



State of Wisconsin
Governor Scott Walker

Department of Agriculture, Trade and Consumer Protection
Sheila E. Harsdorf, Secretary

DATE: May 7, 2018

TO: Board of Agriculture, Trade and Consumer Protection

FROM: Sheila Harsdorf, Secretary *Sheila Harsdorf*
Sean Brown, Administrator-Division of Trade and Consumer Protection *SB*

SUBJECT: **Weights and Measures Report**

PRESENTED BY: Alicia Clark, Bureau of Weights and Measures

RECOMMENDATION: This is for informational purposes only. No Board action is required.

Division staff will update the Board regarding both completed and on-going projects; as well as, discuss the 2017 annual statistics.

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Bureau of Weights and Measures Statistics - 2017

From 1/1/2017 to 12/31/2017

Weights and Measures Inspections

Total Inspections	216,887
Business Locations	5,630
Devices	51,721
Package Weight	105,919
Price Accuracy	57,120

Weights and Measures Compliance

		Consumer Confidence*	Total Accuracy**
	Grades of Fuel Tested		
Gas Pumps	38,209	99.8%	98.2%
1.19 tbsps over-delivery per gallon average for all fuel tested			
Price Accuracy	Items Tested		
	57,120	98.6%	96.2%
Retail Scales	Scales Inspected		
	10,107	99.8%	96.3%
Package Weight	Packages Inspected		
	105,919	98.5%	98.5%

* Rate at which consumers are charged accurately or undercharged.

** Rate at which consumers are charged accurately including undercharges and overcharges.

Fuel Quality

Total Samples Tested	5,221
Compliance Rate	98.0%

1.1 End Outcome Protect consumers

Objective	Weights & Measures: Identify unfair practices that cause the greatest consumer injury					Methodology
Measure Type: Efficiency	Q1	Q2	Q3	Q4	2017 Goal	
Length of time to initially handle a complaint	3.74 days	3.40 days	4.09 days	4.04 days	10 days	Use stamp date and first action date to determine length of time

1.2 End Outcome Prevent and reduce fraud, unfair and deceptive practices in the marketplace

Objective	Weights & Measures: Prevent fraud, unfair and deceptive practices				
Measure Type: Output	Q1	Q2	Q3	Q4	2017
Total Late & Overdue Test Report Surcharges*	5	7	7	22	41
Surcharges (VS)	1	2	2	10	15
Surcharges (LPG)	0	2	2	5	9
Surcharges (VTM)	4	3	3	7	17
Reinspections**	197	143	154	303	797
Rejected Devices**	352	388	548	627	1,915
Rejected Packages**	862	258	58	363	1,541
Prices Ordered Corrected**	398	145	135	130	808

* From AMANDA: Overdue & Late Test Reporting Paid Surcharges Assessed in Quarter

** From WinWam inspection data

Objective	Petroleum Systems Inspections: Prevent fraud, unfair, unsafe and deceptive practices				
Measure Type: Output	Q1	Q2	Q3	Q4	2017
Administrative Orders (1st notice)	448	870	881	959	3,158
Administrative Orders (2nd notice)	141	302	352	372	1,167
Red Tags	47	55	63	61	226

Objective	Weights & Measures Inspections: Prevent fraud, unfair, unsafe and deceptive practices				
Measure Type: Output	Q1	Q2	Q3	Q4	2017
Total Warning Letters Sent	103	42	18	29	192
Violations Noted in Warning Letters	185	77	30	53	345
Quantity Accuracy	163	62	25	36	286
Declaration of Responsibility	8	1	1	1	11
Price Accuracy	6	3	2	1	12
Packaging and Labeling Violation	5	5	0	1	11
Other	3	6	2	14	25
Complaints Received	165	105	84	102	456
Fuel Quality	47	26	16	24	113
Card Skimmer	16	6	3	5	30
Gas Pump	60	52	46	45	203
Price Accuracy	28	12	7	16	63
Other	14	9	12	12	47

Compliance

Enforcement Conferences Held	Civil Forfeiture Amount	Q1	Q2	Q3	Q4	2017
Transcat Inc.		5	17	8	8	38
KA Bulk Transport, LLC		1/12/2017				
Pump and Meter Service, Inc.		2/1/2017				
World Investment Group LLC		2/23/2017				
Roche-a-Cri Gas Service, Inc.		3/1/2017				
Growmark, Inc.		3/23/2017				
Endeavor Environmental Services, Inc.		4/5/2017				
North Country Business Products, Inc.		4/6/2017				
Severson Oil Company		4/12/2017				
Skogen's Foodliner, Inc.		4/19/2017				
U.S. Venture, Inc.		4/25/2017				
Target Corporation		4/26/2017				
		4/27/2017				

Walt's Petroleum Service, Inc.				5/3/2017				
Petroleum Equipment Service of Wisconsin, LLC				5/4/2017				
Meier Stores LP				5/10/2017				
U.S. Venture, Inc.				5/12/2017				
Coborn's, Inc.				5/16/2017				
Growmark, Inc.				5/23/2017				
Country Visions Cooperative				5/24/2017				
Wal-Mart Stores, Inc.				6/1/2017				
La Crosse Scale, LLC				6/6/2017				
Oil Equipment Company, Inc.				6/8/2017				
BSI Scales, Inc.					7/19/2017			
Fetch Rewards, Inc.					7/25/2017			
Bay Marine of Sturgeon Bay, Inc.					8/2/2017			
Valley Scale Service, Inc.					8/3/2017			
Quick Fuel, Inc.					8/17/2017			
Roundy's Supermarkets, Inc.					8/22/2017			
Grewal Brothers, LLC					9/7/2017			
Quillins, Inc.					9/13/2017			
Advance Auto Parts, Inc.						10/11/2017		
KSK C-Stores, Inc.						10/18/2017		
Cream City Stateline Scale LLC						11/13/2017		
U.S. Venture, Inc.						11/21/2017		
CHS, Inc.						11/29/2017		
Northern Equipment Company, Inc.						12/14/2017		
A&A Petroleum, Inc.						12/19/2017		
Kwik Trip, Inc.						12/20/2017		

Assurances of Compliance Completed		0	8	0	3	11
Pump and Meter Service, Inc.			4/4/2017			
Growmark, Inc.			4/13/2017			
Endeavor Environmental Services, Inc.			4/13/2017			
Garry Richard			5/10/2017			
Severson Oil Company			5/15/2017			
Meijer Stores LP			5/19/2017			
Target Corporation			5/24/2017			
Growmark, Inc.			6/8/2017			
Roundy's Supermarkets, Inc.					10/11/2017	
Bay Marine of Sturgeon Bay, Inc.					10/30/2017	
Energy Solution Partners, LLC					10/31/2017	
Referrals to DOI		5	1	1	0	7
Peasley's Hustle Stop, LLC		1/11/2017				
Shahbaz A. Qureshi		2/7/2017				
Euro-American Realty Investors, Inc.		2/21/2017				
Lakeland Real Estate Investments, LLC		3/7/2017				
GMB Enterprises, LLC		3/7/2017				
Wisconsin View, LLC			4/19/2017			
Khushi Corporation				8/23/2017		

DOI Civil Forfeiture Completed		1	1	3	3	8
JOT Gill, LLC / JS Food Mart II, LLC	\$22,367.00	1/13/2017				
Arthur Schaffer	\$4,000.00		5/25/2017			
Sai Ram Real Estate	\$6,000.00			7/1/2017		
Peasley's Hustle Stop, LLC	\$1,000.00			7/24/2017		
Gavin Petro LLC	\$42,000.00			9/27/2017		
Lakeland Real Estate Investments, LLC	\$25,550.20				11/15/2017	
GRB Real Estate of Clintonville, LLC	\$5,000.00				11/20/2017	
QCS LLC	\$5,000.00				12/14/2017	
TOTAL	\$110,917.20					

