RICK SCOTT	**KEN DETZNER**
Governor	Secretary of State

LONG RANGE PROGRAM PLAN

Department of State

Tallahassee

September 30, 2016

Cynthia Kelley, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Mike Hansen, Staff Director
Senate Budget Committee
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of State is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2017-18 through Fiscal Year 2021-22. The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is dos.myflorida.com. This submission has been approved by Secretary of State Ken Detzner.

Sincerely,

Ken Detzner
Secretary of State

Attachments

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LONG RANGE PROGRAM PLAN

Fiscal Years 2017-18 through 2021-22

Mission

Preserve, Promote, Provide

The Department of State strives to improve the quality of life for all Floridians. We collect Florida's important public records and preserve its rich historical and cultural heritage for the benefit of generations to come. We help to promote economic development and create a competitive business climate for the state through our business-friendly corporate filing environment, grant programs that benefit all communities, enrichment of public libraries statewide, and support for events that attract tourism. We contribute to the establishment of a stable and open state government by providing access to information and protecting democracy through the oversight of fair and accurate elections. These services enhance Florida as a state and provide opportunities for our residents and visitors.

Vision

To create opportunities for every Floridian to participate in Florida's culture, history, information, business and electoral process where all Floridians have an appreciation of and are educated on the Department's mission through individual relationships and partnerships with Florida's communities.

GOALS, OBJECTIVES AND PERFORMANCE PROJECTION TABLES

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

Objective: To increase satisfaction with customers requesting services.

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

Baseline FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
90%	90%	92%	93%	94%	95%

Objective: To increase participation in the Division of Historical Resources programs.

Outcome: Percent increase in education/public outreach activities.

Baseline FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
2%	2%	3%	4%	5%	6%

Objective: To increase the percentage of processed reports in the Division of Corporations.

Outcome: Percentage of annual report and new business filing processed within 24 hours.

Baseline FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
93%	93%	93%	94%	95%	96%

Objective: To increase the number of resources used in the state libraries.

Outcome: Number of resources used

Baseline FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
100,000,000	100,000,000	140,000,000	160,000,000	180,000,000	200,000,000

Objective: To increase the percent of grants processed prior to July 31.

Outcome: Percent of grants contracts processed prior to July 31.

Baseline FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
60%	60%	70%	75%	85%	95%

Linkage to Governor's Priorities

The Department of State and its divisions closely align with and support the following priorities of Governor Scott's administration.

1. **Improving Education**

World Class Education

- The statewide **Summer Reading Program,** coordinated by the Florida Department of State's Division of Library and Information Services, **reaches over 1.1 million people** each year. Since 2011, more than 4.5 million people of all ages have participated in the Summer Reading Program.

- The **Florida Electronic Library (FEL)** is a gateway to select electronic resources, offering access to comprehensive, accurate and reliable educational information. The FEL is available to all Florida residents, including students in Florida's K-12 public schools, universities and colleges. The FEL can be accessed **24 hours a day**.

- The **Florida Memory** website, managed by the Division of Library and Information Services, provides educators and students with tools needed to achieve academic and career goals and to meet education standards. The diverse **primary source materials** on Florida Memory—including films, sound recordings, photographs and archival documents—help illustrate and celebrate the historical experiences and cultural traditions of Florida's citizens, and can **easily be integrated into a variety of subject areas at the elementary, secondary and post-secondary levels.**

- In FY 2015-2016, the **Museum of Florida History** served 14,351 students from 322 statewide K–12 school groups through **on-site museum education programs.** The Museum's school programs

and educational materials are aligned to Florida standards and support curricula including American and World History, Geography, Civics and Economics.

- The Museum of Florida History coordinates the **Florida History Day** competition held every year in May on the campus of Tallahassee Community College. A total of **1,120** middle and high school students competed in the 2016 state contest, an increase over last year's 1,107 students. At the **National History Day Contest** in College Park, Maryland, this year **six Floridians won national awards—** first place in Senior Group Exhibit, second place in Junior Individual Exhibit, third place in both Junior Individual Website and Junior Individual Documentary, and two Outstanding State Award winners. **The Florida History Day had 69,219 students participate statewide**. The program is **one of the largest National History Day affiliates**, which include all 50 U.S. states and six international programs.

- In partnership with the National Endowment for the Arts, National Poetry Foundation, the Florida Department of Education and the Florida Humanities Council, the **Division of Cultural Affairs** provided poetry anthologies and classroom teaching materials for **11,686** high school students in FY 2015-16. The **Poetry Out Loud Program** culminates annually with a statewide competition with the state champion going on to Washington, D.C. to compete for college scholarships.

- Arts and cultural events supported by grants from the **Division of Cultural Affairs** provided over **34 million** people the opportunity to experience the cultural arts with more than **1.2 million** people participating in Arts Education activities. Numerous studies support the benefit of the arts which include higher cognitive functioning, enhanced creative ability and higher academic performance.

2. **Economic Development and Job Creation**

Focus on Job Growth and Retention

- Since 2011, DOS has designated eight new **Florida Main Street** communities, with a result of more than **5,200 net jobs** gained, a 66% increase, and more than **$125 million** in private investment in Florida Main Street Communities.

- Programs from the Department of State's Division of Library and Information Services support public libraries as they expand their services to meet the job-seeking and employment-related needs of their communities. **Florida's 559 public libraries assist over 12 million active library card holders** address career and employment needs by providing access to databases and other job search resources, helping users complete online job applications and providing training in resume writing and job interview skills.

- **Florida's public libraries provide a documented return on investment to Florida's communities.** The latest *Taxpayer Return on Investment in Florida Public Libraries (2013),* by the Haas Center for Business Research and Economic Development, examines the public value of Florida's public libraries, and provides a return on investment (ROI) calculator that can be used to help determine a local value. **Economic benefits findings** of the survey demonstrate that **Florida public libraries provide $10.18 in economic value for every $1.00 invested.**

- The **Florida Electronic Library (FEL)** includes a **Small Business Resource Center** that offers online access to information **covering all areas of starting, operating and maintaining a**

business, including finance, management, marketing, accounting, taxes, payroll and more. Florida residents have access to sample business plans, real world marketing examples, market trends and market share insights, industry information and industry associations. These tools help entrepreneurs start new businesses, in turn, creating **new jobs** for Florida residents. Additionally, reference titles are available to help **support career guidance and sustainable employment** for Florida residents. This collection provides online quality tutorials and advice on creating resumes, writing cover letters, applying for positions and preparing for interviews.

- In FY 2015-16, **Arts and Culture Grants** managed by the **Division of Cultural Affairs** stimulated more than **$1.1 billion in economic activity** within the state, directly supporting **12,876 jobs** within cultural organizations representing a dramatic return on investment. Additionally, Cultural Facilities (bricks & mortar construction) grants were awarded to Florida communities totaling over **$21 million** creating jobs and directly stimulating the local economy. Since 2012, over 3,000 applications have been received for cultural grants and 1,949 grants from state funds were awarded for a total of **$140,060,000**. These grant programs support vibrant communities where families choose to live and engage in family friendly activities that contribute to communities around the state. A new economic impact study of the arts in Florida is underway in partnership with Americans for the Arts to be completed in 2017.

- **The Department of State manages seventeen historic and educational properties** as Cultural Heritage Tourism sites throughout the state that contribute to both the local and state economy including:

    - **Mission San Luis is a National Historic Landmark and Living History Museum** in Tallahassee. **As the only reconstructed Mission in Florida**, the Mission's visitor experience includes an extensive interpretive program, including costumed living history re-enactments, military re-enactments and demonstrations, exhibits, guided tours and educational programs based on detailed archaeological research conducted at the site.

    - The **Museum of Florida History** is Florida's state history museum. **Accredited by the American Alliance of Museums since 1986**, the Museum houses more than **46,153 artifacts** and is open to the public **363 days a year**.

    - Other Historic Properties include: **The Grove**, the **Knott House** and the **De Soto Winter Encampment Site** in Tallahassee, and the **Miami Circle** in downtown Miami.

- The Division of Corporations fosters and **promotes business and public welfare** in the state of Florida by providing a service delivery mechanism and an information registry that spans the full range of Florida's commercial activities. The state of Florida has added more than **1.1 million** jobs, and total filing activities have increased from **1.8 to 2.3 million** per year which reflects a **22% increase in positive business activity**. Increase economic activity brings in more than **400,000 new business filings** and registrations per year, and more business friendly practices have helped improve the number of annual reports filed in a timely manner with the number of late filings decreased by nearly 5,000, and reinstatement filings decreased by nearly 21,000.

- **Sunbiz.org**, the Division's official website, is being updated to provide users with a more enhanced, easy-to-navigate, easy-to-follow website experience. Transition to the new website

began in February 2016 and will be ongoing until the complete site is fully available. The website's new content, and content management system, will **make it easier to do business in Florida.**

Reduce Taxes

- The Federal Historic Preservation Tax Incentives Program is administered by the National Park Service in partnership with the Division of Historical Resources to promote community revitalization through tax credits, and last year this program **generated over $47 million in rehabilitation investment of income-producing historic properties in Florida.**

3. **Public Safety**

Protect our communities by ensuring the health, welfare and safety of our citizens.

- The **Division of Cultural Affairs** supports vibrant and thriving communities by funding cultural programming in local communities where arts and culture are integrated into every aspect of life. Through broad collaborations, the Division enhances the quality of life for all Floridians. The division's grant programs help communities assist at risk youth and aid in drop-out prevention, arts in medicine programs reduce length of hospital stays and after-school arts education programs, and lastly, mural programs uplift communities to instill pride and sense of family and community.

- The **Florida Electronic Library (FEL)** includes the **Health and Wellness Resource Center**. Florida residents have access to accurate, authoritative information on a full range of health-related issues, from current disease and disorder information to in-depth coverage of alternative and complementary medical practices. New electronic resources and newspaper articles are added daily. Quick links provide instant access to popular search topics and topics in the news, and allow users A-Z browsing of diseases and conditions. In FY 2015-16, **over 2.7 million searches and information retrievals within the FEL were for health and wellness resources**. Additionally, state employees in the health and wellness fields may access specialized resources providing up-to-date information that allows them to better serve the needs of the citizens of Florida.

Trends and Conditions

The Secretary of State assumes many roles as the head of the Department of State, including Custodian of State Records (s. 20.10, F.S.), Florida's Chief Cultural Officer (s. 15.18, F.S.), Chief Election Officer (s. 92.012, F.S.), and Custodian of the Official State Flag and State Seal (s. 15.02, F.S.). **All Florida residents are touched in some way by the programs, services, and activities of the Department of State.**

The Department is comprised of the Office of the Secretary and six Divisions that carry out its programs, services and responsibilities. Each division has distinct functions, goals and priorities, and serves their respective stakeholders pursuant to the responsibilities set forth by the Secretary of State and the Department's mission. Individual stakeholder priorities and policies are also taken into account when determining the Department's goals and objectives.

The Department's primary and unique responsibilities have many varied stakeholders. Artists, archivists, preservationists, librarians, corporate officers, and voters are a few of the stakeholders that are affected by Department of State activities. There are also important overlapping strategic dimensions: economic development; corporate registrations and filings; elections; library development; records and archives management services; state library and archives; Florida Administrative Register; Florida laws and code; historic preservation; promotion of Florida's arts, history and culture; and direct local grants for libraries, museums, historic and archaeological preservation, and cultural activities. In providing a wide range of services and proficiencies, it is also necessary to consider the trends and conditions that affect each stakeholder and Florida as a whole when formulating the strategic direction for the Department of State.

Division of Elections

The Division of Elections serves as the administrative arm of the Secretary of State, the state's chief election officer. The Secretary facilitates voter registration, voting, and the conduct of elections in coordination with the 67 county Supervisors of Elections. The Division's duties are parceled among the director's office, Bureau of Election Records, Bureau of Voter Registration Services, Bureau of Voting Systems Certification, and the Help America Vote Act budgetary unit. To ensure the uniform interpretation and implementation of election laws, and the conduct of fair and accurate elections, the Division focuses its priorities on **election law compliance, elections administration, and electoral participation**.

Help America Vote Act **- (HAVA)** of 2002 enacted a number of new requirements on states relating to voter registration including the creation of a statewide voter registration system, voting systems, provisional ballot voting and other federal election administration activities, beginning in 2006. Many of the provisions in the federal law are codified in state law now. Florida received federal funds support to implement HAVA directly and indirectly. The HAVA State Plan reflects the State's actual and projected use of HAVA monies. Some HAVA funds are passed through the State to the counties to assist in poll worker training, voter education, accessibility for voters with disabilities, to implement subsequent legislation like the Military and Overseas Voter Empowerment (MOVE) Act such as the tracking system for vote-by-mail ballots, and to upgrade voting systems.

Additionally, the HAVA funds have been and continue to be the key funding source for the Florida Voter Registration System and the Division activities' supporting that system. However, HAVA funds are

projected to be depleted during FY 2021. Since federal and state law requirements remain, future state general revenue funds will have to offset and support the costs associated with continuing program administration once HAVA funds are exhausted.

Online Voter Registration **-** In 2015, the Legislature passed a bill creating an online voter registration system that was signed into Law (Chapter 2015-36) on May 15, 2015 and became effective July 1, 2015. This will fully implement online voter registration by October of 2017. The plan is to implement this system as part of the **Florida Voter Registration System (FVRS)** modernization project. To date, more than **3 million** voters' applications have been entered into the FVRS, and there are over **12.3 million** active registered voters in the FVRS. By serving as a voter registration office and entering new voter registration applications and updates, the Division of Elections is able to assist all 67 county Supervisors of Elections in their workload statewide to register new voters, update records for existing voters, maintain accurate voter rolls, and ensure that any eligible voter is able to participate in upcoming elections. Each year, there is an increase in new and updated voter registrations in Florida, see Figure 1.
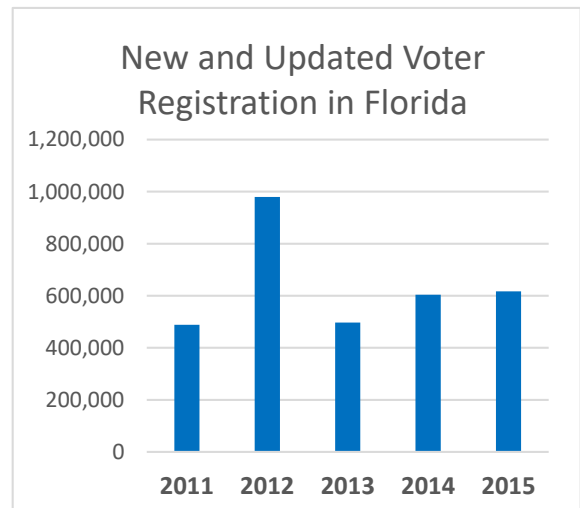

New and Updated Voter Registration in Florida

Figure 1 – New and updated Voter Registrations

The State is also responsible for monitoring and ensuring federal and state-designated governmental voter registration agencies offer voter registration at the same time as they are offering core agency public services in compliance with the National Voter Registration Act. The statewide coordinator provides training, oversees agency registration activities' reports, and provides voter registration applications as needed to private and public entities for distribution.

