

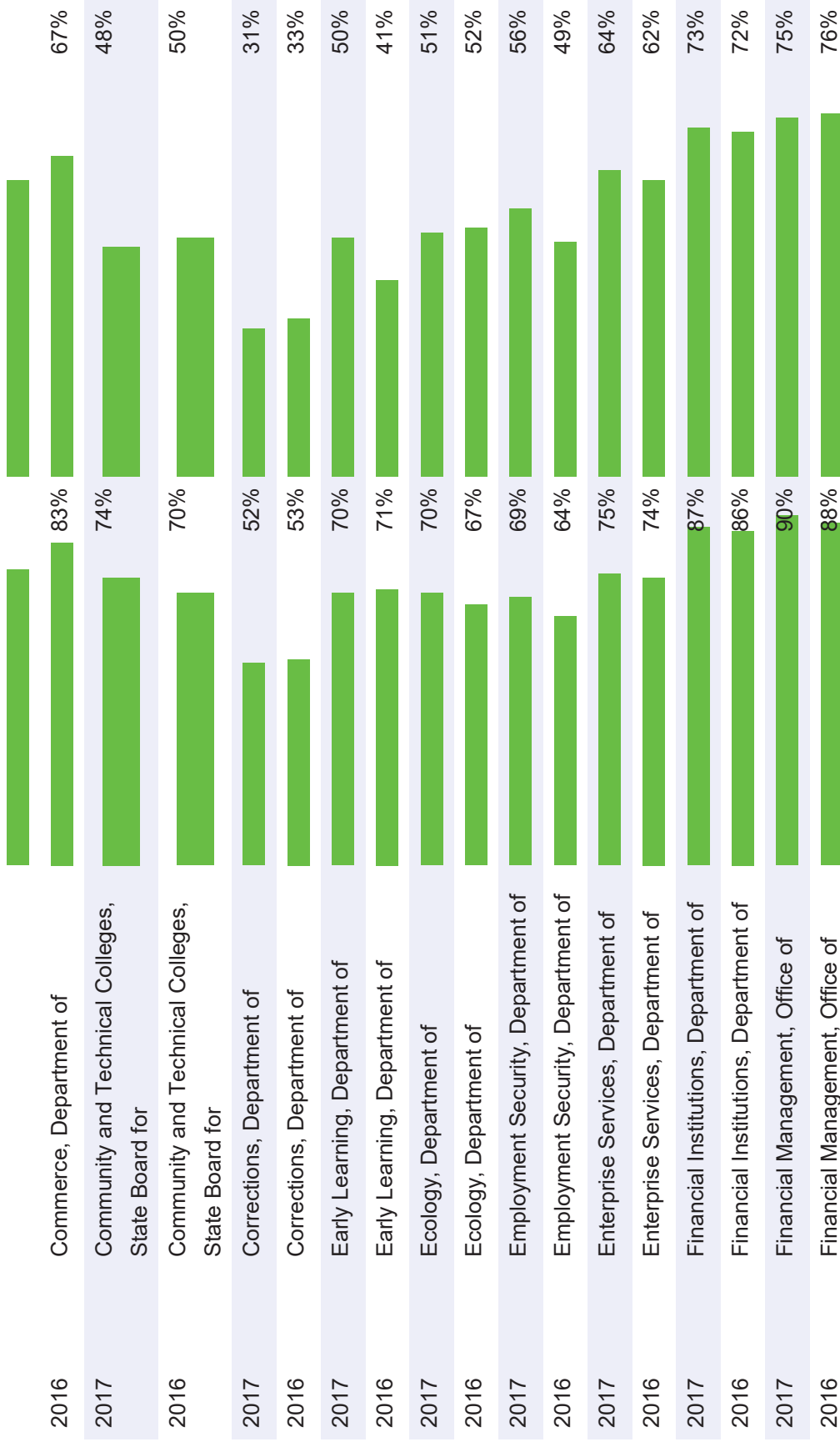
G5: 1.3.d Customer Value Scores by Agency

Based on G5: 1.3.d Customer Value Scores by Agency

Year	Agency	10) We are making improvements to make things better for our customers.	16) We use customer feedback to improve our work processes.
