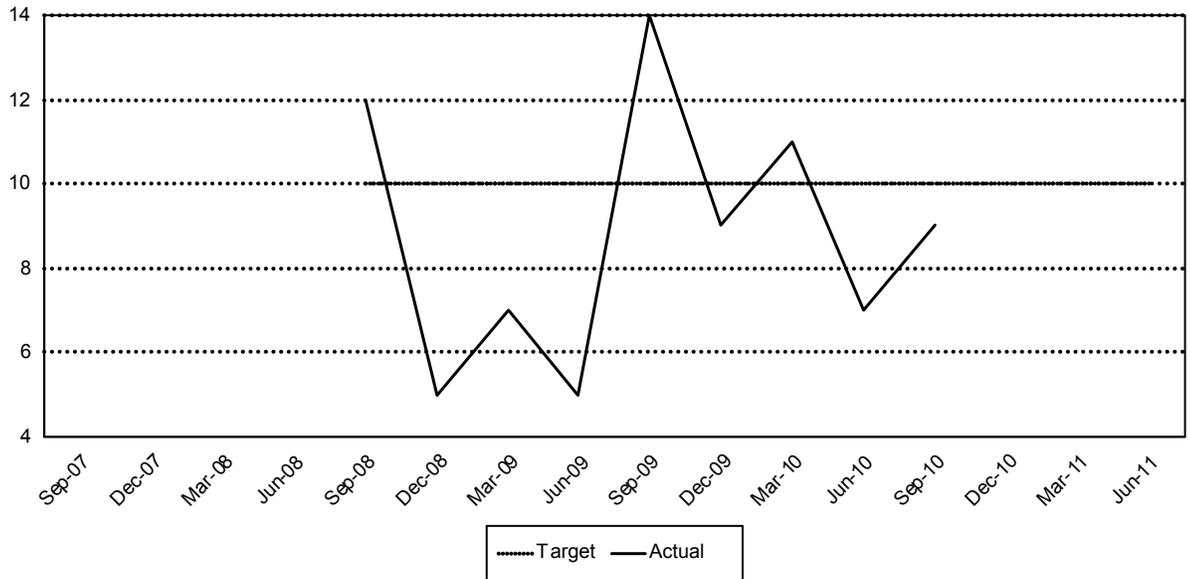
001812 - Number of active cases			
Biennium	Period	Actual	Target
2009-11	Q8		10
2009-11	Q7		10
2009-11	Q6		10
2009-11	Q5	9	10
2009-11	Q4	7	10
2009-11	Q3	11	10
2009-11	Q2	9	10
2009-11	Q1	14	10
2007-09	Q8	5	10
2007-09	Q7	7	10
2007-09	Q6	5	10
2007-09	Q5	12	10

Date Measured: 9/30/2010

Comment: The current target is only for recruitment. Starting in Q6, FY11 we will adjust the target number to align with the total sum of recruitment & regional services cases. The sum will reflect the Business Development Unit active case total.

Number

001812 - Active cases

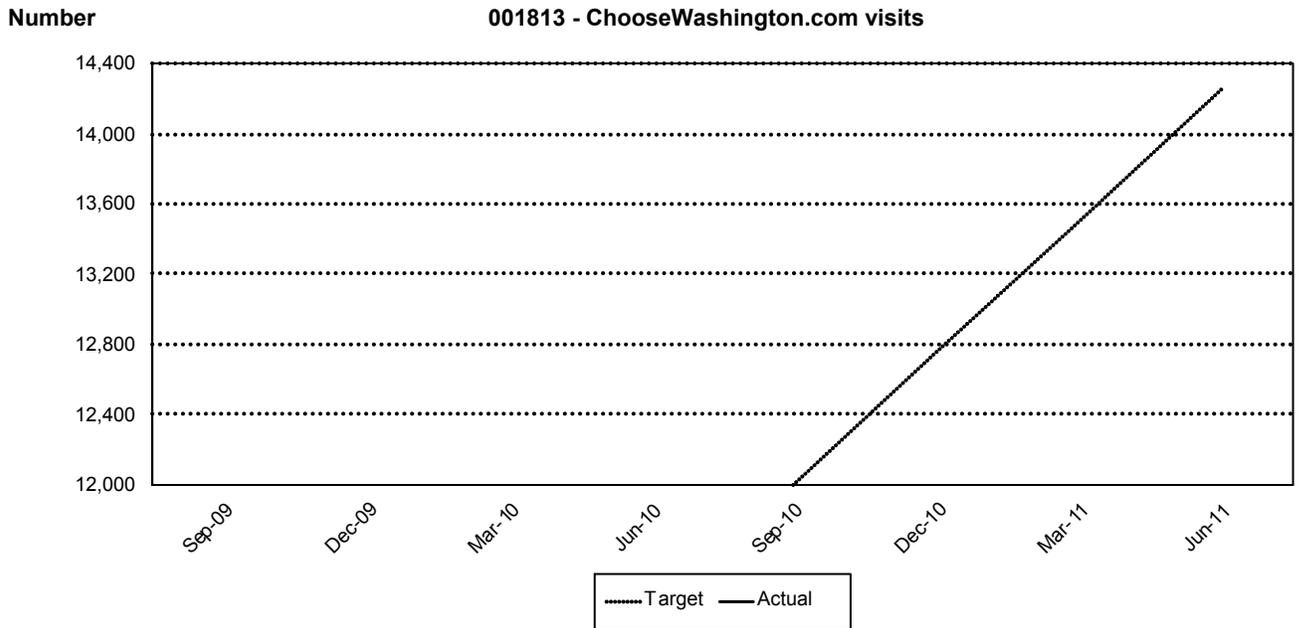


As of 11/8/2010

001813 - Number of visits to ChooseWashington.com				
Biennium	Period	Actual	Target	
2009-11	Q8		14,250	
2009-11	Q7		13,500	
2009-11	Q6		12,750	
2009-11	Q5	13,982	12,000	

Date Measured: 6/30/2011

Comment: (in thousands)



A168 Asset Building for Working Families

Agency: 103 - Department of Commerce

Expected Results

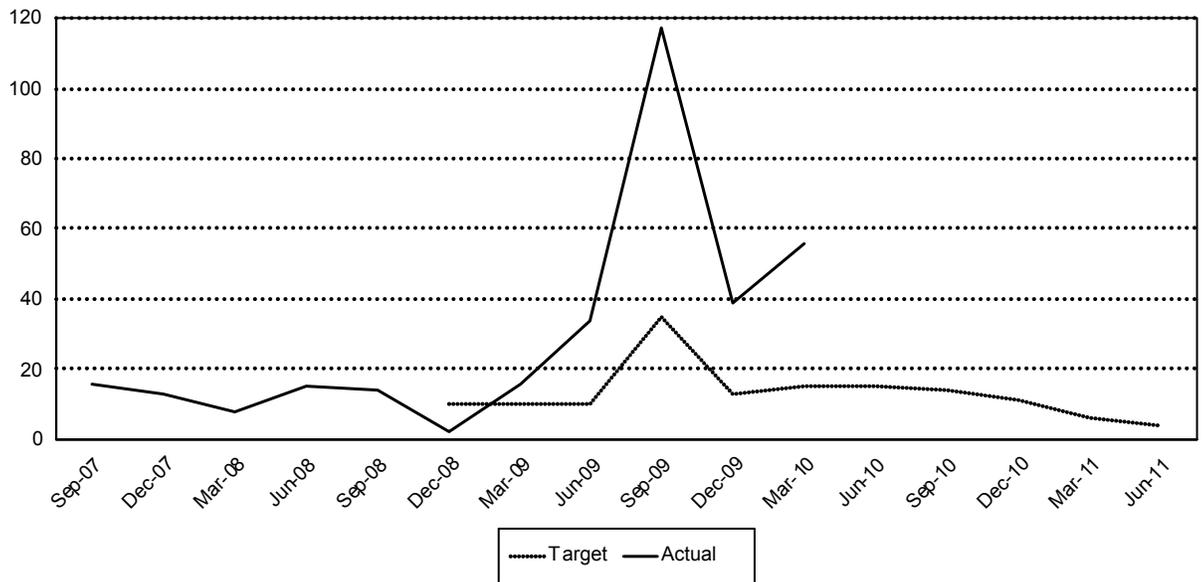
As of 11/8/2010

001088 - Number of assets purchased.			
Biennium	Period	Actual	Target
2009-11	Q8		4
2009-11	Q7		6
2009-11	Q6		11
2009-11	Q5		14
2009-11	Q4		15
2009-11	Q3	56	15
2009-11	Q2	39	13
2009-11	Q1	117	35
2007-09	Q8	34	10
2007-09	Q7	16	10
2007-09	Q6	2	10
2007-09	Q5	14	
2007-09	Q4	15	
2007-09	Q3	8	
2007-09	Q2	13	
2007-09	Q1	16	

Date Measured: 6/30/2011

Comment: Estimate 4 assets purchased

Number 001088 - Individual development accounts and assets purchased



A060 Provide Regulatory Assistance for Significant Projects and Small Businesses

Agency: 461 - Department of Ecology

Expected Results

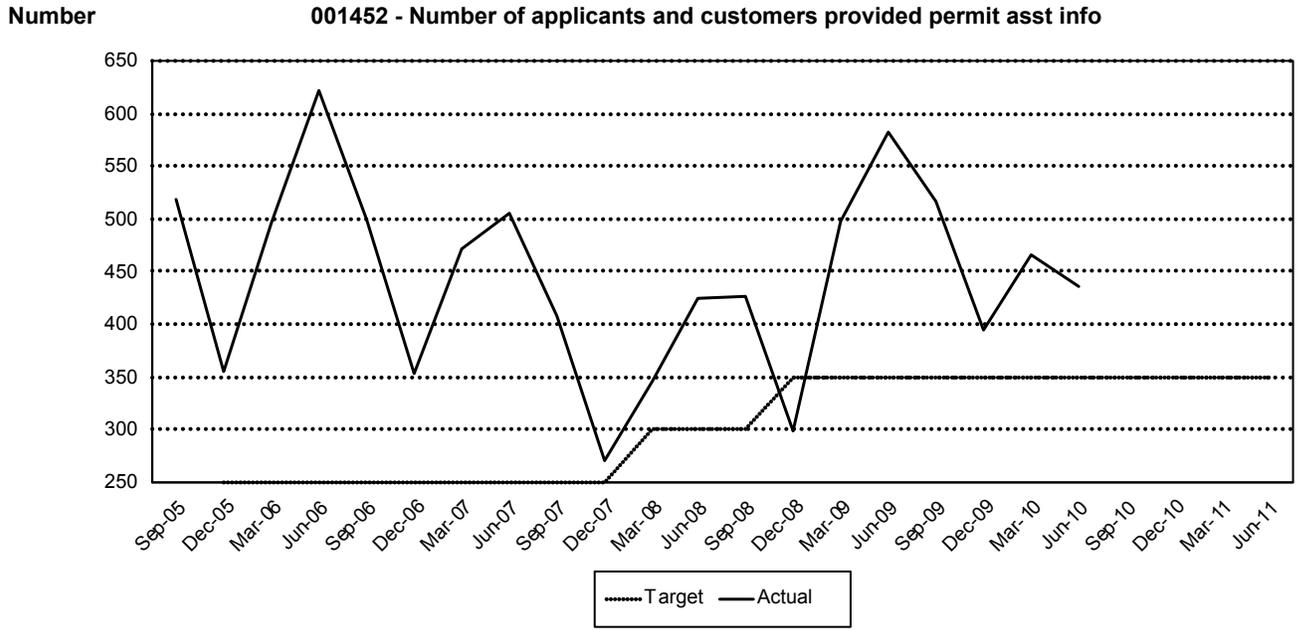
As of 11/8/2010

People and businesses who contact the Office of Regulatory Assistance receive permit information. Helpful information is available to applicants on environmental permits such as web-based tools, directories, fact sheets, guidance, and other materials.

As of 11/8/2010

001452 - Number of applicants and customers provided permit assistance information by the Office of Regulatory Assistance Service Center.			
Biennium	Period	Actual	Target
2009-11	Q8		350
2009-11	Q7		350
2009-11	Q6		350
2009-11	Q5		350
2009-11	Q4	436	350
2009-11	Q3	466	350
2009-11	Q2	394	350
2009-11	Q1	516	350
2007-09	Q8	583	350
2007-09	Q7	498	350
2007-09	Q6	299	350
2007-09	Q5	426	300
2007-09	Q4	425	300
2007-09	Q3	346	300
2007-09	Q2	271	250
2007-09	Q1	407	250
2005-07	Q8	505	250
2005-07	Q7	471	250
2005-07	Q6	353	250
2005-07	Q5	500	250
2005-07	Q4	621	250
2005-07	Q3	496	250
2005-07	Q2	356	250
2005-07	Q1	518	

As of 11/8/2010



001655 - Refer to Narrative Justification

Return unemployed, underemployed or injured workers to work

A002 Hearings

Agency: 190 - Board of Indust Insurance Appeals

Expected Results

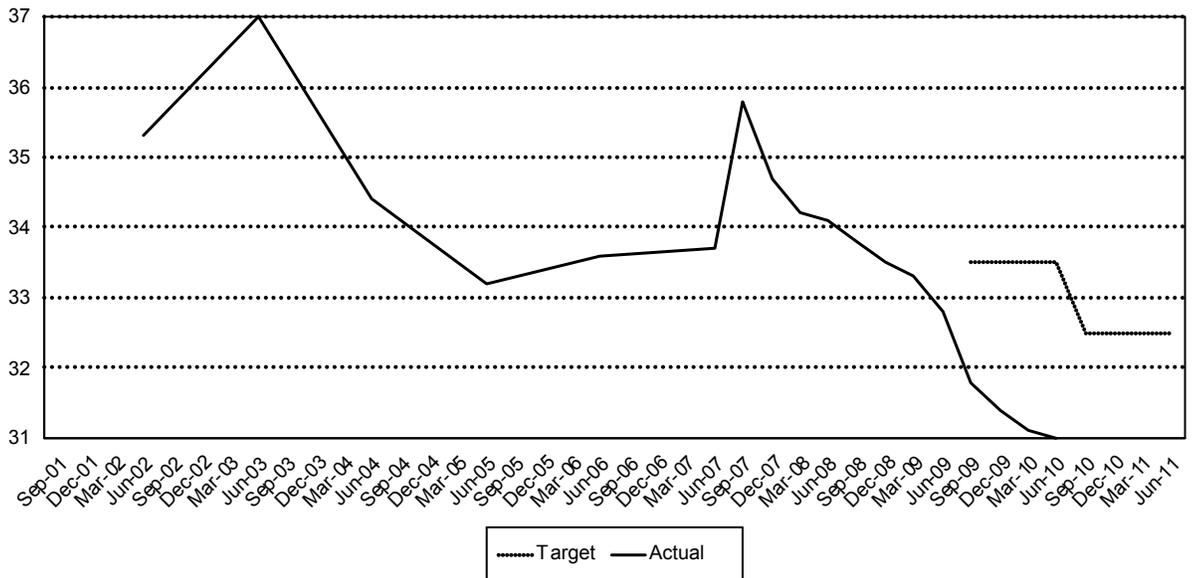
Hearings judges will average 10 or fewer cases that have not been resolved within six months of assignment to the judge. At least 90 percent of the proposed decisions and orders will be issued no later than 60 days after the close of the record and receipt of all transcripts and dispositions. Review judges will perform complete file reviews and provide a memo with recommendations to board members within ten days of receipt of a petition for review. They will also provide drafts of decision and order to board members within 40 days of an order granting the petition for review.

