



**Office of  
Financial Management**  
STATE OF WASHINGTON

# Activity Inventory Performance Measure Assessment

## Utilities and Transportation Commission

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Based on a review of the following: The agency strategic plan, the budget activity inventory, internal performance measure reports, and an interview with the agency contacts

# Current Strengths and Good Practices

- In many instances the agency was able to provide enough data to allow for some statistical analysis of the data patterns.
- In all but one measure, the data for the most recently completed fiscal year or quarter was already entered in to the performance measure tracking system (PMT).
- Every budget activity is currently associated with at least one performance measure.
- The suite of performance measures shows a good balance between results, outputs, and process-oriented measures.
- The topics and structure of many of the performance measures would allow the agency to use other states or similar organizations as benchmarks to add context to current performance levels.

# Budget Activity and Performance Measure Comments and Potential Improvements

- The agency currently maintains a number of measures that are less relevant to OFM, and would serve better as internal management tools:
  - A001 - Website availability
  - A011 - Consumer Affairs staff survey ratings
  - A013 - Public Counsel funding
  - A01A - On-line motor carrier renewals (Good for now, but will soon be obsolete)
- There are some agency business lines and budget activities whose performance story would be enhanced if new measures were developed around the following topics:
  - The timeliness of regulatory fee payments or amount late of penalties assessed
  - The percent of hearings that need to be continued later or rescheduled
  - The number and duration of storm-related power outages
  - The percent of power generated at investor owned facilities that comes from renewable resources.
- In addition, the size of the caseloads or the number of companies regulated (inputs) is not evident in many percentage-related measures, which makes it difficult to outline the scope of the performance issue in question.
- Most of the titles of the measures are difficult to understand if you are not familiar with the subject industry. Energy needs to be spent using the principles of “Plain Talk” to improve the performance measure titles and descriptions.
- With many measures the current annual reporting frequency should be changed to a quarterly report to provide more data and improve timeliness.

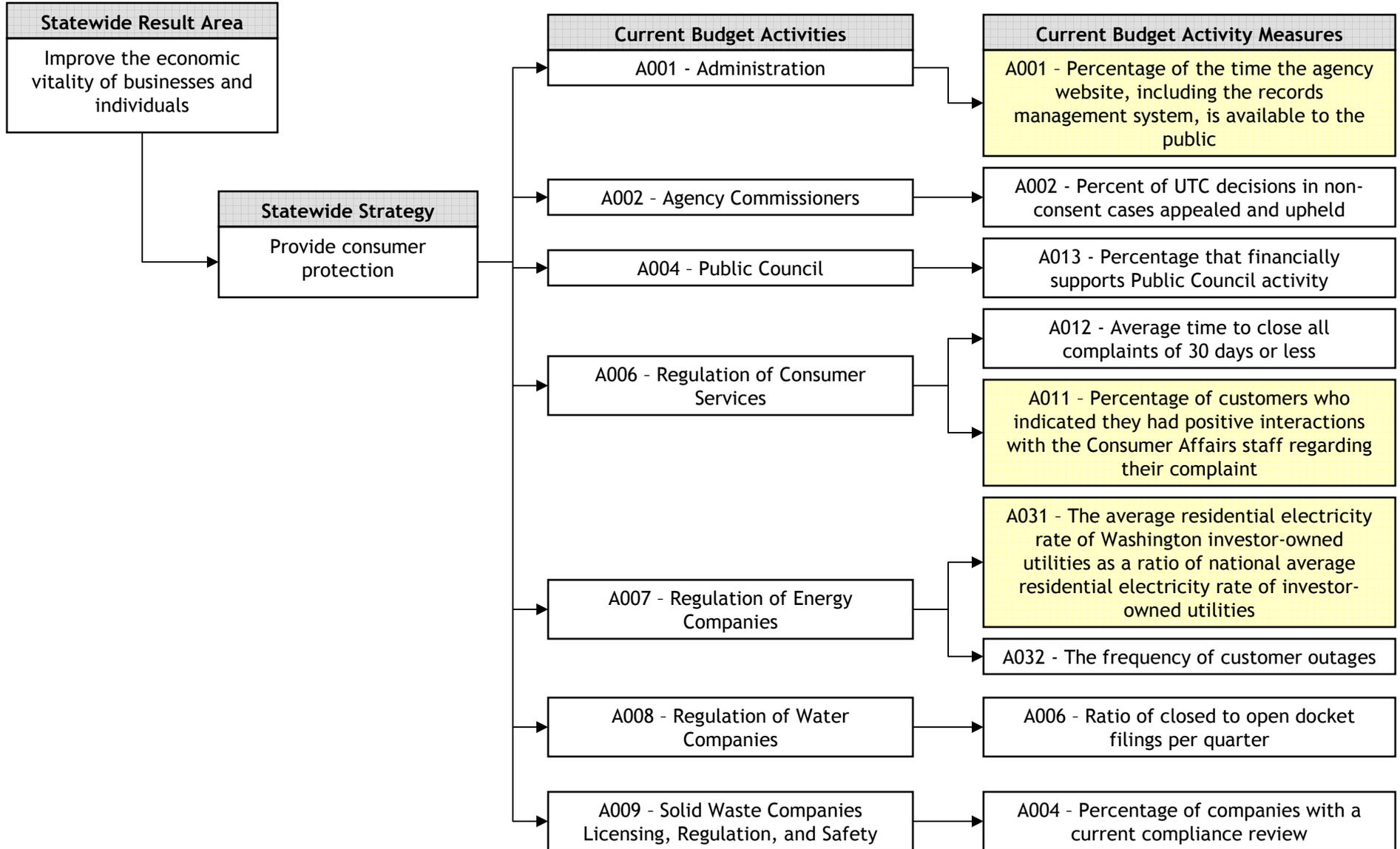
# Analysis of Current Activity Measure Data

- The measure, A005 - Telephone industry competition index shows a stable and predictable declining (desirable) trend. If nothing changes, the decline should be expected continue at the current rate.
- The measures around the topics of train collisions and the ratio of closed to open dockets are stable and predictable. Future results should be very similar to current performance. However, current performance is not capable of achieving the current targets 100% of the time. Improved performance will require some improvement to the processes that contribute to these results.
- The measure tracking the percent of transportation companies with a current compliance review demonstrates an abnormally low data point in 2000-01, which is usually an indicator that something changed. The process has now stabilized at a level around 80%.
- The measure tracking the positive interactions with Consumer Affairs staff appears to be improving over time, even though the rate of improvement is not significant enough to call it a trend.

