

As of 7/28/2015

240 - Department of Licensing

A009 Providing License Integrity and Protection From Identity Theft

Statewide Result Area: Prosperous Economy

Statewide Strategy: Provide consumer protection

Expected Results

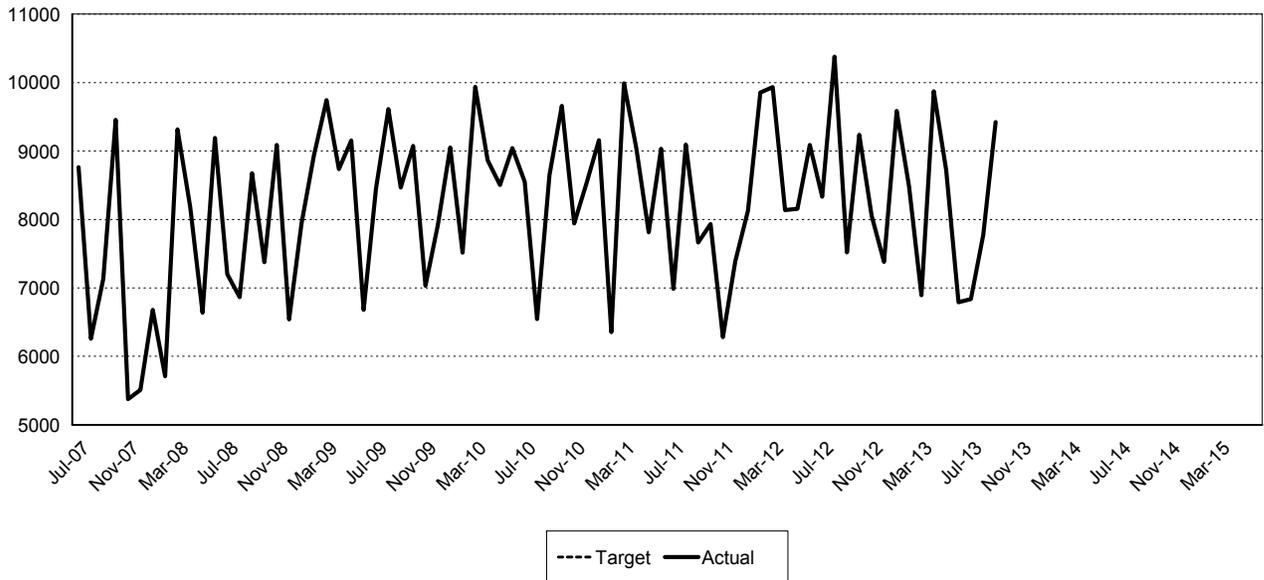
Reduce financial loss to small businesses and victims due to driver license fraud. Receive over 2,000 allegations of suspected fraud or identity theft annually. Increase the percentage of suspects apprehended for identity and other serious crimes. Provide one of the main sources for law enforcement to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

As of 7/28/2015

001679 - Number of Law Enforcement Requests for Information, Photo and Research Completed by Month			
Biennium	Period	Actual	Target
2013-15	M03	9,422	
2013-15	M02	7,776	
2013-15	M01	6,835	
2011-13	M24	6,791	
2011-13	M23	8,724	
2011-13	M22	9,874	
2011-13	M21	6,894	
2011-13	M20	8,483	
2011-13	M19	9,585	
2011-13	M18	7,381	
2011-13	M17	8,052	
2011-13	M16	9,239	
2011-13	M15	7,520	
2011-13	M14	10,382	
2011-13	M13	8,332	
2011-13	M12	9,091	
2011-13	M11	8,158	
2011-13	M10	8,136	
2011-13	M09	9,933	
2011-13	M08	9,854	
2011-13	M07	8,129	
2011-13	M06	7,388	
2011-13	M05	6,280	
2011-13	M04	7,932	
2011-13	M03	7,665	
2011-13	M02	9,093	
2011-13	M01	6,986	
<p>Performance Measure Status: Approved</p> <p><i>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.</i></p>			

As of 7/28/2015

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



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

Performance Measure Status: Approved
DOL's investigations for fraud lead to finding and removing fraudulent licenses, to mitigate further harm to victims.

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

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

A001 Providing Strategic Direction through Executive and Technology Administration

Statewide Result Area: **Healthy and Safe Communities**

Statewide Strategy: **Enforce the law**

Expected Results

As of 7/28/2015

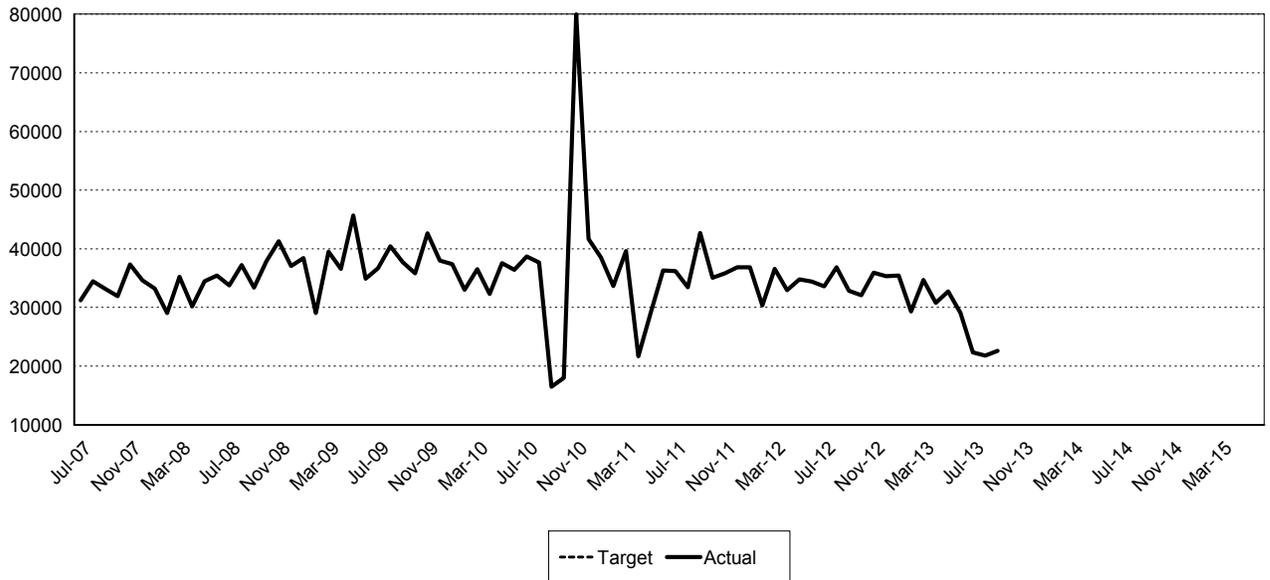
Reduction of vehicle fatalities. Annual verification and update of driver records for 875,000 citations and 274,000 suspensions, which includes 78,000 for DUI arrests and convictions and 5,800 for uninsured accidents. Track medical certificates, vision certificates, alcohol and drug treatment requirements,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

As of 7/28/2015

001677 - Number of Driver License Suspensions, Revocations, Cancellations, and Disqualifications by Month			
Biennium	Period	Actual	Target
2013-15	M03	22,587	
2013-15	M02	21,765	
2013-15	M01	22,342	
2011-13	M24	29,069	
2011-13	M23	32,723	
2011-13	M22	30,796	
2011-13	M21	34,675	
2011-13	M20	29,322	
2011-13	M19	35,453	
2011-13	M18	35,317	
2011-13	M17	35,902	
2011-13	M16	32,100	
2011-13	M15	32,825	
2011-13	M14	36,863	
2011-13	M13	33,613	
2011-13	M12	34,414	
2011-13	M11	34,807	
2011-13	M10	32,941	
2011-13	M09	36,588	
2011-13	M08	30,341	
2011-13	M07	36,860	
2011-13	M06	36,844	
2011-13	M05	35,804	
2011-13	M04	35,063	
2011-13	M03	42,714	
2011-13	M02	33,458	
2011-13	M01	36,180	
Performance Measure Status: Approved			
<i>DOL withdraws driving privileges for cause, contributing to public safety by reducing the drivers on the road who pose traffic safety risks to themselves and others.</i>			

As of 7/28/2015

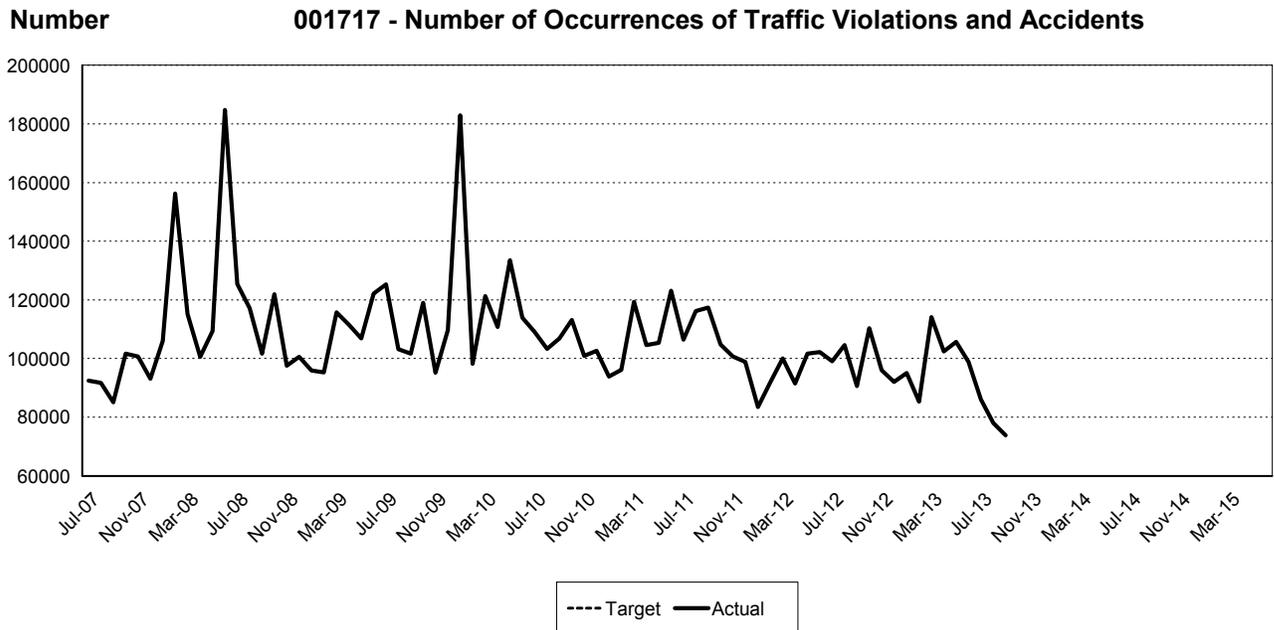
Number **001677 - Number of Driver License Suspensions, Revocations, Cancellations, and Disqualifications by Month**



As of 7/28/2015

001717 - Number of Occurrences of Traffic Violations and Accidents			
Biennium	Period	Actual	Target
2013-15	M03	73,790	
2013-15	M02	78,084	
2013-15	M01	86,041	
2011-13	M24	98,825	
2011-13	M23	105,666	
2011-13	M22	102,455	
2011-13	M21	114,108	
2011-13	M20	85,359	
2011-13	M19	95,055	
2011-13	M18	92,073	
2011-13	M17	96,032	
2011-13	M16	110,349	
2011-13	M15	90,641	
2011-13	M14	104,558	
2011-13	M13	99,084	
2011-13	M12	102,206	
2011-13	M11	101,656	
2011-13	M10	91,544	
2011-13	M09	100,053	
2011-13	M08	91,907	
2011-13	M07	83,508	
2011-13	M06	98,871	
2011-13	M05	100,709	
2011-13	M04	104,801	
2011-13	M03	117,338	
2011-13	M02	116,155	
2011-13	M01	106,437	
Performance Measure Status: Approved			
<i>Violation and accident information is essential to DOL for determining who is eligible to obtain, retain or regain driving privileges. Law enforcement and other partner agencies rely on DOL's records to support their traffic safety efforts.</i>			

As of 7/28/2015



A008 Licensing Citizens to Operate Motor Vehicles

Statewide Result Area: Healthy and Safe Communities

Statewide Strategy: Enforce the law

Expected Results

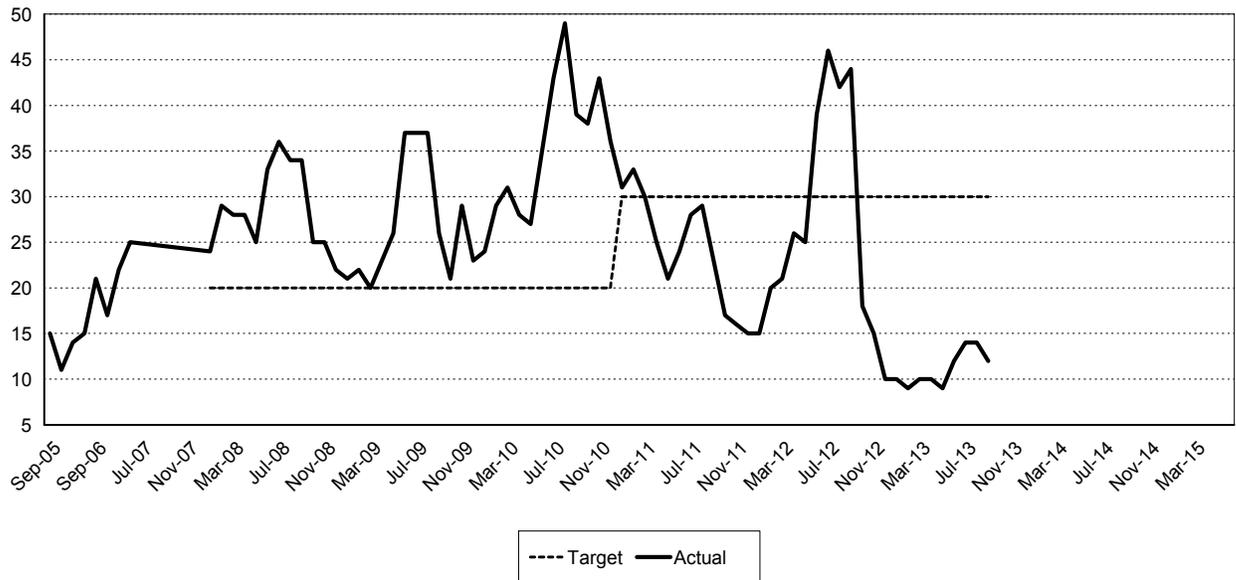
Reduction of traffic fatalities by partnering with state and federal agencies, such as the National Highway Traffic Safety Administration (NHTSA), which tracks the fatality rate per 100 million vehicle miles traveled; the Target Zero campaign, spearheaded by the Washington State Traffic Safety Commission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

