

OFFICE OF THE SECRETARY OF STATE/DEPARTMENT OF STATE

STRATEGIC PLAN

FY 2027 – FY 2031

Appendix A: Indicator Documentation

1391 - ADMINISTRATIVE

Activity: Executive Services

Objective 1: Through its support services activities, the Program will work to ensure that the agency continues to meet at least 80% of program objectives.

Indicator Name: 1.1 Percentage of objectives met

Indicator LaPAS PI Code: 6179

1. **Type and Level:** Outcome/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides an overall measure for how well the agency is meeting its objectives.
3. **Use:** This indicator will be monitored by the agency's executive management and staff. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** Data is collected and posted to internal databases and worksheets. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget and are subject to audit.
6. **Calculation Methodology:** This indicator is calculated by dividing the number of objectives met or on schedule to be met based on key indicator targets by the total number of objectives (excluding this one).
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has a limitation in that a program's failure to reach their objectives may not be due to lack of support services and may be outside the department's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** The supporting information related to this performance indicator is monitored and reviewed by senior management.
10. **Responsible Person:**
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Activity: Primary Support Services

Objective 2: To ensure compliance with accounting practices and policies, the Program will have no repeat financial audit findings.

Indicator Name: 2.1 Number of repeat financial audit findings

Indicator LaPAS PI Code: 6180

1. **Type and Level:** Outcome/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a very good indicator of the overall health of the accounting functions in the agency.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the Legislative Auditor's financial audit of the department.
6. **Calculation Methodology:** This indicator is calculated based on a review of findings in the audit report labeled as a repeat finding.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no limitations and is a measurement for all of the department's activities where financial transactions occur. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Primary Support Services

Objective 3: To ensure the payment of Election Day workers, the Program will pay 90% of Election Day workers within 30 days of receiving a valid payroll from the parish clerks of court.

Indicator Name: 3.1 Percentage of parish election payrolls completed within 30 days of receiving a valid payroll from the parish clerks of court

Indicator LaPAS PI Code: 21506

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** Paying election precinct workers in a timely manner helps to ensure that the parish clerks of court can maintain a large pool of workers for this purpose. This indicator provides a view of the efficiency of the Accounting Division in its efforts to get the checks out as soon as possible after an election.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the recorded dates that clerks of court input the final payroll and the dates checks are printed for that payroll request.
6. **Calculation Methodology:** This indicator is calculated by dividing the total number of parish payrolls paid on time by the total number of parish payrolls submitted. Each parish will have equal weight regardless of the size of the payroll or number of checks cut.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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Activity: Primary Support Services

Objective 3: To ensure the timely payment of Election Day workers, the Program will pay 90% of Election Day workers within 30 days of receiving a valid payroll from parish clerks of court.

Indicator Name: 3.2 Percentage of clerks of court returning completed payroll information program within one week of election date.

Indicator LaPAS PI Code: 21507

1. **Type and Level:** Efficiency/Supporting
2. **Rationale, Relevance, and Reliability:** Paying election precinct workers in a timely manner helps to ensure that the parish clerks of court can maintain a large pool of workers for this purpose. This indicator provides a view of the efficiency of the clerks of court in their efforts to get completed payroll information entered within 7 days after an election.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the recorded dates that clerks of court input the final payroll for election workers in their parish.
6. **Calculation Methodology:** This indicator is calculated by dividing the total number of parish payrolls submitted within seven days of an election by the total number of parish payrolls submitted. Each parish will have equal weight regardless of the size of the payroll or number of payees.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is based on actions outside of the direct control of the Department. The data used is verifiable and has no known bias.

9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Primary Support Services

Objective 4: To provide for the timely recovery of election expenses from local government authorities, the Program will invoice 90% of the local governing entity share of election expenses within 60 days of an election.

Indicator Name: 4.1 Percentage of local election expenses invoiced within 60 days of election

Indicator LaPAS PI Code: 21508

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** Distributing election costs and sending invoices to local government entities in a timely manner helps to ensure that payments are received in the year invoiced to ease program cash flow problems. This indicator provides a view of the efficiency of the Accounting Division in its efforts to close elections as soon as possible and get the invoices out to the governmental entities.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the recorded dates that invoices are prepared and mailed.
6. **Calculation Methodology:** This indicator is calculated by dividing the total number of local entity invoices mailed out within 60 days of the associated election by the total number of local entities with election expenses owed to the Department.

7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Primary Support Services

Objective 4: To provide for the recovery of election expenses from local government authorities in a timely fashion, the Program will invoice 90% of the local governing entity share of election expenses within 60 days of an election.

Indicator Name: 4.2 Percentage of election cost reimbursement invoiced

Indicator LaPAS PI Code: 10579

1. **Type and Level:** Output/Supporting
2. **Rationale, Relevance, and Reliability:** Local government entities are required by the Election Code to repay their share of elections costs in a timely manner. Invoices are mailed when the election is closed. This indicator provides a view of the output of the Accounting Division in its efforts to get invoices for closed elections out to the governmental entities.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the information in Accounting Division election and financial worksheets.

