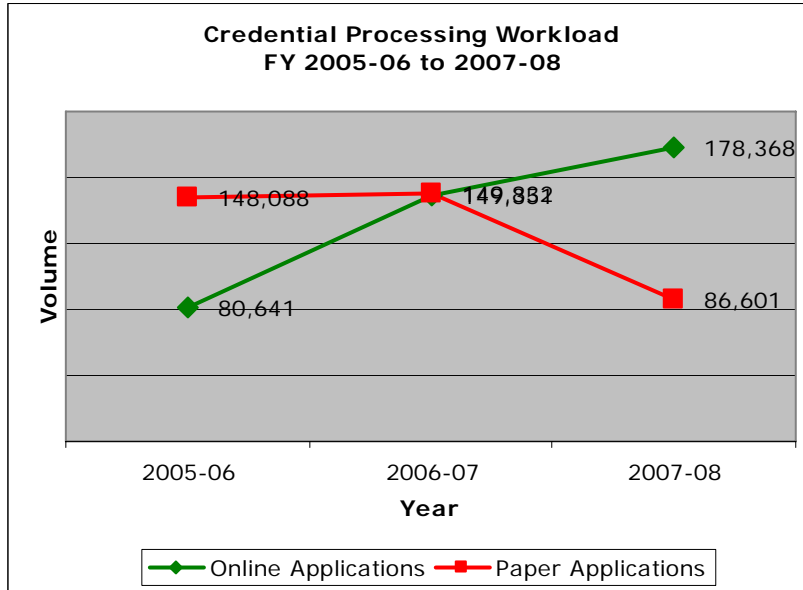




Credential Application Workload: 2005-06 to 2007-08

March 2009

The Commission's Certification, Assignment and Waivers (CAW) Division processed nearly 270,000 applications in fiscal year 2007-08. Overall, the number of applications (online and paper) increased by 16 percent in the past three years. In addition, CAW staff communicated more than 100,000 times with the Public in one of three ways (telephone, email or correspondence) and the numbers increased by 1 percent in the past three years.



There is a dramatic increase in the number of online applications; increased by more than 100 percent (121 percent) between 2005-06 and 2007-08. There is a decrease (by 42 percent) for paper applications. In 2007-08 more than two-thirds (67 percent) submitted applications online compared to only one-third (35 percent) in 2005-06. Within three years, the way credentials are being processed has changed dramatically.
(see chart right)

Overall, total number of information services provided to the Public remained fairly steady in the past three years: 101,559 in 2005-06 and 102,919 in 2007-08. Nearly half the communications came to CAW staff in the form of emails. There is an increase of 5 percent in the number of emails. Another 47 percent of the communications were via telephone and there is an increase of only one percent in the past three years. About 5 percent of the communications came in the traditional manner (correspondence) and there is a decrease of 28 percent in the past three years.