Stipulated Civil Forfeiture Referred to DA		3	11	7	3	24
RapidMart of Watertown LLC		1/5/2017				
5 Star Stations, Inc.		2/20/2017				
Countryside Cooperative		3/21/2017				
Transcat Inc.			4/6/2017			
Laona Shell, LLC			4/24/2017			
Roche-a-Cri Gas Service, Inc.			4/28/2017			
North Country Business Products, Inc.			5/8/2017			
Walt's Petroleum Service, Inc.			5/31/2017			
U.S. Venture, Inc.			6/2/2017			
KA Bulk Transport, LLC			6/2/2017			
Petroleum Equipment Service of Wisconsin, LLC			6/12/2017			
La Crosse Scale, LLC			6/23/2017			
Country Visions Cooperative			6/29/2017			
Skogen's Foodliner, Inc.			6/30/2017			
World Investment Group LLC				7/18/2017		
Fetch Rewards, Inc.				8/16/2017		
BSI Scales, Inc.				8/22/2017		
Quick Fuel, Inc.				9/15/2017		
Grewal Brothers, LLC				9/20/2017		
Valley Scale Service, Inc.				9/26/2017		
Quillins, Inc.				9/28/2017		
KSK C-Stores, Inc.					11/21/2017	
Advance Auto Parts, Inc.					12/19/2017	
U.S. Venture, Inc.					12/19/2017	

DA Stipulated Civil Forfeiture Completed		3	7	8	5	23
RapidMart of Watertown LLC	\$15,000.00	1/10/2017				
NCR Corporation	\$13,340.50	2/8/2017				
U.S. Venture, Inc.	\$2,945.50	3/28/2017				
Countryside Cooperative	\$3,307.50		4/3/2017			
5 Star Stations, Inc.	\$1,670.50		4/10/2017			
Transcat Inc.	\$11,729.00		4/17/2017			
Roche-a-Cri Gas Service, Inc.	\$6,102.50		5/5/2017			
Laona Shell, LLC	\$4,062.50		5/8/2017			
KA Bulk Transport, LLC	\$6,714.50		6/12/2017			
U.S. Venture, Inc.	\$4,398.50		6/15/2017			
Walt's Petroleum Service	\$1,420.50			7/27/2017		
Country Visions Cooperative	\$6,670.50			7/31/2017		
North Country Business Products, Inc.	\$33,840.50			8/4/2017		
World Investment Group	\$9,034.00			8/25/2017		
Petroleum Equipment Service of Wisconsin	\$1,420.50			8/28/2017		
Fetch Rewards, Inc.	\$892.50			9/5/2017		
La Crosse Scale, LLC	\$1,769.00			9/20/2017		
BSI Scales, Inc.	\$8,203.00			9/21/2017		
Valley Scale Service, Inc.	\$11,033.00			10/5/2017		
Skogen's Foodliner, Inc.	\$3,180.50			10/16/2017		
Grewal Brothers, LLC	\$4,837.50			10/18/2017		
Quick Fuel, Inc.	\$562.50			10/31/2017		
Quillins, Inc.	\$4,987.50			12/1/2017		
TOTAL	\$157,122.50					
Other		0	0	0	0	0

Civil Forfeitures	Q1	Q2	Q3	Q4	2017
DA Civil Forfeiture Amount	\$31,286.00	\$37,985.00	\$63,250.50	\$24,601.00	\$ 157,122.50
DOJ Civil Forfeiture Amount	\$22,367.00	\$4,000.00	\$49,000.00	\$35,550.20	\$ 110,917.20
Total Civil Forfeiture Amount	\$53,653.00	\$41,985.00	\$112,250.50	\$60,151.20	\$268,039.70

Compliance Cases at DA Report Updated 1/23/2018

Company Name	# of Facilities	Facility Location(s)	Date Referred	Current Status
KSK C-Stores, Inc.	1	Green Bay	11/21/2017	Court documents and check sent to DA.
U.S. Venture, Inc.	3	Chippewa Falls, Arcadia, Ladysmith	12/19/2017	Court documents sent to DA.
Northern Equipment Company, Inc.	1	Muskego	1/17/2018	Signed court documents and check sent to DA.

Compliance Cases at DOJ Report Updated 1/23/2018

Company Name	# of Facilities	Facility Location(s)	Date Referred	Current Status
S & K, Inc.	1	Baldwin	8/18/2014	Tanks removed. Closure paperwork rec'd. Letter sent to Governor requesting approval for DOJ to file the case.
AUR Energy Partners LLC	1	Cudahy	12/15/2014	DOJ sent pre-filing letter and draft complaint to AUR Energy.
Arushupinder Singh Chahal	1	Random Lake	8/19/2016	Admission of service of the summons and complaint to Mr. Chahal sent to the court. Summons and Complaint sent to the court. DOJ is still trying to have Mr. Boparai served.
Boparai, LLC	1	Watertown	8/22/2016	Admission of service of the summons and complaint to Mr. Chahal sent to the court. Summons and Complaint sent to the court. DOJ is still trying to have Mr. Boparai served.
Peasley's Hustle Stop, LLC	1	Juneau	1/11/2017	Pre-filing letter mailed to Mr. Peasley
Euro-American Realty Investors, Inc.	1	Rhinelander	2/21/2017	Referral re-assigned to AAG Emily Ertel.
GMB Enterprises, LLC	1	Barnes	3/7/2017	Attorney for GMB contacted DNR regarding assistance to remove tanks.
Missota View, LLC	1	Chippewa Falls	4/19/2017	Pre-filing letter and complaint sent to Wisconsin View.
Khushi Corporation	1	Mantowoc	8/23/2017	Pre-filing letter sent to Khushi.

2017 Trailer Test Unit Availability		Active Test Units	Total Test Unit Work Day (work days X # of active units)	Works Days Test Units Unavailable Due to Maintenance	% Work Days Test Units Unavailable
1 st Quarter	9	567	6	1.10%	
2 nd Quarter	10	640	3	0.50%	
3 rd Quarter	10	630	30.5	4.84%	
4 th quarter	10	620	0	0.00%	

1.3 End Outcome

Ensure Fair Competition

Objective: Bureau of Weights & Measures Laws are effectively enforced

Measure Type: Output	Q1	Q2	Q3	Q4	2017	2017 Goal
Number of presentations to law enforcement / city officials	12	2	2	10	26	20
Internal Training on laws	23	29	44	37	133	60
Total Number of W&M Inspections	109,321	40,814	29,567	37,185	216,887	221,420

TOTAL W&M INSPECTIONS	Q1	Q2	Q3	Q4	2017	2017 Goal
Total Inspections	109,321	40,814	29,567	37,185	216,887	221,420
Device	8,855	10,672	18,708	13,486	51,721	59,745
Package - Net Quantity	67,327	18,570	5,212	14,810	105,919	100,408
Package - Label	1,535	224	14	354	2,127	2,638
Price Accuracy	31,604	11,348	5,633	8,535	57,120	58,629
LPG	25	84	72	1	182	300
Vehicle Tank Meter	2	86	4	62	154	270
Vehicle Scale	11	190	288	171	660	600