As of 7/28/2015

000775 - Average number of Minutes Customers Wait in Licensing Service Office Lobbies by Month			
Biennium	Period	Actual	Target
2013-15	M03	12	30
2013-15	M02	14	30
2013-15	M01	14	30
2011-13	M24	12	30
2011-13	M23	9	30
2011-13	M22	10	30
2011-13	M21	10	30
2011-13	M20	9	30
2011-13	M19	10	30
2011-13	M18	10	30
2011-13	M17	15	30
2011-13	M16	18	30
2011-13	M15	44	30
2011-13	M14	42	30
2011-13	M13	46	30
2011-13	M12	39	30
2011-13	M11	25	30
2011-13	M10	26	30
2011-13	M09	21	30
2011-13	M08	20	30
2011-13	M07	15	30
2011-13	M06	15	30
2011-13	M05	16	30
2011-13	M04	17	30
2011-13	M03	23	30
2011-13	M02	29	30
2011-13	M01	28	30
Performance Measure Status: Approved			
<i>Customer wait time is a measure of efficient service delivery throughout the system of offices, as we distribute work, offices and staff to meet demand within budget. It also reflects the customers' overall experience with DOL.</i>			

As of 7/28/2015

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



As of 7/28/2015

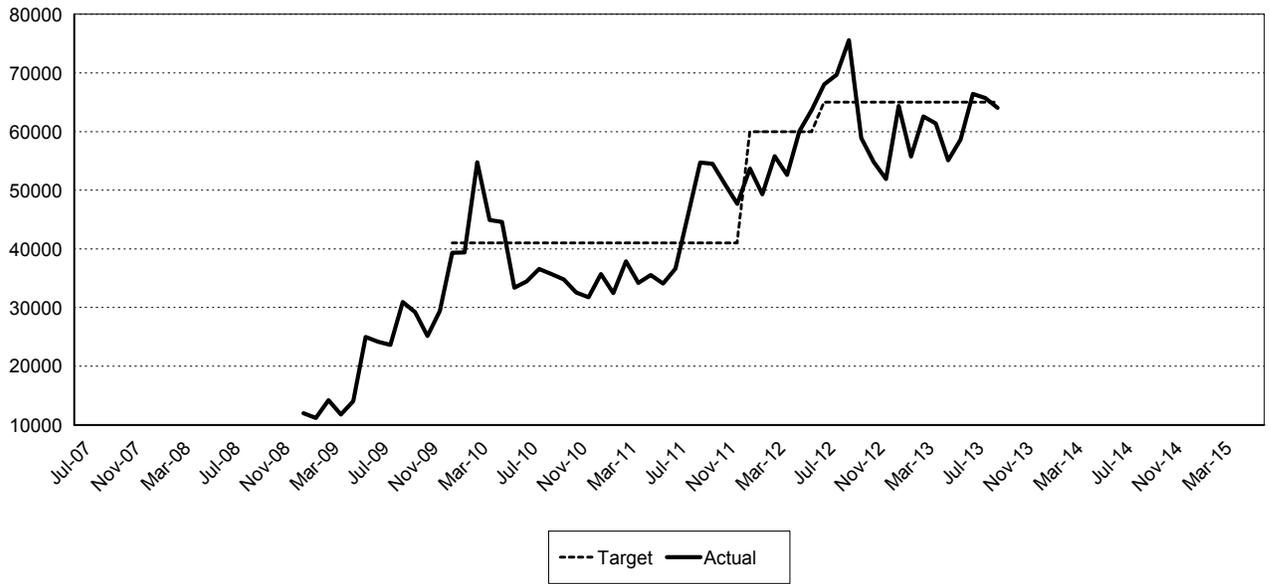
001626 - Results from New Strategies: Number of Self-Service Driver Transactions by Month			
Biennium	Period	Actual	Target
2013-15	M03	64,044	65,000
2013-15	M02	65,738	65,000
2013-15	M01	66,436	65,000
2011-13	M24	58,610	65,000
2011-13	M23	55,134	65,000
2011-13	M22	61,365	65,000
2011-13	M21	62,607	65,000
2011-13	M20	55,741	65,000
2011-13	M19	64,345	65,000
2011-13	M18	51,938	65,000
2011-13	M17	54,834	65,000
2011-13	M16	58,903	65,000
2011-13	M15	75,590	65,000
2011-13	M14	69,691	65,000
2011-13	M13	68,043	65,000
2011-13	M12	63,738	60,000
2011-13	M11	60,067	60,000
2011-13	M10	52,640	60,000
2011-13	M09	55,827	60,000
2011-13	M08	49,301	60,000
2011-13	M07	53,701	60,000
2011-13	M06	47,704	41,000
2011-13	M05	51,070	41,000
2011-13	M04	54,513	41,000
2011-13	M03	54,740	41,000
2011-13	M02	45,645	41,000
2011-13	M01	36,634	41,000
Performance Measure Status: Approved			
<i>Reflects strategic agency-wide initiative for 2009-13: Providing customers with self-service options improves business efficiency and customer convenience, and reflects 21st Century service delivery and government reform.</i>			

Date Measured: 8/31/2011

Comment: data for Aug'11 - Jun'12 updated 10/29/12; revised SQL code resulted in more counts of address changes

As of 7/28/2015

Number 001626 - Results from New Strategies: Number of Self-Service Driver Transactions by Month

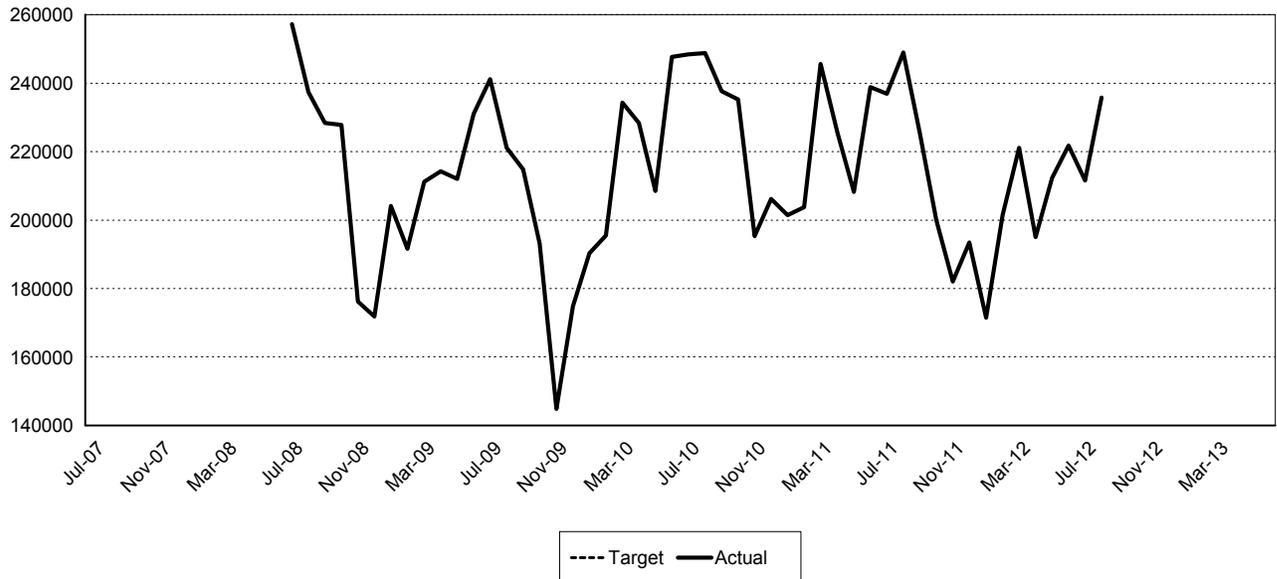


As of 7/28/2015

001689 - Number of Core Service Transactions Provided by Licensing Service Offices by Month			
Biennium	Period	Actual	Target
2011-13	M14	235,771	
2011-13	M13	211,526	
2011-13	M12	221,787	
2011-13	M11	212,320	
2011-13	M10	195,081	
2011-13	M09	221,175	
2011-13	M08	201,416	
2011-13	M07	171,480	
2011-13	M06	193,432	
2011-13	M05	182,026	
2011-13	M04	199,974	
2011-13	M03	225,371	
2011-13	M02	249,004	
2011-13	M01	236,909	

Performance Measure Status: Approved
Licensing Service Offices screen and test applicants for qualifying identification, skills and knowledge for safe driving of cars, motorcycles, and commercial trucks. This measure represents office workload including major related transactions.

Number **001689 - Number of Core Service Transactions Provided by Licensing Service Offices by Month**

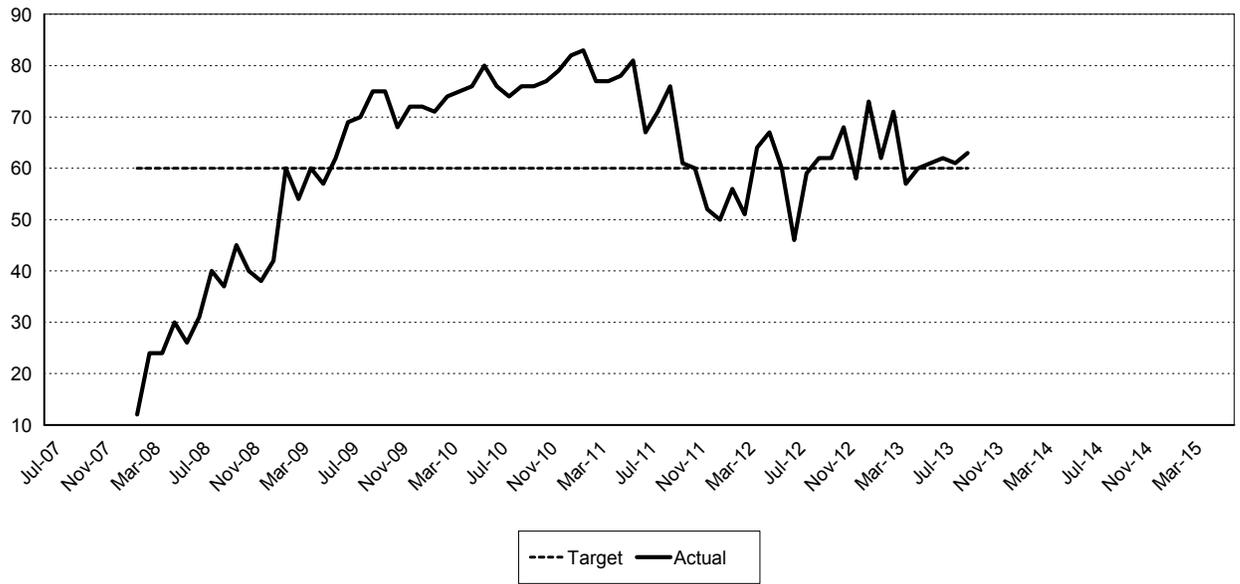


As of 7/28/2015

001690 - Percent of Commercial Driver License Applicants Tested by DOL by Month			
Biennium	Period	Actual	Target
2013-15	M03	63%	60%
2013-15	M02	61%	60%
2013-15	M01	62%	60%
2011-13	M24	61%	60%
2011-13	M23	60%	60%
2011-13	M22	57%	60%
2011-13	M21	71%	60%
2011-13	M20	62%	60%
2011-13	M19	73%	60%
2011-13	M18	58%	60%
2011-13	M17	68%	60%
2011-13	M16	62%	60%
2011-13	M15	62%	60%
2011-13	M14	59%	60%
2011-13	M13	46%	60%
2011-13	M12	60%	60%
2011-13	M11	67%	60%
2011-13	M10	64%	60%
2011-13	M09	51%	60%
2011-13	M08	56%	60%
2011-13	M07	50%	60%
2011-13	M06	52%	60%
2011-13	M05	60%	60%
2011-13	M04	61%	60%
2011-13	M03	76%	60%
2011-13	M02	71%	60%
2011-13	M01	67%	60%
Performance Measure Status: Approved			
<i>DOL enhances highway safety and mitigates third party fraud by conducting commercial driver skills tests which were previously conducted by private testers. DOL goal is to test 60% of applicants based on new program funding.</i>			

As of 7/28/2015

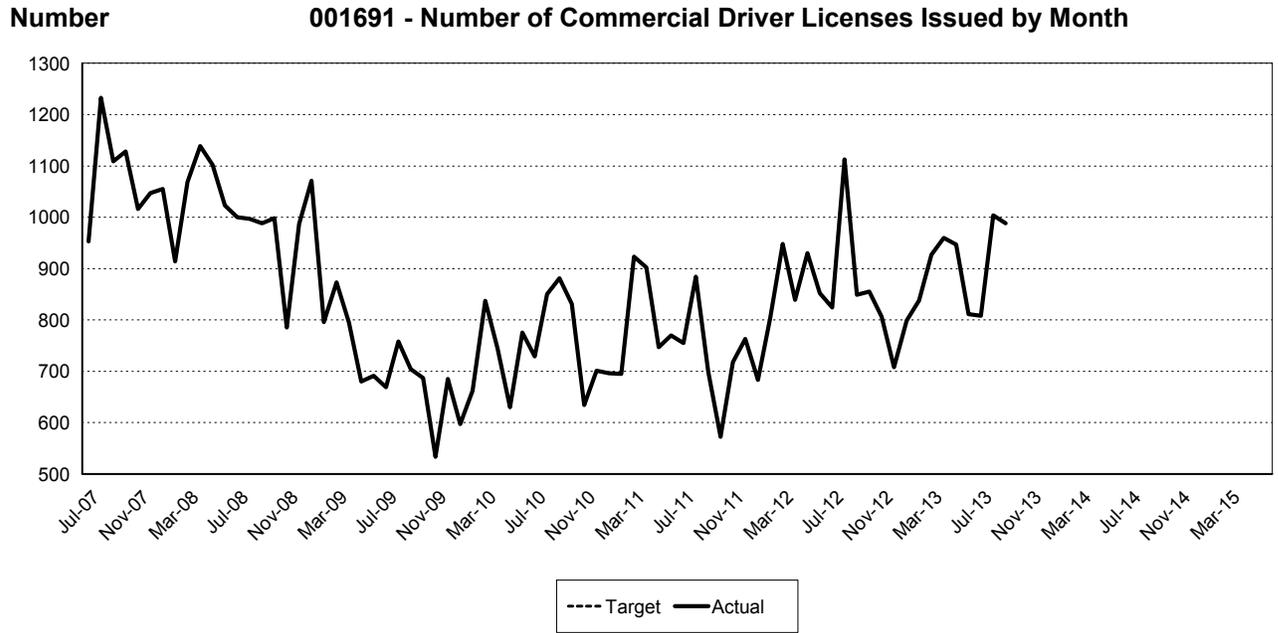
Percent 001690 - Percent of Commercial Driver License Applicants Tested by DOL by Month



