How well are we serving businesses in need of permits and licenses?

License, Permit, and Certification Processing

(by type)

Permit Type	Target	Actual	Status
Minority- and Women-Owned Business Certification (percentage processed in 45 days or less)	60%	93%	●
Food Processor Inspections and Approvals (average days to process)	21	17.5	●
Liquor Licenses (average days to process)	60	58.7	●

Data Notes

Data Source:	OMWBE, WSDA, LCB, DOL
Measure Definition:	See drill down measures for detailed measure definitions
Target Rationale:	See drill down measures for information on target setting
Link to Agency Strategic Plan:	
Relevance:	Timely, efficient processing and decisions on business permits, licenses, and certifications protect the public and support economic growth.
Notes: (Optional)	See drill down measures for additional information

Also Available

Action Plan:	See drill down measures for action plans
Extended Analysis:	See drill down measures for analysis

Drill Down Measures

4.4.a - OMWBE Application Processing Time
4.4.b - Timeliness of food processor inspections and approvals
4.4.c - Liquor License Processing Time
4.4.d - Master Business License Service Use

Summary Analysis

Minority and Women Owned Business Certification

- OMWBE continued to increase the percentage of new state applications and federal annual updates processed within 45 days or less to 93% and 87% respectively during the third quarter.
- In the next report OMWBE will report a new measure on the application processing time for new federal certification applications. The target will be to meet the federal requirements by issuing determinations within 90 days of OMWBE's onsite visit to the business. During the third quarter over 66% of new federal applications were processed within 90 days.
- Continued progress in application processing time is made possible due to process improvements sponsored by the staff process improvement committee and revision of staff PDP's to align them with the agency's GMAP measures.

Food Processor Inspections and Approvals

- The average time to inspect and approve of Food Applications was 17.5 days from January to March, 2011, achieving the target to stay under 21 days.
- All Food Safety Officer positions are currently filled, which helps sustain the lower turn-around time below or within 21 days. If we experience vacant positions it will likely adversely impact our ability to meet or exceed our target over an extended period.

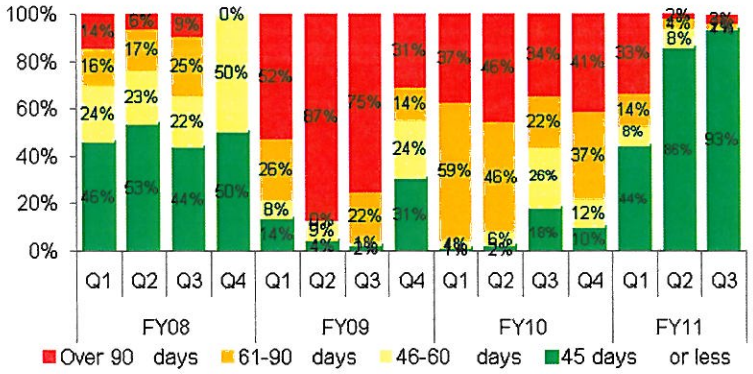
Liquor Licensing

- Processing time for the 3rd quarter of FY 2011 was 58.7 calendar days, 2.2% below our target of 60 calendar days.
- Average application processing time through March 31, 2011 is 54.6 calendar days; 9% below our target of 60 calendar days.
- Declining workload is one of the contributing factors that is offsetting reductions in staffing levels.

4.4.a - OMWBE Application Processing Time

Is determination time improving?

Application Determination Time



Drill Down Measures

4.4.a.1 - Applications Received

Summary Analysis

- During the third quarter of FY11, OMWBE continued to increase the percentage of new state applications processed in 45 days or less to 93%. This is a dramatic increase over the same period of FY10 (18%) and represents sustained progress from the previous quarter when 85.7% of new applications were processed within 45 days or less.
- Staff continued to increase both the number (119) and percentage of federal annual updates processed in 45 days or less to almost 87%, an increase over the same period of FY10 (60 updates within 45 days or less or 78%). This also represents continued progress from the previous quarter when 72% of annual updates were processed within 45 days or less.
- In the next report, there will be a new measure on the application processing time for federal certification. The target will be to meet federal requirements by issuing determinations within 90 days of OMWBE's onsite visit to the business. During the third quarter, over 66% of new federal applications were processed within 90 days.

New State Only Applications Processed:

	Qtr 3 FY10	Qtr 3 FY11
Total	157	104
45 days or less	27	97
46-60 days	41	1
61-90 days	36	2
Over 90 days	53	3

Data Notes

Data Source: OMWBE Database

Measure Definition: State: The number of new state applications processed in under 45 days, 46-60 days, 61-90 days, and over 90 days, as a percentage of total applications processed during the quarter. This includes state applications (new) and is measured from the day of receipt to the day of the determination.