6. **Calculation Methodology:** This indicator is calculated based on the recorded invoice date for each election. The percentage is determined by dividing the total number of local entity invoices mailed out after the election by the total number of local entity invoices distributed.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Legal Support Services

Objective 5: To prepare and mail 95% of commission oaths, oath of office forms, and laminated identification cards to all elected officials no later than two weeks prior to officials taking office.

Indicator Name: 5.1 Percentage of commission documents mailed to elected officials two weeks prior to official taking office

Indicator LaPAS PI Code: 23406

1. **Type and Level:** Outcome/Key
2. **Rationale, Relevance, and Reliability:** The Commission Division is responsible for the preparation of certain documents and providing them to elected officials in a timely manner. This indicator provides a view of the outcome of the division's efforts to provide commission documents to elected officials.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.

4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the information in Commission Division files.
6. **Calculation Methodology:** This indicator is calculated based on the dates commission documents are mailed out before the elected official takes office. Mailing records are recorded in Commission Division files.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** When a candidate is certified as elected unopposed there may not be a window of opportunity to mail documents two weeks prior. Documents mailed to these elected officials are considered as meeting the time criteria. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Information Technology Support Services

Objective 6: To employ proactive maintenance and improvement of the network and all associated hardware and software necessary to support, defend, and provide continuity for these critical business functions. Unplanned downtime of three business days or more will not exceed two events.

Indicator Name: 6.1 Number of mission critical equipment or application failures with greater than three business days of unplanned downtime

Indicator LaPAS PI Code: 23407

1. **Type and Level:** Outcome/Key

2. **Rationale, Relevance, and Reliability:** The Information Technology (IT) Division is responsible for the maintenance of agency networks and all of the associated hardware and software. Critical business functions employed by department staff must be supported to the highest level. This indicator provides a view of the outcome of IT efforts to provide quality maintenance of the network and all associated hardware and software.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the information in Information Technology Division files.
6. **Calculation Methodology:** This indicator is calculated based on the dates critical systems fail and are restored. This information is recorded in Information Technology Division files.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** None. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is an analysis of failures that affect critical business functions. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Information Technology Support Services

Objective 6: To employ proactive maintenance and improvement of the network and all associated hardware and software necessary to support, defend, and provide continuity for these critical business functions. Unplanned downtime of three business days or more will not exceed two events.

Indicator Name: 6.2 Number of mission critical pieces of equipment

Indicator LaPAS PI Code: 23408

1. **Type and Level:** Outcome/Supporting
2. **Rationale, Relevance, and Reliability:** The Information Technology Division is responsible for the maintenance of agency networks and all of the associated hardware and software. Critical business functions employed by department staff must be supported to the highest level. This indicator provides the base number of equipment items that affect critical business functions.
3. **Use:** This indicator will be monitored by division and agency management and will be updated as new items are purchased and old items are sent to state surplus. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the information in Information Technology Division files.
6. **Calculation Methodology:** This indicator is calculated based on a list of critical equipment items. This information is recorded in Information Technology Division files.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** None. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is a matter of record. All equipment items that affect critical business functions have been identified. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Information Technology Support Services

Objective 6: To employ proactive maintenance and improvement of the network and all associated hardware and software necessary to support, defend, and provide continuity for these

critical business functions. Unplanned downtime of three business days or more will not exceed two events.

Indicator Name: 6.3 Number of mission critical applications

Indicator LaPAS PI Code: 23409

1. **Type and Level:** Outcome/Supporting
2. **Rationale, Relevance, and Reliability:** The Information Technology Division is responsible for the maintenance of agency networks and all of the associated hardware and software. Critical business functions employed by department staff must be supported to the highest level. This indicator provides the base number of critical applications that affect critical business functions.
3. **Use:** This indicator will be monitored by division and agency management and will be updated as new items are purchased and old items are retired. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is an analysis of the information in Information Technology Division files.
6. **Calculation Methodology:** This indicator is calculated based on a list of critical applications. This information is recorded in Information Technology Division files.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** None. The data used is verifiable and has no known bias.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is a matter of record. All applications that affect critical business functions have been identified. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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1392 - ELECTIONS

Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by averaging no more than three machine and absentee ballot reprints per election due to program staff errors.

Indicator Name: 1.1 Number of reprints due to program staff error

Indicator LaPAS PI Code: 10061

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is files maintained in Elections.
6. **Calculation Methodology:** This is a pure count of each ballot that required a reprint due to an error by program personnel that was not caught during proofing.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by averaging no more than three machine and absentee ballots reprints per election due to program staff errors.

Indicator Name: 1.2 Number of elections held

Indicator LaPAS PI Code: 10062

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is data stored in the Elections and Registration Information Network database.
6. **Calculation Methodology:** This is pure count of each date in which an election or elections are held.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. The total number of elections each year can vary. Some are scheduled, but elections can be called to fill vacancies. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by averaging no more than three machine and absentee ballots reprints per election due to program staff errors.

