

The Measures of Our Success



Priority

Regulatory Improvement: Creating Rules that Make Sense and Work Well

We develop and enforce rules that are necessary, fair, understandable and consistent.



KEY MEASURE

Make sure L&I rules can be used and understood.

WHY: Results in safer workplaces and better consumer protection.

TARGET: WISHA will rewrite 18 safety and health rules so that customers can use and understand them.



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Workers' Compensation: Providing Better Service to Employers and Employees

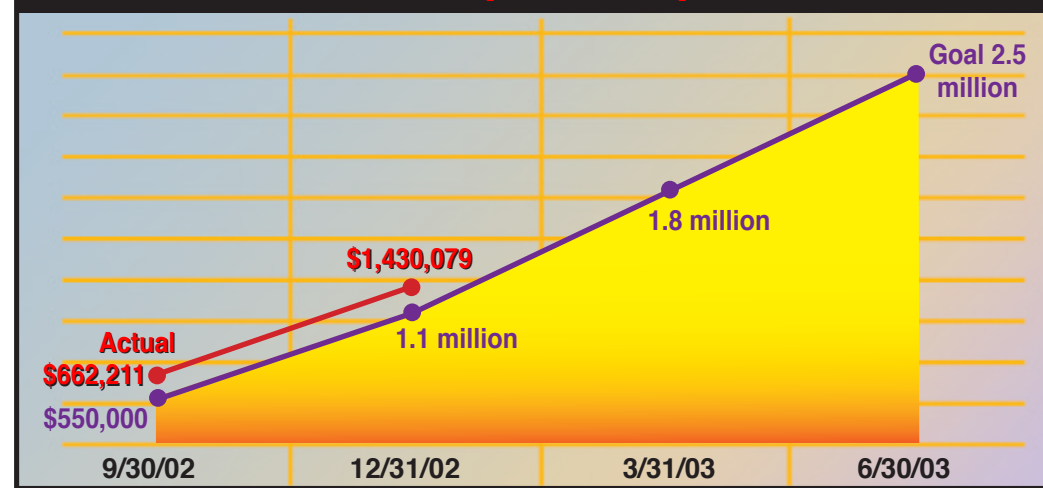
We provide sure and certain relief to injured workers and their families through effective and efficient service while controlling costs.



KEY MEASURE

Collect \$2.5 million from previously unregistered employers

Additional worker's compensation premiums collected



WHY: To assure all are paying their fair share.

TARGET: To increase collections by 77%.