# Agency Comments and Future Actions

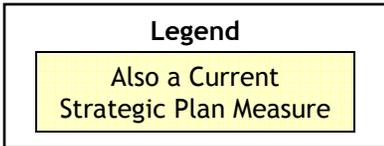
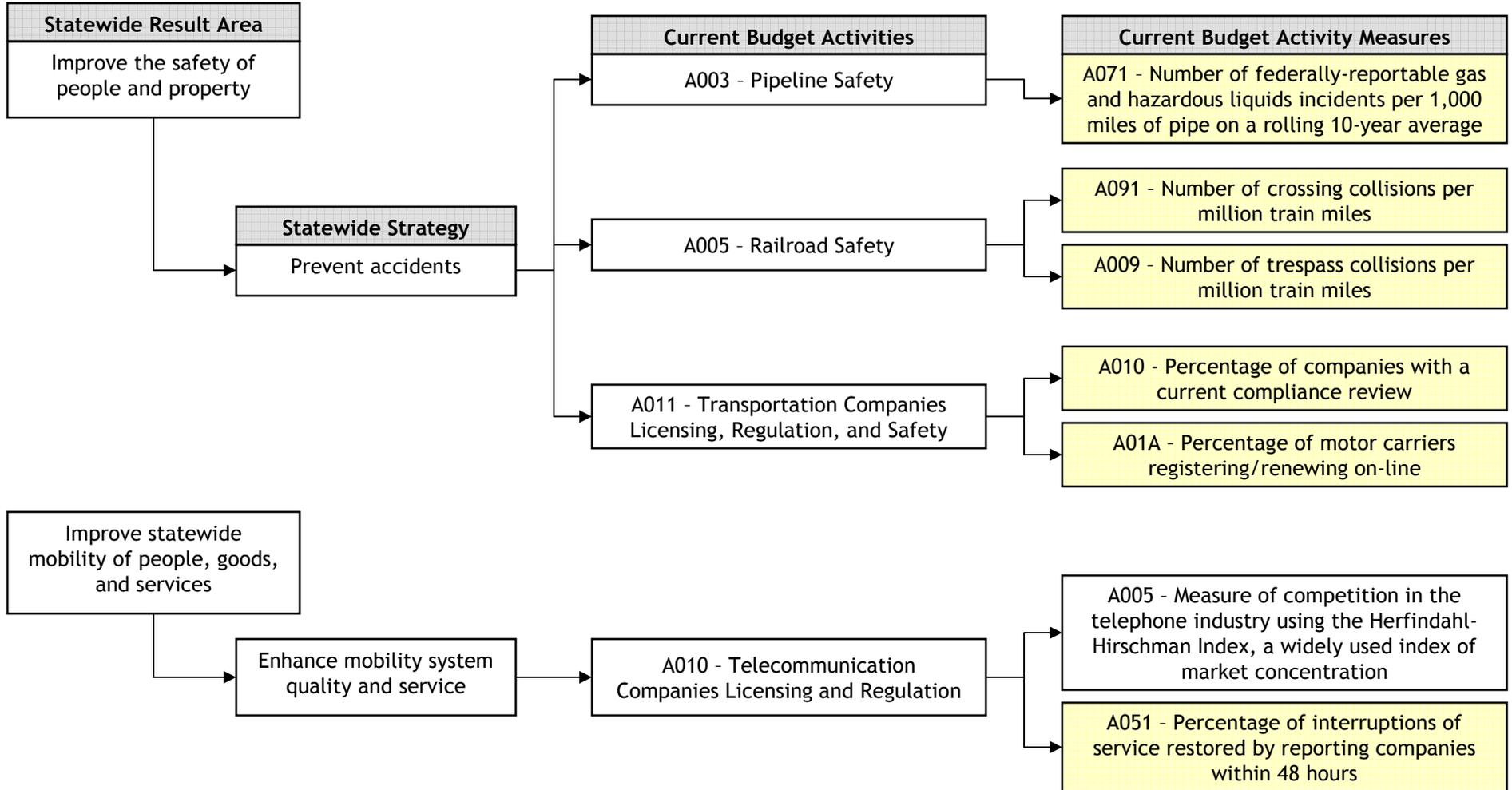
- UTC appreciates the assistance provided by OFM to improve our performance measures.
- We concur with all of the findings, but in some cases cannot find available alternatives such as comparative quarterly data instead of annual.
- As recommended, we will eliminate measures that are not relevant to OFM. These include; A001 Website availability and A013, Public Counsel funding. We will also substitute measures for A01A On-line renewals with an improved measure and A011, Consumer affairs staff survey ratings, with a statewide standard measure of call center performance.
- We will develop a new measure of power reliability that uses an industry standard methodology and allows us to create an index of comparable companies with which to benchmark our performance.
- We will also develop a measure of timeliness of regulatory fee payments.
- Where percentages are used we will include information regarding the size and/or number of companies to provide the reader with a sense of scale.
- By July 1, 2008, we will investigate the feasibility of obtaining data from other state commissions for comparative purposes. If the data are available we will update this measure by that deadline.
- We will develop a measure of renewable energy and conservation equivalents for the utilities with regulate.

# Budget Activity & Performance Measure Linkages



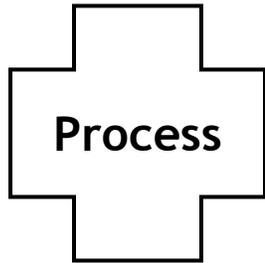
**Legend**  
Also a Current Strategic Plan Measure

# Budget Activity & Performance Measure Linkages (cont.)



# Budget Activity Measure Perspectives

⑤ Process characteristics the customers/stakeholders want



⑥ Process characteristics the agency wants

A001 - Percentage of the time the agency website, including the records management system, is available to the public

⑤

A01A - Percentage of motor carriers registering/renewing on-line

⑥

A002 - Percent of UTC decisions in non-consent cases appealed and upheld

⑥

A006 - Ratio of closed to open docket filings per quarter

⑥

A011 - Percentage of customers who indicated they had positive interactions with the Consumer Affairs staff regarding their complaint

⑤

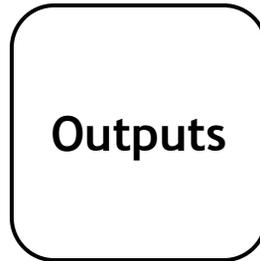
A012 - Average time to close all complaints of 30 days or less

⑤

A051 - Percentage of interruptions of service restored by reporting companies within 48 hours

⑤

③ Product/service attributes customers/stakeholders want



④ Product/service attributes the agency wants

A004 - Percentage of companies with a current compliance review

④

A010 - Percentage of companies with a current compliance review

④

## Inputs

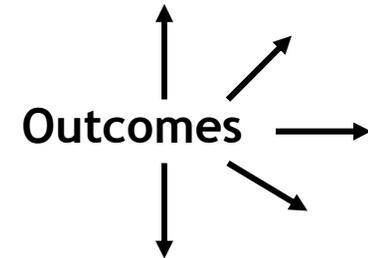
A013 - Percentage that financially supports Public Council activity

### Legend

Budget Activity Measure

Strategic Plan and Budget Activity Measure

① Customer/stakeholder desired outcomes



② Agency desired outcomes

A009 - Number of trespass collisions per million train miles (Undesirable)

①

A091 - Number of crossing collisions per million train miles (Undesirable)

①

A005 - Measure of competition in the telephone industry using the Herfindahl-Hirschman Index, a widely used index of market concentration

②

A031 - The average residential electricity rate of Washington investor-owned utilities as a ratio of national average residential electricity rate of investor-owned utilities

①

A071 - Number of federally-reportable gas and hazardous liquids incidents per 1,000 miles of pipe on a rolling 10-year average (Undesirable)

①

A032 - The frequency of customer outages (Undesirable)

①

# Activity Measure Critique - Telephone Industry Market Competition

**Performance Measure Description:** An index of competition in a business sector - 10,000 = 100% pure monopoly, < 1,000 = Un-concentrated Market

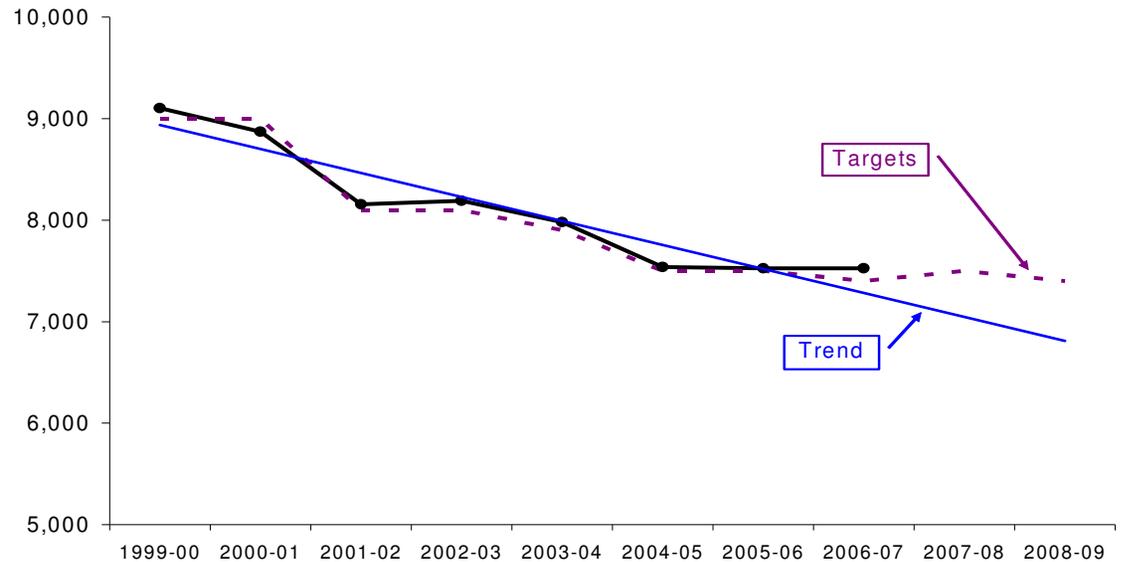
**Budget Activity Links:** A010 - Telecommunication Companies Licensing and Regulation

**Category of Measure:** The amount of competition in a regulated market is a desirable outcome.

**Analysis of Variation:** There is a stable and predicible decreasing (Desirable) trend in the data.

**Analysis of Targeted vs. Actual Performance:** The actual data mirrors the targets (estimates) closely.

**A005 - Measure of Competition in the Telephone Industry Using the Herfindahl-Hirschman Index, A Widely Used Index of Market Concentration**



## Comments About Desirable Characteristics

**Relevance:** Increasing competition is a way to protect consumers.

**Timeliness:** Annual measures are not very timely, but may be appropriate for this type of measure.

**Understandability:** While the meaning is well explained in the footnotes, the title should be rewritten to improve understandability.