Federal: The number of new federal applications processed under 90 days of the onsite visit, as a percentage of total applications processed during the quarter. This measure satisfies federal guidelines.

Target Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes: (optional) Data as of June 23, 2011.

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2011-01-15 (1)				
DBE Application Processing Time	Director & Certification Manager	4/1/2011	Completed	6/23/2011
ForumDate : 2010-01-15 (2)				
Add new staff resources for processing applications	OMWBE		Completed	6/8/2010
Set goals with staff	OMWBE		In Progress	6/23/2011
ForumDate : 2008-11-19 (1)				
Reexamine process improvements	Director and unit managers	6/30/2011	In Progress	3/17/2011

Add a new item

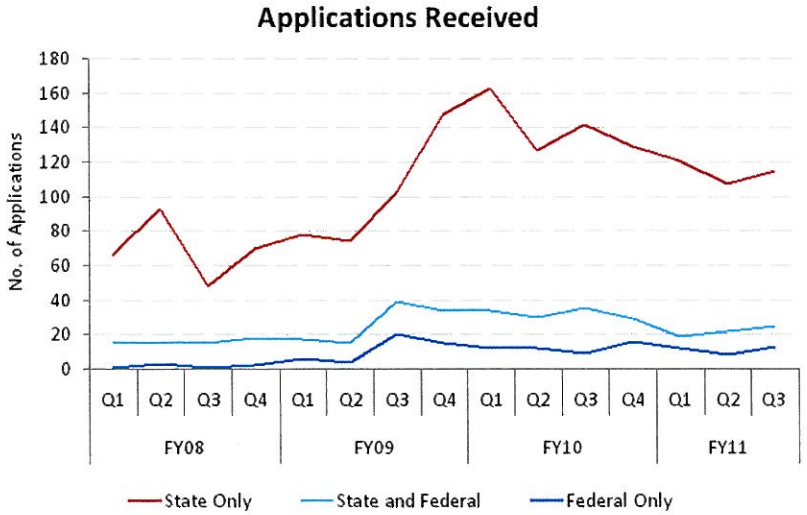
Extended Analysis

Continued progress in application processing time is made possible through the following process improvements sponsored by the OMWBE's staff process improvement workgroup that was organized during the third quarter: revision of certification manual, application prescreen protocols and onsite interview form; adoption of application table of contents, document filing standards, creation of NAICS code analysis template, and NAICS code training.

The PDP's of staff directly responsible for analyzing state and federal applications were reviewed for alignment with OMWBE's GMAP measures, specifically the state and new federal application processing time metrics. These PDP's will be finalized in the fourth quarter.

4.4.a.1 - Applications Received

How many new applications for certification did OMWBE receive?



Drill Down Measures

Summary Analysis

- The volume of incoming applications for the last two quarters has leveled off after the declines from the huge spike in late FY09 and early FY10. While the number of new applications received during the third quarter was less than for the same period of FY10, there were still more applications received than the previous quarter.
- The number of firms continuing to recertify with the state and federal programs was slightly less than the number for the same period of FY10. However, compared to last year the number of firms federally certified requesting changes to allow them to compete for a wider variety of contracts almost tripled. This is also an increase over the previous quarter.

	State Only	Federal Only	State & Federal
Qtr 3 FY10	142	9	35
Qtr 3 FY11	115	13	25

Data Notes

Data Source:	OMWBE Database
Measure Definition:	Number of new applications received. Includes first-time applications only, for state, federal, and state/federal combination.
Target Rationale:	
Link to Agency Strategic Plan:	
Relevance:	Last updated June 23, 2011
Notes: (Optional)	Previous data included annual updates (for state certification only), and federal recertification's (required every three years).

Also Available

Action Plan:	Yes
Extended Analysis:	Yes

Action Plan

Title	Who	DueDate	Status	StatusDate
ForumDate : 2010-10-27 (1)				
Restructure certification unit	Director and Certification Managers	9/20/2010	Completed	12/29/2010
ForumDate : 2009-07-15 (1)				
Implement first draft of QuikCheck pre-screening tool	Certification and IT Managers	7/31/2009	Completed	12/29/2010

Add a new item

Extended Analysis

Applications Received (4.4.b)