Indicator Name: 1.3 Average number of ballot reprints per election due to program error

Indicator LaPAS PI Code: 25163

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is ballot files maintained by the Program.
6. **Calculation Methodology:** This indicator is calculated by taking the total number of reprints due to staff error by the total number of election dates.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: To encourage participation in the electoral process, the Program will sponsor or participate in a voter education outreach event in 90% of the parishes each year.

Indicator Name: 2.1 Percentage of parishes having a voter education outreach event in the current fiscal year

Indicator LaPAS PI Code: 21569

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the quality of the Program's efforts to provide each parish with a voter education outreach event during the fiscal year. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is number of parishes with voter education outreach events held.
6. **Calculation Methodology:** This indicator is calculated by dividing number of parishes in which at least one voter education outreach event is held by the total number of parishes in Louisiana.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The number of parishes visited may be restricted by funding and local demand. The source of the data does not have any known bias or agenda indicator has no known limitation.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: To encourage participation in the electoral process, the Program will sponsor or participate in a voter education outreach event in 90% of the parishes each year.

Indicator Name: 2.2 Number of events held or sponsored

Indicator LaPAS PI Code: 21570

1. **Type and Level:** Output/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator shows the quality of the Program's efforts to provide each parish with at least one voter education outreach event during the fiscal year. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is number of voter education outreach events held or sponsored by the Program.
6. **Calculation Methodology:** This indicator is a true count of voter education outreach events held or sponsored in the parishes during the fiscal year.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The number of events held may be restricted by funding and local demand. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 3: To ensure integrity of the election process, the Program will investigate 100% of alleged incidences of voter fraud or election offenses.

Indicator Name: 3.1 Percentage of voter fraud and election offenses investigated

Indicator LaPAS PI Code: 11499

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the efficiency of the Program's efforts to take action on every fraud or election offense allegation. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is phone calls, emails, and letters received by the department from citizens.
6. **Calculation Methodology:** This indicator is a true percentage of allegations investigated divided by allegations received during the fiscal year.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Administrative Services

Objective 3: To ensure integrity of the election process, the Program will investigate 100% of alleged incidences of voter fraud or election offenses.

Indicator Name: 3.2 Number of incidents reported

Indicator LaPAS PI Code: 14381

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator shows the efficiency of the Program's efforts to take action on every fraud or election offense allegation. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is phone calls, emails, and letters received by the department from citizens.
6. **Calculation Methodology:** This indicator is a true count of incidences of voter fraud and election offenses reported to the department during the fiscal year.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Grant Miller, Director of Election Integrity Division
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Activity: Administrative Services

Objective 4: To ensure the state's compliance with the National Voter Registration Act (NVRA), the Program will evaluate each registrar annually and train state voter registration agencies annually.

Indicator Name: 4.1 Percentage of registrars evaluated annually

Indicator LaPAS PI Code: 21571

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator reflects whether the registrars of voters that have completed an evaluation for the fiscal year. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is documentation on file with the Elections Services Division showing the annual evaluations completed.
6. **Calculation Methodology:** This indicator is calculated by dividing the number of registrars of voters in the state evaluated during the fiscal year by the total number of registrars of voters in the state.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of the registrars of voters in completing the annual program evaluation. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Heather Meyers, Director of Elections Business and Services
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Activity: Administrative Services

Objective 4: To ensure the state's compliance with the National Voter Registration Act, the Program will evaluate each registrar annually and train state voter registration agencies annually.

Indicator Name: 4.2 Percentage of state voter registration agencies trained annually.

Indicator LaPAS PI Code: 25979

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator reflects whether the Registration Section has provided training to state voter registration agencies during the fiscal year. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is documentation on file with the Election Services Division showing the annual evaluations completed.
6. **Calculation Methodology:** This indicator is calculated by dividing the number of registration agencies in the state trained during the fiscal year by the total number of registration agencies in the state.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of the registrars of voters in completing the annual program evaluation. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

Lani Boyd, Deputy Commissioner of Elections

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Activity: Registrars of Voters

Objective 5: The Program will continue to work at improving and maintaining the databases' accuracy, as required and allowed by law by conducting a statewide canvass each year.

Indicator Name: 5.1 Statewide canvass conducted

Indicator LaPAS PI Code: 21628

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the status of the annual voter registration canvass. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is documentation on file with the Election Services Division showing the status of the annual canvass.
6. **Calculation Methodology:** There is no mathematical formula for this indicator. The canvass is not initiated until early in the calendar year so it may not be completed until sometime in the next fiscal year. For reporting purposes, the canvass is counted in the fiscal year it is initiated.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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Activity: Election Support Services

Objective 6: The Program will provide the necessary technical assistance to hold in a state of readiness 90% of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 6.1 Total number of voting machines (all types)

Indicator LaPAS PI Code: 571

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the number of voting machines of all types owned by the Department of State. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is the actual inventory of voting machines.
6. **Calculation Methodology:** There is no mathematical formula for this indicator. The number is an inventory number based on actual purchase counts.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

Bryce Bourg, Director of Elections Operations

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Activity: Election Support Services

