

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

25	Percent of client satisfaction with the division's services		Commercial Recording - Business Organization Filing
			Commercial Recording - Registration
			Commercial Recording - Amendments
			Commercial Recording - Reinstatement
			Commercial Recording - Judgment Liens
			Commercial Information Services - Records Certification
			Commercial Information Services - Public Inquiry
			Commercial Information Services - Document Imaging
			Corporate Applications
			Information Technology - Computer Operations
26	Average cost/corporate filing		Commercial Recording - Business Organization Filing
			Commercial Recording - Registration
			Commercial Recording - Amendments
			Commercial Recording - Reinstatement
			Commercial Recording - Judgment Liens
27	Average cost/inquiry		Commercial Information Services - Public Inquiry
28	Percent of total inquiries handled by mail/walk-ins		Commercial Information Services - Public Inquiry
29	Percent of total inquiries handled by electronic means		Commercial Information Services - Public Inquiry

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

30	Annual increase in the use of local public library service		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
31	Annual increase in the usage of research collections (State Library)		Library and Network Services
			State Archives
32	Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics		Records Management
33	Customer satisfaction with relevancy / timeliness of research response		Library and Network Services
34	Customer satisfaction with Records Management technical assistance / training / Records Center services		Records Management and Library Development technical assistance
35	Customer satisfaction with accuracy and timeliness of library consultant responses		Library Development Technical Assistance/Grants Management
36	Number of items loaned by public libraries		Library and Network Services
			Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

37	Number of library customer visits		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
38	Number of public library reference requests		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
39	Number of public library registered borrowers		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
40	Number of persons attending public library programs		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
41	Number of volumes in public library collections		Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

42	Number of new users (State Library, State Archives)		Library and Network Services
			State Archives
43	Number of reference requests handled (State Library, State Archives)		Library and Network Services
			State Archives
44	Number of database searches conducted (State Library, State Archives)		Library and Network Services
			State Archives
45	Number of Florida Electronic Library uses		Library and Network Services
46	Number of items loaned (State Library)		Library and Network Services
			State Archives
47	Cubic feet of obsolete public records approved for disposal		Records Management
48	Cubic feet of non-current records stored at the Records Center		Records Management
49	Library Collections actions		Library & Network Services
			State Archives

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

50	Number of Archival Files processed		State Archives
51	Archival conservation/preservation treatments		State Archives
52	Number of microfilm images created, processed, and/or duplicated at the Records Center		Records Management
53	Number of notices edited and typeset		Information Access Services
54	Number of Laws received and produced		Information Access Services
55	Number of library, archival, and records management activities conducted		Library and Network Services
			Library Development Technical Assistance/Grants Management
			State Aid to Libraries
			Library Cooperative Grants
			Federal Aid to Libraries
			State Archives
			Records Management

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

56	Attendance at supported cultural events	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program
57	Number of individuals served by professional associations	Cultural Program Support Grants
58	Total local financial support leveraged by state funding	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program
		Endowment Program Matching Shares
		Cultural Facilities Grants
		Regional Cultural Facilities
59	Number of children attending school-based, organized cultural events	Arts Education
60	Number of program grants awarded	Cultural Program Support Grants
61	Dollars awarded through program grants	Cultural Program Support Grants
62	Percent of counties funded by the program	Cultural Program Support Grants
		Challenge Grants
		Arts Education
		International Cultural Exchange
		State Touring Program

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

63	Percentage of large counties (N=35; population greater than 75,000) funded by the program		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program
64	Percentage of small counties (N=32; population less than 75,000) funded by the program		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program
65	Number of state-supported performances and exhibits		Cultural Program Support Grants
			Challenge Grants
			Arts Education
			International Cultural Exchange
			State Touring Program
66	Number of individuals attending cultural events or served by professional associations		Cultural Program Support Grants

policy goals. The purpose statement relates directly to the agency mission and reflects essential services of the program needed to accomplish the agency's mission.

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 are complete and sufficiently error free for the intended use.

Service: See Budget Entity.

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

STO - State Technology Office

SWOT - Strengths, Weaknesses, Opportunities and Threats

TCS - Trends and Conditions Statement

TF - Trust Fund

TRW - Technology Review Workgroup

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.

WAGES - Work and Gain Economic Stability (Agency for Workforce Innovation)

WAN - Wide Area Network (Information Technology)