Storage Tanks		Q1	Q2	Q3	Q4	2017	2017 Goal
Measure Type: Output		Q1	Q2	Q3	Q4	2017	2017 Goal
Total State Storage Tank Facility Inspections		1456	2957	2281	1948	8642	TBD
Retail		687	1260	1641	1332	4920	TBD
Non-Retail		769	1697	640	616	3722	TBD
Annual (Initial) Facility Inspections		976	1996	1300	1032	5304	TBD
Retail		306	615	857	584	2362	TBD
Non-Retail		670	1381	443	448	2942	TBD
Total State Storage Tank Facility Inspections - State Inspectors		1202	1908	2049	1697	6856	7737
Retail		684	1256	1640	1327	4907	TBD
Non-Retail		518	652	409	370	1949	TBD
Annual (Initial) Facility Inspections - State Inspectors		724	1039	1101	814	3678	3860
Retail		303	611	856	579	2349	TBD
Non-Retail		421	428	245	235	1329	TBD
Total State Storage Tank Facility Inspections - LPOs		254	1049	232	251	1786	TBD
Retail		3	4	1	5	13	TBD
Non-Retail		251	1045	231	246	1773	TBD
Annual (Initial) Facility Inspections - LPOs		252	957	199	218	1626	TBD
Retail		3	4	1	5	13	TBD
Non-Retail		249	953	198	213	1613	TBD
Measure Type: Output		Q1	Q2	Q3	Q4	2017	2017 Goal
Total Storage Tanks Inspected		3317	6899	6003	5260	21479	TBD
Underground Storage Tank (UST)		1757	3829	4562	3739	13887	TBD
Aboveground Storage Tank (AST)		1560	3070	1441	1521	7592	TBD

Total Storage Tanks Inspected - State Inspectors	2773	4919	5580	4741	18013	TBD
Underground Storage Tank (UST)	1704	3464	4518	3665	13351	TBD
Aboveground Storage Tank (AST)	1069	1455	1062	1076	4662	TBD
Total Storage Tanks Inspected - LPO	544	1980	423	519	3466	TBD
Underground Storage Tank (UST)	53	365	44	74	536	TBD
Aboveground Storage Tank (AST)	491	1615	379	445	2930	TBD

	Q1	Q2	Q3	Q4	2017	
Total Storage Tank Facilities with Federally Regulated USTs that are annually permitted & inspected & includes LPO assigned facilities	3,904	3,892	3,867	3,880	3,880	
	Retail					
	3,105	3,131	3,066	3,011	3,011	
	Non-Retail					
	799	761	801	869	869	
Total Storage Tank Facilities with AST & UST assigned for annual inspection & includes LPO assigned facilities	TBD	TBD	TBD	TBD	TBD	
Unpermitted Storage Tank Facilities	N/A	N/A	274	442	442	

FUEL QUALITY SCREENING, SAMPLING & TESTING						
Measure Type: Output	Q1	Q2	Q3	Q4	2017	2017 Goal
Total Field Screening Tests Conducted*	3276	6067	8876	6632	24,851	31,282
Total Fuel Samples Screened	1494	2296	3079	2479	9,348	12,169
Total Fuel Samples Shipped to Lab for Testing	1017	1310	1549	1345	5,221	5,743
Total Fuel Lab Tests Conducted*	3855	5783	5830	5112	20,580	20,801

* Multiple tests conducted per sample

Objective	Bureau of Weights & Measures Compliance is improved through better understanding of laws by regulated businesses					
Number of current licenses	Q1	Q2	Q3	Q4	2017 Goal	
LICENSING						
Licenses - VS	2,254	2,480	2,504	2,546	2,496	
Licenses - LPG	1,268	1,270	1,269	1,276	1,258	
Licenses - VTMM	1,219	1,233	1,213	1,149	1,211	
Service Companies	182	183	181	181	189	
Technicians - W/M	815	825	814	816	789	
Storage Tanks - Federally Regulated USTs requiring annual permits	11,932	11,958	11,984	11,941	12,168	
Total Storage Tank Facilities with Federally Regulated USTs that are annually permitted & inspected & includes LPO assigned facilities	3,904	3,892	3,867	3,880	3,891	
Storage Tank Credentialed Companies & Technicians	1,171	1,235	1,254	1,241	1,152	

Intermediate Outcome

Weights & Measures: Conduct inspections and investigations, 2016 Goaling high-risk areas

Compliance rate by accuracy and confidence for W&M Inspections (see below)

Consumer Confidence	Q1	Q2	Q3	Q4	2017	2017 Goal
Retail Motor Fuel	99.6%	99.8%	99.8%	99.8%	99.8%	99.6%
Retail Scales	99.7%	99.8%	99.8%	100.0%	99.8%	99.7%
Vehicle Scales**	100.0%	98.4%	97.2%	100.0%	98.3%	N/A
LPG Meters	100.0%	98.8%	97.3%	100.0%	98.4%	95.3%
VTM*	100.0%	100.0%	100.0%	98.4%	99.4%	98.1%
Package Checking*	98.7%	99.0%	98.9%	97.5%	98.5%	98.4%
Price Accuracy	98.7%	98.7%	97.6%	98.5%	98.6%	98.8%

Accuracy	Q1	Q2	Q3	Q4	2017	2017 Goal
Retail Motor Fuel	97.8%	97.3%	98.3%	99.0%	98.2%	97.8%
Retail Scales	95.9%	96.8%	98.3%	96.3%	96.2%	96.6%
Vehicle Scales**	100.0%	96.8%	89.6%	96.5%	93.6%	N/A
LPG Meters	100.0%	96.4%	95.9%	100.0%	96.7%	93.0%
VTM*	100.0%	100.0%	100.0%	98.4%	98.7%	93.7%
Package Checking*	98.7%	99.0%	98.9%	97.5%	98.5%	98.4%
Price Accuracy	96.4%	95.2%	94.3%	95.1%	96.0%	96.2%

* Compliance Rate calculated with corrected methodology

** Change in data entry method by inspectors made accuracy information unavailable. Will be corrected by Q1 2017.

Measure Type: Review of 5-year Compliance Tracking

Petroleum Systems Facilities Compliance

	Q1	Q2	Q3	Q4	2017	2017 Goal
Total State & LPO Compliance Rate (Retail & Non-Retail Facilities): All Inspections: Initial, Re-Inspections & Others	68.1%	71.8%	62.5%	65.1%	67.4%	N/A
Retail	62.7%	56.9%	58.0%	58.0%	56.7%	N/A
Non-Retail Facilities	75.9%	82.9%	74.2%	81.7%	81.0%	N/A

	Q1	Q2	Q3	Q4	2017	2017 Goal
Total State Inspector Compliance Rate (Retail & Non-Retail Facilities): All Inspections: Initial, Re-Inspections & Others	63.7%	62.8%	61.3%	61.8%	61.9%	57.6%
Retail	55.0%	56.7%	57.9%	57.8%	56.6%	N/A
Non-Retail Facilities	71.4%	74.9%	74.8%	75.9%	74.6%	N/A

	Q1	Q2	Q3	Q4	2017	2017 Goal
Total LPO Compliance Rate (Retail & Non-Retail Facilities): All Inspections: Initial, Re-Inspections & Others	87.5%	87.5%	73.3%	87.6%	88.1%	N/A
Retail	100.0%	100.0%	100.0%	100.0%	100.0%	N/A
Non-Retail Facilities	87.3%	87.5%	73.2%	87.4%	88.1%	N/A

	Q1	Q2	Q3	Q4	2017	2017 Goal
Total State & LPO Compliance Rate (Retail & Non-Retail Facilities): Initial/First Annual Inspections	68.2%	73.3%	56.2%	60.0%	65.6%	N/A
Retail	49.5%	48.4%	48.3%	44.9%	45.1%	N/A
Non-Retail Facilities	76.6%	84.0%	71.6%	79.7%	80.8%	N/A

Fuel Quality Compliance

	Q1	Q2	Q3	Q4	2017	2017 Goal
Total Compliance Rate (Gasoline & Fuel Oils)*	97.1%	97.9%	99.2%	97.7%	98.0%	98.8%
Gasoline	96.7%	97.8%	99.4%	97.6%	98.0%	98.9%
Fuel Oils	97.9%	98.1%	98.3%	98.0%	97.8%	98.1%

