Department Of State

Long-Range Program Plan
Fiscal Year 2008-2012

DEPARTMENT OF STATE LONG-RANGE PROGRAM PLAN

TABLE OF CONTENTS

OUR MISSION…

The Department of State's mission is to serve and enhance Florida's communities by preserving and promoting Florida's rich historical and cultural heritage; by supporting local library systems; by ensuring fair and accurate elections; and by issuing corporate charters and recording financial information.

VISION

The Department of State strives to create opportunities to participate in Florida's culture, history, information, business and elections and we share a vision of a state where all Floridians have an appreciation of and are educated on the Department's mission through individual relationships and partnerships with Florida communities.

The Office of Cultural, Historical and Library Information Programs encompasses the Secretary's duties as the Chief Cultural Officer, the State Librarian, and also includes the duties of the State Historic Preservation Officer and the State Archaeologist. This office includes the programs and activities administered by the Division of Cultural Affairs, the Division of Historical Resources, and the Division of Library and Information Services.

Department grant programs include competitive grants for libraries, cultural entities, and historic preservation. The grant awarding bodies are non-political, geographically disbursed citizen advisory boards that make granting determinations by merit through published guidelines, while adhering to state and federal law. These grants help develop library and information services statewide and preserve and promote Florida's rich cultural and heritage tourism resources.

The Division of Corporations, the Division of Elections and the Division of Administrative Services are administered by the Assistant Secretary of State. Through these programs Department issues corporate charters and oversees elections.

GOALS, OBJECTIVES AND PERFORMANCE PROJECTION TABLES

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective: 1.1: Increase the level of customer satisfaction with the Division of Elections' services.

Outcome: Percent of survey respondents satisfied with services (quality and timeliness of response).

Baseline FY 2000-2001	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
90%	91%	92%	93%	94%	94%

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Outcome: Attendance at supported cultural events.

Baseline FY 1996-1997	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
25,447,992	23,250,000	23,500,000	23,750,000	24,000,000	24,000,000

Objective 1.5: Increase the number of historic and archaeological properties recorded.

Outcome: Total number of historic and archaeological sites recorded in the Master Site File.

Baseline FY 1996-1997	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
106,400	161,000	162,000	163,000	166,000	169,000

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Outcome: Percentage increases in use/access to library, archival, and records management information resources statewide.

Baseline FY 1995-1996	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
2%	2%	2%	2%	2%	2%

Objective 1.7:   Increase the number of historic properties protected or preserved.

Outcome: Total number of properties protected or preserved.

Baseline FY 1996-1997	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
217	10,700	11,000	11,300	11,600	11,900

Objective 1.8:   Increase the level of customer satisfaction with the Museum of Florida History.

Outcome: Percent of Museum of Florida History visitors rating the experience good or excellent.

Baseline FY 2000-2001	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
88%	91%	92%	92%	92%	92%

Objective 1.9:   Increase customer satisfaction with the Division of Corporations' services.

Outcome: Percent of client satisfaction with the division's services.

Baseline FY 1995-1996	FY 2007-2008	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012
89%	93%	94%	95%	95%	95%

LINKAGE TO GOVERNOR'S PRIORITIES

Our functions and program areas support Governor Bush's priorities by contributing significantly to the diversification of Florida's economy through job creation and direct spending; providing educational opportunities for improving our children's reading skills; creating a more efficient government and enhancing quality of life for Floridians.

Governor and Mrs. Bush are clearly dedicated to the Department of State's programs for economic development, lifelong learning and cultural enrichment. More than any other Governor, Jeb Bush has been an ardent supporter of these programs through his direct involvement in DOS produced projects such as the Capitol Complex Exhibition Program and exhibits at the Museum of Florida History. He is also involved with activities for historic preservation, literacy and cultural programs that are coordinated by our constituents throughout the state.

The Governor and First Lady have adopted reading and library programs as key priorities for the administration; most notable is the "Just Read, Florida!" and "Read Together, Florida" initiatives. The programs of the Department of State also address the Governor's priorities for education through after-school library, information access and cultural programs for children, as well as literacy and cultural projects that promote lifelong learning for our entire population. The increasing demand for Department of State services ensures continuing internal examination and improvement in services with little or no increase in staffing.

The Department of State's goals and objectives support Governor Bush's priorities:

1. Improving education;

> **Goal:** Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

>> **Objective 1.3:** Increase the number of Florida citizens and visitors attending state supported cultural events.
>> **Objective 1.5:** Increase the number of historic and archaeological properties recorded.
>> **Objective 1.6:** Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.
>> **Objective 1.7:** Increase the number of historic properties protected or preserved.
>> **Objective: 1.8:** Increase the level of customer satisfaction with the Museum of Florida History.

3. Promoting economic diversity;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

> **Objective 1.3:** Increase the number of Florida citizens and visitors attending state supported cultural events.
> **Objective 1.6:** Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.
> **Objective 1.7:** Increase the number of historic properties protected or preserved.
> **Objective 1.9:** Increase customer satisfaction with the Division of Corporations' services.

5. Create a smaller, more effective, more efficient government;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

> **Objective: 1.1:** Increase the level of customer satisfaction with the Division of Elections' services.
> **Objective 1.3:** Increase the number of Florida citizens and visitors attending state supported cultural events.
> **Objective 1.5:** Increase the number of historic and archaeological properties recorded.
> **Objective 1.6:** Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.
> **Objective 1.7:** Increase the number of historic properties protected or preserved.
> **Objective 1.8:** Increase the level of customer satisfaction with the Museum of Florida History.
> **Objective 1.9:** Increase customer satisfaction with the Division of Corporations' services.

6. Enhance Florida's environment and quality of life;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

> **Objective: 1.1:** Increase the level of customer satisfaction with the Division of Elections' services.

Objective 1.3:   Increase the number of Florida citizens and visitors attending state supported cultural events.

Objective 1.5:   Increase the number of historic and archaeological properties recorded.

Objective 1.6:   Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Objective 1.7:   Increase the number of historic properties protected or preserved.

Objective 1.8:   Increase the level of customer satisfaction with the Museum of Florida History.

Objective 1.9:   Increase customer satisfaction with the Division of Corporations' services.

TRENDS AND CONDITIONS

The Secretary of State assumes many roles. Artist, archivist, preservationist, librarian, corporate officer, and voter are only some of the stakeholders that are affected by Department of State activities. The Secretary also serves as Florida's Chief Cultural Officer and Chief Elections Officer. All Florida residents are touched in some way by the programs, services, and activities of the Department of State.

With such a wide stakeholder base, it is necessary to consider the trends and conditions that affect Florida as a whole when formulating the strategic direction for the Department of State. The primary responsibilities have many stakeholders but important overlapping strategic dimensions: economic development; corporate registrations and filings; elections; library development; record and archive management services; state library and archives; Florida administrative weekly; Florida laws and code; historic preservation; promoting Florida's fine arts, history and culture; and funding direct local grants for libraries, museums, historic and archaeological preservation, and cultural activities.

The department facilitates access to information, events, and facilities through its Archives, Library, Historical, and Cultural program efforts. Access to cultural events and facilities through cultural grants programs, statewide access to free library and information services, and access to historic objects and sites through its museum, preservation, and archeological activities are top agency priorities. The department also provides access to campaign finance information, corporate filings, and historical public records from all three branches of Florida government.

Attendance and access to cultural facilities and events in Florida is an important part of the department's overall goal. Positive economic and tax benefits are reason enough to pursue this strategic goal, however, quality of life and the preservation and appreciation of cultural activities and fine arts are important reasons to continue cultural grants.

The Division of Cultural Affairs guides and facilitates cultural development and services for Florida's citizens and visitors through public/private partnerships.

The Division is committed to bringing more art and culture, to more people, in more places in Florida by offering: the Art in State Buildings Program, the Capitol Complex Exhibition Program, the Florida Artists Hall of Fame, International Cultural Exchanges and Information Services. Grants are offered in the categories of General Program Support, Cultural Projects and Capital Projects. The Division also offers programs such as fellowships, enhancement grants and state touring for individual artists.

Through these many services, the Division impacts all of Florida's 67 counties by supporting over 25,000 cultural events. In one year alone, 23 million people participated in grant supported programs, including nearly 8 million school-aged children. Due in part to outstanding programming and willingness to take on more programs, the National Endowment for the Arts has granted the Division additional funding to

administer NEA initiatives such as Poetry Out Loud: National Recitation Competition and the American Masterpieces program.

While the arts are a fundamental part of the human experience and individual expression, they also have a substantial economic impact on our state. Florida's not-for-profit cultural industry, by itself, exceeds $2.9 billion and supports over 28,000 full time jobs. Florida's vital tourism industry's fastest growing segment is cultural tourists who stay longer and spend more money.   The spending of cultural tourists in 2004 totaled $4.5 billion. Add to that number the effect on other industries, such as hotels and restaurants, and the arts in Florida contributed $9.3 billion in gross product, 150,000 jobs, and $2.6 billion in wages.[1] In fact, a 2000 study out of Tampa revealed that the arts draw more visitors than sports to the community. [2] A new study on the economic impact of the Florida cultural industry is planned for fiscal year 07/08.

Culture Builds Florida's Future is the Florida Arts Council's 10 year strategic plan for the continuing development of arts and culture in the State of Florida and the tremendous benefits they bring to the state's economy. The plan is a product of extensive input from the business community and the cultural constituency.

By focusing on the four key areas of Strengthening the Economy, Learning and Wellness, Design and Development, and Leadership, arts and cultural heritage have been positioned as key partners in addressing the state's most prominent issues: education, tourism, economic development, healthcare, and life long experiences for our youth and seniors. Collaboratively, these issues all lead to more creative communities and increased quality of life. Florida is truly gifted with rich cultural treasures. Therefore, the goal is to continually educate our citizens and visitors alike on the abundance of cultural resources available to them statewide and the positive impact these resources bring to the state. Unique components of this publication are remarkable success stories and beautiful images of Florida's many cultural organizations and artwork from across our state.

The Division of Cultural Affairs is responsible for accepting over 900 grant applications requesting over $45,000,000. Each applicant has been required to submit up to 15 copies of each application.

On October 7, 2005 the Division of Cultural Affairs released an Invitation to Negotiate for the development of an on-line grants application system. Three vendors qualified to make presentations. The Division selected WESTAF (Western States Arts Federation) based in Denver to develop our on-line grants application system.

OASIS (Online Arts Services and Information System), is a new service of the Division of Cultural Affairs that allows artists and organizations to submit Division grant applications online and track existing grant records (2008 and beyond). OASIS will be used for all 2007-2008 grant applications except Cultural Facilities, Regional Cultural Facilities and State Touring Program. Applications for these programs will be submitted on paper until further notice.

Division staff will still process grant applications, review them for eligibility requirements, communicate with applicants and we will still hold open panel meetings. Grant applications will continue to be reviewed by a peer panel system resulting in recommending funding awards to the Florida Arts Council and ultimately to the Secretary of State. What OASIS does is streamline the grant application process as well as level the playing field for all grant applicants. The applicant as well as the staff will be able to better monitor the grants process and maintain up to the minute information. Among immediate advantages to applicants are reduced postage costs, reduced copying costs, uniform grant applications, automatic calculations, automatic completion checks, ability to monitor grant status and easier ability to maintain contact information.

The Division of Cultural Affairs also oversees the operations of the Museum of Florida History. The Museum of Florida History offers exhibits and promotional programs. The Museum of Florida History and the Knott House Museum bring the history of the state alive through exhibits, educational programs, and research and collections, also in providing art and history services that educate and assist the community. The Museum's education program includes traveling exhibits and a statewide teacher advisory group.

According to the Florida Association of Museums 2003-2004 Directory, Florida museums and art galleries number over 370, reflecting a growing public interest in such resources. Forty-eight percent of U.S. adults planning a pleasure trip in Summer 2002 said they intended to visit a historic site while on vacation.[3] Public demand for traveling museum exhibits has increased in the last decade, as evidenced by the number of such requests to the Museum of Florida History. Individual historic sites are characterized by very small budgets, allowing little opportunity for marketing and promotion.[4] The agency's budget priorities will reflect this interest in heritage tourism by promoting access to museum collections statewide. Tourism is one of the most important industries in Florida. When measured in terms of economic benefit, tourism generated 38 billion dollars in taxable spending in 1996.[5] Studies have demonstrated the importance as well as the growing interest in heritage tourism in Florida[6] and in other states.[7]

Currently the Division must operate within two budget entities (*Executive Direction and Support Services* and *Cultural Support and Development Grants*) for General Revenue Fund and Fine Arts Trust Fund. Combining these budget entities would facilitate and streamline the management of the Division's budget.

The economic benefits of state funding are not confined to cultural programs. State funding for local historic and archaeological preservation and history museum projects leverages financial support, as grant awards require local cost share and matching funds. While grant-in-aid programs support local activities and benefit those involved with museum and preservation activities, they also provide a benefit to the local economy. Contractors, building material suppliers, architects, engineers and others involved in constructing buildings and museum exhibits are employed in communities throughout Florida to carry out these state-funded projects. An economic impact study

commissioned by the Department of State indicates that between 1996 and 2001, nearly 10,500 jobs were created as a result of historic preservation grant funding.[8]

Tourism is one of the most important industries in Florida. When measured in terms of economic benefit, tourism generated 38 billion dollars in taxable spending in 1996.[9] Studies have demonstrated the importance as well as the growing interest in heritage tourism in Florida[10] and in other states.[11]

In 2004, Taxpayer Return of Investment in Florida Public Libraries, a study on public libraries' economic impact was published by Dr. José-Marie Griffiths and researchers at the University of Pittsburgh, University of North at Carolina Chapel Hill and Florida State University. They used a variety of data collection and econometric analysis methods to evaluate taxpayer return on investment in Florida's public libraries. Key findings indicated that overall, Florida's public libraries return $6.54 for every $1.00 invested from all sources. The study also found that for every $6,448 spent on public libraries from public funding sources, one job is created; for every dollar spent on public libraries, the gross regional product increases by $9.08; and for every dollar spent on public libraries, income increases by $12.66. [12]

An increased demand for traditional library services and new technology, prompted a review of State Aid. In 2005, a task force representing public libraries of different sizes and types reviewed issues and options for change, including scenarios to show the impact of any potential changes to the State Aid to Libraries grant program grant distribution formula. Task Force members agreed that while operating grants do not need modification, the equalization and multicounty components of State Aid may need modifications to strengthen them and to regain some balance in the funding allocated to each type of State Aid award.

Florida's public libraries continue to be in great demand. In FY 2005, libraries reported circulating over 98 million items to over 9 million registered borrowers. The number of libraries continues to grow with the help of Library Construction Grants. Florida now has 528 services outlets, including bookmobiles. The 2006 State legislature appropriated $7.1 million to assist in the construction of 15 more library buildings.

In 2002, Gateway to Information through Florida Libraries was adopted as the Division's long range plan. This strategic plan has provided guidance for the Division of Library and Information Services' Library Services and Technology Act funding for the past five years. The plan directed the Division to develop the Florida Electronic Library and the Sunshine State Library Leadership Institute, to name a few programs. After five years, it is time once again for the Division to seek the guidance of all the various stakeholders in charting a course for the next five years. The plan will incorporate all funding sources and all units of the Division. A consultant will be hired to design and facilitate the planning process and implementation plan.

As the consultant to local and state government on records management, the Department of State assures that consistent guidelines are employed by government agencies in Florida regarding the creation, storage, migration, and destruction of public records. Each year, the public can be expected to save money by cost avoidance

through the implementation of records management practices recommended by the Department. The savings for FY 2005-2006 were 103 million dollars.

These savings will increase due to several factors including adding extra shelving capacity at the State Records Center. Balancing cost avoidance, destruction of obsolete records, and the preservation of historically significant records is a continuing challenge for records management professionals.

Once historically significant records are identified, the Department assumes custody of the records for the State of Florida via the State Archives.   Archivists can then ensure that the historical records of the state are preserved for future generations. As important as preserving historical records and information is, the Archives also strives to provide access to its priceless materials. Through its website, http://www.floridamemory.com/, access to numerous historical documents and photographic images is provided. Approximately 500,000 digitized photos, historical records and audio files are currently available. The Archives on-line catalog http://dlis.dos.state.fl.us/barm/rediscovery/default.asp provides a searchable database of collections in the Archives.

The Florida Memory Project (http://www.floridamemory.com/) provides to researchers worldwide a web-based structure for access to primary records that illustrate significant moments in Florida's history. Additionally, it provides educational resources for students of all ages, and makes available collections for historical research. The Florida Memory Project utilizes original documents, photographs, and audio and visual recordings from the collections of the State Archives of Florida. Components include the Florida Photographic Collection; Highlights of Florida History; the On-line Classroom; the Florida Folklife Collection; Read Around Florida, and Historical and Genealogical Collections. The project has received five Davis productivity awards for its efficiency and has been recognized by the Society of American Archivists for its quality and benefit to researchers.

Similar to the preservation of the information history of Florida, the Department is also engaged in the preservation of the archaeological history of Florida. On average, the Department annually receives 336.5 cubic feet of new artifacts and 20.5 cubic feet of new documents (archaeological excavation field notes, field maps, and related items) for curation and storage. The Department's current facilities in the R.A. Gray Building are almost thirty years old and no longer meet standards for proper artifact conservation and curation. Additionally, the Department's current artifact storage facility in the R.A. Gray Building is at capacity and its expansion is not feasible. The department recognizes this need and continues to investigate storage and facility alternatives.

In the Division of Elections, creation of the statewide Florida Voter Registration System (FVRS) permits accurate and timely updates to the voter rolls on a statewide basis. Pursuant to the Help America Vote Act of 2002 (HAVA), each state was required to develop and implement a statewide voter registration list that complies with the requirements outlined in HAVA by January 1, 2006.

The FVRS is a compilation of voter registration records that serves as the official state voter registration list. The interactive system is available for updating and use by the Division of Elections and all 67 county supervisors of elections. With 10.4 million registered voters in Florida, the accuracy of voter rolls is critical to election integrity.

Florida has received significant federal monetary support to implement Help America Vote Act (HAVA) of 2002. We continue to lead the nation in election reform and these federal dollars are being utilized to assist counties in poll worker recruitment and training, voter education, disabled voter access, voting system upgrades and other election administration activities authorized by HAVA and the Department of State. In FY 05-06, the Department spent in excess of $31 million to comply with HAVA mandates. During FY 06-07 the Department will spend an estimated $8.3 million in federal HAVA funds. Now that the programs mandated by HAVA have been implemented, continued funding will be required to address the on-going costs associated with administering these programs. The deliberate and judicious use of this federal support will provide resources to sustain and improve Florida elections for years to come. The Division will also continue its efforts to increase voter awareness and participation in the elections process.

The department continues to provide oversight and technical assistance to counties, candidates and citizens. Only through free and open access to this information can we protect and preserve the integrity of Florida elections.

The Division of Corporations maintains almost eight million records and annually files over a million commercial documents to protect the public. These filing activities require the involvement of government to ensure the accuracy, consistency, and public availability of information for the protection of consumers. Our website, www.sunbiz.org receives almost 9 million hits per week.

Public information about corporate and other business entity filing activity protects consumers and businesses and ensures that commerce is conducted by properly registered business entities. This public information database serves as a deterrent to unscrupulous business practices and is used by law enforcement, business entities and citizens as a resource to locate businesses operating in Florida. Without increasing the budget, the Division will continue to improve access, service and deterrence amidst increasing demand.

Corporations has piloted a privatization concept for Uniform Commercial Code filings. All activities associated with the filing process have been outsourced. Excess revenue above cost is still returned to the state, but if successful, the effort could lead to the total privatization of this activity in approximately 5 years. State government will be totally removed from what should be a private enterprise concern. This privatization will be the nation's first and it is expected that other states will follow suit. The Division began filing and indexing Judgment Liens on a statewide basis on October 1, 2001.