Objective 6: The Program will provide the necessary technical assistance to hold in a state of readiness 90% of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 6.2 Percentage of voting machines available on Election Day

Indicator LaPAS PI Code: 575

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the average percentage of voting machines available for use on Election Day. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is the status of voting equipment inventory for each election date. Documentation is on file with the Elections Support Services showing the status of the voting machines.
6. **Calculation Methodology:** The calculation is the number of voting machines ready to use divided by the number of voting machines in the Program's inventory. The number is an inventory number based on actual purchase counts.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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Activity: Election Support Services

Objective 6: The Program will provide the necessary technical assistance to hold in a state of readiness 90% of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 6.3 Number of statewide elections

Indicator LaPAS PI Code: 21630

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator shows the number of statewide elections. This is the time when the largest number of voting machines is in use. Statewide elections test the maintenance readiness function. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is the actual number of statewide elections held. This information is available on the department website.
6. **Calculation Methodology:** The calculation has no formula. It is the true number of statewide elections held.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.

9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Election Support Services

Objective 7: The Program will provide preventative, necessary and emergency maintenance as required on all electronic voting machines. To ensure the proper maintenance is administered, the Program will certify at least 90% of its full-time technicians on the machines they service within 12 months of assignment.

Indicator Name: 7.1 Percentage of technicians certified within 12 months of assignment

Indicator LaPAS PI Code: 21637

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the percentage of assigned voting machines technicians who are certified on the voting machines they service within 12 months of assignment. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is the actual number of technicians assigned to maintain and repair voting machines. This information is available in Human Resources.
6. **Calculation Methodology:** The calculation is the total number of certified technicians divided by the total number of technicians assigned at least 12 months.
7. **Scope:** This indicator is aggregated.

8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Election Support Services

Objective 7: The Program will provide preventative, necessary and emergency maintenance as required on all electronic voting machines. To ensure the proper maintenance is administered, the Program will certify at least 90% of its full-time technicians on the machines they service within 12 months of assignment.

Indicator Name: 7.2 Number of (Certified) Technicians

Indicator LaPAS PI Code: 21649

1. **Type and Level:** Quality/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator shows the number of assigned technicians who are certified on the voting machines they service. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is the actual number of technicians assigned to maintain and repair voting machines. This information is available in Human Resources. Training and certification information is available in the Elections Operations Division.

6. **Calculation Methodology:** The calculation is a direct count of the total number of technicians assigned who are certified.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Election Support Services

Objective 8: The Program will enable absentee returns to be more accurately and quickly tabulated by providing support for parish boards of elections supervisors in tabulating votes through the preparation and distribution of test materials prior to Election Day for all parishes having an election.

Indicator Name: 8.1 Percentage of parishes having an election for which test materials were prepared and distributed at least 10 days prior to the election

Indicator LaPAS PI Code: 21634

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator shows the efficiency of the Program to prepare and distribute test materials prior to elections. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.

5. **Data Source, Collection, and Reporting:** The source of the indicator is records maintained by the Program.
6. **Calculation Methodology:** The calculation formula is the number parishes holding an election for which test materials were prepared and distributed on time divided by the total number of elections parishes holding elections.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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1393 – ARCHIVES AND RECORDS

Activity: Administrative Services

Objective 1: Administrative Services will provide leadership and management to the various Department programs in order to accomplish a comprehensive preservation effort for documents of historical relevance and interest that enhance our endeavors to understand the dynamics and nuances of Louisiana's remarkable history.

Indicator Name: 1.1 Percentage of objectives met.

Indicator LaPAS PI Code: 139040

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides an overall measure for how well the agency is meeting its objectives.
3. **Use:** This indicator will be monitored by the agency's executive management and staff. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** Data is collected and posted to internal databases and worksheets. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget and are subject to audit.
6. **Calculation Methodology:** This indicator is calculated by dividing the number of objectives met or on schedule to be met based on key indicator targets by the total number of objectives (excluding this one).
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has a limitation in that a program's failure to reach their objectives may not be due to lack of support services and may be outside the department's direct control. The source of the data does not have any known bias or agenda
9. **Accuracy, Maintenance, and Support:** The supporting information related to this performance indicator is monitored and reviewed by senior management.

10. Responsible Person:

Ashley Simmons, Executive Management Officer

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Activity: Records Services

Objective 2: Records Services will strive to increase the number of state, parish, and municipal government agencies in compliance with La. R.S. Title 44 by annually reaching out to 10% of agencies without a valid retention schedule on file.

Indicator Name: 2.1 Percentage of agencies without a valid retention schedule on file with the division who have been contacted regarding their obligation with La. R.S. Title 44, Chapter 5.

Indicator LaPAS PI Code: 1393001

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** The Records Services Program is responsible for helping state and local government agencies develop records retention schedules as mandated by La. R.S. Title 44. This indicator is needed to track the establishment and abolishment of agencies.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is records management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of state and local agencies.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon the legislature's creation and abolishment of agencies. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

Amy Moran, Records Services Manager

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Activity: Records Services

Objective 2: Records Services will strive to increase the number of state, parish, and municipal government agencies in compliance with La. R.S. Title 44 by annually reaching out to 10% of agencies without a valid retention schedule on file.