As of 11/8/2010

000182 - Average number of weeks to resolve industrial insurance appeals.			
Biennium	Period	Actual	Target
2009-11	Q8		32.5
2009-11	Q7		32.5
2009-11	Q6		32.5
2009-11	Q5		32.5
2009-11	Q4	31	33.5
2009-11	Q3	31.1	33.5
2009-11	Q2	31.4	33.5
2009-11	Q1	31.8	33.5
2007-09	Q8	32.8	
2007-09	Q7	33.3	
2007-09	Q6	33.5	
2007-09	Q5	33.8	
2007-09	Q4	34.1	
2007-09	Q3	34.2	
2007-09	Q2	34.7	
2007-09	Q1	35.8	
2005-07	Q8	33.7	
2005-07	Q4	33.6	

Number

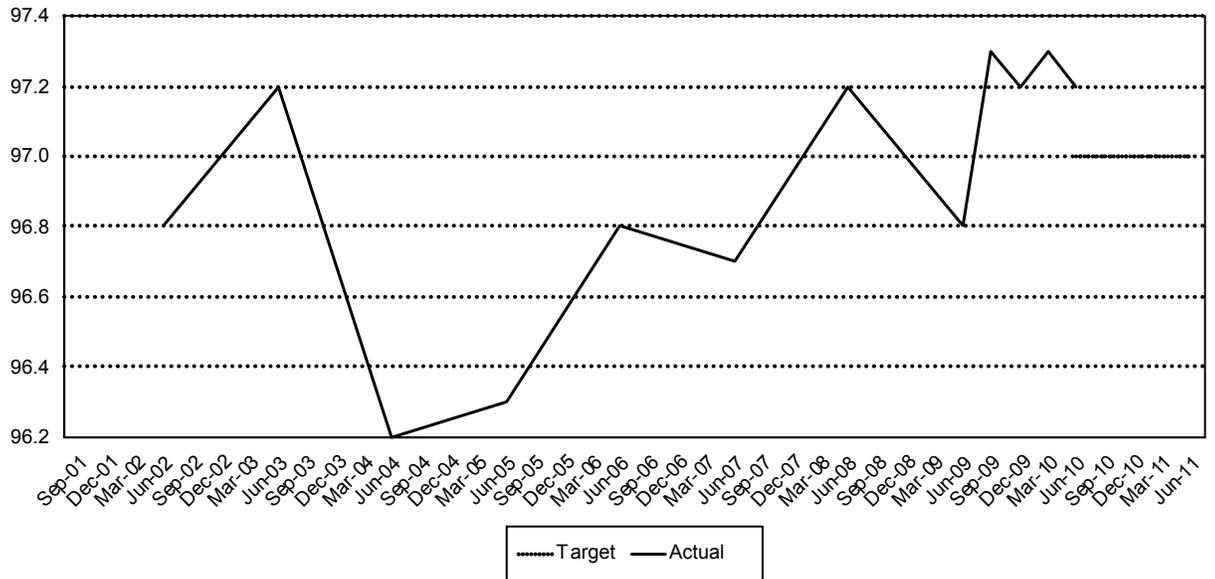
000182 - Average weeks to resolve ind ins appeals



As of 11/8/2010

000331 - Percentage of cases successfully resolved without appeal to Superior Court			
Biennium	Period	Actual	Target
2009-11	Q8		97%
2009-11	Q7		97%
2009-11	Q6		97%
2009-11	Q5		97%
2009-11	Q4	97.2%	97%
2009-11	Q3	97.3%	
2009-11	Q2	97.2%	
2009-11	Q1	97.3%	
2007-09	Q8	96.8%	
2007-09	Q4	97.2%	
2005-07	Q8	96.7%	
2005-07	Q4	96.8%	

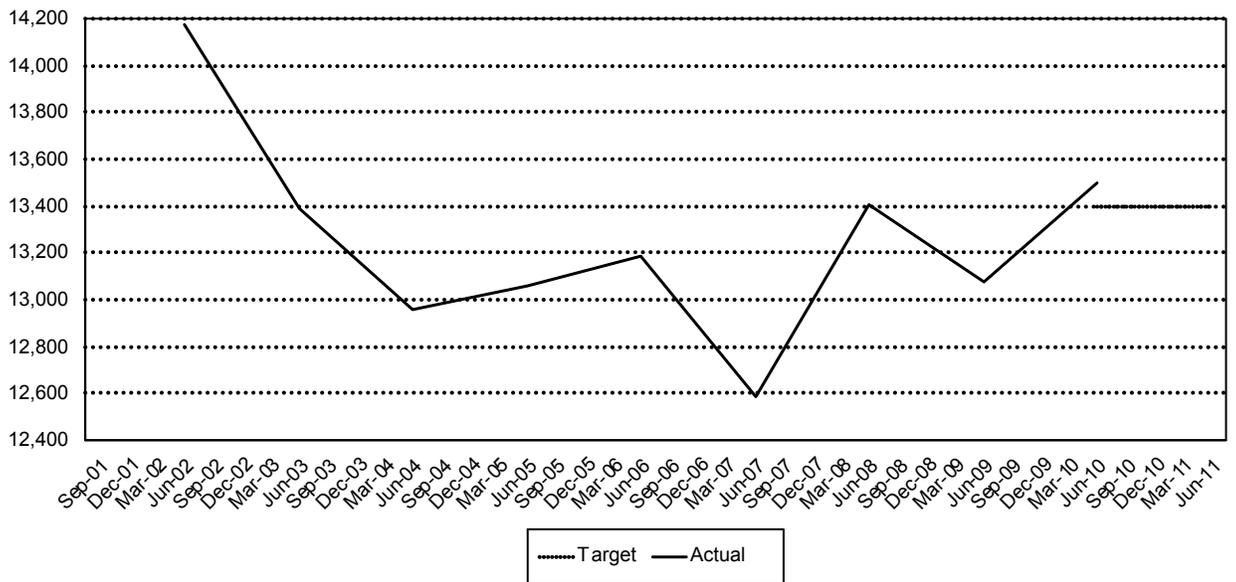
Percent 000331 - Percentage of Cases Successfully Resolved Without Appeal to Superior Court



As of 11/8/2010

000413 - Total number of final orders issued.			
Biennium	Period	Actual	Target
2009-11	Q8		13,400
2009-11	Q4	13,496	13,400
2007-09	Q8	13,074	
2007-09	Q4	13,403	
2005-07	Q8	12,587	
2005-07	Q4	13,186	

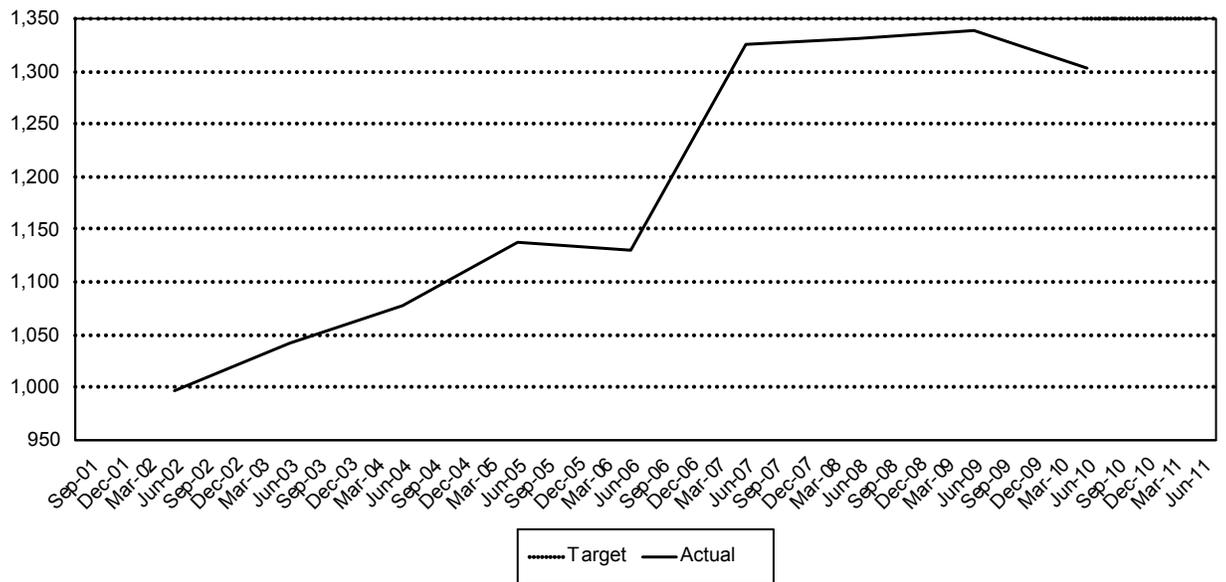
Number 000413 - Final orders issued by the Board of Industrial Insurance Appeals



As of 11/8/2010

000423 - Average cost per final order			
Biennium	Period	Actual	Target
2009-11	Q8		\$1,350
2009-11	Q4	\$1,303	\$1,350
2007-09	Q8	\$1,339	
2007-09	Q4	\$1,332	
2005-07	Q8	\$1,325	
2005-07	Q4	\$1,131	

Dollars 000423 - Cost per final order



A003 Mediation

Agency: 190 - Board of Indust Insurance Appeals

Expected Results

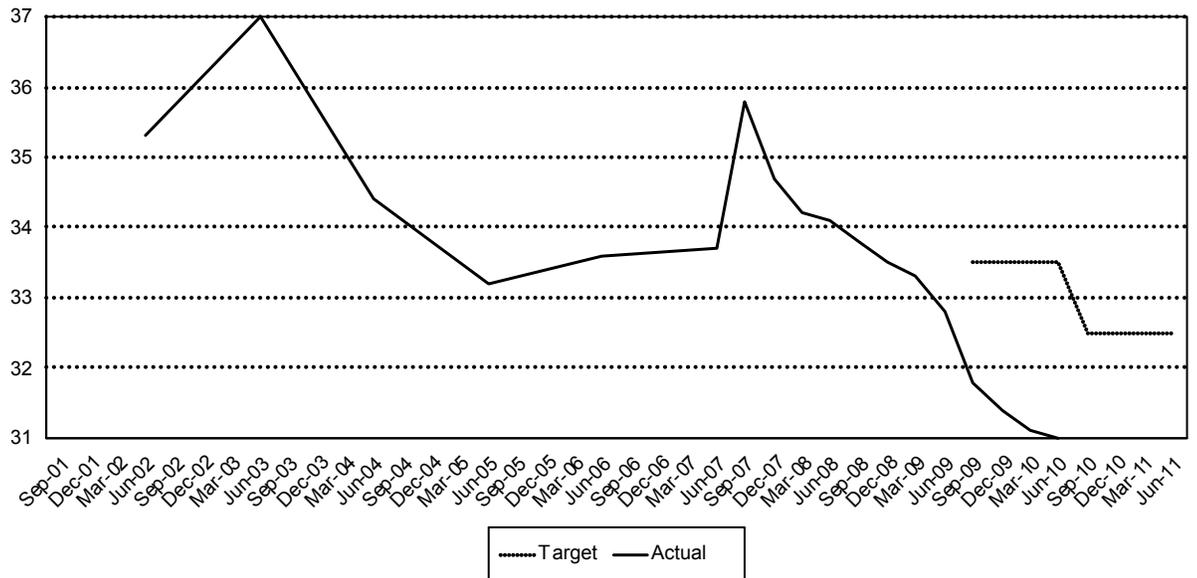
Schedule and hold the first mediation event within six and one-half weeks of assignment to the judge. Resolve appeal by agreement of the parties or send on to hearings within 100 days of assignment to the judge. Orders on agreement of the parties will be issued within three business days.

As of 11/8/2010

000182 - Average number of weeks to resolve industrial insurance appeals.			
Biennium	Period	Actual	Target
2009-11	Q8		32.5
2009-11	Q7		32.5
2009-11	Q6		32.5
2009-11	Q5		32.5
2009-11	Q4	31	33.5
2009-11	Q3	31.1	33.5
2009-11	Q2	31.4	33.5
2009-11	Q1	31.8	33.5
2007-09	Q8	32.8	
2007-09	Q7	33.3	
2007-09	Q6	33.5	
2007-09	Q5	33.8	
2007-09	Q4	34.1	
2007-09	Q3	34.2	
2007-09	Q2	34.7	
2007-09	Q1	35.8	
2005-07	Q8	33.7	
2005-07	Q4	33.6	

Number

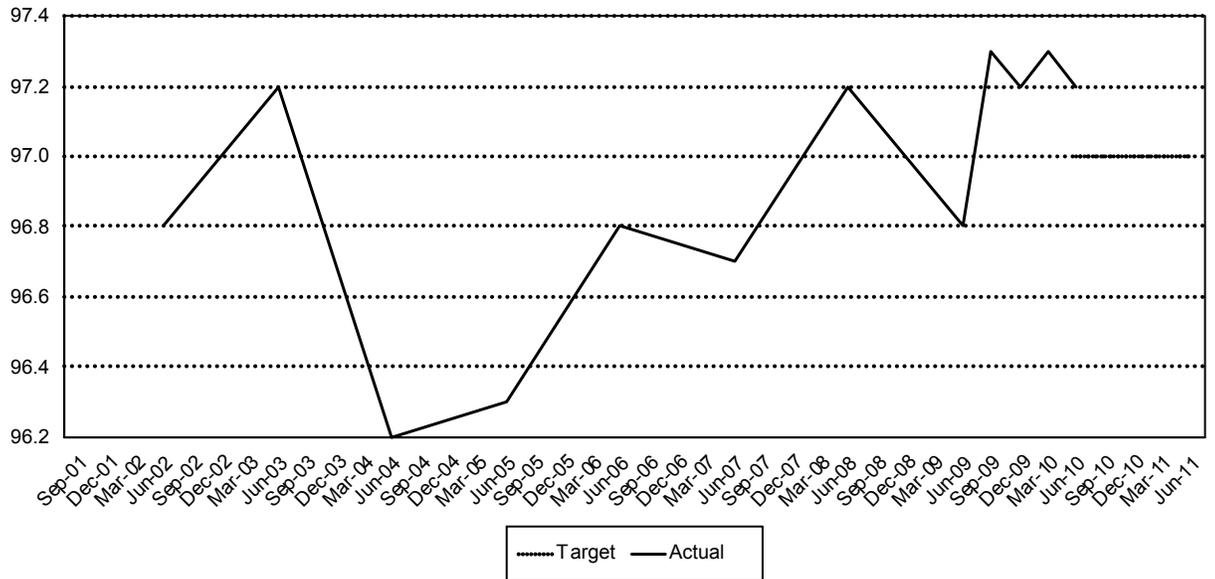
000182 - Average weeks to resolve ind ins appeals



As of 11/8/2010

000331 - Percentage of cases successfully resolved without appeal to Superior Court			
Biennium	Period	Actual	Target
2009-11	Q8		97%
2009-11	Q7		97%
2009-11	Q6		97%
2009-11	Q5		97%
2009-11	Q4	97.2%	97%
2009-11	Q3	97.3%	
2009-11	Q2	97.2%	
2009-11	Q1	97.3%	
2007-09	Q8	96.8%	
2007-09	Q4	97.2%	
2005-07	Q8	96.7%	
2005-07	Q4	96.8%	

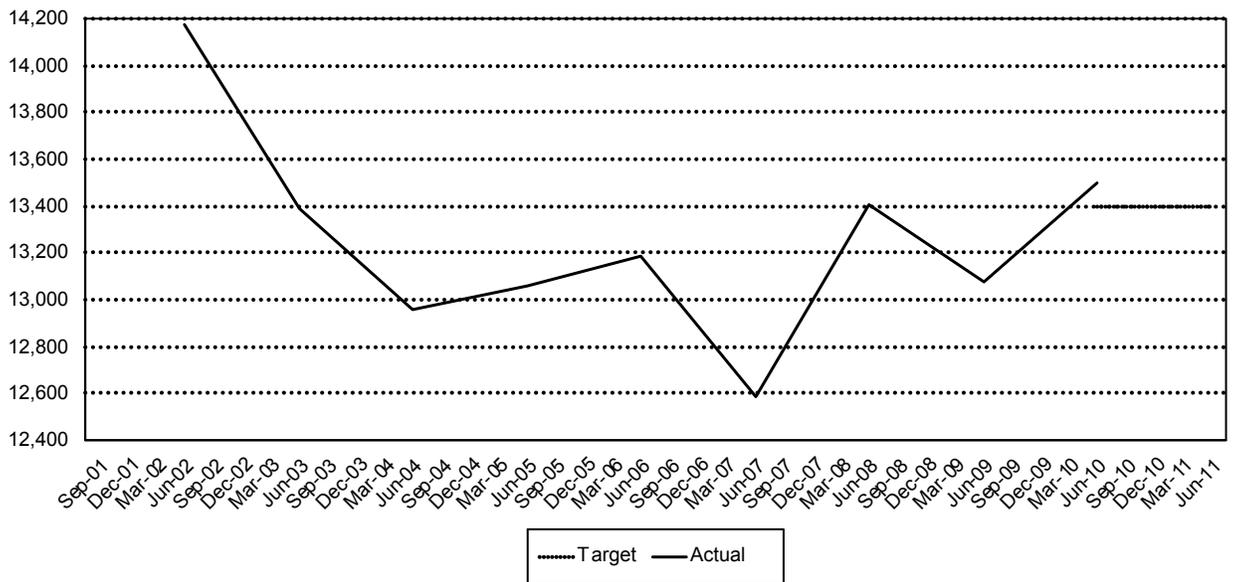
Percent 000331 - Percentage of Cases Successfully Resolved Without Appeal to Superior Court



As of 11/8/2010

000413 - Total number of final orders issued.			
Biennium	Period	Actual	Target
2009-11	Q8		13,400
2009-11	Q4	13,496	13,400
2007-09	Q8	13,074	
2007-09	Q4	13,403	
2005-07	Q8	12,587	
2005-07	Q4	13,186	