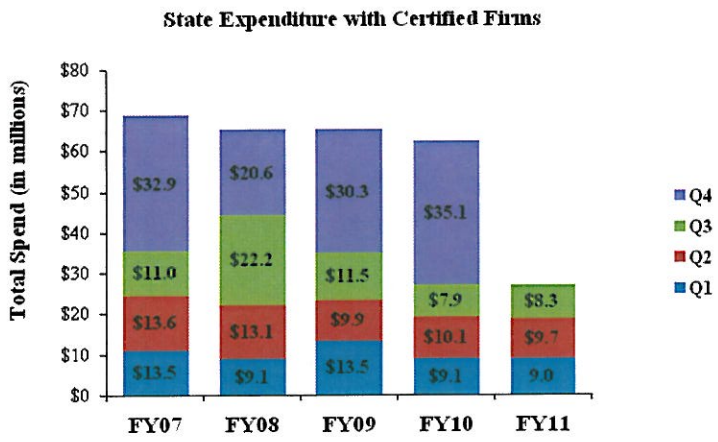
TYPE	FY10, Qtr. 3	FY11, Qtr. 3
New State, Federal and Combinations	186	153
Federal Annual Updates	100	122
State-Only Recertifications	37	32
Combination (S&F) Recertifications	23	22
Miscellaneous Requests	21	48
Total	367	377

Linked Deposit Program:

The number or MBE/WBE firms (30) as well as the number of loans enrolled (40) in the Linked Deposit Program increased in the third quarter from the previous quarter (24). Total dollar value of loans enrolled almost tripled compared to last year and almost double that of the previous quarter. The number of first time loans enrolled (25) also increased significantly from the same period as FY10 (13) and the previous quarter (8).

4.5 - Expenditure with Certified Firms

How much has the State spent with certified firms?



Drill Down Measures

4.5.a - Diverse Suppliers to the State

Summary Analysis

- During the third quarter expenditures with certified firms increased over the same period of FY10, although they were less than the previous quarter.
- Expenditures with MBE firms declined compared to the same period of FY10 and the previous quarter. In contrast, expenditures with WBE firms increased over the same period of FY10, even though they were slightly less than the previous quarter of FY11.
- The overall percentage of expenditures with both MBE and WBE firms increased over the previous quarter of FY11 despite the increase in the PBase from last year.
- As in the previous quarter, WSDOT's spend with MBE and WBE firms continues to be a significant factor in the State's overall achievement. During the third quarter WSDOT's combined spend with MBE and WBE firms represented approximately 28% of the State's total expenditures with MBE and WBE firms.
- While WSDOT's spend with WBE firms increased during the third quarter, its spend with MBE firms was less than the previous quarter and for the same period of FY10.

FY11	PBase	MBE	%	WBE	%	Total # Certified Firms	Certified Firms Doing Business
Qtr 1	$673,397,364	$5,668,849	.84	$3,387,068	.50	2692	268
Qtr 2	$763,925,798	$5,717,717	.74	$3,991,348	.52	2744	334
Qtr 3	$629,942,274	$4,820,412	.77	$3,483,502	.55	2886	387

FY10	PBase	MBE	%	WBE	%	Total # Certified Firms	Certified Firms Doing Business
Qtr 1	$615,665,989	$6,790,803	1.10	$2,290,215	.37	2461	224
Qtr 2	$690,518,328	$5,748,426	.83	$4,363,717	.63	2582	287
Qtr 3	$580,207,999	$5,236,305	.90	$2,730,602	.47	2715	332

Data Notes

Data Source: OMWBE Database

Measure Definition: The dollars of expenditure with certified firms includes only state certified firms, not spending with federally certified firms using federal dollars. The PBase (purchasing base) includes spending on goods and services with both state and federal dollars, with certain limited exceptions.

FY09 data does not include University of Washington expenditures. UW data could not be included in OMWBE statewide report totals because data was not reported in a compatable format.

Target Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes: (optional) Data as of June 23, 2011

Also Available

Action Plan: Yes

Extended Analysis: Yes

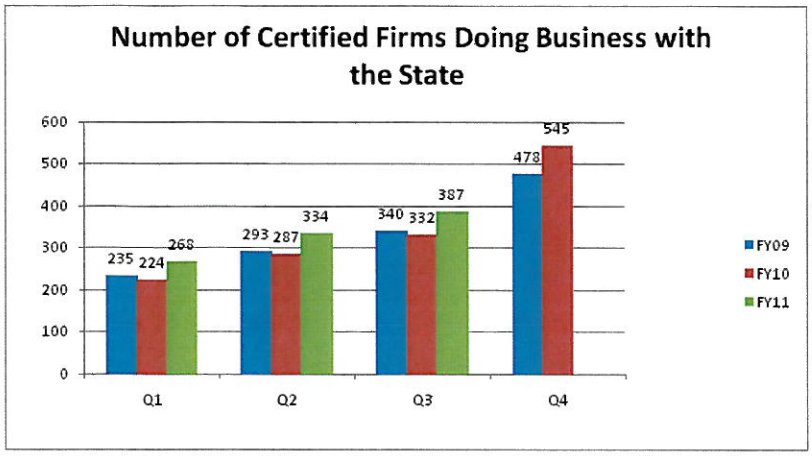
Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2009-07-15 (1)				
Second Tier Reporting Pilot	Director	12/31/2009	Completed	9/15/2010

Extended Analysis

4.5.a - Diverse Suppliers to the State

The number of certified firms doing business with the state is increasing.