Indicator Name: 2.2 Number of agencies without a valid retention schedule.

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Records Services Program is responsible for helping state and local government agencies comply with La. R.S. 44:411, which requires agencies to designate a records officer. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is records management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the records officer designation forms received and processed within the quarter.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of state and local agencies in the submission of their annual records officer designation forms. The source of the data does not have any known bias or agenda.

9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Amy Moran, Records Services Manager
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Activity: Records Services

Objective 2: Records Services will strive to increase the number of state, parish, and municipal government agencies in compliance with La. R.S. Title 44 by annually reaching out to 10% of agencies without a valid retention schedule on file.

Indicator Name: 2.3 Number of agencies without a valid retention schedule who have been contacted.

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** The Records Services Program is responsible for helping state and local government agencies comply with La. R.S. 44:411, which requires agencies to submit a records retention schedule to the department. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is records management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of retention schedules submitted by agencies to the department.
7. **Scope:** This indicator is aggregated.

8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of state and local agencies in the submission of their updated records retention schedules every five years. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Amy Moran, Records Services Manager
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Activity: Records Services

Objective 2: Records Services will strive to increase the number of state, parish, and municipal government agencies in compliance with La. R.S. Title 44 by annually reaching out to 10% of agencies without a valid retention schedule on file.

Indicator Name: 2.4 Number of hours of records management training sessions offered to state, parish, and municipal government agencies.

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Records Services Program is responsible for helping state and local government agencies comply with La. R.S. Title 44. Records management presentations instruct state and local agencies on the requirements of the statutes. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is records management files maintained by the Program.

6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of hours of presentations given.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** This indicator is directly impacted by pandemic restrictions on public gatherings. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Imaging and Preservation Services

Objective 3: Imaging and Preservation Services will act as the centralized document conversion center for the state by supporting agencies that lack document conversion systems of their own.

Indicator Name: 3.1 Number of images converted to digital and/or microfilm format

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Imaging and Preservation Services Program is mandated to provide document conversion services to state agencies. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is project management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of images converted to digital and/or microfilm format.

7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of state agencies in submitting documents for conversion. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Daryl Jackson, Imaging and Preservation Services Supervisor
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Activity: Imaging and Preservation Services

Objective 3: Imaging and Preservation Services will act as the centralized document conversion center for the state by supporting agencies that lack document conversion systems of their own.

Indicator Name: 3.2 Number of microfilmed images converted to digital format

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Key
2. **Rationale, Relevant, and Reliability:** The Imaging and Preservation Services Program is mandated to provide document conversion services to state agencies. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is project management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is pure count of the number of microfilmed images converted to digital format.

7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of state agencies in submitting documents for conversion. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Daryl Jackson, Imaging and Preservation Services Supervisor
Phone: 225-925-7552
Email: Daryl.Jackson@sos.la.gov

Activity: Imaging and Preservation Services

Objective 3: Imaging and Preservation Services will act as the centralized document conversion center for the state by supporting agencies that lack document conversion systems of their own.

Indicator Name: 3.3 Number of paper documents or digital images converted to microfilm format

Indicator LaPAS PI Code: 25388

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Imaging and Preservation Services Program is mandated to provide document conversion services to state agencies. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is project management files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is pure count of the number of paper documents or digital images converted to microfilm format.

7. **Scope:** This indicator is aggregated.
8. **Caveats:** The attainment of this indicator is directly affected by the cooperation of state agencies in submitting documents for conversion. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Daryl Jackson, Imaging and Preservation Services Supervisor
Phone: 225-925-7552
Email: Daryl.Jackson@sos.la.gov

Activity: Collections Management

Objective 4: Collections Management will increase the accessibility of the state's historic records by processing accessions within 14 days of receipt.

Indicator Name: 4.1 Percentage of accessions received and processed within 14 working days of receipt during the fiscal year.

Indicator LaPAS PI Code: 20228

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** The Archives Services Program is responsible for identification, collection, processing, and preservation of the state's historic records. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Archives Service's files maintained by the Program.

6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of accessions received and processed within 14 working days of receipt.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon agencies' records output and the public's willingness to donate material.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Dan Lewis, Collections Management Supervisor
Phone: 225-922-2015
Email: Daniel.Lewis@sos.la.gov

Activity: Collections Management

Objective 4: Collections Management will increase the accessibility of the state's historic records by processing accessions within 14 days of receipt.

Indicator Name: 4.2 Number of accessions processed within 14 working days of receipt

Indicator LaPAS PI Code: 14333

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Archives Services Program is responsible for the identification, collection, processing, and preservation of the state's historic records. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.

5. **Data Source, Collection, and Reporting:** The source of the data is Archives Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of accessions processed within 14 working days of receipt.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon the volume of each accession received.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Dan Lewis, Collections Management Supervisor
Phone: 225-922-2015
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Activity: Reference Services

Objective 5: Reference Services Program will provide timely access to the permanent and genealogical collections by processing research and archival holdings requests within 30 minutes.