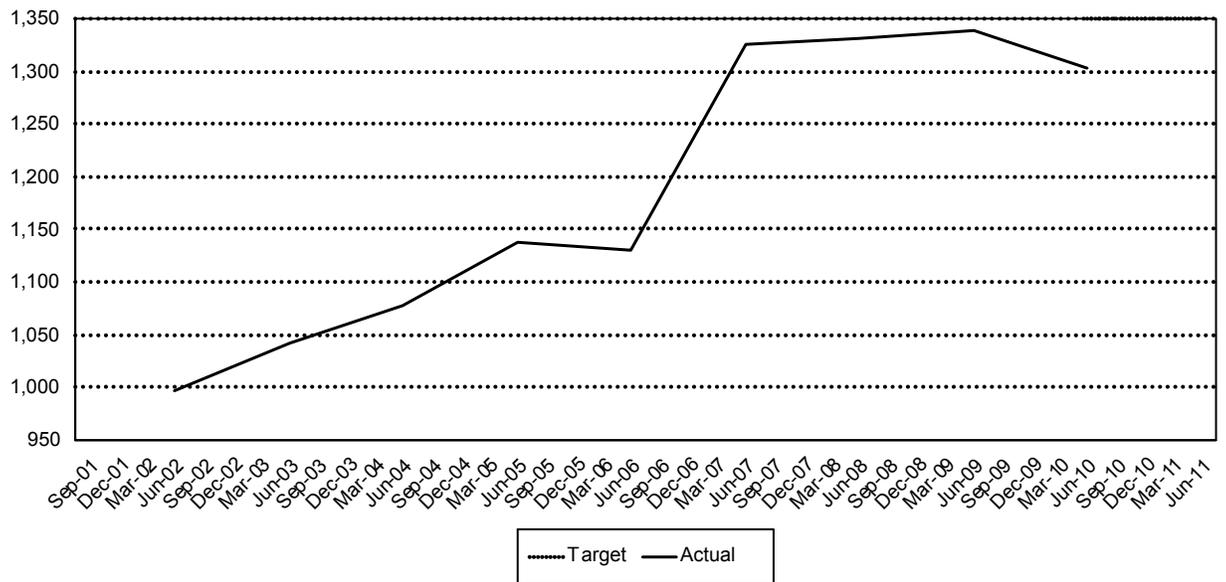
Number 000413 - Final orders issued by the Board of Industrial Insurance Appeals



As of 11/8/2010

000423 - Average cost per final order			
Biennium	Period	Actual	Target
2009-11	Q8		\$1,350
2009-11	Q4	\$1,303	\$1,350
2007-09	Q8	\$1,339	
2007-09	Q4	\$1,332	
2005-07	Q8	\$1,325	
2005-07	Q4	\$1,131	

Dollars 000423 - Cost per final order



A178 Investing in Local Public Safety Solutions

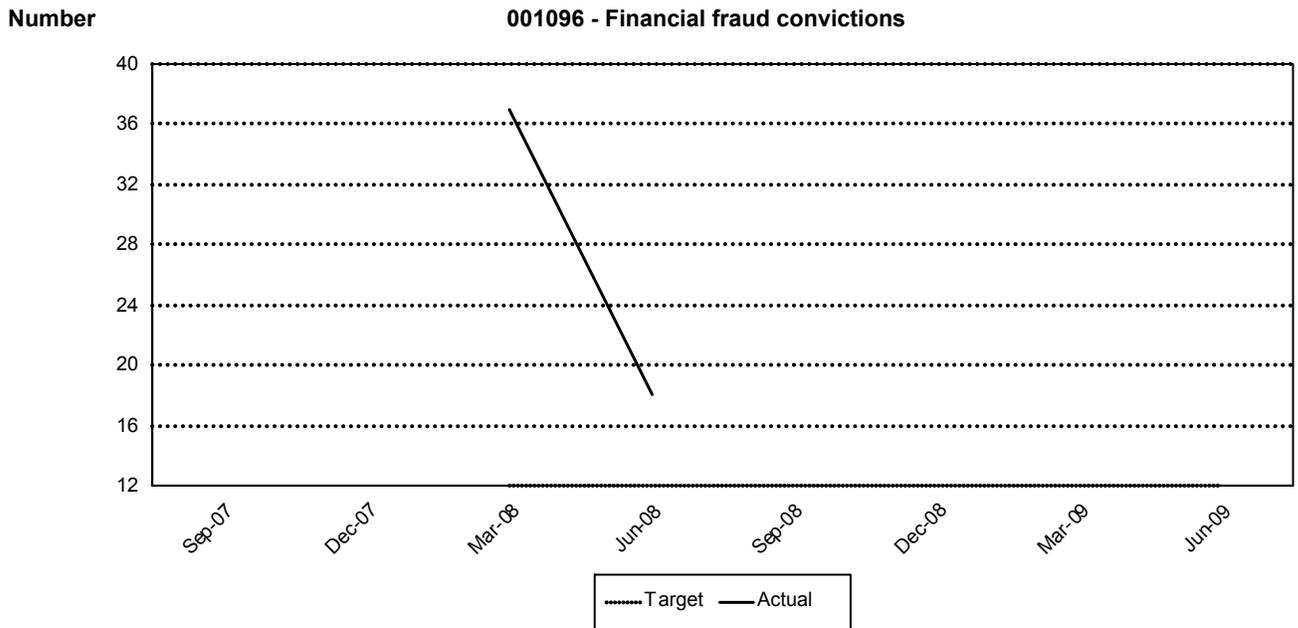
Agency: 103 - Department of Commerce

Expected Results

To be developed.

As of 11/8/2010

001096 - Number of convictions resulting from the prosecution of task force cases.			
Biennium	Period	Actual	Target
2007-09	Q8		12
2007-09	Q7		12
2007-09	Q6		12
2007-09	Q5		12
2007-09	Q4	18	12
2007-09	Q3	37	12



A021 Providing Worker Compensation Benefits

Agency: 235 - Department of Labor and Industries

Expected Results

Provide services which ensure financial relief for injured workers, prevent long term disability, maintain low and fair insurance rates, reduce the impact of fraud and abuse on businesses and workers, and improve injured workers' access to appropriate quality health care and return to work assistance.

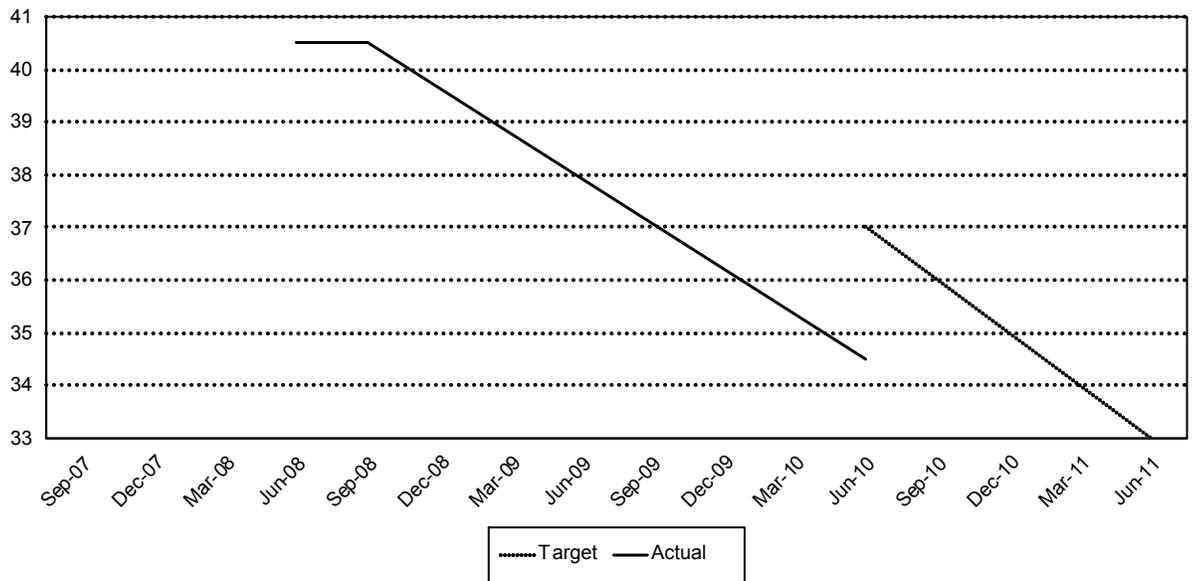
As of 11/8/2010

000436 - Average number of days between date of injury and first time-loss payment to an injured worker.			
Biennium	Period	Actual	Target
2009-11	Q8		33
2009-11	Q4	34.5	37
2007-09	Q5	40.5	
2007-09	Q4	40.5	

Date Measured: 6/30/2011

Comment: Pilot expands

Number **000436 - Average Number of days between date of injury and first time-loss payment**



As of 11/8/2010

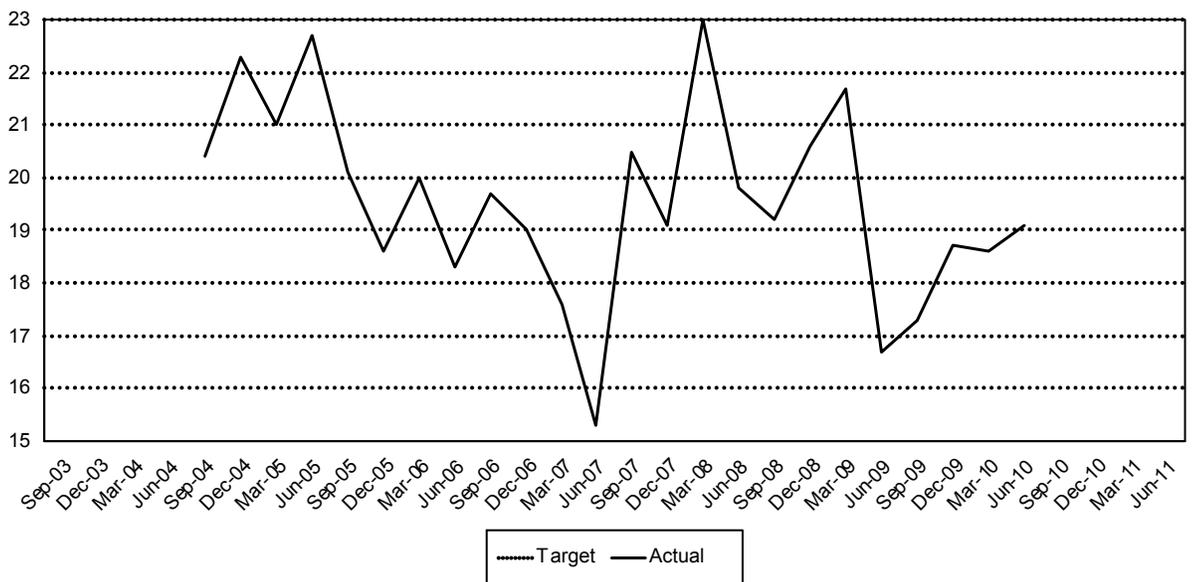
000438 - Average number of days from the date of receiving a claim to the allowance or rejection decision.			
Biennium	Period	Actual	Target
2009-11	Q4	19.1	
2009-11	Q3	18.6	
2009-11	Q2	18.7	
2009-11	Q1	17.3	
2007-09	Q8	16.7	
2007-09	Q7	21.7	
2007-09	Q6	20.6	
2007-09	Q5	19.2	
2007-09	Q4	19.8	
2007-09	Q3	23	
2007-09	Q2	19.1	
2007-09	Q1	20.5	
2005-07	Q8	15.3	
2005-07	Q7	17.6	
2005-07	Q6	19	
2005-07	Q5	19.7	
2005-07	Q4	18.3	
2005-07	Q3	20	
2005-07	Q2	18.6	
2005-07	Q1	20.1	

Date Measured: 6/30/2010

Comment: Goal was exceeded in all quarters this year

Number

000438 - Average Number of days to allow or reject a claim



As of 11/8/2010

000530 - Dollars in millions collected from employers as a result of delinquent premiums and audits.			
Biennium	Period	Actual	Target
2009-11	Q8		\$28.75
2009-11	Q7		\$28.75
2009-11	Q6		\$28.75
2009-11	Q5		\$28.75
2009-11	Q4	\$33	\$27.5
2009-11	Q3	\$31.3	\$27.5
2009-11	Q2	\$30	\$27.5
2009-11	Q1	\$32.3	\$27.5
2007-09	Q8	\$33.9	\$34.5
2007-09	Q7	\$29.5	\$34.5
2007-09	Q6	\$27.9	\$34.5
2007-09	Q5	\$29.5	\$34.5
2007-09	Q4	\$30.64	\$35.7
2007-09	Q3	\$24.21	\$35.7
2007-09	Q2	\$27.5	\$35.7
2007-09	Q1	\$34.8	\$35.7
2005-07	Q8	\$34	\$22.25
2005-07	Q7	\$36.2	\$22.25
2005-07	Q6	\$31.1	\$22.25
2005-07	Q5	\$32.1	\$22.25
2005-07	Q4	\$34.1	\$22
2005-07	Q3	\$31	\$22
2005-07	Q2	\$36.3	\$22
2005-07	Q1	\$31.1	\$22

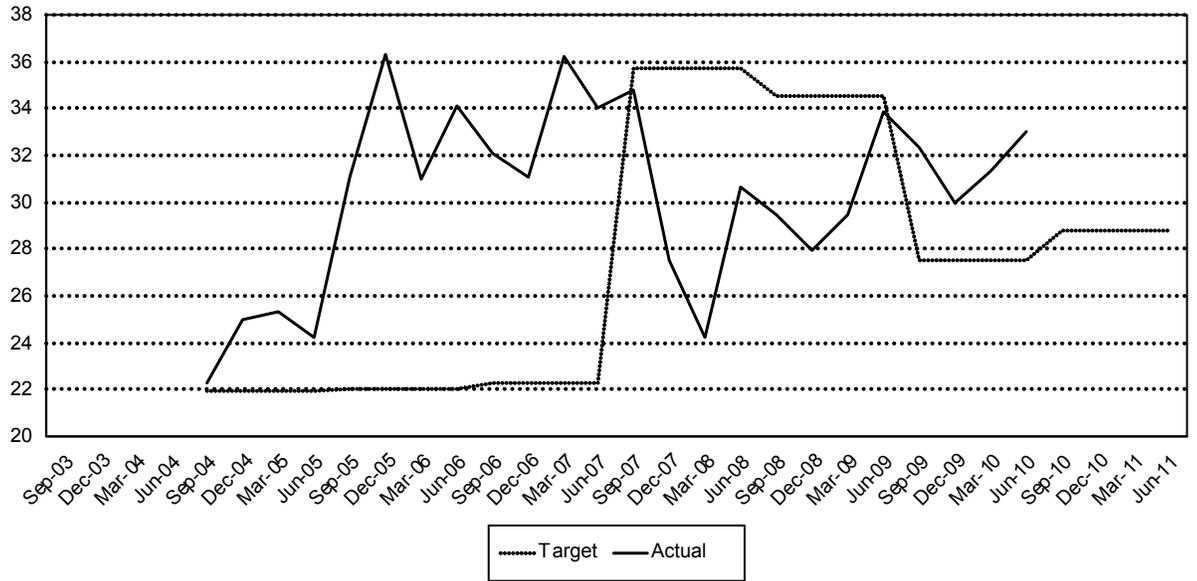
Date Measured: 6/30/2009

Comment: Annual total: \$121 million

As of 11/8/2010

Dollars

000530 - Dollars in millions collected from delinquent employers



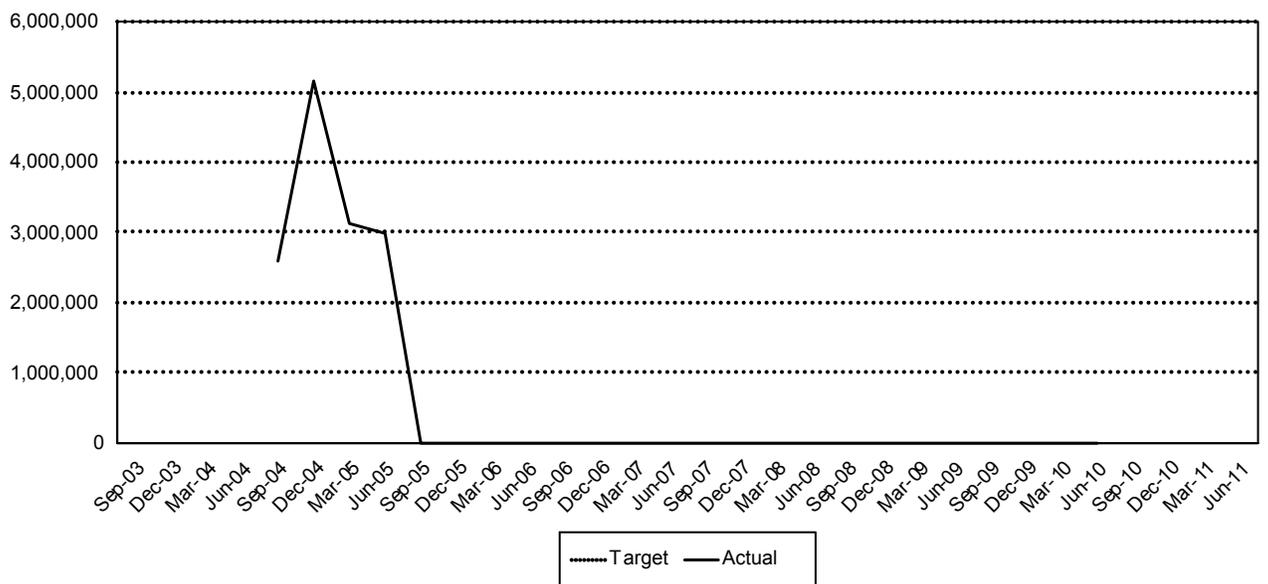
As of 11/8/2010

000535 - Dollars in millions identified as due from employer premium audits.			
Biennium	Period	Actual	Target
2009-11	Q4	\$5	
2009-11	Q3	\$7.2	
2009-11	Q2	\$5.5	
2009-11	Q1	\$7.8	
2007-09	Q8	\$5.88	
2007-09	Q7	\$5.84	
2007-09	Q6	\$5.88	
2007-09	Q5	\$7.92	
2007-09	Q4	\$5	
2007-09	Q3	\$6.2	
2007-09	Q2	\$5.5	
2007-09	Q1	\$8.2	
2005-07	Q8	\$5.5	
2005-07	Q7	\$4.9	
2005-07	Q6	\$4.55	
2005-07	Q5	\$4.92	
2005-07	Q4	\$6.97	
2005-07	Q3	\$5.49	
2005-07	Q2	\$3.93	
2005-07	Q1	\$4.32	

