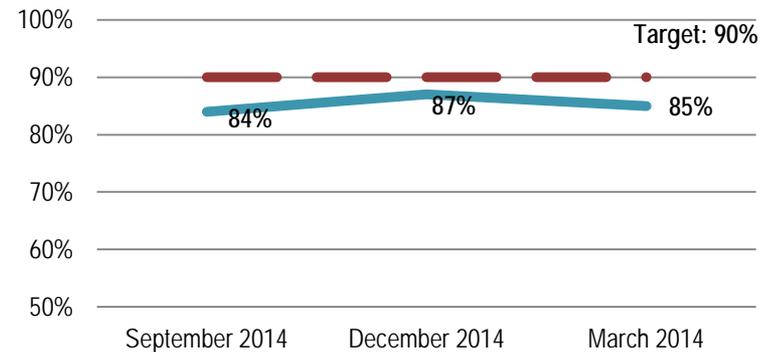


Increase timely delivery for state services to 90% by June 30, 2015

Current State and Next Steps

- Needs improvement: Currently at 85% for FY15.
- Over 2.4 million transactions through March – over 2 million delivered timely.
- Next Steps: Goal Council will discuss lessons learned from pilot and explore how to continue to measure timeliness in Goal Five.

1.3: Percent of Services Delivered on Time



Pilot Agency Core Processes

●	Outcome Measure 1.3 - Increase timely delivery for state services to 90% by June 30, 2015
✔	DOL Lobby Wait Time
●	DOL Phone Center
●	DOR Phone Center
✔	DSHS TANF Benefits
●	ECY Construction Stormwater Permits
●	ESD Unemployment Insurance First Payment
●	LNI Electrical Inspections
✔	WDFW Hydraulic Project Approval Permits
✔	WDFW Licensing Calls