As of 7/28/2015

001691 - Number of Commercial Driver Licenses Issued by Month			
Biennium	Period	Actual	Target
2013-15	M03	988	
2013-15	M02	1,004	
2013-15	M01	808	
2011-13	M24	811	
2011-13	M23	947	
2011-13	M22	960	
2011-13	M21	927	
2011-13	M20	838	
2011-13	M19	799	
2011-13	M18	708	
2011-13	M17	806	
2011-13	M16	855	
2011-13	M15	849	
2011-13	M14	1,113	
2011-13	M13	824	
2011-13	M12	852	
2011-13	M11	930	
2011-13	M10	839	
2011-13	M09	948	
2011-13	M08	805	
2011-13	M07	683	
2011-13	M06	763	
2011-13	M05	718	
2011-13	M04	572	
2011-13	M03	700	
2011-13	M02	884	
2011-13	M01	755	
Performance Measure Status: Approved			
<i>Commercial trucks pose a higher traffic safety risk than passenger vehicles. DOL issues new "CDLs" after screening applicants for qualifications, skills and knowledge for safe commercial driving in compliance with federal and state regulations.</i>			

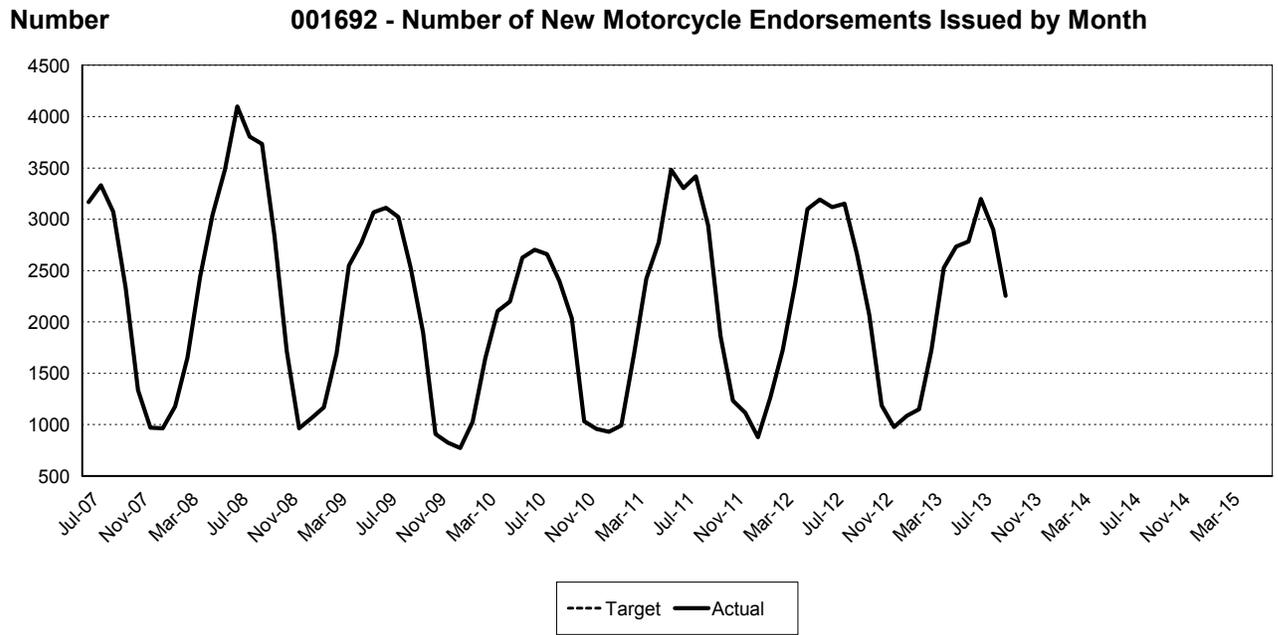
As of 7/28/2015



As of 7/28/2015

001692 - Number of New Motorcycle Endorsements Issued by Month			
Biennium	Period	Actual	Target
2013-15	M03	2,254	
2013-15	M02	2,899	
2013-15	M01	3,198	
2011-13	M24	2,785	
2011-13	M23	2,734	
2011-13	M22	2,526	
2011-13	M21	1,726	
2011-13	M20	1,149	
2011-13	M19	1,084	
2011-13	M18	976	
2011-13	M17	1,186	
2011-13	M16	2,068	
2011-13	M15	2,662	
2011-13	M14	3,152	
2011-13	M13	3,119	
2011-13	M12	3,192	
2011-13	M11	3,098	
2011-13	M10	2,366	
2011-13	M09	1,725	
2011-13	M08	1,262	
2011-13	M07	877	
2011-13	M06	1,114	
2011-13	M05	1,233	
2011-13	M04	1,861	
2011-13	M03	2,939	
2011-13	M02	3,418	
2011-13	M01	3,304	
Performance Measure Status: Approved			
<i>DOL screens and qualifies motorcycle riders for safety knowledge and riding skills or training before adding an endorsement to their driver license that is required for legal riding. Endorsements issued represent new riders to Washington.</i>			

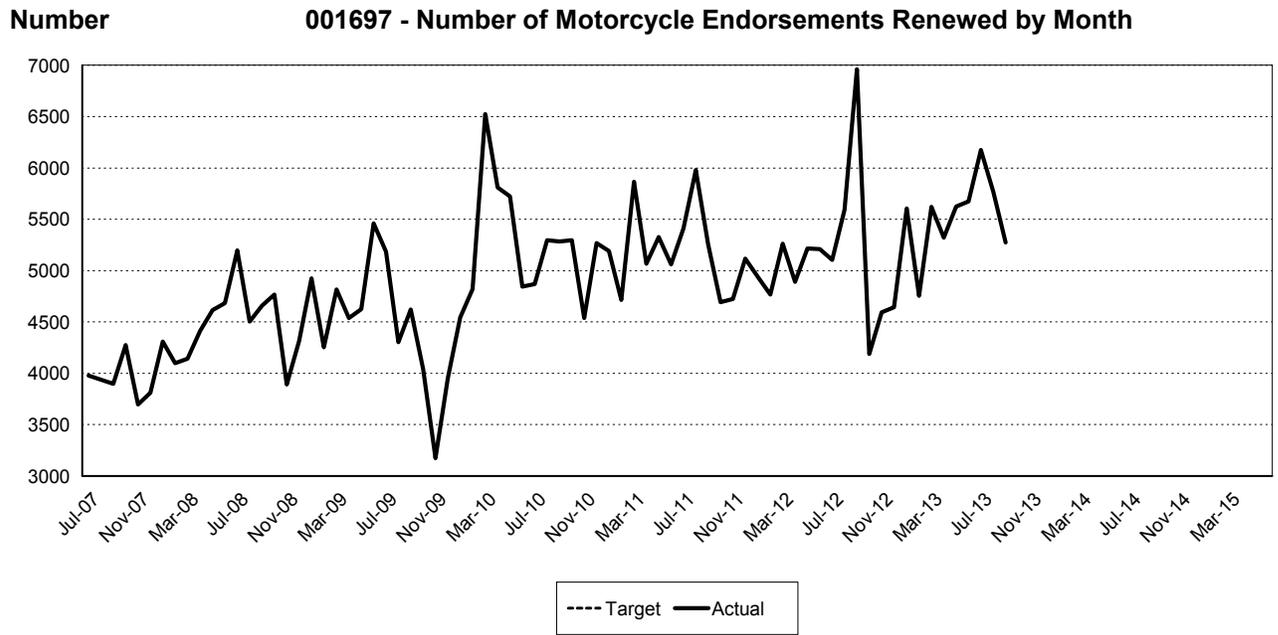
As of 7/28/2015



As of 7/28/2015

001697 - Number of Motorcycle Endorsements Renewed by Month			
Biennium	Period	Actual	Target
2013-15	M03	5,275	
2013-15	M02	5,771	
2013-15	M01	6,175	
2011-13	M24	5,674	
2011-13	M23	5,624	
2011-13	M22	5,321	
2011-13	M21	5,621	
2011-13	M20	4,754	
2011-13	M19	5,604	
2011-13	M18	4,643	
2011-13	M17	4,592	
2011-13	M16	4,187	
2011-13	M15	6,962	
2011-13	M14	5,593	
2011-13	M13	5,105	
2011-13	M12	5,209	
2011-13	M11	5,216	
2011-13	M10	4,890	
2011-13	M09	5,261	
2011-13	M08	4,768	
2011-13	M07	4,938	
2011-13	M06	5,117	
2011-13	M05	4,723	
2011-13	M04	4,691	
2011-13	M03	5,251	
2011-13	M02	5,980	
2011-13	M01	5,409	
Performance Measure Status: Approved			
<i>Motorcycle riders are required to renew their motorcycle safety endorsement along with their driver license.</i>			

As of 7/28/2015

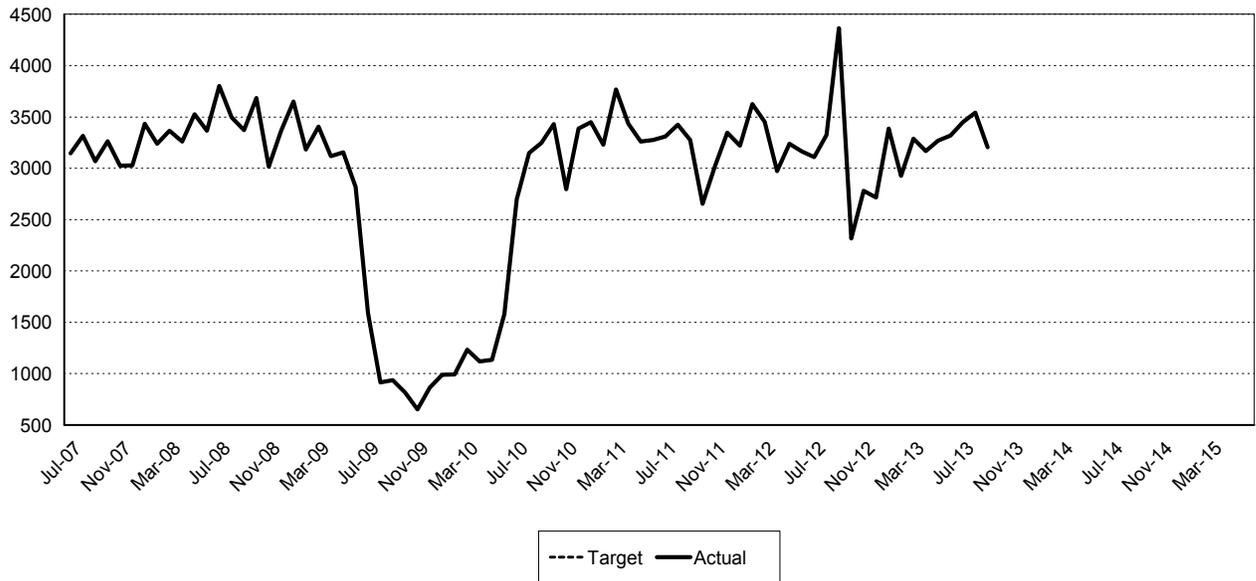


As of 7/28/2015

001698 - Number of Commercial Driver Licenses Renewed by Month			
Biennium	Period	Actual	Target
2013-15	M03	3,204	
2013-15	M02	3,543	
2013-15	M01	3,449	
2011-13	M24	3,319	
2011-13	M23	3,269	
2011-13	M22	3,166	
2011-13	M21	3,288	
2011-13	M20	2,926	
2011-13	M19	3,386	
2011-13	M18	2,714	
2011-13	M17	2,780	
2011-13	M16	2,316	
2011-13	M15	4,364	
2011-13	M14	3,324	
2011-13	M13	3,109	
2011-13	M12	3,163	
2011-13	M11	3,239	
2011-13	M10	2,972	
2011-13	M09	3,452	
2011-13	M08	3,624	
2011-13	M07	3,220	
2011-13	M06	3,348	
2011-13	M05	3,020	
2011-13	M04	2,653	
2011-13	M03	3,277	
2011-13	M02	3,425	
2011-13	M01	3,309	
Performance Measure Status: Approved			
<i>DOL enhances highway safety by ensuring "CDL" holders are screened again before renewal to meet all federal and state safety requirements, which may include requirements in addition to initial requirements.</i>			

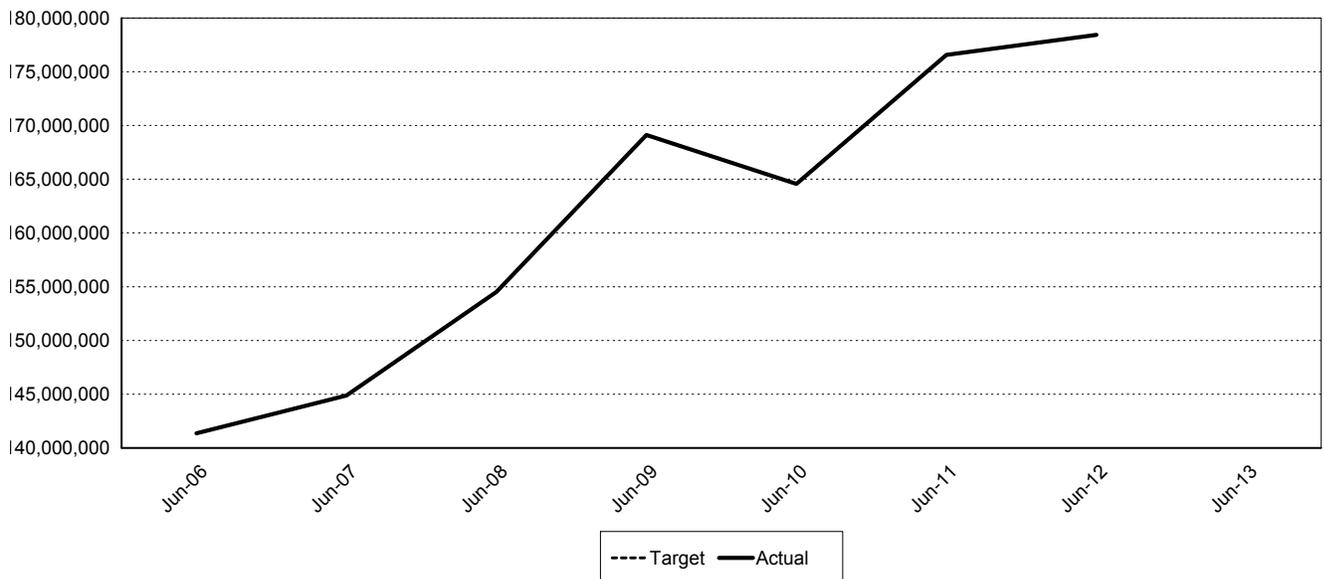
As of 7/28/2015

Number 001698 - Number of Commercial Driver Licenses Renewed by Month



001731 - Dollars of Revenue Collected from Driver Transactions by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A1	\$178,419,500	
Performance Measure Status: Approved			
<i>Driver licensing transactions generated over \$160 million of state revenue in each of fiscal years 2009 and 2010, or over 6% of DOL's collected revenue, for funding Washington government and transportation budget.</i>			

