

Office of the Secretary of State/Department of State  
Strategic Plan  
FY 2018- FY 2022

**Appendix A: Indicator Documentation**

## Program A: 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 through June 30, 2022.

**Indicator Name:** 1.1 Percentage of objectives met

**Indicator LaPAS PI Code:** 6179

1. **Type and Level:** Outcome/Key
2. **Rationale:** This indicator provides an overall feel 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The data source is an analysis of all of the department's objectives and performance indicators. Data is collected and posted to databases and internal worksheets.
7. **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).
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Richard Adcock, Policy Planner 4  
Phone: 225-922-1228  
Fax: 225-922-0100  
Email: [RAdcock@sos.la.gov](mailto:RAdcock@sos.la.gov)

**Activity: Primary Support Services**

**Objective 2:** To ensure compliance with accounting practices and policies, the program will have no repeat financial audit findings through FY 2022.

**Indicator Name:** 2.1 Number of repeat financial audit findings

**Indicator LaPAS PI Code:** 6180

**Type and Level:** Outcome/Key

1. **Rationale:** This indicator provides a very good indicator of the overall health of the accounting functions in the agency.
  2. **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.
  3. **Clarity:** This indicator name is exactly what the indicator does.
  4. **Validity, Reliability and Accuracy:** 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.
  5. **Data Source:** 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. **Responsible Person:**  
Shanda Jones, Accountant Administrator  
Phone: 225-922-1229  
Fax: 225-922-0100  
Email: [Shanda.Jones@sos.la.gov](mailto:Shanda.Jones@sos.la.gov)
-

**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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** 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.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
  10. **Responsible Person:**  
Terry Victor, Accountant Supervisor 2  
Phone: 225-922-0900  
Fax: 225-922-0929  
Email: [Terry.Victor@sos.la.gov](mailto:Terry.Victor@sos.la.gov)
-

**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 completing payroll entry within one week of election

**Indicator LaPAS PI Code:** 21507

1. **Type and Level:** Efficiency/Supporting
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** 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.
  7. **Calculation Methodology:** This indicator is calculated by dividing the total number of parish payrolls submitted within 7 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.
  8. **Scope:** This indicator is aggregated.
  9. **Caveats:** The indicator is based on actions outside of the direct control of the Secretary of State. The data used is verifiable and has no known bias.
  10. **Responsible Person:**  
Terry Victor, Accountant Supervisor 2  
Phone: 225-922-0900  
Fax: 225-922-0929  
Email: [Terry.Victor@sos.la.gov](mailto:Terry.Victor@sos.la.gov)
-

**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:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is an analysis of the recorded dates that invoices are prepared and mailed.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
10. **Responsible Person:**  
Terry Victor, Accountant Supervisor 2  
Phone: 225-922-0900  
Fax: 225-922-0929  
Email: [Terry.Victor@sos.la.gov](mailto:Terry.Victor@sos.la.gov)

**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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is an analysis of the information in Accounting Division election and financial worksheets.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
  10. **Responsible Person:**  
Terry Victor, Accountant Supervisor 2  
Phone: 225-922-0900  
Fax: 225-922-0929  
Email: [Terry.Victor@sos.la.gov](mailto:Terry.Victor@sos.la.gov)
-

## 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is an analysis of the information in Commission Division files.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Teri Reine, Election Program Supervisor  
Phone: 225-922-0257  
Fax: 225-922-0945  
Email: [TReine@sos.la.gov](mailto:TReine@sos.la.gov)
-



## Activity: Information Technology Support Services

**Objective 6:** To employ proactive maintenance of the network and all associated hardware and software necessary to support 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:** 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 the Secretary of State 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is an analysis of the information in Information Technology Division files.
7. **Calculation Methodology:** This indicator is calculated based on the dates critical systems fail and are restored. This information is recorded in Election Division files.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** None. The data used is verifiable and has no known bias.
10. **Responsible Person:**  
Scott Mayers, IT Director  
Phone: 225-922-0626  
Fax: 225-922-4805  
Email: [Scott.Mayers@sos.la.gov](mailto:Scott.Mayers@sos.la.gov)