**Reliability:** Should be high since it is a recognized and widely used methodology.

**Comparability:** Through 2004, WA measure was higher than peer states like UT and MN.

**Cost Effectiveness:** The acquisition of the data and the calculation of the index do not seem to be overly resource intensive.

## General Comments & Explanations:

Agency Comment - Flattening Target:  
Federal action has reduced state's ability to promote competition in the regulated market.

Competitive pressures have shifted to the unregulated areas of Internet and wireless phone services thus lowering expectations for future reductions in regulated telephone concentration.

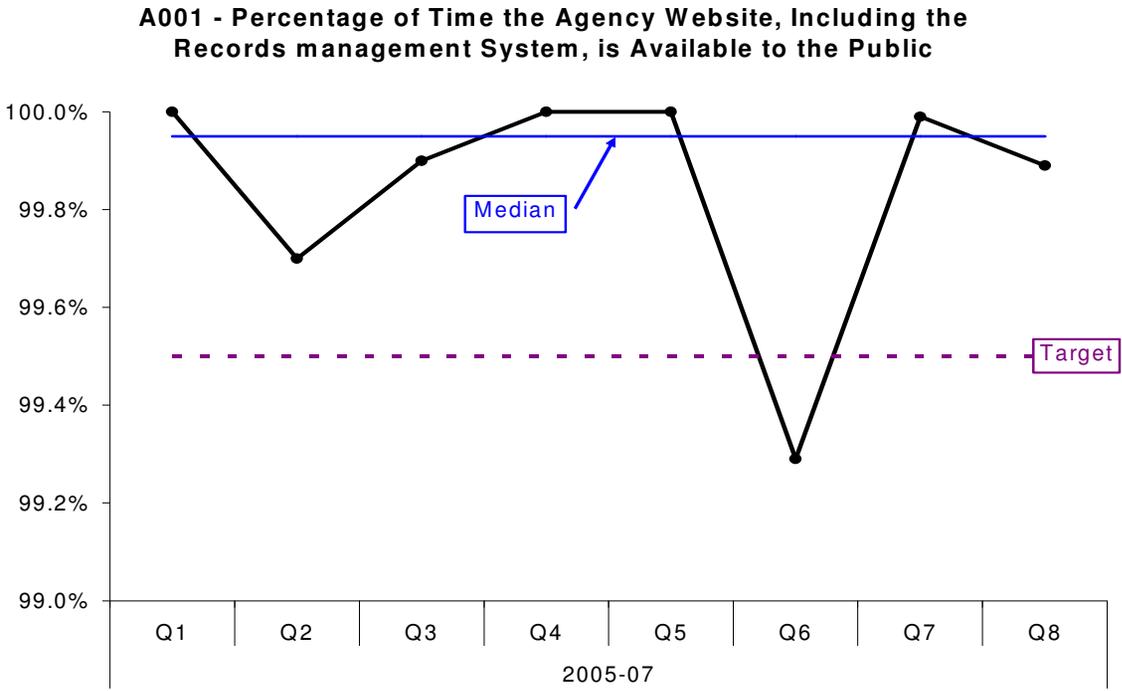
# Activity Measure Critique - Service Interruption Restoration Timeliness

<p><b>Performance Measure Description:</b> Telephone service outages repaired within 48 hours.</p>	<p style="text-align: center;"><b>A051 - Percentage of Interruptions of Service Restored by Reporting Companies within 48 Hours</b></p> <table border="1"> <caption>Actual Performance Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Percentage Restored</th> </tr> </thead> <tbody> <tr> <td>2003-04</td> <td>98.8%</td> </tr> <tr> <td>2004-05</td> <td>97.6%</td> </tr> <tr> <td>2005-06</td> <td>97.6%</td> </tr> <tr> <td>2006-07</td> <td>97.6%</td> </tr> </tbody> </table>	Fiscal Year	Percentage Restored	2003-04	98.8%	2004-05	97.6%	2005-06	97.6%	2006-07	97.6%
Fiscal Year		Percentage Restored									
2003-04		98.8%									
2004-05		97.6%									
2005-06		97.6%									
2006-07	97.6%										
<p><b>Budget Activity Links:</b> A010 - Telecommunication Companies Licensing and Regulation</p>											
<p><b>Category of Measure:</b> The timeliness to repair an outage is a process-level characteristic.</p>											
<p><b>Analysis of Variation:</b> Not enough data for much analysis.</p>											
<p><b>Analysis of Targeted vs. Actual Performance:</b> After the targets were adjusted down (undesirable), the actual data has been able to meet the targets.</p>											

<p style="text-align: center;"><b>Comments About Desirable Characteristics</b></p>		<p><b>General Comments &amp; Explanations:</b></p>
<p><b>Relevance:</b> Service restoration timeliness is a key component of customer satisfaction. The 48 hour target comes from statute and focus group input.</p>	<p><b>Timeliness:</b> Annual measures are not very timely. This measure might be better if it were reported more frequent on a quarterly cycle.</p>	<p><u>Agency Comment - Target Adjustment:</u> Targets adjusted downward in 2005-2006 to reflect new reporting by companies not previously required to report.</p>
<p><b>Understandability:</b> The title needs to clarify that these are telephone service disruptions.</p>	<p><b>Reliability:</b> Relies on reports filed with the agency by the service providers.</p>	
<p><b>Comparability:</b> Some states target 85% restored in 24 hours, others target 95% restored in 48 hours. No state surveyed has a higher standard</p>	<p><b>Cost Effectiveness:</b> It should be fairly easy to make these calculations based on the reports from the agencies.</p>	

# Activity Measure Critique - Website Availability

<b>Performance Measure Description:</b> No additional explanation is needed.
<b>Budget Activity Links:</b> A001 - Administration
<b>Category of Measure:</b> Up-time or down-time are process-level measures.
<b>Analysis of Variation:</b> The data are stable and predictable. Future results should be similar to current performance.
<b>Analysis of Targeted vs. Actual Performance:</b> The system was available above the targeted levels every quarter except one in 2005-07.



Comments About Desirable Characteristics	
<b>Relevance:</b> This measure is better suited for internal management purposes.	<b>Timeliness:</b> Good
<b>Understandability:</b> The language is clear.	<b>Reliability:</b> Depends on the consistent application of the operational definition of the term, "available."
<b>Comparability:</b> Comparing this to other agencies or states would not be very useful.	<b>Cost Effectiveness:</b> Collecting and managing this data does not appear to be an undue extra burden.

**General Comments & Explanations:**

# Activity Measure Critique - Appealed Cases Upheld

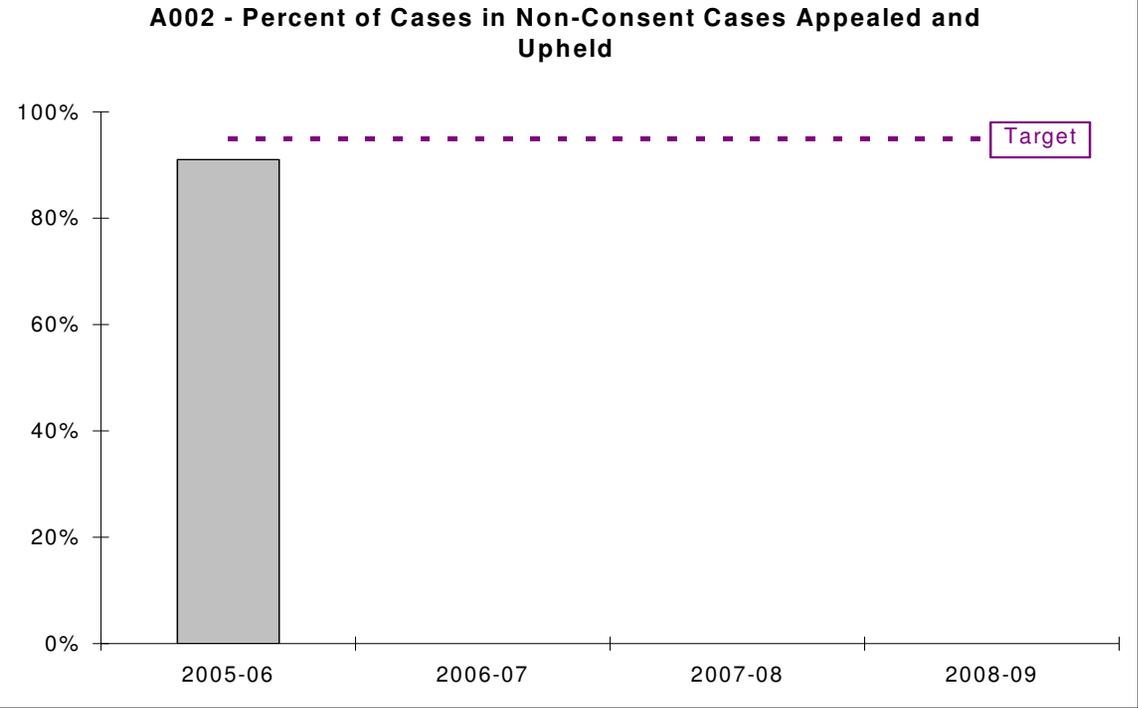
**Performance Measure Description:** A quality measure for the decisions made by the Judicial Review Board.