Dollars 001731 - Dollars of Revenue Collected from Driver Transactions by Fiscal Year



A010 Providing Due Process for Drivers

As of 7/28/2015

Statewide Result Area: Healthy and Safe Communities

Statewide Strategy: Administer Justice

Expected Results

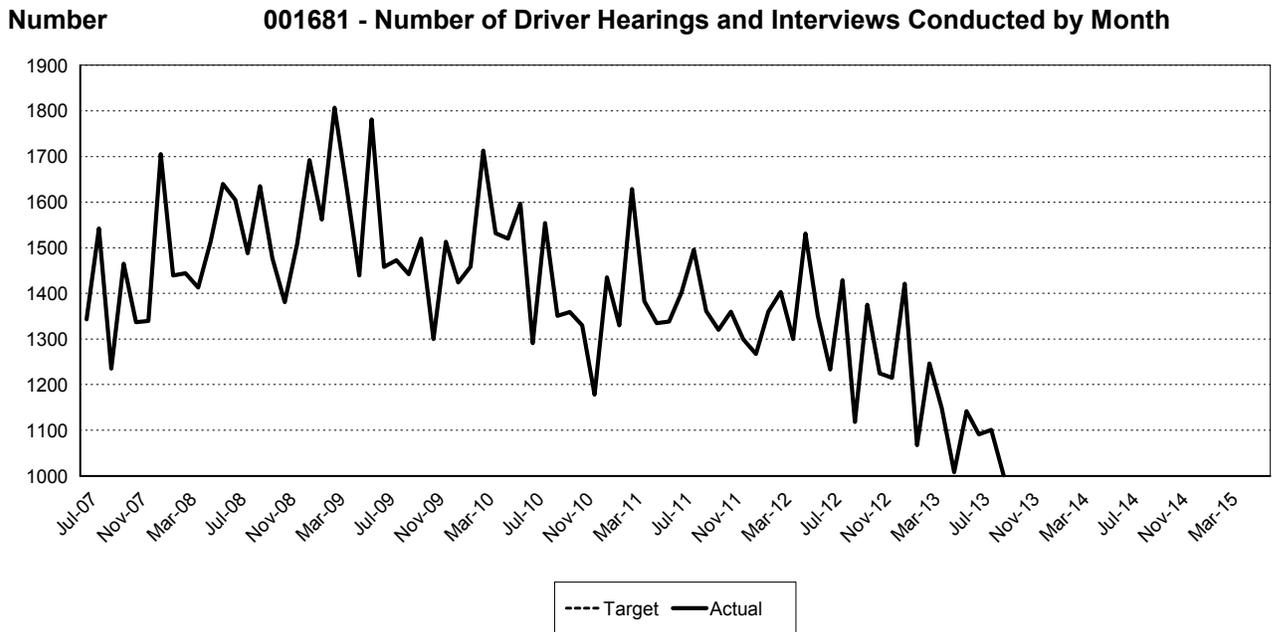
Provide due process for drivers before their licenses are suspended. Protect public safety and reduce the risk of fatalities by removing potentially dangerous drivers from the roads. Conduct 18,000 hearings. Collect in excess of \$1.9 million in revenue. Conduct a DUI hearing within 60 days of the incident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

As of 7/28/2015

001681 - Number of Driver Hearings and Interviews Conducted by Month			
Biennium	Period	Actual	Target
2013-15	M03	1,001	
2013-15	M02	1,101	
2013-15	M01	1,091	
2011-13	M24	1,142	
2011-13	M23	1,008	
2011-13	M22	1,148	
2011-13	M21	1,246	
2011-13	M20	1,067	
2011-13	M19	1,421	
2011-13	M18	1,215	
2011-13	M17	1,225	
2011-13	M16	1,375	
2011-13	M15	1,118	
2011-13	M14	1,429	
2011-13	M13	1,233	
2011-13	M12	1,351	
2011-13	M11	1,531	
2011-13	M10	1,300	
2011-13	M09	1,403	
2011-13	M08	1,360	
2011-13	M07	1,267	
2011-13	M06	1,299	
2011-13	M05	1,360	
2011-13	M04	1,320	
2011-13	M03	1,361	
2011-13	M02	1,496	
2011-13	M01	1,402	
Performance Measure Status: Approved			
<i>DOL provides due process for drivers by conducting hearings and interviews for drivers facing suspension or revocation of driving privileges, promoting fair and just regulatory decisions.</i>			

*Date Measured: 4/30/2012**Comment: data Apr'12- Dec'12 revised in manual spreadsheet 2/21/13 (more hearings and interviews conducted)*

As of 7/28/2015



A011 Regulate Driver Training Schools and Motorcycle Safety Education

Statewide Result Area: Healthy and Safe Communities

Statewide Strategy: Enforce the law

Expected Results

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

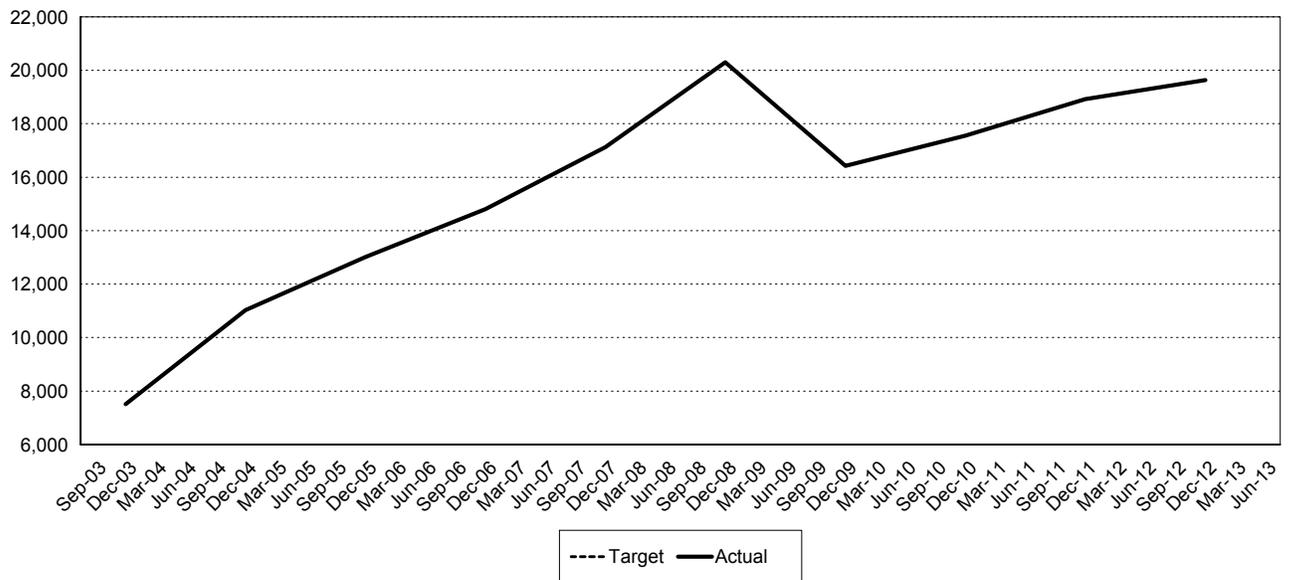
Certification of 230 motorcycle skills instructors, contracting with 13 rider-training sponsors, and monitoring of 29 training sites facilitating the training of 12,000 students, and the completion of 33,060 motorcycle knowledge tests and 6,500 motorcycle skill tests annually.

As of 7/28/2015

001693 - Number of Motorcycle Riders Completing Voluntary Motorcycle Safety Training by Calendar Year			
Biennium	Period	Actual	Target
2011-13	Q6	19,633	
2011-13	Q2	18,918	

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

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



As of 7/28/2015

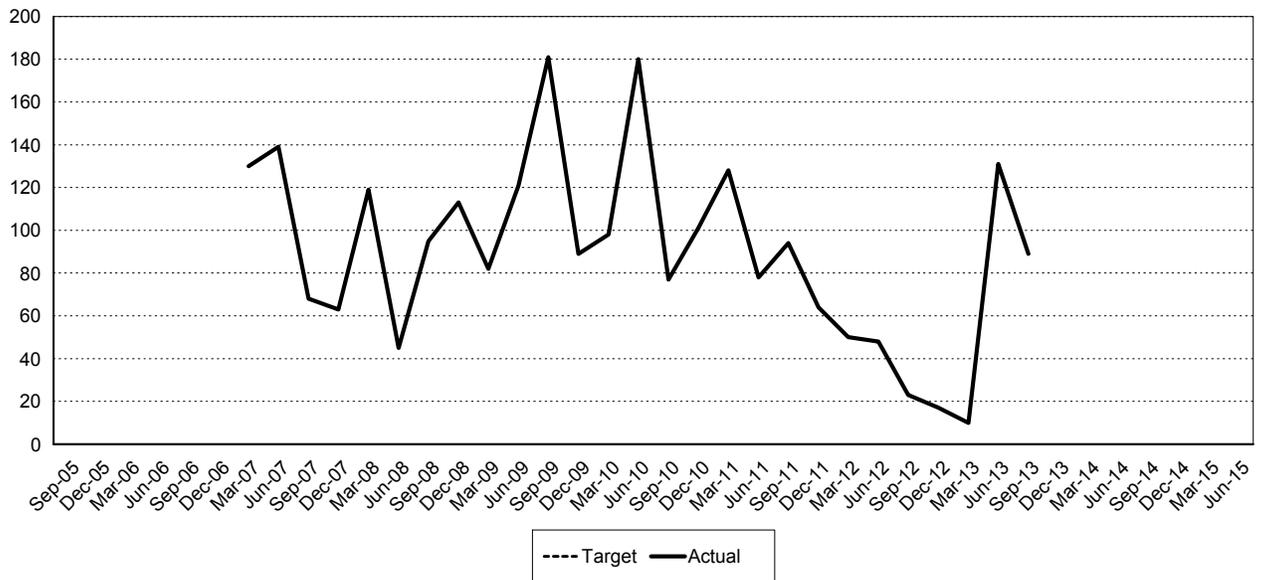
001708 - Number of RCW and WAC Violations Addressed through Audits of Drive Training Schools by Quarter			
Biennium	Period	Actual	Target
2013-15	Q1	89	
2011-13	Q8	131	
2011-13	Q7	10	
2011-13	Q6	17	
2011-13	Q5	23	
2011-13	Q4	48	
2011-13	Q3	50	
2011-13	Q2	64	
2011-13	Q1	94	

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

Date Measured: 12/31/2012

Comment: staff working to implement HB1635 (driver testing outside of DOL offices at drive training schools)

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



As of 7/28/2015

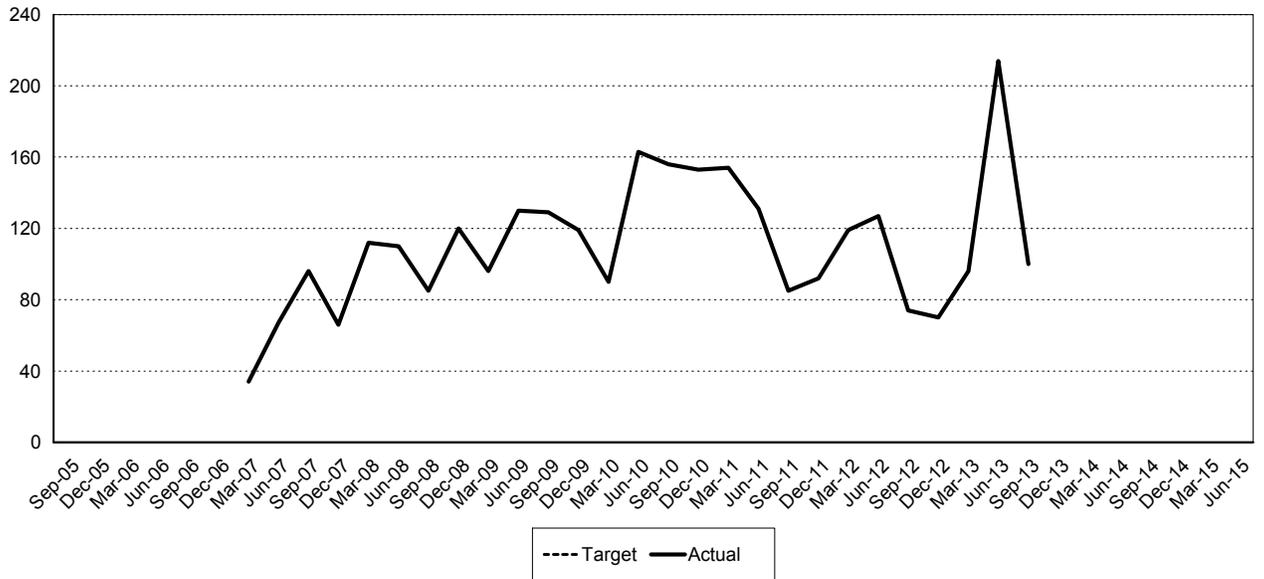
001709 - Number of Audits of Drive Training Schools by Quarter			
Biennium	Period	Actual	Target
2013-15	Q1	100	
2011-13	Q8	214	
2011-13	Q7	96	
2011-13	Q6	70	
2011-13	Q5	74	
2011-13	Q4	127	
2011-13	Q3	119	
2011-13	Q2	92	
2011-13	Q1	85	

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

Date Measured: 12/31/2012

Comment: staff working to implement HB1635 (driver testing outside of DOL offices at drive training schools)

Number 001709 - Number of Audits of Drive Training Schools by Quarter



A012 Firearms Records Clearinghouse

Statewide Result Area: **Healthy and Safe Communities**

Statewide Strategy: **Enforce the law**

Expected Results

As of 7/28/2015

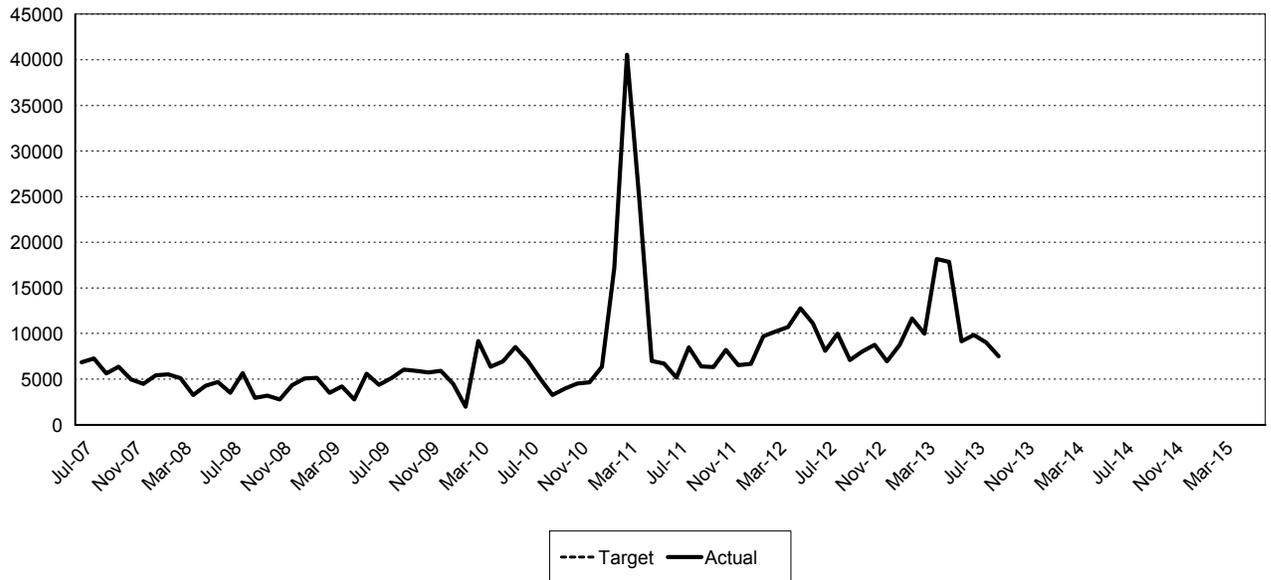
The Firearms Program measures its success by processing all concealed pistol, alien firearm and firearm dealer licenses within three business days after receipt of the document; processing court conviction notices within three to five business days after the receipt of a document; completing all certifications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