## Activity: Information Technology Support Services

**Objective 6:** To employ proactive maintenance of the network and all associated hardware and software necessary to support 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:** 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 the Secretary of State 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 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is an analysis of the information in Information Technology Division files.
7. **Calculation Methodology:** This indicator is calculated based on a list of critical equipment items. This information is recorded in Information Technology Division files.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** None. The data used is verifiable and has no known bias.
10. **Responsible Person:**  
Scott Mayers, IT Director  
Phone: 225-922-0626  
Fax: 225-922-4805  
Email: [Scott.Mayers@sos.la.gov](mailto:Scott.Mayers@sos.la.gov)

## Program B: 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:** 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is files maintained in Elections.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Erin Delany, Elections Director: Balloting, Publications, Commissions  
Phone: 225-362-5151  
Fax: 225-922-0945  
Email: [Erin.Delany@sos.la.gov](mailto:Erin.Delany@sos.la.gov)
-

**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 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:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is data stored in the Elections and Registration Information Network database.
7. **Calculation Methodology:** This is pure count of each date in which an election or elections are held.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Erin Delany, Elections Director: Balloting, Publications, Commissions  
Phone: 225-362-5151  
Fax: 225-922-0945  
Email: [Erin.Delany@sos.la.gov](mailto:Erin.Delany@sos.la.gov)

**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 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is ballot files maintained by the program.
  7. **Calculation Methodology:** This indicator is calculated by taking the total number of reprints due to staff error by the total number of election dates.
  8. **Scope:** This indicator is aggregated.
  9. **Caveats:** The indicator has no known limitation. The source of the data does not have any known bias or agenda.
  10. **Responsible Person:**  
Erin Delany, Elections Director: Balloting, Publications, Commissions  
Phone: 225-362-5151  
Fax: 225-922-0945  
Email: [Erin.Delany@sos.la.gov](mailto:Erin.Delany@sos.la.gov)
-

## 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:** This indicator shows the quality of the programs 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is number of parishes with voter education outreach events held.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Meg Casper, Press Secretary  
Phone: 225-362-5086  
Fax: 225-922-2003  
Email: [Meg.Casper@sos.la.gov](mailto:Meg.Casper@sos.la.gov)
-

**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:** This indicator shows the quality of the programs 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is number of voter education outreach events held or sponsored by the program.
  7. **Calculation Methodology:** This indicator is a true count of voter education outreach events held or sponsored in the parishes during the fiscal year.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Meg Casper, Press Secretary  
Phone: 225-362-5086  
Fax: 225-922-2003  
Email: [Meg.Casper@sos.la.gov](mailto:Meg.Casper@sos.la.gov)
-

**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 by program

**Indicator LaPAS PI Code:** 11499

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is phone calls and letters received by the department from citizens.
  7. **Calculation Methodology:** This indicator is a true percentage of allegations investigated divided by allegations received during the fiscal year.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Jim McKenzie, Director, Security and Elections Compliance  
Phone: 225-362-5220  
Fax: 225-925-4771  
Email: [Jim.Mckenzie@sos.la.gov](mailto:Jim.Mckenzie@sos.la.gov)
-



**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 incidences reported

**Indicator LaPAS PI Code:** 14381

1. **Type and Level:** Input/Supporting
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is phone calls and letters received by the department from citizens.
  7. **Calculation Methodology:** This indicator is a true count of incidences of voter fraud and election offenses reported to the department during the fiscal year.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Jim McKenzie, Director, Security and Elections Compliance  
Phone: 225-362-5220  
Fax: 225-925-4771  
Email: [Jim.Mckenzie@sos.la.gov](mailto:Jim.Mckenzie@sos.la.gov)
-