**Budget Activity Links:** A002 - Agency Commissioners

**Category of Measure:** Measures the quality of the decision-making process.

**Analysis of Variation:** Not enough data for much analysis. This is a good measure that does not have enough data to tell a compelling performance story.

**Analysis of Targeted vs. Actual Performance:** For the one year reported, the actual performance was slightly less than the target.



## Comments About Desirable Characteristics

<b>Relevance:</b> Measuring how well decisions stand up on review is very relevant to the quality of the decision-making process.	<b>Timeliness:</b> Annual measures are not very timely, but the small number of appeals would not yield useful data on a more frequent reporting cycle.
<b>Understandability:</b> The language used in the title should be improved using the principles of "Plain-Talk".	<b>Reliability:</b> Data should come from the standard reports from the hearings.
<b>Comparability:</b> The agency is just beginning to make comparisons with states that collect similar data.	<b>Cost Effectiveness:</b> The agency captures this data from readily available Attorney General reports.

**General Comments & Explanations:**

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# Activity Measure Critique - Complaint Closure Timeliness

**Performance Measure Description:** The cycle time of the complaint resolution process.

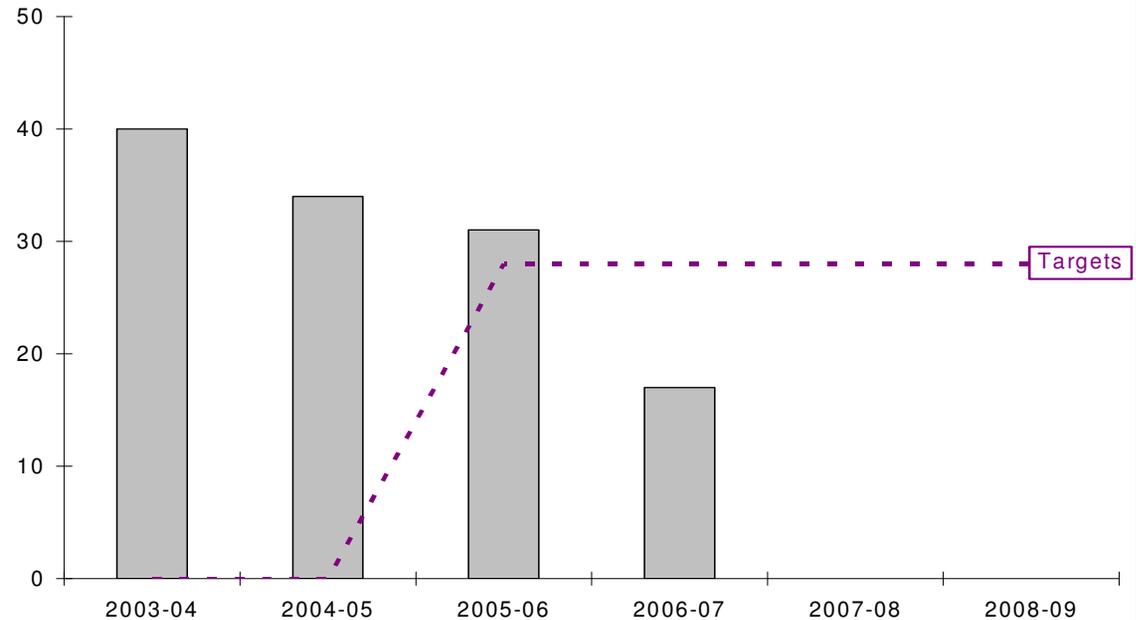
**Budget Activity Links:** A006 - Regulation of Consumer Services

**Category of Measure:** The length of time it takes to do something is a process-level measure.

**Analysis of Variation:** Not enough data for much analysis.

**Analysis of Targeted vs. Actual Performance:** 2006-07 actual performance showed a large improvement over the previous years.

**A005 - Average Time to Close All Complaints of 30 Days or Less**



## Comments About Desirable Characteristics

**Relevance:** How long it takes to complete a process is a very relevant measure to the agency's customers.

**Timeliness:** Annual measures are not very timely. This measure might be better if it were reported more frequent on a quarterly cycle.

**Understandability:** The "of 30 Days or Less" part of the title seems like a less-than-eloquent attempt at including the target in the title.

**Reliability:** Data should come from time stamp information, and should be good if the start and stop times are well defined.

**Comparability:** The agency is investigating whether comparable data is available from other state commissions.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

Agency Comment - Cause for Improvement: Improvements were realized in the summer of 2006, when we set a target of 30 days as the average time to close investigations of consumer complaints as a section performance target.

# Activity Measure Critique - Consumer Affairs Staff Customer Ratings

**Performance Measure Description:** The combined results from a survey sent to approximately 50% of the customers.

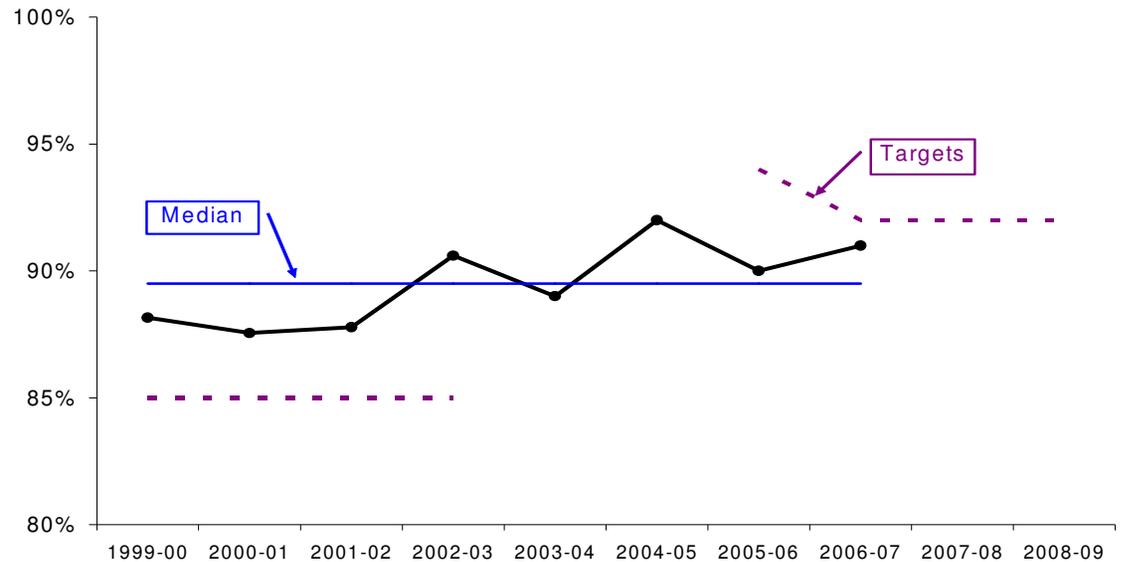
**Budget Activity Links:** A006 - Regulation of Consumer Services

**Category of Measure:** The survey asks if they were happy with process-level issues.

**Analysis of Variation:** The upturn in the data is not significant enough to call it a trend, but it appears to be improving over time.

**Analysis of Targeted vs. Actual Performance:** The targets for 2003-05 are missing, but there seems to be steady improvement heading towards the new, higher targets for 2007-09.