Date Measured: 6/30/2009

Comment: Annual total: \$22.5 million

Dollars **000535 - Dollars in millions identified as due from employer premium audits**



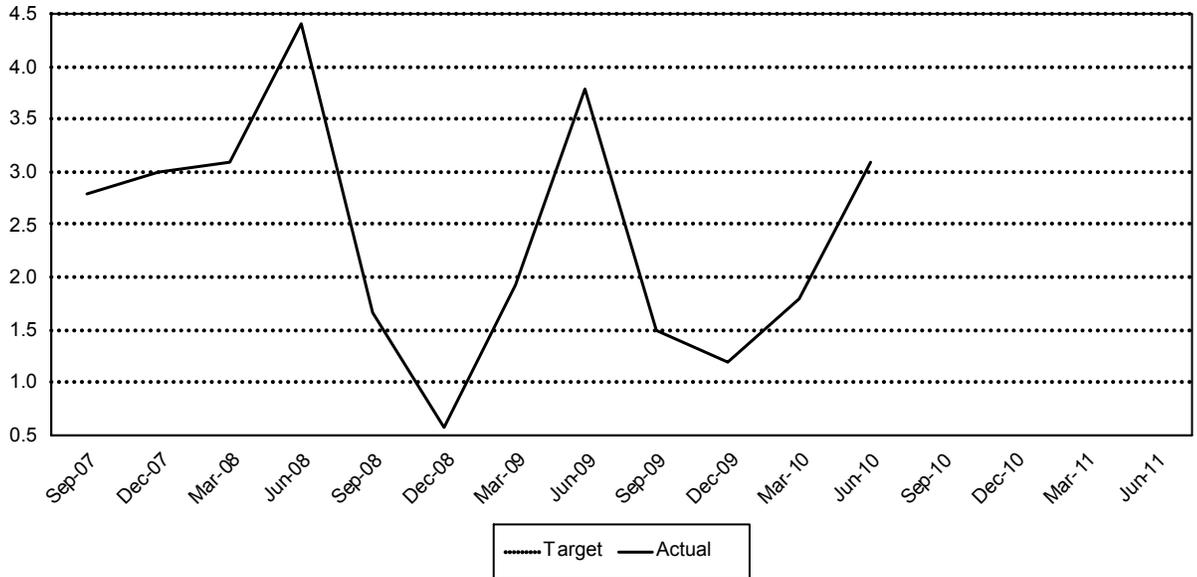
As of 11/8/2010

000627 - Premium dollars, in millions, refunded to employers as a result of changes in worker hours or account risk classifications.			
Biennium	Period	Actual	Target
2009-11	Q4	\$3.1	
2009-11	Q3	\$1.8	
2009-11	Q2	\$1.2	
2009-11	Q1	\$1.5	
2007-09	Q8	\$3.79	
2007-09	Q7	\$1.92	
2007-09	Q6	\$0.57	
2007-09	Q5	\$1.67	
2007-09	Q4	\$4.4	
2007-09	Q3	\$3.1	
2007-09	Q2	\$3	
2007-09	Q1	\$2.8	

Date Measured: 3/31/2010

Comment: Performance is successful based on the assumption lower refunds indicate increased accuracy in payments.

Dollars 000627 - Premium dollars, in millions, refunded to employers



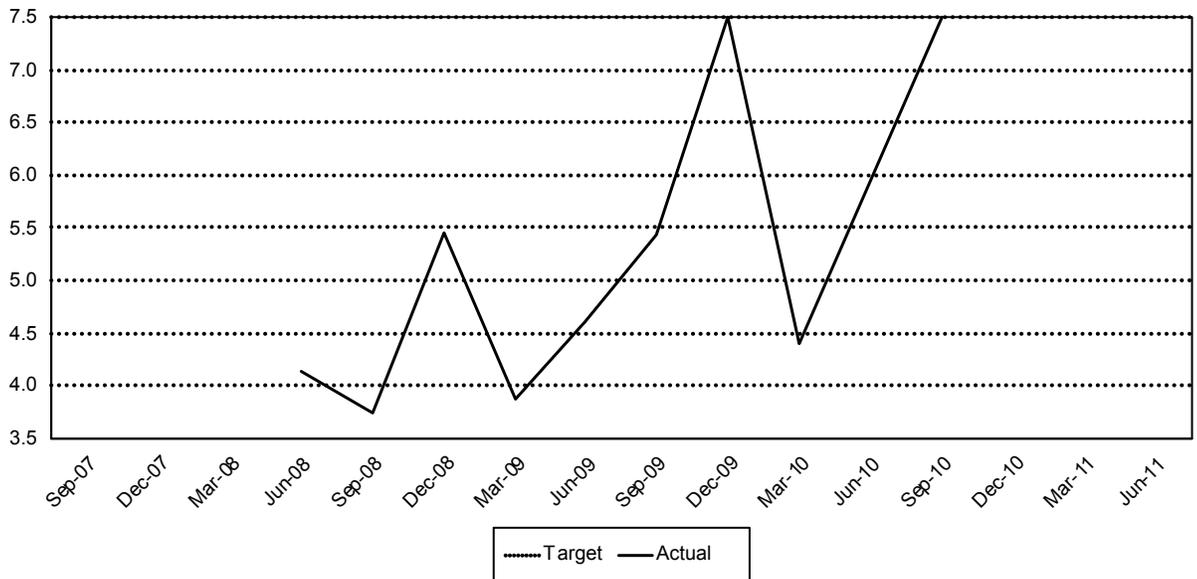
As of 11/8/2010

000643 - Average number of years between compliance audits of self-insured employers.			
Biennium	Period	Actual	Target
2009-11	Q5	7.5	
2009-11	Q3	4.4	
2009-11	Q2	7.5	
2009-11	Q1	5.43	
2007-09	Q8	4.61	
2007-09	Q7	3.87	
2007-09	Q6	5.45	
2007-09	Q5	3.75	
2007-09	Q4	4.13	

Date Measured: 9/30/2010

Comment: Increased cycle times due to vacancies and SILAS project resourcing.

Number **000643 - Average time between compliance audits of self insured employers**



As of 11/8/2010

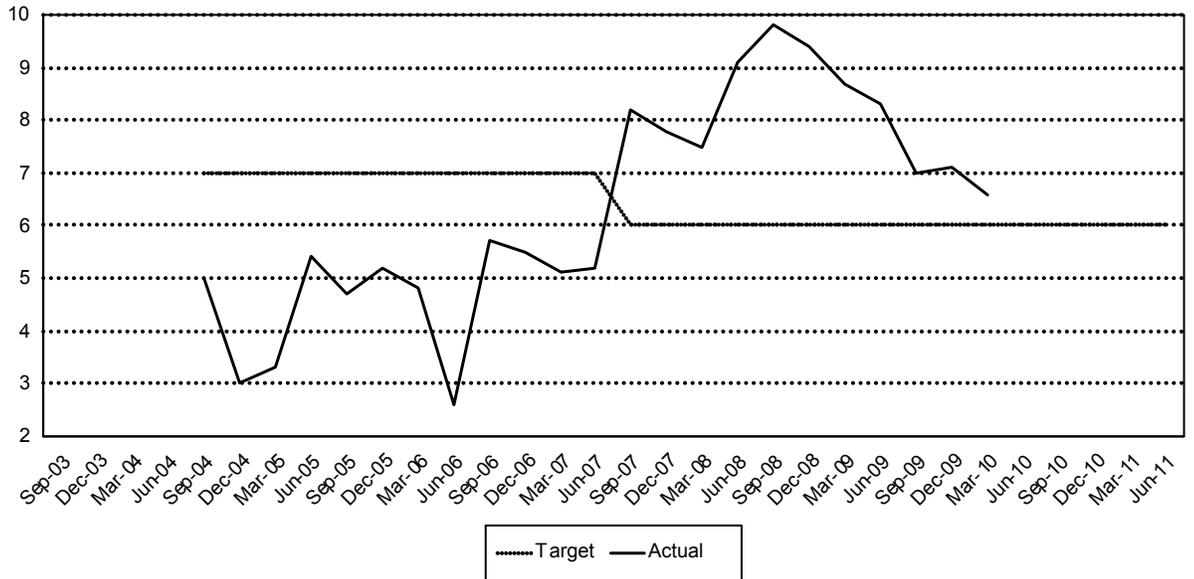
000653 - Maintain the annual growth of the medical aid fund at or below 6 percent to stabilize workers' compensation premium increases.			
Biennium	Period	Actual	Target
2009-11	Q8		6%
2009-11	Q7		6%
2009-11	Q6		6%
2009-11	Q5		6%
2009-11	Q4		6%
2009-11	Q3	6.6%	6%
2009-11	Q2	7.1%	6%
2009-11	Q1	7%	6%
2007-09	Q8	8.3%	6%
2007-09	Q7	8.7%	6%
2007-09	Q6	9.4%	6%
2007-09	Q5	9.8%	6%
2007-09	Q4	9.1%	6%
2007-09	Q3	7.5%	6%
2007-09	Q2	7.8%	6%
2007-09	Q1	8.2%	6%
2005-07	Q8	5.2%	7%
2005-07	Q7	5.1%	
2005-07	Q6	5.5%	
2005-07	Q5	5.7%	
2005-07	Q4	2.6%	7%
2005-07	Q3	4.8%	
2005-07	Q2	5.2%	
2005-07	Q1	4.7%	

Date Measured: 6/30/2010

Comment: Cash flow delay; expect results August 2010

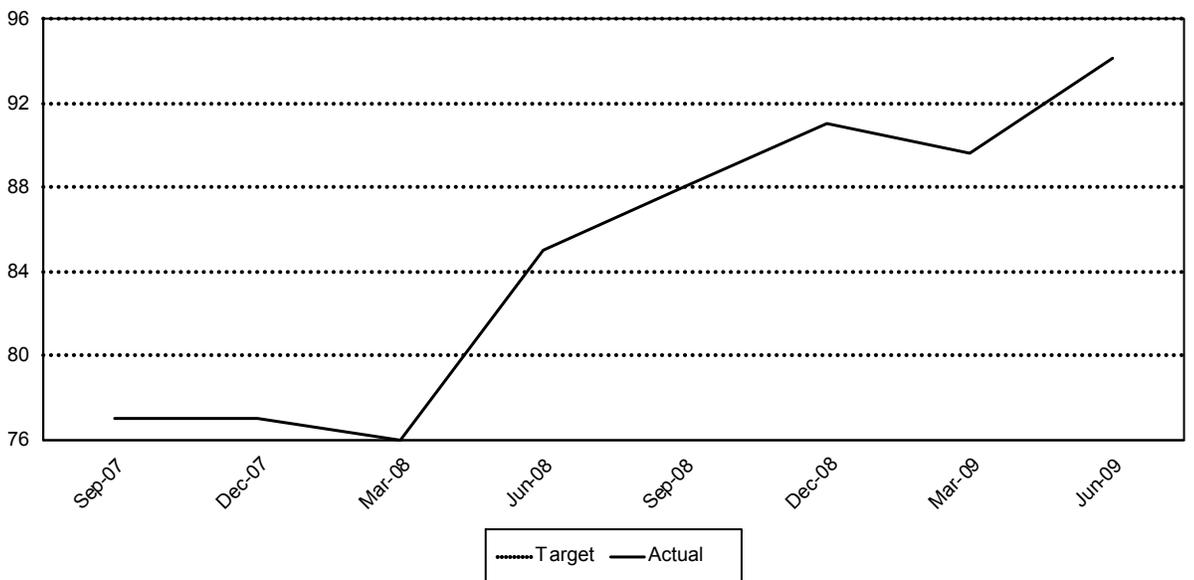
As of 11/8/2010

Percent 000653 - Maintain the annual growth of the medical aid fund at or below 6 percent



000659 - Percentage of provider bills paid within 30 days.			
Biennium	Period	Actual	Target
2007-09	Q8	94.1%	
2007-09	Q7	89.6%	
2007-09	Q6	91%	
2007-09	Q5	88%	
2007-09	Q4	85%	
2007-09	Q3	76%	
2007-09	Q2	77%	
2007-09	Q1	77%	

Percent 000659 - Percent of provider bills paid in 30 days

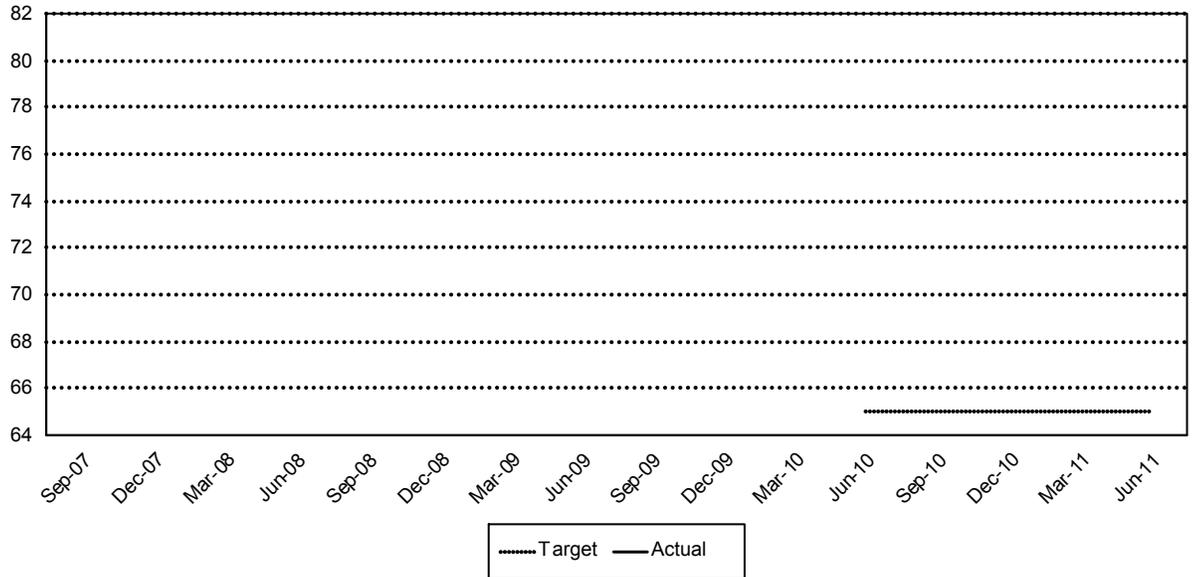


As of 11/8/2010

000661 - Percentage of injured workers who are satisfied or somewhat satisfied with their independent medical exam.			
Biennium	Period	Actual	Target
2009-11	Q8		65%
2009-11	Q4	82%	65%