As of 7/28/2015

001712 - Number of Records Entered of Concealed Pistol Licenses Issued and Denied by Law Enforcement by Month			
Biennium	Period	Actual	Target
2013-15	M03	7,512	
2013-15	M02	8,994	
2013-15	M01	9,836	
2011-13	M24	9,140	
2011-13	M23	17,838	
2011-13	M22	18,176	
2011-13	M21	9,997	
2011-13	M20	11,655	
2011-13	M19	8,746	
2011-13	M18	6,968	
2011-13	M17	8,760	
2011-13	M16	8,022	
2011-13	M15	7,094	
2011-13	M14	9,975	
2011-13	M13	8,102	
2011-13	M12	11,149	
2011-13	M11	12,778	
2011-13	M10	10,726	
2011-13	M09	10,233	
2011-13	M08	9,711	
2011-13	M07	6,690	
2011-13	M06	6,542	
2011-13	M05	8,221	
2011-13	M04	6,310	
2011-13	M03	6,387	
2011-13	M02	8,474	
2011-13	M01	5,185	
Performance Measure Status: Approved			
<i>DOL provides a centralized database of firearms dealer and owner licenses, conviction notices, related data, to enable and speed law enforcement's ability to protect the public. This volume represents new monthly detail available to them.</i>			

As of 7/28/2015

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



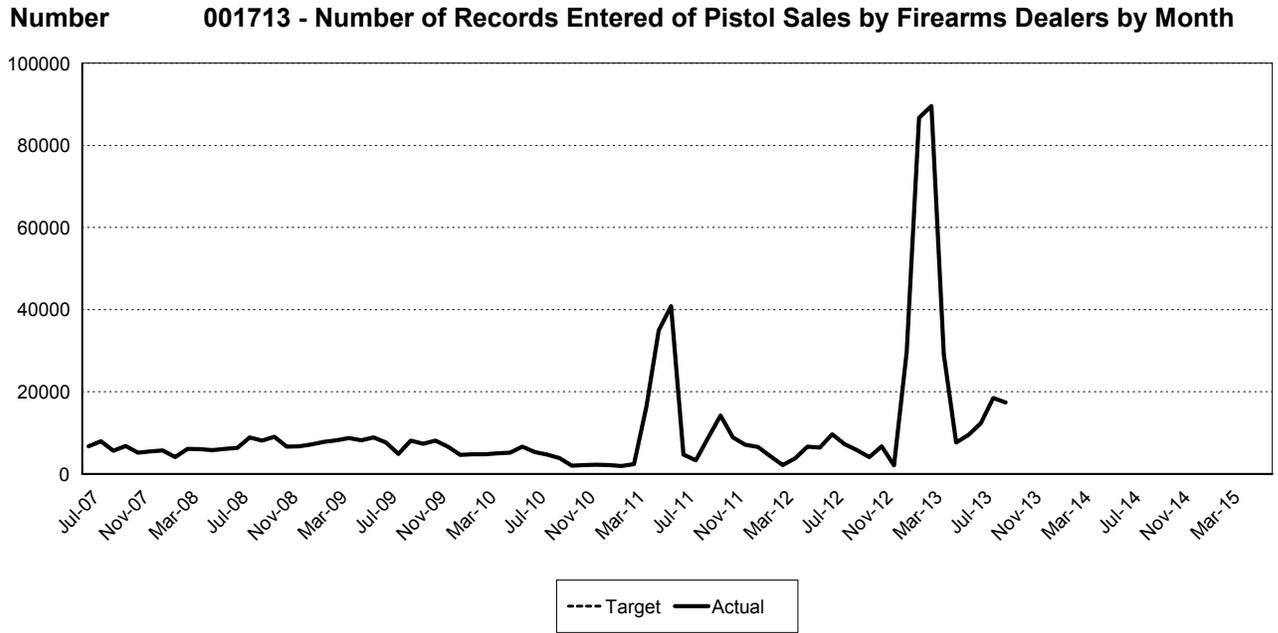
As of 7/28/2015

001713 - Number of Records Entered of Pistol Sales by Firearms Dealers by Month			
Biennium	Period	Actual	Target
2013-15	M03	17,376	
2013-15	M02	18,450	
2013-15	M01	12,377	
2011-13	M24	9,512	
2011-13	M23	7,626	
2011-13	M22	29,160	
2011-13	M21	89,560	
2011-13	M20	86,724	
2011-13	M19	29,663	
2011-13	M18	2,045	
2011-13	M17	6,740	
2011-13	M16	4,048	
2011-13	M15	5,796	
2011-13	M14	7,254	
2011-13	M13	9,660	
2011-13	M12	6,428	
2011-13	M11	6,625	
2011-13	M10	3,739	
2011-13	M09	2,128	
2011-13	M08	4,274	
2011-13	M07	6,569	
2011-13	M06	7,068	
2011-13	M05	8,893	
2011-13	M04	14,225	
2011-13	M03	8,774	
2011-13	M02	3,333	
2011-13	M01	4,667	
Performance Measure Status: Approved			
<i>DOL provides a centralized database of firearms dealer and owner licenses, conviction notices, related data, to enable and speed law enforcement's ability to protect the public. This volume represents new monthly detail available to them.</i>			

Date Measured: 4/30/2013

Comment: overtime project

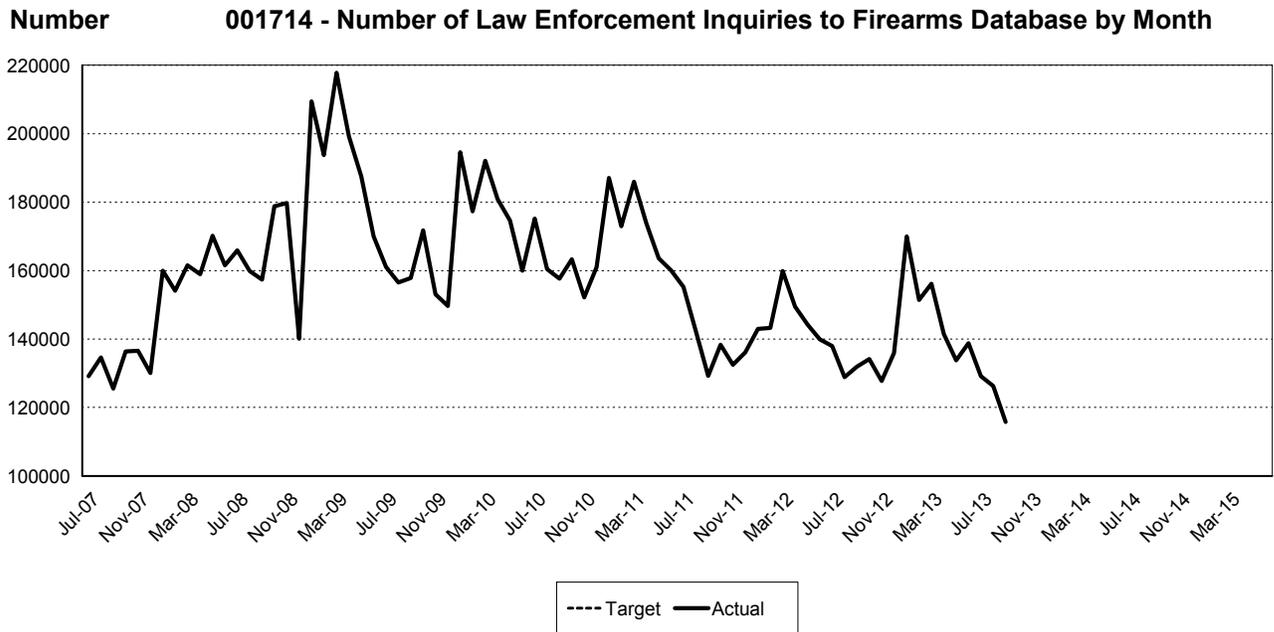
As of 7/28/2015



As of 7/28/2015

001714 - Number of Law Enforcement Inquiries to Firearms Database by Month			
Biennium	Period	Actual	Target
2013-15	M03	115,708	
2013-15	M02	126,227	
2013-15	M01	129,126	
2011-13	M24	138,784	
2011-13	M23	133,781	
2011-13	M22	141,512	
2011-13	M21	156,164	
2011-13	M20	151,432	
2011-13	M19	170,003	
2011-13	M18	135,901	
2011-13	M17	127,781	
2011-13	M16	134,117	
2011-13	M15	131,904	
2011-13	M14	128,859	
2011-13	M13	137,997	
2011-13	M12	139,903	
2011-13	M11	144,261	
2011-13	M10	149,510	
2011-13	M09	159,910	
2011-13	M08	143,274	
2011-13	M07	142,970	
2011-13	M06	136,104	
2011-13	M05	132,461	
2011-13	M04	138,319	
2011-13	M03	129,223	
2011-13	M02	142,322	
2011-13	M01	155,234	
Performance Measure Status: Approved			
<i>Volume of inquiries represents the value of this database to law enforcement as information enables and speeds their ability to protect the public.</i>			

As of 7/28/2015



A016 Administration of Fuel Tax Collection and Motor Carrier Services

Statewide Result Area: Efficient, Effective and Accountable Government

Statewide Strategy: Safeguard and manage public funds

Expected Results

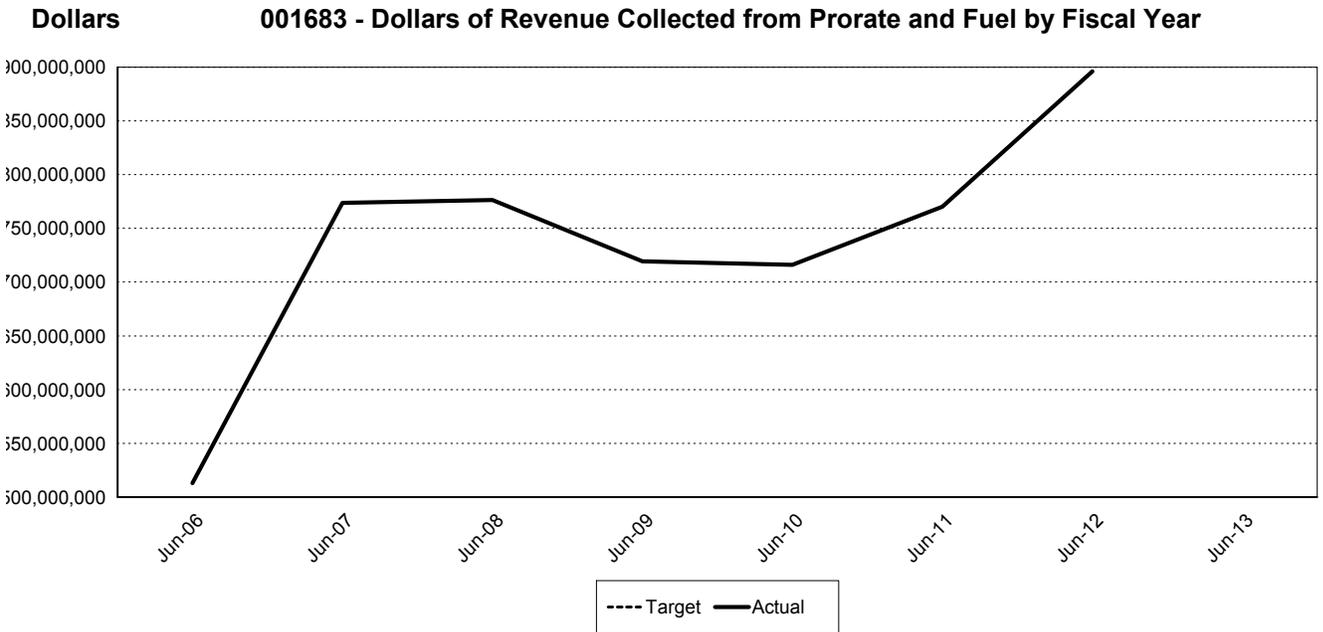
Provide one-stop vehicle licensing and fuel tax filing services for Washington-based interstate motor carriers. Significantly reduce paperwork and compliance burdens for fuel tax licensing, reporting, and payment of fuel taxes for interstate motor carriers by consolidating fuel tax license and vehicle registration issued by the base state into one process to operate in all states and Canadian provinces. Administration of the IRP and IFTA in Washington. Collect \$2.01.9 billion in fuel taxes per biennium. Issue 16 different types of fuel licenses that impact about 7,000 businesses. Annually process 20,000 business tax returns, and 52,000 licensing transactions. Collect \$43.8 million in Washington commercial vehicle registration fees. Collect and transmit \$12 million to other IRP jurisdictions. License 3,600 IFTA accounts. Annually conduct 400 field audits to ensure compliance and uniformity with prorate and fuel tax statutes. Conduct investigations of suspected fraudulent fuel transactions to ensure fuel taxes are paid to the state. Recover over \$4 million each biennium in unpaid taxes. Process and issue 20,000 prorate and fuel tax refunds annually (\$30 million each biennium). Provide assistance to tribal governments through the pursuit and procurement of 13 state/tribal fuel tax agreements for reimbursement of state fuel taxes. With the Washington State Patrol, Department of Transportation, and state trucking associations, administer the PRISM program (to determine the safety fitness of motor carriers prior to vehicle registration) and the CVISN program.

As of 7/28/2015

001683 - Dollars of Revenue Collected from Prorate and Fuel by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A1	\$1,896,187,795	

Performance Measure Status: Approved

DOL revenue collection is second only to DOR's. Prorate and fuel taxes represent DOL's largest type of collected revenue. DOL collected over \$3.4 billion in the '07-09 biennium.