**A011 - Percentage of Customers who Indicated They Had Positive Interactions with the Consumer Affairs Staff Regarding Their Complaint**



## Comments About Desirable Characteristics

**Relevance:** This measure is better suited for internal management purposes.

**Timeliness:** Annual measures are not very timely, but at least the data for the most recently completed year was in the PMT system.

**Understandability:** Very clear

**Reliability:** Comes from a roll-up of the questions on a survey.

**Comparability:** Comparing this to other agencies or states would not be very useful.

**Cost Effectiveness:** It shouldn't be too costly to tally the scores from a standardized survey.

## General Comments & Explanations:

# Activity Measure Critique - Electricity Rate Comparison

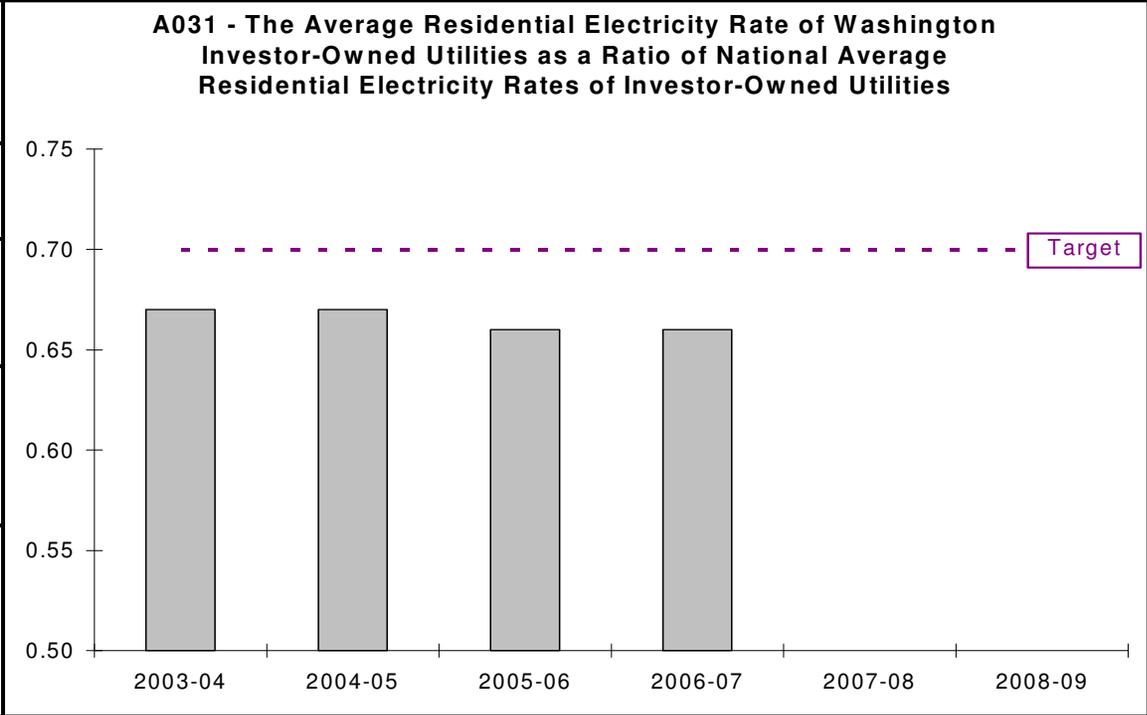
**Performance Measure Description:** A comparison of Washington electricity rates with the rest of the country.

**Budget Activity Links:** A007 - Regulation of Energy Companies

**Category of Measure:** Holding the line on power company rates is an outcome of the regulation process.

**Analysis of Variation:** Not enough data for much analysis, but the ratio seems fairly stable.

**Analysis of Targeted vs. Actual Performance:** The ratio has always stayed below the targeted threshold.



## Comments About Desirable Characteristics

<b>Relevance:</b> Directly related to one of the agency's central purposes - Control and regulate electricity rates.	<b>Timeliness:</b> Annual measures are not very timely, but at least the data for the most recently completed year was in the PMT system.
<b>Understandability:</b> The language used in the title should be improved using the principles of "Plain-Talk".	<b>Reliability:</b> Depends on consistently applying the formula and operational definitions.
<b>Comparability:</b> This is a comparison between Washington and the nation. Washington is unique in its hydro electric power generating capabilities.	<b>Cost Effectiveness:</b> It might take some resources to compile the information from other states and make the calculations.

**General Comments & Explanations:**

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# Activity Measure Critique - Electricity Outages per Capita

**Performance Measure Description:** The average number of electrical outages per person per year.

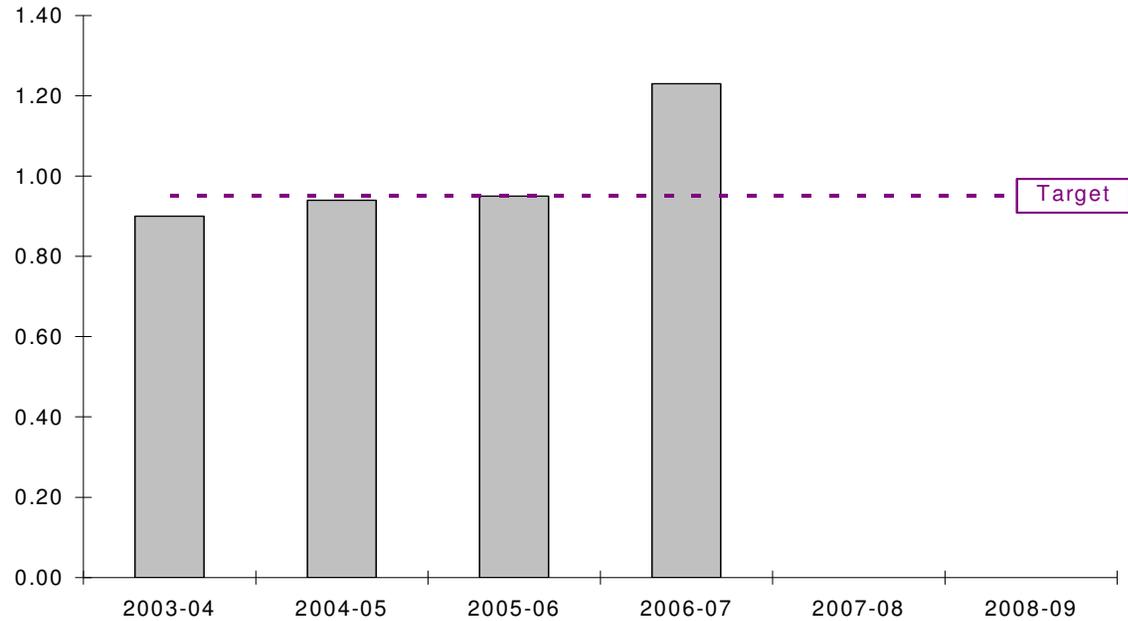
**Budget Activity Links:** A007 - Regulation of Energy Companies.

**Category of Measure:** Reducing the number of outages is an outcome of the regulation process.

**Analysis of Variation:** Not enough data for much analysis, but 2006-07 seems to be much higher than the previous years.

**Analysis of Targeted vs. Actual Performance:** With the exception of 2006-07, the previous years stayed below the targeted threshold.

**A032 - The Frequency of Customer Outages**



## Comments About Desirable Characteristics

**Relevance:** Directly related to one of the agency's central purposes - Protecting customers from poor service.

**Understandability:** The title needs to include information about the scale (per person) and the industry (electricity).\*

**Comparability:** The agency is not aware of any other states that track this information.

**Timeliness:** Annual measures are not very timely, but at least the data for the most recently completed year was in the PMT system.

**Reliability:** Relies on accurate reporting from the utility companies.

**Cost Effectiveness:** The essential elements to this data (outages and number of customers) should be available in a report compiled by the utilities.

## General Comments & Explanations:

\* Consistency - The duration of the outage is not reported as it is with telephone service.

# Activity Measure Critique - Open Docket Filings Ratio

**Performance Measure Description:** A measure of completed vs. incoming workload. A ratio of 1 indicates filings are being completed as fast as new ones come in.