Percent

000661 - Customer Satisfaction with Independent Medical Exam



A007 Vocational Rehabilitation and Employment Services for the Blind

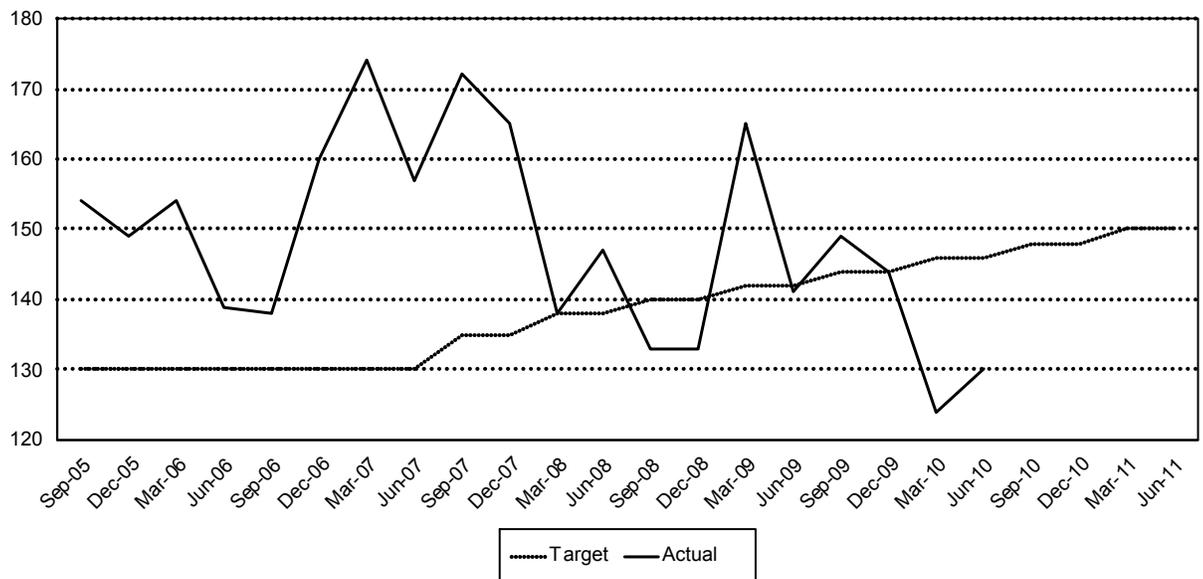
Agency: 315 - Dept of Services for the Blind

Expected Results

As of 11/8/2010

000091 - Number of Department of Services for the Blind Vocational Rehabilitation clients obtaining employment.			
Biennium	Period	Actual	Target
2009-11	Q8		150
2009-11	Q7		150
2009-11	Q6		148
2009-11	Q5		148
2009-11	Q4	130	146
2009-11	Q3	124	146
2009-11	Q2	144	144
2009-11	Q1	149	144
2007-09	Q8	141	142
2007-09	Q7	165	142
2007-09	Q6	133	140
2007-09	Q5	133	140
2007-09	Q4	147	138
2007-09	Q3	138	138
2007-09	Q2	165	135
2007-09	Q1	172	135
2005-07	Q8	157	130
2005-07	Q7	174	130
2005-07	Q6	160	130
2005-07	Q5	138	130
2005-07	Q4	139	130
2005-07	Q3	154	130
2005-07	Q2	149	130
2005-07	Q1	154	130

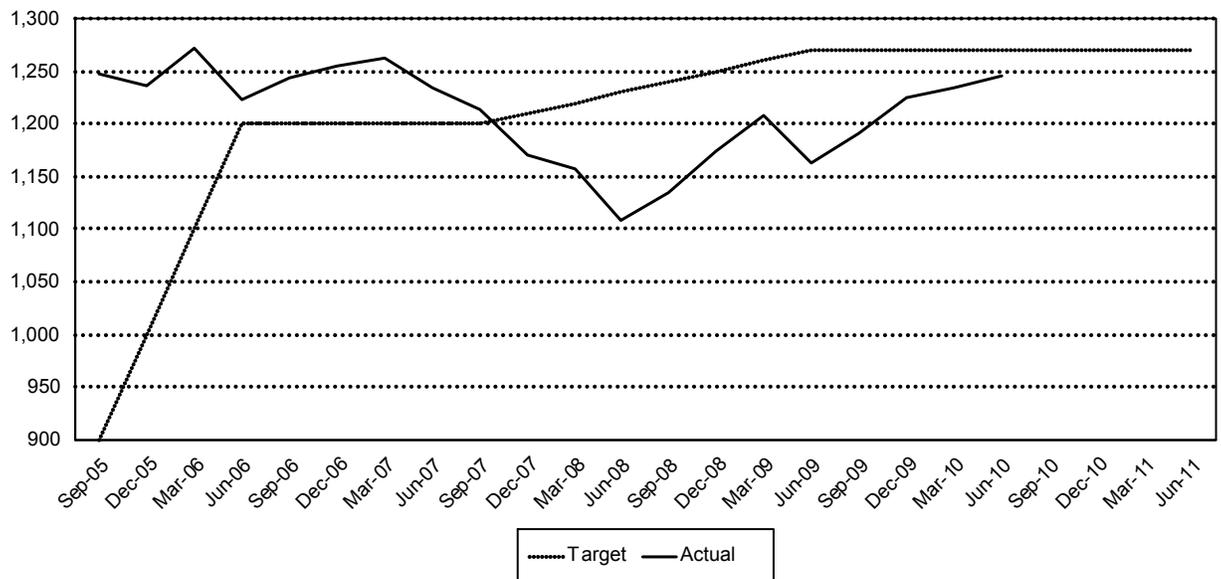
Number 000091 - Number of Vocational Rehabilitation Clients Obtaining Employment



As of 11/8/2010

000092 - Number of Department of Services for the Blind Vocational Rehabilitation clients served.			
Biennium	Period	Actual	Target
2009-11	Q8		1,270
2009-11	Q7		1,270
2009-11	Q6		1,270
2009-11	Q5		1,270
2009-11	Q4	1,245	1,270
2009-11	Q3	1,234	1,270
2009-11	Q2	1,224	1,270
2009-11	Q1	1,192	1,270
2007-09	Q8	1,163	1,270
2007-09	Q7	1,208	1,260
2007-09	Q6	1,175	1,250
2007-09	Q5	1,135	1,240
2007-09	Q4	1,109	1,230
2007-09	Q3	1,157	1,220
2007-09	Q2	1,170	1,210
2007-09	Q1	1,214	1,200
2005-07	Q8	1,235	1,200
2005-07	Q7	1,263	1,200
2005-07	Q6	1,255	1,200
2005-07	Q5	1,244	1,200
2005-07	Q4	1,223	1,200
2005-07	Q3	1,272	1,100
2005-07	Q2	1,237	1,000
2005-07	Q1	1,247	900

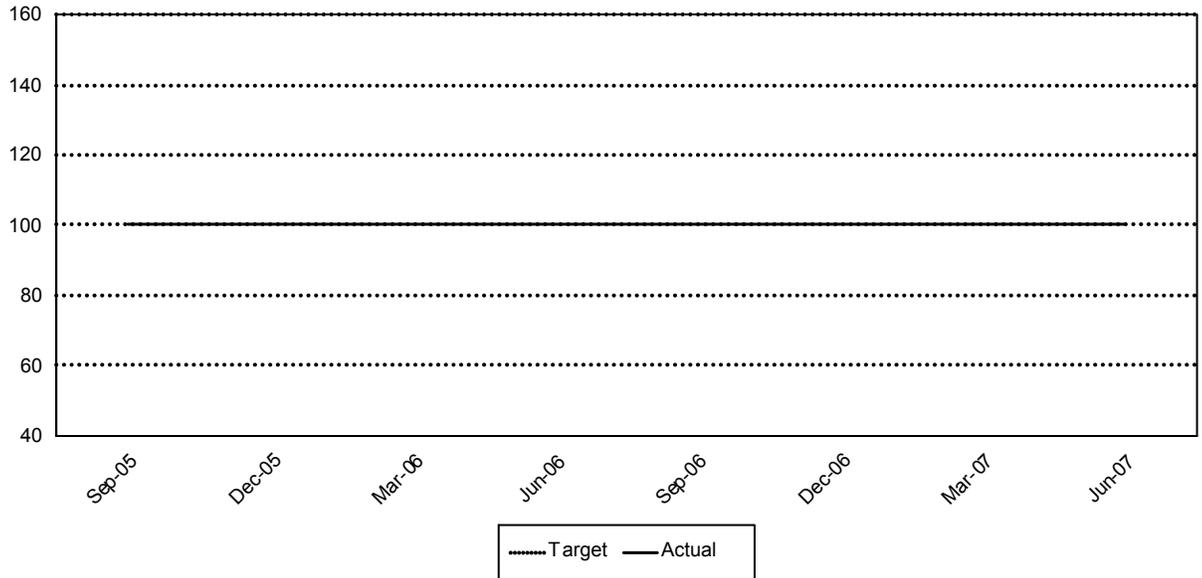
Number 000092 - Number of Vocational Rehabilitation Clients Served



As of 11/8/2010

000096 - Percentage of employment outcomes for Department of Services for the Blind Vocational Rehabilitation participants at or above minimum wage.			
Biennium	Period	Actual	Target
2005-07	Q8	100%	
2005-07	Q7	100%	
2005-07	Q6	100%	
2005-07	Q5	100%	
2005-07	Q4	100%	
2005-07	Q3	100%	
2005-07	Q2	100%	
2005-07	Q1	100%	

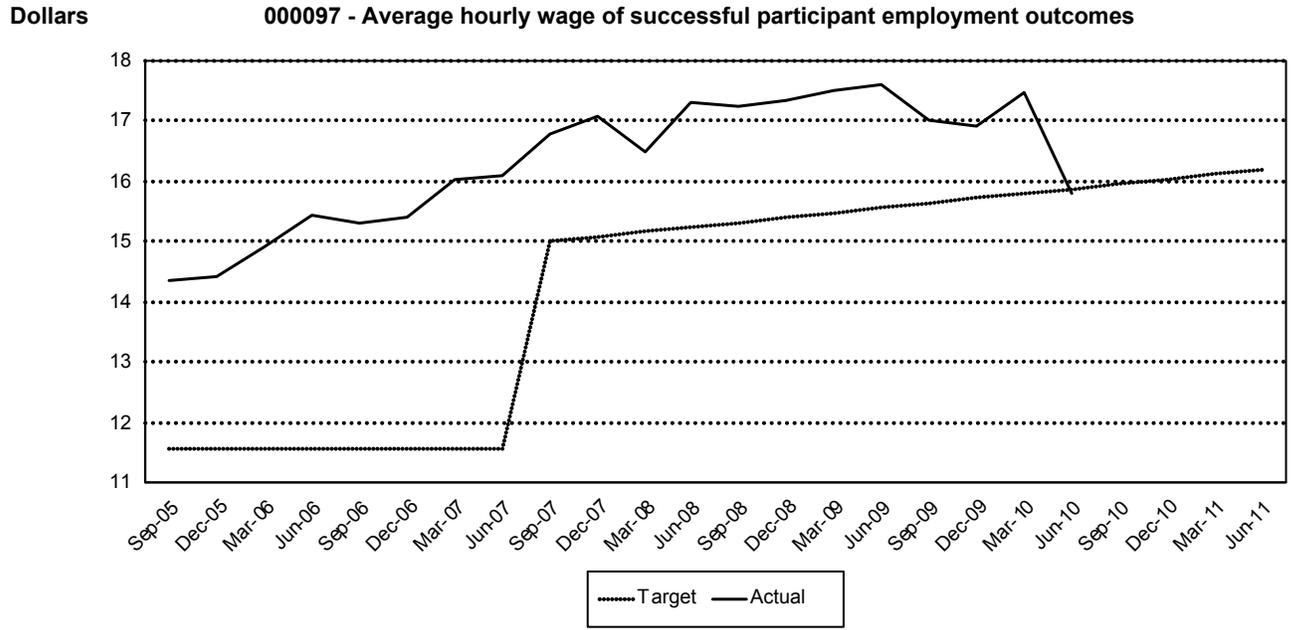
Percent 000096 - Percentage of employment outcomes at or above minimum wage



As of 11/8/2010

000097 - Average hourly wage of successful Department of Services for the Blind Vocational Rehabilitation participant employment outcomes.			
Biennium	Period	Actual	Target
2009-11	Q8		\$16.2
2009-11	Q7		\$16.12
2009-11	Q6		\$16.04
2009-11	Q5		\$15.96
2009-11	Q4	\$15.81	\$15.88
2009-11	Q3	\$17.47	\$15.8
2009-11	Q2	\$16.9	\$15.72
2009-11	Q1	\$17	\$15.64
2007-09	Q8	\$17.6	\$15.56
2007-09	Q7	\$17.5	\$15.48
2007-09	Q6	\$17.35	\$15.4
2007-09	Q5	\$17.23	\$15.32
2007-09	Q4	\$17.32	\$15.24
2007-09	Q3	\$16.49	\$15.16
2007-09	Q2	\$17.09	\$15.08
2007-09	Q1	\$16.78	\$15
2005-07	Q8	\$16.1	\$11.55
2005-07	Q7	\$16.03	\$11.55
2005-07	Q6	\$15.41	\$11.55
2005-07	Q5	\$15.31	\$11.55
2005-07	Q4	\$15.43	\$11.55
2005-07	Q3	\$14.91	\$11.55
2005-07	Q2	\$14.43	\$11.55
2005-07	Q1	\$14.34	\$11.55

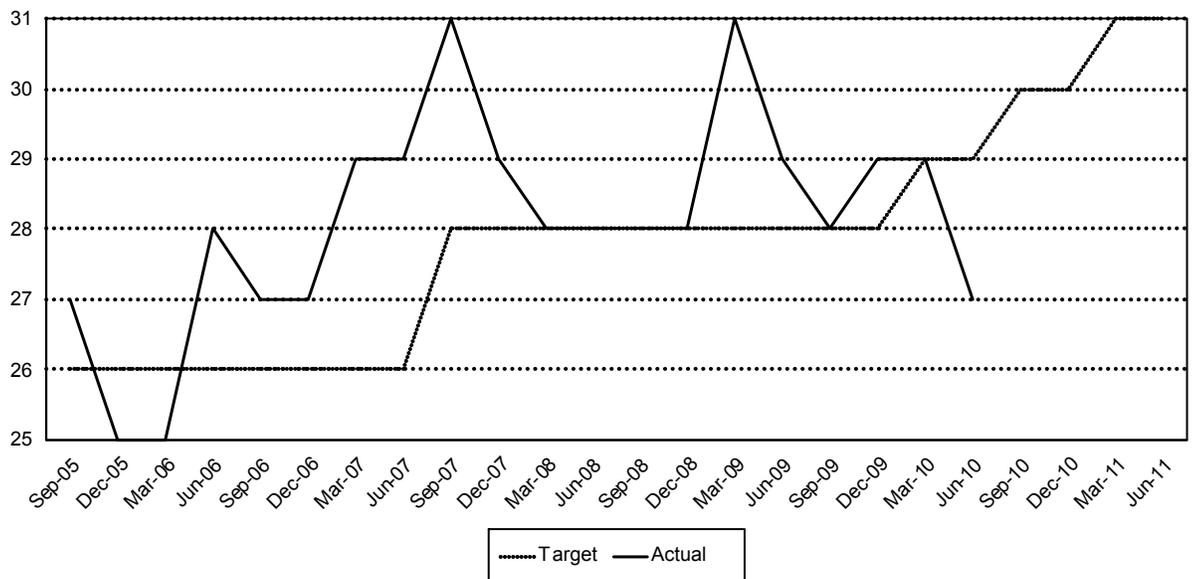
As of 11/8/2010



As of 11/8/2010

000448 - Number of business enterprise program clients served by the Department of Services for the blind.			
Biennium	Period	Actual	Target
2009-11	Q8		31
2009-11	Q7		31
2009-11	Q6		30
2009-11	Q5		30
2009-11	Q4	27	29
2009-11	Q3	29	29
2009-11	Q2	29	28
2009-11	Q1	28	28
2007-09	Q8	29	28
2007-09	Q7	31	28
2007-09	Q6	28	28
2007-09	Q5	28	28
2007-09	Q4	28	28
2007-09	Q3	28	28
2007-09	Q2	29	28
2007-09	Q1	31	28
2005-07	Q8	29	26
2005-07	Q7	29	26
2005-07	Q6	27	26
2005-07	Q5	27	26
2005-07	Q4	28	26
2005-07	Q3	25	26
2005-07	Q2	25	26
2005-07	Q1	27	26