2017	Administrative Hearings, Office of	68%	51%
2016	Administrative Hearings, Office of	63%	42%
2017	Agriculture, Department of	68%	50%
2016	Agriculture, Department of	72%	52%
2017	Attorney General, Office of the	76%	57%
2016	Attorney General, Office of the	75%	58%
2017	Auditor, Office of the State	86%	78%
2016	Auditor, Office of the State	85%	76%
2017	Blind, Department of Services for the	87%	76%
2016	Blind, Department of Services for the	94%	80%
2017	Blind, State School for the	80%	60%
2016	Blind, State School for the	75%	50%
2017	Childhood Deafness and Hearing Loss, Washington State Center for	75%	59%
2016	Childhood Deafness and Hearing Loss, Washington State Center for	77%	50%
2017	Commerce, Department of	76%	62%

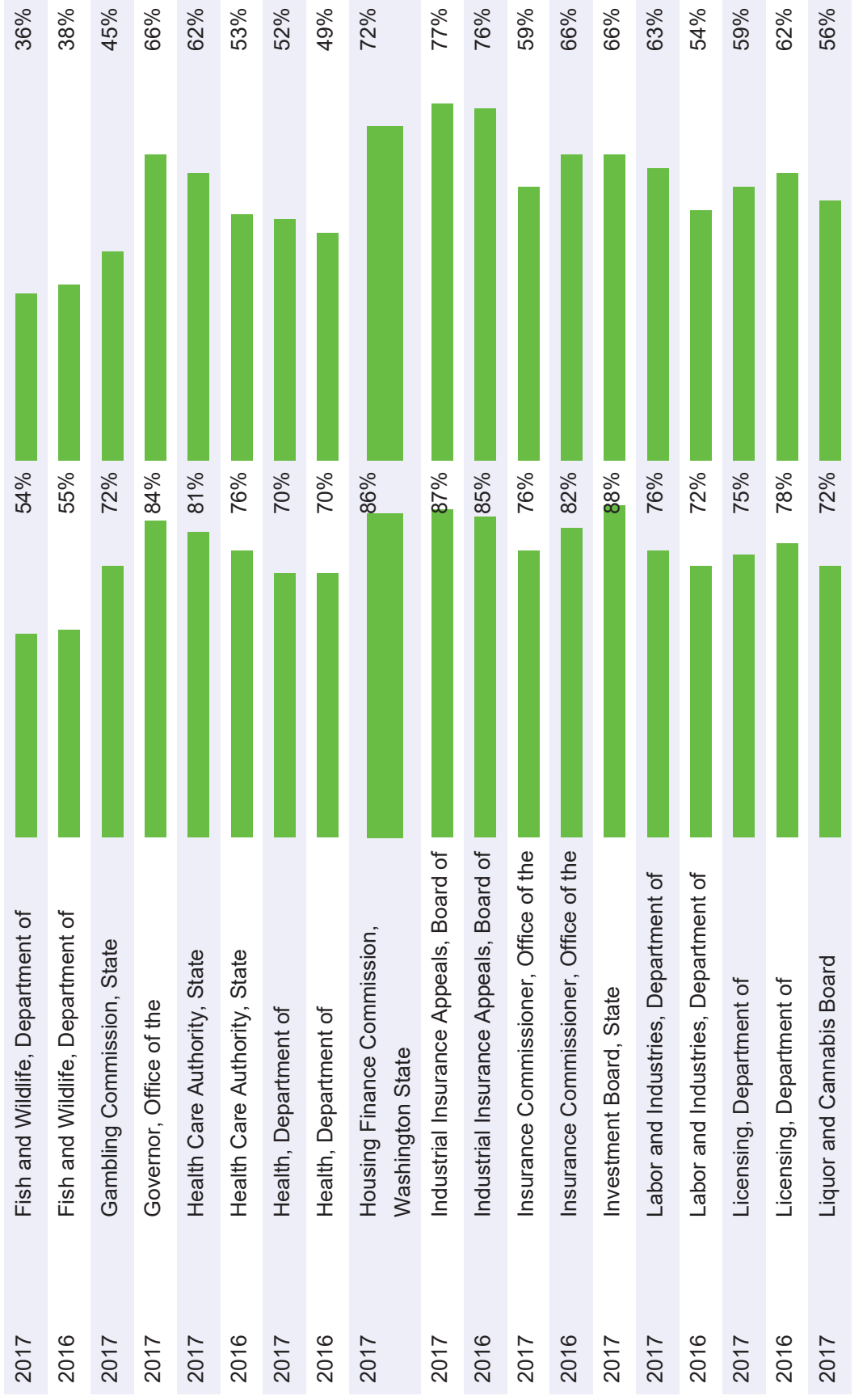
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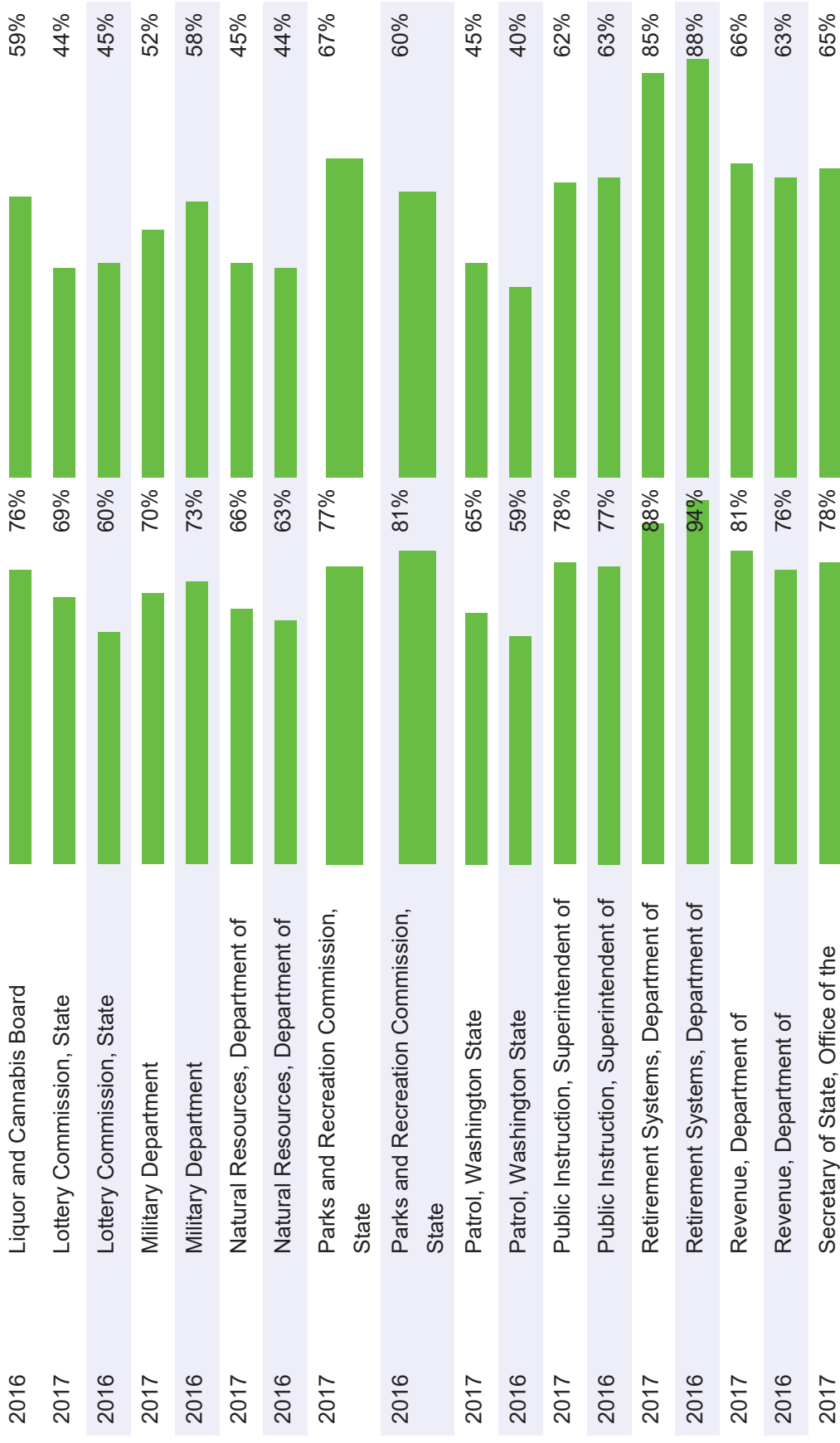
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