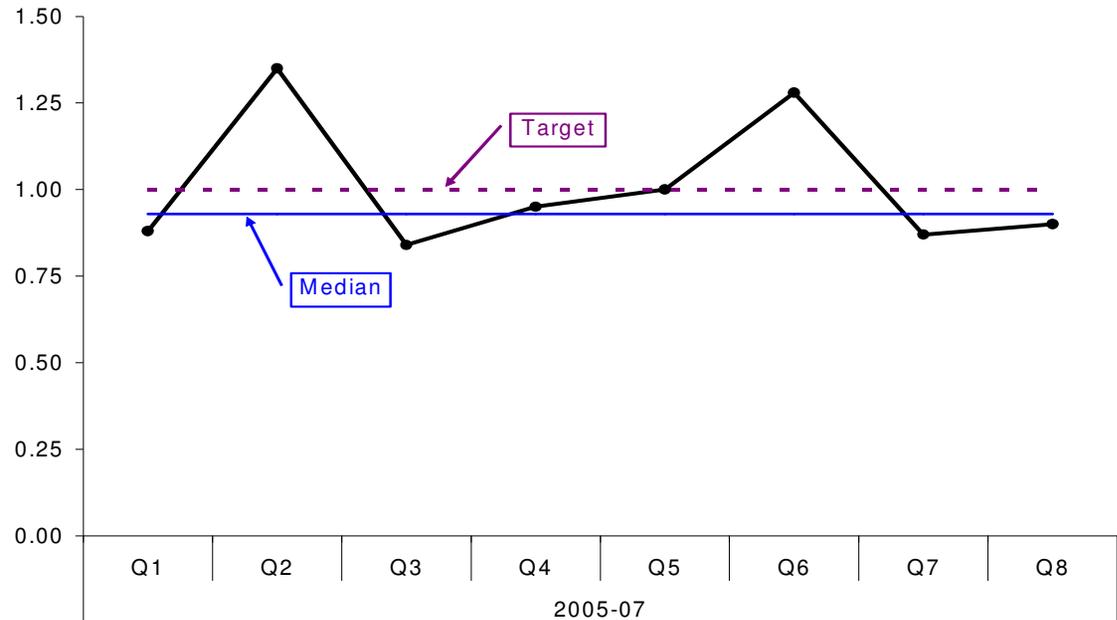
**Budget Activity Links:** A008 - Regulation of Water Companies

**Category of Measure:** This is a process-level measure.

**Analysis of Variation:** The variation patterns are stable and predictable. The peaks and valleys are not indications of change. Future results should be similar to current performance.

**Analysis of Targeted vs. Actual Performance:** The actual performance is not capable of exceeding the target 100% of the time; it exceeds the target a little better than 50% of the time.

A006 - Ratio of Closed to Open Docket Filings per Quarter



## Comments About Desirable Characteristics

**Relevance:** Would be more meaningful if there was a large backlog that needed to be reduced.

**Timeliness:** Good

**Understandability:** The term “docket filings” is jargon.

**Reliability:** Application of the operational definitions of the terms “Open” and “Closed” is consistent and on record.

**Comparability:** Probably not well suited for comparison.

**Cost Effectiveness:** Internal calculations relating to the management of the process should not be too resource intensive.

## General Comments & Explanations:

Agency Comment:  
Data reflects cyclical nature of filings made with the Commission.

# Activity Measure Critique - Compliance Reviews of Solid Waste Companies

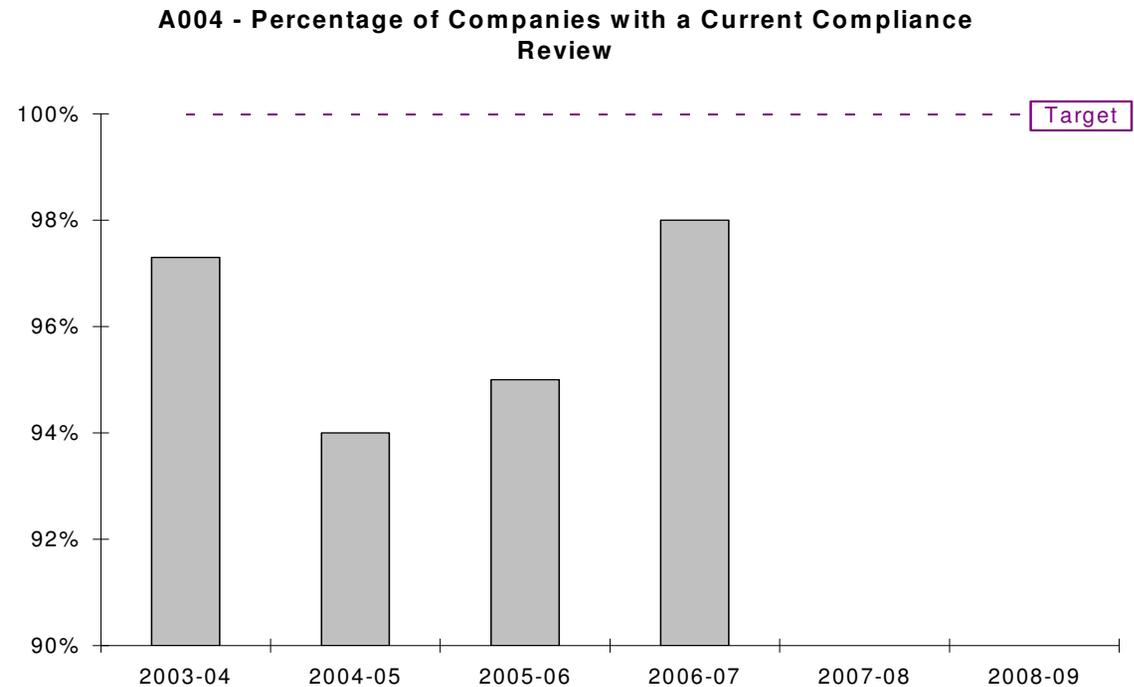
**Performance Measure Description:** A review of licenses, and procedures to make sure all the rules and regulations are being followed.

**Budget Activity Links:** A009 - Solid Waste Companies Licensing, Regulation, and Safety.

**Category of Measure:** An output of the enforcement process.

**Analysis of Variation:** Not enough data for much analysis.

**Analysis of Targeted vs. Actual Performance:** 100% targets are difficult to consistently attain because of normal variation. Actual performance has never reached the 100 percent target.



## Comments About Desirable Characteristics

**Relevance:** The ability or inability to achieve the required number of compliance reviews is a very relevant budget discussion.

**Timeliness:** Annual measures are not very timely. This measure might be better if it were reported more frequent on a quarterly cycle.

**Understandability:** The title needs to reference the industry (Solid waste collection), and the footnotes should define the term "current".

**Reliability:** Depends greatly on the consistent application of an established operational definition of the word "current".

**Comparability:** The agency is not aware of any other states that track similar data.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

### Agency Comments:

Beginning in October 2007 we made a significant change to how we select companies for compliance reviews. We now select companies based on a risk-assessment. Previously we inspected companies on a set schedule - every two to five years depending on industry segment. Moving to a risk-based inspection model means we will need to drop this measure.

The new measure will compare the number of reportable accidents per million miles traveled by Washington solid waste companies to the accident rate for all property carriers nationally.

# Activity Measure Critique - Pipeline Incidents

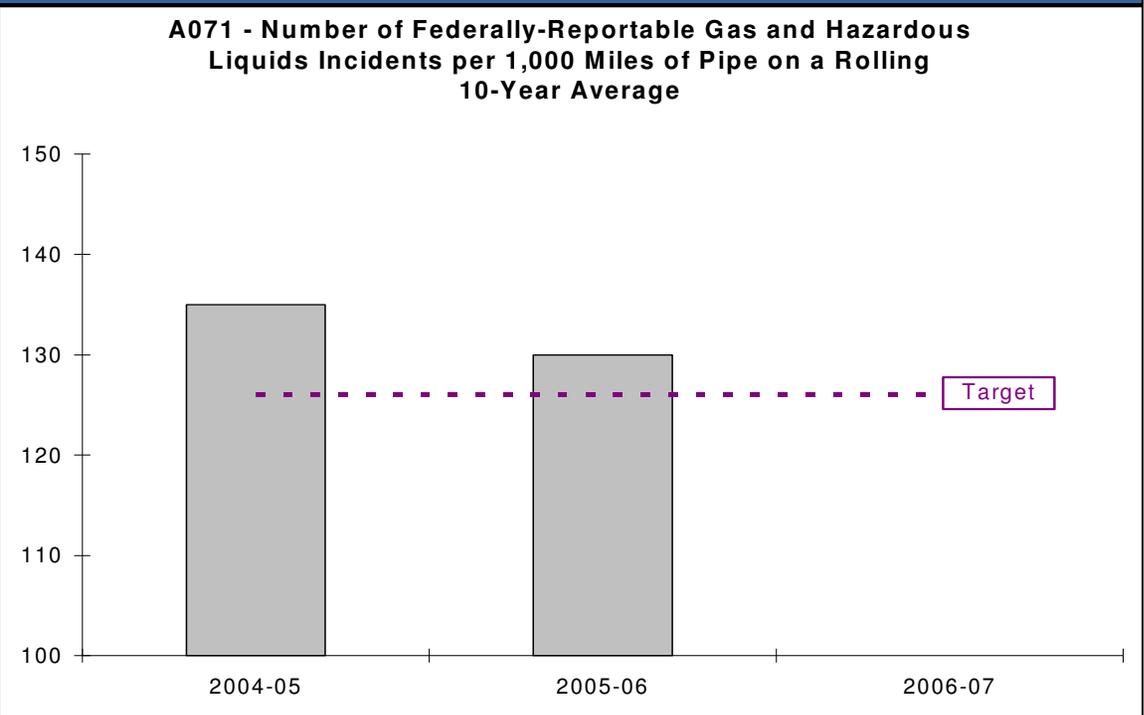
**Performance Measure Description:** Leaks, explosions, damage, or injuries caused by a pipeline.