The heritage of Florida's diverse population is well represented by historical and archaeological sites and objects as well as folk traditions. As Florida undergoes rapid growth, a lack of public awareness results in loss of our state's heritage. New residents

mean new housing, additional transportation needs, service and retail facilities, and more workplaces; in short, more infrastructure in the landscape. More lands will be converted from forest to pasture, from agriculture to residential, from suburban to urban, from undeveloped to developed. Each intensification of land use carries with it the possibility of destroying or disturbing the archaeological and historical sites that have remained intact in or on the land for hundreds or even thousands of years.

At the same time, the amount of public interest and appreciation for such resources is also growing. The inexorable pressure of growth threatens archaeological and historical sites while government, private and non-profit efforts combine to rescue what will be lost and save what remains. The Florida Master Site File lists a total of 153,267 archaeological and historical sites in Florida of all ages and types (as of August, 2005). Only a very small proportion of these are in public ownership, which would facilitate their long-term preservation.

The majority of archaeological and historical sites are on private property and subject to future loss, particularly when such property is developed or modified for more intensive use. The demand for master site file information continues to increase. To meet this demand the department will continue to propose system improvements to the Master Site File database that will permit faster and more complete response to land use reviews.

This increasing population growth requires not only the cataloguing of sites but the funding of grants for preservation. Without funding assistance of state government, many worthwhile preservation projects would fold from lack of funding. Additionally, many of Florida's more significant historic building concentrations comprise traditional main street downtowns.

Before 1985 there was no effective program to address the growing loss of downtowns to redevelopment, abandonment, and economic deterioration. Since that time, Florida's Main Street program has reversed the trend of loss by providing 81 designated main street communities with technical and financial preservation assistance. The trend of main street preservation is expected to continue to increase.

The state's population pressure affects not only these valued resources, but also other resources and services provided by the Department. With the state's population at over 16 million people and rising, demand for agency services also increases. To meet this demand in an era of fiscal conservatism, the agency has critically examined the way it operates and continues innovating to improve the efficiency of its services. Since FY 1994-95 (841 FTEs), after eliminating the transfer of positions to other agencies, the agency has reduced its workforce by 25% or 208.5 positions to a level of 497 positions.

Much of the innovation has been the result of a department-wide effort to employ the latest technology to improve employee productivity, public access to information, and customer service; while keeping pace with increasing demand for services and stabilizing costs. Corporations' Online provides users with easy access to filing information and data at no charge.

According to the most recent available statistics from the U.S. Department of Commerce's Census Bureau, as of September 2001, 56.5% of all U.S. households have personal computers and 88.1% of those have Internet access, up from 43% in January 2000. While it is clear that not all Florida citizens have access to a computer, recent statistics confirm that the number who do not is diminishing every day.

Public libraries in Florida continue to provide free Internet access to those without a personal computer or Internet service. Every Florida public library provides public access to the Internet and opportunities for technology training. Last year over 1.3 million Florida residents relied on their local public library for technology training. The Division continues to coordinate and provide technical assistance for public libraries efforts to provide public Internet access through participating in the federal "E-rate" program. This program provides subsidies to Florida public libraries in direct support of telecommunications cost necessary to provide Internet access to the public.   To date, Florida libraries have received over 18 million dollars in direct funding support as part of this program.

Having state-wide access to accurate and verifiable sources of electronic information content is a continuing need. To this end, the Division of Library and Information Services has begun implementation and coordination of a plan to develop a "Virtual Library" with access to information and resources available through the Internet from all types of Florida libraries. This plan has matured into the Florida Electronic Library (FEL).

The FEL provides a wide range of electronic information including access to over 10,300 periodical titles, digital library collections of important Florida historical material, "Ask a Librarian" a statewide Web based reference service available from 10:00 am until midnight seven days a week, and an online catalog of statewide library holdings that provides access to 24 million books held by Florida libraries. These services are currently provided to all Floridians with a public, university or community college library card.

During 2005-2006, over 13.4 million searches for online information were conducted by Florida residents using the Florida Electronic Library. In addition, Florida residents used the serve to download over 10.4 million full text retrievals.

Last year the Division used federal grant funding to extend access to online materials to all of Florida's public K-12 schools. Approximately half of the usage is coming from the Florida public school community during school hours.

Complementing the online access to electronic resources is Florida's collaborative live reference service, Ask a Librarian. Ask a Librarian dramatically extends the reach of libraries into local communities by offering more than 17 million Florida residents a convenient, innovative live chat service accessible from home, school, library, office…anywhere that has an Internet connection. The service is staffed by librarians at 90 public, academic and special libraries throughout Florida. Since its beginning, Ask a Librarian has done over 60,000 reference transactions via the Web and is currently hosting over 2,500 sessions per month.

Also, under the Florida Electronic Library program, the Division had implemented a search engine that provides access to the digital library resources from Florida libraries. Called Florida on Florida, it is a catalog of digital materials related to Florida. All sorts of items including maps, photographs, postcards, books, and manuscripts are available. The materials in Florida On Florida come from digital collections held by libraries, archives, museums and historical societies throughout Florida.

The collections and services of the State Library and its Legislative Library Service are accessible to both on-site visitors and remote users via interlibrary loan, by telephone, and e-mail. The library offers assistance and training in library resources to state workers and the legislature and provides electronic access to approximately 15,000 newspapers and journals containing thousands of articles for their use as they carry out their business for Florida residents. The library also serves as the information point for the MyFlorida.com site for anyone with questions about Florida government services and maintains the database of frequently asked questions. During the fiscal year 2005-2006, over 28,000 questions were mediated by the state library staff and over 1.8 million answers in the database were viewed.

The Department is dedicated to providing access to information from and about Florida government. As manager of the State documents program, access to both electronic and printed state government documents is provided through the online public catalog of the State Library, and copies of printed state documents are provided to the 24 depository libraries across the state. A record of published state documents, *Florida Public Documents*, is compiled regularly and made available to the public.

Other technological innovations at the Department of State include electronic commerce for business entity filer, E-rulemaking system, web access to the Administrative Weekly, the Florida Administrative Code and Laws of Florida, electronic access to live chat reference service, document management systems to improve workflow and efficiency, the online notary database, electronic filing of campaign finance reports, online voter registration application, development and implementation of the Florida Voter Registration System, the Florida Memory Project, virtual museum collections and art exhibits.

In the coming budget year, the Department will look to continue its technological leadership, and continue service innovation. In FY 2004-2005, for a total investment of $72.7 million dollars, the Department's programs in historic preservation, historical museums, cultural affairs and library services leveraged $1.126 billion dollars in private support and match. Of this amount, the $45.3 million state investment in libraries has generated $403.4 million in local support; and the $14.2 million in cultural grants generated $370 million in match. These combined dollars support activities that increase tourism and trade and improve the quality of life for all Florida citizens.

LIST OF POTENTIAL POLICY CHANGES

None

LIST OF CHANGES THAT WOULD REQUIRE LEGISLATIVE ACTION

1. **Establishing an Administrative Services Trust Fund for the Department of State**

    (This list will be updated if any additional substantive issues arise)

LIST OF ALL TASK FORCES AND STUDIES IN PROGRESS

1. **Discovery of Florida Quincentennial Commemoration Commission (begins no later than January, 2007)**
2. **HAVA State Planning Commission**

ENDNOTES

[1] *"The Economic Impact of the Florida Cultural Industry"*. Prepared for the Florida Department of State, Division of Cultural Affairs. Prepared by William B. Stronge, Ph.D., Florida Atlantic University. Update, 2004.

[2] *" The Big Business of the Arts"* , 2000, Commissioned by the Tampa Bay Committee for the Arts. Conducted by PricewaterhousCoopers LLP.

[3] Summer 2002 Travelometer, Travel Industry Association of America, Washington, D.C.

[4] Geiger & Associates, 1991, Heritage Tourism Marketing Plan for the State of Florida, Tallahassee.

[5] Florida Tourism Marketing Corp., 1996, Office of Marketing Research, Tallahassee.

[6] Florida Department of State, Division of Historical Resources, Bureau of Historic Preservation, 1988, Preservation, Florida Tourism and Historic Sites, Tallahassee.

[7] Preservation Alliance of Virginia, 1995, Virginia's Economy and Historic Preservation, Staunton, VA.

[8] *"Economic Impacts of Historic Preservation in Florida*." Prepared for the Florida Department of State, Division of Historical Resources. Prepared by Center for Governmental Responsibility, University of Florida College of Law and the Center for Urban Policy Research, Rutgers University, 2002.

[9] Florida Tourism Marketing Corp., 1996, Office of Marketing Research, Tallahassee.

[10] Florida Department of State, Division of Historical Resources, Bureau of Historic Preservation, 1988, Preservation, Florida Tourism and Historic Sites, Tallahassee.

[11] Preservation Alliance of Virginia, 1995, Virginia's Economy and Historic Preservation, Staunton, VA.

[12] *"Taxpayer Return of Investment in Florida Public Libraries"*, 2004, Published by Dr. José-Marie Griffiths and researchers at the University of Pittsburgh, University of North at Carolina Chapel Hill and Florida State University.

LRPP Exhibit I: Agency Workforce Plan

Fiscal Years	Total FTE Reductions	Description of Reduction Issue	Positions per Issue	Impact of Reduction
FY 1994-2000	117.5	Reorganizations, reductions, outsourcings, privatizations.		Reengineering of functions, privatizations, and reductions resulted in the elimination of some unnecessary functions, but also resulted in increased workload due to reassignment of duties and responsibilities
FY 2000-2001	2	Elimination of vacant Printer II position	1	Increased workload due to reassignment of duties and responsibilities
		Elimination of Administrative Asst. Elections	1	Increased workload due to reassignment of duties and responsibilities
FY 2001-2002	20	Privatization of Uniform Commercial Code Program	10	None
		Staff Reduction Office of the Secretary/Administrative Services	4	Increased workload due to reassignment of duties and responsibilities
		Staff Reduction Division of Historical Resources	3	Increased workload due to reassignment of duties and responsibilities
		Eliminate Florida Folk Festival Postions	2	Folk Festival transferred to DEP; other staff duties reassigned to others
		Elimination of vacant position Corporations	1	Increased workload due to reassignment of duties and responsibilities
FY 2002-2003	3	Human Resources Outsourcing	3	Increased workload due to delayed implementation

LRPP Exhibit I: Agency Workforce Plan

Fiscal Years	Total FTE Reductions	Description of Reduction Issue	Positions per Issue	Impact of Reduction
FY 2003-2004	56	Staff Reduction Office International Affairs	2	Increased workload due to reassignment of duties and responsibilities
		Human Resources Outsourcing (transitional position)	1	Increased workload due to delayed implementation
		Staff Reduction Office of the Secretary Cabinet	3	None. Secretary of State no longer Cabinet post.
		Outsourcing of Judgement Liens (Corporations)	10	Increased workload on administrative staff to monitor contract
		Eliminate Public Inquiry Section (Corporations)	11	Reduction in personal customer service and elimination of free corporate information except via internet
		Staff Reduction Corporations	15	Increased workload due to reassignment of duties and responsibilities
		Staff Reduction Division of Library and Information Services	14	Increased workload in Archives and Records Management due to reassignment of duties and responsibilities
FY 2004-2005	10	Staff Reduction Office of the Secretary/Administrative Services	2	Increased workload due to reassignment of duties and responsibilities
		Staff Reduction Division of Historical Resources	6	Increased workload due to reassignment of duties and responsibilities
		Staff Reduction Division of Library and Information Services	2	Increased workload due to reassignment of duties and responsibilities
FY 2005-2006	0	No reduction planned	0	None
FY2006-2007	8.5	State Library Circulating Colletion	8.5	Phase out of circulating collection, moving towards provision of library services electronically.
FY2007-2008	0	No reduction planned	0	None
Total*	217			

*to equal remainder of target

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500

Program: Elections	Code:4510
Service/Budget Enity: Elections - 45100200	Code: 45100200

Approved Performance Measures for FY 2006-07 (Words)	Approved Prior Year Standards FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standard (Numbers)
Percent of survey respondents satisfied with services (quality and timeliness of response)	90%	93%	90%	91%
Average number of days to process campaign finance reports	7	7	7	7
Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)	98%	98%	98%	98%
Number of campaign reports received/processed	5,800	7,182	13,000	5,800
Number of attendees at training, workshops, and assistance events	500	752	500	500
Number of Internet website hits	10,900,000	40,071,592	15,000,000	11,000,000
Number of candidates, committees, and members of the public requesting service	150,000	150,361	150,000	150,000

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500

Program: Historical Resources	Code: 4520
Service/Budget Entity: Historical Resources Preservation and Exhibition - 45200700	Code: 45200700

Program: Historical Resources			Code: 4520	
Service/Budget Entity: Historical Resources Preservation and Exhibition - 45200700			Code: 45200700	
Approved Performance Measures for FY 2006-07 (Words)	Approved Prior Year Standards FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standard (Numbers)
Total number of properties protected or preserved	9,600	10,442	9,900	10,700
Number of preservation services applications reviewed	13,000	16,203	13,000	13,000
Number of copies or viewings of publications, including Internet website hits	3,500,000	6,098,966	4,000,000	5,000,000
Citizens served - historic properties	7,000,000	8,464,253	7,000,000	7,000,000
Total number of historic and archaeological sites recorded in the master site file	150,000	158,790	154,000	161,000
Number of historic and archaeologicalobjects maintained for public use	315,000	316,699	318,000	320,000
Citizens served - archeological research	3,500,000	5,941,924	4,000,000	5,000,000
Percent of Museum of Florida History visitors rating the experience good or excellent	88%	92%	90%	90%
Number of museum exhibits	70	84	70	65
Number of visitors to state historic museums	140,000	106,298	120,000	60,000
Citizens served - historic museums	3,250,000	3,439,381	3,250,000	3,200,000.00
Total local funds leveraged by historical resources program	$150 million	$191,904,584	$150 million	$160 million
Percent of customers satisfied with the quality/timeliness of technical assistance provided	96%	98%	96%	96%
Number of grants awarded	160	188	160	160
Number of dollars awarded through grants	$13,323,243	$16,335,870	$13,000,000	$13,000,000

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500			

Number of attendees at produced and sponsored events	10,000	61,250	20,000	30,000
Number of publications and multimedia products available for the general public	57	90	65	65

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500

Program: Corporations	Code: 4530
Service/Budget Entity: Commercial Recordings And Registrations - 45300100	Code: 45300100

Approved Performance Measures for FY 2006-07 (Words)	Approved Prior Year Standards FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standard (Numbers)
Percent of client satisfaction with the division's services	93%	94%	93%	93%
Average cost/corporate filing	$4.78	$4.48	$4.78	$4.78
Average cost/inquiry	$0.005	$0.003	$0.005	$0.005
Percent of total inquiries handled by mail/walk-ins	2%	1%	2%	2%
Percent of total inquiries handled by electronic means	98%	99%	98%	98%

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500

Program: Library and Information Services	Code: 4540
Service/Budget Entity: Library, Archives And Information Services - 45400100	Code: 45400100

Approved Performance Measures for FY 2006-07 (Words)	Approved Prior Year Standards FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standard (Numbers)
Annual increase in the use of local public library service	2%	4%	2%	2%
Annual increase in the usage of research collections (State Library)	6%	85%	6%	6%
Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics	$95,000,000	$103,000,000	95,000,000	100,000,000
Customer satisfaction with relevancy / timeliness of research response	96% / 96%	97%/96%	96% / 96%	96%/96%
Customer satisfaction with Records Management technical assistance / training / Records Center services	99% / 98% / 95%	100%/98%/98%	99% / 98% / 95%	99%/98%/95%
Customer satisfaction with accuracy and timeliness of library consultant responses	98%	98%	98%	98%
Number of items loaned by public libraries	87,920,446	98,804,427	87,920,446	98,000,000
Number of library customer visits	66,813,348	72,760,556	66,813,348	72,000,000
Number of public library reference requests	24,899,103	24,401,465	24,899,103	24,000,000
Number of public library registered borrowers	8,482,517	8,980,695	8,482,517	8,900,000
Number of persons attending public library programs	3,347,598	3,880,665	3,347,598	3,800,000
Number of volumes in public library collections	30,397,016	37,689,671	30,397,016	37,000,000
Number of new users (State Library, State Archives) *delete*	6,389	4,325	12,000	
Number of new users (State Library, State Archives) *revision*				12,000
Number of reference requests handled (State Library, State Archives)	118,957	121,962	118,957	118,957
Number of database searches conducted (State Library, State Archives)	7,000,000	47,445,996	32,500,000	32,500,000
Number of Florida Electronic Library uses *new*			14,000,000	14,000,000

LRPP Exhibit II - Performance Measures and Standards

Department: STATE		Department No.: 4500		

Number of items loaned (State Library) *delete*	54,701	30,963	43,000	
Number of items used (State Library) *revised*				30,000
Cubic feet of obsolete public records approved for disposal	510,000	861,670	510,000	825,000
Cubic feet of non-current records stored at the Records Center	220,000	296,937	220,000	275,000
Library Collection actions *new*			15,000	15,000
Number of Archival Files processed *new*			25,000	25,000
Archival conservation/preservation treatments *new*			4,000	4,000
Number of microfilm images created, processed, and/or duplicated at the Records Center	70 ,000,000	74,000,000	70,000,000	70,000,000
Number of notices edited and typeset		12,569	12,500	12,500
Number of Laws received and produced (Moved from Elec.)		7,424	7,400	7,400
Number of library, archival, and records management activities conducted	231,806,309	295,336,325	231,806,309	275,000,000

LRPP Exhibit II - Performance Measures and Standards

Department: STATE	Department No.: 4500

Program: Cultural Affairs	Code: 4550
Service/Budget Entity: Cultural Support And Development Grants -	Code: 45500200

Approved Performance Measures for FY 2006-07 (Words)	Approved Prior Year Standards FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standard (Numbers)
Attendance at supported cultural events	23,000,000	Data available 12/28/06	23,000,000	23,250,000
Number of individuals served by professional associations	5,000,000	Data available 12/28/06	5,000,000	5,000,000
Total local financial support leveraged by state funding	$400,000,000	Data available 12/28/06	$400,000,000	$4,000,000
Number of children attending school-based, organized cultural events	4,500,000	Data available 12/28/06	4,500,000	4,250,000
Number of program grants awarded	650	728	650	650
Dollars awarded through program grants	$11,926,151	$24,779,627	$11,779,901	$13,639,034
Percent of counties funded by the program	83.6%	83%	83.6%	83.6%
Percentage of large counties (N=35; population greater than 75,000) funded by the program	97.1%	94%	97.1%	97.1%
Percentage of small counties (N=32; population less than 75,000) funded by the program	81.3%	71%	81.3%	74.0%
Number of state-supported performances and exhibits	27,000	Data available 12/28/06	27,000	27,000
Number of individuals attending cultural events or served by professional associations	28,000,000	Data available 12/28/06	28,000,000	28,250,000

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Museum of Florida History
Service/Budget Entity: 45200220200
Measure: Number of visitors to state historical museums

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ X Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
120,000	106,298	−13,702	−12%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐X Previous Estimate Incorrect   ☐ Other (Identify)
Explanation: Improvements being made to counting methods indicate previous estimates were incorrect. FY 2005-06 visitation of 106,289 actually increased 13.9% over previous year's visitation of 93,322.

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☐X Other (Identify)
Recommendations: improved marketing for program to increase visitation; more realistic estimates to be made for future years.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Library and Information Services
Service/Budget Entity: Library, Archives and Information Services
Measure: Number of items loaned (State Library)

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
X Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
54,701	30,963	(23,738)	43%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   X Other (Identify)

Explanation:
The State Library continues to shift to a research collection to better serve our mission and no dollars have been spent on the popular type of materials readily available at public libraries. Over the last three fiscal years the materials budget has gone to materials for the use by state government agencies and their employees most are non-circulating materials such as electronic databases, reference materials, and microforms. The majority of the circulating collection is aging and does not meet the current collection development policy. Out of date, old and popular materials are being deselected from the circulating collection thus reducing the size of that collection.