* Based on fuel samples that were sent to lab and tested

W&M AND PETROLEUM INSPECTION HISTORY
Inspection Totals

	2006	2007	2008	2009	2010	2011	2012	2013
Total W&M Inspections	166,708	179,129	182,764	178,884	192,045	196,986	229,958	209,842
Business Locations	5,147	5,343	5,166	5,197	5,513	6,111	6,946	5,382
Devices	37,535	40,812	39,718	42,668	42,146	43,409	41,947	42,874
Package * & Price Accuracy	129,173	138,317	143,046	136,176	149,899	153,577	188,011	166,968
Storage Tank (Facility) Inspections - State								
Fuel Grades Screened								
Fuel Samples Lab Tested								
Total - Weights & Measures + Petroleum (Storage Tank and Fuel Quality) Inspections								

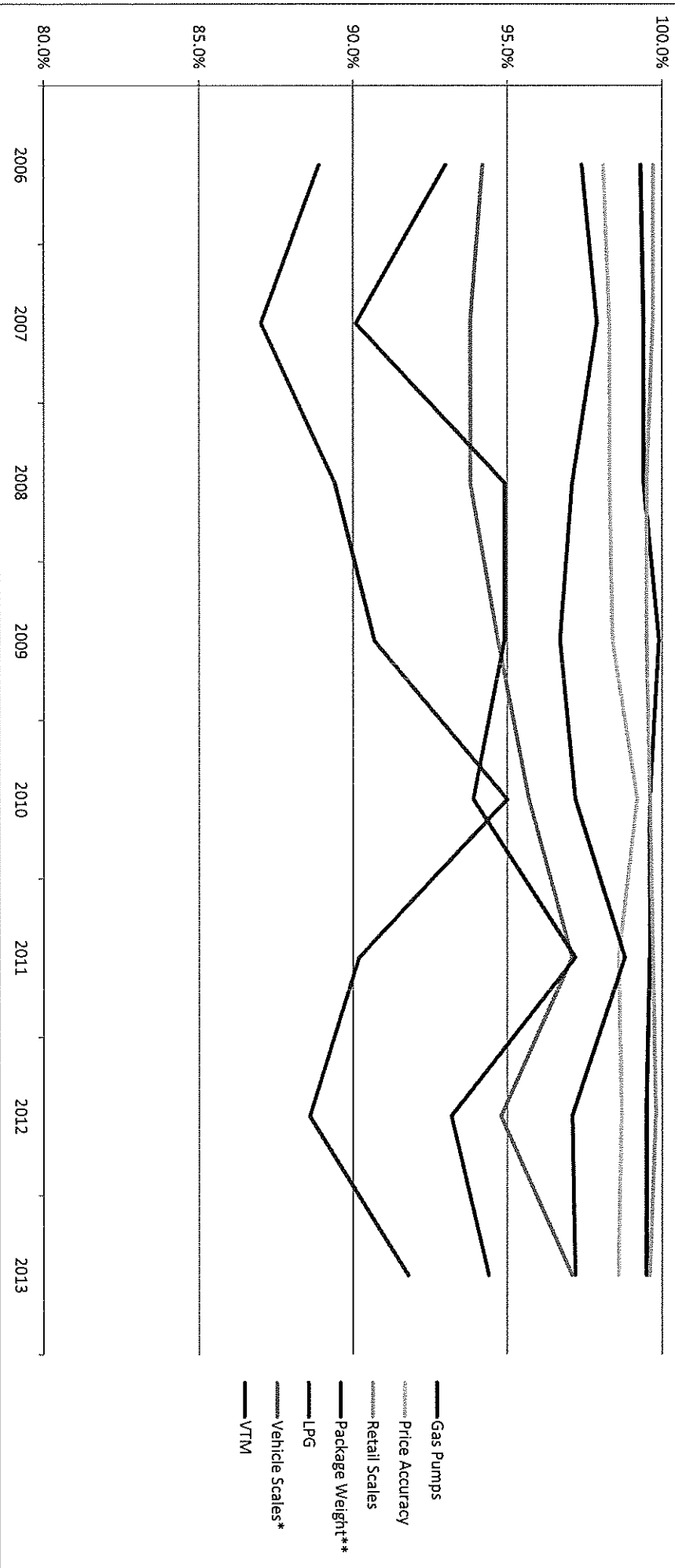
	2006	2007	2008	2009	2010	2011	2012	2013
Gas Pumps	25,459	29,879	28,515	28,979	30,264	30,864	31,643	30,835
Price Accuracy	22,509	28,007	27,331	25,637	29,143	34,654	35,384	42,537
Retail Scales	8,037	6,820	7,714	7,538	8,729	8,569	8,370	8,056
Package - Net Quantity	106,664	110,310	115,715	110,539	120,756	118,923	152,627	121,783
LPG	234	261	169	236	200	194	195	158
Vehicle Scales	347	432	370	342	281	278	293	279
VTM	186	212	117	217	231	283	241	177

* Includes both Package - Net Quantity & Package- Label

Consumer Confidence

	2006	2007	2008	2009	2010	2011	2012	2013
Gas Pumps	99.3%	99.4%	99.4%	99.9%	99.6%	99.6%	99.5%	99.5%
Price Accuracy	98.1%	98.3%	98.3%	98.4%	99.2%	98.6%	98.7%	98.6%
Retail Scales	99.7%	99.7%	99.5%	99.5%	99.6%	99.7%	99.8%	99.6%
Package Weight**	97.4%	97.9%	97.1%	96.7%	97.2%	98.8%	97.1%	97.2%
LPG	88.9%	87.0%	89.4%	90.7%	95.0%	90.2%	88.6%	91.8%
Vehicle Scales*	94.2%	93.8%	93.8%	94.7%	95.7%	97.1%	94.8%	97.1%
VTM	93.0%	90.1%	94.9%	94.9%	93.9%	97.2%	93.2%	94.4%