**Budget Activity Links:** A003 - Pipeline Safety

**Category of Measure:** Avoiding injuries and damages is an outcome of the pipeline safety programs.

**Analysis of Variation:** Not enough data for much analysis

**Analysis of Targeted vs. Actual Performance:** For the two years reported, the actual levels have exceeded the targeted thresholds.



## Comments About Desirable Characteristics

**Relevance:** A very relevant undesirable outcome to be avoided, and one where the agency has programs designed to improve performance.

**Understandability:** The terminology “on a rolling 10-year average”, is jargon, and is also not necessary since only two years data are in the PMT system.

**Comparability:** See the agency comment.

**Timeliness:** Annual measures are not very timely. This measure might be better if it were reported more frequent on a quarterly cycle.

**Reliability:** Relies on the accuracy of reports from the pipeline operators.

**Cost Effectiveness:** This appears to be a fairly complex ratio to calculate, and probably takes some effort to put it all together.

## General Comments & Explanations:

Agency Comment:  
 We propose to replace the current measure for our pipeline safety activity.  
 Our new measure will compare the number of pipeline incidents in Washington per 100,000 miles of pipeline to the rate of incidents in five peer states and the overall national incident rate.

# Activity Measure Critique - Train Crossing Collisions

**Performance Measure Description:** Mostly collisions with vehicles at railroad crossings.

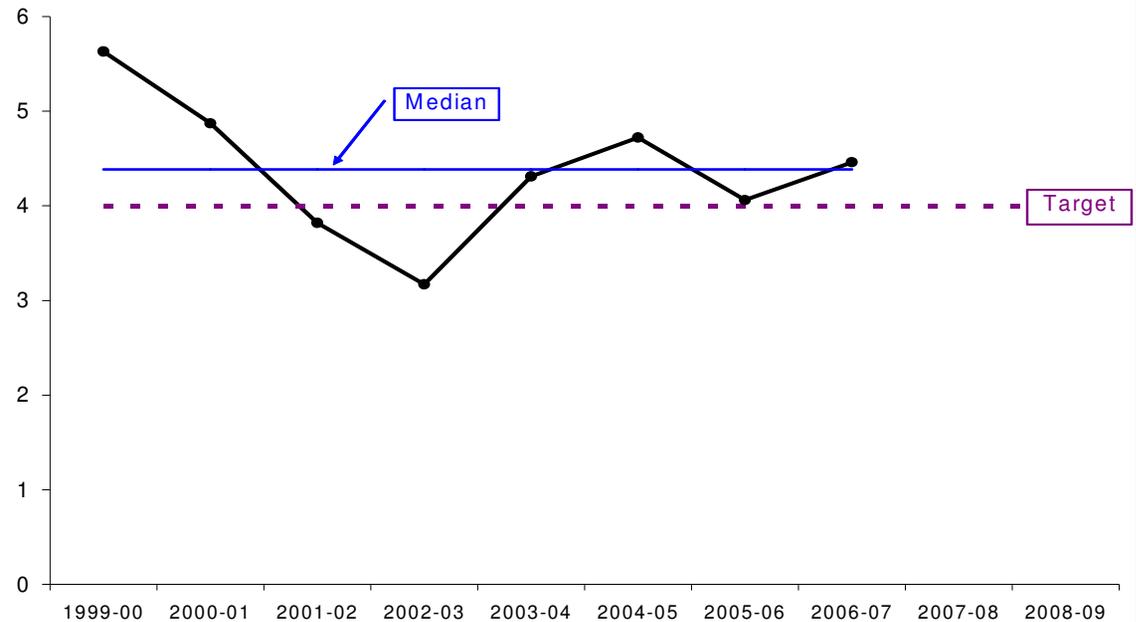
**Budget Activity Links:** A005 - Railroad Safety

**Category of Measure:** Reducing the number of collisions is an outcome.

**Analysis of Variation:** The variation patterns are stable and predictable. The peaks and valleys are not indications of change. Future results should be similar to current performance.

**Analysis of Targeted vs. Actual Performance:** The actual performance is not capable of staying below the targeted threshold 100% of the time.

**A091 - Number of Crossing Collisions per Million Train Miles**



## Comments About Desirable Characteristics

**Relevance:** Very good since the agency administers a grant program designed to reduce these collisions.

**Timeliness:** Annual measures are not very timely, but this data is only available on an annual basis.

**Understandability:** Ratios can be tricky to explain, since the number can appear to improve even with more incidents if there is a corresponding increase in traffic.

**Reliability:** Depends on the accuracy of the reports from the railroad operators or local communities.

**Comparability:** Comparisons between states are not possible, but there is national data available.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

# Activity Measure Critique - Train Collisions with Right of Way Trespassers

**Performance Measure Description:** Mostly collisions between trains and people who have strayed onto the railroad tracks.

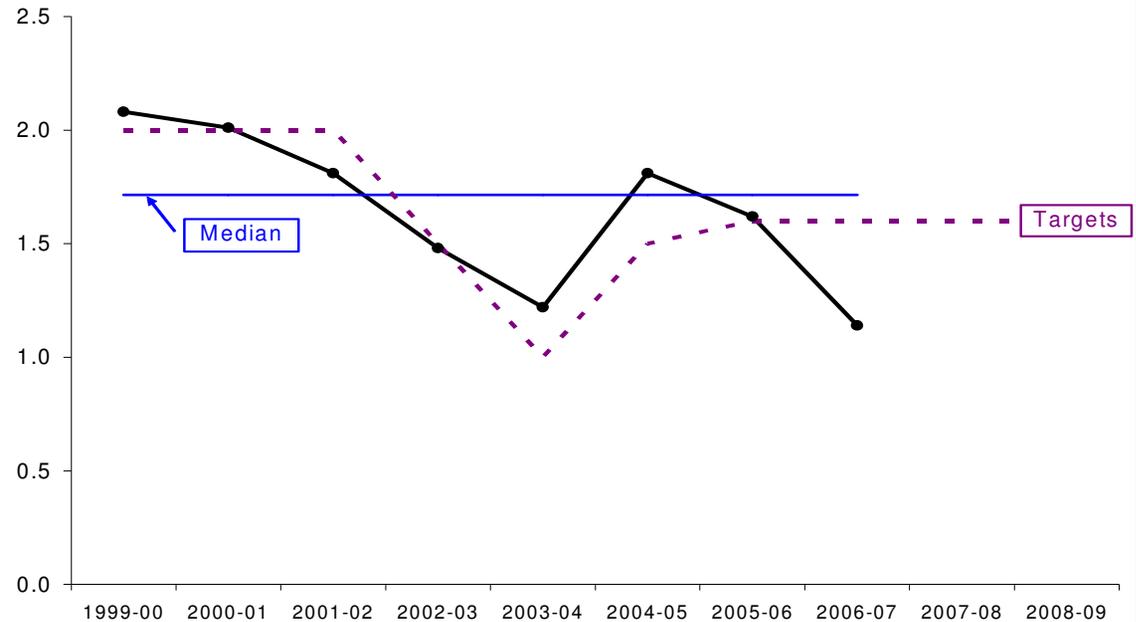
**Budget Activity Links:** A005 - Railroad Safety

**Category of Measure:** Reducing the number of collisions is an outcome.

**Analysis of Variation:** The variation patterns are stable and predictable. The peaks and valleys are not indications of change. Future results should be similar to current performance.