External Factors (check all that apply):
   Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   X Other (Identify)

Recommendations:
A revision to this measure was sought last year and will be changed to **Number of items used next year.** The new counts will include loaned items and items used at the Library without circulation. This will give a better picture of the total usage of the collection.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Library and Information Services
Service/Budget Entity: Library, Archives and Information Services
Measure: Number of new users

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
X Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
6,389	4,325	(2,064)	32%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   Other (Identify)
Explanation:

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   X Other (Identify)
Recommendations:
Changes in the reporting methodology recommended last year will take effect next year. The new methodology will report both the number of users that request a state library card and those users that do not request a card but still use the services of the library.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Elections**
Service: **Elections**
Activity: **Technical Assistance/Executive Direction**
Measure: **Number of Requests for Assistance**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The scope of this measure includes requests for help in all program areas. The Division's staff is required to document all requests for assistance during a specified time period each quarter.   The quarterly compilations are used to calculate an annual average. The quarterly survey is utilized in order to reduce the administrative burden produced by the necessary record keeping.

Validity:

This output measure is an indicator of the volume of workload as assessed by the Division's staff. While there is a risk of staff overstating/understating the requests, the aggregate measure should give an indication of the responsiveness of the Division staff.

Reliability:

By sampling at four different times of the year, the variation in workload can be captured without creating an administrative burden.

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EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Elections**
Service: **Elections**
Activity: **Campaign Finance Report Audit and Compliance**
Measure: **Number of campaign reports received/processed.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division keeps a count of the total number of campaign reports received and processed. Campaign treasurer's reports are required to be filed pursuant to Chapter 106, F.S. by all candidates, political committees, committees of continuous existence and political party executive committees. Information on receipt and processing is entered into the Florida Elections System database for tracking and generation of reports.

Validity

The measure has high validity as one indicator of the Division's output. Filing, auditing and maintaining campaign report information is a major workload effort in the Division. While major elections occur on two

and four year cycles, election/campaign information is reported and audited continuously throughout every year.

Reliability

This measure has high reliability. The Division has a database system in place that accurately tracks the number of campaign reports received and processed.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Elections**
Service: **Elections**
Activity: **GAA Measure**
Measure: **Number of attendees at training, workshops and assistance events**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure represents the number of training, workshop and technical assistance activities provided by the staff. Requests for training, workshops or assistance come from a variety of sources and target various populations in the state. The activities occur in various locations around the state. Information is maintained on the number and types of assistance provided

Validity

This measure can be influenced by the volume of technical assistance requests received, training and workshops offered. The number of assistance efforts can be greatly influenced by staffing levels, vacancies and the in-house technical expertise available to respond to assistance requests.

Reliability

This measure has high reliability. The Division has a method to collect the number of attendees via sign-in sheets. The method will provide an adequate benchmark for assessing change over time.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Elections**
Service: **Elections**
Activity: **GAA Measure**
Measure: **Number of Internet Website Hits**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure represents the number web hits received on the Divisions web site. The Division of Elections provides online access to information on the FAW, Laws of Florida, Florida Statutes, elections records,

campaign finance reports, initiative procedures and voting systems. The web site has a means of collecting information based on web visits in place to detect the number of times Division information is accessed.

Validity

This measure could be problematic if the Division's web site is not maintained in a timely fashion. The Visit Detail Report captures information about the number of individuals who visit the site, the number of requests generated by those individuals and the total number of web hits for the Divisions web page.

Reliability

This measure is automatically captured by the web site activity report. Data is captured based on visits and requests so that activity can be accurately reported.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program   **Elections**
Service: **Elections**
Activity: **GAA Measure**
Measure: **Average number of days to process campaign finance reports**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division requests the addition of this measure to replace the measure "percentage of campaign treasurer report detail information released on the Internet within seven days."   This request is made pursuant to the recommendation of the OPPAGA report dated October 2002. The Division agrees that the measure "average number of days to process campaign finance reports' is better than the current measure of "percentage of campaign treasurer report detail information released on the Internet within seven days." The Division will calculate the average number of days to process campaign finance reports based on the average time involved in processing from the date the report is received, entered into the database, released to the web and filing the report.

Validity

This outcome measure is an indicator of service timeliness as assessed by the Division's staff and outsourced data entry personnel. The time needed to review, audit and update the web site for public access varies depending on the size of the report and whether the information has been provided on a diskette.

Reliability

The method for tracking receipt of reports and their release on the Internet can be captured using our database system. Specific data elements capture when the reports are received and when the detail report has been released for public access on the web.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program   **Elections**
Service: **Elections**
Activity: **GAA Measure**
Measure: **Percentage of Survey Respondents Satisfied with Services (Quality and**

Timeliness of Response)

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division has created a short survey instrument that is included with all mailed responses to requests for information packets, brochures and requests for department information. The survey will ask the recipient of Division information to assess the timeliness and adequacy of the Division's response.

Validity

This outcome measure is an indicator of customer satisfaction with Division services. While there is a risk of overstating or understating the Division's performance depending on which customers actually return the survey, the aggregate measure should give an indication of the responsiveness of Division staff.

Reliability

While a customer satisfaction survey may not provide a fool proof means of determining satisfaction with Division services, the survey should be an adequate proxy for Division responsiveness and overtime should provide a benchmark with which to evaluate Division performance.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Elections
Service: Elections
Activity: GAA Measure
Measure: Percentage of Training Session/Workshop Attendees Satisfied (Quality of Content and Applicability of Materials Presented)

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division utilizes a short training evaluation instrument that is provided to every attendee following training. The survey asks the attendee to assess the quality of the content and training materials and the applicability of the training or technical assistance provided.

Validity

This outcome measure is an indicator of customer satisfaction with Division services. While there is a risk of overstating or understating the Division's performance depending on which attendees actually complete and return the survey, the aggregate measure should give an indication of the responsiveness of Division staff.

Reliability

While a customer satisfaction survey may not provide a fool proof means of determining satisfaction with Division services, the survey should be an adequate proxy for Division responsiveness and overtime should provide a benchmark with which to evaluate Division performance.

Department: State
Program: Elections
Service: Elections
Activity: Campaign Finance/Matching Funds Oversight
Measure: Total Dollars of Matching Funds Distributed

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Division keeps a count of the total dollars of matching funds distributed. Each candidate is required to submit a request for matching funds at the time of qualifying. Campaign reports are required to be submitted on a weekly basis in order for funds to be matched and disbursed.

Validity:

The number of candidates running for governor or cabinet offices can influence this output measure. Additionally, the measure can be influenced by the number of staff available to process the reports. Since this activity only occurs normally once every four years, temporary staff is hired to process and audit the reports. An additional influence on the measure can be the hours of overtime required by permanent staff to process reports and supervise OPS.

Reliability:

This measure is automatically captured by data generated by the campaign reports submitted by the candidate.

Department: State
Program: Historical Resources
Service: Historical Resources Preservation and Exhibition
Activity: GAA Measure
Measure: Number of copies or viewings of publications including internet website hits

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The base for this measure would be the number of times people used publications and other educational materials. Included would be recipients of special publications, number of people accessing the Division's home page on the World Wide Web; number of answers provided to inquiries for Florida Master Site File data; number of brochures distributed; and number of copies of books sold. Counts would be maintained separately by utilization type but combined into a single overall count for this measure.

Validity:

This outcome measure summarizes public access to historical information provided by the Bureau. It assumes that information received is utilized. One might expect that the character of dissemination within this overall measure

would change over time. For example, potential visitors to the state are now being directed to the home page to obtain information instead of mailing packets of material to them as used to be the practice. As technology changes in the future, we would expect dissemination methods to continue to change.

Reliability:

This measure has high reliability. The Bureau has a data collection system in place that accurately records the utilization or distribution of these materials by program type. Utilization of historical information should increase public awareness and support for preserving Florida's heritage, as well as providing enjoyment and learning directly to the user. One should not try to maximize the number of publications distributed to the detriment of quality in the historical information disseminated. To some extent this measure may include a quality component. For example, schools will presumably not use the curriculum materials if they are of poor quality. As a set, the measures submitted represent the entire major program activities conducted by the Bureau.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Conserve and Curate Historic and Archaeological Objects/GAA Measure**
Measure: **Number of Historic and Archaeological objects maintained for public use**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents artifacts maintained in archaeological collections after receipt by excavation, collection, donation and loan by the Bureau of Archaeological Research.

Validity:

This measure represents an increase in the store of knowledge about Florida's history and culture that can be enjoyed by citizens and visitors. The Bureau would not want to try to maximize the number of objects it maintains. The objective is to maintain a meaningful sample of objects. Most historical and archaeological objects should continue to remain in private hands.

Reliability:

This measure has high reliability. The Bureau has a data collection system in place that accurately records the quantity of objects maintained in its collections based on the number of individual bags of artifacts in curation. Maintaining the collection assures scientists of continued availability of historical objects to study, opportunities for the general public to enjoy and learn about Florida's history and culture, and for students to learn more about Florida history and become better stewards of Florida's historic resources. This is also an Output Measure for Unit Cost.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Florida Master Site File/GAA Measure**
Measure: **Total number of historic and archaeological sites recorded in the Master Site File**

Action (check one):
☐ Requesting Revision to Approved Measure

☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of historical and archaeological sites maintained in an accessible database. The measure is a cumulative one, currently at about 120,000 sites and growing by several thousand each year. About 80% of these sites are historical and 20% are archaeological. Most of these sites are in private ownership and are subject to future loss when property is developed or modified for more intensive use.

Validity:

This output measure captures a Bureau activity that gives the public access to information about historical and archaeological sites that have been recorded. It is believed that about one fourth of all sites have to date been surveyed and recorded. This information provides the foundation for historic preservation.

Reliability:

This measure has high reliability. The Bureau has a database in place that accurately records the number of sites kept on file. This is also an Output Measure for Unit Cost.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Survey and Registration Services/GAA Measure**
Measure: **Number of Properties Protected and Preserved**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the increased number of properties brought into protection during the year, either those administered by the Division or those protected in the private sector. Included would be sites which, after development review and compliance consideration, remain preserved or were the subject of mitigation activities; properties identified for preservation through Division-sponsored grant awards; properties which through the Division's technical assistance have resulted in improved public use; sites acquired by the state during the year as part of Florida Forever; properties the Division provides oversight in the architectural review processes as a part of local, state or national programs. This is also an Output Measure for Unit Cost.

Validity:

This measure captures the percentage change in the number of properties protected as a result of Division efforts during the year. It includes the continuing protection of properties currently administered by the Division but acquired in previous years.

Reliability:

This measure has high reliability. The Division has a data collection system in place to track the number of properties protected, broken down by the programs enumerated above. This measure captures a direct product of the agency that leads to protection of Florida's heritage. It is linked to the outcome measure "total number of properties protected or preserved."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Total local funds leveraged by historical resources program.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure counts the number of local cost share dollars attributed to Division-sponsored historical resource grants. It includes both cash and in-kind match provided by local communities. It also includes the total amount of local economic activity directly attributable to federal historic building rehabilitation tax credit and ad valorem tax exemptions, as well as the total amount of local economic activity directly attributable to community revitalization programs such as the Main Street Program. These amounts will be tracked separately for each program but combined into a single overall measure. Local contributions that continue for more than one year will be counted each year they recur.

Validity:

This outcome measure focuses on the ability of state support to attract local dollars. It is an indication of the extent to which state funding can leverage local effort to protect historic properties. These local preservation efforts benefit the local economy and also serve to raise public awareness and understanding of heritage preservation.

Reliability:

The Division will develop a regularized data collection system through its grant-reporting requirements for capturing these data. Grant reports that document actual local cost share and in-kind service statistics are received 18-21 months after state funds are appropriated. Therefore, actual local cost share figures and in-kind service documentation are reported in a subsequent fiscal year to the appropriation. However, estimated local cost share and in-kind service amounts could be used to coincide with the fiscal year appropriation. One should be cautious about attempting to maximize the leverage by reallocating funding to target only those communities that can afford to raise the most in matching funds. Such an approach may result in the unintended effect of depriving residents of poorer communities. As a set, the measures submitted represent the entire major program activities conducted by the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Percentage of Museum of Florida History visitors rating the experience good or excellent.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure polls visitors who come to see exhibits and events held at the R.A. Gray Building Museum of Florida History. Visitors have four rating categories: excellent, good, fair and poor. The survey does not include museums of other organizations, which the Division supports through grant awards and technical assistance.

Validity:

This measure is intended to summarize the enjoyment by citizens and tourists of Florida's history exhibited at the R.A. Gray Building museum. This measure also provides an indicator of the quality of Museum programs.

Reliability:

Every organized tour group is requested to complete a rating card. All other visitors may choose to complete a card, which is given out at the reception desk and available at a kiosk at the museum entrance.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Percentage of customers satisfied with quality/timeliness of technical assistance provided.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The scope of this measure includes requests for help in all program areas. These recipients of assistance would be surveyed, using a random sample of public contacts. The calculation for the first measure component (quality) would be to divide the number of respondents expressing satisfaction with the quality of help given by the total number of respondents. The calculation for the second component (timeliness) would be to divide the number of respondents expressing satisfaction with the timeliness of help given by the total number of respondents.

Validity:

This outcome measure is an indicator of service quality as assessed directly by the Division's customers. For services for which people can opt to use or not use a service, this measure may not be as valid an indicator of service quality as is demand for the service, indicated perhaps more appropriately by utilization. The second component of the measure is an indicator of service timeliness as assessed directly by the Division's customers.

Reliability:

Given a sufficiently large sample size, the repeated samples of the same population within the same timeframe should provide the same assessment of the level of satisfaction. The sampling procedures are yet to be determined. This measure does not cover satisfaction of people who attended sponsored events. Increases in attendance may be a better measure of program quality for these events, given that citizens and tourists can choose the events they deem worth attending and thereby "vote with their feet" rather than filling out survey forms. As a set, the measures submitted represent all the Division's major program activities.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Statewide Grants Programs**
Measure: **Number of Grants Awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Division keeps a count of the total number of grants it awards each year to support historic preservation, including awards to local governments and not-for-profit organizations for preservation of historic properties, excavation of archaeological sites, surveys to identify and evaluate historical resources, establishment of Main Street programs, and interpretation of Florida's historic sites.

Validity:

The measure has high validity as one indicator of the Division's output. Grant awards are one means of accomplishing the Division's purpose of encouraging identification, evaluation, protection, preservation, collection, conservation and interpretation of Florida's historic sites, properties and objects related to Florida history and heritage.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately tracks the number of grants awarded. It is linked to the outcome measure "total local funds leveraged by historical resources program." This is also an Output Measure for Unit Cost.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of Grants Awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This GAA measure quantifies the total number of grants it awards each year to support historic preservation, including awards to local governments and not-for-profit organizations for preservation of historic properties, excavation of archaeological sites, surveys to identify and evaluate historical resources, establishment of Main Street programs, interpretation of Florida's historic sites, as well as Historic Museum Grants.

Validity:

The measure has high validity as one indicator of the Division's GAA measures. Grant awards are one means of accomplishing the Division's purpose of encouraging identification, evaluation, protection, preservation, collection, conservation and interpretation of Florida's historic sites, properties and objects related to Florida history and heritage.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately tracks the number of grants awarded. It is linked to the outcome measure "total local funds leveraged by historical resources program."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of dollars awarded through grants**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Division keeps a count of the total number of grants it awards each year to support museums and historic preservation, including awards to local governments and not-for-profit organizations for museum exhibit projects, preservation of historic properties, excavation of archaeological sites, surveys to identify and evaluate historical resources, establishment of the Main Street Programs, and community education. This measure represents a total for all these programs combined.

Validity:

The measure has high validity as one indicator of the Division's output. Grant awards are one means of accomplishing the Division's purpose of encouraging identification, evaluation, protection, preservation, collection, and conservation and interpretation of Florida's historic sites, properties and objects related to Florida history and heritage. In an economically difficult year, special category grants, which constitute 5/6 of the grant funds, may diminish.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately tracks the number of grants awarded. This measure, along with the next measure, captures a direct product of the Division that results in the outcomes identified in the purpose statement. As a set, the measures submitted represent the entire major program activities conducted by the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Museum Fabrication/GAA Measure**
Measure: **Number of Museum Exhibits**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of exhibits constructed, leased, and maintained by Division staff at the Museum of Florida History, Knott House, San Luis, and the Old Capitol, as well as the traveling exhibition program. It does not include museum exhibits that may be developed by other organizations that the Division supports through grant awards and technical assistance. An exhibit is defined as a public display of objects that stand as a cohesive unit, organized around a single theme or subject. Exhibits may vary in size. A complex exhibit, such as one displaying the Civil War, may take up 2000-3000 square feet. A curator's choice exhibit, on the other hand, might be displayed in a single case. A case devoted to the museum's latest collections would be an example of a curator's choice exhibit.

Validity:

This output measure is a quantity indicator for an important Division activity - interpreting Florida history and heritage. Exhibits constructed now are driven heavily by outside sources of funding, particularly P-2000 funds for San Luis, which constitutes over half the dollars spent on exhibits currently.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the number of exhibits each year. This measure, along with the next measure (publications and multimedia products available to the general public), captures a direct product of the agency that results in outcomes identified in the purpose statement. It gives Florida's citizens and tourists an opportunity to enjoy and learn about Florida's history and culture. As a set, the measures submitted represent the entire major program activities conducted by the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of publications and multimedia products available for the general public**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of reports, books, articles, brochures, professional papers, and multimedia products available during the year prepared by Division staff and prepared as a result of grant award contracts. It is a count of work products, not a measure of circulation or distribution. For example, if 2000 copies of a brochure were printed and distributed, the count for this measure would be one brochure, not 2000. The number of contracts for printing/publication that the Division enters into each year does not differ significantly from the number successfully completed. Therefore, estimates based upon the number of contracts awarded will not be reconciled for reporting purposes. However, the office of the Inspector General will reconcile estimates during their validity and reliability review of the program.

Validity:

This output measure is a quantity indicator for an important Division activity - interpreting Florida history and heritage. This activity depends strongly upon grant funding.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the number of work products by product type each year. Because the grant failure rate is extremely low, the initial number (contracted number) is close to the actual number, and will not be updated for reporting purposes. This measure captures a direct product of the agency that results in outcomes identified in the purpose statement. As a set, the measures submitted represent the entire major program activities conducted by the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **State and Federal Compliance Reviews**
Measure: **Number of Preservation Services Applications Reviewed**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Counted in this measure are review and compliance applications, which are, monitored for compliance with state and federal historic preservation laws.

Validity:

This output measure captures technical assistance services in heritage protection. As land is developed, this development carries with it the possibility of destroying or damaging archaeological and historical sites. These compliance reviews are an important step in protecting Florida's heritage.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the number of reviews. This measure captures a direct product of the Division that leads to protection of Florida's heritage. It is linked to the outcome measure "total number of properties protected or preserved."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of attendees at produced and sponsored events.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The attendance data includes visits to historic sites managed by the Division, such as the Museum of Florida History, San Luis, Knott House, and Old Capitol; the number of people attending activities at Division-sponsored events, such as the Florida History Fair, Rural Folklife Days, Folklife Institutes; grant-sponsored events, such as walking tours, workshop series, and other historic preservation education activities; Traveling Exhibition Service attendees. Attendance counts are maintained separately by program type but are combined here into a single overall measure.

Validity:

This measure is intended as a proxy for summarizing the expansion in opportunities for citizens and visitors to enjoy Florida's historical resources. The number of attendees may vary substantially from year to year due to changes in funding levels, the number of "blockbuster" events funded, and other factors over which the Division has no control, such as the weather and the state of the economy.