Number 000448 - Number of Business Enterprise Program Clients Served



As of 11/8/2010

A001 Department of Services for the Blind Administration

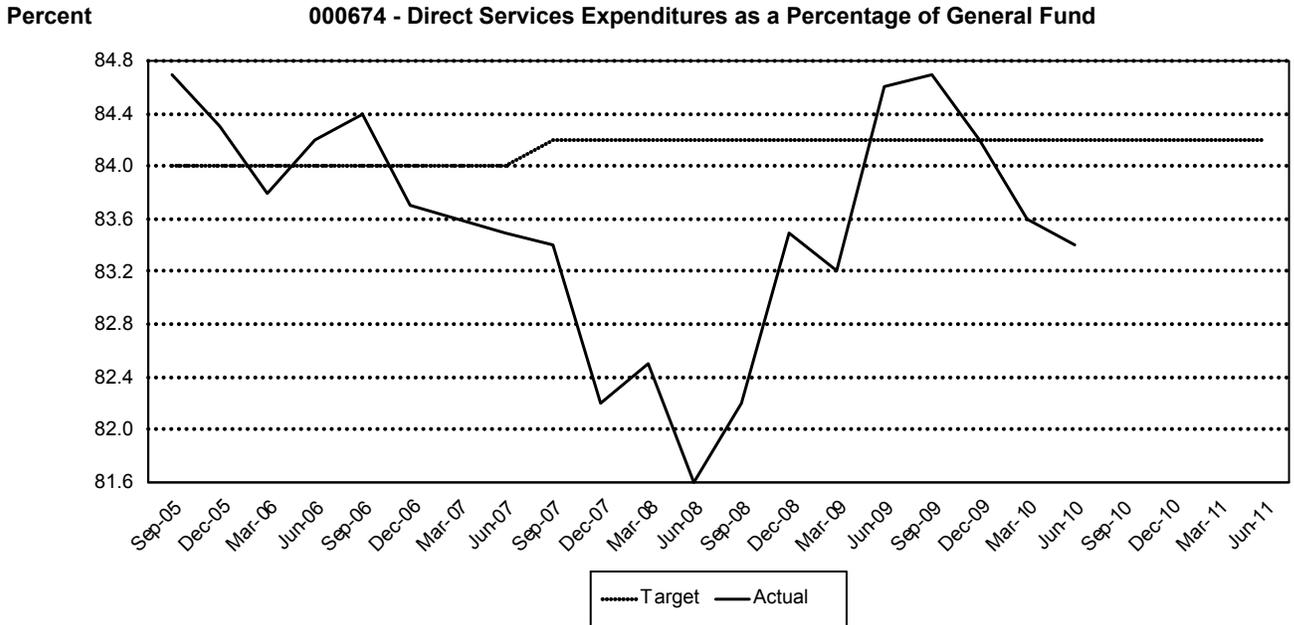
Agency: 315 - Dept of Services for the Blind

Expected Results

As of 11/8/2010

000674 - Percentage of general fund dollars expended on direct services for the Department of Services for the Blind.			
Biennium	Period	Actual	Target
2009-11	Q8		84.2%
2009-11	Q7		84.2%
2009-11	Q6		84.2%
2009-11	Q5		84.2%
2009-11	Q4	83.4%	84.2%
2009-11	Q3	83.6%	84.2%
2009-11	Q2	84.2%	84.2%
2009-11	Q1	84.7%	84.2%
2007-09	Q8	84.6%	84.2%
2007-09	Q7	83.2%	84.2%
2007-09	Q6	83.5%	84.2%
2007-09	Q5	82.2%	84.2%
2007-09	Q4	81.6%	84.2%
2007-09	Q3	82.5%	84.2%
2007-09	Q2	82.2%	84.2%
2007-09	Q1	83.4%	84.2%
2005-07	Q8	83.5%	84%
2005-07	Q7	83.6%	84%
2005-07	Q6	83.7%	84%
2005-07	Q5	84.4%	84%
2005-07	Q4	84.2%	84%
2005-07	Q3	83.8%	84%
2005-07	Q2	84.3%	84%
2005-07	Q1	84.7%	84%

As of 11/8/2010



A001 Administrative Overhead Costs

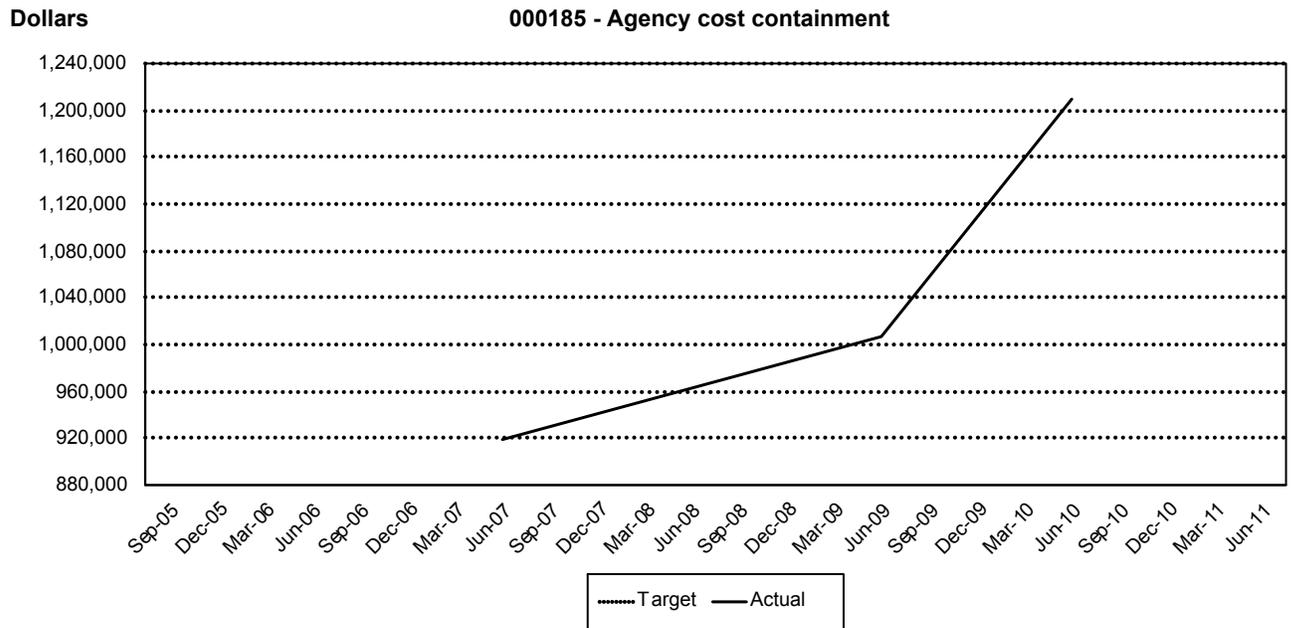
Agency: 540 - Employment Security Department

Expected Results

Provide executive leadership and overall management direction. Conduct operations that cut across agency statutory programs in an efficient and effective manner towards achievement of agency goals and objectives.

As of 11/8/2010

000185 - This is a measure of the dollars saved or avoided in administrative functions through cost containment strategies.			
Biennium	Period	Actual	Target
2009-11	Q4	\$1,210,253	
2007-09	Q8	\$1,005,900	
2005-07	Q8	\$919,000	
<i>Several strategies have been identified to reduce ESD's overhead costs. This measure verifies that those strategies are working.</i>			



A002 One-Stop WorkSource System

Agency: 540 - Employment Security Department

Expected Results

Provide employers with screened, qualified workers for their job openings and provide job seekers the means and opportunity for gainful employment.

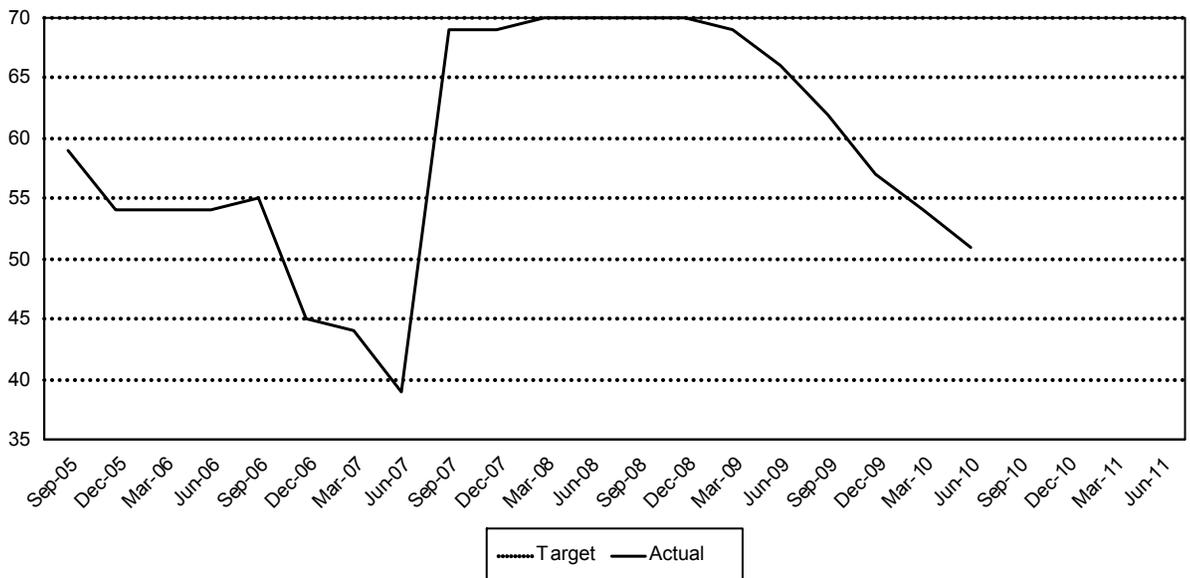
As of 11/8/2010

000317 - Percentage of job seekers who get a job within three months of the quarter when they receive service.			
Biennium	Period	Actual	Target
2009-11	Q4	51%	
2009-11	Q3	54%	
2009-11	Q2	57%	
2009-11	Q1	62%	
2007-09	Q8	66%	
2007-09	Q7	69%	
2007-09	Q6	70%	
2007-09	Q5	70%	
2007-09	Q4	70%	
2007-09	Q3	70%	
2007-09	Q2	69%	
2007-09	Q1	69%	
2005-07	Q8	39%	
2005-07	Q7	44%	
2005-07	Q6	45%	
2005-07	Q5	55%	
2005-07	Q4	54%	
2005-07	Q3	54%	
2005-07	Q2	54%	
2005-07	Q1	59%	

Date Measured: 6/30/2010

Comment: Percent of job seekers who received their last service between Oct 2008 and Sept 2009

Percent **000317 - Percentage of job seekers who get a job within three months of the quarter when they receive service**



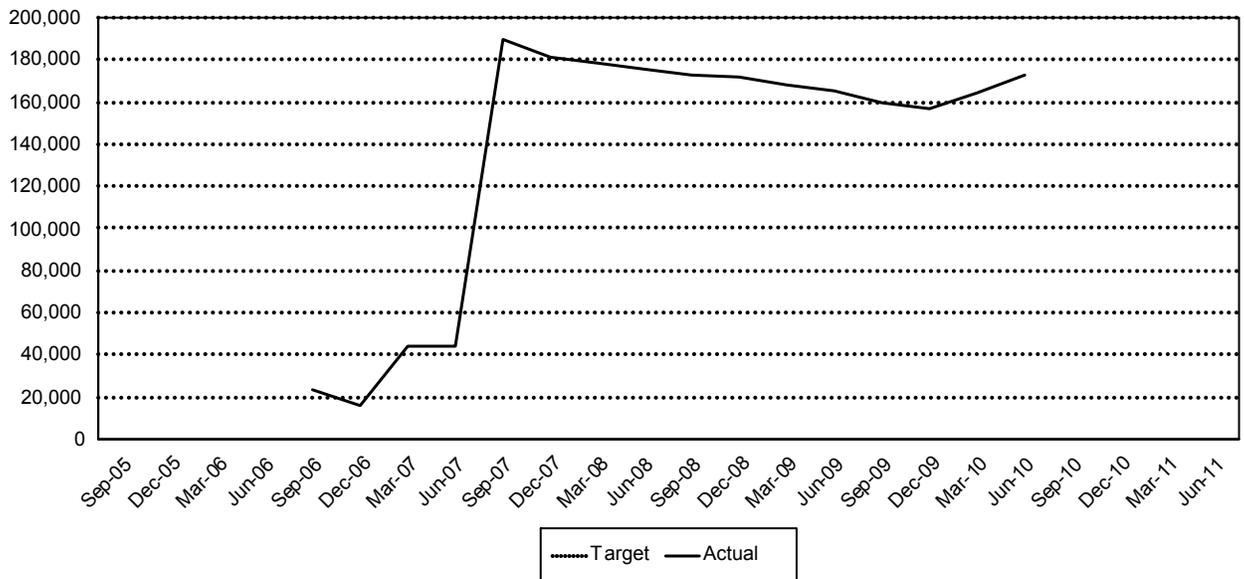
As of 11/8/2010

000322 - Number of job seekers who get a job within three months of the quarter when they receive service.			
Biennium	Period	Actual	Target
2009-11	Q4	172,819	
2009-11	Q3	164,072	
2009-11	Q2	156,920	
2009-11	Q1	159,367	
2007-09	Q8	165,085	
2007-09	Q7	168,428	
2007-09	Q6	172,002	
2007-09	Q5	172,547	
2007-09	Q4	175,722	
2007-09	Q3	178,696	
2007-09	Q2	181,066	
2007-09	Q1	189,447	
2005-07	Q8	43,931	
2005-07	Q7	43,682	
2005-07	Q6	16,034	
2005-07	Q5	23,523	

Date Measured: 6/30/2010

Comment: Of those who received their last service between Oct 2008 and Sept 2009

Number 000322 - Number of job seekers who get a job within three months of the quarter when they received service



A003 Labor Market and Economic Analysis

Agency: 540 - Employment Security Department

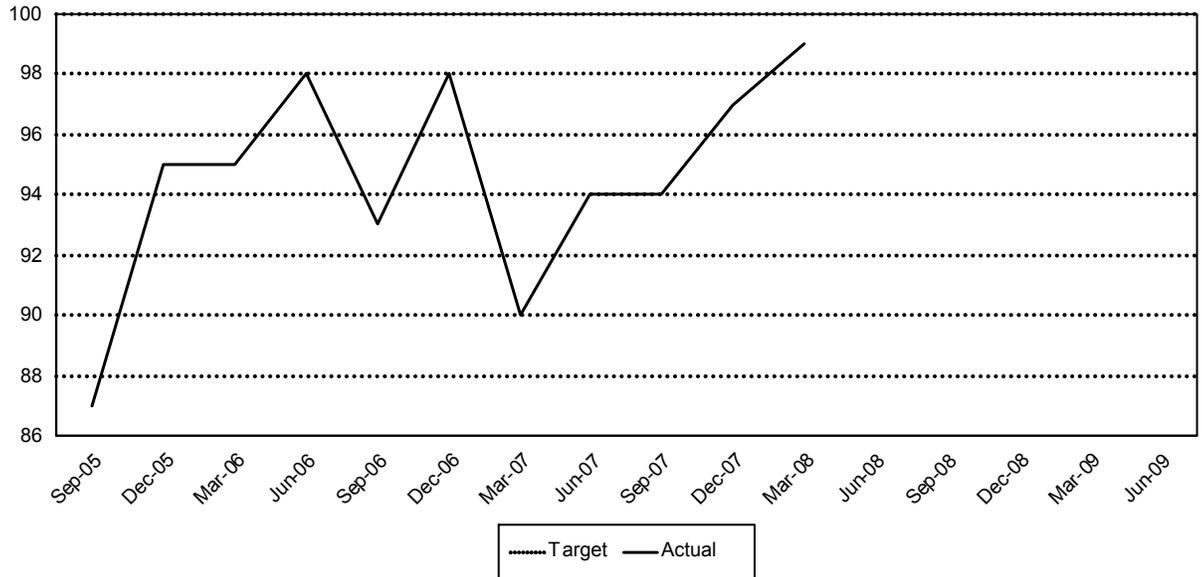
As of 11/8/2010

Expected Results

Collect, analyze and disseminate labor market and economic data to policy makers, stakeholders, and the general public in a manner that provides for the timely informing of policy decisions and public discussion.