In addition to providing secure and accessible voting systems, DOS provides critical administrative support to ensure that Florida's elections run smoothly and are fair and impartial. Since 2013, the Division of Elections has processed qualifying documents for more than **2,000 candidates** for public office and has issued commissions and oaths of office to more than **4,000 elected officials**. The Division of Elections also maintains several campaign finance databases to ensure public access to election records and campaign finance transparency.

The Division of Elections has worked to ensure that Florida has an election system people can rely on. The Division tests three to four voting systems annually and has expanded in the last five years to encompass testing for approval of peripheral election systems such as ballot delivery systems for military and overseas voters and automated independent audit systems for post-election performance analysis of voting systems. By testing and certifying voting systems, the Division ensures that these voting systems accurately count votes cast. New voting systems offer increased options and features, especially for voters with disabilities. Accessible voting systems allow voters with disabilities to vote a secret ballot without assistance. DOS has also put in place new practices to ensure vote-by-mail ballots, including military and overseas ballots, are more secure than ever before.

The Department of State has coordinated several statewide voter education efforts to ensure Florida voters have the resources they need during elections. These cumulative efforts led to the development of the Department's branded **"Get Ready. Get Set. Vote!"** voter education campaign, which **encourages**

Florida citizens to participate in the electoral process and proactively shares critical information such as election dates, **voting options, and voter registration deadlines**. As part of this campaign, the Department has developed several resources to help prepare voters, **including a voter education toolkit, voter resource webpages and handouts, and the website YourVoteFlorida.com which provides key voting-related information and resources in one central location.**

The Division of Historical Resources

The **stewardship** of Florida's historical structures and properties, folk culture, and archaeological resources is the responsibility of the Division of Historical Resources under Chapter 267, *F.S.* The Director of the Division of Historical Resources serves as Florida's State Historic Preservation Officer, providing a liaison between the state and the national historic preservation program conducted by the National Park Service. The State Archaeologist and State Folklorist are also assigned to the Division under Chapter 267, *F.S.*

In creating Chapter 267, the Florida Legislature established the state policy relative to historic properties: "*the rich and unique heritage of historic properties in this state, representing more than 10,000 years of human presence, is an important legacy to be valued and conserved for present and future generations. The destruction of these nonrenewable historical resources will engender a significant loss to the state's quality of life, economy, and cultural environment.*"

Figure 1 – Mission San Luis

The Division manages fifteen historic properties throughout the state including **The Grove** (Tallahassee), **The Miami Circle at Brickell Point Site** (Miami) and the **Hernando de Soto 1539-1540 Winter Encampment Site at Anhaica Apalachee** (Tallahassee). These historic places continue to provide tourism destinations that also contribute to the economy. **Mission San Luis (Figure 1) is a National Historic Landmark and Florida's Apalachee-Spanish Living History Museum** in Tallahassee. The Mission's extensive interpretive program, including costumed living history re-enactment, mission building reconstructions, exhibits, guided tours and educational programs provides a truly unique historic experience for visitors. Last year, **57,706 visitors** came to Mission San Luis.

The Division's **state archaeological collection located at Mission San Luis,** contains over **560,000** groupings of artifacts, such as the figurine of a kneeling woman from the Block Sterns site in Tallahassee (one of the oldest representations of a person in Florida) in Figure 2, **the state's archaeological collection grew by approximately 240 boxes of artifacts this year**. This past year, the Division received over **23,911 groupings of artifacts** for protection and conserved **494 artifacts,** including ancient wood objects, such as canoes, and large metal objects, such as ship anchors.

Figure 2 – Kneeling Woman

Florida Master Site File - Many of the state's most significant sites are recorded in the Florida Master Site File which is the official statewide digital "inventory". The **total sites surpassed the 200,000 mark for recorded resources in August of 2016**. It's the Division's goal to increase public access to data in the **Florida Master Site File**, and improved data

quality and staff efficiency were accomplished this past year. The user-friendly version of the online inventory with expanded search capabilities continues to enhance data queries. The new in-house version of the Site File database provides easier access to data and increases turnaround time for client requests. Updates designed to improve data quality and increase staff efficiency were made to the electronic site recording forms. These updates allow users to submit large amounts of data electronically, reducing printing, handling, and storage costs associated with paper submission. Data contained in electronic forms automatically populates the Site File database, eliminating redundant data entry by staff. **Recordings in the Site File are growing at an average of 3,590 annually.**

The Federal Historic Preservation Tax Incentives Program administered by the National Park Service in partnership with the Division of Historical Resources is the nation's most effective program to promote historic preservation and community revitalization through historic preservation. Last year the **tax credit program generated over $47 million in rehabilitation investment of income-producing historic properties in Florida. In 2015, Federal Historic Preservation Tax program rehabilitation projects created an estimated 85,058 jobs nationwide.**

The Historical Resources Grants program has had positive economic effects by not only helping create and/or sustain jobs in the manufacturing, retail, services, and construction sectors, but also by encouraging the growth of heritage tourism through renovation and revitalization of Florida's historic resources and sites. The Division's stewardship of historical resources will continue to contribute to the economic well-being of Floridians. **State funding for local historic and archaeological preservation projects** leverages financial support, as state grant awards require local cost share and matching funds. Historic preservation projects also enhance property values, create affordable housing, and augment revenues for the Federal, state and local governments.

Florida Main Street Program **-** The Florida Main Street Program began in 1985 and provides training and technical assistance to local organizations in support of their efforts to revitalize their traditional downtown and neighborhood commercial districts. While concentrating on revitalization of the community's historic commercial center, these local volunteer-based programs enhance the economic vitality, quality of life, and civic pride of the whole community while countering sprawl and encouraging greater citizen participation in the decisions that are shaping their future. Since 2011, the Department has designated eight new Florida Main Street communities, with a result of more than **5,200 net**

Figure 3 – Main Street Participants

jobs gained, a **66% increase**, and more than **$125 million in private investment** in Florida Main Street communities. Figure 3 shows a group of Main street participants.

Florida Folklife Program - The Folklife Program is one of the oldest state folk arts programs in the nation, documents, preserves, and presents the state's traditional cultural arts. This program is one of the Division's most effective programs for reaching out to Florida's diverse cultural groups. Major folk events, such as the **annual Florida Folk Festival** (Stephen Foster Folk Culture Center State Park, White Springs) and the **State Fair** (Tampa) attract large numbers of visitors and contribute to state and local economies.

Throughout 2016, the Division of Historical Resources will participate in the national **"Preservation 50" initiative**, which recognizes the 50th anniversary of the National Historic Preservation Act and shines a light on the past, present, and potential future achievements in historic preservation. Many of the programs administered today by the Florida Division of Historical Resources within the Florida Department of State are a result of the National Historic Preservation Act.
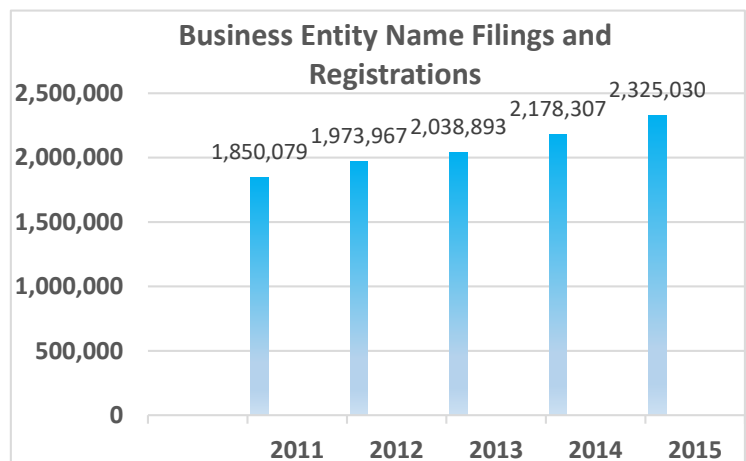
Division of Corporations

The Division of Corporations serves as the state´s central depository for a number of commercial activities. These activities include a variety of business entity filings, trade and service mark registrations, federal lien recordings, judgment lien filings, uniform commercial code financing statements, fictitious name registrations, notary commissions, and cable and video service franchises. The Division's service delivery mechanisms and information registries foster and promote business and the public welfare by: (1) Formalizing the legal standing of a business or activity by accepting and indexing the filing or registration; and (2) Supplying information and certification regarding the filings and activities of record.

Sunbiz.org, the Division's official website, serves as the State of Florida's official business index. Easy and continuous access to this website's images and public records make sunbiz.org an excellent resource for locating businesses operating in Florida. It also helps protect consumers from unscrupulous business practices by ensuring customers they are dealing with valid businesses.

Last year, there were over **281 million** web accesses and visits to this site. To further improve service and information delivery, Sunbiz is undergoing a facelift. Transition to the new website began in February 2016 and will be ongoing until the complete site is fully available. The website's new content, and content management system, will provide businesses with a more enhanced, easy-to-navigate, easy-to-follow user experience, making it easier to do business in Florida.

Supporting Businesses in Florida - The Division currently maintains in excess of **8 million records and annually performs five million activities**. It files more than **two million** commercial documents and provides over a half million certification, authentication and copy services. The end of the 2015-16 fiscal year statistics revealed approximately **2.1 million** active business entities, **650,000** fictitious name registrations, **11,500** trademark/service mark registration, and **400,000** commissioned notaries on its records. The state of Florida has added more than **1.1 million jobs**, continuing to support businesses in Florida. Total filing activities have increased from **1.8 to 2.3 million per year**, as shown in graph above, which reflects a **22% increase in positive** business activity. Increased economic activity brings in more than **400,000 new business filings and registrations**

Business Entity Name Filings and Registrations

Year	Filings
2011	1,850,079
2012	1,973,967
2013	2,038,893
2014	2,178,307
2015	2,325,030

per year, and more business friendly practices have helped improve the number of annual reports filed in a timely manner with the number of late filings decreased by nearly 5,000, and reinstatement filings decreased by nearly 21,000. The Division collected over **$324.4 million** in revenue in FY 15-16.

The Division of Library and Information Services

The **Division of Library and Information Services**, in cooperation with records managers, government officials, citizens, archivists and librarians, seeks to ensure equal and available access to materials and information of past, present and future value for the benefit of Florida's citizens. The Division has a broad mandate to serve Floridians through their local public libraries and through direct service to Florida government.

Florida Memory **-** This website provides public access to thousands of photographs (as seen below), historical documents, audio recordings and videos from the collections of the State Archives. Florida Memory also provides online exhibits, teacher learning units and educational resources for students. In 2015, Florida Memory won a national award and received over **93 million** page views. The site continues to make Florida's documentary heritage accessible all over the world making more than 56,000 digital recordings, documents, films and photographs available online. Florida Memory collaborates with libraries, archives, museums, educational institutions, and through Internet-based projects on Flickr Commons, YouTube, and the World Digital Library. Music presented on Florida Memory Radio is accessed globally, including in Australia, New Zealand, South Africa and Germany. Florida Memory also collaborates with the public sector – the Boy Scouts and Girl Scouts, senior centers and schools. These partnerships strengthen the State Archives' community involvement, enrich its educational capacity and build an enlightened audience.

Postal Kiosk at the pedestrian mall – Miami Beach, Florida, courtesy of Floridamemory.com

Florida Electronic Library **-** The Division supports Florida's public libraries as centers of **Education**. As users rely more and more on remote access, the demand for **electronic resources** continues to increase. The **Florida Electronic Library** (FEL) offers access to information for all age groups, including homework assistance for students and resources for teachers. The FEL is available to all Florida residents – including students in Florida's K-12 schools, universities and colleges. The rich, authoritative, easy-to-use online resources found in *Kids InfoBits, Research in Context* and *Academic OneFile* are geared to fit the research needs of today's K-20 students. Statistics demonstrate that **84% of FEL usage is education-based** (see pie chart to right).

FLORIDA ELECTRONIC LIBRARY USAGE

Education 84%

Workforce Skills Development 10%

Health and Wellness Research 6%
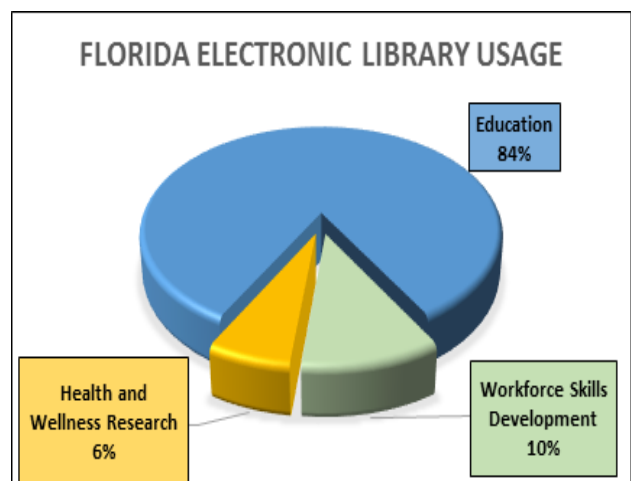
The Division of Library and Information Services also supports Florida teachers with programs and training resources through partnerships with the Florida Humanities Council and the Florida State University College of Education. Learning units provide teachers with access to primary source documents, images, and historical context surrounding pivotal moments in Florida and United States history.

Since 2011, over **$165,675,174** in state and federal funds have been allocated to support library programs and services including the **Summer Reading Program**, **Ask a Librarian**, and the **Florida Electronic Library**. Additionally, the Division supports Florida's Summer Reading Program by coordinating the program with the state's public libraries. With the state and federal funds allocated, more than **4.5 million** people of all ages have participated in the Summer Reading Program.

The Division continues to support Florida's public libraries as centers of **E-Government**. In this critical role, libraries link people to the government services they need. Libraries partner with local agencies to provide essential services to citizens. In addition libraries provide access to electronic resources and other training methods to assist in job searches, employment application skills, interview skills training and even job skills.