Reliability:

This Division has a regularized data collection procedure in place to count attendance at Division-produced events. Grant-supported attendance data are reported through a regularized data collection process that is consistent from year to year, but these grant reports are received 18-21 months after funds are awarded. This measure is appropriate in that it represents a significant amount of the Division's resources in carrying out what is a fundamental purpose of the program - interpretation of Florida history and heritage, thereby enabling enjoyment and learning for attendees and an improved appreciation for Florida's multi-cultural heritage.

One should not try to maximize attendance to the detriment of other important aspects of the program. One could, for example, increase attendance by locating events only in large population centers, thereby reducing opportunities and economic benefits to citizens in rural areas. As a set, the measures submitted represent the entire major program activities conducted by the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **State Historic Museums**
Measure: **Number of Visitors to State Historic Museums**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure counts the number of visitors who come to see exhibits and people attending events held at the Museum of Florida History, Knott House, San Luis, and the Old Capitol. It does not include museums of other organizations that the Bureau supports through grant awards and technical assistance.

Validity:

This measure is intended as a proxy for summarizing the enjoyment by citizens and tourists of Florida's history exhibited at the museum and other Division administered properties. Number of visitors can be influenced by factors outside the control of the Division, such as the price of gasoline, which may affect visits by tourists and school children on field trips, and the number of "blockbuster" events funded.

Reliability:

The number of visitors is counted manually at all museum sites. This is also an Output Measure for Unit Cost. (At the Museum of Florida History and the Old Capitol manual counts began in 2001-02; visitors were previously counted electronically, but this method was found to be inaccurate.)

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Regional Historic Preservation**
Measure: **Number of consultations to city and county governments**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of consultations to city and county governments by the St. Augustine, Tampa, and Palm Beach Regional Offices of the Division of Historical Resources.

Validity:

This measure gives an indication of the benefit to the State of Florida in the promotion of the Historic Preservation, stimulation of the economy and cultural tourism.

Reliability:

This data has high reliability. This data is recorded and reported on a monthly basis to the Director of the Division of Historical Resources.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Museum Exhibit Fabrication**
Measure: **Number of Museum Exhibits Available to the Public.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of exhibits constructed, leased, and maintained by the Bureau staff at the Museum of Florida History, the Grove, the Knott House, San Luis, the Old Capitol, as well as the traveling exhibition program. It does not include museum exhibits that may be developed by other organizations that the Bureau supports through grant awards and technical assistance.

Validity:

This output measure is a quantity indicator for an important Bureau activity – interpreting Florida history and heritage. Exhibits constructed now are driven heavily by outside sources of funding, particularly the P-2000 funds for San Luis, grant support, and foundation donations, which constitutes over half the dollars, spent on exhibits currently.

Reliability:

This measure has high reliability. The bureau has a data collection system in place that accurately records the number of exhibits each year. This measure captures a direct product of the agency that results in outcomes identified in the purpose statement. It gives Florida's citizens and tourists an opportunity to enjoy and learn about Florida's history and culture.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Historic Planning**
Measure: **Number of historic objects maintained for public use**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents artifacts maintained in historic museum collections after receipt by donation, loan, or purchase by the Bureau of Historical Museums.

Validity:

This measure represents an increase in the store of knowledge about Florida's history and culture that can be enjoyed by citizens and visitors. The Bureau would not want to try to maximize the number of objects it maintains. The objective is to maintain a meaningful sample of objects for public use.

Reliability:

This measure has high reliability. The Bureau has a data collection system in place that accurately records the quantity of objects maintained in its collections based on the number of individual objects in curation. Maintaining the collection assures historians of continued availability of historical objects to study, opportunities for the general public to enjoy and learn about Florida's history and culture, and for students to learn more about Florida history and become better stewards of Florida's historic resources.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Statewide Museum Programs**
Measure: **Number of People served by statewide museum programs**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure

☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure counts the number of visitors who visit museums funded through grants, participants in the Florida History Fair, individuals who see traveling exhibits, requests for information materials on Florida history, and participants in the Florida Heritage Education programs.

Validity:

The measure has high validity as it demonstrates the ability of the Bureau to implement the teaching of Florida history in the state's schools, museum facilities, and other venues.

Reliability:

This measure has a high reliability. The Bureau collects data through grant reports, entry fees, and by manually counting attendance at workshops.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Architectural Preservation Services**
Measure: **Number of Preservation Services Applications**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Counted in this measure are federal tax credit reviews, National Register nominations, certified local government applications, state historic marker applications, and local government comprehensive plan draft reviews.

Validity:

This output measure aggregates technical assistance services in heritage protection. As land is developed, this development carries with it the possibility of destroying or damaging archaeological and historical sites. These reviews are an important step in protecting Florida's heritage.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the number of reviews by program type. This measure captures a direct product of the agency that leads to protection of Florida's heritage. It is linked to the outcome measures "total number of properties protected or preserved" and "percent of customers satisfied with the quality/timeliness of technical assistance provided."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Statewide Education Programs (includes NEA Apprenticeship)**

Measure: **Number of Attendees at Workshops**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This output measure's activities include workshops, festival outreach programs, folklife institutes, and Folklife Days.

Validity:

This output measure captures Division activities that provide access to Florida history, heritage, and folk culture.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the attendance at activities.

This measure captures a direct product of the agency that leads to citizens' knowledge and appreciation of Florida's historical, archaeological, and folk cultural heritage. It is linked to the outcome measure "total number of properties protected or preserved."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Magazine and Publications**
Measure: **Number of Recipients**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure includes annual subscriptions to the quarterly Florida History & The Arts Magazine; number of recipients who receive the bi-monthly Florida Preservation News; recipients of special publications such as the Heritage Trail booklets; and number of people accessing the Division's home page on the world wide web.

Validity:

This outcome measure summarizes public access to historical information provided by the Division. One might expect the dissemination of information within this overall measure would change over time. For example, potential visitors to the state are now being directed to the home page to obtain information instead of mailing packets of material to them as used to be the practice. As technology changes in the future, we would expect dissemination methods to continue to change. The shift to electronic access of information will impact this measure greatly, and will result in difficulties in predicting accurate performance standards; however the measure's importance in tracking this shift outweighs this inconvenience.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the utilization or distribution of these materials by program type. Utilization of historical information helps increase public awareness and support for preserving Florida's heritage, as well as providing enjoyment and learning directly to the user. As a set, the measures submitted represent the entire major program activities conducted by the Division.   It is linked to the outcome measure "number of copies or viewings of publications, including Internet website hits."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **Heritage Education Lesson Plans**
Measure: **Number of Participants**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure includes teachers and students using the Florida Heritage Education Program curricula.

Validity:

This outcome measure summarizes access by educational institutions to historical information provided by the Division.

Reliability:

This measure has high reliability. The Division has a data collection system in place that accurately records the distribution of these materials. An order form is completed for each group of lesson plans distributed. Utilization of historical information helps increase public awareness and support for preserving Florida's heritage, as well as providing enjoyment and learning directly to the user. One should not try to maximize the number of curriculum material distributed to the detriment of quality in historical information disseminated. To some extent this measure may include a quality component, as schools will presumably not use curriculum materials if they are of poor quality. It is linked to the outcome measure number of copies or viewings of publications, including Internet website hits."

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **San Luis Mission Research and Interpretation**
Measure: **Number of interpretive products**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The base for this measure is the number of interpretive products produced by the Division for Mission San Luis. This includes number of exhibits, reconstructions, programs, publications, posters, pamphlets, brochures, web pages, reports, presentations, lectures, teacher's guides, journal articles and books.

Validity:

The measure captures the extent to which the Division's programs at San Luis accomplish public interpretation, not only through visitation but also by way of products used off-site.

Reliability:

The measure has high reliability. The Bureau already keeps track of interpretive products produced.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of Citizens Served (Bureau Historic Museums Conservation)**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure quantifies requests for assistance by phone, correspondence, and the internet, numbers of publications distributed and attendance for museums. This measure also counts participants and attendance in the History Fair, Special Programs, and attendance at museums served by the TREX Program and Grant Funded Museums.

Validity:

This measure is a quantity indicator of individuals and groups reached by programs and activities within Historic Museums Conservation.

Reliability:

This data has high reliability. The bureau has a data system in place that accurately records attendance and level of outreach to visitors, tourists, and groups within the general public.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of Citizens Served (Bureau of Historic Preservation)**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure quantifies visitors to grant assisted projects, recipients of publications, attendees at produced and sponsored events, requests for assistance, and preservation applications reviewed.

Validity:

This measure is a quantity indicator of individuals and groups reached by programs and activities within Historic Properties Preservation.

Reliability:

This data has high reliability. The bureau has a data system in place that accurately records attendance and level of outreach to visitors, tourists, and groups within the general public.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Historical Resources**
Service: **Historical Resources Preservation and Exhibition**
Activity: **GAA Measure**
Measure: **Number of Citizens Served (Bureau of Archaeological Research)**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure quantifies responses by the Florida Master Site File to inquiries, recipients of publications, books by BAR authors sold by University Press, attendees at lectures, tours, and training, recipients of brochures and publications, Conservation Lab visitors and tours as well as visits to DHR web sites.

Validity:

This measure is a quantity indicator of individuals and groups reached by programs and activities within Archaeological Research.

Reliability:

This data has high reliability. The bureau has a data system in place that accurately records attendance and level of outreach to visitors, tourists, and groups within the general public.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity: **GAA Measure**
Measure: **Percent of Client Satisfaction with the Division's Services**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure

☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

The Division has performed satisfaction surveys in the past to determine how well the Division is meeting the needs of their constituencies. While it is necessary to ensure that the Division's statutory mission is being carried out (as determined through internal audits and audits by various external governmental organizations), it is also important to assess whether the Division is performing adequately in the eyes of its constituency groups and the public user. The Division uses surveys to determine satisfaction levels of their primary constituent groups and general users. This information is periodically gathered as part of performing the Division's normal business processes. The Division surveys proportionate user populations at random intervals to ensure that reliable information is collected with respect to satisfaction levels. The survey questions, the proportion surveyed, and the survey intervals are as prescribed by OPB, OPPAGA, and legislative representatives.

VALIDITY:

Survey postcards capture satisfaction information by the various constituent groups to determine whether the Division is performing its mission effectively. These postcards will be attached to documents and information requests to gather the broadest sample population and provide a valid indicator of satisfaction. All postcards received will be included in the sample.

RELIABILITY:

While sample data is only an indicator of the satisfaction level of the actual population, it is the most cost effective means of providing a measure of general level of satisfaction. Samples gathered over time should provide indicators that are valid and reliable enough to assess in broad terms the effectiveness of the Division as perceived by individual constituencies. One of the better indicators of organizational performance is the degree to which consumers of the service are satisfied with its provision.   Survey questions indicating degree of satisfaction with the services provided and confidence in the accuracy and reliability of the information are major indicators of organizational effectiveness and the continued need to provide services. Satisfaction measures will capture this information by constituency group to ensure that the needs of all groups are adequately met. This measure could be affected by changes in staffing and resource availability.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity: **GAA Measure**
Measure: **Average Cost/Corporate Filing**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

One type of output deals with efficiency measures. This measure provides the unit cost of filing business entity transactions and measures the degree to which the Division provides services in a cost efficient manner. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed.   Direct cost figures are determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs (Director's office

and Support services). This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure could be easily influenced by factors out of the control of the Division. Changes in the number of filings received due to economic conditions, cuts in staffing due to reductions in appropriations could cause this measure to fluctuate and not provide a true representation of the Division's efficiency, but it is important to have a baseline formula to indicate efficiency. Radical changes in conditions can be identified and the cost formula can be revised to provide adequate comparative measures.

RELIABILITY:

The key to maintaining reliable information for this measure is to keep the basic cost formula simple. If the method for calculating unit cost is relatively simple, then it may be repeated over time with similar results. The downside to a simple method for calculating unit cost is that you may not get the actual cost of an individual transaction but the method will provide an adequate benchmark for assessing changes over time. This measure is an adequate indicator of efficiency. It's primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated in terms of their cost to implement and savings potential. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's corporate filing activities are covered by the performance measures. No activities have been left out and the Division's entire corporate filing budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policy makers with funding decisions.

The following formula is the method of computation to determine this standard:

Salaries and Benefits + Proportionate Percent of Available Expense   =   Cost per Corporate Filing
         Total Number of Corporate Filings

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity: **GAA Measure**
Measure: **Average Cost/Inquiry**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

One type of output deals with efficiency measures. This measure provides the average unit cost of handling inquiries and measures the degree to which the Division provides services in a cost efficient manner. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Direct cost figures are determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs (Director's office and Support services). This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure could be easily influenced by factors out of the control of the Division. Changes in the number of inquiries received due to economic conditions, cuts in staffing due to reductions in appropriations or the addition of technological innovation could cause this measure to fluctuate and not provide a true representation of the Division's efficiency, but it is important to have a baseline formula to indicate efficiency. Radical changes in conditions can be identified and the cost formula can be revised to provide adequate comparative measures.

RELIABILITY:

The key to maintaining reliable information for this measure is to keep the basic cost formula simple. If the method for calculating unit cost is relatively simple, then it may be repeated over time with similar results. The downside to a simple method for calculating unit cost is that you may not get the actual cost of an individual transaction but the method will provide an adequate benchmark for assessing changes over time. This measure is an adequate indicator of efficiency. It's primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated in terms of their cost to implement and savings potential. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's program activities are covered by the performance measures. No activities have been left out and the division's entire budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policy makers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity: **GAA Measure**
Measure: **Proportion of Total Inquiries Handled by Electronic Means**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

Prior to the advent of electronic access, the number of inquiries that could be handled depended largely on the number of staff assigned to phone, mail and walk-in inquiry services. The only way to increase capacity was to hire more FTE and OPS staff to handle inquiries. With the advent of technology innovations in this arena, capacity can be increased without long term increases in costs. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to the track the performance measures and create reports as needed. The desired result is for this proportion to continue to rise.

VALIDITY:

This measure is affected by demand for information and the capacity of the system to handle incoming requests. The number of electronic inquiries can be captured easily by the system software. As the Division expands the means of electronic access, the demand for services will be more apparent. The other major determinant of this measure is the number of hours that the system is available for public

access.

RELIABILITY:

There are reliable means of capturing the number of electronic inquiries to Division databases both from the division's Internet access and from Compuserve. The reimbursement from Compuserve to the department is based on the number of inquiry transactions to Division information. This is another efficiency output measure. The cost for providing access to information decreases significantly, when the information is made available through public access means. This accomplishes the Department's goal of providing access to government information at a reasonable cost. The benefit of having this information available to the constituencies who need it is linked to the economic well-being of the state. This measure could be affected by changes in staffing and resource availability. All of the Division's program activities are covered by the performance measures. No activities have been left out and the Division's entire budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policy makers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Corporations
Service: Commercial Recording and Registrations
Activity: GAA Measure
Measure: Proportion of Total Inquiries Handled by Mail/Walk-ins

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

While the means of electronic access is available to many, there is a significant proportion of the population without the means to access information electronically at this point in time. It is critical to maintain a means of public access that is available to all constituencies regardless of their individual technological capacity.
The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed.

VALIDITY:

This measure could be affected by a variety of conditions and factors, such as staff resource availability, constituency access to technology, the accuracy and timeliness of information updates. It is important to maintain long term trends in this measure before making any decisions regarding necessary staffing levels. The desired result is for this proportion to continue to fall.

RELIABILITY:

Statistics are maintained by the sections that handle inquiries received by the Division. Various systems log telephone and electronic inquiry information while logs are kept with respect to walk-in and mail requests for information. The various data collection mechanisms are a reliable means of determining the proportion of total inquiries that are actually handled by division staff.
It is important to measure this output in order to assess the need to maintain the staff to support inquiries. As more inquiries can be handled through electronic access, the opportunity will exist to reduce the staff support in this area. Additionally, this measure indirectly demonstrates the effectiveness of providing

information online. If online access to information is adequate, the number of telephone, mail and walk-in information requests will gradually diminish. On the other hand if the information provided online is not useful, reliable or current, constituency groups will need to resort to the traditional means of gathering information. This measure could be affected by changes in staffing and resource availability. All of the Division's program activities are covered by the performance measures. No activities have been left out and the Division's entire budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policy makers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity: **Commercial Recording – Business Organization Filing**
Measure: **Number of Business Organization Filings Processed**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of Business Organization filings that must be processed in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the fundamental activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on filings processed is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Business Organization filing activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

Department: State
Program: Corporations
Service: Commercial Recording and Registrations
Activity Commercial Recording - Registration
Measure: Number of Commercial Registration Filings Processed

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of Registrations that must be processed in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of registration fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the fundamental activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on filings processed is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Registration activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

Department: State
Program: Corporations
Service: Commercial Recording and Registrations
Activity Commercial Recording - Amendments

Measure: **Number of Amendments Processed**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of Amendments that must be processed in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the fundamental activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on filings processed is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Amendment activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity   **Commercial Recording - Reinstatement**
Measure: **Number of Reinstatements Processed**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of Reinstatements that must be processed in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the fundamental activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on filings processed is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Reinstatement activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity   **Commercial Information Services – Records Certifications**
Measure: **Number of Records Certified**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to

cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of Certification requests fulfilled in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the fundamental activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on records certified is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Certification activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity   **Commercial Information Services – Document Imaging**
Measure: **Number of Documents Imaged**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs. This cost figure is divided by the number of activities being measured to give a cost per unit of activity.

VALIDITY:

This measure is an accurate assessment of the volume of documents imaged in a timely manner. While the measure has shown an increase over previous time periods, the measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services.

Radical changes in conditions can be identified. This is a measure of one of the critical service activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on documents imaged is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded.

This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's Document imaging activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity   **Corporate Applications**
Measure: **Number of Computer Software Applications Developed and Maintained**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs.

VALIDITY:

This measure is an accurate assessment of the volume of applications developed / maintained in a timely manner. The measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the critical support activities of the corporate mission.

RELIABILITY:

The reliability of this measure is high. All information on applications is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or

privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Division's application development and maintenance activities are covered by the performance measure. No activities have been left out and all of the Division's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Corporations**
Service: **Commercial Recording and Registrations**
Activity   **Departmental Data Processing / Central Computing**
Measure: **Number of Users**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

DATA SOURCES AND METHODOLOGY:

This output measure establishes one of the demands placed upon the Division and is indicative of the level of service that the Division provides. Process changes and the use of technology should be reflected in this measure. The Division has an information system which has the capability to track information related to the performance measures. This information is maintained as part of performing the Division's business processes. The system has report generation capabilities which enable the Division to track the performance measures and create reports as needed. Activity cost figures can be determined by using the budget data for the organization responsible for the measured activity and adding a prorated amount to cover indirect costs.

VALIDITY:

This measure is an accurate assessment of the number of users. The measure is susceptible to factors beyond the control of the Division, such as the growth potential of the regional economy and the effect of filing fees. Even with this uncertainty, this measure is a valid indicator of the demand for the Division's services. Radical changes in conditions can be identified. This is a measure of one of the critical support activities of the corporate and department mission.

RELIABILITY:

The reliability of this measure is high. All information on user numbers is maintained electronically in the Division's data base. Repeated measurement for identical time periods should provide identical results. Capturing this information in the data base is an integral part of the filing process and ensures all transactions are recorded. This measure is an adequate indicator of effectiveness and efficiency. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues could be evaluated. This measure provides a common unit of analysis and as such is appropriate for use in performance measurement. This measure could be affected by changes in staffing and resource availability. All of the Facility's users are included in the performance measure. No activities have been left out and all of the Facility's budget is used in the calculations. Outputs and outcomes are linked in order to show a relationship between customer satisfaction and the efficiency and cost of program operations. As unit costs are lowered and efficiency improved, monitoring of customer satisfaction levels is important to ensure quality of service does not suffer. Monitoring this balance will assist policymakers with funding decisions.