000290 - Percent of data and reports completed on time			
Biennium	Period	Actual	Target
2007-09	Q3	99%	
2007-09	Q2	97%	
2007-09	Q1	94%	
2005-07	Q8	94%	
2005-07	Q7	90%	
2005-07	Q6	98%	
2005-07	Q5	93%	
2005-07	Q4	98%	
2005-07	Q3	95%	
2005-07	Q2	95%	
2005-07	Q1	87%	

Percent 000290 - Percent of data and reports completed on time



As of 11/8/2010

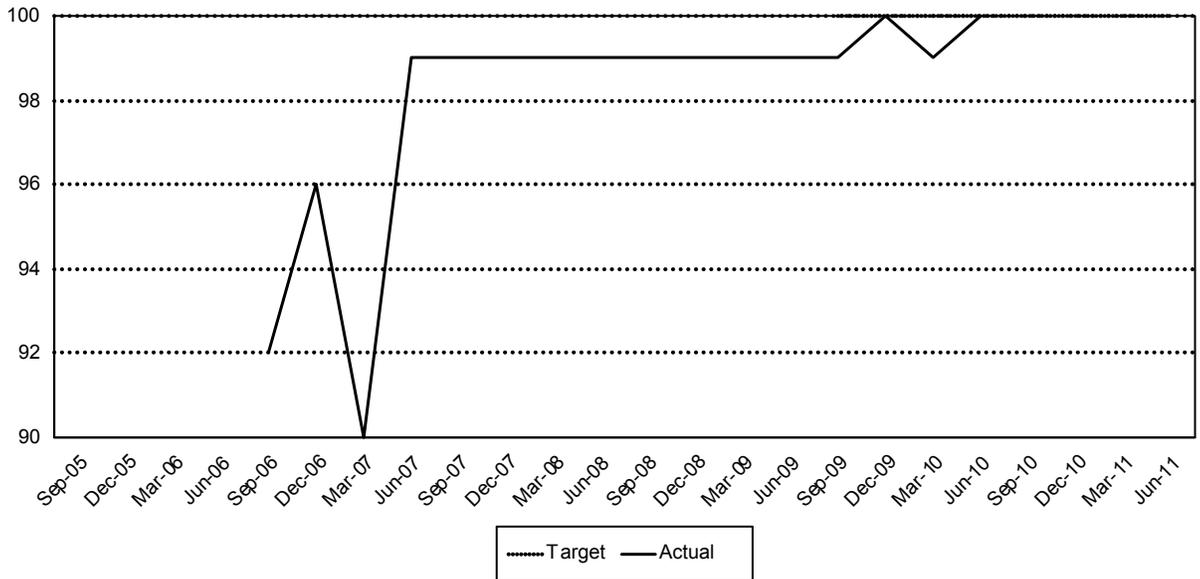
000315 - The percent of federally-mandated data deliverables to the U.S. Bureau of Labor Statistics that were on time. The data deliverables include: local area unemployment statistics, mass layoff statistics, employment and wages. The target is 100%.

Biennium	Period	Actual	Target
2009-11	Q8		100%
2009-11	Q7		100%
2009-11	Q6		100%
2009-11	Q5		100%
2009-11	Q4	100%	100%
2009-11	Q3	99%	100%
2009-11	Q2	100%	100%
2009-11	Q1	99%	100%
2005-07	Q8	99%	
2005-07	Q7	90%	
2005-07	Q6	96%	
2005-07	Q5	92%	

ESD receives funding from the U.S. Bureau of Labor Statistics to provide certain labor statistics on Washington state.

Percent

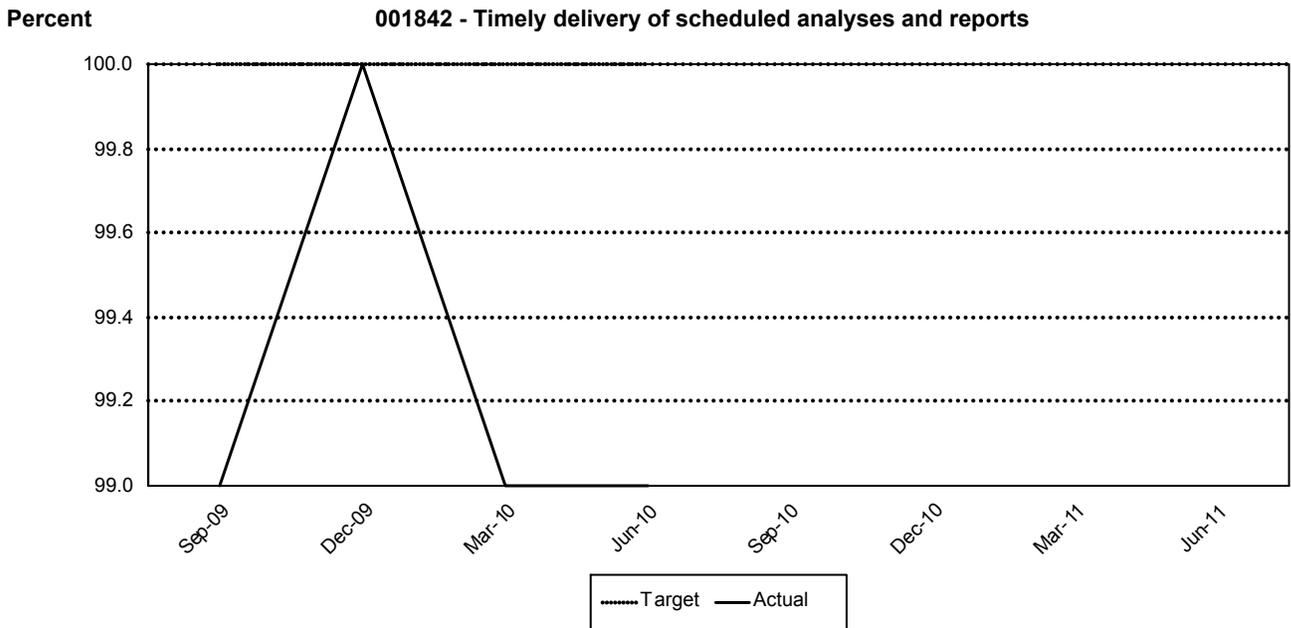
000315 - Timely delivery of federally-mandated data deliverables



As of 11/8/2010

001842 - The percent of scheduled analyses and reports that were delivered on time. Target is 100%.			
Biennium	Period	Actual	Target
2009-11	Q4	99%	100%
2009-11	Q3	99%	100%
2009-11	Q2	100%	100%
2009-11	Q1	99%	100%

LMEA provides useful, understandable and timely labor market information for a variety of customers.



A004 Unemployment Insurance Benefits

Agency: 540 - Employment Security Department

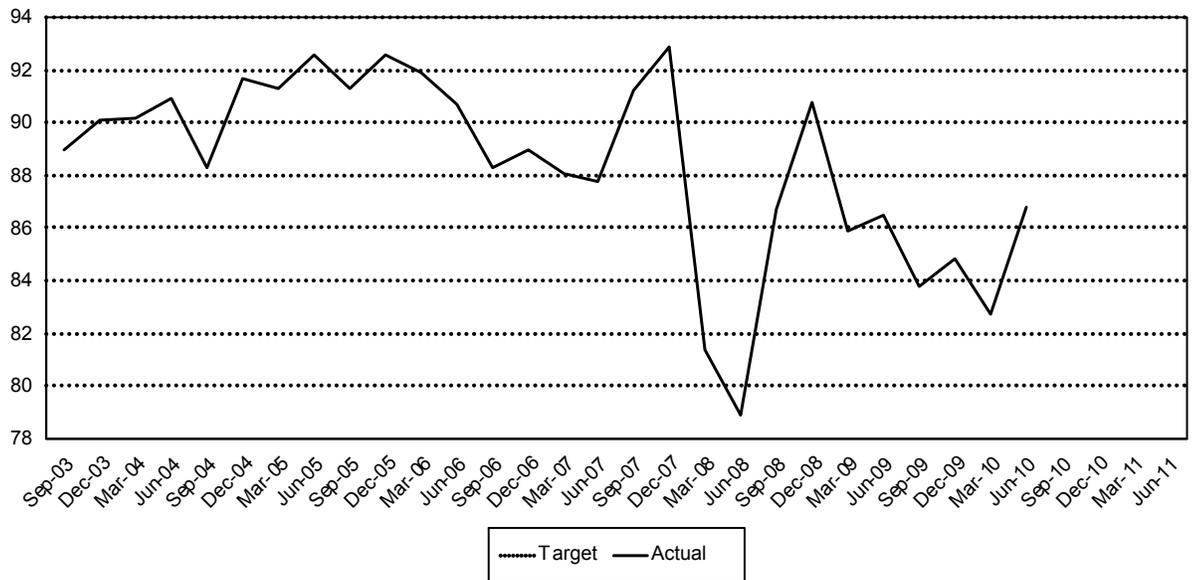
Expected Results

Provide benefits to claimant in a timely and accurate manner. Prevent fraudulent benefit payments.

As of 11/8/2010

000228 - Percentage of unemployment benefit payments made on time (within 14 days)			
Biennium	Period	Actual	Target
2009-11	Q4	86.8%	
2009-11	Q3	82.7%	
2009-11	Q2	84.8%	
2009-11	Q1	83.8%	
2007-09	Q8	86.5%	
2007-09	Q7	85.9%	
2007-09	Q6	90.8%	
2007-09	Q5	86.7%	
2007-09	Q4	78.9%	
2007-09	Q3	81.4%	
2007-09	Q2	92.9%	
2007-09	Q1	91.2%	
2005-07	Q8	87.8%	
2005-07	Q7	88.1%	
2005-07	Q6	89%	
2005-07	Q5	88.3%	
2005-07	Q4	90.7%	
2005-07	Q3	91.9%	
2005-07	Q2	92.6%	
2005-07	Q1	91.3%	

Percent 000228 - Percent of first payment of unemployment benefits made with 14 days



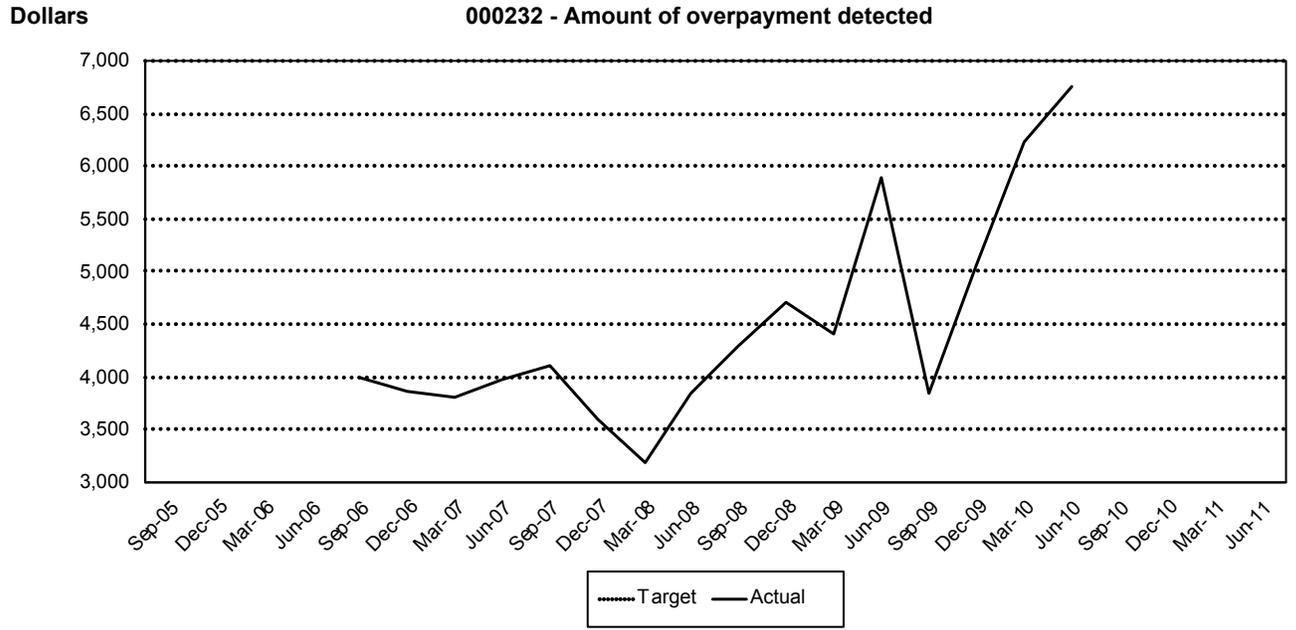
As of 11/8/2010

000232 - Amount of overpayment detected measure serves two purposes:				
1. Detect \$15.5 million in overpayments annually.				
2. Prevent \$9 million from being incorrectly paid annually.				
Biennium	Period	Actual	Target	
2009-11	Q4	\$6,760		
2009-11	Q3	\$6,234		
2009-11	Q2	\$5,066		
2009-11	Q1	\$3,848		
2007-09	Q8	\$5,900		
2007-09	Q7	\$4,400		
2007-09	Q6	\$4,700		
2007-09	Q5	\$4,300		
2007-09	Q4	\$3,836		
2007-09	Q3	\$3,187		
2007-09	Q2	\$3,600		
2007-09	Q1	\$4,100		
2005-07	Q8	\$3,977		
2005-07	Q7	\$3,800		
2005-07	Q6	\$3,854		
2005-07	Q5	\$3,986		
<i>Strategic Plan Connection:</i>				
<i>Goal 1.</i>				
<i>Support the economic stability through just and timely tax and benefit systems.</i>				
<i>Objective A</i>				
<i>Improve the accuracy, efficiency, fairness and accessibility of the unemployment benefit system.</i>				
<i>Point 2</i>				
<i>Prevent and</i>				

Date Measured: 9/30/2009

Comment: Dollars are in thousands

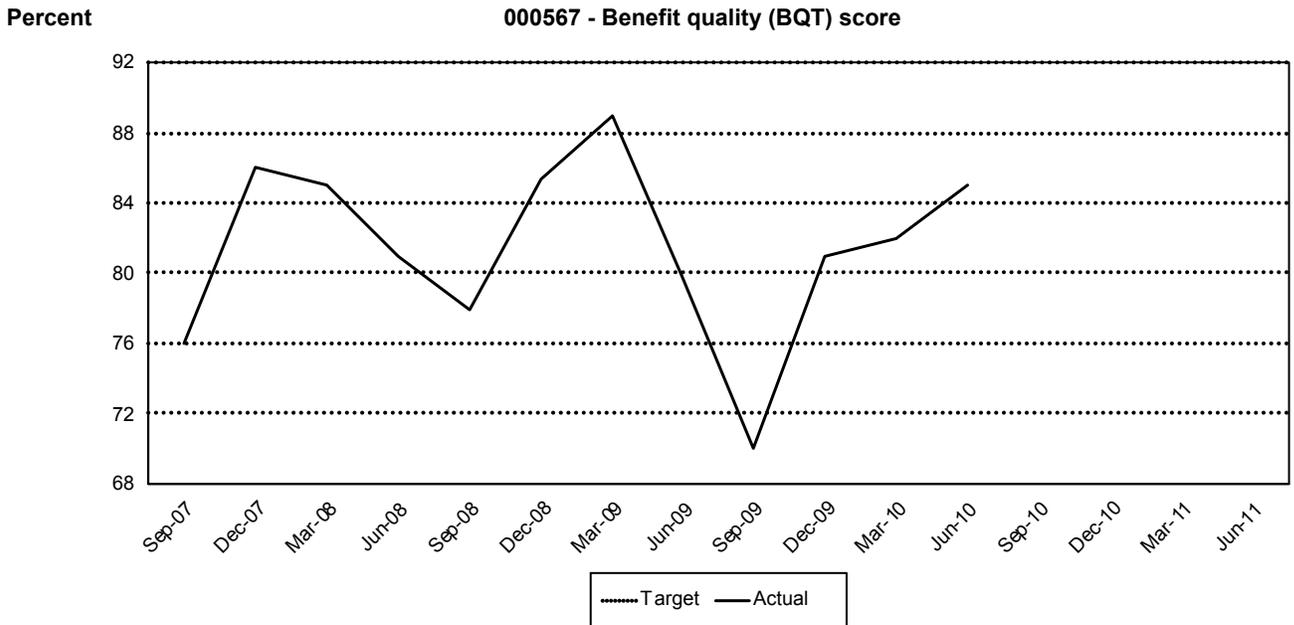
As of 11/8/2010



As of 11/8/2010

000567 - The US Department of Labor Benefit, Timeliness and Quality (BTQ) score assesses ESD's level of accuracy in determining unemployment insurance eligibility.			
Biennium	Period	Actual	Target
2009-11	Q4	85%	
2009-11	Q3	82%	
2009-11	Q2	81%	
2009-11	Q1	70%	
2007-09	Q8	79.8%	
2007-09	Q7	89%	
2007-09	Q6	85.4%	
2007-09	Q5	77.9%	
2007-09	Q4	80.9%	
2007-09	Q3	85%	
2007-09	Q2	86%	
2007-09	Q1	76%	

This is a measure of ESD's ability to accurately determine the eligibility of unemployment insurance claimants.



A005 Unemployment Insurance Taxation

Agency: 540 - Employment Security Department

Expected Results

Ensure timely employer tax reporting and accuracy of wage records.