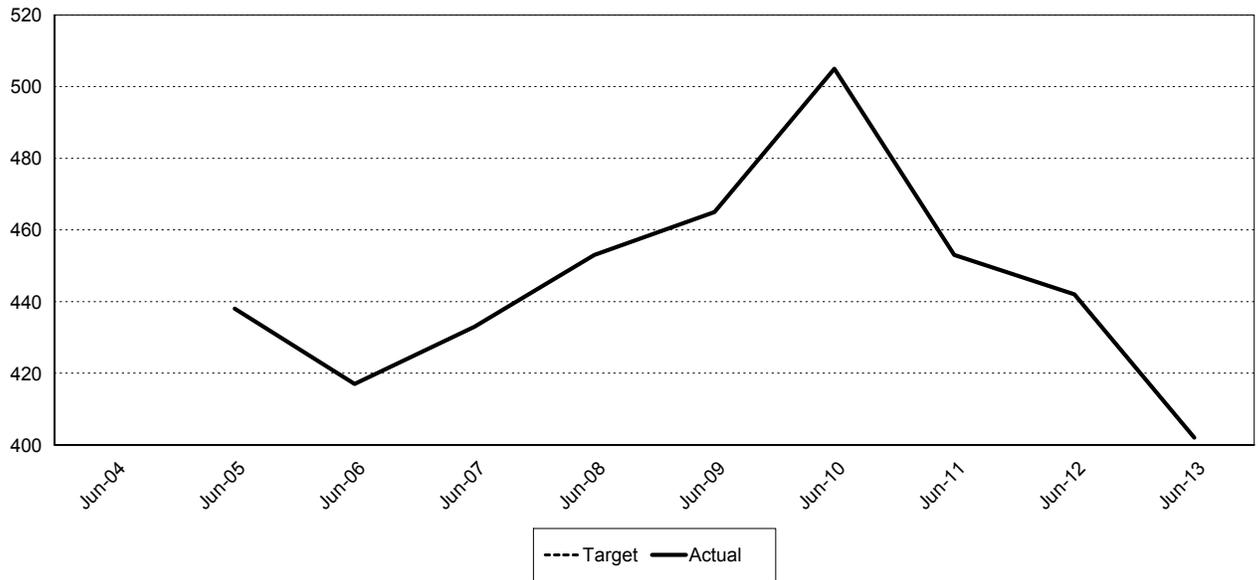


As of 7/28/2015

001702 - Number of Audits of Fuel Tax Businesses by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A2	402	
2011-13	A1	442	

Performance Measure Status: Approved
DOL audits fuel distributors for compliance to laws to protect distributors, the general public safety, and state tax revenue.

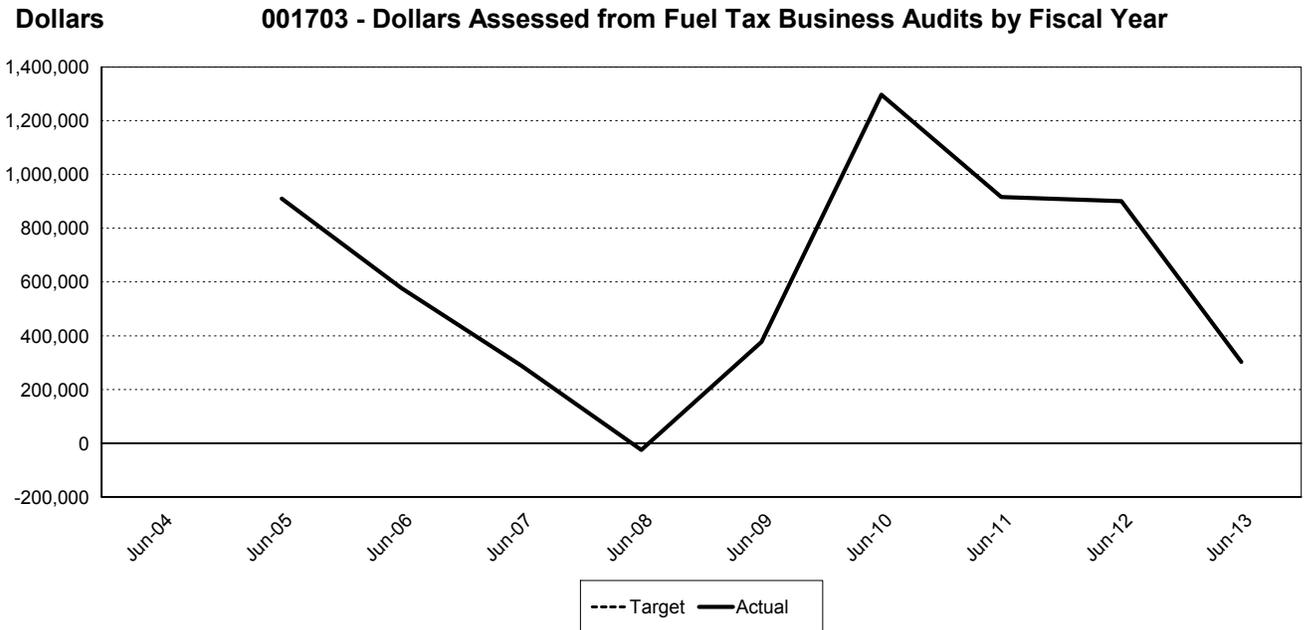
Number 001702 - Number of Audits of Fuel Tax Businesses by Fiscal Year



As of 7/28/2015

001703 - Dollars Assessed from Fuel Tax Business Audits by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A2	\$302,110	
2011-13	A1	\$901,227	

Performance Measure Status: Approved
Audits of fuel distributors result in findings of taxes and penalties due, and for correction to safety issues.



A017 Professional Licensing and Regulation

Statewide Result Area: Prosperous Economy

Statewide Strategy: Provide consumer protection

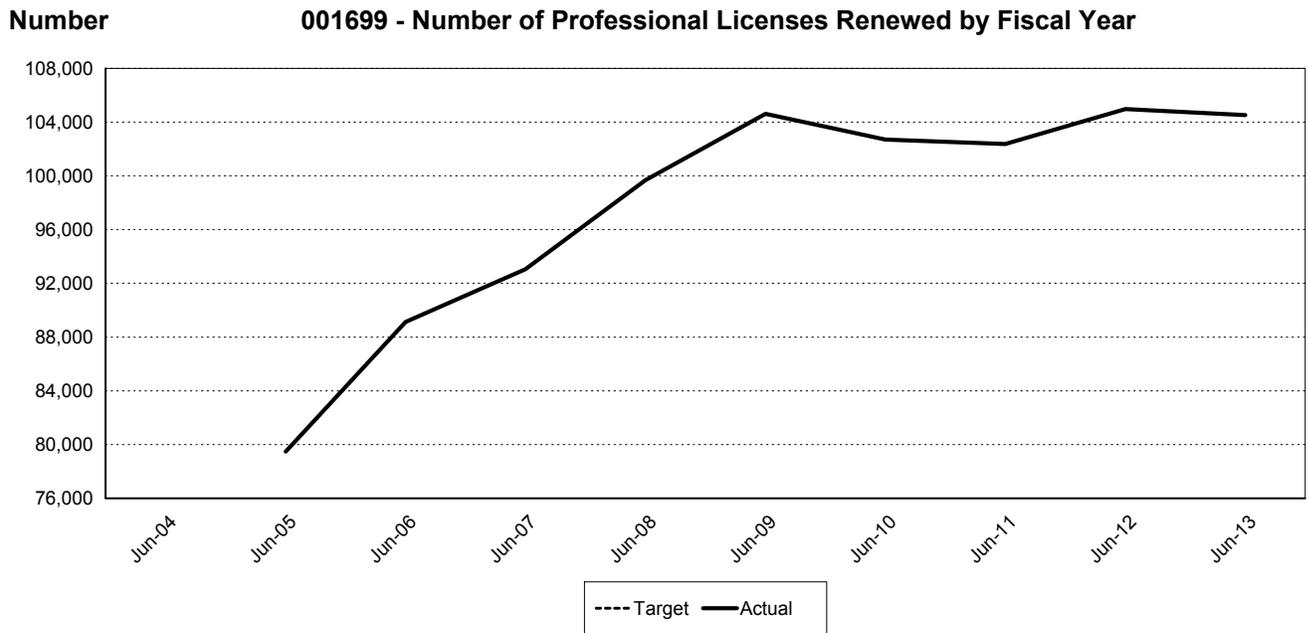
Expected Results

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.

As of 7/28/2015

001699 - Number of Professional Licenses Renewed by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A2	104,530	
2011-13	A1	104,965	

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



A018 Uniform Commercial Code Program

Statewide Result Area: Prosperous Economy

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

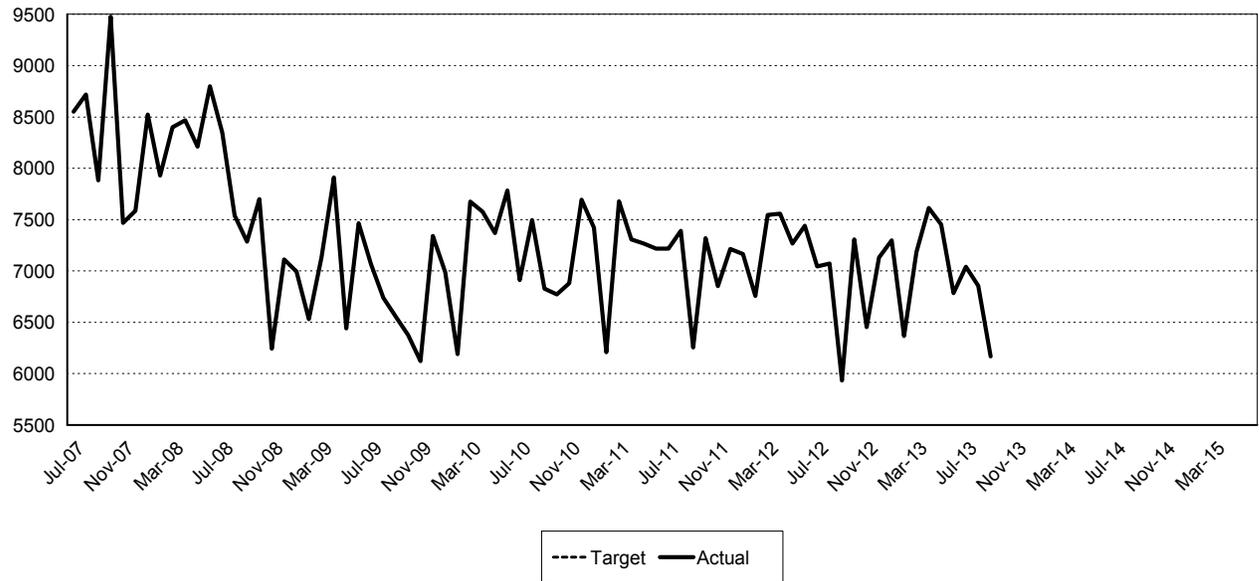
The UCC program measured its success in Fiscal Year 2003 by processing approximately 92,172 new filings, conducting 16,146 searches, and collecting approximately \$1.5 million in revenue; providing immediate, online access for the public to file and search at reduced fees; completing all filings and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

As of 7/28/2015

001687 - Number of UCC Filings Processed by Month			
Biennium	Period	Actual	Target
2013-15	M03	6,166	
2013-15	M02	6,854	
2013-15	M01	7,040	
2011-13	M24	6,783	
2011-13	M23	7,452	
2011-13	M22	7,613	
2011-13	M21	7,182	
2011-13	M20	6,366	
2011-13	M19	7,296	
2011-13	M18	7,131	
2011-13	M17	6,451	
2011-13	M16	7,307	
2011-13	M15	5,933	
2011-13	M14	7,072	
2011-13	M13	7,044	
2011-13	M12	7,441	
2011-13	M11	7,265	
2011-13	M10	7,558	
2011-13	M09	7,545	
2011-13	M08	6,757	
2011-13	M07	7,165	
2011-13	M06	7,213	
2011-13	M05	6,853	
2011-13	M04	7,318	
2011-13	M03	6,255	
2011-13	M02	7,391	
2011-13	M01	7,218	
Performance Measure Status: Approved			
<i>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.</i>			

As of 7/28/2015

001687 - Number of UCC Filings Processed by Month

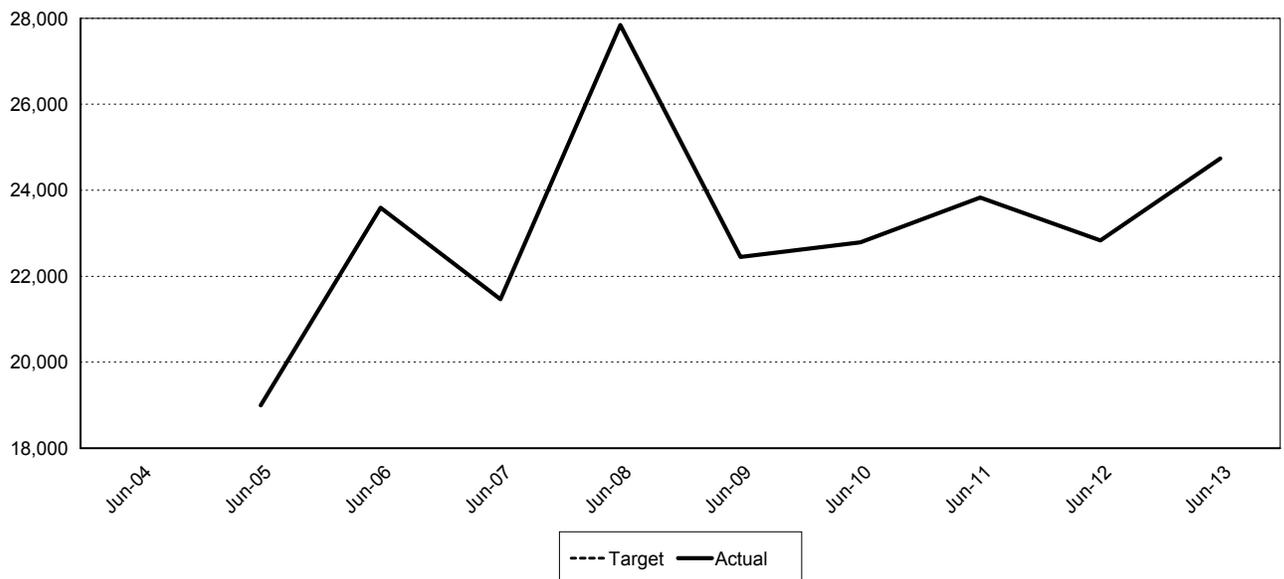


001688 - Number of Professional Licenses Issued by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A2	24,739	
2011-13	A1	22,833	

Performance Measure Status: Approved

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.