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Customer Satisfaction with Relevancy and Timeliness of Research Response**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Data for this measure is derived from a customer satisfaction survey developed to determine customer satisfaction with the relevance of the research response in the State Library and State Archives. All questions on the survey link to PB2 requirements or the Service Quality Evaluative (SERVQUAL) model used in both the public and private sectors, or both.

Methodology and evaluation instruments were developed by consultants from the Florida State University School of Information Studies. A survey approach was recommended using a sampling methodology. Customer satisfaction surveys are taken during two nominal weeks spread throughout the fiscal year. The weeks include typical fall-winter weeks and one week during the legislative session. No less than one hundred surveys are completed during each of the four weeks in both the State Library and State Archives.

Service points for the survey include in-person, telephone, mail, e-mail, and fax. Customers receiving service from the State Library and State Archives via any of these means are surveyed.

TERMS:

Relevancy: Indicator of the customer's satisfaction with information received.

State Library survey questions related to this indicator are:

- Information received was what I needed (information was relevant)

This question quantifiably measures the "percent of customer satisfied with relevancy of research response".

The following questions are designed to support the above and are descriptive:

- Information received was what I requested
- Information received was up-to-date (current)
- Information received met my expectations

State Archives survey question related to this indicator is:

- Information /materials received was what I requested

State Library survey questions related to this indicator are:

- Telephone "ready reference" staff assistance was timely
- In-person "ready reference" staff assistance was timely
- "Ready reference" staff assistance using FAX was timely

These questions quantifiably measure the "percent of customers satisfied with timeliness of

research response".

The following question is designed to support the questions above and is descriptive:

- Staff service was prompt

State Archives survey questions related to this indicator are:

- Staff responded to my mail request within ten working days
- Staff responded to phone request within three working days

These questions quantifiably measure the "percent of customers satisfied with timeliness of research response."

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Library and Information Services
Service: Library, Archives, and Information Services
Activity: GAA Measure
Measure: Customer Satisfaction with Records Management Technical Assistance, Training and Records Center Services

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Data for this measure is derived from a customer satisfaction survey developed to determine customer satisfaction with the technical assistance in records management. All questions on the survey link to PB2 requirements or the Service Quality Evaluative (SERVQUAL) model used in both the public and private sectors, or both.

Methodology and evaluation instruments were developed by consultants from the Florida State University School of Information Studies. Customer satisfaction surveys are taken for each technical assistance provided throughout the year.

Service points for the survey include in-person, telephone, mail, e-mail, and fax. Customers receiving service from the Division via any of these means are surveyed.

TERMS:

Technical Assistance: Technical assistance is defined as providing technical advise and expertise in regards to matters pertaining to records management practices, including use of space, equipment, technology, supplies and personnel in creating, maintaining, and servicing public records. Technical assistance normally results in the rendering of an analysis, proposal, recommendation or instructions for implementation of specific procedures or processes. Advice rendered by, and limited to telephone communications does not fall within the realm of technical assistance. Technical assistance also does not include fulfilling information requests, i.e. requests for publications, general records management compliance and procedural questions, etc.

Records Management questions related to this indicator are:

- Technical assistance received was effective
- Technical assistance has immediate benefits
- Technical assistance has long term benefits
- Assistance received met by expectations
- Information/materials received was what I needed (information was relevant)

Training: Rendering professional assistance on issues related to records
management practices

Records Management questions related to this indicator are:

- Training has immediate benefits
- Training has long term benefits
- Training received was what I/organization needed (relevant)
- Training received was what I/organization requested
- Training received was up-to-date

Records Center Services: Includes accessioning (pick up), storage, reference and delivery, and final disposition of records.

- Service and information received was what had been requested
- Respond to and deliver reference requests within 48 hours
- Overall quality of services

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Customer satisfaction with accuracy and timeliness of library consultant responses**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:
The customer satisfaction survey was developed by the Bureau of Library Development, closely modeled after the survey developed by Florida State University Information Studies group for the Bureau of Library and Network Services and Bureau of Archives and Records Management. Measures for evaluating the customer satisfaction are general quality of consultant responses, timeliness of response, and accuracy of response.

Surveys were sent to library administrative entity directors; library cooperative members; and, multitype library cooperative executive directors. 151 surveys were mailed out. One follow up request was sent. 120 surveys were returned for a response rate of 79%.

To measure the indicator, on a scale of 1 to 4, 4 equals excellent, 3 equals good, 2 equals fair, and 1 equals poor.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **State Aid to Libraries**
Measure: **Amount of state grant contribution to each local dollar expended**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Chapter 257.17FS provides that " a political subdivision that has been designated by a county as the single library administrative unit is eligible to receive from the state an annual operating grant of not more than 25 percent of all local funds expended by that political subdivision during the second preceding fiscal year…"

This measure shows the state's effort toward that 25 percent as expressed by cents on each dollar of local expenditure.

This is accomplished by dividing the legislative appropriation by the second preceding year's total local expenditures. Data is collected from certified reports sent in by the local governments and the General Appropriations Act.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Public Library Construction Grants**
Measure: **Number of grants awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The data source for this measure is the of grant awards for public library construction in a given year.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Library Cooperative Grants**
Measure: **Number of libraries supported**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources And Methodology:

The data source for this measure is the number of cooperative member libraries.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Federal Aid to Libraries**
Measure: **Number of Grants awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure
Data Sources and Methodology:

The data source for this measure is the number of grant awards provided to libraries through federal aid.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Administrative Code and Weekly Production**
Measure: **Number of notices edited and typeset**

Action (check one):
☒ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This measure represents the number of ads/rules received and processed by staff for inclusion in the Florida Administrative Weekly and Administrative Code. Notices are required to be published by all state agencies pursuant to Chapter 120, F. S. Information about each ad is recorded in the FAW database.

Validity:

The efficiency measure can be influenced by the volume of FAW ads and rules relative to staff hours available for processing them. In a quest for greater efficiency as measured by lower cost per ad or rule processed, it would be possible to drive down the quality of the administration by an overemphasis on reducing time spent reviewing and proofreading ads and rules in order to accommodate escalating workloads. It will also be influenced by price changes resulting from inflation and salary adjustments. As long as the current level of quality is maintained, the measure is useful for tracking relative efficiency over time.

Reliability:

This measure has high reliability. The Division has a database system in place that accurately tracks the total number of pages processed and published.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Laws of Florida Production**
Measure: **Number of Laws Received and Produced**

Action (check one):
☒ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Division is requesting a revision to this measure to add municipal and county ordinances, municipal charters, Governor's Proclamations, Executive Orders and Extraditions to the existing measure. Upon revision, this measure will represent the number of laws received and produced including those that are vetoed by the Governor; Resolutions; Memorials; municipal and county ordinances; municipal charters; Governor's Proclamations; Executive Orders; and Extraditions.

Note: Municipal and county ordinances, municipal charters, Resolutions and Memorials should have been included previously in this measure but were inadvertently omitted. The responsibility for handling Governor's Proclamations, Executive Orders and Extraditions was added to this activity during FY 2002-03.

Validity:

This measure more accurately describes all of the data sources being captured by the activity. The measure can be influenced by the number of laws, ordinances, charters, etc. submitted relative to the number of staff available for processing.

Reliability:

This measure has high reliability. Since the bills must be filed with the Division to receive a chapter number and vetoed bills are filed with this office, the Division has a system in place that accurately counts the number of laws received and produced. The Division uses a spreadsheet to maintain accurate records of all ordinances and charters, etc.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Annual increase in the use of local public library service.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

> 2003 Florida Library Directory With Statistics (data for local fiscal year 2001-2002)
> Output Measures for Public Libraries, second edition. American Library Association, 1987.
> Public Libraries in the U.S.: 2000. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the ***Annual Statistical Report for Public Libraries***, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

<u>TERMS:</u>

- **Number of items loaned by public libraries:** Local public libraries annually report the number of circulation transactions (items loaned) for the most recent local fiscal year.

- **Circulation transaction**: The act of lending an item from the library's collection for use generally (although not always) outside the library. Includes renewals.

- **Items**: Physical units, volumes, or pieces; print or nonprint; cataloged or uncataloged.

- **Number of library customer visits:** Local public libraries report the number of library customer visits for the most recent local fiscal year. All members of the public entering the library, for whatever purposes, are counted. A common method used for sampling is outlined in <u>Output Measures for Public Libraries: A Manual of Standardized Procedures,</u> second edition, American Library Association, 1987.

- **Number of public library reference requests:** Local public libraries report the number of reference transactions (requests) completed during the most recent local fiscal year.

- **Reference transaction**: An information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information and referral service is included. It may be based on either an actual count or a sample, as outlined in <u>Output Measures for Public Libraries: A Manual of Standardized Procedures</u>, second edition, American Library Association, 1987.

- **Number of public library registered borrowers:** A library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow. Registration records need to be updated regularly to provide an accurate count. It is recommended that public libraries update their files of registered borrowers every three years to ensure validity.

- **Number of persons attending public library programs: <u>Program attendance</u>**: Count the audience at all programs during the entire year. **<u>Program</u>**: Any planned event which introduces those attending to any of the broad range of library services or activities, or which directly provides information through the presentation of talks, films, dramas, etc. Programs need not take place in the library, but the library must be the primary contributor of time, money, or people in the planning or presentation.

- **Number of volumes in public library collections:** Public libraries report the number of volumes of books and serials held at the end of the most recent local fiscal year.

    Book: A nonperiodical printed publication bound in hard or soft covers, or in loose-leaf format, of at least forty-nine pages, exclusive of the cover pages; or a juvenile nonperiodical publication of any length bound in hard or soft cover.

    Serial: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbound serials when the library has at least half of the issues in a publisher's volume.

Other Factors Effecting Outcome:

- Local and Federal Fiscal years differ from the State of Florida: Federal Fiscal year of 10-1 through 9-30, Local Government fiscal year of 10-1 through 9-30
.
- Local Government Libraries collect and report data for this measure and provide the data to the state on standard statistical data-gathering forms.

Validity:
Reliability:

- To measure the increase in use of local public library service, output measures developed at the national level are used to count the number of users and the number of uses.

- The following indicators were originally included as output measures but were lower level and will be kept as operational (internal) measures and not included on D-2:

    1. Number of grants provided to public libraries to improve services.
    2. Number of consultant and technical assistance contacts to improve public library service.
    3. Number of workshops and continuing education opportunities to improve library services.
    4. Number of publications and communications.
    5. Number of attendees at workshops and CE opportunities.
    6. Percent of grants provided to public libraries used for collection development.

- Threats to validity of data would include Local Government decisions

- A computerized data collection system has been developed to track data for the measures. This is safeguarded by a daily system back-up. All data collected is from published statistics.

  Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Annual increase in usage of research collections**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Data for this outcome is compiled from each of the output measures listed below. These outputs are combined into a single increase or decrease and stated as a percentage for the outcome measure.

Output measures tied to this Outcome:

Number of New Users: This data is compiled from patron registrations generated by software systems in the Florida State Archives (REDISCOVERY) and the State Library from the number of library card registrations recorded in the Data Research Associates' (DRA) system. Data is generated by the REDISCOVERY, the DRA system and reported monthly.

Number of Reference Requests Processed: (By program unit)

State Archives: Determined by the average number of reference actions per reference request. This is further divided by the different groups using the Archives: Genealogy - 8 actions per patron, Legislative - 5 actions per patron and Other - 5 actions per patron. Actions include logging patrons into REDISCOVERY, pulling and refiling archival boxes, logging records in and out of the archives system (REDISCOVERY), refiling microfilm and books, answering informational and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of cassette tapes, answering correspondence and phone calls, and any other actions required to assist the patron. Each law or bill requested by legislative patrons is considered a separate action.

State Library: This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, U.S. Mail and interlibrary loan subject requests which are Processed by Reference staff) as well as the number of reference questions received by e-mail and reference transactions Processed through the Lending Services Unit.

Number of Database Searches: For the State Library: Data has been compiled from commercial database vendors and from Web server logs (Florida Government Information Locator Service and DRA online catalog). For the State Archives: Database searches are compiled using page statistics provided by WEBTRENDS technologies.

Number of Items Loaned: Includes direct circulation (generated by DRA system); Audio Visual Circulation (generated by Media Minder System); full-text articles accessed through commercial databases; and interlibrary loan (ILL) circulation (generated by the OCLC system)

Term Definitions:

- **Reference Requests Processed**: Any request by the public or State and Local Government for information directed to the State Library or State Archives either through in - person contact or by contact through telephone, fax, letters or other forms of communication that is Processed by staff members.

- **Number of Registered Users:** Refers to registered patrons of the State Library and State Archives, either the public or state and local government units or employees.

- **DRA, REDISCOVERY: Division Automation Systems** that provide access to the collections of the State Library and the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs. These online systems provide access by identifying, verifying and assisting users in locating materials in the library and archives and/or linking them to online counterparts.

The Florida Government Information Locator Service (http://dlis.dos.state.fl.us/fgils): A searchable index to information from and about state government, connecting searchers with state government web sites, specific pieces of information embedded in web sites, full text electronic publications, and information about non-electronic information resources within state government.

Validity:
Reliability:

- Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:
All Data elements for this outcome are contained within the standard state fiscal cycle of July 1 through June 30.

Data Sources, Definitions, Calculations and Manipulations

The cost avoidance is based on three factors:
Actual cubic feet of records approved for destruction multiplied times the cost to maintain one cubic foot of records in an office environment ($85.00).(* see FORMULA). The number of cubic feet approved for destruction is maintained in the Records Management Integrated Information System (RMIIS*).*

Actual cubic feet of records stored in the State Records Center multiplied times the cost to maintain one cubic foot of records in an office environment ($85.00), less the cost to store in the records center (storage and accession fee $4.00)=$81.00.(*see FORMULA)

Actual savings(**see FORMULA) from elimination of paper and reduction in postage from the use of Computer Output Microfilm (COM). This is determined from a formula provided considering the cost if the information was printed on paper less the cost to produce the same number of images or pages of computer output microfilm through the services of this program. The actual number of pages or images are reported for billing purposes and the cost of producing the information on COM is taken directly from the billing

system reports. Postage savings are calculated with the formula provided. It is based on the cost of postage to mail paper versus mailing the equivalent information in COM format.

- **Total cost avoided FY 2002-03 for Outcome Measure: $ 82,609,965**

FY 02-03 FORMULA FOR:*
Cost to Maintain One Cubic Foot of Records in an Office Environment:

FILE CABINET: $ 3.27
    A four drawer letter size cabinet $185 on state contract holds 6 cubic feet.
    Amortized over 10 years.

FLOOR SPACE: $15.39
    Space required for cabinet including access is 6 square feet, or 1 square
    foot per cubic foot. The Department of Management Services charges
    $15.39 per square foot for annual rent.

SUPPLIES: $7.15
    Estimated cost of supplies for maintaining one cubic foot of records
    including labels, folders, tabs, etc.

LABOR $59.81
    Cost of the average filing clerk with benefits is $1,869 per month or
    $22,429.92 annualized. Average workload of 25 cabinets per filing clerk
    $22,429.92/25 = $897.20/6 cubic feet = $149.53. 40% of labor cost saved-$59.81.

TOTAL ANNUAL COST AVOIDANCE $85.62

FY 02-03 FORMULA FOR:*
Cost Savings from Microfilm Services

COST SAVINGS FROM MICROFLIM SERVICES
ORIGINAL MICROFILM IMAGES CREATED AND DUPLICATED (COM AND SOURCE DOCUMENT)
$63,535,149

PAPER COST SAVINGS
TOTAL IMAGES 63,535,149 DIVIDED BY 2700 =23,531 X $20 = $470,630
(COST OF PAPER ($20 PER 2700 SHEETS)
LESS COST TO PRODUCE MICROFILM $268,857

SAVINGS IN PAPER NOT CREATED   **$201,763**

POSTAGE COST SAVINGS
COST OF POSTAGE TO MAIL PAPER .37 CENTS PER 5 PAGES
COST OF POSTAGE TO MAIL MICROFILM .37 CENTS PER 775 IMAGES

TOTAL IMAGES 63,535,149 DIVIDED BY 5 = 12,707,029 X .37
COST OF POSTAGE IF MAILING PAPER $4,701,601

TOTAL MICROFILM IMAGES DIVIDED BY 775 = 81,980 X .37
LESS COST OF POSTAGE TO MAIL FICHE $ 30,332

NET SAVINGS TO MAIL MICROFILM VS. PAPER $4,671,269

TOTAL SAVINGS FROM ELIMINATION OF PAPER AND
* REDUCTION IN POSTAGE*   **$4,873,032**

Validity:
Reliability:

Legislative intent is to provide efficient and economical Records Management Services. By utilizing the output measures CUBIC FEET OF OBSELETE PUBLIC RECORDS APPROVED FOR DISPOSAL and CUBIC FEET OF NON-CURRENT RECORDS STORED AT THE RECORDS CENTER, both integral parts of the outcome, this measure verifies the substantial savings involved in maintaining the records management program. The same criteria applies to the measure NUMBER OF MICROFILM IMAGES CREATED, PROCESSED AND DUPLICATED. As demonstrated in the formula, the number of images has direct impact on the dollars saved by agencies.

The following indicators were originally included as output measures but were lower level and will be kept as operational (internal) measures and not included on D-2.:

- Number of retention schedules processed
- Number of records destruction requests processed
- Number of source documents filmed
- Number of filmed documents duplicated
- Number of microfilm rolls processed
- Number of computer output images
- Number of COM fiche completed
- Number of COM pages duplicated
- Cubic feet of records accessioned
- Number of records destroyed in records center

This measure could be adversely effected by sources outside the control of the agency. These threats could be state mandatory cut backs which would limit the amount of funds that could be used by other state agencies to store records and have images created. Other factors which cannot be controlled that would effect savings include but are not limited to increases in postal rates, increases in paper costs, rent increases and film commodity increases.

- Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **Library and Network Services**
Measure: **Number of State Library public service activities conducted**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Library, Archives, and Information program has established a baseline for this service activity output. The activity counts for this output are compiled each year, merged with the other three activity outputs and compared to the previous year to determine the percentage increase for the outcome Percentage increase in use/access to information resources statewide.

- **Number of New Users**: The State Library compiles this data from the number of library card registrations recorded in the DRA system. Data is generated by the DRA system and reported monthly. Refers to registered patrons of the State Library and/or its Legislative Library Service, either the public or state and local government units or employees. (DRA is a division automation system that provides access to the collections of the State Library. The materials are organized and accessible to both state government staff and the public to meet their research needs.)

- **Number of Reference Requests Processed**: This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, U.S. Mail and interlibrary loan subject requests which are Processed by Reference and Legislative Library Service staff) as well as the number of reference questions received by e-mail and reference transactions Processed through the Lending Services Unit. Reference Request defined: Any information request by the public or State and Local Government directed to the State Library or its Legislative Library Service through in - person contact or by contact through telephone, fax, e-mail, letters or other forms of communication that is Processed by staff members.

- **Number of Database Searches**: Data has been compiled from vendor-supplied statistics (Ebsco, Lexis, Newsbank and OCLC/First Search,) and from Web server logs (Florida Government Information Locator Service and DRA online catalog). **The Florida Government Information Locator Service** (http://dlis.dos.state.fl.us/fgils): A searchable index to information from and about state government, connecting searchers with state government web sites, specific pieces of information embedded in web sites, full text electronic publications, and information about non-electronic information resources within state government.

- **Number of Items Loaned:** Includes direct circulation (generated by DRA system); Audio Visual Circulation (generated by Media Minder System); full text articles provided by use of commercial databases; and interlibrary loan (ILL) circulation (generated by the OCLC system).