Indicator Name: 5.1 Percentage of requests for archival holdings received and processed within 30 minutes.

Indicator LaPAS PI Code: 1393005

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Reference Services Program is responsible for providing access to the permanent and genealogical collections by assisting patrons with research requests and requests for archival holdings. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.

4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Reference Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of requests for archival holdings processed.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon patron and staffing levels in the Research Room, another section's ability to successfully locate and retrieve archival assets, and external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Brad France, Archives Services Manager
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Activity: Reference Services

Objective 5: Reference Services Program will provide timely access to the permanent and genealogical collections by processing research and archival holdings requests within 30 minutes.

Indicator Name: 5.2 Number of visitors to the Research Room.

Indicator LaPAS PI Code: 10090

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** The Reference Services Program is responsible for providing access to the permanent and genealogical collections by assisting patrons with research requests and requests for archival holdings. This indicator provides an accurate view of how well the Program is meeting its objective.

3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Reference Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of visitors to the Research Room.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon the public's interest in genealogical and archival research, and external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Brad France, Archives Services Manager
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Activity: Reference Services

Objective 5: Reference Services Program will provide timely access to the permanent and genealogical collections by processing research and archival holdings requests within 30 minutes.

Indicator Name: 5.3 Number of requests for archival holdings received.

Indicator LaPAS PI Code: 1393005

1. **Type and Level:** Input/Key

2. **Rationale, Relevance, and Reliability:** The Reference Services Program is responsible for providing access to the permanent and genealogical collections by assisting patrons with research requests and requests for archival holdings. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Reference Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of requests for archival holding received.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon the public's interest in archival research, and external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Brad France, Archives Services Manager
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Activity: Reference Services

Objective 5: Reference Services Program will provide timely access to the permanent and genealogical collections by processing research and archival holdings requests within 30 minutes.

Indicator Name: 5.4 Number of requests for archival holdings processed within 30 minutes.

Indicator LaPAS PI Code: New

1. **Type and Level:** Efficiency/Supporting
2. **Rationale, Relevance, and Reliability:** The Reference Services Program is responsible for providing access to the permanent and genealogical collections by assisting patrons with research requests and requests for archival holdings. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Reference Service's files maintained by the Program.
6. **Calculation Methodology:** The indicator is calculated by dividing the number of requests for archival holdings received and processed within 30 minutes during the fiscal year with the number of requests for archival holdings received during the fiscal year.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon staffing levels and number of patrons in the Research Room, another section's ability to successfully locate and retrieve archival assets, and external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Brad France, Archives Services Manager
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Activity: Conservation Services

Objective 6: Conservation Services will expand promotional efforts utilizing social media, press releases, and speaking engagements to increase outreach to the public through the effective design, development, and promotion of exhibits that utilize historic documents and materials to highlight the Archives and the history of the State of Louisiana.

Indicator Name: 6.1 Number of social media posts, press releases, and speaking engagements employed to promote current and upcoming exhibits and events.

Indicator LaPAS PI Code: 1393007

1. **Type and Level:** Output/Key
2. **Rationale, Relevance, and Reliability:** The Conservation Services Program is responsible for the research and production of exhibits at the Archives. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Conservation Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of social media posts, press releases, and speaking engagements employed to promote current and upcoming exhibits.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

Tanya Anderson, Conservation Services Supervisor

Phone: 225-362-5191

Email: Tanya.Anderson@sos.la.gov

Activity: Conservation Services

Objective 6: Conservation Services will expand promotional efforts utilizing social media, press releases, and speaking engagements to increase outreach to the public through the effective design, development, and promotion of exhibits that utilize historic documents and materials to highlight the Archives and the history of the State of Louisiana.

Indicator Name: 6.2 Number of visitors to the Archives.

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Key
2. **Rationale, Relevance, and Reliability:** The Conservation Services Program is responsible for the research and production of exhibits at the Archives building. This indicator provides an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is Conservation Service's files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is a pure count of the number of visitors to the Archives.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is dependent upon external factors, such as office closures and pandemics.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using

formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

Tanya Anderson, Conservation Services Supervisor

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1394 – MUSEUMS AND OTHER PROGRAMS

Activity: Museum Services

Objective 1: The Program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$42.50 per visitor through FY 2031.

Indicator Name: 1.1 Cost per visitor to operating program museums

Indicator LaPAS PI Code: 10110

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's ability to maintain a cost per visitor average of \$42.50 or less for operating museums. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is attendance records maintained by the Program and LaGov expenditure reports.
6. **Calculation Methodology:** The formula for calculating this indicator is the total expenditures of operating museums divided by the number of visitors to these museums.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Thomas Carmody, Jr., Museum System Director
Phone: 318-632-2020
Fax: 318-632-2056
Email: Thomas.Carmody@sos.la.gov

Activity: Museum Services

Objective 1: The Program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$42.50 per visitor through FY 2031.