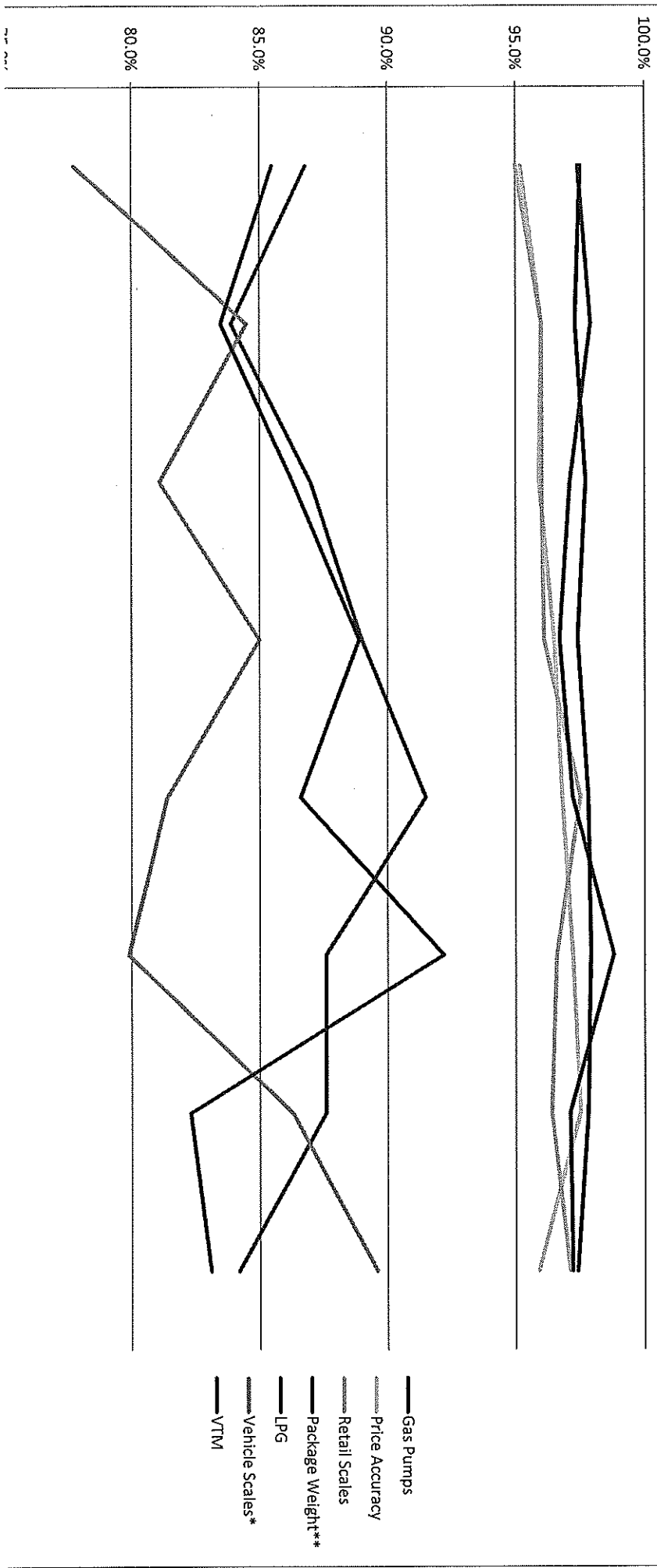
Consumer Confidence

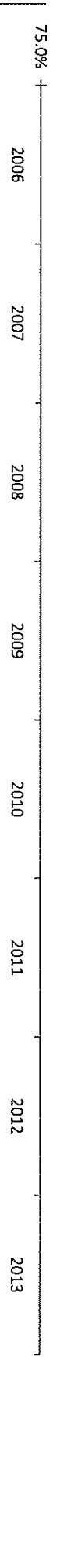


Accuracy

	2006	2007	2008	2009	2010	2011	2012	2013
Gas Pumps	97.5%	97.3%	97.7%	97.4%	97.8%	97.9%	97.8%	97.4%
Price Accuracy	95.2%	96.0%	95.9%	96.5%	96.8%	97.2%	97.5%	95.9%
Retail Scales	95.0%	96.0%	96.0%	96.1%	97.5%	96.6%	96.4%	97.1%
Package Weight**	97.4%	97.9%	97.1%	96.7%	97.2%	98.8%	97.1%	97.2%
LPG	86.8%	83.9%	87.0%	89.0%	91.5%	87.6%	87.6%	84.2%
Vehicle Scales*	77.8%	84.5%	81.1%	85.0%	81.4%	79.9%	86.3%	89.6%
VTM	85.5%	83.5%	86.3%	88.9%	86.6%	92.2%	82.3%	83.1%

Accuracy





* Change in data entry method by inspectors made Vehicle Scale compliance information unavailable for 2016.

** Package Checking compliance rate calculated with corrected methodology starting in 2016

Objective	Weights & Measures: Inspections are conducted effectively					2017	2017 Goal
LABORATORY	Q1	Q2	Q3	Q4			
Standards Tested	4,015	4,064	4,048	3,188		15,315	14,439

Weights & Measures Laboratory Work Performed

MASS

Artifact	Q1	Q2	Q3	Q4	2017
weight kits (kits)	109	79	72	70	330
weight kits (pieces)	1751	1488	1325	1228	5792
individual weights (5kg/10lb and lower)	42	33	46	27	148
10kg weights	12	16	12	21	61
20kg weights	21	42	27	32	122
25kg weights	8	18	29	12	67
20lb weights	3	9	8	14	34
25lb weights	144	112	78	57	391
50lb weights	677	601	534	710	2522
100lb weights	0	1	2	0	3
250lb weights	3	0	0	0	3
500lb weights	64	36	69	56	225
1000lb weights	165	198	104	227	694
2500lb weights	7	0	1	0	8
individual weights (20 lb - 5000 lb)	4	37	11	9	61
weight carts	13	8	5	13	39
wheel load weighers	0	0	0	0	0
scales	0	1	0	0	1
Totals	3023	2679	2323	2476	10501

VOLUME

Artifact	Q1	Q2	Q3	Q4	2017
5 gallon test measure	35	12	30	42	119
5 gallon "J" measure	11	15	4	0	30
10 gallon prover	0	0	0	0	0
25 gallon prover	0	0	0	0	0
50 gallon prover	1	1	0	3	5
100 gallon prover	2	3	2	6	13
1000 gallon prover	0	0	0	0	0
Misc gallon prover	2	3	1	0	6
25 gallon LPG prover	1	0	1	2	4
50 gallon LPG prover	0	0	0	0	0
100 gallon LPG prover	2	0	1	3	6
Misc gallon prover	0	0	0	0	0
Totals	54	34	39	56	183

LABORATORY

Artifact	Q1	Q2	Q3	Q4	2017
Standards Tested	540	564	568	558	2230
Sensitivity wts (13)	120	147	92	162	521
Surv wts, lb (23)	283	221	326	265	1095
Surv wts, g (28)	105	116	110	107	438
Volume Stds	31	8	32	24	95
Misc stds	1	72	8	0	81
Inspector Stds	398	787	1118	98	2401
Inspector stds (56)	347	786	1106	77	2316
Field stds	51	1	12	21	85

Mission Goal 2		Educate and empower stakeholders through outreach efforts						
2.1 End Outcome		Consumers and businesses are educated and empowered to help themselves						
Objective	Track consumer/industry questions and post FAQs to give customers 24/7 service							
Measure Type: Output	Q1	Q2	Q3	Q4	2017	2017	2017 Goal	
Number of FAQs posted on website	0	0	1	0	1	1	1	
Number of factsheets published	2	6	5	2	15	15	8	

Objective	Improve collaboration and communication with stakeholder groups						
Measure Type: Output	Q1	Q2	Q3	Q4	2017	2017	2017 Goal
Number of business trainings conducted*	7	6	2	1	16	16	12

* Enforcement Conferences not included

Mission Goal 3		Improve management and performance						
3.1 End Outcome		Improve productivity, accountability and transparency by measuring performance						
Objective	Measure Weights & Measures programs and service for effectiveness and efficiency							
Number of W&M inspection sites visited per Inspector	Q1	Q2	Q3	Q4	2017	2017	2017 Goal	
Brockman*	0	12	27	28	67	67	n/a	
Burdick**	0	0	33	45	78	78	n/a	
Cox	15	33	33	13	94	94	148	
Dagenhardt	56	40	27	25	148	148	142	
Dailey	64	32	16	14	126	126	311	
Daniel	68	43	21	16	148	148	103	
Dequaine	30	14	9	24	77	77	131	
Dummer	111	49	77	48	285	285	312	
Hailer	112	50	21	25	208	208	185	
Kaelin	66	42	43	28	179	179	167	
Karczewski***	0	0	29	45	74	74	n/a	
Lochner	53	27	17	5	102	102	149	
Loreck**	0	39	40	56	135	135	n/a	
Lynge**	0	2	11	22	35	35	n/a	
Malek	48	23	55	42	168	168	132	
McCann**	0	27	29	27	83	83	n/a	
McCarthy	49	105	26	46	226	226	264	

Nelson**		0	0	53	25	78	n/a
O'Brien*****	↕	99	↔	33	6	138	224
Pappas	↕	80	↕	50	23	172	157
Petzold	↔	57	↕	52	21	172	194
Saladino	↔	54	↕	57	33	178	178
Sander	↕	79	↕	49	87	246	217
Santroch	↕	107	↕	54	63	248	277
Schreiber	↔	62	↕	18	17	105	168
Sindelar	↕	17	↕	7	20	50	n/a
Stobb	↕	30	↕	15	35	142	176
Stoddard	↕	124	↔	38	23	218	230
Suri	↕	39	↕	23	40	124	n/a
Torpen	↕	11	↔	32	45	97	114
Williams*****	↔	56	↕	19	6	169	248
Zorn	↕	20	↕	7	1	28	68
Weber*****		4	8	0	0	12	135
Garbe, K		18	3	5	2	28	186
Willie*****		0	1	2	1	4	n/a
Schermacher****		0	1	0	0	1	n/a
Kohlman*****		132	36	0	0	168	348
Fosdick*****		7	62	0	0	69	159
Ingman*****		24	0	0	0	24	26
Pfaff*****		26	0	0	0	26	79
Eberle (LTE)		22	78	78	69	247	n/a
Schaefer (LTE)		0	1	97	89	187	n/a
Detert (LTE)		136	146	85	99	466	525
Total number of sites inspected		1,876	1,328	1,254	1,172	5,630	5,753