Validity:
Reliability:
   Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department:	**State**
Program:	**Library and Information Services**
Service:	**Library, Archives, and Information Services**
Activity:	**Library Development Technical Assistance/Grants Management**
Measure:	**Number of technical assistance contacts**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Contact log report methodology
The Bureau of Library Development sampled the number of technical assistance contacts and their response times, and the number of files downloaded from the Bureau's web site in October 2002 and March 2003 to measure an outcome in the Division of Library and Information Services' long range plan, Gateway to Information through Florida Libraries: an Outcomes Plan, 2003-2007. In Goal 2, Outcome 4 of the plan, selected evaluation output measures are identified as:
Number of planned consulting visits (including a minimum of one visit per year along with as needed contacts)
Number of technical assistance requests answered by program specialists
Number of times Division web site accessed

1. Response Rate Logs

October 2002

Number of requests for assistance or information	1369
Number responded or referred within 3 days	1368
% responded or referred within 3 days	99%

March 2003

Number of requests for assistance or information   803
Number responded or referred within 3 days   803
% responded or referred within 3 days   100%

Two-month total requests for assistance or information:
        October   1369
        March   803
                    2172

Two-month total number responded within three days:
        October   1368
        March   803
                    2171

Methodology for calculating number of technical assistance for total year – multiply by six to get total for the year from the sample:
        2172
        X   6
        13,032

2. Downloaded Files
The Bureau used "Web Trends" to count files downloaded from its main web page, the BLD web site, and from the Jobline, a service of the Bureau. With "Web Trends," the Bureau accessed the log files contained on the Department's web server. Log files automatically record all activity on a web site. The software allows users to examine specific aspects of activity, such as the number of files downloaded and enables users to filter the report so that specific parts of the web site are examined.

October 2002

Number files downloaded from BLD web site   **10,382**
Number files downloaded from Jobline web site   <u>19,176</u>
                   Total   **29,558**

March 2003

Number files downloaded from BLD web site   **11,973**
Number files downloaded from Jobline web site   <u>20,102</u>
                   Total   **32,075**

Two-month total downloads from BLD and Jobline
        October 29,558
        March   <u>32,075</u>
                                 61,633

Methodology for calculating number of downloads for total year – multiply by six to get total for the year from sample:

        61,633
        X   6
       369,798

3. Total Combined Technical Assistance

Methodology for calculating the number of technical assistance for total year – add total Response Rate statistics to total downloaded files from BLD and Jobline web sites.

         13,032
        <u>369,798</u>
        382,830

4. Response Rate

Methodology for calculating percentage information requests responded to or referred within three days for total year – add March and October contact log totals for total requests and total responded/referred within three days and divide.
2171/2172 = 99.9%

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **State Archives**
Measure: **Number of State Archives public service activities conducted**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Library, Archives, and Information program has established a baseline for this service activity output. The activity counts for this output are compiled each year, merged with the other three activity outputs and compared to the previous year to determine the percentage increase for the outcome Percentage increase in use/access to information resources statewide.

- **Number of New Users**: This data is compiled from patron registrations generated by the software system in the Florida State Archives, REDISCOVERY. Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (REDISCOVERY: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.)

- **Number of Reference Requests Processed**: Determined by the average number of reference actions per reference request. This is further divided by the different groups using the Archives: Genealogy - 8 actions per patron, Legislative - 5 actions per patron and Other - 5 actions per patron. Actions include logging patrons into REDISCOVERY, pulling and refiling archival boxes, logging records in and out of REDISCOVERY, refiling microfilm and books, answering informational and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of cassette tapes, answering correspondence and phone calls, and any other actions required to assist the patron. Each law or bill requested by legislative patrons is considered a separate action.

- **Cubic feet of material received/processed**: Determined by the amount of public records material transferred from government agencies and personal items donated by individuals. It is in the form of paper, film, photographs, bound volumes, microfilm reels, single items etc. It is all converted to cubic feet for reporting purposes. The process includes arranging, describing, creating finding aids and housing in archival standard containers for storage. Any preservation, conservation needs are noted on the case file for future conservation work.

- **Number of Database Searches**: Database searches are compiled using page statistics provided by FXWEB web technologies.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of items loaned by public libraries.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of items loaned by public libraries:** Local public libraries annually report the number of circulation transactions (items loaned) for the most recent local fiscal year.

  These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

      2003 Florida Library Directory With Statistics (data for local fiscal year 2001-2002)
      Output Measures for Public Libraries, second edition. American Library Association, 1987.
      Public Libraries in the U.S.: 2000. U.S. Department of Education, Office of Educational
      Research and Improvement, 2002.

Instructions and definitions are included with the ***Annual Statistical Report for Public Libraries***, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of library customer visits**

Action (check one):

☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of library customer visits:** Local public libraries report the number of library customer visits for the most recent local fiscal year. All members of the public entering the library, for whatever purposes, are counted. A common method used for sampling is outlined in <u>Output Measures for Public Libraries: A Manual of Standardized Procedures,</u> second edition, American Library Association, 1987.

  These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

  <u>2003 Florida Library Directory With Statistics</u> (data for local fiscal year 2001-2002)
  <u>Output Measures for Public Libraries</u>, second edition. American Library Association, 1987.
  <u>Public Libraries in the U.S.: 2000</u>. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the ***Annual Statistical Report for Public Libraries***, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of public library reference requests.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of public library reference requests:** Local public libraries report the number of reference transactions (requests) completed during the most recent local fiscal year.

- **Reference transaction**: An information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information and referral service is included. It may be based on either an actual count or a sample, as outlined in <u>Output Measures for Public Libraries: A Manual of Standardized Procedures</u>, second edition, American Library Association, 1987.

These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

> 2003 Florida Library Directory With Statistics (data for local fiscal year 2001-2002)
> Output Measures for Public Libraries, second edition. American Library Association, 1987.
> Public Libraries in the U.S.: 2000. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the **Annual Statistical Report for Public Libraries**, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

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EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of public library registered borrowers.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of public library registered borrowers:** A library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow. Registration records need to be updated regularly to provide an accurate count. It is recommended that public libraries update their files of registered borrowers every three years to ensure validity.

    These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

    > 2003 Florida Library Directory With Statistics (data for local fiscal year 2001-2002)
    > Output Measures for Public Libraries, second edition. American Library Association, 1987.
    > Public Libraries in the U.S.: 2000. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the **Annual Statistical Report for Public Libraries**, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of persons attending public library programs**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

• **Number of persons attending public library programs: <u>Program attendance</u>**: Count the audience at all programs during the entire year. **<u>Program</u>**: Any planned event which introduces those attending to any of the broad range of library services or activities, or which directly provides information through the presentation of talks, films, dramas, etc. Programs need not take place in the library, but the library must be the primary contributor of time, money, or people in the planning or presentation.

  These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

    <u>2003 Florida Library Directory With Statistics</u> (data for local fiscal year 2001-2002)
    <u>Output Measures for Public Libraries</u>, second edition. American Library Association, 1987.
    <u>Public Libraries in the U.S.: 2000</u>. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the ***Annual Statistical Report for Public Libraries***, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of volumes in public library collections**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of volumes in public library collections:** Public libraries report the number of volumes of books and serials held at the end of the most recent local fiscal year.

    Book: A non-periodical printed publication bound in hard or soft covers, or in loose-leaf format, of at least forty-nine pages, exclusive of the cover pages; or a juvenile nonperiodical publication of any length bound in hard or soft cover.

    Serial: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbound serials when the library has at least half of the issues in a publisher's volume.

    These units of service, when grouped with the other outputs tied to the outcome Annual Increase in the Use of Local Public Service, show the percent increase/decrease for the outcome.

    2003 Florida Library Directory With Statistics (data for local fiscal year 2001-2002)
    Output Measures for Public Libraries, second edition. American Library Association, 1987.
    Public Libraries in the U.S.: 2000. U.S. Department of Education, Office of Educational Research and Improvement, 2002.

Instructions and definitions are included with the ***Annual Statistical Report for Public Libraries***, which collects local public library data for the most recent local fiscal year. These instructions and definitions are designed to address quality of data issues by increasing the reliability and validity of data collected and reported, and are consistent with the instructions and definitions used in the Federal-State Cooperative System for Public Library Data (FSCS) which is administered by the U. S. Department of Education, National Center for Education Statistics. These data elements have gone through a national adjudication process and have been reviewed by the U. S. Census Bureau.

Validity:
Reliability:

    Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of new users. (State Library, State Archives)**

Action (check one):
☒ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

This data is compiled from patron registrations generated by the software system in the Florida State Archives, the Archives Integrated Information Management System (AIIMS). Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (AIIMS: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.) The State Library compiles this data from the number of library card registrations recorded in the SIRSI system. Data is generated by the SIRSI system and reported monthly. Refers to registered patrons of the State Library, either the public or state and local government units or employees. (SIRSI is a division automation systems that provides access to the collections of the State Library.The materials are organized and accessible to both state government staff and the public to meet their research needs.) In addition the Division proposes to count the number of new users to the State Library who do not register for a card in the SIRSI system. Staff will query visitors upon entry to the library when the visitor signs in to use the collection.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: *PERFORMANCE MEASURE VALIDITY AND RELIABILITY*

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of reference requests processed. (State Library, State Archives)**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure
Data Sources and Methodology:

- **Number of Reference Requests Processed**:

State Archives: Determined by the average number of reference actions per reference request. This is further divided by the different groups using the Archives: Genealogy - 8 actions per patron, Legislative - 5 actions per patron and Other - 5 actions per patron. Actions include logging patrons into REDISCOVERY, pulling and refiling archival boxes, logging records in and out of REDISCOVERY, refiling microfilm and books, answering informational and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of cassette tapes, answering correspondence and phone calls, and any other actions required to assist the patron. Each law or bill requested by legislative patrons is considered a separate action.

State Library: This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, U.S. Mail and interlibrary loan subject requests which were Processed by Reference and Legislative Library Service staff) as well as the number of reference questions received by e-mail and reference transactions Processed through the Lending Services Unit.

- **Definition: Reference Requests Processed**: Any request by the public or State and Local Government for information directed to the State Library, Legislative Library Service or State Archives

either through in - person contact or by contact through telephone, fax, e-mail, letters or other forms of communication that is Processed by staff members.

These units of service, when grouped with the other outputs tied to the outcome "Annual Increase in the Use of Research Collections (State Library, State Archives) ", show the percent increase/decrease for the outcome.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of database searches conducted. (State Library, State Archives)**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

- **Number of Database Searches**: Data is compiled from monthly statistics generated by vendors of commercial databases and statistics generated by web servers of the Florida Government Information Locator Service and the online catalog (Data Research Associates and REDISCOVERY).

    These units of service, when grouped with the other outputs tied to the outcome "Annual Increase in the Use of Research Collections (State Library, State Archives) ", show the percent increase/decrease for the outcome.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of items used. (State Library)**

Action (check one):
☒ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure

☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The original measure--Number of Items Loaned**,** Includes direct circulation (generated by SIRSI system); Audio Visual Circulation (generated by Media Minder System); and interlibrary loan (ILL) circulation (generated by the OCLC system). The Division proposes changing this measure to the ***Number of Items Used.*** In addition to the above counts, the Division will count materials used in the reference rooms and not borrowed. This will be counted each day by staff when they refile or reshelve documents. Materials used will include books, periodicals, microfilm, microfiche, documents, maps, archives and manuscript collections and ephemera (vertical file).

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department:	**State**
Program:	**Library and Information Services**
Service:	**Library, Archives, and Information Services**
Activity:	**GAA Measure**
Measure:	**Cubic feet of obsolete public records approved for disposal**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Actual cubic feet of records approved for destruction multiplied times the cost to maintain one cubic foot of records in an office environment ($85.00).(* see FORMULA in Outcome Measure Annual Cost Avoidance). The number of cubic feet approved for destruction is maintained in the Records Management Integrated Information System (RMIIS*).*

This formula, when grouped with the other output formulas tied to the outcome "Annual cost-avoidance achieved by government agencies through records storage/disposition/micrographics", show the entire annual cost avoidance.

This formula's cost drivers have been updated for actual data collected during State FY 2002-2003 and will be updated annually hereafter.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department:	**State**
Program:	**Library and Information Services**

Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Cubic feet of non-current records stored at the Records Center.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Actual cubic feet of records stored in the State Records Center multiplied times the cost to maintain one cubic foot of records in an office environment ($85.00), less the cost to store in the records center (storage and accession fee $4.00)=$81.00.(*see FORMULA)

> This formula, when grouped with the other output formulas tied to the outcome "Annual cost-avoidance achieved by government agencies through records storage/disposition/micrographics", show the entire annual cost avoidance.

> This formula's cost drivers have been updated for actual data collected during State FY 2002-2003 and will be updated annually hereafter.

Validity:
Reliability:

> Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of microfilm images created, processed and/or duplicated at the Records Center**.

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Actual savings(**see FORMULA) from elimination of paper and reduction in postage from the use of Computer Output Microfilm (COM). This is determined from a formula provided considering the cost if the information was printed on paper less the cost to produce the same number of images or pages of computer output microfilm through the services of this program. The actual number of pages or images are reported for billing purposes and the cost of producing the information on COM is taken directly from the billing system reports. Postage savings are calculated with the formula provided. It is based on the cost of postage to mail paper versus mailing the equivalent information in COM format.

> This formula, when grouped with the other output formulas tied to the outcome "Annual cost-avoidance achieved by government agencies through records storage/disposition/micrographics", show the entire annual cost avoidance.

This formula's cost drivers have been updated for actual data collected during State FY 2002-2003 and will be updated annually hereafter.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of Florida Electronic Library uses**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☒ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:
The Florida Electronic Library offers an array of Web based library services to all of the residents of Florida. Those services include access to subscription databases, Florida on Florida (a union catalog of digital resources unique to Florida), and the Ask a Librarian service (a chat based virtual reference service).
Data is routinely compiled and analyzed from 1) vendor-supplied statistics (Thomson-Gale database products, OCLC/First Search, etc.) and 2) from Web server logs.

Data sources compiled includes the following data outputs:

Page Views - Technically, a page that is displayed by a browser. This term is often used loosely to also include page files that are delivered to a browser, whether or not they are displayed on the screen. An example of a Page View that is not actually displayed is a Redirect Page.

Visits - All the activity of one visitor's browser to a web site, within certain time constraints. A visit is a series of page views, beginning when a visitor's browser requests the first page from the server, and ending when the visitor leaves the site or remains idle beyond the idle-time limit.

Sessions: Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity

Full Text Downloaded: Sum of only full text records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the vendor server rather than the browser.

Retrievals: Sum of all full text abstract and extended citation records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the Gale server rather than the browser.

Number of Searches
A specific intellectual query submitted through a search form to the database.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Library Collection Actions**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☒ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Library Collection Actions includes number of library materials acquired, processed, and cataloged. Data collected from monthly activity reports

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of archival files processed**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☒ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Includes number of items appraised, arranged and described. This includes the evaluation of series or systems of records to determine archival value, i.e. sufficient historical, legal, fiscal, or administrative value to warrant permanent preservation of the records in the State Archives. Establishing intellectual and physical control over and order to records, including re-housing in archival containers, compiling descriptive information about the records, and entering descriptive information into automated systems and generating reports and indexes from automated systems to facilitate access to the records. Data collected from monthly activity reports. Quantity for this measure is obtained by multiplying the cubic ft. processed times 30 (average number of folders in one cubic ft.).

Validity:
Reliability:

> Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Library and Information Services
Service: Library, Archives, and Information Services
Activity: GAA Measure
Measure: Number of archival conservation/preservation treatments

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☒ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Includes number of documents receiving conservation treatments (mending, cleaning, flattening, and encapsulation). Data collected from monthly activity reports

Validity:
Reliability:

> Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Library and Information Services
Service: Library, Archives, and Information Services
Activity: GAA Measure
Measure: Number of Records Management activities conducted

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

The Library, Archives, and Information program has established a baseline for this service activity output . The activity counts for this output are compiled each year, merged with the other three activity outputs and compared to the previous year to determine the percentage increase for the outcome Percentage increase in use/access to information resources statewide.

- **Number of Workshop Attendees, Records Management Services:** Determined by the number of individuals trained by the Records Management staff through regional, special interest groups, and specific agency requests. This includes state and local government. These training sessions are in

accordance with section 257.36(1)(g), F.S. and include requirements relating to access to public records; and current practices, methods, procedures, and devices for the efficient and economical management of records.

- **Number of Accessions/Pickups, State Records Center:** Determined by the number of individual scheduled pickups for records to be stored at the State Records Center. It is not the total number of boxes picked up. Each pickup (trip) has a unique number of boxes that are contained in the group transferred for storage and is ultimately calculated in the total number of boxes stored.

- **Number of boxes stored in State Records Center:** This is the actual number of boxes stored in the State Records Center for state agencies. The annual total is the average holdings based on individual monthly statistics.

- **Technical Assistance Conducted, Records Management Services:** Technical Assistance is determined by the number of requests for technical advise and expertise in regards to matters pertaining to records management practices, including the use of space, equipment, technology, supplies, and personnel in creating, maintaining, and servicing public records. Technical Assistance normally results in the rendering of an analysis, proposal, recommendation or instructions for implementation of specific procedures or processes. Advice rendered by and limited to telephone communication does not fall within the realm of technical assistance. Technical Assistance also does not include fulfilling information requests, i.e. requests for publications, general records management compliance and procedural questions, etc.

- **Number of Records Dispositions**: Determined by the number of cu. ft. approved for destruction by the Records Management Program for records that have met their legal, fiscal, administrative and archival value in accordance with approved records retention schedules established by the Program. These figures include records disposition authorizations to all state and local government agencies.

- **Number of Microfilm Rolls Processed, Records Management Services:** This is determined by the sum of all source document and computer output microfilm images that have been produced on microfilm by filming, computer output microfilming, processing, duplicating on fiche and rolls, on 16mm, 35mm, or 105mm. On silver original film, silver duplicate film, or diazo film. The total images from all processes is divided by 2,000 images, which is the average number of pages in one cu. ft. of paper records and the average number of images on a roll of film.

Validity:
Reliability:

Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Library and Information Services**
Service: **Library, Archives, and Information Services**
Activity: **GAA Measure**
Measure: **Number of Library, Archives, and Records Management activities conducted**

Action (check one):
☒ Requesting Revision to Approved Measure
☒ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☐ Backup for Performance Outcome and Output Measure

Data Sources and Methodology:

Existing Measures:

- **Number of New Users**: The State Library compiles this data from the number of library card registrations recorded in the DRA system. Data is generated by the DRA system and reported monthly. Refers to registered patrons of the State Library, either the public or state and local government units or employees. (DRA is a division automation systems that provides access to the collections of the State Library.The materials are organized and accessible to both state government staff and the public to meet their research needs.)

- **Number of Reference Requests Handled**: This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, U.S. Mail and interlibrary loan subject requests which are handled by Reference staff) as well as the number of reference questions received by e-mail and reference transactions handled through the Lending Services Unit. Reference Request defined: Any request by the public or State and Local Government for information directed to the State Library either through in - person contact or by contact through telephone, fax, letters or other forms of communication that is handled by staff members.

- **Number of Database Searches**: Data has been compiled from vendor-supplied statistics (DIALOG and OCLC/First Search) and from Web server logs (Florida Government Information Locator Service and DRA online catalog). **The Florida Government Information Locator Service** (http://dlis.dos.state.fl.us/fgils): A searchable index to information from and about state government, connecting searchers with state government web sites, specific pieces of information embedded in web sites, full text electronic publications, and information about non-electronic information resources within state government.

- **Number of Items Loaned:** Includes direct circulation (generated by DRA system); Audio Visual Circulation (generated by Media Minder System); and interlibrary loan (ILL) circulation (generated by the OCLC system)

- **Library Development Technical Assistance:** Contact logs were collected during two months, to determine the number of requests for information or assistance and to measure an indicator in Access for All: Goal II Strategic Direction II.1, Objective 1B: *Public libraries and multitype library cooperatives will receive two planned consulting visits each year, and **all libraries will receive a response or referral to 80% of their information requests within three days**.*
  Evaluation method: Sample response rates to information and assistance requests.