Indicator Name: 1.2 Number of visitors to operating program museums

Indicator LaPAS PI Code: 10099

1. **Type and Level:** Efficiency/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's ability to maintain a cost per visitor average of \$42.50 or less for operating museums. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is attendance records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of visitors to operating museums.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Thomas Carmody, Jr., Museum System Director
Phone: 318-632-2020
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Activity: Museum Services

Objective 1: The Program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$42.50 per visitor through FY 2031.

Indicator Name: 1.3 Total number of museums

Indicator LaPAS PI Code: 21548

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's ability to maintain a cost per visitor average of \$42.50 or less for operating museums. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is status records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of museums assigned to the Program.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Thomas Carmody, Jr., Museum System Director
Phone: 318-632-2020
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Activity: Museum Services

Objective 1: The Program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$42.50 per visitor through FY 2031.

Indicator Name: 1.4 Percentage of program museums in operation

Indicator LaPAS PI Code: 21549

1. **Type and Level:** Output/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's ability to maintain a cost per visitor average of \$42.50 or less for operating museums. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is status records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums open and accepting visitors divided by the total number of museums assigned to the Program.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Thomas Carmody, Jr., Museum System Director
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Activity: Museum Services

Objective 2: The Program will work to improve the quality of the management of the Program's collection holdings by inspecting each museum annually.

Indicator Name: 2.1 Percentage of museums inspected annually

Indicator LaPAS PI Code: 21553

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to inspect each museum annually. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is status records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums inspected divided by the total number of museums assigned to the Program.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Museum Services

Objective 2: The Program will work to improve the quality of the management of the Program's collection holdings by inspecting each museum annually.

Indicator Name: 2.3 Percentage of museums with annual attendance over 25,000 with American Alliance of Museums accreditation

Indicator LaPAS PI Code: 21554

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to inspect each museum annually. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is status records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with inventories included in database divided by the total number of museums assigned to the Program.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
Thomas Carmody, Jr., Museum System Director
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Activity: Museum Services

Objective 2: The Program will work to improve the quality of the management of the Program's collection holdings by inspecting each museum annually.

Indicator Name: 2.4 Number of museums with annual attendance over 25,000

Indicator LaPAS PI Code: 21555

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's goal to upgrade the Louisiana State Exhibit Museum to accredited status. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is status records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with American Alliance of Museums accreditation divided by the total number of museums that have annual attendance over 25,000.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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1395 – COMMERCIAL

Activity: Document Processing

Objective 1: To maintain an efficient filing process the Program will continue to maintain or reduce the document rejection rate annually so that it does not exceed 15% of total documents filed.

Indicator Name: 1.1 Percentage of documents returned

Indicator LaPAS PI Code: 425

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a low document rejection rate. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document rejection rate records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents rejected with errors divided by the total number of documents received.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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Activity: Document Processing

Objective 1: To maintain an efficient filing process the Program will continue to maintain or reduce the document rejection rate annually so that it does not exceed 15% of total documents filed.

Indicator Name: 1.2 Number of filing documents returned

Indicator LaPAS PI Code: 6200

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a low document rejection rate. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document rejection rate records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of documents rejected with errors.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator is limited by the number of filing documents actually received. This is not within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.

10. Responsible Person:

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Activity: Uniform Commercial Code

Objective 2: To continue to ensure that Uniform Commercial Code (UCC) document and farm product filing processing is reliable and efficient by maintaining at least a 98% data entry accuracy rate annually for UCC filings.

Indicator Name: 2.1 Percentage of accuracy in data entry of UCC and Farm Product filings

Indicator LaPAS PI Code: 426

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a high accuracy rate on data entry. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document error rate records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents input with no errors divided by the total number of documents received.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.

9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
10. **Responsible Person:**
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Activity: Uniform Commercial Code

Objective 2: To continue to ensure that Uniform Commercial Code (UCC) document and farm product filing processing is reliable and efficient by maintaining at least a 98% data entry accuracy rate annually for UCC filings.

Indicator Name: 2.2 Number of UCC and Farm Product filings

Indicator LaPAS PI Code: 427

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a high accuracy rate on data entry. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document error rate records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents with returned with errors divided by the total number of documents received.
7. **Scope:** This indicator is aggregated.

8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Administrative Services

Objective 3: To continue to ensure that all service of process suits received are forwarded to the appropriate parties within 24 hours of being served to the Program.

Indicator Name: 3.1 Percentage of suits processed within 24 hours of receipt

Indicator LaPAS PI Code: 6201

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a 24-hour turnaround on processing suits. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document error rate records maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is the total number of lawsuits processed within 24 hours divided by the total number of lawsuits received.
7. **Scope:** This indicator is aggregated.

8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Administrative Services

Objective 3: To continue to ensure that all service of process suits received are forwarded to the appropriate parties within 24 hours of being served to the Program.

Indicator Name: 3.2 Number of suits processed

Indicator LaPAS PI Code: 429

1. **Type and Level:** Output/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain a 24-hour turnaround on processing suits. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document error rate records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of lawsuits received.