**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:** 4.1 Percentage of registrars evaluated annually

**Indicator LaPAS PI Code:** 21571

1. **Type and Level:** Quality/Key
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is documentation on file with the Registration Division showing the annual evaluations completed.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Joanne Reed, Director of Voter Registration  
Phone: 225-922-0900  
Fax: 225-922-1167  
Email: [Joanne.Reed@sos.la.gov](mailto:Joanne.Reed@sos.la.gov)
-

**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.

**Indicator LaPAS PI Code:** 21571

11. **Type and Level:** Quality/Key
  12. **Rationale:** 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.
  13. **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.
  14. **Clarity:** This indicator name is exactly what the indicator does.
  15. **Validity, Reliability and Accuracy:** 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.
  16. **Data Source:** The source of the indicator is documentation on file with the Registration Division showing the annual evaluations completed.
  17. **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.
  18. **Scope:** This indicator is aggregated.
  19. **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.
  20. **Responsible Person:**  
Joanne Reed, Director of Voter Registration  
Phone: 225-922-0900  
Fax: 225-922-1167  
Email: [Joanne.Reed@sos.la.gov](mailto:Joanne.Reed@sos.la.gov)
-

## Activity: Registrars of Voters

**Objective 5:** To ensure the integrity and accuracy of the state's voter registration database, 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:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is documentation on file with the Voter Registration Division showing the status of the annual canvass.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Joanne Reed, Director of Voter Registration  
Phone: 225-922-0900  
Fax: 225-922-1167  
Email: [Joanne.Reed@sos.la.gov](mailto:Joanne.Reed@sos.la.gov)

## Activity: Election Support Services

**Objective 6:** To ensure the integrity of the election process, 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is the actual inventory of voting machines.
  7. **Calculation Methodology:** There is no mathematical formula for this indicator. The number is an inventory number based on actual purchase counts.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)
-

## Activity: Election Support Services

**Objective 6:** To ensure the integrity of the election process, 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** 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.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)
-

## Activity: Election Support Services

**Objective 6:** To ensure the integrity of the election process, 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is the actual number of statewide elections held. This information is available on the department website.
  7. **Calculation Methodology:** The calculation has no formula. It is the true number of statewide elections held.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)
-

## 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:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** 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.
7. **Calculation Methodology:** The calculation is the total number of certified technicians divided by the total number of technicians assigned at least 12 months.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)



## 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 continue to have 100 % of its full-time machine technicians certified through FY 2019.

**Indicator Name:** 7.2 Number of Certified Technicians

**Indicator LaPAS PI Code:** 21649

1. **Type and Level:** Quality/Supporting
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** 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.
  7. **Calculation Methodology:** The calculation is a direct count of the total number of technicians assigned who are certified.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)
-

## Activity: Election Support Services

**Objective 8:** The Elections 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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is records maintained by the program.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Sherri Hadskey, Director of Elections Operations  
Phone: 225-362-5128  
Fax: 225-922-2910  
Email: [Sherri.Hadskey@sos.la.gov](mailto:Sherri.Hadskey@sos.la.gov)
-

## Program C: Archives and Records

### Activity: Records Services

**Objective 1:** Through FY 2022, the program will ensure its ability to accommodate adequately all records transferred to its custody.

**Indicator Name:** 1.1 Percentage of qualified records accepted by state records center

**Indicator LaPAS PI Code:** 14335

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** This indicator provides a look at the programs ability to accommodate qualified records transferred to the record center. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of qualified records accommodated (in cubic feet) divided by the number of qualified records transferred for storage.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: CMartin@sos.la.gov
-

**Activity: Administrative Services**

**Objective 1:** Through FY 2022, the program will ensure its ability to accommodate adequately all records transferred to its custody.

**Indicator Name:** 1.2 Percentage of accessions processed within 14 working days of receipt

**Indicator LaPAS PI Code:** 20228

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** This indicator provides a look at the programs ability to accommodate accessions in a timely manner. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of accessions processed in 14 working days or less divided by the number of accessions processed.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Melanie Montanaro, Archives Specialist 3  
Phone: 225-922-1186  
Fax: 225-922-1200  
Email: [MCounce@sos.la.gov](mailto:MCounce@sos.la.gov)
-

**Activity: Administrative Services**

**Objective 1:** Through FY 2022, the program will ensure its ability to accommodate adequately all records transferred to its custody.