**Analysis of Targeted vs. Actual Performance:** The targets (estimates) mirror actual performance closely.

A009 - Number of Trespass Collisions per Million Train Miles



## Comments About Desirable Characteristics

**Relevance:** It is less clear what the agency does to mitigate this undesirable outcome.

**Understandability:** Ratios can be tricky to explain, since the number can appear to improve even with more incidents if there is a corresponding increase in traffic.

**Comparability:** Unknown

**Timeliness:** Annual measures are not very timely, but at least the data for the most recently completed year was in the PMT system.

**Reliability:** Depends on the accuracy of the reports from the railroad operators or local communities.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

### Agency Comment:

We propose to drop this measure. We have two very similar measures for our rail safety activity and believe the crossing collision measure is the better measure.

# Activity Measure Critique - Compliance Reviews of Transportation Companies

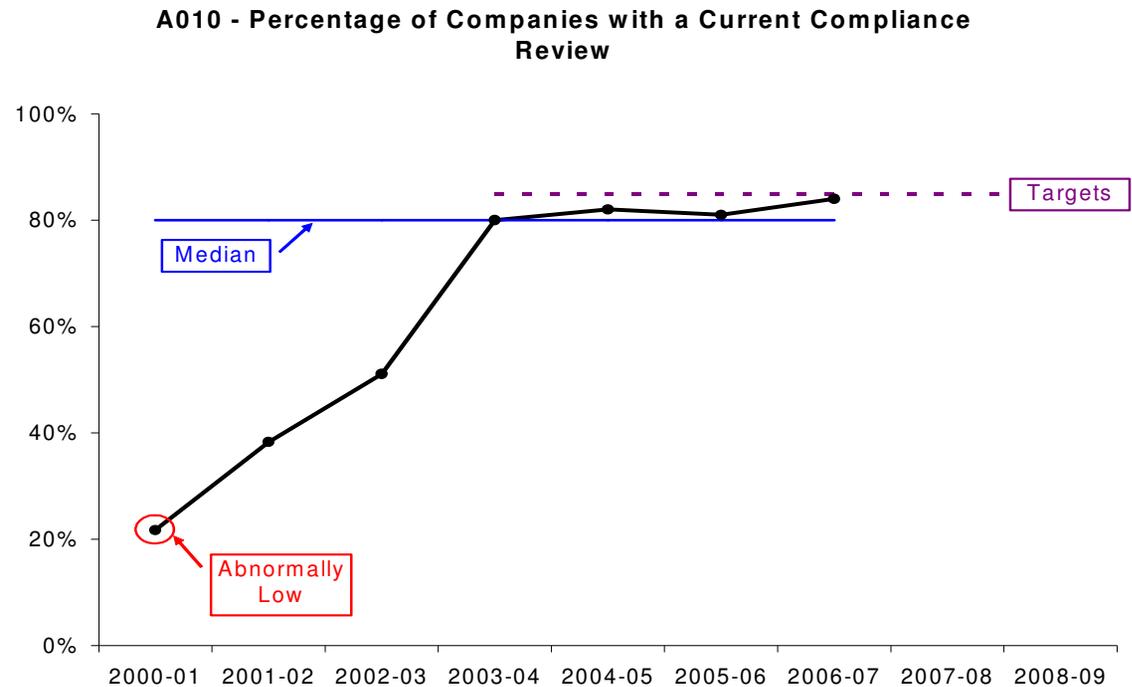
**Performance Measure Description:** A review of licenses, and procedures to make sure all the rules and regulations are being followed.

**Budget Activity Links:** A011 - Transportation Companies Licensing, Regulation, and Safety

**Category of Measure:** An output of the enforcement process.

**Analysis of Variation:** Appears to be stable and predictable in recent years, but the abnormally low data from 2000-01 is an indicator of process change.

**Analysis of Targeted vs. Actual Performance:** Recent performance has been close to, but unable to meet or exceed the targeted levels.



## Comments About Desirable Characteristics

**Relevance:** The ability or inability to achieve the required number of compliance reviews is a very relevant budget discussion.

**Timeliness:** Annual measures are not very timely. This measure might be better if it were reported more frequent on a quarterly cycle.

**Understandability:** The title needs to reference the industry (Transportation), and the footnotes should define the term "current".

**Reliability:** Depends greatly on the consistent application of an established operational definition of the word "current".

**Comparability:** The agency is not aware of any other states that publish compliance review data.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

### Agency Comment:

Beginning in October 2007, we made a significant change to how we select companies for a compliance review. We are now selecting companies based on a risk-assessment. Previously, we inspected companies on a set schedule - every so many years. Moving to a risk-based inspection model means we will need to drop this measure.

Beginning this year, we will begin to report on a new measure that compares the number of reportable accidents per million miles traveled by Washington passenger carriers to the accident rate for all passenger carriers nationally.

# Activity Measure Critique - On-Line Motor Carrier Registrations

**Performance Measure Description:** The numbers accessing a new service through the internet.

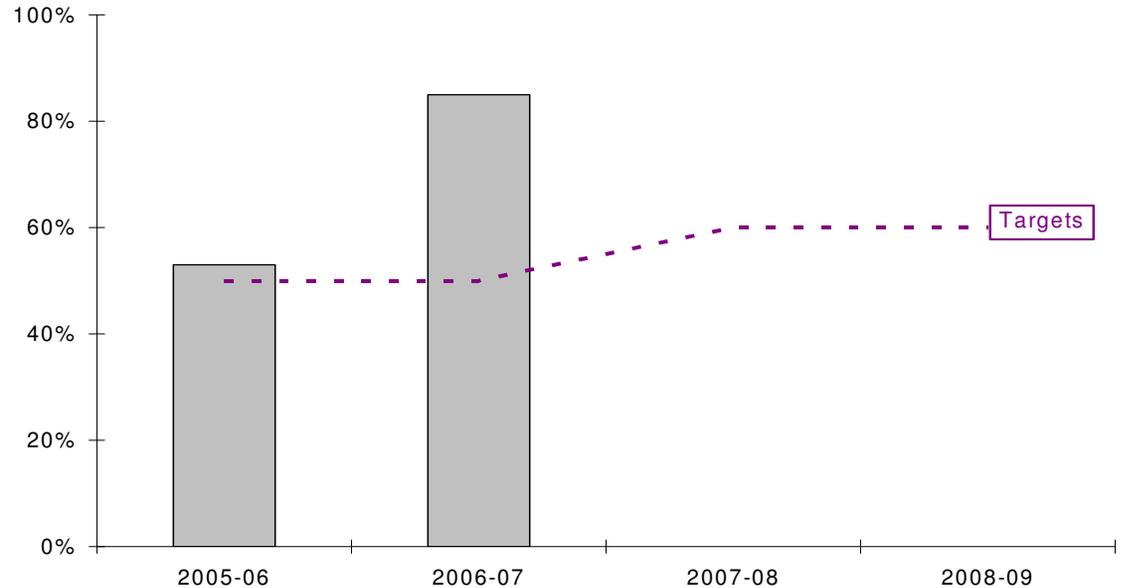
**Budget Activity Links:** A011 - Transportation Companies Licensing, Regulation, and Safety

**Category of Measure:** How motor carriers renew their licenses is a process-level characteristic.

**Analysis of Variation:** Not enough data for much analysis.

**Analysis of Targeted vs. Actual Performance:** For the two reported years, actual performance has exceeded targeted levels.

**A01A - Percentage of Motor Carriers Registering/Renewing On-Line**



## Comments About Desirable Characteristics

**Relevance:** This measure has a relevance “shelf-life” that lasts as long as the on-line renewal process is new to the customers.

**Timeliness:** Annual measures are not very timely, but at least the data for the most recently completed year was in the PMT system.

**Understandability:** The agency should consider explaining the term, “Motor Carrier” in the footnotes, since it is agency jargon.

**Reliability:** Should be very good sine the agency manages all the data collection elements in the process.

**Comparability:** The proposed new measure (See agency comment) would be comparable to other states.

**Cost Effectiveness:** Collecting and managing this data does not appear to be an undue extra burden.

## General Comments & Explanations:

### Agency Comment:

The UTC is in the midst of implementing a new registration system for interstate motor carriers. The new system, called the Unified Carrier Registration System (UCRS), replaces the previous Single State Registration System that Congress repealed effective this year. The UCRS relies on a national online registration system, and it covers a broader range of carriers than the previous system.

After the first registration cycle ends later this year, we will propose to measure the % of WA UCR registrations received over the number that was sent out for payment.