Note: Arrows are used as a comparison tool between inspectors. Green refers to inspection totals among the top 20% percentile, whereas red refers to inspection totals among the bottom 20%. Yell

- * New Inspector Q1 2017
- ** New Inspector Q2 2017
- *** New Inspector Q3 2017
- **** Supervisor
- ***** LPO Coordinator
- ***** Left Bureau in 2017
- ***** On Leave Q3 & Q4 2017
- ***** On Leave Q3 2017

3.1 End Outcome

Improve

Objective: Measure Weights & Measures programs and service for effectiveness and efficiency

Fourth Quarter 2017

W&M Items inspected by category	Packages Weighed During Audit Testing	Packages Inspected During Enforcement Testing	Package - Label	Package - Total	UPC	Devices	TOTAL W&M INSPECTIONS - Q4 2017	W&M INSPECTIONS - 2017
Brockman *	0	0	0	0	0	103	103	324
Burdick**	172	69	32	273	502	399	1174	2308
Cox	0	0	0	0	0	239	239	3714
Dagenhardt	1064	0	0	1064	100	326	1490	7201
Dalley	0	0	0	0	154	47	201	5243
Daniel	88	0	0	88	25	142	255	4326
Dequaine	0	0	0	0	75	108	183	1306
Dummer	990	104	13	1107	251	830	2188	11043
Hailer	500	96	40	636	200	529	1365	7595
Kaelin	0	0	0	0	0	488	488	6814
Karczewski***	804	58	0	862	400	630	1892	2677
Lochner	0	0	0	0	1	79	80	2772
Loreck**	1356	47	0	1403	703	724	2830	5044
Lynge**	372	84	57	513	0	533	1046	1309
Malek	0	0	0	0	0	501	501	8526
McCann**	0	0	0	0	0	627	627	1897
McCarthy	0	0	0	0	100	118	218	2335
Nelson **	510	6	30	546	275	385	1206	2315
O'Brien*****	0	0	0	0	0	0	0	8191
Pappas	0	0	0	0	0	421	421	13944
Petzold	582	726	10	1318	775	129	2222	7766
Saladino	1289	19	0	1308	327	43	1678	6122
Sander	0	0	0	0	0	938	938	20035
Santroch	0	0	0	0	0	249	249	3626
Schreiber	0	0	0	0	150	61	211	3715
Sindelar	1	0	0	1	0	76	77	1989
Stobb	513	10	1	524	0	194	718	2012
Stoddard	0	12	0	12	0	240	252	7383
Suri	489	54	23	566	225	83	874	3035
Torpen	0	0	0	0	0	171	171	2378

Williams*****	⇒	0	↗	0	↗	0	⇒	0	⇒	0	↘	103	↘	103		1051
Zorn	⇒	0	↗	0	↗	0	⇒	0	⇒	0	↘	0	↘	0		2923
Garbe, K****		0		0		0		0		0		54		54		1494
Miller****		0		0		0		0		0		0		0		53
Ingman*****		0		0		0		0		0		0		0		1164
Pfaff*****		0		0		0		0		0		0		0		700
Fosdick*****		0		0		0		0		0		0		0		4889
Kohlman*****		0		0		0		0		0		0		0		8317
Weber*****		0		0		0		0		0		0		0		567
Detert (LTE)		48		0		48		2076		1301		3425		3425		16508
Eberle (LTE)		2421		346		2827		601		1197		4625		4625		13466
Schaefer (LTE)		1497		483		2068		1595		1418		5081		5081		8810
Total		8,730		1,285		10,221		4,263		9,570		24,054		24,054		216,887

- * New Inspector Q1 2017
- ** New Inspector Q2 2017
- *** New Inspector Q3 2017
- **** Supervisor
- ***** On Leave Q3 & Q4 2017
- ***** Left Bureau in 2017
- ***** LPO Coordinator
- ***** On Leave Q3 2017

Note: Arrows are used as a comparison tool between inspectors. Green refers to inspection totals among the top 20% percentile, whereas red refers to inspection totals among the bottom 20% (longest intervals). Yellow arrows refer to 60-80%, 40-60%, and 20-40% percentiles, depending on the direction of the arrow.

Petroleum Systems Facilities

Improve productivity, accountability and transparency by measuring performance
Measure Petroleum Systems programs and service for effectiveness and efficiency

Fourth Quarter 2017

Petroleum System Inspections - Storage Tanks & Fuel Quality	Initial Annual Inspection	Reinspection	ST Facility Inspections - ALL	Admin. Orders issued	Second Orders Issued	Red Tags Issued	# Locations where Screening Tests Performed	Fuel Samples Screened
Brockman *	7 ↘	22 ↘	33 ↘	7 ↘	4 ↘	1 ↘	7 ↘	22
Burdick**	48 ↗	51 ↗	104 ↗	34 ↗	16 ↗	5 ↗	22 ↘	57
Cox	25 ↘	29 ↘	56 ↘	15 ↘	8 ↘	1 ↗	44 ↗	196
Dagenhardt	36 ↘	34 ↘	74 ↗	24 ↘	6 ↘	1 ↘	24 ↘	65
Dailey	33 ↗	47 ↗	81 ↗	34 ↘	8 ↘	0 ↗	32 ↗	140
Daniel	19 ↗	49 ↗	77 ↘	18 ↗	16 ↗	5 ↘	17 ↘	73
Dequaine	19 ↘	10 ↘	35 ↘	7 ↘	2 ↘	2 ↘	12 ↘	38
Dummer	37 ↘	33 ↘	71 ↘	23 ↗	11 ↘	1 ↗	30 ↘	102
Hailer	38 ↘	22 ↘	64 ↘	23 ↘	8 ↘	1 ↗	35 ↗	170
Kaelin	39 ↘	15 ↘	54 ↘	13 ↘	2 ↘	1 ↗	27 ↗	126
Karczewski***	44 ↗	36 ↗	90 ↗	33 ↗	13 ↗	5 ↗	40 ↘	109
Lochner	6 ↘	27 ↘	38 ↘	11 ↗	12 ↗	3 ↘	10 ↘	29
Loreck**	37 ↘	21 ↘	60 ↘	13 ↘	3 ↘	1 ↘	19 ↘	44
Lyngen **	9 ↘	0 ↘	13 ↘	0 ↘	0 ↗	0 ↗	12 ↘	87
Malek	40 ↘	10 ↘	53 ↘	7 ↘	2 ↘	2 ↘	27 ↘	77
McCann**	27 ↘	22 ↘	50 ↘	15 ↘	4 ↘	0 ↘	28 ↘	94
McCarthy	17 ↘	22 ↘	45 ↘	10 ↘	5 ↗	4 ↗	34 ↘	75
Nelson**	73 ↗	36 ↗	110 ↗	36 ↘	5 ↘	0 ↗	33 ↗	123
O'Brien*****	0	0	0	0	0	0	0	0
Pappas	25 ↗	44 ↗	71 ↘	22 ↗	14 ↘	1 ↘	24 ↘	107
Petzold	14 ↘	21 ↘	36 ↘	11 ↘	7 ↘	0 ↘	13 ↘	16
Saladino	10 ↘	0 ↘	12 ↘	1 ↘	0 ↘	0 ↘	6 ↘	8
Sander	47 ↘	24 ↗	79 ↗	30 ↘	6 ↘	0 ↗	52 ↗	221
Santroch	44 ↗	50 ↗	101 ↗	36 ↗	18 ↗	3 ↘	27 ↗	115
Schreiber	9 ↘	11 ↘	28 ↘	8 ↘	2 ↗	3 ↘	13 ↘	29
Sindelar	16 ↘	13 ↘	38 ↘	19 ↘	1 ↗	2 ↘	8 ↘	20
Stobb	24 ↘	23 ↘	55 ↘	11 ↘	4 ↘	0 ↘	29 ↘	85