STATE PUBLICATIONS FY 2015-16 ELECTRONIC VS PRINT

Print 21%

Electronic 79%
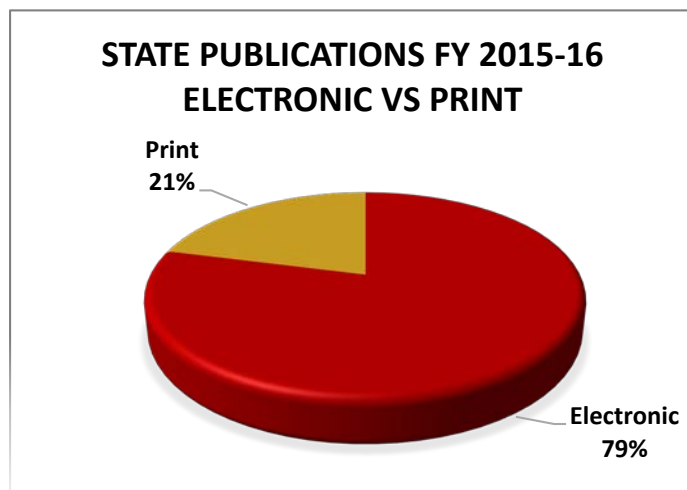
As part of its mission the Division supports the employees of state agencies and the agencies themselves, who are producing their publications digitally more often than in print. In FY 2015-16, **79%** of state publications were submitted to the **Florida State Publications Depository Program** electronically (see pie chart to the left). Aided by the recent changes to 257.05, F.S. to allow for the collection of more electronic materials, as well as requiring agencies to designate a publication liaison, the Division continues to improve the way it collects state publications.

The Division, through the **State Library**, responds to electronic requests for information from residents across the state, as well as from people in other states and countries. State Library staff answer all of the questions received through the Get Answers portal on MyFlorida.com. In FY 2015-16, 66% of the questions answered by the State Library were received electronically.

As traditional, paper-based forms of recording information are being replaced, the intricacies of **electronic records** and the rapid changes in the technologies used to access, manage and preserve them present an ongoing challenge. The Division assists agencies in properly managing, maintaining and making available electronic records in keeping with statutory access requirements and limitations. State agencies looking to reduce the paper in their offices turn to the **State Records Center** to store inactive, seldom-accessed records that have a short retention period, significantly reducing the cost of maintaining them. Storing a box of records in the State Records Center costs less than $5 a year.
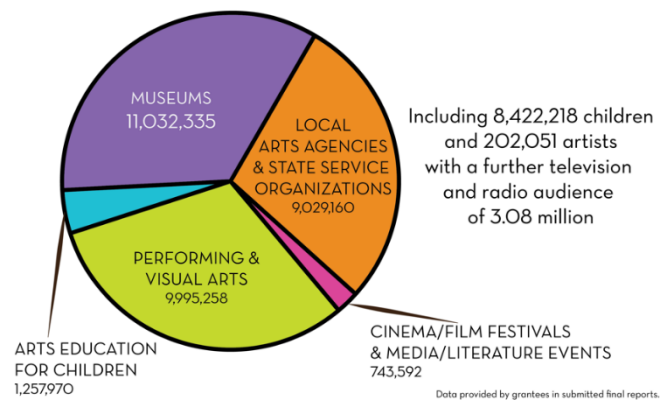
Division of Cultural Affairs

Chapter 265, F.S. directs the Division of Cultural Affairs to accept and administer state and federal funds appropriated by the Legislature; enter into agreements for awarding grants or other contracts with any person, firm, performing arts company, educational institution, arts organization, corporation and local government; and to provide programs to support works and performances of Florida artists, activities of art agencies, museums, and cultural nonprofit organizations to ensure that arts and culture have a significant and positive effect on Florida residents. The statute also directs the Division to oversee the operations and programs of the Museum of Florida History located in Tallahassee. The Division of Cultural Affairs is Florida's legislatively designated state arts agency and, as such, is eligible for federal funding from the National Endowment for the Arts.

Arts and Culture Grants - In addition to the benefits of a vibrant cultural environment, the Division's programs and services contribute to economic development goals by spurring community development, influencing business relocation decisions and promoting cultural tourism. In FY 2015-16, **Arts and Culture Grants** managed by the Division of Cultural Affairs stimulated more than **$1.1 billion in economic activity** within the state, directly supporting **12,876** jobs within cultural organizations representing a dramatic return on investment. Additionally, Cultural Facilities (bricks & mortar construction) grants were awarded to Florida communities totaling over **$21 million** creating jobs and directly stimulating local economy. Since 2012, over 3,000 applications were received for Cultural Grants and 1,949 grants in state funds were awarded for a total of **$140,060,000**. These grant programs support vibrant communities where families choose to live and engage in family friendly activities that contribute to communities around the state. Additionally, the Division promotes diversity and inclusion through the arts by providing a series of webinars reaching over 400 participants from large and small cultural institutions on topics related to autism, vision and hearing impairments, mobility issues, training staff, and promoting events to persons with disabilities.

The Division optimizes technology to support and serve the cultural community. **Teleconference meetings** reduce travel and meeting expenses for both the Division and the cultural community while increasing state-wide participation. The Division's earlier electronic grant system was the catalyst in the development of a **department-wide online grant system** scheduled to launch in 2017. The new system will provide enhanced management tools and reports for both staff and grantees.

The Division's mission, to "advance, support, and promote arts and culture to strengthen the economy and quality of life for all Floridians," drove the creation of the new five-year Strategic Plan focusing on five key goals: **Building the economy and creative industries, enhancing education through arts and culture, advancing leadership in the arts and culture in the state and nation, promoting healthy, vibrant, and thriving communities, and advancing sense of place and identity.** Spurred by the new strategic plan, the Division introduced annual Convening Culture Conferences with national speakers to inspire and inform. The Department

ATTENDANCE AT STATE SPONSORED CULTURAL ACTIVITIES
31.73 Million Individuals Benefitting from 39,249 Cultural Activity Events

MUSEUMS 11,032,335
LOCAL ARTS AGENCIES & STATE SERVICE ORGANIZATIONS 9,029,160
PERFORMING & VISUAL ARTS 9,995,258
ARTS EDUCATION FOR CHILDREN 1,257,970
CINEMA/FILM FESTIVALS & MEDIA/LITERATURE EVENTS 743,592

Including 8,422,218 children and 202,051 artists with a further television and radio audience of 3.08 million

Data provided by grantees in submitted final reports.

provides professional development opportunities for individual Florida artists and individuals working in

Florida cultural and arts organizations, including the Division of Cultural Affairs' annual Convening Culture Conference.

Initiated in 2014, the annual conference is held at a different statewide location each year and focuses on helping serve Florida's communities, driving cultural heritage tourism, and promoting diversity. The **Convening Culture Conference has served over 540 individuals** since its inception and is presented through a partnership with Citizens for Florida Arts, Inc. These events are held throughout the state and provide an opportunity to network and interact with leaders in Florida's cultural community. At this venue, the Division's first Diversity and Inclusion Awards were introduced honoring achievements in promoting innovative and exceptional diversity in arts and cultural programming.

The Division impacts a wide audience through partnerships. These include: VSA Florida, **promoting awareness of disability issues**; the Governor's Office on initiatives such as **Black History Month and Hispanic Heritage Month**; Florida Association of Museums, providing **a mentoring program for small and emerging museums;** University of Florida (Shands Arts and Medicine Program) for developing **model programs for rural hospitals**; and the National Endowment for the Arts and the Florida Humanities Council for **Poetry Out Loud,** offering a poetry curriculum to Florida high schools and the opportunity for students to participate in a national college scholarship competition. In 2016, **11,686 high school students** participated in local Poetry Out Loud programs.

Museum of Florida History - The **Museum of Florida History** requires functions such as facility maintenance, collections management, design and fabrication, exhibitions, installations, educational activities, research, tours, volunteers, and gift shop management. As legislatively designated in s. 265.704 F. S., the Museum of Florida History is Florida's state history museum. **Accredited by the American Alliance of Museums since 1986**, the Museum houses more than **46,153** artifacts and is open to the public 363 days a year. The 27,000 square foot gallery has more than 3,000 square feet of changing exhibit space. Educational activities include free evening programs, family activities, and lunch-time lectures. The Museum also manages the **Knott House Museum**, a historical home built in 1843 and restored to its 1930s appearance. Programs at the **Knott House** such as Swing Dancing in the Street and the Emancipation Day celebration are well-established community events in Leon County.

Community and **statewide outreach** is a significant part of the Museum's education. The Museum coordinates the **Florida History Day** state competition held every year on the campus of Tallahassee Community College. A total of **1,120** middle and high school students competed in the 2016 state contest. At this year's **National History Day Contest, six Floridians won national awards**—first place in Senior Group Exhibit, second place in Junior Individual Exhibit, third place in both Junior Individual Website and Junior Individual Documentary, and two Outstanding State Award winners. **The Florida History Day** program **had 69,219 students participate statewide**. The program is **one of the largest of the fifty-six National History Day affiliates**, which include all 50 U.S. states and six international programs.

New Exhibits - **Forever Changed: La Florida,** *1513–1821* is a permanent exhibit highlighting the arrival of European nations to Florida and the interaction with Florida's native populations. The second and final phase of this exhibit exploring the physical, cultural and economic interaction between Native Americans, Europeans, and people of African descent between 1565 and 1821 **opened in fall 2016**, featuring many immersive and interactive elements.

The Museum of Florida History produced the exhibit *Sun, Sand, and Speed—Florida Auto Racing*, which opened in January 2016. The exhibit examined the first racing tournaments on Ormond Beach in 1903 to today's Daytona 500—"The Great American Race." Topics included beach racing pioneers, NASCAR and stock car racing, drag racing, open-wheel racing, and champions of the sport. The visitor experience featured race cars, drivers' memorabilia, racing images, videos, and a NASCAR arcade game.

List of Potential Policy Changes Affecting the Agency Budget Request or Governor's Recommended Budget:

Not available

List of Changes Which Would Require Legislative Action, Including Elimination of Programs, Services, and/or Activities:

Not Available

List of All Task Forces and Studies in Progress:

Division of Elections

- **Chapter 2016-242**, **Laws of Florida, created the Military and Overseas Voting Assistance Task Force** within the Department of State to:
    - Consist of 11 members – three of which are to be supervisors of elections appointed by Florida State Association of Supervisors of Elections (FSASE).
    - Be chaired by the Secretary of State (or designee).
    - Study issues involving the development and implementation of an online voting system that allows absent uniformed services voters who are overseas to electronically submit voted ballots.
    - Submit a task force report to the Governor and Legislature by July 1, 2017, recommendation on whether the state should pursue development and implementation of an online voting system that would allow absent uniformed services voters who are overseas to electronically submit voted ballots; and, if so, the recommended steps for developing and implementing the system.

Division of Historical Resources

- **Chapter 2016-041**, **Laws of Florida**, **created the ad hoc committee of the Great Floridians Program** at its first annual meeting in 2016 to select three prominent Florida citizens to be commemorated in the National Statuary Hall Collection of the United States Capitol.
    - Recommendation submissions to the Legislature by January 1, 2017.
    - The first annual meeting was held on June 22, 2016.
    - The committee selected Mary McCloud Bethune, Marjory Stoneman Douglas, and George Washington Jenkins as their recommendations.
    - The report will be completed and submitted by January 1, 2017.
- **Chapter 2016-163,** **Laws of Florida created The Dozier Task Force**
    - By October 1, 2016, the Task Force must submit its recommendation to the Department of State regarding the creation and maintenance of a memorial and the location of a site for the reinternment of unidentified or unclaimed remains from the Dozier School for Boys.
    - Directs the Department of State to provide reimbursements up to $7,500 dollars for funeral expenses to the next of kin of boys exhumed from the Dozier Property.

Division of Library and Information Services

- **Florida's Library Services and Technology Act Evaluation and Plan**
  - A consultant will be hired to develop and facilitate a framework for action that will advance the development of libraries in the state of Florida.
  - The consultant will work collaboratively with the Division of Library and Information Services to complete the project in two phases.
  - The first phase is the five-year evaluation, the second phase involves the development of the five-year state plan.
  - The Division will incorporate stakeholders through all stages of evaluation and plan development.

Division of Cultural Affairs

- **Arts & Economic Prosperity V**: Cultural Affairs Partnership with Americans for the Arts to complete an economic impact of the arts in Florida to be completed in 2017.

PERFORMANCE MEASURES AND STANDARDS

LRPP EXHIBIT II

LRPP Exhibit II – Performance Measures and Standards

Department: State	Department No.: 4500

Program: Elections	Code: 4510
Service/Budget Entity: Election Records, Laws and Codes	Code: 45100200

Approved Performance Measures for FY 2016-17	Approved Prior Year Standard FY 2015-16	Prior Year Actual FY 2015-16	Approved Standards for FY 2016-17	Requested FY 2017-18 Standard
Percent of survey respondents satisfied with services (quality and timeliness of response)	90%	90%	90%	90%
Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)	98%	100%	98%	98%
Percent of commissions of office issued within 5 business days	95%	99%	95%	95%
Number of web accesses	7,500,000	5,078,208	4,500,000	4,500,000
Percent of voter registration applications timely processed within 10 days (prior to the 13 day statutory deadline)	90%	99%	90%	90%
Percent of voting system's completed application and technical data package approved or disapproved within 90 days of initial submission	100%	100%	100%	100%
Percent of campaign finance reports audited for completeness within 5 days after due date for the campaign finance report	95%	99%	95%	95%
Percent of complete candidate qualifying papers processed within 24 hours	95%	100%	95%	95%
Percent of potential ineligibility voter registration match records and case files reviewed and sent to counties within 5 days	N/A	100%	95%	95%

Florida Department of State, Long Range Program Plan FY 2017-18 through FY 2021-22

LRPP Exhibit II - Performance Measures and Standards

Department: State	Department No.: 4500

Program: Historical Resources	Code: 4520
Service/Budget Entity: Historic Preservation and Education	Code: 45200700

Approved Performance Measures for FY 2016-17	Approved Prior Year Standard FY 2015-16	Prior Year Actual FY 2015-16	Approved Standards for FY 2016-17	Requested FY 2017-18 Standard
Percent increase in education/public outreach activities	2%	100.6%	2%	2%
Percent increase in number of visitors to historic and archaeological sites managed by the Division	5%	3%	5%	2%
Customer satisfaction with the Division of Historical Resources' services	90%	98.4%	90%	90%
Total number of historic and archaeological objects maintained for public use	533,884	563,064	533,884	533,884
Percent of Florida Master Site File research inquiries processes within 5 business days	80%	100%	80%	80%
Percent of grant contracts processed prior to July 31	85%	77%	85%	75%
Percent of projects reviewed by Compliance and Review staff within 28 days after receipt of all required materials (prior to the 30 day statutory deadline)	90%	72%	90%	70%

Florida Department of State, Long Range Program Plan FY 2017-18 through FY 2021-22

LRPP Exhibit II - Performance Measures and Standards

Department: State	Department No.: 4500

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

Approved Performance Measures for FY 2016-17	Approved Prior Year Standard FY 2015-16	Prior Year Actual FY 2015-16	Approved Standards for FY 2016-17	Requested FY 2017-18 Standard
Percentage of annual report and new business filings processed within 24 hours	93%	93.9%	93%	93%
Number of electronic business transactions	250,000,000	281,808,897	250,000,000	250,000,000
Percent increase of total filings handled by electronic means	3%	.07%	3%	DELETE
Percent increase of total certifications handled by electronic means	3%	4.83%	3%	DELETE