Summary Analysis

The number of certified firms doing business with the state increased Qtr 3, FY11 (387) from Qtr 3, FY10 (332).

The total number of available certified firms during the third quarter FY11 continued to increase over the same period of FY10 as it did in the second quarter of FY11. Most importantly, the number of firms doing business with the state continued to increase over the same period during FY10 and the previous quarter of FY11. Finally, the number of certified firms of all ethnic/gender groups doing business with the state during the third quarter also increased.

Number of Certified Firms Doing Business With the State

Ethnicity/Gender	FY11			FY10		
	1st Qtr	2nd Qtr	3rd Qtr	1st Qtr	2nd Qtr	3rd Qtr
African American	26	32	39	21	26	33
Asian American	59	67	81	47	57	68
Hispanic	25	33	34	13	24	26
Native American	14	19	20	9	12	17
Other	0	0	0	0	0	0
Caucasian	144	183	213	134	168	188
Total	**268**	**334**	**387**	**224**	**287**	**332**

Data Notes

Data Source: OMWBE's Database

Measure Definition:

Target Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes: (optional) As of May 31, 2011

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-10-27 (2)				
Implement Standard Contract Language	Director & Agency Support Manager	12/31/2011	In Progress	3/17/2011
OMWBE Directory Re-Design	Director & Agency Support Manager	12/31/2011	In Progress	3/17/2011
ForumDate : 2009-07-15 (2)				
Gap Analysis	Director and Agency Support Manager	6/30/2011	In Progress	3/17/2011
Focused Advocacy	Director and Agency Support Manager	6/30/2011	In Progress	3/17/2011
ForumDate : (5)				
Online Directory	Director & IT		Completed	6/23/2011
Supplier Diversity Panel	Director	6/30/2011	In Progress	6/23/2011
Ethnic Commission Business Directories	Director		Completed	6/23/2011
Ethnic Commissions Business Directory	Director	6/30/2011	In Progress	6/23/2011
Certification Video	Director	6/30/2011	In Progress	6/23/2011

Add a new item

Extended Analysis

- Through its interagency agreements with the ethnic commissions, OMWBE and The Commission on Asian Pacific American Affairs, completed an online directory of Asian businesses, including OMWBE-certified Asian owned businesses, that is available on both agencies' websites.
- OMWBE also continued to collaborate with The Commission of Hispanic Affairs to develop an online directory of Hispanic owned businesses, including OMWBE-certified Hispanic owned businesses, as well as a certification video.
- During the third quarter eight additional community colleges finalized their supplier diversity plans which are now posted on OMWBE's website.
- During the fourth quarter, OMWBE's Ad Hoc Advisory Committee will host a supplier diversity panel of agency buyers at GA's Vendor Education Seminars in Tacoma and Spokane. Agency buyers will inform firms of upcoming opportunities, answer firms' questions and discuss how they implement their agency's supplier diversity initiatives.

CERTIFIED FIRMS DOING BUSINESS WITH THE STATE (2005-2010)

Year	PBase (Billions)	Total # of Certified Firms	Certified firms Doing Business*	Dollars (Millions)
2005	$2.8	2449	421	$54.6
2006	$2.7	2487	378	$80.2
2007	$2.9	2461	453	$68.5
2008	$2.7	2467	460	$64.9
2009	$2.0	2649	478	$65.2
2010	$2.3	2966	545	$67.1

*Number is not an accumulation of the quarters. It is the year end total. OMWBE does not receive data from the agencies in order to determine the number of contracts a firm has with an agency because agencies either do not report the contract number and/or individual agency transactions are aggregated by OFM as part of its expenditure data preparation process for OMWBE.

Each quarter includes firms receiving spend on one or more contracts with one or more agencies during the quarter. A contract can span one or more quarters. Therefore, the same firm may be separately counted in multiple quarters for the same contract. For this year end total, the number of firms doing business with the state are counted only once, regardless of the number of contracts they have.