Stoddard	14	26	46	12	5	2	23	65
Suri	17	15	49	10	7	7	21	68
Torpen	14	9	23	6	2	0	24	102
Williams*****	19	0	19	0	0	0	6	6
Zorn	6	15	28	6	4	5	3	9
Weber*****	0	0	0	0	0	0	0	0
Garbe,J*****	0	0	0	0	0	0	0	0
Garbe, K*****	0	0	0	0	0	0	1	1
Miller*****	0	0	0	0	0	0	0	0
Peter*****	0	0	0	0	0	0	0	0
Kohlman*****	1	2	4	3	0	2	0	0
Hoesly*****	0	0	0	0	0	0	0	0
Pfaff*****	0	0	0	0	0	0	0	0
Fosdick*****	0	0	0	0	0	0	0	0
Permitting - No Site Visit	0	0	0	461	177	0	0	0
Total	814	739	1697	959	372	61	703	2479

* New Inspector Q1 2017
** New Inspector Q2 2017
*** New Inspector Q3 2017
**** Supervisor
***** On Leave Q3 & Q4 2017
***** Left Bureau In 2017
***** LPO Coordinator
***** On Leave Q3 2017

Fourth Quarter 2017					2017			
Inspector	FUEL SAMPLING - TOTAL SCREENING TESTS	FUEL SAMPLING - TOTAL SAMPLES SENT TO LAB	W&M INSPECTIONS	STORAGE TANK INSPECTIONS	TOTAL W&M and Storage Tank Inspections	FUEL SAMPLING - TOTAL SCREENING TESTS	FUEL SAMPLING - TOTAL SAMPLES SENT TO LAB	W&M INSPECTIONS
Brockman*	82	8	103	33	136	591	67	324
Burdick**	183	24	1174	104	1278	183	24	2330
Cox	412	128	239	56	295	1478	511	3714
Dagenhardt	225	26	1490	74	1564	1344	174	7201
Dalley	198	124	201	81	282	641	329	5243
Daniel	215	44	255	77	332	838	192	4313
Dequaine	131	14	183	35	218	851	129	1306
Dummer	307	40	2188	71	2259	642	101	11020
Haier	198	136	1365	64	1429	772	559	7595
Kaelin	305	73	488	54	542	1226	308	6814
Karczewski***	367	49	1892	90	1982	367	49	3027
Lyngen**	104	80	1046	13	1059	107	81	1309
Loreck**	188	19	2830	60	2890	634	79	5780
Lochner	89	13	80	38	118	481	88	2772
Malek	226	36	501	53	554	876	101	8526
McCann**	309	31	627	50	677	647	80	1897
McCarthy	179	52	218	45	263	1209	150	2171
Nelson**	493	35	1206	110	1316	493	35	2286
O'Brien*****	0	0	0	0	0	384	63	8191
Pappas	262	29	421	71	492	709	107	13988
Petzold	43	16	2222	36	2258	148	70	6727
Saladino	34	8	1678	12	1690	362	85	6806
Sander	614	83	938	79	1017	1045	317	20035
Santroch	319	57	249	101	350	990	168	3626
Schreiber	100	13	211	28	239	773	106	3715
Sindelar	62	11	77	38	115	345	52	1989
Stobb	242	41	718	55	773	1318	198	2012
Stoddard	239	29	252	46	298	1373	140	4888
Suri	169	48	874	49	923	850	158	3035
Torpen	296	67	171	23	194	1135	255	2378
Williams*****	8	6	103	19	122	392	86	1051

Zorn	28	4	0	28	28	576	71	2923
Weber*****	0	0	0	0	0	366	145	567
Garbe, J****	0	0	0	0	0	0	0	0
Garbe, K****	5	1	54	0	54	128	27	1494
Miller*****	0	0	0	0	0	0	0	53
Peter*****	0	0	0	0	0	8	12	0
Ingman*****	0	0	0	0	0	0	0	1164
Pfäff*****	0	0	0	0	0	22	40	700
Fosdick*****	0	0	0	0	0	346	50	4889
Kohlman*****	0	0	0	4	4	209	24	8317
Detert (LTE)	0	0	3425	0	3425	0	0	16508
Eberle (LTE)	0	0	4625	0	4625	0	0	13439
Schaefer (LTE)	0	0	5081	0	5081	0	0	10764
Total	6,632	1,345	37,185	1,697	38,882	24,859	5,231	216,887

Highlighted cells indicates performance numbers are in the lower 40 percentile for all categories in time period

* New Inspector Q1 2017

** New Inspector Q2 2017

*** New Inspector Q3 2017

**** Supervisor

***** Left Bureau in 2017

***** LPO Coordinator

***** On Leave Q3 & Q4 2017

***** On Leave Q3 2017

3.1 End Outcome

Improve productivity, accountability and transparency by measuring performance

Objective	Measure, Weights & Measures programs and services for effectiveness and efficiency					2017
W&M Reinspections conducted per inspector	Q1	Q2	Q3	Q4		
Brockman*	0 ↘	3 ↗	4 ↗	5		12
Burdick**	0	0 ↘	2 ↗	5		7
Cox	0 ↘	0 ↘	0 ↘	0 ↘		0
Dagenhardt	1 ↗	2 ↗	0 ↘	0 ↘		3
Dalley	3 ↗	9 ↗	1 ↗	1 ↗		14
Daniel	4 ↗	8 ↗	4 ↗	0 ↘		16
Dequaine	2 ↘	0 ↘	0 ↘	0 ↘		2
Dummer	14 ↗	6 ↗	19 ↗	0 ↘		39
Hailer	23 ↗	2 ↗	1 ↗	39 ↗		65
Kaelin	2 ↘	0 ↘	2 ↗	0 ↘		4
Karczewski***	0	0	37 ↗	1		38
Lochner	6 ↗	7 ↗	0 ↘	3 ↗		16
Loreck**	0	1 ↗	3 ↗	28		32
Malek	4 ↘	0 ↘	2 ↗	0 ↘		6
McCann**	0	0 ↘	0 ↘	2		2
McCarthy	2 ↗	15 ↗	0 ↘	0 ↘		17
Nelson**	0	0 ↘	0 ↘	1		1
O'Brien*****	20 ↗	8	0	0		28
Pappas	7 ↗	1 ↗	0 ↘	15 ↗		23
Petzold	7 ↗	8 ↗	3 ↗	4 ↗		22
Saladino	0 ↘	0 ↘	0 ↘	0 ↘		0
Sander	20 ↗	15 ↗	27 ↗	21 ↗		83
Santroch	16 ↗	7 ↗	15 ↗	24 ↗		62
Schreiber	5 ↘	0 ↘	0 ↘	0 ↘		5
Sindelar	1 ↗	2 ↗	1 ↗	0 ↘		4
Stobb	0 ↘	1 ↗	0 ↘	0 ↘		1
Stoddard	11 ↗	3 ↗	1 ↗	2 ↗		17
Suri	3 ↗	3 ↗	10 ↗	3 ↗		19
Torpen	0 ↗	1 ↗	0 ↗	1 ↘		2
Williams*****	0 ↘	0	0 ↗	10 ↗		10
Zorn	9 ↗	1 ↗	0 ↗	0 ↗		10
Weber*****	0	0	0	0		0
Garbe, K****	12	2	0	0		14

Ingman*****	1	0	0	0	0	1
Pfaff*****	0	0	0	0	0	0
Fosdick*****	1	4	0	0	0	5
Kohlman*****	15	4	0	0	0	19
Derert (LTE)	8	21	12	6		47
Eberle (LTE)	0	9	7	33		49
Schaefer (LTE)	0	0	3	99		102
Total	197	143	154	303		797

- * New Inspector Q1 2017
- ** New Inspector Q2 2017
- *** New Inspector Q3 2017
- **** Supervisor
- ***** Left Bureau in 2017
- ***** LPO Coordinator
- ***** On Leave Q3 & Q4 2017
- ***** On Leave Q3 2017

Note: Arrows are used as a comparison tool between inspectors. Green refers to reinspection totals among the top 20% percentile, whereas red refers to inspection totals among the bottom 20% (longest intervals). Yellow arrows refer to 60-80%, 40-60%, and 20-40% percentiles, depending on the direction of the arrow.