New Performance Measures for FY 2017-18				
Total number of filings submitted/processed electronically				90%
Total number of certifications processed electronically				67%

Florida Department of State, Long Range Program Plan FY 2017-18 through FY 2021-22

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	Code: 45400100

Approved Performance Measures for FY 2016-17	Approved Prior Year Standard FY 2015-16	Prior Year Actual FY 2015-16	Approved Standards for FY 2016-17	Requested FY 2017-18 Standard
Number of resources used	100,000,000	192,612,179	100,000,000	140,000,000
Customer satisfaction with the Division of Library and Information Services	95%	96%	95%	95%
Amount of additional resources available for research	90,000	105,285	90,000	90,000
Percent increase in educational/public outreach activities	1%	13%	1%	1%

Florida Department of State, Long Range Program Plan FY 2017-18 through FY 2021-22

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: 45500300

Approved Performance Measures for FY 2016-17	Approved Prior Year Standard FY 2015-16	Prior Year Actual FY 2015-16	Approved Standards for FY 2016-17	Requested FY 2017-18 Standard
Percent of grant contracts processed prior to July 31	60%	89%	60%	75%
Number of museum exhibits	70	76	70	70
Percent of annual increase of citizens served by Museum of Florida History	3%	7.8%	3%	3%
Customer satisfaction with the Division of Cultural Affairs' services	90%	98.9%	90%	90%
Percentage of grant payments processed within 3 days	75%	72%	75%	75%
Number of web accesses	100,000	302,517	100,000	100,000

Florida Department of State, Long Range Program Plan FY 2017-18 through FY 2021-22

ASSESSMENT OF PERFORMANCE FOR APPROVED PERFORMANCE MEASURES

LRPP EXHIBIT III

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Elections
Service/Budget Entity: Election Records, Laws and Codes
Measure: Number of web accesses

Action:

☒ Performance Assessment of <u>Outcome</u> Measure ☐ 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
7,500,000	5,078,208	-2,421,792	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:

As explained in the 2016-2017 Exhibit III for this performance measure, the standard used for this measure is excessive. A revision of the standard from 7,500,000 to 4,500,000 was implemented for FY 2016-2017. For the reasons set forth in the prior Exhibit III, the FY 2015-16 standard of 7,500,000 is excessive, *i.e.*, the data used to implement the requested standard included file downloads; which is not included in the reported data for FY 2015-16. In the past, the Division's file downloads could be counted separately from the rest of the Department, but this is no longer possible. Also, including the file downloads data created inconsistency in the numbers. Furthermore, it is reasonable that the web accesses to the Division of Elections' website will be less in a non-election year.

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:

The approved standard for fiscal year FY 2016-17 will not reflect file downloads, making the reported numbers in the future more static. However; the numbers will fluctuate during an election cycle.

Management Efforts to Address Differences/Problems (check all that apply):

☐ Training ☐ Technology
☐ Personnel ☒ Other (Identify)

Recommendations:

Because of the inflated numbers based upon the inclusion of file downloads in the past, the standard was readjusted for FY 2016-17 to the more reasonable and realistic number of 4,500,000 for future years.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Historical Resources
Service/Budget Entity: Historical Preservation and Education
Measure: Percent increase in number of visitors to historic and archaeological sites managed by the Division

Action:

☒ Performance Assessment of <u>Outcome</u> Measure   ☒ 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
5%	3%	-2%	-2%

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:
The Division actively promotes all of the public sites it manages through press releases, website updates, print media (e.g., advertisements/billboards/flyers), and social media posts, and indeed, total visitation did increase last year. The Division has no direct control over the number of visitors to historic sites and archaeological sites managed by the Division, however it is a priority to advertise public sites.

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)
Recommendations:
The Division will continue to promote its historic and archaeological sites and seek out new opportunities to increase promotion and visitation. In addition, the Grove site (in Tallahassee) is scheduled to open as a Museum in 2017, which will contribute to an increase public visitation. The Division is also working on developing the De Soto Winter Encampment site (in Tallahassee) over the next few years to allow for greater public use of the site. The Division is requesting a decrease in the standard to better align with the numbers recorded in the past few years.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Historical Resources
Service/Budget Entity: Historical Preservation and Education
Measure: Percent of grant contracts processed prior to July 31

Action:

☒ Performance Assessment of <u>Outcome</u> Measure ☒ 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
85%	77%	-8%	-8%

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:
From January to July 2015 the Division's Grant section was understaffed due to employee attrition. This is the time period in which grant contracts would be prepared (following legislative funding approval and the Governor's signing of the budget). Due to this diminished staff capacity, the number of contracts that were processed by July 31, 2015, decreased.

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   ☒ Other (Identify)

Recommendations:
The Division's compliance and review grant section is currently fully-staffed, which allows for timely revisions of projects. The Division is also working on streamlining grant section policies and procedures to help address understaffing issues when they arise in the future. The Division is requesting reducing the percentage of grants processed by July 31 to 75% because unanticipated factors that may contribute to the processing of grants contracts.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Historical Resources
Service/Budget Entity: Historical Preservation and Education
Measure: Percent of projects reviewed by Compliance and Review staff within 28 days after receipt of all required materials (prior to the 30 day statutory deadline)

Action:

☒ Performance Assessment of <u>Outcome</u> Measure   ☐ 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
90%	72%	-18%	-18%

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:

In FY 2015-16, the Division's Compliance and Review section was understaffed due to several employees being on extended approved medical leave. Because this required other staff to take on additional work, the Compliance and Review section's capacity as whole decreased.

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   ☒ Other (Identify)

Recommendations:

The Division's Compliance and Review section is currently fully-staffed, which allows for more timely reviews of projects. The Division is also working on streamlining section policies and procedures to help address understaffing issues when they arise in the future. The Division is continuing to find ways to streamline processes to utilize staff's time more efficiently.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Corporations
Service/Budget Entity: Commercial Recording and Registration
Measure: Percent increase of total filings handled by electronic means

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ 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
3%	.07%	-2.93%	2.93%

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:
This standard was initially established based on the completion of the Division of Corporations' current system modernization project. Due to changes within the scope of work the implementation date was delayed.

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   ☒ Other (Identify)
Recommendations:
The Division is recommending the deletion of this measure and establishing a new measure to better align with the information being captured. The revised/proposed standard for FY 2017-18 is based on the Division's current service deliverables, not projected or anticipated deliverables not yet made available to the public and/or business community. The Division's current service deliverables are well established and frequently utilized by both target groups. The Division proposes a revised standard based on its current service deliverables provided for on Sunbiz.org and will be reassessed once the modernization project is complete.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Cultural Affairs
Service/Budget Entity: Cultural Support and Development Grants
Measure: Percent of grant payments processed within 3 days

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ 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
75%	72%	3%	.98%

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:
A vacancy within the grants section that handles processing payments caused a delay in meeting the 3 day timeline set forth in this standard.

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   ☐ Other (Identify)
Recommendations:
The Division grant section is currently fully-staffed, which allows for more timely grant contract processing. The Division is also working on streamlining grant section policies and procedures to help address understaffing issues when they arise in the future.

PERFORMANCE VALIDITY
AND RELIABILITY

LRPP EXHIBIT IV

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of survey respondents satisfied with services (quality and timeliness of response)</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Department of State provides a customer satisfaction survey both on its web site and in e-mail communications with the public. These surveys ask the recipient of Division of Elections' services to assess the timeliness and adequacy of the Division's response. All surveys which do not relate to the Division issues are not included in the measure.

Validity:
This outcome measure is an indication of customer satisfaction with the Division of Elections' 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. Not all surveys that are returned relate to services provided by the Division. For example, a number of persons wrote that they were unable to contact their supervisor of elections for information.

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 should provide a benchmark with which to evaluate Division performance.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections utilizes a short training evaluation instrument that is provided to attendees 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 a risk of overstating or understating the Division's performance exists depending on which attendees actually complete and return the survey, the aggregate measure should indicate whether the Division staff is providing the type of training attendees need.

Reliability:
While a training evaluation instrument may not provide a fool proof means of determining satisfaction with Division training, the evaluation should be a benchmark with which to evaluate staff's performance.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of commissions of office issued within 5 business days</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections' Bureau of Election Records acts as a liaison between the Governor's Office, the Florida Senate and elected and appointed officials. The Commission Section issues commissions of office for all state and county elected officials, as well as various other elected and appointed officials.

Validity:
This measure is an indicator of the Bureau's efficiency of continuous service and staff's workload. This performance measure should give an accurate indication of the responsiveness of the Division staff in issuing commissions after submission of the proper documentation by elected and appointed officials

Reliability:
The Bureau's staff tracks this measure by printing reports monthly from a database for subsequent review and determination of the Bureau's performance. Although the workload with issuing commissions is heavier in election years, the Bureau conducts this performance measure continuously throughout each year.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Number of web accesses</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure represents the number of web accesses on the Division of Elections' web site. The Division provides online access to information to registered voters, supervisors of elections, candidates, political entities, media, researchers, and other members of the public on a myriad of election related topics, including voter registration information look-up and statistical reports. Database staff have a means of collecting information based on the number of web visits and number of times Division information is accessed.

Data counts include the following:

• *Page Views*: A page view is, 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 include but are not limited to files with the following extensions: html, asp, aspx, htm, and cfm.

• *Content Downloaded*: Sum of electronic content files examined, downloaded or otherwise supplied to user to the extent these are recordable and controlled by the server rather than the browser. Examples of content files include but are not limited to files with the following extensions: doc, exe, mdb, mp3, pnp, ppt, txt, xml, zip, rar, pdf, wav, mpg, wmv, wma, xls, avi, mov, tif, gif, jpg, ogg, png, and bmp.

Validity:
This measure is valid as the updated content and general accessibility of the website will have a substantial role in the amount of traffic to the website. The Division's website is becoming the major means to communicate with stakeholders whether it involves voting, voter registration, campaign financing, qualifying or other election-related matter. The data is captured by means of an automated Visit Detail Report generated at the end of the fiscal year which provides the number of visits, requests generated by those individuals, and the total number of web accesses for the Division's web page. However, unlike in past years, the Content Downloaded is now unable to be segregated by Division within the Department; therefore, a request to revise the performance measure downward to solely capture the Page Views is requested. Moreover, Content Downloaded numbers inflated the true count of the number of web accesses as a person accessing the web would be double counted if they downloaded an item. Also, the website recently has been streamlined to permit users to quickly access items without going through several "clicks," thus reducing the number of web accesses.

Reliability:
This measure is automatically captured by the web site activity report. Data is captured based on web access visits so that activity can be accurately reported by means of Visit Detail Reports.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of voter registration applications timely processed within 10 days (prior to the 13 day statutory deadline)</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections' Bureau of Voter Registration Services (BVRS) is required to enter new voter registration applications or updates into the Florida Voter Registration System (FVRS) within 13 days of receipt. Designated BVRS staff enters into a database the number of received paper applications which triggers a statutorily-determined deadline by when the voter registration information from the application must be processed. Making the measure 10 days instead of the mandated 13 days will reflect a more accurate measure on the Bureau's performance in tracking the time it takes from initial receipt to entry of voter registration data into the FVRS and improving overall efficiencies. This ensures all new applications received, particularly by book closing, are processed within the mandatory 13-day statutory timeframe.

Validity:
This measure is an indicator of the Bureau's efficiency and staff's output. This performance measure calculates the percentage of new applications the Bureau's staff inputs and processes through the FVRS within a 10-day period. The revision of this measure gives an accurate indication of the efficiency and responsiveness of the staff to the submission of voter registration applications by eligible new applicants and registered voters.

Reliability:
Although the workload in processing voter registration applications increases in general election years, particularly around registration deadlines, the Bureau receives and processes voter registration applications throughout the year. The Bureau generates a report from the FVRS to track the date a new voter registration was entered into the voter registration system. There is also a database that tracks the intake date of all applications and when they are entered by staff. This all helps to ensure compliance with the 13-day statutory mandate.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of voting system's completed application and technical data package approved or disapproved within 90 days of initial submission</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections' Bureau of Voting Systems Certification examines voting systems and recommends their approval or disapproval for certification of such systems. The Bureau determines the timely completion by measuring the time between the initial submission and the recommendation for approval as formalized in a test report or disapproval as formalized in an abbreviated report. *Initial submission* is deemed to be the moment the application is complete, subject to the submission not otherwise being revised materially or substantially which would constitute a different submission or being withdrawn or suspended voluntarily by the applicant before notice of approval or disapproval is made.

Validity:
This measure is an indicator reflecting the complexity involved in comprehensively testing and completing a voting system examination within the statutory timeframe, subject to timely submission of all required material, a fully developed product for examination, latent discoveries of anomalies or interim vendor enhancements or modifications to voting systems initially submitted.

Reliability:
The complexity of the examination is based on whether it is a new, modified, or revised voting system and any other supplemental type of voting system support.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Elections
Service/Budget Entity: Election Records, Laws and Codes
Measure: Percent of campaign finance reports audited for completeness within 5 days after due date for the campaign finance report

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division's Bureau of Election Records keeps a count of the total number of campaign reports received and processed. All candidates, political committees, and political party executive committees are required to file campaign treasurer's reports pursuant to Chapter 106, F.S. The Bureau enters the information on the number of reports received into the Campaign Finance Electronic Filing System database from which reports are later extracted and generated.

Validity:
Auditing and maintaining campaign finance information constitutes a major part of the Bureau's workload effort. While major elections occur on two- and four-year cycles, election/campaign information is reported and the Bureau audits continuously throughout every year. Currently, the performance measure is based strictly on the number of reports received and processed. Capturing how many reports are audited for completeness within 5 days will reflect how efficiently the Bureau audits the reports.

Reliability:
The Bureau has a database in place that accurately tracks the number of campaign reports received and processed. The Bureau also generates any necessary audit letters as it reviews campaign finance reports. The audit letters are dated and can be compared to the due date of the campaign finance report to obtain the performance measure.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Elections
Service/Budget Entity: Election Records, Laws and Codes
Measure: Percent of complete candidate qualifying papers processed within 24 hours

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections' Bureau of Election Records serves as the qualifying office for candidates for federal, state, and multi-county offices. All qualifying papers are submitted in hardcopy to the Bureau and are time/date-stamped upon receipt. Upon receipt, the Bureau reviews each for completeness and compliance with statutory qualifying requirements. When the Bureau makes a final determination of the candidate's qualifying status, the Bureau annotates the decision within the Bureau's CANCOM (Candidate/Committee Access Database) and on the Division's candidate webpage.

Validity:
This measure is an indicator of the Bureau's efficiency and staff workload in qualifying candidates for office. This performance measure should give an accurate indication of the responsiveness of the Division staff in qualifying candidates after submission of all proper documentation by candidates.

