

2003-05 Performance Progress Report For Quarter Ending 6/30/2005

Agency 215

Utilities and Transportation Commission Mission

The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

Goal Ensure railroad and pipeline safety companies build and operate their facilities in a way that contributes to public safety.

Performance Measure The number of grade crossing and trespass collisions per million train miles in Washington.

* *Statewide results: 8. Improve the safety of people and property*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				11				11
Actual				6.65				6.8

Date Measured

Performance Measure Reported natural gas and hazardous liquid incidents per 100 miles of pipeline in Washington.

* *Statewide results: 8. Improve the safety of people and property*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				0.5				0.5
Actual				.12				.19

Date Measured

Goal Ensure essential consumer protection by assuring fair rates and compliance with standards for service quality, business practices, and reliability of delivery systems.

Performance Measure Telecommunications service quality complaints per 100,000 access lines: U S West.*

* *Statewide results: 7. Improve statewide mobility of people, goods, information and energy. Service quality complaints have been driven by the industry's largest carrier, U S West, which is therefore shown separately.*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				94				94
Actual				55				40

Date Measured

Performance Measure Telecommunications service quality complaints per 100,000 access lines: Other local exchange companies (other than U S West).

* *Statewide results: 7. Improve statewide mobility of people, goods, information and energy.*

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Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				42.7				42.7
Actual				29				34
Date Measured								

Goal Take actions to increase competition and choice where there is benefit to consumers.

Performance Measure Percentage of Washington households with telephone service.*

* *Statewide results: 6. Improve the economic vitality of businesses and individuals. Washington ranks above the national average, which was 94.2% in 1995.*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				96%				96%
Actual				97.4%				96.9%
Date Measured								

Performance Measure Concentration Index for the local telephone market.*

* *Statewide results: 6. Improve the economic vitality of businesses and individuals. Lower concentration index equals more competition; a concentration index of 10,000 indicates a monopoly exists.*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				8000				8000
Actual				7981				7660
Date Measured								