3.1 End Outcome **Improve productivity, accountability and transparency by measuring performance**

Objective	Measure programs and service for effectiveness and efficiency					2017
W&M Reinspections by category	Q1	Q2	Q3	Q4		
Retail Motor Fuel	17	10	62	210		299
Retail Scales	32	8	3	38		81
Vehicle Scales	0	23	64	20		107
LPG Meters	0	1	1	1		3
VTM	0	1	0	0		1
Package Checking	66	32	5	11		114
Price Accuracy	82	57	12	21		172
Other	0	11	7	2		20

Total	197	143	154	303	797
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3.1 End Outcome

Improve productivity, accountability and transparency by measuring performance

Objective	Measure Bureau of W&M programs and service for effectiveness and efficiency					
Time spent per inspection*	Q1	Q2	Q3	Q4	2017	2017 Goal
Average time in hours	1.50	1.46	1.52	1.36	1.46	1.38 hours

* Includes all Weights and Measures, Storage Tank, Fuel Sample Screening and Testing inspection time

3.1 End Outcome

Improve

Objective Measure Bureau of Weights & Measures programs and service for effectiveness and efficiency

Fourth Quarter 2017

Number of W&M licenses issued per FTE	Vehicle Scale	LPG	VTM	W&M Service Companies	W&M Technicians	Total
Brenda Lawyer	0	0	0	114	36	150
Yvonne Mugađa	4	180	411	0	0	595
Kevin Meyers	10	1,064	410	0	0	1,484
Others	0	0	0	0	0	0

Storage Tank Licensing	Permitted Tanks Assigned		Permitted Facilities Assigned*		Storage Tank Permits Issued		Registrations Issued	
	Q4	2017	Q4	2017	Q4	2017	Q4	2017
Israel Zurfluh	679	4,039	239	1,194	796	3992	0	0
Gwendolyn Person	820	2,651	316	975	699	2543	0	0
Karine Aslason	0	0	0	0	32	55	279	589
Theresa Lovicott	708	2,784	237	881	744	2870	0	0
Terri Maus	717	2,467	220	781	648	2409	0	0
Brenda Lawyer	0	0	0	0	0	0	0	0

* Federally-regulated facilities with underground tanks that are assigned to be permitted

3.1 End Outcome Improve productivity, accountability and transparency by measuring performance

Objective	Measure					
Number of days to process a complete license application	Q1	Q2	Q3	Q4	2017	2017 Goal
Average # of days - W&M License	2.49	2.45	2.89	1.91	2.27	2.79

Average # of days - Storage Tank Permit	4.80	1.81	3.73	5.18	3.65	5.00
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Fourth Quarter 2017

Avg number of days to process complete license and application by permit associate	VTM	LPG	VS	Storage Tank Permits	Credentialing
Other	0	0	0	0	0
Person	0	0	0	3.62	0
Maus	0	0	0	2.6	0
Zurfluh	0	0	0	8.43	0
Lovcott	0	0	0	5.74	0
Mugadza	1.19	1.85	0.25	0	0
Meiers	1.93	2.18	1.3	0	0
Lawyer	0	0	0	0	2.01

3.1 End Outcome

Improve productivity, accountability and transparency by measuring performance

Objective	Measure programs and service for effectiveness and efficiency		
2017 Inspection Interval by category	Retail Motor Fuel	Retail Scales	Storage Tank Facility Inspections by W&M/Petroleum Specialist**
Avg. Interval (in Years)	1.29	1.13	N/A
2017 Goal	1.25	1.15	N/A

Methodology:

Retail Motor Fuel and Retail Scale Intervals are based on WinWam data for 2013-2017. Intervals are calculated annually.

- Devices that have only been inspected once are excluded (no interval can be calculated)
- Reinspections are excluded
- *Criteria: - Inspection reason: Normal*
 - Inspection intervals are minimum 180 days
- Devices that have never been inspected are excluded
- Interval does not necessarily represent all devices in use, only the devices that were inspected at least twice
- Intervals calculated annually

Storage Tank Facility Intervals are based on WinWam data from late 2013-December 2016.

- Reinspections are excluded
- *Criteria: - Inspection reason: "Normal" or "First Annual Tank Inspection"*
 - Inspection intervals are minimum 180 days
 - Due to implementation of new Tanks database in December 2016, intervals through the end of 2017 are unavailable.

2017 Inspection Intervals by category by inspector	Retail Motor Fuel*	Retail Scales*	Storage Tank Facility**
Burdick	⇒ 1.58	⇒ 1.25	N/A
Cox	⇒ 1.20	⇒ 1.22	1.17
Dagenhardt	⇒ 1.20	⇒ 1.10	1.10
Dalley	⇒ 1.47	⇒ 1.14	N/A

Daniel	↔	1.54	↔	1.24	1.52
Dequaine	↔	1.52	↔	1.15	1.31
Dummer	↔	1.31	↔	1.16	1.18
Haller	↔	1.26	↔	1.10	1.25
Kaelin	↑	1.08	↔	1.07	1.11
Karczewski	↔	1.30	↔	0.96	N/A
Lochner	↘	1.62	↔	1.17	1.43
Loreck	↔	1.32	↔	0.99	1.19
Lygen	↑	1.07	↑	0.70	N/A
Malek	↑	1.14	↔	1.13	1.12
McCann	↔	1.25	↔	1.09	N/A
McCarthy	↔	1.42	↔	1.24	1.22
Nelson	↓	1.94	↓	1.77	N/A
O'Brien	↔	1.36	↔	1.13	1.24
Pappas	↑	1.22	↔	1.04	1.26
Petzold	↔	1.35	↔	1.10	1.31
Saladino	↔	1.54	↔	1.30	1.19
Sander	↑	1.05	↔	1.07	1.21
Santroch	↔	1.53	↔	1.08	1.62
Schreiber	↔	1.50	↔	1.28	1.47
Sindelar	↓	1.89	↔	1.07	N/A
Stobb	↔	1.26	↔	1.05	1.26
Stoddard	↔	1.31	↔	1.04	1.36
Suri	↔	1.42	↓	1.65	1.21
Torpen	↘	1.61	↘	1.49	1.30
Weber	↘	1.61	↓	1.60	1.14
Williams	↑	1.22	↔	1.15	1.15
Zorn	↑	1.11	↔	1.02	1.11
Detert (LTE)					
		1.24		1.08	N/A
Eberle (LTE)					
		1.26		1.26	N/A
Schaefer (LTE)					
		1.29		1.21	N/A
Goal		1.25		1.15	N/A

*Retail Motor Fuel and Retail Scale Inspection Intervals are based on WinWam data for 2013-2017. Intervals are calculated annually.

** Storage Tank Facility Inspection Intervals are based on WinWam data from late 2013-December 2016. Due to implementation of new Tanks database in December 2016, intervals through the end .

Note: Arrows are used as a comparison tool between inspectors. Green refers to inspection intervals among the top 20% percentile (shortest intervals), whereas red refers to inspection totals among the bottom 20% (longest intervals). Yellow arrows refer to 60-80%, 40-60%, and 20-40% percentiles, depending on the direction of the arrow.