Reliability:
The Bureau's staff tracks this measure by generating a report based on a comparison of the date/time of receipt of the last qualifying document which completes the candidate's qualifying paperwork and the date/time of the decision to qualify a candidate or not as noted in the Bureau's CANCOM database. Although the workload in qualifying candidates is heavier in general election years, the Bureau conducts qualifying in off-election years for any special elections that occur regarding candidates who qualify with the Division.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Elections</u>
Service/Budget Entity: <u>Election Records, Laws and Codes</u>
Measure: <u>Percent of potential ineligibility voter registration match records and case files reviewed and sent to counties within 5 days</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division of Elections' Bureau of Voter Registration Services is required to perform list maintenance eligibility requirements on a daily basis. Designated staff evaluate electronic and manually collected data and compile electronic and manual case files that are subsequently reviewed for credibility and reliability and for those files determined to be potentially ineligible, forwarded via the voter registration system or a file portal to the counties. The counties then initiate statutory notice to the voter and make a determination of voter eligibility, and if ineligible, remove the voter's name from the official rolls. When compiling these files it can be very complex and time consuming to ensure the accuracy of the match in terms of verifying identity, confirming the grounds for ineligibility, and obtaining supporting documentation underlying the ineligibility. There are many areas that have to be researched to determine the validity or invalidity of these case files including Florida courts, federal courts and other state courts and their laws as may be relevant regarding restoration of rights in cases of felony conviction or mental incapacity.

Validity:
This measure is an indicator of the Bureau's efficiency and staff's output. This performance measure calculates the percentage of potential match records and case files that are examined, reviewed and actually sent to the appropriate county or invalidated within a 5-day period.

Reliability:
Processing potential ineligibility matches constitutes the bulk of the Bureau's daily workload, except during active voter registration application season. The Bureau uses a database to document and track the date a potential match records are available, assigned, created into a case file, and reviewed for all electronic and manual case files.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Historical Resources</u>
Service/Budget Entity: <u>Historic Preservation and Education</u>
Measure: <u>Percent increase in education/public outreach activities</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure represents the Division's success in engaging the public through historic resources. Data sources include the number of people attending activities at division-sponsored events and meetings, the Florida Folk Festival, and division facilities other than its historic and archaeological sites, the number of visitors to our websites and other social media, and the number of recipients of division publications. The methodology in calculating this percentage is to tabulate counts of all numbers, multiply the difference by 100, and divide by the larger original number.

Number of visitors to our Websites

Data counts include the following:

• *Page Views:* A page view is, 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 include but are not limited to files with the following extensions: html, asp, aspx, htm, and cfm.

• *Content Downloaded:* Sum of electronic content files examined, downloaded or otherwise supplied to user to the extent these are recordable and controlled by the server rather than the browser. Examples of content files include but are not limited to files with the following extensions: doc, exe, mdb, mp3, pnp, ppt, txt, xml, zip, rar, pdf, wav, mpg, wmv, wma, xls, avi, mov, tif, gif, jpg, ogg, png, and bmp.

Validity:
This is a quantitative measure of people reached by the Division's public activities and distributed materials. These data sources were chosen to measure how effectively the resources of the Division are used. The Division captures the source data for this measures with totals taken from databases, web software and monthly activity reports. The source data is consistently gathered and by analyzing the results of this information the Division is able to improve the way information is delivered and to meet the Division's statutory requirements.

Reliability:
This measure is reliable. The Division's data systems track these specific sets of numbers on an annual basis While this is a new measure request, the data reported for this measure has been accurately counted for a number of years and results in consistent information on the use of resources. Periodic reviews are conducted to ensure consistency.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Historical Resources
Service/Budget Entity: Historic Preservation and Education
Measure: Percent increase in number of visitors to historic and archaeological sites managed by the Division

Action (check one):

☒ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure represents the Division's success in promoting Florida's archaeological and historic sites and structures. Data sources include attendance at historic sites managed by the Division, such as Mission San Luis, The Grove, and the De Soto winter encampment site, the number of people attending rental activities at the Division's managed sites, and visitors to the Florida's maritime heritage sites such as the Panhandle Shipwreck Trail. These numbers are tracked by event registrations and attendance fees. The percentage of visitation increase or decrease in calculated by the difference in this year's and last year's totals, multiplied by 100, and divided by the greater of the two original totals.

Validity:
This is a quantitative measure of public visitation to state-managed properties and is in keeping with our organization's mandate under chapter 267 *F.S.* to interpret and promote the State's cultural resources.

Reliability:
This measure is reliable. The Division has been tracking attendance numbers for years and has standardized the process.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Historical Resources</u>
Service/Budget Entity: <u>Historic Preservation and Education</u>
Measure: <u>Customer satisfaction with the Division of Historical Resources services</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:

This performance measure is based on data gathered through surveys of customers/clients of key Division service areas and visitors to Division-managed historic sites, as well as a general survey attached to all outgoing employee e-mails. The purpose of this measure is to assess the Division's progress towards meeting customer service expectations in providing educational and research assistance, technical assistance, and training in a timely and quality manner.

The survey instruments, which are distributed throughout the year, measure key Division programs that serve customers through a variety of methods, including in-person, telephone, mail, fax, and email. Customer satisfaction is measured in terms of quality, timeliness, and accuracy, as well as overall satisfaction with the Division.

The customer satisfaction percentage will be an average of the measures below, which incorporate key service areas that, taken together, present a broad perspective of the success of the Division's efforts to meet its customers' needs:

1. Customer satisfaction with relevancy/timeliness of research response
2. Customer satisfaction with quality/timeliness of grant services
3. Customer satisfaction with quality/timeliness of training services
4. Customer satisfaction with services provides at historic sites

Customer satisfaction with relevancy/timeliness of research response
The data used to calculate customer satisfaction is collected from surveys distributed (in-person and electronically) throughout the year to Florida Master Site File customers. The survey is based on a number of measurement categories, including relevancy and timeliness of response to inquiries. Possible responses for each question are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas in the spreadsheet calculate the number of Excellent, Good, Fair, Poor, and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with quality/timeliness of grant services
The data used to calculate customer satisfaction is collected from surveys distributed to all applicants for and recipients of Historic Preservation Grants-in-Aid from the Division. The surveys will be distributed to grant applicants via the online grant application system at the time of application, and to recipients of grants via email midway through the grant period. The survey is based on a number of measurement categories, including the quality of grant programs and timeliness of response to requests for technical assistance and information. Possible responses for each question are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas in the spreadsheet calculate the number of Excellent, Good, Fair, Poor, and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with training services
The data used to calculate customer satisfaction is collected from surveys distributed to attendees at trainings and workshops offered throughout the year by staff of the Bureau of Archaeological Research and Bureau of Historic Preservation. Key program areas captured by this measure will include the Florida Main Street program and Archaeological Resource Management program. The survey is based on a number of measurement categories, including knowledge and communication skills of the presenter and the appropriateness, benefits, and relevancy of the presentation. Possible responses for each question are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas in the spreadsheet calculate the number of Excellent, Good, Fair, Poor, and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with services provided at historic sites
The data used to calculate customer satisfaction is collected throughout the year from surveys distributed to visitors to historic sites managed by the Division, including Mission San Luis and The Grove. The survey is based on a number of measurement categories, including knowledge and communication skills of the site staff, quality of exhibits, and overall visitor experience. Possible responses for each question are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas in the spreadsheet calculate the number of Excellent, Good, Fair, Poor, and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses.

Validity:
This measure indicates service quality as assessed directly by division customers. As a public service agency, this measure is important to know and track. It will also provide feedback to assist the Division in enhancing services and determining where improvements should be made.

Reliability:
Because this measure requires voluntary participation of division customers, it may not capture all customer input.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Historical Resources
Service/Budget Entity: Historic Preservation and Education
Measure: Total number of historic and archaeological objects maintained for public use

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure represents the Division's success in promoting Florida's archaeology and history through its material remains. The data source is the total number of objects accessioned by our organization resulting from underwater and terrestrial excavation and donation. The methodology is database entry and recall for counts.

Validity:
This is a quantitative measure of the Division's statutory mandate under chapter 267 *F.S.* to protect and administer historical resources abandoned on state-owned upland and sovereign submerged land.

Reliability:
This measure is highly reliable. The Division has a collection's database that accurately records the number and type of every object that is accessioned.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Historical Resources
Service/Budget Entity: Historic Preservation and Education
Measure: Percent of Florida Master Site File research inquiries processed within 5 business days

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure evaluates the Division's efficiency in responding to research inquiries for information kept in the Florida Master Site File (FMSF), the State's inventory of known historical and archaeological resources. The data source is receipt and completion of inquiries for resource information held by the FMSF, which is tracked in computer database software by staff. The difference between requests completed within 5 days and the total number of requests, will be multiplied by 100, and divided by the total number of requests to calculate the total percentage.

Validity:
This measure is an indicator of service quality provided to users of the FMSF, the State repository of all documents associated with recorded historical and archaeological sites, as is required by chapter 267 *F.S*.

Reliability:
This measure is highly reliable. The Division digitally tracks requests received and replied to by the FMSF staff.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Historical Resources</u>
Service/Budget Entity: <u>Historic Preservation and Education</u>
Measure: <u>Percent of grant contracts processed prior to July 31</u>

Action (check one):

☒ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure tracks the timeliness in processing historic preservation grant award agreements on an annual basis. The database is the grant award agreement file managed in Access. The percentage is calculated by dividing the number of small matching grant award agreements sent to the grant recipients for execution by July 31 by the total number of small matching grants funded by the legislature in the fiscal year.

Validity:
This measure is an indicator of service quality provided to grant awardees including state agencies, local governments, and non-profit organizations throughout the State of Florida.

Reliability:
This measure is highly reliable. The Division has a database that accurately tracks grant materials from the initial application receipt to project completion.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Historical Resources</u>
Service/Budget Entity: <u>Historic Preservation and Education</u>
Measure: <u>Percent of projects reviewed by Compliance and Review staff within 28 days after receipt of all required materials (prior to the 30 day statutory deadline)</u>

Action (check one):

☒ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Counted in this measure are compliance and review applications monitored for meeting standards established by state and federal historic preservation laws. These applications are processed within statutorily mandated timeframes. Compliance to deadlines is digitally tracked and assessed. The percentage is calculated by taking the difference between reviews processed within the designated timeframe and all processed reviews, multiplied by 100, and divided by the total number of reviews.

Validity:
The product of this measure captures technical services in historic and archaeological protection. As land is developed, sites are often threatened. These compliance reviews are an important step in protecting Florida's cultural resources ahead of development.

Reliability:
This measure is highly reliable. The Division has a database that accurately tracks the receipt and completion of reviews.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Corporations</u>
Service/Budget Entity: <u>Commercial Recording and Registration</u>
Measure: <u>Percentage of annual report and new business filings processed within 24 hours</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Each month the Division of Corporations' electronic information systems staff generate data reports, which, when coupled with other statistical data, enable the Division to calculate and report this performance measure. This performance measure is used as an integral part of the Division's business filing processes. Electronic filing data reports use queries against the Division's databases. Other required statistical data is reported to the Director's Office.

Validity:
This performance measure assesses the percentage of annual report and new business filings processed by the Division within 24 hours and measures the Division's ability to render its filing services effectively and efficiently through the use of technology. This measure provides a common unit analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's annual report and new business filing activities are included in this performance measure. In order to correlate and maintain the Division's outputs with desired customer service outcomes, the Division will monitor its customer satisfaction levels to determine the efficiency and effectiveness of its electronic program operations. This correlation will also assists policymakers with funding decisions.

Reliability:
All of the Division of Corporations' online filing transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Other data statistics are reported monthly. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Corporations</u>
Service/Budget Entity: <u>Commercial Recording and Registration</u>
Measure: <u>Number of electronic business transactions</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Each year the Division of Corporations generates detailed statistical information which enables the Division to calculate and report this performance measure. This performance measure in an integral part of the Division's business filing processes. The data reports, which can be generated as needed, use SQL queries against the Division's databases. Each year, the Department of State's IT personnel electronically extracts the required data elements from the Division of Corporation's information systems, and the Director's Office calculates the performance measure.

The performance measure assesses the number of public electronic web business transactions for the Division of Corporations' website. The number of public electronic web uses is electronically maintained and generated from the Division's computer system.

Data counts include the following:

• *Page Views:* A page view is, 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 includes but is not limited to files with the following extensions: html, asp, aspx, htm, and cfm.

• *Content Downloaded*: Sum of electronic content files examined, downloaded or otherwise supplied to user to the extent these are recordable and controlled by the server rather than the browser. Examples of content files included but are not limited to files with the following extensions: doc, exe, mdb, mp3, pnp, ppt, txt, xml, zip, rar, pdf, wav, mps, wmv wma, xls, avi, mov, tif, gif, jpp, ogg, png, and bmp.

Validity:
This performance measure assesses the number of public web uses and measures the Division's ability to render its services effectively and efficiently through the use of technology. This measure provides a common unit of analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's public web activities are included in this performance measure. In order to correlate and maintain the Division's outputs with desired customer service outcomes, the Division monitors

its customer satisfaction levels to determine the efficiency and effectiveness of its electronic web access operations. This correlation can also assist policymakers with funding decisions

Reliability:

All of the Division of Corporations' filing transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Corporations
Service/Budget Entity: Commercial Recording and Registration
Measure: Percent increase of total filings handled by electronic means

Action (check one):

☒ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Each year the Division of Corporations' electronic information systems generate data reports which enable the Division to calculate and report this performance measure. This performance measure is used as an integral part of the Division's business filing processes. The data reports, which are generated on an as needed basis, use queries against the Division's databases. Each year the Department of State's IT personnel electronically extract the required data elements from the Division of Corporations' information systems and the Director's Office calculates the performance measure.

Validity:
This performance measure assesses the percentage of electronic filings processed by the Division and measures the Division's ability to render its services effectively and efficiently through the use of technology. This measure provides a common unit of analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's filing activities are included in this performance measure. In order to correlate and maintain the Division's outputs with desired customer service outcomes, the Division monitors its customer satisfaction levels to determine the efficiency and effectiveness of its electronic program operations. This correlation also assists policymakers with funding decisions.

Reliability:
All of the Division of Corporations' filing transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Corporations</u>
Service/Budget Entity: <u>Commercial Recording and Registration</u>
Measure: <u>Percent increase of total certifications handled by electronic means</u>

Action (check one):

☒ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Each year the Division of Corporations' electronic information systems generate data reports which enable the Division to calculate and report this performance measure. This performance measure is used as an integral part of the Division's business filing certification processes. The data reports, which are generated on an as needed basis, use queries against the Division's databases. Each year the Department of State's IT personnel electronically extract the required data elements from the Division of Corporations' information systems and the Director's Office calculates the performance measure.

Validity:
This performance measure assesses the percentage of electronic certifications processed by the Division and measures the Division's ability to render its services effectively and efficiently through the use of technology. This measure provides a common unit analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's certification activities are included in this performance measure. In order to correlate and maintain the Division's outputs with desired customer service outcomes, the Division monitors its customer satisfaction levels to determine the efficiency and effectiveness of its electronic program operations. This correlation also assists policymakers with funding decisions.