7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Office of geauxBIZ

Objective 4: To ensure the quality of the data used to generate reports for geauxBIZ customers, the Program will request updated regulatory requirements from regulatory entities in the state on an annual basis.

Indicator Name: 4.1 Completed annual request for information.

Indicator LaPAS PI Code: 1435

1. **Type and Level:** Quality/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain accurate information in its database to provide to geauxBIZ customers. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the data is document records maintained by the Program.

6. **Calculation Methodology:** There is no formula for calculating this indicator. It is considered completed when information request is transmitted to each regulatory entity in the Program's database.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Office of geauxBIZ

Objective 4: To ensure the quality of the data used to generate reports for geauxBIZ customers, the Program will request updated regulatory requirements from regulatory entities in the state on an annual basis.

Indicator Name: 4.2 Completed update of contact information in program database

Indicator LaPAS PI Code: 23422

1. **Type and Level:** Input/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain accurate information in its database to provide to geauxBIZ customers. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.

5. **Data Source, Collection, and Reporting:** The source of the data is document records maintained by the Program.
6. **Calculation Methodology:** This indicator is considered complete when all data updates are made to the Program's database.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Office of geauxBIZ

Objective 4: To ensure the quality of the data used to generate reports for geauxBIZ customers, the Program will request updated regulatory requirements from regulatory entities in the state on an annual basis through FY 2031.

Indicator Name: 4.3 Number of regulatory agencies in program database

Indicator LaPAS PI Code:

1. **Type and Level:** Input/General
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's efforts to maintain accurate information in its database to provide to geauxBIZ customers. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.

5. **Data Source, Collection, and Reporting:** The source of the data is document records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of requests for information sent out by the Office of geauxBIZ.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: geauxBIZ Portal

Objective 5: To expand geauxBIZ by submitting additional filing types to existing agencies and by exploring potential partnerships with other state agencies to offer enhanced assistance to the business community.

Indicator Name: 5.1 Number of additional filing types or business types sent to existing agencies (subject to budget and staffing constraints of partnering agencies).

Indicator LaPAS PI Code: 26371

1. **Type and Level:** Efficiency/Key
2. **Rationale, Relevance, and Reliability:** This indicator provides a count of the filing types added to the geauxBIZ portal. It gives an account of the expanding operations available to the public through this website.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.

4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of filings added to the geauxBIZ portal.
7. **Scope:** The indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance Indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: geauxBiz Portal

Objective 5: To expand geauxBIZ by submitting additional filing types to existing agencies and by exploring potential partnerships with other state agencies to offer enhanced assistance to the business community.

Indicator Name: 5.2 Bi-annual steering committee meetings (meetings with existing partners) to measure progress towards adding additional partners.

Indicator LaPAS PI Code: 26372

1. **Type and Level:** Quality/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a time structure for current geauxBIZ partners (Secretary of State, Department of Revenue, and Louisiana Works) to discuss potential partners, the necessity or relevancy of that particular partner towards meeting the project's mission, and the feasibility of the partnership.

3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is records maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of meetings held to meet the objective described.
7. **Scope:** The indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance Indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Notary Services

Objective 6: To ensure the preservation of notary documents, the Program will image at least 11,500 annual reports (4,000 per year) which were filed between 2004 and 2010 that were not previously imaged into the system by FY2031.

Indicator Name: 6.1 Percentage of imaging goal obtained.

Indicator LaPAS PI Code: 26735

1. **Type and Level:** Efficiency/Key

2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's long term efforts to image original annual report documents. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is document files maintained by the Program.
6. **Calculation Methodology:** The formula for calculating this indicator is a direct count of the annual reports imaged during the fiscal year divided by 4,000.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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Activity: Notary Services

Objective 6: To ensure the preservation of notary documents, the Program will image at least 11,500 annual reports (4,000 per year) which were filed between 2004 and 2010 that were not previously imaged into the system by FY2031.

Indicator Name: 6.2 Number of annual report images scanned

Indicator LaPAS PI Code: 26736

1. **Type and Level:** Output/Supporting
2. **Rationale, Relevance, and Reliability:** This indicator provides a look at the Program's long term efforts to scan original annual report documents. It gives an accurate view of how well the Program is meeting its objective.
3. **Use:** This indicator will be monitored by division and agency management. If the objective appears to be at risk, managers will review the indicator data and consult with staff to determine a course of action to meet the objective. It will also be used in the development of the operational plans, annual budgets, and/or capital outlay requests.
4. **Clarity:** The indicator clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:** The source of the indicator is document files maintained by the Program.
6. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of annual reports imaged.
7. **Scope:** This indicator is aggregated.
8. **Caveats:** The indicator has no known limitation. Each step of the process is within the Program's direct control. The source of the data does not have any known bias or agenda.
9. **Accuracy, Maintenance, and Support:** This is a valid indicator that is reliable and accurate. The indicator is derived from an analysis of the department's databases using formulas that are based on common sense. Performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet, and are subject to audit.
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