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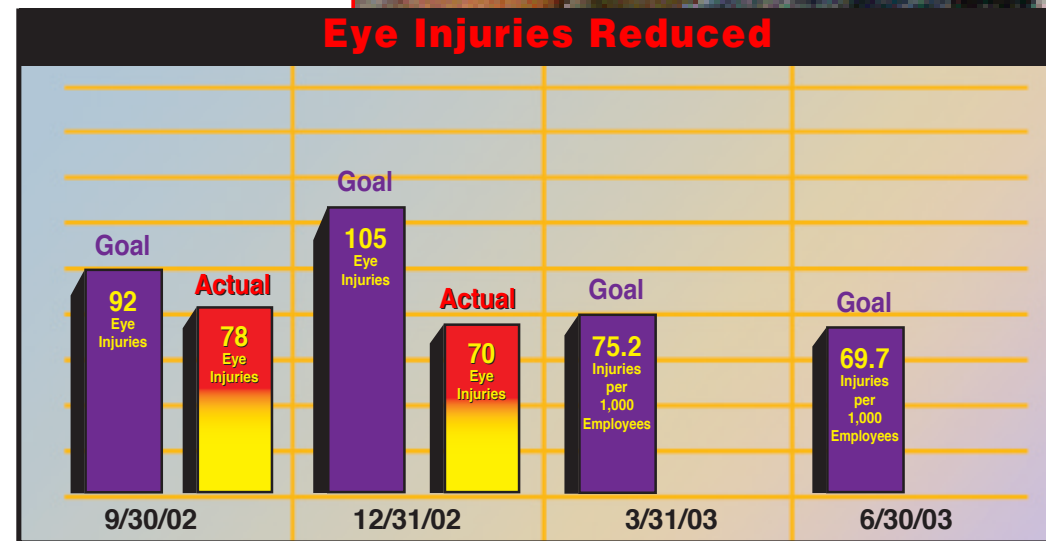
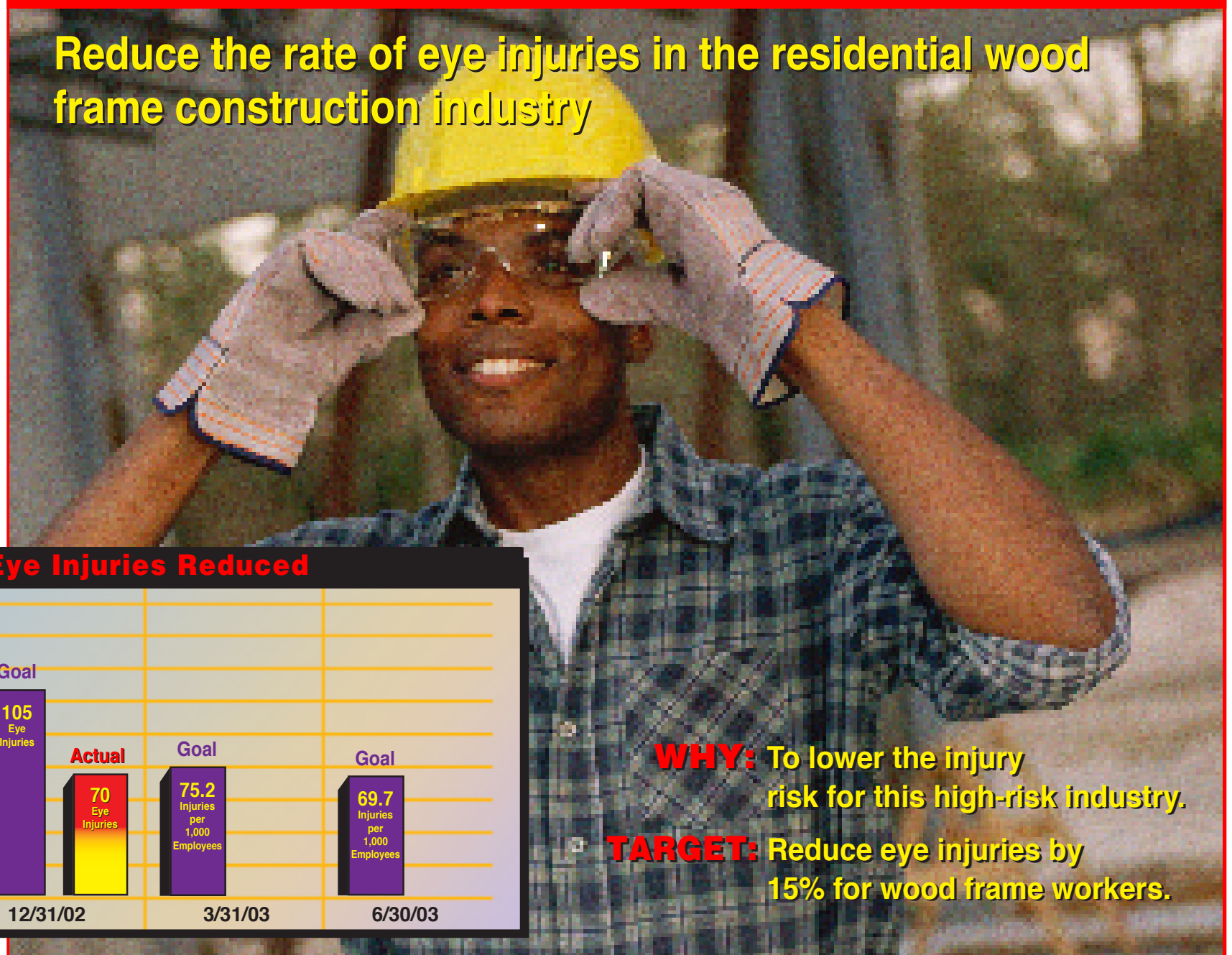
Safe Workplaces: Saving Lives and Preventing Injuries and Illnesses

We work with employees and employers to reduce hazards in every workplace.



KEY MEASURE

Reduce the rate of eye injuries in the residential wood frame construction industry



WHY: To lower the injury risk for this high-risk industry.

TARGET: Reduce eye injuries by 15% for wood frame workers.

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Customer Service: Delivering Service in a Professional and Courteous Manner

We strive to increase customer satisfaction and confidence in our services.

KEY MEASURE

Develop and test Spanish language publications.



WHY: Spanish speaking workers need information on their rights.

TARGET: Develop Spanish language publications that are widely distributed to those who need them.



Develop and Test Spanish Language Publications

COMPLETED	10 Publications Developed		
Target: Involve Hispanic community 9/30/02	Target: Develop Publications 12/31/02	Target: Test Publications with Users 3/31/03	Target: Identify/Use Effective Distribution Channels 6/30/03