Reliability:
All of the Division of Corporations' certification transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Corporations</u>
Service/Budget Entity: <u>Commercial Recording and Registration</u>
Measure: <u>Total number of filings submitted/processed electronically</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☒ Requesting new measure.
☐ Backup for performance measure.

Data Sources and Methodology:
Each year the Division of Corporations' electronic information systems generate data reports which enable the Division to calculate and report this performance measure. This performance measure is an integral part of the Division's business filing processes. The data reports, which can be generated as needed, use SQL queries against the Division's databases. Each year the Department of State's IT personnel electronically extract the required data elements from the Division of Corporation's information systems and the Director's Office calculates the performance measure.

This performance measure is the total filings submitted and processed by the Division of Corporations by an electronic means. The percentage is calculated by dividing the number of filings processed electronically by the total number of filings processed by the Division. The total number of filings processed and the number of electronic filings are both electronically maintained and generated.

Validity:
This performance measure assesses the number of electronic filings processed by the Division and measures the Division's ability to render its services effectively and efficiently through the use of technology. This measure provides a common unit of analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's filing activities are included in this performance measure. In order to correlate and maintain the Divisions' outputs with desired customer service outcomes, the Division monitors its customer satisfaction levels to determine the efficiency and effectiveness of its electronic program operations. This correlation can also assist policymakers with funding decisions.

Reliability:
All of the Division of Corporations' filing transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Corporations</u>
Service/Budget Entity: <u>Commercial Recording and Registration</u>
Measure: <u>Total number of certifications processed electronically</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☒ Requesting new measure.
☐ Backup for performance measure.

Data Sources and Methodology:
Each year the Division of Corporations' electronic information systems generate data reports which enable the Division to calculate and report this performance measure. This performance measure is an integral part of the Division's business filing processes. The data reports, which can be generated as needed, use SQL queries against the Division's databases. Each year the Department of State's IT personnel electronically extract the required data elements from the Division of Corporation's information systems and the Director's Office calculates the performance measure.

This performance measure is the total certifications handled by the Division of Corporations by an electronic means. The percentage is calculated by dividing the number of certifications processed electronically by the total number of certifications processed by the Division. The total number of certifications processed and the number of electronic certifications are both electronically maintained and generated.

Validity:
This performance measure assesses the number of electronic certifications processed by the Division and measures the Division's ability to render its services effectively and efficiently through the use of technology. This measure provides a common unit of analysis and its primary purpose is to provide a benchmark against which the Division of Corporations can monitor and evaluate the impact of processing changes, technology and privatization.

The Division of Corporations expects to increase its efficiency and effectiveness in service delivery through its use of technology. All of the Division's certification activities are included in this performance measure. In order to correlate and maintain the Divisions' outputs with desired customer service outcomes, the Division monitors its customer satisfaction levels to determine the efficiency and effectiveness of its electronic program operations. This correlation can also assist policymakers with funding decisions.

Reliability:
All of the Division of Corporations' certification transactions are electronically captured, recorded and maintained as part of the Division's filing processes. Repeated measurements for identical data elements and timeframes should provide identical data elements, calculations and measurements.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Library and Information Services</u>
Service/Budget Entity: <u>Library, Archives and Information Services</u>
Measure: <u>Number of resources used</u>

Action (check one):

$\boxtimes$ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
$\boxtimes$ Backup for performance measure.

Data Sources and Methodology:
Data for this outcome is compiled from each of the output measures listed below. These outputs are added together to represent the usage of the Division's resources.

Number of items used

The Division counts items that are used in the State Library's public reference room and not borrowed. Items used include books, periodicals, microfilm, microfiche, documents, maps, archives and manuscript collections and ephemera (vertical file). These items are counted manually on a daily basis as the materials are reshelved. This count also includes the number of items used due to direct circulation (generated by library management system); and interlibrary loan (ILL) circulation (generated by library management system and resource sharing management software). Statistics are compiled and reported on a monthly basis by the Library Program Specialist.

Number of Capital Postconviction Public Records Repository shipments

This measure represents the number of shipments made to attorneys requesting copies of public records in connection with their legal representation of Florida death-row inmates in capital postconviction proceedings. Information about each shipment is emailed from the Archivist Supervisor II to Repository staff and is copied from those emails into the collections management unit monthly report. The number of shipments recorded in each monthly report is added up to produce a total number of shipments for each month, and this total is also recorded in the collections management unit monthly report. Information recorded about each shipment includes: the name of the defendant; the attorney to whom the shipment was sent; the dates the production and shipping process was started and completed; and the boxes from which copies were provided. Supporting documentation for the shipping information includes request letters and emails from attorneys; cover letters to attorneys accompanying shipments of records; shipping company documentation; and a Microsoft Access Database listing duplicating and shipping data for each box.

Number of electronic resources used

Number is compiled using totals from commercial database vendor reports and web analytic software logs. The data is compiled and reported monthly by Division staff. Website data counts are defined by each service or web analysis software vendor.

Website data counts include the following (subject to vendor terms of service):

• *Page Views:* A page view is, 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. Examples of page views include files with extensions: html, asp, aspx, htm, and cfm. . This count is derived from computer generated Web logfile analysis.

• *Visits:* 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. It is all the activity of one visitor's browser to a Web site, within certain time constraints.

• *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 inactivity.

• *Content Downloaded:* Sum of electronic content files examined, downloaded or otherwise supplied to user to the extent these are recordable and controlled by the server rather than the browser. Examples of content files include but are not limited to files with the following extensions: doc, exe, mdb, mp3, pnp, ppt, txt, xml, zip, rar, pdf, wav, mpg, wmv, wma, xls, avi, mov, tif, gif, jpg, ogg, png, and bmp. This count is derived from computer generated vendor supplied statistical reports.

• *Retrievals:* An abstract, extended citation or "thumbnail" photo records examined, downloaded, or otherwise supplied to the extent these are recordable and controlled by the server, or the commercial database vendor's server, and not the browser.

• *Searches:* A specific intellectual query submitted through a search form to the database.

Validity:
These data sources were chosen to measure how effectively the resources of the Division are used. The Division captures the source data for this measures with totals taken from databases, web software and monthly activity reports. The source data is consistently gathered each month and by analyzing the results of this information the Division is able to improve the method and delivery of information provided, as statutorily required.

Reliability:
The data reported for this measure has been accurately counted for a number of years resulting in consistent information on the use of resources. Periodic reviews are conducted to ensure consistency.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Library and Information Services</u>
Service/Budget Entity: <u>Library, Archives and Information Services</u>
Measure: <u>Customer satisfaction with the Division of Library and Information Services</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This performance measure is based on data gathered through surveys of the division's clientele in key service areas. The purpose is to assess the division's progress towards meeting customer service expectations in providing research assistance as well as technical assistance and training in a timely manner.
The survey instruments used were developed by Florida State University and are distributed throughout the year measuring key service points including customers served through a variety of communication methods including in-person, telephone, mail, fax and email contacts. Customer satisfaction is measured in terms of quality of responses, timeliness of response, and accuracy of response.

Customer satisfaction percentages will be an average of the five measures below to determine the outcome. This measure presents a broad perspective of the success of the division's efforts to meet its customer's needs.

• Customer satisfaction with relevancy/timeliness of research response
• Customer satisfaction with Records Management records center services
• Customer satisfaction with Records Management training
• Customer satisfaction with accuracy and timeliness of library consultant responses
• Customer satisfaction with developing grant applications and implementing grant programs

Customer satisfaction with relevancy/timeliness of research response is used to determine the level of customer satisfaction with the relevancy and timeliness of the research response in the State Library and State Archives

State Library: Surveys are conducted by the designated librarian on a quarterly basis with one of the time periods occurring during the annual Legislative session. The Library surveys both on site and online customers. On site/paper responses are retrieved from collection boxes placed in the library and are tabulated daily. Online responses are tabulated by the online survey instrument as they are taken, and are analyzed once a day. Paper and online response results are entered into an Excel spreadsheet, which calculates timeliness and relevancy percentages by taking an average of the ten questions on the survey. Each quarterly survey period continues until a combination of 100 on site/paper and online responses are collected.

State Archives: The data used to calculate customer satisfaction is collected from surveys distributed throughout the fiscal year to State Archives customers. The survey is based on a number of measurement categories, including relevancy and timeliness. Possible responses for each question are Excellent, Good, Fair, Poor or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas in the Excel spreadsheet calculate the

number of Excellent, Good, Fair, Poor and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses. The Program Manager's Administrative Assistant collects the surveys entering the results into an Excel spreadsheet which then calculates timeliness and relevancy percentages.

Customer satisfaction with Records Center services
The data used to calculate customer satisfaction is collected from surveys distributed throughout the fiscal year to Records Center customers. The survey contains 13 questions concerning customer satisfaction with the quality, timeliness, and accuracy of Records Center services, including reference service, accession service, and technical assistance. Possible responses for each question are Excellent, Good, Fair, Poor or No Opinion. Data from collected surveys is entered into an Excel spreadsheet by an Administrative Assistant. The data is spot checked against the paper surveys by a Government Operations Consultant II. Formulas in the Excel spreadsheet calculate the number of Excellent, Good, Fair, Poor and No Opinion responses for each question. Based on these totals and total number of responses, the percentage of Excellent and Good responses and the percentage of Fair and Poor responses are calculated. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with Records Management training
The data used to calculate customer satisfaction is collected from surveys distributed to training class attendees throughout the fiscal year. The survey contains 11 questions concerning customer satisfaction with the knowledge and communication skills of the presenter and the appropriateness, benefits and relevancy of the presentation. Possible responses for each question are Strongly Agree, Agree, Disagree, Strongly Disagree and Not Applicable. Survey data is entered into an Excel spreadsheet by an Administrative Assistant. The data is spot checked against the paper surveys by a Government Operations Consultant II. Formulas in the Excel spreadsheet calculate the number of Strongly Agree, Agree, Disagree, Strongly Disagree and Not Applicable responses for each question. Based on these totals and total number of responses, the percentage of Agree and Strongly Agree responses and the percentage of Disagree and Strongly Disagree responses are calculated. The number reported for this measure is the percentage of Agree and Strongly Agree responses.

Customer satisfaction with accuracy and timeliness of library consultant responses is used to determine the level of customer satisfaction with the relevance and timeliness of response given by library consultants
The customer satisfaction survey is sent electronically to public library directors and multitype library cooperative executive directors. The customer satisfaction survey was created by the Bureau of Library Development, and closely modeled after a survey Florida State University Information Studies Group developed for the division. Customer satisfaction is measured in the areas of quality of consultant response, timeliness of response and accuracy of response. The survey is administered and compiled by the State Data Coordinator. The survey is disseminated and submitted in April.

Customer satisfaction with developing grant applications and implementing grant programs is used to determine the level of customer satisfaction with grant assistance
The customer satisfaction survey is sent electronically to public library directors and multitype library cooperative executive directors. The customer satisfaction survey was created by the Library Development office, and was closely modeled after the survey Florida State University Information Studies Group developed for the division. Customer satisfaction is measured in the areas of assistance in developing grant applications and in implementing grant programs. The survey is administered and compiled by the State Data Coordinator for the Bureau of Library Development. The survey is disseminated and submitted in April.
Validity:

The customer service measure is derived from the Department's core mission. This measure indicates that division staff are performing their job in a manner which exhibits exemplary customer satisfaction. This measure reflects the responses to the customer satisfaction surveys that the division asks their customers to fill out. By analyzing the results of the surveys we are able to improve our services accordingly.

Reliability:
The methodologies used to determine the individual levels of customer satisfaction have garnered consistent data over the years.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Library and Information Services</u>
Service/Budget Entity: <u>Library, Archives and Information Services</u>
Measure: <u>Amount of additional resources available for research</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Data for this outcome is compiled from each of the output measures listed below. These outputs are added together to represent the annual amount of new resources and information made available.

Number of archival files processed
This measure represents the quantity of archival files over which the Archives has established intellectual and physical control in order to make the records accessible to researchers. An archival file means a physical file folder or a digital or media equivalent. Establishing intellectual and physical control over records includes compiling descriptive information about the records and entering that descriptive information into the Archives automated catalog, enabling searching and reporting of collections to facilitate access and research use. The Archivist Supervisor II for Archives collections management, compiles the data monthly from reports generated from the Archives automated catalog. Monthly reporting data includes the current month's data as well as the fiscal-year-to-date total. The quantity for this measure is calculated using the following formula: cubic feet x 30 (based on an average of 30 files per cubic foot for quantities measured in cubic feet) plus the number of files in other formats (e.g. number of audio cassettes, number of video cassettes, etc.).

Records retention schedules processed
This measure represents the number of retention schedules processed by the records management program. Florida government agencies submit retention schedules in accordance with Rule 1B-24, F.A.C. The records management program also establishes retention items in general schedules for record series common to multiple agencies. Retention is based upon the administrative, legal, fiscal and historical value of the records. The Archivist Supervisor II compiles the number of schedules received each month. Monthly reports are submitted including data on the number of schedules processed for the current month as well as the fiscal year to date total.

Library collection actions
The information by which this measure is derived is obtained via reports from the State Library's automated library catalog. Data includes number of titles, including books, serials, and government publications, that library cataloging staff process for the State Library's collections. A title is processed by creating, checking in or editing information in the library catalog and preparing the items for distribution to the appropriate locations. The data for the number of actions completed by the cataloging staff is collected and reported monthly and compiled annually by the Library Program Administrator for library cataloging.

Number of additional online resources made available via the Internet
This measure represents the number of items from the collections of the State Library and the State Archives that are digitized and made available to the public on the division's and the Florida Memory websites. Data for the number of items added to the division's website is generated by the library management system and monthly activity logs and is compiled and reported monthly by the Library Program Administrator. Data for Florida Memory website is compiled annually by the Archives Supervisor using the web server properties statistics supplied in individual folders/collections. Items added to the State Library and State Archives collections include original records, documents, photographs, audio and video recordings, and maps.

Number of additional online resources made available via social media
This measure represents the number of online resources and information made available to the public through social media. This measure includes social media avenues such as educational learning units, blog posts, Pinterest pins, Facebook posts, YouTube and related items that inform the public about Florida history or the resources contained in the State Archives and State Library. Staff compiles the data monthly from statistics provided by the social media sites. Monthly reporting data includes the current month's data as well as the fiscal-year to-date total.

Validity:
The Division captures the source data for this measure with totals taken from server records, the library management system and monthly activity reports. The source data is consistently gathered each month and by analyzing the results of this information the Division is able to improve the way information is delivered. This measure assures the Division is meeting its statutory mission.