  Number of requests for assistance or information:
  Number responded or referred within 3 days
  % responded or referred within 3 days

- **Number of New Users**: This data is compiled from patron registrations generated by the software system in the Florida State Archives, the Archives Integrated Information Management System (AIIMS). Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (AIIMS: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.)

- **Number of Reference Requests Handled**: Determined by the average number of reference actions per reference request. This is further divided by the different groups using the Archives: Genealogy - 8 actions per patron, Legislative - 5 actions per patron and Other - 5 actions per patron. Actions include logging patrons into AIIMS, pulling and

refiling archival boxes, logging records in and out of AIIMS, refiling microfilm and books, answering informational and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of cassette tapes, answering correspondence and phone calls, and any other actions required to assist the patron. Each law or bill requested by legislative patrons is considered a separate action.

- **Cubic feet of material received/processed**: Determined by the amount of public records material transferred from government agencies and personal items donated by individuals. It is in the form of paper, film, photographs, bound volumes, microfilm reels, single items etc. It is all converted to cubic feet for reporting purposes. The process includes arranging, describing, creating finding aids and housing in archival standard containers for storage. Any preservation, conservation needs are noted on the case file for future conservation work.

- **Number of Database Searches**: Database searches are compiled using page statistics provided by FXWEB web technologies.

- **Number of items loaned by public libraries:** Local public libraries annually report the number of circulation transactions (items loaned) for the most recent local fiscal year.

- **Number of library customer visits:** Local public libraries report the number of library customer visits for the most recent local fiscal year. All members of the public entering the library, for whatever purposes, are counted. A common method used for sampling is outlined in Output Measures for Public Libraries: A Manual of Standardized Procedures, second edition, American Library Association, 1987.

- **Number of public library reference requests:** Local public libraries report the number of reference transactions (requests) completed during the most recent local fiscal year.

- **Number of public library registered borrowers:**   A library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow. Registration records need to be updated regularly to provide an accurate count. It is recommended that public libraries update their files of registered borrowers every three years to ensure validity.

- **Number of persons attending public library programs: Program attendance**: Count the audience at all programs during the entire year. **Program**: Any planned event which introduces those attending to any of the broad range of library services or activities, or which directly provides information through the presentation of talks, films, dramas, etc. Programs need not take place in the library, but the library must be the primary contributor of time, money, or people in the planning or presentation.

- **Number of volumes in public library collections:** Public libraries report the number of volumes of books and serials held at the end of the most recent local fiscal year.

  Book: A nonperiodical printed publication bound in hard or soft covers, or in loose-leaf format, of at least forty-nine pages, exclusive of the cover pages; or a juvenile nonperiodical publication of any length bound in hard or soft cover.

  Serial: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbound serials when the library has at least half of the issues in a publisher's volume.

- **Actual cubic feet of records approved for destruction multiplied times the cost to maintain one cubic foot of records in an office environment :** The number of cubic feet approved for destruction is maintained in the Records Management Integrated Information System (RMIIS*).*

- **Actual cubic feet of records stored in the State Records Center multiplied times the cost to maintain one cubic foot of records in an office environment,** less the cost to store in the records center

- **Number of Workshop Attendees, Records Management Services:** Determined by the number of individuals trained by the Records Management staff through regional, special interest groups, and specific agency requests. This includes state and local government. These training sessions are in accordance with section 257.36(1)(g), F.S. and include requirements relating to access to public records; and current practices, methods, procedures, and devices for the efficient and economical management of records.

- **Number of Accessions/Pickups, State Records Center:** Determined by the number of individual scheduled pickups for records to be stored at the State Records Center. It is not the total number of boxes picked up. Each pickup (trip) has a unique number of boxes that are contained in the group transferred for storage and is ultimately calculated in the total number of boxes stored.

- **Number of boxes stored in State Records Center:** This is the actual number of boxes stored in the State Records Center for state agencies. The annual total is the average holdings based on individual monthly statistics.

- **Technical Assistance Conducted, Records Management Services:** Technical Assistance is determined by the number of requests for technical advise and expertise in regards to matters pertaining to records management practices, including the use of space, equipment, technology, supplies, and personnel in creating, maintaining, and servicing public records. Technical Assistance normally results in the rendering of an analysis, proposal, recommendation or instructions for implementation of specific procedures or processes. Advice rendered by and limited to telephone communication does not fall within the realm of technical assistance. Technical Assistance also does not include fulfilling information requests, i.e. requests for publications, general records management compliance and procedural questions, etc.

- **Number of Records Dispositions**: Determined by the number of cu. ft. approved for destruction by the Records Management Program for records that have met their legal, fiscal, administrative and archival value in accordance with approved records retention schedules established by the Program. These figures include records disposition authorizations to all state and local government agencies.

- **Number of Microfilm Rolls Processed, Records Management Services:** This is determined by the sum of all source document and computer output microfilm images that have been produced on microfilm by filming, computer output microfilming, processing, duplicating on fiche and rolls, on 16mm, 35mm, or 105mm. On silver original film, silver duplicate film, or diazo film. The total images from all processes is divided by 2,000 images, which is the average number of pages in one cu. ft. of paper records and the average number of images on a roll of film.

- **Number of Items Processed through the Communications Tracking System Originated by Other Offices.** These consist of the number of letters, e-mails, reports, white papers, talking points, speeches, articles, promotional items such as brochures and

rack cards and other written communications written by staff of other offices and processed by the Communications Office. Data collected from Communications Tracking System.

- **Number of Items Processed through the Communications Tracking System Originated by the Office of the Director or the Communications Office.** These consist of the number of letters, e-mails, reports, white papers, talking points, speeches, articles, promotional items such as brochures and rack cards and other written communications requested by the State Librarian and administrative staff, or the Communications Manager and Communications Staff, and processed by the Communications Office. Data collected from Communications Tracking System.

- **Number of Events Implemented or Attended:** Includes number of events that are developed, planned, organized, executed, and evaluated by the Communications Office, as well as attendance at events planned by other organizations but attended by staff. Data collected from various calendars.

- **Number of promotional items distributed:** Consists of the number of items distributed to increase knowledge and use of the agency's resources. Includes brochures, rack cards, e-mail, magnets, bookmarks, pathfinders, key chains, t-shirts, etc. Data collected from inventory list as compared to purchase orders.

- **Technical Assistance Contacts:** These consist of consultative services to government agencies, and other organizations and individuals regarding archival, library, and records management practices and procedures. They include personal visits, telephone calls, e-mails, or other contacts in which assistance is provided (this includes retention schedules and compliance statements).   Data collected from monthly individual monthly reports.

- **Number of Archival Files Processed:** Includes number of items appraised, arranged and described. This includes the evaluation of series or systems of records to determine archival value, i.e. sufficient historical, legal, fiscal, or administrative value to warrant permanent preservation of the records in the State Archives. Establishing intellectual and physical control over and order to records, including re-housing in archival containers, compiling descriptive information about the records, and entering descriptive information into automated systems and generating reports and indexes from automated systems to facilitate access to the records. (Accession statistics are included below in existing measures) Data collected from monthly activity reports. Quantity for this measure is obtained by multiplying the cubic ft. processed times 30 (average number of folders in one cubic ft.).

- **Library Collection Actions:** Includes number of library materials acquired, processed, and cataloged. Data collected from monthly activity reports

- **Archival Conservation/Preventive Treatments:** Includes number of documents receiving conservation treatments (mending, cleaning, flattening, and encapsulation). Data collected from monthly activity reports

- **Number of New Users** This data is compiled from patron registrations generated by the software system in the Florida State Archives, the Archives Integrated Information Management System (AIIMS). Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (AIIMS: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.) The State Library compiles this data from the number of library card registrations recorded in the SIRSI system. Data is generated by the SIRSI system and reported monthly. Refers to registered patrons of the State Library, either the public or state and local government units or employees. (SIRSI is a division automation systems that provides access to the collections of the State Library.The materials are organized and accessible to both state government staff and the public to meet their research needs.) In addition the Division proposes to count the number of new users to the State Library who do not register for a

card in the SIRSI system. Staff will query visitors upon entry to the library when the visitor signs in to use the collection.

- **Number of Items Loaned:** Includes direct circulation (generated by SIRSI system); Audio Visual Circulation (generated by Media Minder System); and interlibrary loan (ILL) circulation (generated by the OCLC system). The Division proposes changing this measure to the **Number of Items Used.** In addition to the above counts, the Division will count materials used in the reference rooms and not borrowed. This will be counted each day by staff when they refile or reshelve documents. Materials used will include books, periodicals, microfilm, microfiche, documents, maps, archives and manuscript collections and ephemera (vertical file).

- **Number of Florida Electronic Library uses: (new ouput) This measures ties to the outcome Annual increase in use of Research Collections (StateLibrary, State Archives)** The Florida Electronic Library offers an array of Web based library services to all of the residents of Florida. Those services include access to subscription databases, Florida on Florida (a union catalog of digital resources unique to Florida), and the Ask a Librarian service (a chat based virtual reference service).
  Data is routinely compiled and analyzed from 1) vendor-supplied statistics (Thomson-Gale database products, OCLC/First Search, etc.) and 2) from Web server logs.

  Data sources compiled includes the following data outputs:

  Page Views - Technically, a page that is displayed by a browser. This term is often used loosely to also include page files that are delivered to a browser, whether or not they are displayed on the screen. An example of a Page View that is not actually displayed is a Redirect Page.

  Visits - All the activity of one visitor's browser to a web site, within certain time constraints. A visit is a series of page views, beginning when a visitor's browser requests the first page from the server, and ending when the visitor leaves the site or remains idle beyond the idle-time limit.

  Sessions: Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity

  Full Text Downloaded: Sum of only full text records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the vendor server rather than the browser.

  Retrievals: Sum of all full text abstract and extended citation records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the Gale server rather than the browser.

  Number of Searches
  A specific intellectual query submitted through a search form to the database.

Validity: Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

Reliability: Validity and Reliability of this measure has been tested and the results incorporated by the Agency Inspector General in accordance with AIA standards.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Number of Grants Awarded.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division keeps a count of the total number of grants it awards each year by program. This measure is divided into two parts: grants awarded for capital projects through the Cultural Facilities Grants program and grants for program support awarded through the Challenge Grants, Discipline-based Arts Grants/Quarterly Assistance/Underserved/Dance on Tour, Arts in Education, Local Arts Agencies/State Service Organizations, Mid-Level Cultural Organizations, Cultural Institutions Program, State Touring Program, Florida Cultural Endowment Program, Science Museums and Youth and Children's Museums Program, Individual Artist Fellowships, International Cultural Exchange. This measure represents a total for all these programs combined.

Validity

The Division awards grants to support the development, promotion, and enjoyment of cultural resources available in the state. It is from this direct output that benefits to the public are realized, including development of a receptive climate for culture in Florida and the attainment of national and international recognition on behalf of Florida artists and cultural organizations. The measure has high validity as an indicator of the Division's output. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

This measure has high reliability. The Division has a data collection system in place that accurately tracks the total number of grants awarded.

This measure captures the direct product of the agency that results in the outcomes identified in the purpose statement.

As a set, the measures submitted represent all the major program activities of the Division.

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EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Dollars Awarded Through Grants.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure is divided into two parts: grants awarded for capital projects through the Cultural Facilities Grants program and grants for program support awarded through the Challenge Grants, Discipline-based Arts Grants/Quarterly Assistance/Underserved/Dance on Tour, Arts in Education, Local Arts Agencies/State Service Organizations, Mid-Level Cultural Organizations, Cultural Institutions Program, State Touring Program, Florida Cultural Endowment Program, Science & Youth and Children's Museums Program, Individual Artist Fellowships, and International Cultural Exchange programs.

Validity

The Division awards grants to support the development, promotion, and enjoyment of cultural resources available in the state. It is from this direct output that benefits to the public are realized, including development of a receptive climate for culture in Florida and the attainment of national and international recognition on behalf of Florida artists and cultural organizations. The measure has high validity as an indicator of the Division's output. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

This measure has high reliability. The Division has a data collection system in place that accurately tracks the total dollars awarded by grant.

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EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Percentage of Counties Funded by the Program.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure tracks the number of counties funded overall as well as the proportion of large (over 75,000 population) counties served and the proportion of small (under 75,000 population) counties served. It is calculated by locating the approximately 800 grantees funded by county and counting the number of counties in each category that have at least one grantee supported by the Division.

Validity

This output measure focuses upon the geographic distribution of cultural events in the state. Small counties are likely to have few cultural opportunities. Thus, it is important that the Division support cultural events that serve small as well as large population centers. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical.

Access to cultural events in both small and large population centers is a benefit not only to Florida's citizens but also increases the appeal of Florida to its visitors.

This measure should be considered along with two outcome measures - children attending organized, school-based cultural events and attendees receiving free/discount tickets to cultural events to get a more complete picture of access to cultural events in the state.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Number of State Supported Performances and Exhibits.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

These data will be supplied by the grantees as a part of their final report. The performances and exhibits are tied directly to the activity in the organization that is supported by the grant. The measure is an aggregation of the number of different performances and museum exhibits to be reported on an annual basis by grantees supported by the following programs: Challenge Grants, Discipline-based Arts Grants/Quarterly Assistance/Dance on Tour, Mid-Level Cultural Organizations, Cultural Institutions Program, Local Arts Agencies/State Service Organizations, State Touring Program, Science Museums and Youth and Children's Museums Program, International Cultural Exchange. A play that is performed 45 times would be counted as one performance, and a museum exhibit that runs for six months would be counted as one exhibit.

Validity

This output gives citizens and visitors opportunities to experience cultural programs.   It does not capture opportunities that may result in the future from the construction of facilities supported by the Cultural Facilities grant program. Nor does it include individuals benefiting from services supported by the Local Arts Agencies/State Service Organizations grant program. The number of events may vary substantially from year to year due to changes in funding levels and the number of "blockbuster" events funded. There is a lag between when the cultural events are offered and when the data about them are reported. The Division plans to revise the grant year to coincide with the state's fiscal year, beginning with fiscal year 1999-2000. Assuming that new grantee guidelines and schedules can be in place this August, data for fiscal year 1999-2000 will be available by September 2000. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

Baseline data are currently unavailable but will be available for the supplemental budget request in January 1999. Data submitted for fiscal year 1997-98 will be made on a voluntary, and perhaps partial, basis in December 1998. Once the data are reported under the forthcoming guideline requirements, there will be a regularized data collection process that is consistent from year to year. This measure has high reliability for the fiscal year for which actuals are reported.

This measure links the previous output measures to the following outcome measures that capture the benefits resulting from the cultural events the Division sponsors.

Changes over time in the number of performances and exhibits need to be considered in relation to changes in their quality, attendance, and accessibility to different population groups.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Attendance at Supported Cultural Events.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

These attendance data are supplied by the grantees as a part of their final report. The attendance reported is tied directly to the activity in the organization that is supported by the grant. The measure is an aggregation of the attendance reported on an annual basis by grantees supported by the following programs: Challenge Grants, Discipline-based Arts Grants/Quarterly Assistance/Underserved/Dance on Tour, Arts in Education, Mid-Level Cultural Organizations, Cultural Institutions Program, State Touring Program, Science Museums and Youth and Children's Museums Program, International Cultural Exchange.

Validity

This measure is intended as a proxy for summarizing the benefits to citizens and visitors who experience cultural programs in the state as a result of the Division's programs. Because attendance is voluntary and would decrease over time if attendees are disappointed in the quality of programs offered, attendance is considered an indicator of program quality. It does not capture the benefits that may result in the future from the construction of facilities supported by the Cultural Facilities grant program. Nor does it include individuals benefiting from services supported by the Local Arts Agencies/State Service Organizations grant program. The number of attendees may vary substantially from year to year due to changes in funding levels, the number of "blockbuster" events funded, and other factors over which the Division has no control, such as the state of the economy and the weather. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

This measure represents a significant amount of the Division's resources in carrying out what is a fundamental purpose of the program.

The data are reported through a regularized data collection process that is consistent from year to year. Their accuracy depends upon the care expended by the approximately 800-grantee organizations in recording attendance at pertinent cultural events.

One should not try to maximize attendance to the detriment of other important aspects of the program - especially accessibility and the other quality measures. For example, attendance can be increased by targeting funding to large population centers, thereby reducing opportunities to citizens in rural areas. Changes over time in attendance need to be considered in relation to changes in other outcome indicators of quality of events and their accessibility to different population groups. This measure should be paired with the following measure to get a more complete picture of the number of people benefiting from the program. As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Cultural Affairs
Service: Not Applicable
Activity: GAA Measure
Measure: Number of Individuals Served by Professional Associations

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

These service data are supplied by the grantees of the Local Arts Agencies/State Service Organizations program as a part of their final report. These organizations are not performing organizations but are professional associations, such as the State Theatre Association and the State Dance Association. The number of people served reported consists of voluntary membership and participation tied directly to the activity in the organization that is supported by the grant. Examples of activities would be workshops (e.g., on how to market performances, how to better utilize volunteers, board development), conferences, and newsletters.

Validity

This measure is intended as a proxy for summarizing the benefit to people who receive services as a result of funding provided through this program. It emphasizes local community cultural development as well as professional development opportunities for member organizations and individual artists. Because participation is voluntary, the measure serves as an indicator of the quality of the activities the program supports. It complements the previous measure by capturing participation in program-supported activities other than performances and exhibits. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

The data are reported through a regularized data collection process that is consistent from year to year. Their accuracy depends upon the care expended by the approximately 35 grantee organizations in recording the number of people they serve as a result of these grants.

This measure represents a significant amount of the Division's resources in carrying out what is a fundamental purpose of the program.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: State
Program: Cultural Affairs
Service: Not Applicable
Activity: GAA Measure
Measure: Number Of Children Attending Organized, School-Based Cultural Events.

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

These attendance counts would be supplied in the future by the grantees as a part of their final report. Some of the activities, such as a visiting artist, are held in schools. Others are field trips, such as visiting a museum. The events reported would be tied directly to the activity by the grantee organization that is supported by the grant. The measure would be an aggregation of the total attendance reported on an annual basis by grantees supported by the following programs: Arts in Education, Local Arts Agencies/State Service Organizations, Cultural Institutions Program, State Touring Program, Science Museums and Youth and Children's Museums Program, Discipline-based Arts grants.

Validity

This measure indicates both program quality (following the same logic used for the two previous measures) and access to cultural opportunities provided school children as a part of their educational experience. Children are an important target group for cultural events. It does not capture visits by school children that may attend events with their parents outside school hours. Attendance may change from year to year not only as a result of potential changes in the level of funding for these programs, but also from factors outside the program's control, such as a change in school policies regarding field trips and a change in the economy (e.g., gas prices). *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

The data is reported through a regularized data collection process that is consistent from year to year. Their accuracy depends upon the care expended by the approximately 800 grantee organizations in recording attendance at pertinent cultural events.

Providing cultural opportunities for children is an important component of the program's purpose of fostering development of a receptive climate for cultural programs.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Not Applicable**
Activity: **GAA Measure**
Measure: **Total Local Financial Support Leveraged by State Funding**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure is divided into two parts: grants awarded through the Cultural Facilities Grants program and grants for program support awarded through the other programs. These data would be extracted from the final reports on the grants awarded. They would be the aggregate of the local match that the grantees provided in order to obtain the state funding. The measure applies to all programs except Individual Artist Fellowship.

Validity

This outcome measure focuses on the ability of state support to attract local dollars. The state's endorsement of the grantee organization, signified by the grant award, enhances the grantee organization's ability to obtain local funding. It is an indication of the extent to which state funding can leverage local effort to fund cultural events. While the Division does not stipulate a match ratio as high as that currently provided by local areas as a whole, the competitive nature of grant-seeking impels local organizations to exceed the required match in order to increase their chance of being funded. Thus, the Division can control the match

ratio at the low end, but it can fluctuate above that floor as a result of two factors outside the control of the Division: the supply of state funding relative to demand and the availability of local resources for matching state funding. *Valid for PB2 data comparisons only, should not be compared to measures or data presented as LRPP activities.*

Reliability

This measure has high reliability for the year for which actual data are reported; the measurement repeated by different individuals should be identical. At the time the budget request must be submitted, however, actual data will not be available for display in the first comparative year on the D-2B exhibit (for FY1997-98 in this year's request). Data for the latest year for which actual data are available (which would be FY1996-97 in this year's request) will be included in the "Actual" column on the form and footnoted to explain that it is actual data from the previous year. Actual data for fiscal year 1997-98 will be available in December 1998.The Division plans to revise the grant year to coincide with the state's fiscal year, beginning with fiscal year 1999-2000. Assuming that new grantee guidelines and schedules can be in place in this August, data for fiscal year 1999-2000 will be available by September 2000.