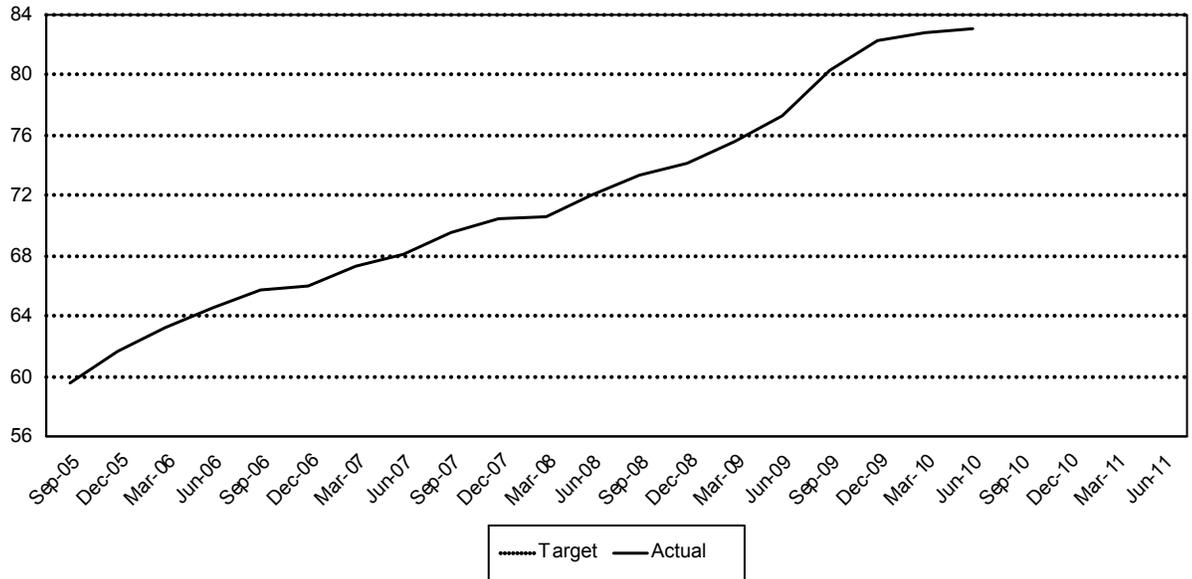
As of 11/8/2010

000240 - Percentage of tax returns filed electronically (employers)			
This measure captures the quarterly Unemployment Insurance Tax and Wage reports which are filed using an electronic (disk, tape, email, web) method as compared to those filed on paper.			
Biennium	Period	Actual	Target
2009-11	Q4	83.1%	
2009-11	Q3	82.8%	
2009-11	Q2	82.3%	
2009-11	Q1	80.3%	
2007-09	Q8	77.3%	
2007-09	Q7	75.6%	
2007-09	Q6	74.1%	
2007-09	Q5	73.4%	
2007-09	Q4	72%	
2007-09	Q3	70.6%	
2007-09	Q2	70.5%	
2007-09	Q1	69.6%	
2005-07	Q8	68.1%	
2005-07	Q7	67.3%	
2005-07	Q6	66%	
2005-07	Q5	65.7%	
2005-07	Q4	64.6%	
2005-07	Q3	63.2%	
2005-07	Q2	61.6%	
2005-07	Q1	59.6%	
<i>The broad goal is to receive a large percentage of reports via an electronic method. This will improve efficiency and accuracy in establishing employer tax rates, employer liability, and calculating unemployment insurance benefits for qualified claimants</i>			

As of 11/8/2010

Percent

000240 - Percentage of tax returns filed electronically (employers)



000241 - Additional Wages Found Through Employer Tax Audit

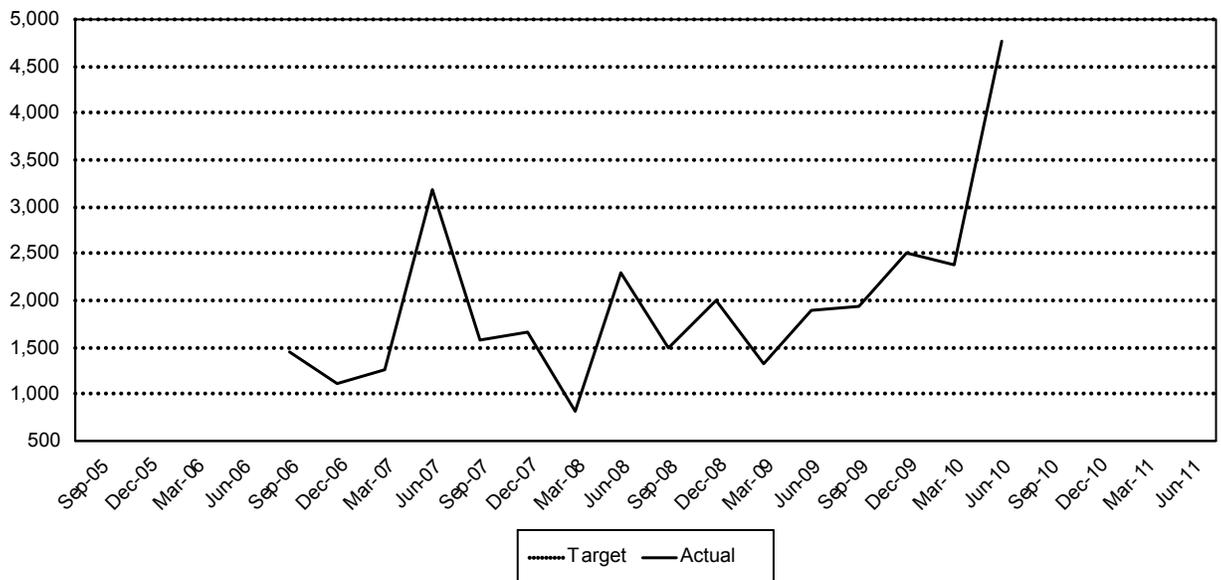
As of 11/8/2010

000263 - This measure shows the numbers of employees who have not previously been claimed by their employers. Not being claimed leaves employees vulnerable to not being covered for UI Benefits should they lose their jobs. employers who are not paying their fair sh

Biennium	Period	Actual	Target
2009-11	Q4	4,776	
2009-11	Q3	2,384	
2009-11	Q2	2,503	
2009-11	Q1	1,941	
2007-09	Q8	1,904	
2007-09	Q7	1,323	
2007-09	Q6	1,993	
2007-09	Q5	1,482	
2007-09	Q4	2,287	
2007-09	Q3	819	
2007-09	Q2	1,661	
2007-09	Q1	1,585	
2005-07	Q8	3,187	
2005-07	Q7	1,254	
2005-07	Q6	1,112	
2005-07	Q5	1,445	

The primary reason purpose of this measure is to ensure coverage of employees for UI Benefits should they lose their jobs due to no fault of their own. Secondly, we measure this so the business know we are reviewing their compliance in order to encour

Number 000263 - Number of new employees discovered through tax audits



As of 11/8/2010

A006 Washington Service Corps

Agency: 540 - Employment Security Department

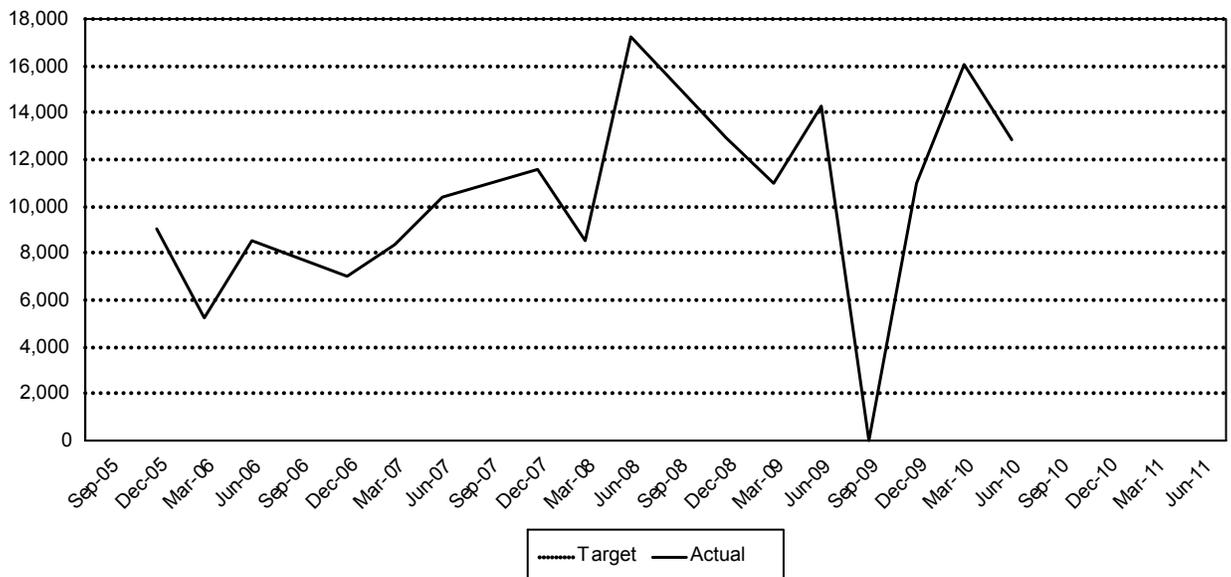
Expected Results

Increase the number of community volunteers who will contribute time and effort in support of Washington Service Corps sponsored service activities which address unmet community needs.

000377 - Number of community volunteers recruited.			
Biennium	Period	Actual	Target
2009-11	Q4	12,864	
2009-11	Q3	16,049	
2009-11	Q2	11,020	
2009-11	Q1	0	
2007-09	Q8	14,265	
2007-09	Q7	10,990	
2007-09	Q6	12,923	
2007-09	Q4	17,264	
2007-09	Q3	8,533	
2007-09	Q2	11,552	
2005-07	Q8	10,423	
2005-07	Q7	8,351	
2005-07	Q6	7,009	
2005-07	Q4	8,559	
2005-07	Q3	5,222	
2005-07	Q2	8,999	

AmeriCorps Members recruit volunteers to increase capacity and build sustainability of agencies in which they serve.

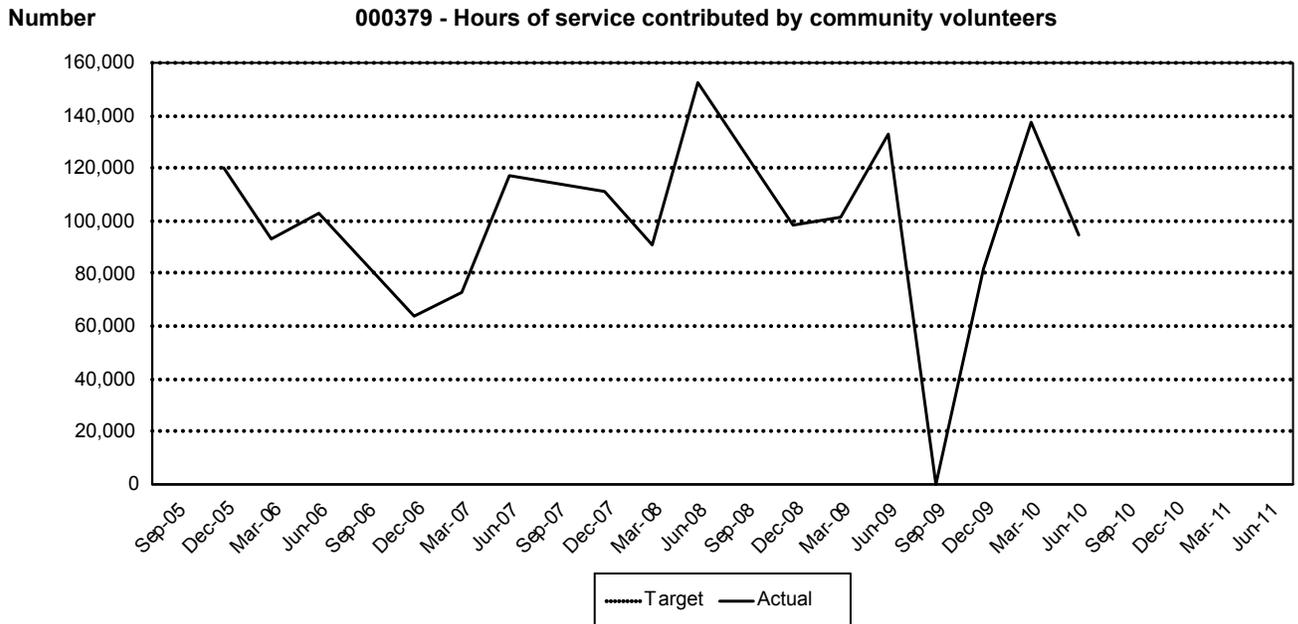
Number 000377 - Number of community volunteers recruited



As of 11/8/2010

000379 - Hours of service contributed by community volunteers.			
Biennium	Period	Actual	Target
2009-11	Q4	94,730	
2009-11	Q3	137,180	
2009-11	Q2	81,749	
2009-11	Q1	0	
2007-09	Q8	132,599	
2007-09	Q7	101,195	
2007-09	Q6	98,468	
2007-09	Q4	152,287	
2007-09	Q3	90,858	
2007-09	Q2	111,080	
2005-07	Q8	117,119	
2005-07	Q7	73,049	
2005-07	Q6	63,571	
2005-07	Q4	102,891	
2005-07	Q3	92,907	
2005-07	Q2	120,096	

AmeriCorps Members recruit volunteers to increase capacity and build sustainability of agencies in which they serve.



Upgrade the skills of current or returning retired workers

A179 New Americans and Workforce Development Programs

Agency: 103 - Department of Commerce

As of 11/8/2010

Expected Results

To be developed.

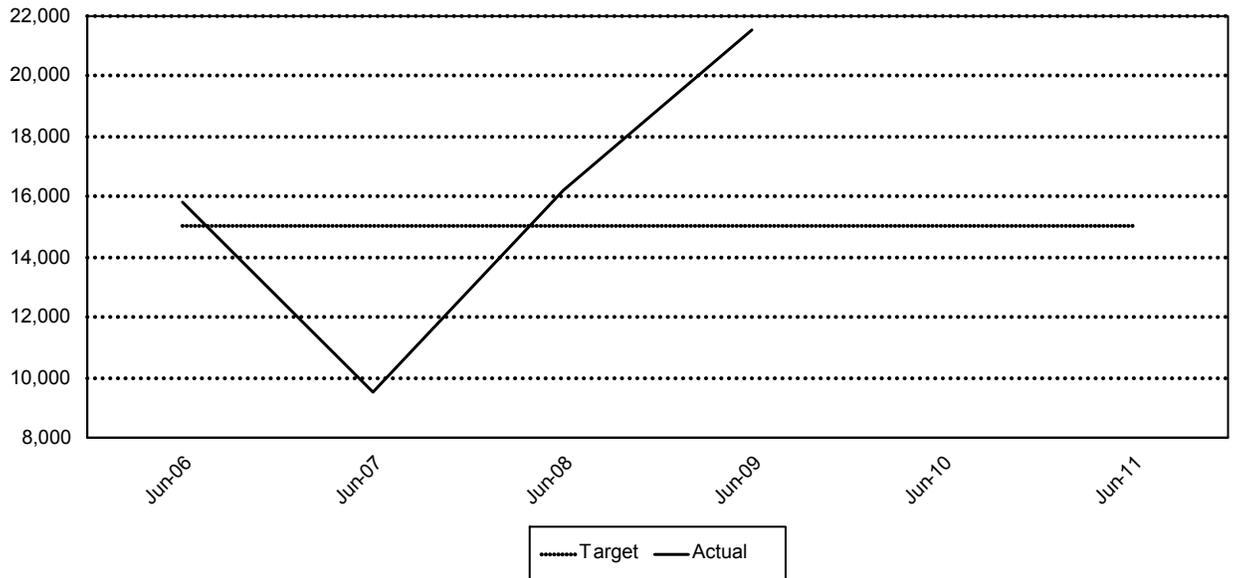
001092 - Units of service delivered			
Biennium	Period	Actual	Target
2009-11	A2		15,000
2009-11	A1		15,000
2007-09	A2	21,515	15,000
2007-09	A1	16,246	15,000
2005-07	A2	9,520	15,000
2005-07	A1	15,828	15,000

Date Measured: 6/30/2009

Comment: 3967 people served

Number

001092 - Re-employment support centers



As of 11/8/2010

001100 - Number of program participants completing N-400 applications for citizenship.			
Biennium	Period	Actual	Target
2009-11	Q8		140
2009-11	Q7		80
2009-11	Q6		50
2009-11	Q5		0
2009-11	Q4	263	150
2009-11	Q3	228	155
2009-11	Q2	144	145
2009-11	Q1	43	50

Number

001100 - Applications for Citizenship