Reliability:
The data reported for this measure has been accurately counted for a number of years resulting in consistent information on the growth of the program from year to year. Periodic reviews are conducted to ensure consistency.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Library and Information Services</u>
Service/Budget Entity: <u>Library, Archives and Information Services</u>
Measure: <u>Percent increase in educational/public outreach activities</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Data for this outcome is compiled from each of the output measures listed below and compared to data from the previous year. These outputs are added together to represent the Division's educational/public outreach activities. The numbers include those from the State Library, State Archives, Library Development, Records Center and Records Management program.

Number of information requests
A request for information directed to the State Library, State Archives, Library Development, Records Center and Records Management either through in-person contact or by telephone, fax, email, letters or other forms of communication that is processed by staff members.

This performance measure counts the number of reference requests handled in the State Library and the State Archives. The source and calculations of these counts are as follows:

State Library: This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, mail and interlibrary loan subject requests which were processed by State Library and Capitol Branch staff) as well as the number of reference questions received by email and reference transactions processed through the lending services unit. Data is collected by library staff as the transactions occur. Statistics are compiled and reported on a monthly basis. This category also includes online chat reference requests received through the Florida Electronic Library Ask a Librarian service and emailed reference requests received from the Get Answers link on the MyFlorida.com Web page. This data is compiled from commercial database vendors and is also reported monthly.

State Archives: This measure represents the number of reference actions handled by the State Archives. The number of reference actions handled is determined by multiplying the number of reference requests by the average number of reference actions per reference request. A reference request is a request for information from a researcher for information from the Archives' collections. Requests are grouped into three categories: genealogy, legislative and other. Actions include logging patrons into the archives automated system, pulling and refilling archival boxes, logging records in and out of the automated system, refilling microfilm and books, answering information and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of audio and video, 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. The number of actions per request are: genealogy – 7 actions per patron; legislative – 14 actions per patron; and other – 7 actions per patron.

The source of the data is the Archives Automated System. Staff enter reference requests into the system. The system generates a report listing the number of reference requests and the type of research. This number is used with the formula above furnishing the ultimate number of reference requests.   Positions responsible for this measure are Archives Assistant, Archivist I, Archivist II, Archivist III and Archives Supervisor II.

Records Management: This measure includes the number of contacts with public agency employees and officials, elected and appointed officials, and citizens requesting information about public records management requirements, standards, policies and services.

Records Center: This measure represents the number of reference actions performed by the State Records Center staff. The Center provides a reference service to all agencies storing records. The service includes: receiving the request; pulling the files; scanning the barcode of the item; delivery to the customer; file pick-up; and refiling. All reference requests are entered into the TotalRecall inventory database. The Records Center manager reports the number of reference actions monthly.

Library Development: The number of contacts with public library and multitype library directors is determined via contact logs and electronic link data collection.

Contact logs are manually filled out twice a year by Bureau staff. The State Data Coordinator uses the information collected to determine the annual number of requests for information or assistance. The total number of contacts recorded is multiplied by six to determine the annual count.

The electronic link data collector measures actions taken by recipients of all types of communications such as email and social media platforms. The data collector specifically measures the number of people who follow an electronic link to additional content. The statistics are updated monthly.

Number of individuals trained
Library Development: Bureau staff compile and analyze the statistics related to training. The statistics are updated following each training event for in-person and live virtual training. The statistics are updated at least monthly for the asynchronous (self-paced) training sessions, archived webinar views and other training materials distributed.

Records Management: The Operations and Management Consultant II responsible for records management training compiles statistics related to training including the number of attendees from each training event for in-person and live virtual training. The actual registration sign in sheets are used to determine the total attendees at seminars and agencies inform the Division in writing of the number of individuals attending webinars. The data is included in monthly reports.

Number of public outreach activities
Records Management: This measure represents the number of Records Management Compliance Statements and cover letters sent to state and local government agencies each year. These compliance statements and cover letters remind agencies of their records management responsibilities and give them the opportunity to report on their compliance status, verify or update their contact information, and request consultations or technical assistance. Compliance reporting is in accordance with Rule 1B-24.003(11) and (12), Florida Administrative Code, which requires that "Each agency shall submit to the Division, once a year, a signed statement attesting to the agency's compliance with records management laws, rules, and procedures… The Division shall compile an annual summary . . . to inform the Governor and the Legislature regarding statewide records management practices and program compliance." The Records Management Program maintains a Microsoft Access Database of agencies

including their contact and compliance information. This Compliance Database is the source of contact information for sending the compliance statements, and Records Management staff generate a list from this database of agencies to whom compliance statements were sent. The number of agencies on this list provides the number of Records Management Compliance Statements sent to agencies.

State Archives: This measure represents the number of individuals participating in State Archives outreach activities. These activities are directed towards informing the public about Florida history and resources available in the State Archives. Outreach activities include webinars, in person presentations, and tours. The number of participants in presentations and tours are tabulated after each event and documented by the supervisor. Webinar participation is recorded by the software used. Monthly reporting data includes the current month's data as well as fiscal-year-to date total.

State Library: This measure represents the number of individuals participating in State Library outreach activities. These activities are directed towards informing the public and state agency employees about the resources available in the State Library. Numbers are compiled from webinars, tours, marketing efforts and social media pages. Data includes the number of state document compliance notices that are sent, number of contacts made in regards to statewide resource sharing programs, tutorial views and live and recorded webinars viewed.

Library Development: This measure includes social media subscribers, posts, followers, likes, comments, reposts and shares.

Validity:
These data sources were chosen to measure the number of educational/public outreach activities. The Division captures the source data for this measure. The source data is consistently gathered each month and by analyzing the results of this information the Division is able to improve the method and delivery of educational/public outreach activities.

Reliability:
The data reported for this measure has been accurately counted for a number of years resulting in consistent information on the amount of outreach activities from year to year. Periodic reviews are conducted to ensure consistency.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Cultural Affairs</u>
Service/Budget Entity: <u>Cultural Support and Development Grants</u>
Measure: <u>Percent of grant contracts processed prior to July</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
The Division maintains a spreadsheet which records the date that a contract is emailed to the grantee, the date contract is returned to the Division with grantee signatures and grantee submission of Substitute W-9, the date the contract is signed by the Director and finally, the date that the Request for Warrant is processed and submitted for payment processing to DOS Bureau of Planning, Budget Financial Services. This measure only reports on Cultural and Museum Grants/GPS and Culture Builds Florida/SCP grants which comprise the majority of the Division's grants. The measure omits Cultural Endowments, Cultural Facilities, Fast Track grant programs and Legislative Line Items as the process for contract construction do not fall into the timeline of this measure. The number of grants processed by July 31 are divided by the total number of funded GPS & SCP grants to calculate the percentage of grants processed within the time frame stated.

Validity:
This measure represents how quickly the division staff is able to access satisfactory Scope of Work and Deliverables from the grantee and then constructing the contract. It represents a major work load during the last quarter of the previous fiscal year and the new fiscal year's first quarter. Within days of the Governor signature on the appropriation bill, grantees are notified via email of their funding status and requested to provide contract details relating to the scope of work and deliverables. Prior to this, grantee workshops have been offered on constructing the scope of work and deliverables. The number of grants to be processed during this time frame will vary from year to year depending on the number of funded grants and the funding appropriated. This activity is dependent on the grantee providing the required information in a timely and satisfactory manner. Award letter announcing funding amounts abased on grant appropriations signed by the Governor go out by July 1.

Reliability:
Meeting this standard is dependent upon the funded grantee providing a satisfactory scope of work and deliverables timely to the Division. Grantee workshops are hosted by the division prior to this date to assist the grantee in developing satisfactory scopes of work and deliverables. As the process becomes more automated and the grantees better educated in constructing the scope of work and deliverables required by statute, the percentage of grants processed within the time frame should improve. The percentage of contracts processed within the time frame is primarily dependent on the grantee's success in providing satisfactory scope of work and deliverables, the division's timeliness in issuing award letters and grantee response time in providing the data in a satisfactory manner.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Cultural Affairs
Service/Budget Entity: Cultural Support and Development Grants
Measure: Number of museum exhibits

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Measure represents the number of exhibits produced, constructed, sponsored or maintained by the Museum of Florida History, including permanent exhibits at Museum and the Knott House Museum, off-site exhibits, TREX Traveling Exhibits Program, and other special traveling exhibits.

Validity:
This measure represents the sum of historical and cultural exhibits made available to the public by the Museum of Florida History. The number is reported monthly. The total annual represents the highest number of exhibits available at any time during the fiscal year. While the goal is to maintain a certain number of exhibits on public view, an increase in number is not the only indicator of success; quality of exhibition is also a factor.

Reliability:
The Museum maintains an inventory of all exhibits and maintains monthly records of exhibits that are added or removed.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Cultural Affairs</u>
Service/Budget Entity: <u>Cultural Support and Development Grants</u>
Measure: <u>Percent of annual increase of citizens served by Museum of Florida History</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure assesses the annual increase of decrease in the number of persons who are served by Museum of Florida History activities, including produced and sponsored exhibits and programs, both on-site and off-site, citizens served by museum traveling exhibits, and citizens receiving publications and responses to public inquiries. The decrease in the number of citizens served by the Museum of Florida History is a result of changes in available resources combined with a construction project that reduced Museum services. In 2015, the Museum was largely closed to the public for nearly five months for a major construction project on the R.A. Gray building plaza, which forms the roof of the Museum gallery. Regular attendance numbers declined, and the Museum was not able to produce its regular on-site programs because of limited public access to the facilities.

Validity:
This measure gives an annual comparison of participation levels across a variety of museum program types and locations. It expands the data collected by museum visitation statistics to include those reached by off-site and outreach programs as well as those on site and those who receive publications or responses to specific inquiries from the museum. The number of participants may vary substantially from year to year due to changes in special program topics, target audiences, funds for marketing, and factors over which the Museum has no control such as the weather and the state of the economy. An increased number of participants is not necessarily an indication of the quality or success of the program; for example, an effective program may reach smaller underserved groups, or may only accommodate a limited number of participants.

Reliability:
Each program, event, exhibit, publication, or other service is counted separately and then combined for the total. Participants may also be counted as visitors to the Museum of Florida History sites and/or also reported elsewhere. For most programs, participation is recorded by simple head count and reported by the staff person in charge of the program. Attendance for traveling exhibits is counted by the host institution and reported to the Museum of Florida History staff.
- On-site visitors to the Museum of Florida History and the Knott House
- School programs on-site
- School programs through off-site outreach
- Highlights tours and other special museum tours presented by staff or volunteers
- Public programs such as lectures, films, panel discussions, workshops, concerts and demonstrations held on-site (Examples: 2nd Saturday Family Programs and 3rd Thursday Evening Programs)
- Off-site community presentations
- Florida History Day activities

- Florida Heritage Education Teacher Workshops
- MFH-sponsored special events
- Attendance for traveling exhibits
- Any other MFH produced program in which participation can be quantified
- Number of publications distributed
- Number of responses to public inquiries

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Cultural Affairs</u>
Service/Budget Entity: <u>Cultural Support and Development Grants</u>
Measure: <u>Customer satisfaction with the Division of Cultural Affairs' services</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure is based on data gathered through surveys of customers/clients of key Division service areas and visitors to the Museum of Florida History sites as well as a general survey attached to all outgoing employee e-mails. The purpose is to assess the Division's progress towards meeting customer service expectations in providing educational and research assistance, technical assistance, and training in a timely and quality manner.

The survey instruments, which are distributed throughout the year, measure key Division programs that serve customers through a variety methods, including in-person, telephone, mail, and email. Customer satisfaction is measured in terms of quality, timeliness, and accuracy, as well as overall satisfaction.

The customer satisfaction percentage is an average of the measures below, which incorporate key service areas that, taken together, present a broad perspective of the success of the Division's efforts to meet customer needs:

1. Customer satisfaction with quality/timeliness of grant services.
2. Customer satisfaction with quality/timeliness of training services.
3. Customer satisfaction with services provided at museum and gallery sites.

Customer satisfaction with quality/timeliness of grant services:
The data used to calculate customer satisfaction is collected from surveys distributed to all applicants and recipients of programming grants. The surveys are mandatory via the online grant system to grant recipients at the time of final reporting. The survey is based on a number of measurement categories, including quality of grant programs and timeliness of response to requests for technical assistance and program information. Possible responses are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas calculate the number of Excellent, Good, Fair, Poor, or No Opinion responses for each question. Based on the totals and total number of responses, the percentages are calculated for each response category. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with quality/timeliness of training services:
The data used to calculate customer satisfaction is collected from surveys distributed to attendees at training webinars and workshops offered throughout the year by Cultural Affairs grant staff. The survey is based on a number of measurement categories, including knowledge and communication skills of the presenter and the appropriateness, benefits, and relevancy of the content. Possible responses are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas calculate the number of Excellent, Good, Fair, Poor, or No Opinion responses for each question. Based on the totals and total number of

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responses, the percentages are calculated for each response category. The number reported for this measure is the percentage of Excellent and Good responses.

Customer satisfaction with services provided at museum and gallery sites:
The data used to calculate customer satisfaction is collected from surveys distributed throughout the year to visitors at museums/galleries managed by the Division, including the Museum of Florida History, Knott House Museum and Capitol Complex Exhibits. The survey is based on a number of measurement categories, including presenter or staff knowledge and communication skills, quality of exhibits and programs and overall visitor experience. Possible responses are Excellent, Good, Fair, Poor, or No Opinion. Data from collected surveys is entered into an Excel spreadsheet. Formulas calculate the number of Excellent, Good, Fair, Poor, or No Opinion responses for each question. Based on the totals and total number of responses, the percentages are calculated for each response category. The number reported for this measure is the percentage of Excellent and Good responses.

Validity:
This measure indicates program and service quality assessed directly by Division customers. This measure provides important feedback to improve programs and services.

Reliability:
The measure samples all of the Division's major program activities, and therefore has a reasonable degree of reliability.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Cultural Affairs</u>
Service/Budget Entity: <u>Cultural Support and Development Grants</u>
Measure: <u>Percentage of grant payments processed within 3 days</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
Upon division receipt of a grantee's signed contract, the date is recorded in the "Contract Tracking" spreadsheet. It is then signed by the Division Director and recorded in the tracking spreadsheet as fully executed. The database administrator then returns a copy of the executed contract to the grantee, processes a warrant request via the Phoenix database which prints a hard copy of the warrant request and records the date of the warrant request in the system. The warrant request is then reviewed by the Program Manager and immediate supervisor and the warrant request initialed by both. The date of the request for payment is recorded in the tracking spreadsheet. Hard copies of the warrant request and the executed contract is then submitted by interoffice mail to Division of Administrative Services (DAS). At the same time, a FACTS word document (exported from the online grant system) is sent via email along with a redacted copy of the executed contract to DAS for further processing prior to submission to the Department of Financial Services for release of funds to the grantee. The percentage is calculated by totaling the number of warrants processed within three days of receipt of the grantee's return of signed contract and then dividing this total by the number of grants funded within the fiscal year. General Program Support grants, Specific Cultural Project grants, Cultural Endowment grants, Individual Fellowships and Fast Track grants will be tracked for this measure. Cultural Facilities grants will not be included in this measure since processing times may vary.

