



**Customer Satisfaction: Measuring increased from 83% to 90%**  
with 24 more services measured between February and July 2016

38 Agencies Reporting	Core Services				
	Appropriate for measuring	Measured by Feb'16	Measured by Jul'16	More measured by Jul'16	Percent measured by Jul'16
<b>TOTAL</b>	<b>244</b>	<b>196</b>	<b>220</b>	<b>↑ 24</b>	<b>90%</b>
COM	4	4	4		100%
DEL	12	7	7		58%
DES	15	13	15	↑ 2	100%
DFI	5	5	5		100%
DOH	19	17	17		89%
DOL	10	8	8		80%
DOR	9	5	9	↑ 4	100%
DRS	6	6	6		100%
DSB	2	2	2		100%
DSHS	35	33	34	↑ 1	97%
ECY	6	4	4		67%
ESD	3	1	3	↑ 2	100%
HCA	5	5	5		100%
L&I	12	12	12		100%
LCB	4	2	4	↑ 2	100%
LOT	1	1	1		100%
MIL	2	1	1		50%
OAH	1	0	0		0%
OEO	1	1	1		100%
OFCO	4	3	3		75%
OFM	3	3	3		100%
OMWBE	2	1	1		50%
ORIA	8	8	8		100%
PLIA	1	0	1	↑ 1	100%
PSP	2	0	0		0%
RCO	2	2	2		100%
SCC	1	1	1		100%
UTC	1	1	1		100%
WATECH	9	0	9	↑ 9	100%
WDFW	2	2	2		100%
WDVA	7	3	3		43%
WSAC	2	1	1		50%
WSDOT	15	14	15	↑ 1	100%
WSP	25	25	25		100%
WSPRC	3	3	3		100%
WSSB	2	2	2		100%
WTECB	2	0	2	↑ 2	100%
WTSC	1	0	0		0%



**Timeliness: Measuring increased from 91% to 94%**  
with 15 more services measured between February and July 2016

36 Agencies Reporting	Core Services				
	Appropriate for measuring	Measured by Feb'16	Measured by Jul'16	More measured by Jul'16	Percent measured by Jul'16
<b>TOTAL</b>	<b>244</b>	<b>215</b>	<b>230</b>	<b>↑ 15</b>	<b>94%</b>
COM	2	2	2		100%
DEL	9	9	9		100%
DES	16	12	15	↑ 3	94%
DFI	4	4	4		100%
DOH	19	16	16		84%
DOL	7	7	7		100%
DOR	14	14	14		100%
DRS	6	6	6		100%
DSB	2	2	2		100%
DSHS	40	39	40	↑ 1	100%
ECY	6	4	4		67%
ESD	4	4	4		100%
HCA	5	5	5		100%
L&I	12	12	12		100%
LCB	2	2	2		100%
LOT	2	2	2		100%
MIL	2	1	1		50%
OAH	1	1	1		100%
OEO	1	1	1		100%
OFCO	4	4	4		100%
OFM	5	5	5		100%
OMWBE	2	0	0		0%
PLIA	3	3	3		100%
PSP	2	2	2		100%
SCC	1	0	0		0%
UTC	10	10	10		100%
WATECH	9	0	9	↑ 9	100%
WDFW	2	2	2		100%
WDVA	6	2	2		33%
WSAC	2	2	2		100%
WSDOT	12	12	12		100%
WSP	25	25	25		100%
WSPRC	2	2	2		100%
WSSB	2	2	2		100%
WTECB	2	0	2	↑ 2	100%
WTSC	1	1	1		100%

For more information about these measures visit: <https://data.results.wa.gov/stat/goals/i9wq-h48w>