001688 - Number of Professional Licenses Issued by Fiscal Year



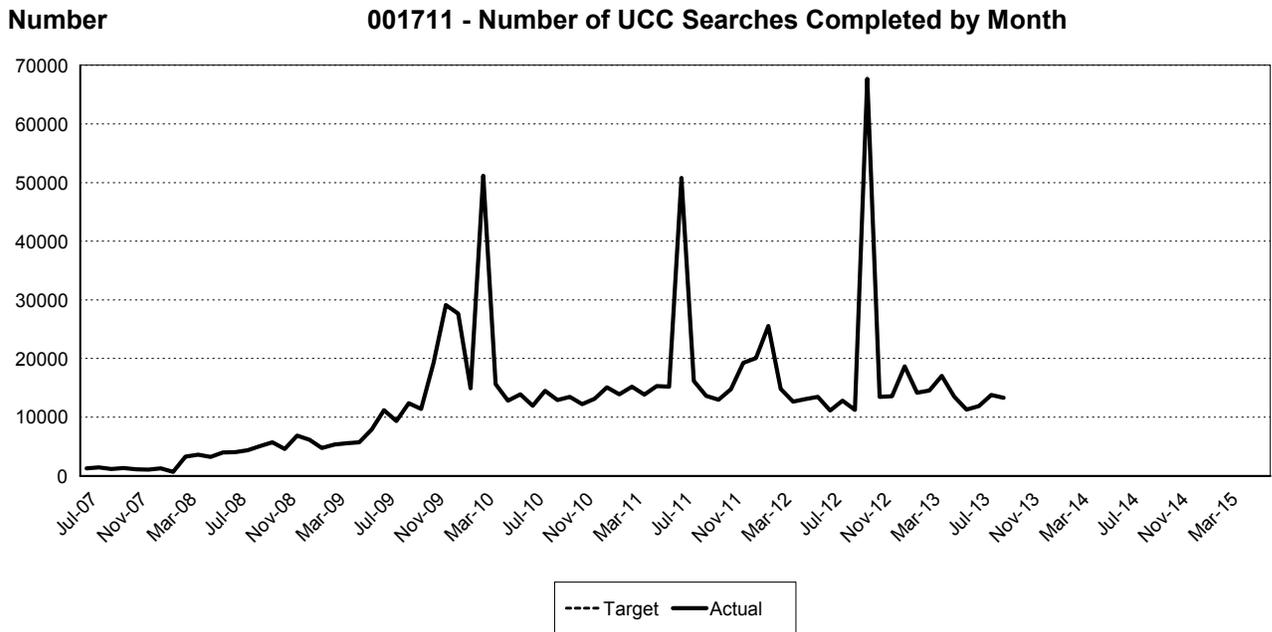
As of 7/28/2015

001711 - Number of UCC Searches Completed by Month			
Biennium	Period	Actual	Target
2013-15	M03	13,288	
2013-15	M02	13,790	
2013-15	M01	11,921	
2011-13	M24	11,327	
2011-13	M23	13,544	
2011-13	M22	17,044	
2011-13	M21	14,543	
2011-13	M20	14,175	
2011-13	M19	18,696	
2011-13	M18	13,603	
2011-13	M17	13,483	
2011-13	M16	67,699	
2011-13	M15	11,237	
2011-13	M14	12,841	
2011-13	M13	11,118	
2011-13	M12	13,482	
2011-13	M11	13,080	
2011-13	M10	12,635	
2011-13	M09	14,829	
2011-13	M08	25,553	
2011-13	M07	20,064	
2011-13	M06	19,281	
2011-13	M05	14,787	
2011-13	M04	12,971	
2011-13	M03	13,644	
2011-13	M02	16,181	
2011-13	M01	50,771	
Performance Measure Status: Approved			
<i>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.</i>			

Date Measured: 10/31/2012

Comment: unauthorized online test runs in Production instead of test site

As of 7/28/2015



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

Statewide Result Area: Prosperous Economy

Statewide Strategy: Provide consumer protection

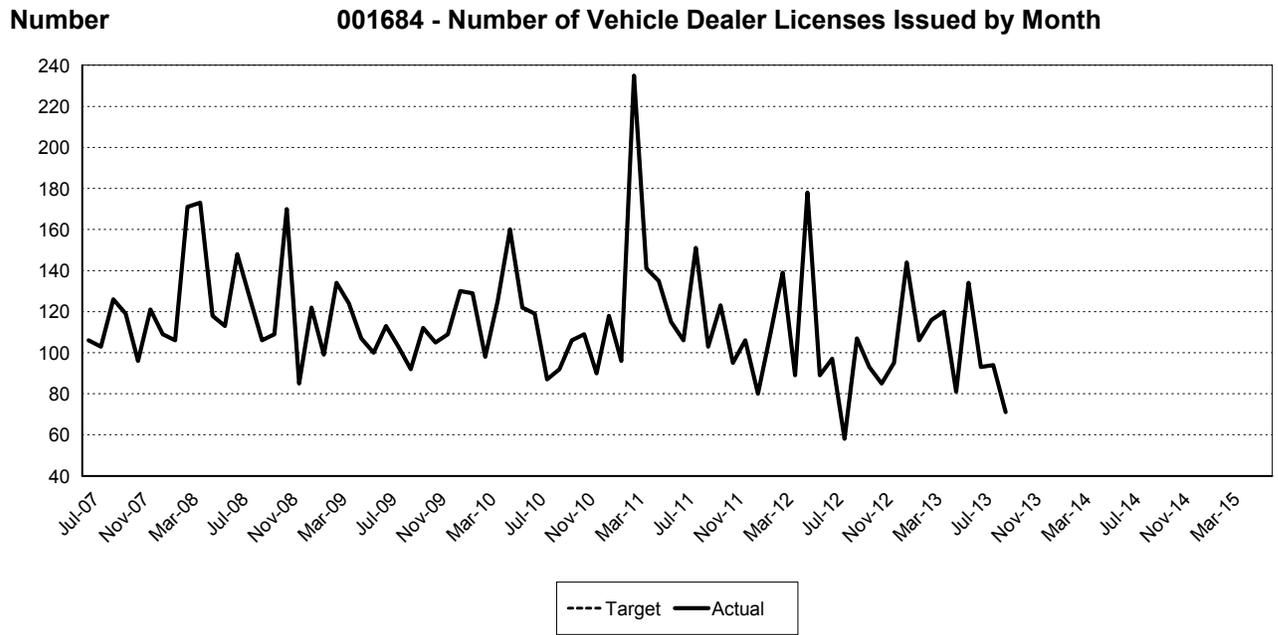
Expected Results

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/manufacturer franchise disputes. Examine vehicle and vessel title documents submitted through county auditor offices and subagents for evidence of fraud, and provide evidence to field offices for investigation and agency administrative action or prosecution through cooperation with law enforcement. Examine all applications for financial integrity.

As of 7/28/2015

001684 - Number of Vehicle Dealer Licenses Issued by Month			
Biennium	Period	Actual	Target
2013-15	M03	71	
2013-15	M02	94	
2013-15	M01	93	
2011-13	M24	134	
2011-13	M23	81	
2011-13	M22	120	
2011-13	M21	116	
2011-13	M20	106	
2011-13	M19	144	
2011-13	M18	95	
2011-13	M17	85	
2011-13	M16	93	
2011-13	M15	107	
2011-13	M14	58	
2011-13	M13	97	
2011-13	M12	89	
2011-13	M11	178	
2011-13	M10	89	
2011-13	M09	139	
2011-13	M08	109	
2011-13	M07	80	
2011-13	M06	106	
2011-13	M05	95	
2011-13	M04	123	
2011-13	M03	103	
2011-13	M02	151	
2011-13	M01	106	
Performance Measure Status: Approved			
<i>New vehicle dealer licenses issued indicate new entities to regulate and audit to protect consumers' financially and mitigate risks related to unsafe vehicles.</i>			

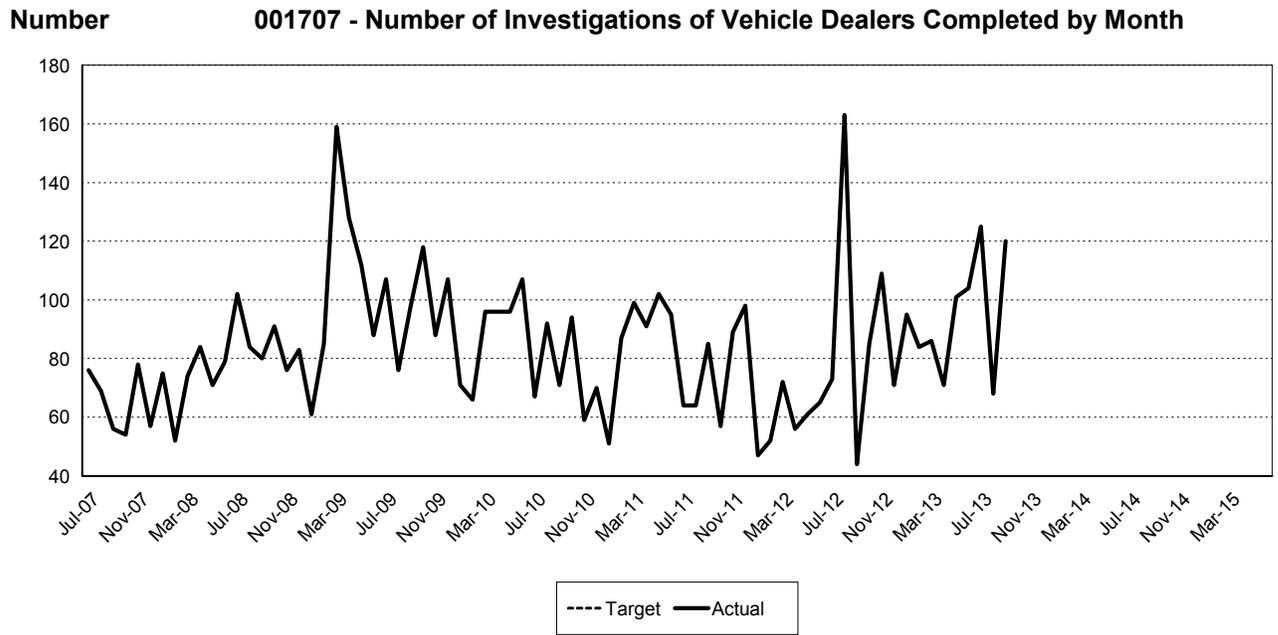
As of 7/28/2015



As of 7/28/2015

001707 - Number of Investigations of Vehicle Dealers Completed by Month			
Biennium	Period	Actual	Target
2013-15	M03	120	
2013-15	M02	68	
2013-15	M01	125	
2011-13	M24	104	
2011-13	M23	101	
2011-13	M22	71	
2011-13	M21	86	
2011-13	M20	84	
2011-13	M19	95	
2011-13	M18	71	
2011-13	M17	109	
2011-13	M16	85	
2011-13	M15	44	
2011-13	M14	163	
2011-13	M13	73	
2011-13	M12	65	
2011-13	M11	61	
2011-13	M10	56	
2011-13	M09	72	
2011-13	M08	52	
2011-13	M07	47	
2011-13	M06	98	
2011-13	M05	89	
2011-13	M04	57	
2011-13	M03	85	
2011-13	M02	64	
2011-13	M01	64	
Performance Measure Status: Approved			
<i>DOL investigates vehicle dealers to protect consumers from financial and vehicle safety risks.</i>			

As of 7/28/2015



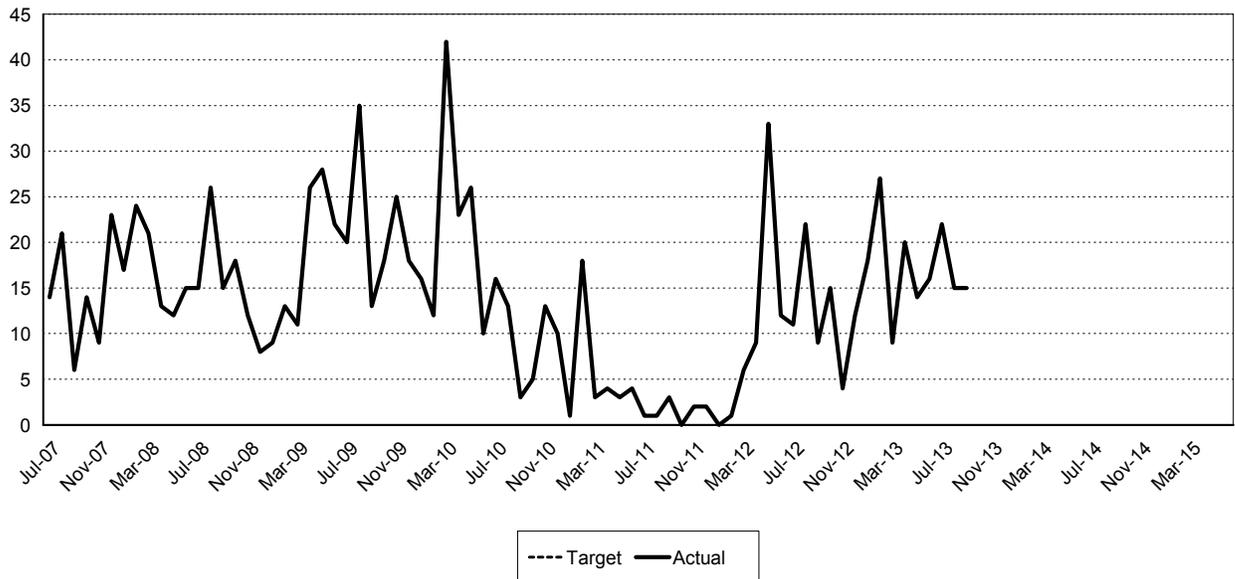
As of 7/28/2015

001722 - Number of Audits of Vehicle Dealers by Month			
Biennium	Period	Actual	Target
2013-15	M03	15	
2013-15	M02	15	
2013-15	M01	22	
2011-13	M24	16	
2011-13	M23	14	
2011-13	M22	20	
2011-13	M21	9	
2011-13	M20	27	
2011-13	M19	18	
2011-13	M18	12	
2011-13	M17	4	
2011-13	M16	15	
2011-13	M15	9	
2011-13	M14	22	
2011-13	M13	11	
2011-13	M12	12	
2011-13	M11	33	
2011-13	M10	9	
2011-13	M09	6	
2011-13	M08	1	
2011-13	M07	0	
2011-13	M06	2	
2011-13	M05	2	
2011-13	M04	0	
2011-13	M03	3	
2011-13	M02	1	
2011-13	M01	1	
Performance Measure Status: Approved			
<i>DOL audits vehicle dealers to protect consumers from financial and vehicle safety risks.</i>			