Validity:
This measure captures the division's ability to provide adequate guidance in the preparation of scope of work and deliverables to grantees and provides a measure to quantify the division's efficiency processing grant payment requests in a timely manner.

Reliability:
The contract tracking sheet was first used in FY 13-14. In FY 15-16, it has been further refined to capture additional information to monitor the payment process. Access is restricted to the Grant Specialist II who records the contract execution date and the Phoenix database administrator who processes the warrant request. Compliance can be verified by review of the original executed contract date and the Phoenix database date of warrant.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: <u>State</u>
Program: <u>Cultural Affairs</u>
Service/Budget Entity: <u>Cultural Support and Development Grants</u>
Measure: <u>Number of web accesses</u>

Action (check one):

☐ Requesting revision to approved performance measure.
☐ Change in data sources or measurement methodologies.
☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology:
This measure represents the number of web accesses on the Division's website. The Division provides online access to information to its constituents on grant application processes, deadlines, services, programs and a calendar of events.

Data counts include the following:

• *Page views*: A page view is, technically, a page that is displayed by a browser. An example of a page view include but are not limited to files with the following extensions: html, asp, aspx, htm, and cfm.

• *Content downloads*: Sum of electronic content files downloaded by user to the extent. Examples of content files include but are not limited to files with the following extensions: doc, exe, mdb, mp3, pnp, ppt, txt, xml, zip, rar, pdf, wav, mpg, wmv, wma, exl, avi, mov, tif, gif, jpg, ogg, png, and bmp.

Validity:
The data sources were chosen to measure how effectively the resources of the Division are used**.** The Division captures the source data for this measure with totals taken from data bases, web software and monthly activity reports.   The source data is consistently gathered and by analyzing the results of this information the Division is able to improve the way information is delivered to meet statutory requirements.

Reliability:
The data reported for this measure has been accurately counted for a number of years and results in consistent information on the use of resources. Periodic reviews are conducted to ensure consistency.

ASSOCIATED ACTIVITIES CONTRIBUTING TO PERFORMANCE MEASURES

LRPP EXHIBIT V

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
Measure Number	**Approved Performance Measures for FY 2016-17**		**Associated Activities Title**
1	Percent of survey respondents satisfied with services (quality and timeliness of response)		Elections Assistance and Oversight
2	Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)		Elections Assistance and Oversight
3	Percent of commissions of office issued within 5 business days		Elections Assistance and Oversight
4	Number of web accesses		Elections Assistance and Oversight
5	Percent of voter registration applications timely processed within 10 days (prior to the 13 day statutory deadline)		Elections Assistance and Oversight
6	Percent of voting system's completed application and technical data package approved or disapproved within 90 days of initial submission		Elections Assistance and Oversight
7	Percent of campaign finance reports audited for completeness within 5 days after due date for the campaign finance report		Elections Assistance and Oversight
8	Percent of complete candidate qualifying papers processed within 24 hours		Elections Assistance and Oversight
9	Percent of potential ineligibility voter registration match records and case files reviewed and sent to counties within 5 days		Elections Assistance and Oversight
10	Percent increase in education/public outreach activities		Historical Resource Protection
			Preservation Services
			Historical and Archaeological Resource Management
			Public Outreach and Education Programs
			Historical and Archaeological Site Management

Measure Number	Approved Performance Measures for FY 2016-17		Associated Activities Title
11	Percent increase in number of visitors to historic and archaeological sites managed by the Division		Historical Resource Protection
			Preservation Services
			Historical and Archaeological Resource Management
			Public Outreach and Education Programs
			Historical and Archaeological Site Management
12	Customer satisfaction with the Division of Historical Resources' services		Historical Resource Protection
			Preservation Services
			Historical and Archaeological Resource Management
			Public Outreach and Education Programs
			Historical and Archaeological Site Management
13	Total number of historic and archaeological objects maintained for public use		Historical Resource Protection
			Preservation Services
			Historical and Archaeological Resource Management
			Public Outreach and Education Programs
			Historical and Archaeological Site Management
14	Percent of Florida Master Site File research inquiries processes within 5 business days		Historical Resource Protection
			Preservation Services
			Historical and Archaeological Resource Management
			Historical and Archaeological Site Management
15	Percent of grant contracts processed prior to July 31		Historical Resource Protection
			Preservation Services
			Public Outreach and Education Programs
			Historical and Archaeological Site Management

Measure Number	Approved Performance Measures for FY 2016-17		Associated Activities Title
16	Percent of projects reviewed by Compliance and Review staff within 28 days after receipt of all required materials (prior to the 30 day statutory deadline)		Preservation Services
17	Percentage of annual report and new business filings processed within 24 hours		Business Filings
			Commercial Recording
18	Number of electronic business transactions		Business Filings
			Commercial Recording
			Commercial Information Services
19	Percent increase of total filings handled by electronic means		Business Filings
			Commercial Recording
			Commercial Information Services
20	Percent increase of total certifications handled by electronic means		Business Filings
			Commercial Information Services
21	Number of resources used		State Library
			State Archives
			Records Management
22	Customer satisfaction with the Division of Library and Information Services		State Library
			Library Development
			State Archives
			Records Management
23	Amount of additional resources available for research		State Library
			Library Development
			State Archives
			Records Management

Measure Number	Approved Performance Measures for FY 2016-17		Associated Activities Title
24	Percent increase in educational/public outreach activities		State Library
			Library Development
			State Archives
			Records Management
25	Percent of grant contracts processed prior to July 31		Cultural Support Grants
			Cultural Program Education and Outreach
26	Number of museum exhibits		State Historic Museums
			Museum Exhibit Fabrication
			Historic Planning
			Statewide Museum Programs
			Cultural Program Education and Outreach
27	Percent of annual increase of citizens served by Museum of Florida History		State Historic Museums
			Museum Exhibit Fabrication
			Historic Planning
			Statewide Museum Programs
			Cultural Program Education and Outreach
28	Customer satisfaction with the Division of Cultural Affairs' services		State Historic Museums
			Museum Exhibit Fabrication
			Historic Planning
			Statewide Museum Programs
			Cultural Support Grants
			Cultural Program Education and Outreach
29	Percentage of grant payments processed within 3 days		Cultural Support Grants
			Cultural Program Education and Outreach
30	Number of web accesses		Cultural Program Education and Outreach

AGENCY- LEVEL
UNIT COST SUMMARY

LRPP EXHIBIT VI

STATE, DEPARTMENT OF				FISCAL YEAR 2015-16	
SECTION I: BUDGET				OPERATING	FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT				100,282,631	51,372,700
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)				660,780	-19,776,796
FINAL BUDGET FOR AGENCY				100,943,411	31,595,904

SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				0
Elections Assistance And Oversight * Number of elections work activities conducted	5,078,208	2.83	14,362,027	
Historical Resource Protection * Number of historic and archaeological resources protected and preserved	46,557	19.76	919,872	8,281,323
Preservation Services * Number of applications, requests, and compliance reviews processed	7,566	133.44	1,009,629	
Historical And Archaeological Resource Management * Number of historic and archaeological objects and records maintained for public use	789,422	3.63	2,863,727	
Public Outreach And Education Programs * Number of citizens served	16,016,413	0.02	331,355	
Historic And Archaeological Site Management * Number of visitors to historic and archaeological sites	75,247	73.59	5,537,160	
Business Filings * Number of business applications/registrations processed	2,761,623	1.02	2,825,963	
Commerical Recording * Number of business modifications processed	3,511,026	0.86	3,018,687	
Commercial Information Services * Number of records certified/ imaged	9,750,229	0.36	3,501,243	
State Library * Number of state library activities conducted	6,189,947	0.34	2,075,367	
Library Development * Number of library development activities conducted	43,215,875	0.75	32,299,621	
State Archives * Number of state archives activities conducted	143,560,555	0.02	2,553,896	
Records Management * Number of record management actions	22,118	100.44	2,221,436	2,000,000
State Historic Museums * Number of visitors to Museum of Florida History sites	54,842	7.80	427,703	
Museum Exhibit Fabrication * Number of museum exhibits available to the public	76	5,732.41	435,663	
Historic Planning * Number of historic objects maintained for public use	55,612	31.28	1,739,592	21,314,581
Statewide Museum Programs * Number of people served by statewide museum programs	493,931	1.49	735,317	
Cultural Support Grants * Number of grants processed	496	4,878.83	2,419,901	
Cultural Program Education And Outreach * Number of attendees at webinars, workshops, presentations, cultural events, exhibits facilitated	10,063	1,615.46	16,256,336	
TOTAL			95,534,495	31,595,904

SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			5,408,928	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			100,943,423	31,595,904

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

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ACTIVITY ISSUE CODES SELECTED:

   TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:
     1-8:

   AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:
     1-8:


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THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)
AND SHOULD NOT:


     *** NO ACTIVITIES FOUND ***


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THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION
TECHNOLOGY)


     *** NO OPERATING CATEGORIES FOUND ***


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THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED
IN SECTION II.)


     *** NO ACTIVITIES FOUND ***


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TOTALS FROM SECTION I AND SECTIONS II + III:


   DEPARTMENT: 45                        EXPENDITURES        FCO
   FINAL BUDGET FOR AGENCY (SECTION I):     100,943,411      31,595,904
   TOTAL BUDGET FOR AGENCY (SECTION III):   100,943,423      31,595,904
                                         --------------   --------------
   DIFFERENCE:                                      12-
   (MAY NOT EQUAL DUE TO ROUNDING)       ==============   ==============
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GLOSSARY OF TERMS AND ACRONYMS

Activity: A unit of work that has identifiable starting and ending points, consumes resources, and produces outputs. Unit cost information is determined using the outputs of activities.

Budget Entity: A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

Business Identity Theft: Identity crimes targeting businesses and organizations.

Demand: The number of output units that are eligible to benefit from a service or activity.

Desoto Winter Encampment Site: A historically significant site located in Tallahassee.

DCA: Division of Cultural Affairs

DHR: Division of Historical Resources

DLIS: Division of Library and Information Services

DOC: Division of Corporations

DOE: Division of Elections

EOG: Executive Office of the Governor

Estimated Expenditures: Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

FCO: Fixed Capital Outlay

Federal Historic Preservation Tax Incentives Program: A federal program that encourages private sector investment in rehabilitation and re-use of historic buildings.

Fixed Capital Outlay: Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property that materially extend its useful life or materially improve or change its functional use. Includes furniture and equipment necessary to furnish and operate a new or improved facility.

Florida Electronic Library (FEL): Florida's virtual library providing access to research resources to all Florida citizens.

Florida Main Street Program: Technical assistance program administered by the Bureau of Historic Preservation, Division of Historical Resources, Florida Department of State, for traditional historic commercial corridors.

Florida Master Site File: The State of Florida's official inventory of historical and cultural resources.

Florida Memory: An online database of archival resources housed in the State Library and Archives which include photographs, videos, and audio.

Florida Voter Registration System (FVRS): The official state voter registration system.

GAA: General Appropriations Act

The Grove: The original home to two sitting Governors of Florida, Governor Richard Keith Call and Governor LeRoy Collins located in Tallahassee. The Grove falls under the protection of Florida Statute 267.075, Title XVIII, which states that The Grove be utilized as a house museum of history for the educational benefit of the citizens of this state.

Help America Vote Act (HAVA): An act passed by the United States Congress to make sweeping reforms to the nation's voting process. HAVA addresses improvements to voting systems and voter access that were identified following the 2000 presidential election.

Indicator: A single quantitative or qualitative statement that reports information about the nature of a condition, entity or activity. This term is used commonly as a synonym for the word "measure."

Input: See Performance Measure.

IOE: Itemization of Expenditure

Judicial Branch: All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

The Knott House: A historic house built in 1843 and restored to its 1930s appearance. Today it is a state history museum located in Tallahassee.

LAS/PBS: Legislative Appropriations System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

LBR: Legislative Budget Request

Legislative Budget Request: A request to the Legislature, filed pursuant to section 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

LRPP: Long Range Program Plan

Long Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the Legislative Budget Request and includes performance indicators for evaluating the impact of programs and agency performance.

Miami Circle: An archaeological site located in Downtown Miami.

Mission San Luis: Spanish Franciscan mission built in 1633 in the Florida Panhandle, two miles west of the present-day Florida Capitol Building in Tallahassee, Florida.

Military and Overseas Voter Empowerment Act (MOVE): An expansion of the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) passed by U.S. Congress in 2009 to provide greater protections for service members, their families, and overseas citizens.

Museum of Florida History: A state history museum that collects, preserves, exhibits, and interprets evidence of past and present cultures in Florida, and promotes knowledge and appreciation of this heritage.

Narrative: Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

National Endowment for the Arts (NEA): An independent federal agency supporting artists and arts organizations and bringing the arts to all Americans.

OPB: Office of Policy and Budget, Executive Office of the Governor

Outcome: See Performance Measure.

Output: See Performance Measure.

Pass Through: Funds the state distributes directly to other entities, e.g., local governments, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level. *NOTE: This definition of "pass through" applies ONLY for the purposes of long-range program planning.*

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance.
- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Primary Service Outcome Measure: The service outcome measure which is approved as the performance measure that best reflects and measures the intended outcome of a service. Generally, there is only one primary service outcome measure for each agency service.

Program: A set of services and activities undertaken in accordance with a plan of action organized to realize identifiable goals and objectives based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the Long Range Program Plan.

Program Component: An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Reliability: The extent to which the measuring procedure yields the same results on repeated trials and data is complete and sufficiently error free for the intended use.

Right Service Right Time: An E-government and social services resource.

Service: See Budget Entity.

Smartform: A data entry application developed by the Florida Division of Historical Resources, Florida Department of State.

Standard: The level of performance of an outcome or output.

State History Fair: annual statewide activity sponsored by the Museum of Florida History that enhances the teaching and learning of history at elementary and secondary levels.

Summer Reading Program: An annual statewide event in public libraries that reaches out to children, teens and adults during the summer months to encourage reading. Special programs, booklists and free incentive materials are supplied to public libraries to enhance the program.

SWOT: Strengths, Weaknesses, Opportunities and Threats

TCS: Trends and Conditions Statement

Traveling Exhibit Program (TREX): From alligators and citrus labels to archaeology and art, this program brings Florida history, art, and culture to communities.

Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA): Enacted in 1986 to protect the right of service members to vote in federal elections regardless of where they are stationed.

Unit Cost: The average total cost of producing a single unit of output – goods and services for a specific agency activity.

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

VSA Florida (Very Special Arts Florida): Provides cultural access, services for adult artists with disabilities, outreach and exhibitions, professional development, community programs, and artists in residence.