This measure is of interest as an indicator of the extent to which state money encourages local effort. One should be cautious about attempting to maximize the leverage by reallocating funding to target only those organizations that can afford to raise the most in matching funds. Such an approach may result in the unintended effect of depriving residents of poorer areas of cultural opportunities.

This measure needs to be considered along with other outcome measures that represent quality and accessibility. As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Endowment Program Matching Shares**
Measure: **Number of Matching Shares Awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division maintains database records that permit counting the total number of matching shares awarded each year. This measure is used for state matching shares awarded to qualified cultural sponsoring organizations through the Cultural Endowment Program. A priority list is submitted to the legislature each year with all eligible organizations ranked according to the date they qualified. A position on the list is held until full funding has been appropriated. There is no time limit, or provision for partial funding.

Validity

The Division awards $240,000 state matching shares for the primary purpose of assisting organizations in generating local financial resources and to enhance the recipient organization's fiscal condition and programs. The improved financial condition and additional income in turn permit the organization to offer increased program opportunities to the public. The increase in program opportunities meets program objectives of enriching and benefiting citizens, increasing appeal of Florida visits and vacations, and attracting outstanding creators to Florida. The state's $240,000 matching share is never spent but invested to produce program revenues thereby providing recurring benefits from a single appropriation.

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical. The Division has a data collection system in place that accurately tracks the numbers of matching shares awarded.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Cultural Program Support Grants**
Measure: **Number Of Events Funded.**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division maintains database records that permit counting the total number of events funded each year by grant and program area. This measure is used for general support awarded through the Statewide Arts Grants (including Discipline-based Arts Grants, Quarterly Assistance, Underserved, and Dance on Tour), Local Arts Agencies/State Service Organizations, Mid-Level Cultural Organizations, Cultural Institutions, Science Museums and Youth and Children's Museums, and Individual Artist Fellowships Programs.

Validity

The Division awards grants to support the development, promotion, and enjoyment of cultural resources available in the state. It is from this direct output that benefits to the public are realized, including the cultural enrichment and benefit of the citizens of the state in their daily lives, increased appeal of Florida visits and vacations, and attracting outstanding creators to Florida. The measure has high validity as an indicator of the Division's output in these activities.

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical. The Division has a data collection system in place that accurately tracks the numbers and types of grants awarded.

As a set, the measures submitted represent all the major program activities of the Division

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EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Challenge Grants**
Measure: **Local Financial Support Leveraged**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division maintains database records which permit counting the total funds expended from sources other than grant funds for project grants it awards each year by program area. This measure tracks non-state financial contributions support made to significant cultural projects of broad impact in the Challenge Grant Program.

Validity

The Division awards grants to organizations or groups of institutions that exhibit regional, statewide, national, or international impact through a specific project. It is from this direct output that benefits to the public are realized. Projects that demonstrate significant innovation and reach a broad audience benefit both the citizens and visitors of the state.

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical. The Division has a data collection system in place that accurately tracks the numbers and types of grants awarded.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **State Touring Program**
Measure: **Number of State-Supported Performances**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure tracks the total number of performances funded through the State Touring Program. The Division maintains database records which permit counting the total number of grants it awards each year by program area. The database also tracks numbers of events reported on an annual basis in each State Touring Program supported grant final report.

Validity

This output measure focuses upon providing increased access to (opportunities to attend) cultural events throughout the state. The mission of the State Touring Program is to bring the finest performing arts to as many Florida communities as possible. It is this direct output that number of program supported performances records. The measure has high validity as an indicator of the Division's output in this activity. Access to a variety of cultural events around the state is a benefit not only to Florida's citizens but also increases the appeal of Florida to its visitors.

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical. The Division has a data collection system in place that accurately tracks the numbers and types of grants awarded as well as the resident counties of the grantees

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **International Cultural Exchange Grants**
Measure: **Number of International Events**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This data is supplied by the grantees as a part of their final report for International Cultural Exchange Program grants. The cultural exchange events are tied directly to activity in the organization that is supported by the grant. The measure is an aggregation of the number of different performances and museum exhibits at various sites throughout the world and reported on an annual basis by grantees supported by the International Cultural Exchange Program. A play that is performed 45 times, or a museum exhibit that runs for six months would each be counted as one event.

Validity

This output provides opportunities to build cultural relationships and diversity through the import and export of cultural programs. Both types of activities encourage the highest standards and bring international renown to Florida's cultural organizations and artists. Citizens and visitors have opportunities to experience world-wide cultural programs of the highest quality thereby enriching the daily lives of citizens, increasing the appeal of Florida visits and vacations, and attracting outstanding creators to the state.

Reliability

There is a regularized data collection process that is consistent from year to year. This measure is reliable for the fiscal year for which actual results are reported. The number of events may vary substantially from year to year due to changes in funding levels, the number of "blockbuster" events funded, and the diversity of cultures represented in the pool of exchange projects each year. Changes over time in the number of events need to be considered in relation to changes in their quality, attendance, and accessibility to different population groups within the state and internationally.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **GAA Measure**
Measure: **Percent Increase of Participation/Attendance in Cultural Programs**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure

☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

Program participation data are supplied by the grantees annually as a part of their final report. The number of program participants reported is tied directly to the activity in the organization that is supported by the grant. The measure is calculated from the year to year change in aggregation of the participants reported on an annual basis by grantees supported by the following programs: Challenge Grants, Discipline-based Arts Grants/ Quarterly Assistance/Underserved/Dance on Tour, Arts in Education, Local Arts Agencies/State Service Organizations, Mid-Level Cultural Organizations, Cultural Institutions Program, State Touring Program, Science & Youth and Children's Museums Program, International Cultural Exchange. In addition to attendance at cultural events, the definition of program participation includes individuals served by Local Arts Agencies/State Service Organizations. These organizations are not performing organizations but are countywide cultural umbrella organizations and professional associations, such as the Florida Music Educators Association and the Florida Dance Association. The number of people served consists of voluntary membership and participation tied directly to the activity in the organization that is supported by the grant. Examples of activities would be workshops (e.g., how to market performances, how to better utilize volunteers, board development), conferences, and newsletters.

Validity

This measure is intended as a proxy for summarizing the benefits to citizens and visitors who experience cultural programs in the state as a result of the Division's programs. Because participation is voluntary and would decrease over time if participants are disappointed in the quality of programs offered, participation is considered an indicator of program quality. It does not capture the benefits that may result in the future from the construction of facilities supported by the Cultural Facilities grant program. The number of participants may vary substantially from year to year due to changes in funding levels, the number of "blockbuster" events funded, and other factors over which the Division has no control, such as the state of the economy and the weather.

Reliability

The data are reported through a regularized data collection process that is consistent from year to year. Their accuracy depends upon the care expended by the approximately 800 grantee organizations in recording participation in pertinent cultural events and programs.

One should not try to maximize participation to the detriment of other important aspects of the program - especially accessibility and the other quality measures. For example, attendance at cultural events can be increased by targeting funding to large population centers, thereby reducing opportunities to citizens in rural areas. Changes over time in attendance need to be considered in relation to changes in other outcome indicators of quality of events and their accessibility to different population groups.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Arts Education Grants**
Measure: **Number of Youth Participating**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

These participation counts are supplied by the grantees annually as a part of their final report for Arts in Education Program Grants. Some of the activities, such as a visiting artist, are held in schools. Others are field trips, such as visiting a museum. The participation figures reported would be tied directly to the activity by the grantee organization that is supported by the grant. The measure would be an aggregation of the total number of youth participation reported on an annual basis by grantees supported in the Arts in Education Program

Validity

This measure indicates both program quality and access to cultural opportunities provided to schoolchildren and young adults as a part of their educational experience. Children and teens are an important target group for cultural events. It does not however capture the value of arts education activity that develops curriculum materials for use in classroom or after-school programs, or teacher training workshops that normally would not have student involvement, nor does it capture the growing number of adults and seniors participating in life- long learning programs. Student participation may change from year to year, not only as a result of potential changes in the level of funding for these programs, but also from factors outside the program's control, such as a change in school policies regarding field trips and a change in the economy (e.g., gas prices, materials costs).

Reliability

The data is reported through a regularized data collection process that will be consistent from year to year, beginning with fiscal year 1999-2000. Data for this fiscal year will be available by September 2000. Data has been requested, but could not be required, of grantees for fiscal year 1998-99. Data for this year was provided on a voluntary basis and will be available in December 1999. Their accuracy depends upon the care expended by the grantee organizations in recording participation pertinent to arts education programs.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Executive Direction and Support Services**
Activity: **Executive Direction of Grants Management**
Measure: **Number of Applications Reviewed and Grants Administered**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division maintains database records that permit counting the total number of applications it receives and grants it awards each year. This measure is used quantify the work product of Bureau of Grant Services staff in the services provided to the state for the receipt and evaluation of grant application proposals and the subsequent administration of funded grants.

Validity

The Bureau of Grants Services facilitates the distribution of state and federal grant funds to Florida cultural programs, organizations, and artists through a number of constituent based or cultural activity based grant programs. This measure quantifies the primary work product resulting from the solicitation of applications as well as the administration of grants awarded subsequent to the peer review process coordinated by the Division. It is from the direct output of grants awarded that benefits to the public are realized, including the cultural enrichment and benefit of the citizens of the state in their daily lives, increased appeal of Florida visits and vacations, and attracting outstanding creators to Florida. The measure has high validity as an indicator of the Division's service output in these activities. The measure does not capture staff time spent in

the development and evaluation of the grant programs themselves in terms meeting the changing needs of the field or state priorities, or workshops and other technical assistance provided to the field in the development of proposals or the management of grants.

Reliability

This measure has high reliability; the measurement repeated by different individuals should be identical. The Division has a data collection system in place that accurately tracks the numbers applications received and grants awarded.

As a set, the measures submitted represent all the major program activities of the Division.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Cultural Facilities Grants**
Measure: **Number of Grants Awarded**

Action (check one):
☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

This measure tracks the number of grants awarded through the **Cultural Facilities Program.** A priority list is submitted to the Florida Legislature each year with all recommended fixed capital outlay projects ranked according to the application rating score. The Division maintains a database designed to track awards each year by program type.

Validity

The Division awards grants to support the renovation, construction, or acquisition of cultural facilities. Providing venues for cultural events and activities around the state is the direct output of grants awarded and from which benefits to the public are realized, including the cultural enrichment and benefit of the citizens of the state in their daily lives, and attracting outstanding creators to Florida. Access to cultural events and activities in a variety of venues also increase the appeal of Florida to its visitors, and encourage intrastate tourism. The measure has high validity as an indicator of the Division's service output in these activities.

Reliability

This measure has high reliability. The Division has a data collection system in place that accurately tracks the number of grants awarded each year.

EXHIBIT IV: PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Department: **State**
Program: **Cultural Affairs**
Service: **Cultural Support and Development Grants**
Activity: **Cultural Project Grants**
Measure: **Number of Grants Awarded**

Action (check one):

☐ Requesting Revision to Approved Measure
☐ Change in Date Sources or Measurement Methodologies
☐ Requesting New Measure
☒ Backup for Performance Outcome and Output Measure

Data Sources and Methodology

The Division maintains database records that permit counting the total number of **Local Cultural Project Grants** awarded on an annual basis. This measure tracks grants for member initiated cultural projects.

Validity

Local Cultural Grants are not awarded through the Division's programs but rather are a result of projects requested by members of the Legislature. Potential public benefit is determined by Legislative staff and the Office of the Governor. This is not a valid measure for Division of Cultural Affairs' activities since the agency is precluded from imposing criteria for the selection of projects or the use of funds, and from requiring collection of data as related to project results. Administration of the grants would be included as a workload issue in any results data reported for the "Grants Management" activity of this service category.

Reliability

The data collection process is consistent from year to year. The measure is highly reliable but only in the fiscal year for which actual results are reported. The number of grants awarded may vary substantially from year to year due to the number of projects suggested by members of the Legislature and approved by the Governor. An appropriation for this activity will not be included in the Department's Legislative Budget Request and therefore the requested standard would be zero grants awarded which may or may not be a reliable indicator of anticipated or actual results. Attempts to estimate an approximate appropriation level or measure standard would be based on recent history, and perceptions of policy and the political environment. Such an estimate is likely to vary greatly from person to person.

Measure Number	Approved Performance Measures for FY 2006-07 (Words)		Associated Activities Title
	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
1	**Percent of survey respondents satisfied with services (quality and timeliness of response)**		Elections Assistance and Oversight
2	**Average number of days to process campaign finance reports**		Campaign Finance Report Audit and Compliance
3	**Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)**		Elections Assistance and Oversight
4	**Number of campaign reports received/processed**		Campaign Finance Report Audit and Compliance
5	**Number of attendees at training, workshops, and assistance events**		Elections Assistance and Oversight

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
6	**Number of Internet website hits**	Campaign Finance Report Audit and Compliance
		Campaign Finance/Matching Funds Oversignt
		Voting Systems Grants
		Elections Assistance and Oversight
7	**Number of candidates, committees, and members of the public requesting service**	Campaign Finance Report Audit and Compliance
		Elections Assistance and Oversight
8	**Total number of properties protected or preserved**	Survey & Registration Services
		Architectural Preservation Services
		Florida Master Site File
		State and Federal Compliance Reviews
9	**Number of preservation services applications reviewed**	Architectural Preservation Services
		Survey & Registration Services
10	**Number of copies or viewings of publications, including Internet website hits**	Regional Historic Preservation Technical Assistance
		State Historic Museums
		Museum Exhibit Fabrication
		Historic Planning
		Statewide Museum Programs
		Grants Management
		Survey & Registration Services
		Architectural Preservation Services
		Statewide Education Programs (Includes NEA Apprenticeship)
		Magazines and Publications
		State and Federal Compliance Reviews

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
11	**Citizens served - historic properties**	Regional Historic Preservation Technical Assistance
		Grants Management
		Survey & Registration Services
		Architectural Preservation Services
		State and Federal Compliance Reviews
12	**Total number of historic and archaeological sites recorded in the master site file**	Florida Master Site File
13	**Number of historic and archaeologicalobjects maintained for public use**	Conserve and Curate Historic and Archaeological Objects
14	**Citizens served - archeological research**	Conserve and Curate Historic and Archaeological Objects
		Florida Master Site File
		San Luis Mission Research and Interpretation
15	**Percent of Museum of Florida History visitors rating the experience good or excellent**	State Historic Museums
		Museum Exhibit Fabrication
		Historic Planning
		Statewide Museum Programs

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
16	Number of museum exhibits	State Historic Museums
		Museum Exhibit Fabrication
		Historic Planning
		Statewide Museum Programs
17	Number of visitors to state historic museums	State Historic Museums
		Museum Exhibit Fabrication
		Historic Planning
		Statewide Museum Programs
18	Citizens served - historic museums	State Historic Museums
		Museum Exhibit Fabrication
		Historic Planning
		Statewide Museum Programs
19	Total local funds leveraged by historical resources program	Grants Management
20	Percent of customers satisfied with the quality/timeliness of technical assistance provided	Regional Historic Preservation Technical Assistance
		Survey & Registration Services
		Architectural Preservation Services
		State and Federal Compliance Reviews

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
21	**Number of grants awarded**		Grants Management
22	**Number of dollars awarded through grants**		Grants Management
23	**Number of attendees at produced and sponsored events**		Grants Management
			Statewide Museum Programs
24	**Number of publications and multimedia products available for the general public**		Magazines and Publications
25	**Percent of client satisfaction with the division's services**		Commercial Recording - Business Organization Filing
			Commercial Recording - Registration
			Commercial Recording - Amendments
			Commercial Recording - Reinstatement
			Commercial Recording - Judgment Liens
			Commercial Information Services - Records Certification
			Commercial Information Services - Public Inquiry
			Commercial Information Services - Document Imaging
			Corporate Applications
			Information Technology - Computer Operations
26	**Average cost/corporate filing**		Commercial Recording - Business Organization Filing
			Commercial Recording - Registration
			Commercial Recording - Amendments
			Commercial Recording - Reinstatement
			Commercial Recording - Judgment Liens

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
27	**Average cost/inquiry**		Commercial Information Services - Public Inquiry
28	**Percent of total inquiries handled by mail/walk-ins**		Commercial Information Services - Public Inquiry
29	**Percent of total inquiries handled by electronic means**		Commercial Information Services - Public Inquiry
30	**Annual increase in the use of local public library service**		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
31	**Annual increase in the usage of research collections (State Library)**		Library and Network Services
			State Archives

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
32	**Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics**		Records Management
33	**Customer satisfaction with relevancy / timeliness of research response**		Library and Network Services
34	**Customer satisfaction with Records Management technical assistance / training / Records Center services**		Records Management and Library Development technical assistance
35	**Customer satisfaction with accuracy and timeliness of library consultant responses**		Library Development Technical Assistance/Grants Management
36	**Number of items loaned by public libraries**		Library and Network Services
			Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
37	**Number of library customer visits**	Library Development Technical Assistance/Grants Management
		State Aid to Libraries
		Library Cooperative Grants
		Federal Aid to Libraries
38	**Number of public library reference requests**	Library Development Technical Assistance/Grants Management
		State Aid to Libraries
		Library Cooperative Grants
		Federal Aid to Libraries
39	**Number of public library registered borrowers**	Library Development Technical Assistance/Grants Management
		State Aid to Libraries
		Library Cooperative Grants
		Federal Aid to Libraries
40	**Number of persons attending public library programs**	Library Development Technical Assistance/Grants Management
		State Aid to Libraries
		Library Cooperative Grants
		Federal Aid to Libraries
41	**Number of volumes in public library collections**	Library Development Technical Assistance/Grants Management
		State Aid to Libraries
		Library Cooperative Grants
		Federal Aid to Libraries

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
42	**Number of new users (State Library, State Archives)**	Library and Network Services
		State Archives
43	**Number of reference requests handled (State Library, State Archives)**	Library and Network Services
		State Archives
44	**Number of database searches conducted (State Library, State Archives)**	Library and Network Services
		State Archives
45	**Number of items loaned (State Library)**	Library and Network Services
		State Archives
46	**Cubic feet of obsolete public records approved for disposal**	Records Management

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
47	**Cubic feet of non-current records stored at the Records Center**		Records Management
48	**Number of microfilm images created, processed, and/or duplicated at the Records Center**		Records Management
49	**Number of library, archival, and records management activities conducted**		Library and Network Services
			Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
			State Archives
			Records Management
50	**Attendance at supported cultural events**		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program
51	**Number of individuals served by professional associations**		Cultural Program Support Grants

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
52	**Total local financial support leveraged by state funding**		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program
			Endowment Program Matching Shares
			Cultural Facilities Grants
			Regional Cultural Facilities
53	**Number of children attending school-based, organized cultural events**		Arts Education
54	**Number of program grants awarded**		Cultural Program Support Grants
55	**Dollars awarded through program grants**		Cultural Program Support Grants
56	**Percent of counties funded by the program**		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
57	**Percentage of large counties (N=35; population greater than 75,000) funded by the program**	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program
58	**Percentage of small counties (N=32; population less than 75,000) funded by the program**	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program
59	**Number of state-supported performances and exhibits**	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program
60	**Number of individuals attending cultural events or served by professional associations**	Cultural Program Support Grants