*Date Measured: 5/31/2012**Comment: vacant audit manager position filled*

As of 7/28/2015

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



A021 Administration of Vehicle and Vessel Title and Registration Services

Statewide Result Area: Efficient, Effective and Accountable Government

Statewide Strategy: Safeguard and manage public funds

Expected Results

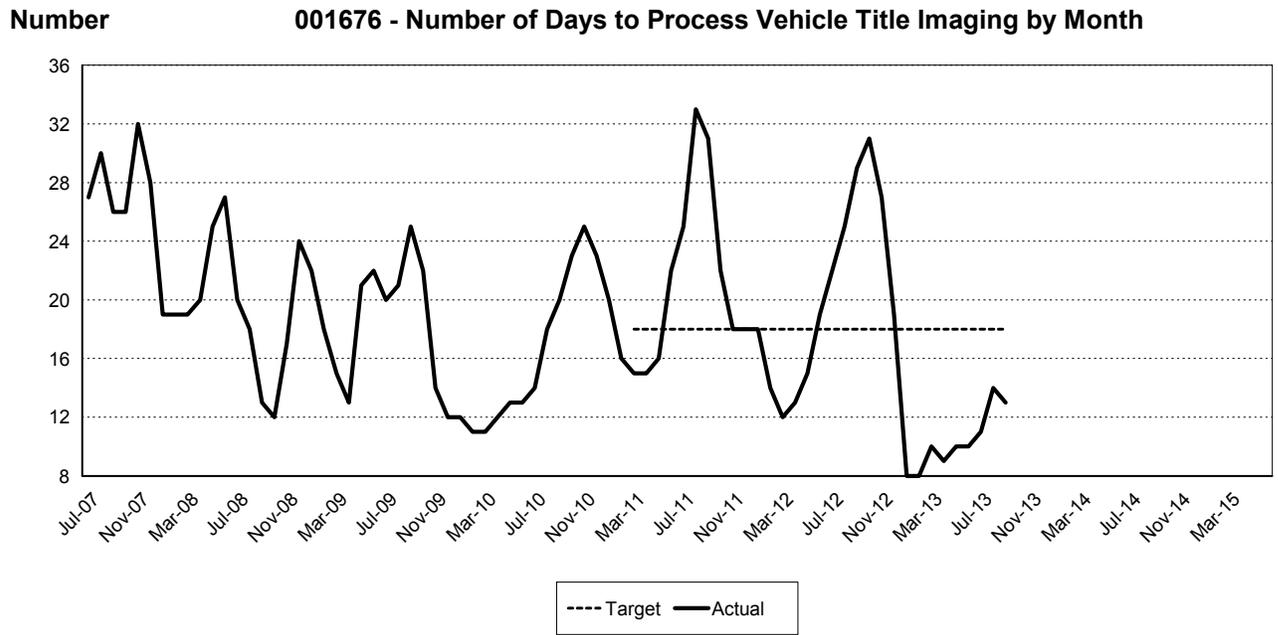
Collect \$708 million for the Motor Vehicle Fund, \$33.4 million for the General Fund-State from vessel registration, which supports boating safety education and marine law enforcement programs, \$125.3 million in vehicle excise taxes for the Regional Transit Authority, and \$328 million for the Department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

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

As of 7/28/2015

001676 - Number of Days to Process Vehicle Title Imaging by Month			
Biennium	Period	Actual	Target
2013-15	M03	13	18
2013-15	M02	14	18
2013-15	M01	11	18
2011-13	M24	10	18
2011-13	M23	10	18
2011-13	M22	9	18
2011-13	M21	10	18
2011-13	M20	8	18
2011-13	M19	8	18
2011-13	M18	19	18
2011-13	M17	27	18
2011-13	M16	31	18
2011-13	M15	29	18
2011-13	M14	25	18
2011-13	M13	22	18
2011-13	M12	19	18
2011-13	M11	15	18
2011-13	M10	13	18
2011-13	M09	12	18
2011-13	M08	14	18
2011-13	M07	18	18
2011-13	M06	18	18
2011-13	M05	18	18
2011-13	M04	22	18
2011-13	M03	31	18
2011-13	M02	33	18
2011-13	M01	25	18
Performance Measure Status: Approved			
<i>Vehicle title processing time is a measure of customer service to buyers, sellers, lenders, law enforcement, and others relying on timely accurate records.</i>			

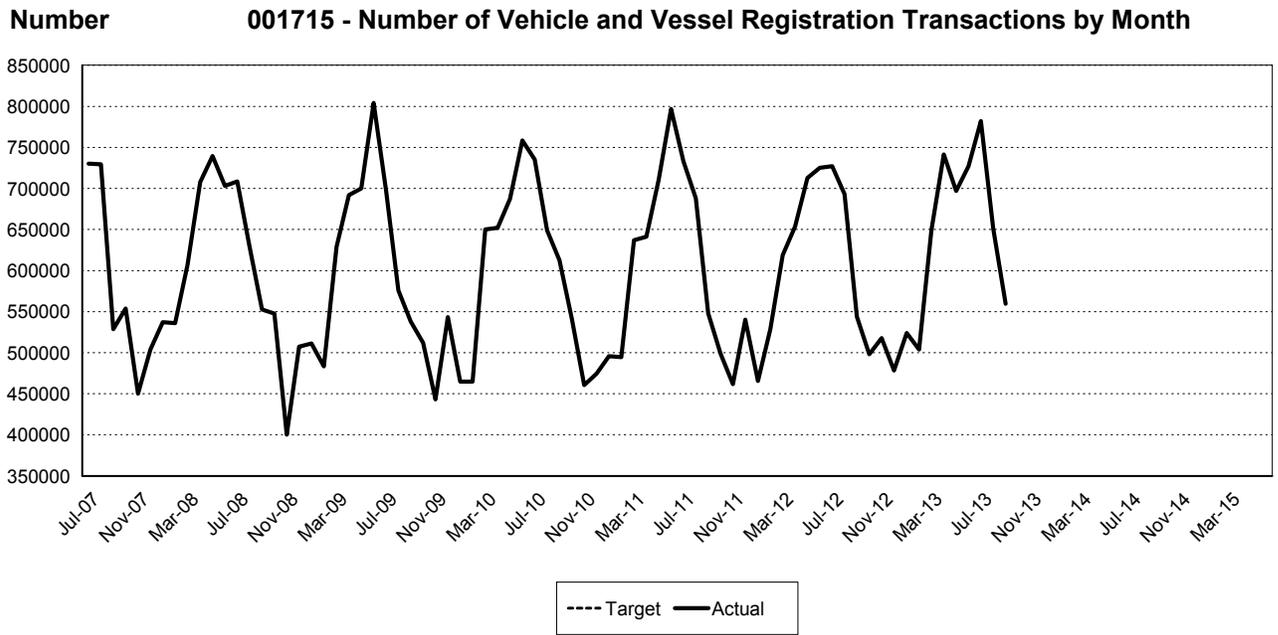
As of 7/28/2015



As of 7/28/2015

001715 - Number of Vehicle and Vessel Registration Transactions by Month (new, renewal tabs, and other)			
Biennium	Period	Actual	Target
2013-15	M03	559,609	
2013-15	M02	650,906	
2013-15	M01	782,217	
2011-13	M24	727,151	
2011-13	M23	696,871	
2011-13	M22	741,326	
2011-13	M21	649,376	
2011-13	M20	503,819	
2011-13	M19	524,041	
2011-13	M18	478,225	
2011-13	M17	517,856	
2011-13	M16	497,900	
2011-13	M15	543,585	
2011-13	M14	693,160	
2011-13	M13	726,999	
2011-13	M12	725,023	
2011-13	M11	713,024	
2011-13	M10	653,459	
2011-13	M09	618,858	
2011-13	M08	528,774	
2011-13	M07	465,669	
2011-13	M06	540,067	
2011-13	M05	461,696	
2011-13	M04	498,880	
2011-13	M03	548,171	
2011-13	M02	688,241	
2011-13	M01	732,925	
Performance Measure Status: Approved			
<i>DOL registers vehicles and vessels, renews and maintains records, to support buyers and sellers, consumer safety, law enforcement, and generate state revenue, through county agents and sub-agents. DOL conducts related regulatory functions.</i>			

As of 7/28/2015

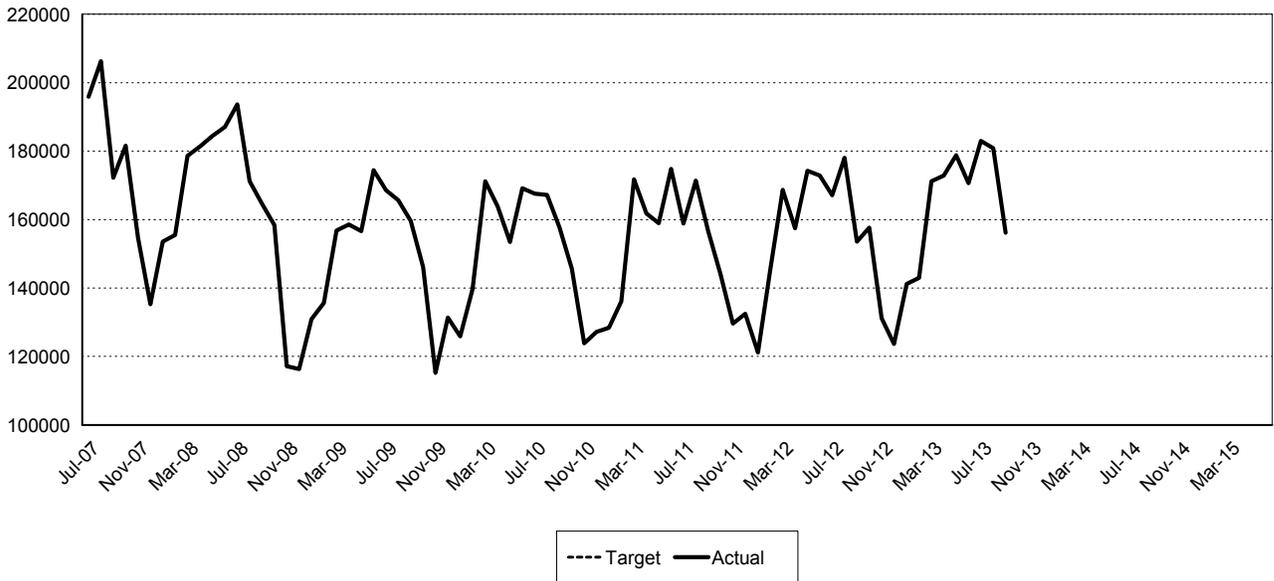


As of 7/28/2015

001716 - Number of Vehicle and Vessel Title Transactions by Month (new, transfers, and other)			
Biennium	Period	Actual	Target
2013-15	M03	156,154	
2013-15	M02	180,819	
2013-15	M01	182,945	
2011-13	M24	170,675	
2011-13	M23	178,806	
2011-13	M22	172,828	
2011-13	M21	171,211	
2011-13	M20	142,921	
2011-13	M19	141,207	
2011-13	M18	123,664	
2011-13	M17	131,152	
2011-13	M16	157,614	
2011-13	M15	153,541	
2011-13	M14	178,053	
2011-13	M13	167,125	
2011-13	M12	172,857	
2011-13	M11	174,305	
2011-13	M10	157,463	
2011-13	M09	168,645	
2011-13	M08	145,480	
2011-13	M07	121,183	
2011-13	M06	132,441	
2011-13	M05	129,592	
2011-13	M04	143,946	
2011-13	M03	156,608	
2011-13	M02	171,367	
2011-13	M01	158,861	
Performance Measure Status: Approved			
<i>DOL issues and records vehicle and vessel title transactions to support buyers and sellers, consumer safety, law enforcement, and generate state revenue, through county agents and sub-agents. DOL conducts regulatory functions.</i>			

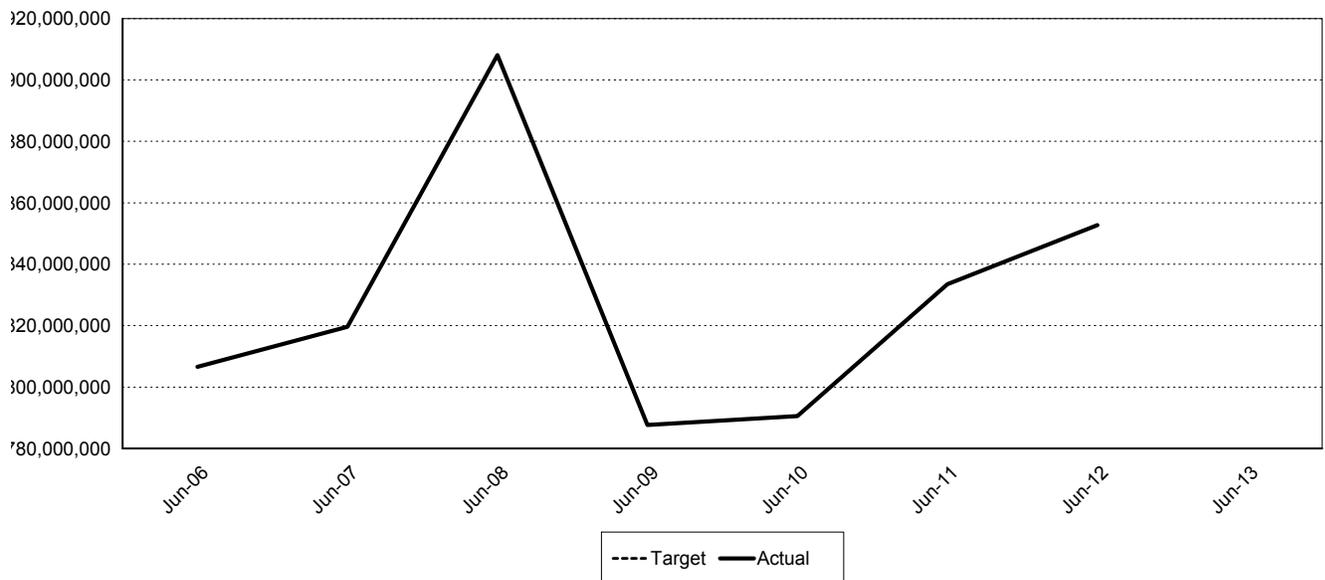
As of 7/28/2015

Number 001716 - Number of Vehicle and Vessel Title Transactions by Month



001723 - Dollars of Revenue Collected from Vehicle and Vessel Transactions by Fiscal Year			
Biennium	Period	Actual	Target
2011-13	A1	\$852,726,862	
Performance Measure Status: Approved <i>DOL collects vehicle and vessel services fees of over \$822 million per year, to fund Washington's transportation budget and other activities.</i>			

Dollars 001723 - Dollars of Revenue Collected from Vehicle and Vessel Transactions by Fiscal Year



As of 7/28/2015

<u>Parameter</u>	<u>Entered As</u>
Budget Period	2015-17
Agency	240
Program	*
Status Preference	Approved
Usage Type	Budget
Event	No Event
Data Table Biennium	2015-17
Include Expected Results Text	Y
Include Trend Line	Y
Include Data Table	Y
Chart Type	Line
User Group	O