**Indicator Name:** 1.3 Number of new accessions processed

**Indicator LaPAS PI Code:** 14333

1. **Type and Level:** Outcome/Key
  2. **Rationale:** This indicator provides a look at the programs ability to accommodate accessions in a timely manner. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of accessions processed.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Melanie Montanaro, Archives Specialist 3  
Phone: 225-922-1186  
Fax: 225-922-1200  
Email: [MCounce@sos.la.gov](mailto:MCounce@sos.la.gov)
-

**Activity: Administrative Services**

**Objective 1:** Through FY 2022, the program will ensure its ability to accommodate adequately all records transferred to its custody.

**Indicator Name:** 1.4 Number of microfilm images produced

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Output/Supporting
  2. **Rationale:** This indicator provides a look at the programs ability to support microfilm functions. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of microfilm images produced.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Amy Louviere, Archive Supervisor  
Phone: 225-922-2521  
Fax: 225-922-0002  
Email: [ALouviere@sos.la.gov](mailto:ALouviere@sos.la.gov)
-

**Activity: Records Services**

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.1 Percentage of statewide agencies without retention schedules

**Indicator LaPAS PI Code:** 14323

1. **Type and Level:** Outcome/Key
  2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of statewide agencies without retention schedules divided by the number of statewide agencies.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

## Activity: Records Services

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.2 Percentage of non-statewide agencies operating without approved retention schedules

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of non-statewide agencies without retention schedules divided by the number of non-statewide agencies.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-



**Activity: Records Services**

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.3 Number of statewide agencies with approved retention schedules

**Indicator LaPAS PI Code:** 14324

1. **Type and Level:** Output/Key
2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the number of statewide agencies with approved retention schedules.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)

**Activity: Records Services**

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.4 Number of non-statewide agencies with approved retention schedules

**Indicator LaPAS PI Code:** 21829

1. **Type and Level:** Output/Key
  2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the number of non-statewide agencies with approved retention schedules.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

**Activity: Records Services**

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.5 Percentage of statewide agencies with designated records liaison

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Outcome/Supporting
  2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of statewide agencies with designated records liaisons divided by the number of statewide agencies.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

**Activity: Records Services**

**Objective 2:** The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2022.

**Indicator Name:** 2.6 Percentage of non-statewide agencies with designated records liaison

**Indicator LaPAS PI Code:** 21829

1. **Type and Level:** Outcome/Supporting
  2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the number of non-statewide agencies with designated records liaisons divided by the number of non-statewide agencies.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

**Activity: Administrative Services**

**Objective 3:** The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2022.

**Indicator Name:** 3.1 Number of records available online for research

**Indicator LaPAS PI Code:** 14334

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to add records to the online database. 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is research room files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of records available in the online database.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Bill Stafford, Archive Supervisor  
Phone: 225-922-1196  
Fax: 225-922-1454  
Email: [BStafford@sos.la.gov](mailto:BStafford@sos.la.gov)

**Activity: Administrative Services**

**Objective 3:** The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2022.

**Indicator Name:** 3.2 Number of records added to research room database

**Indicator LaPAS PI Code:** 16670

1. **Type and Level:** Output/Key
  2. **Rationale:** This indicator provides a look at the programs ability to add records to the online database. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is research room files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of records added to the research room database.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Bill Stafford, Archive Supervisor  
Phone: 225-922-1196  
Fax: 225-922-1454  
Email: [BStafford@sos.la.gov](mailto:BStafford@sos.la.gov)
-

## Activity: Records Services

**Objective 4:** By FY 2022 the program will have developed and implemented an effort that addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

**Indicator Name:** 4.1 Number of policies, procedures, guidelines, or standards produced, revised or reviewed that are posted to the Program's website

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address electronic records accessibility. 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of policies, procedures, guidelines, or standards produced or revised that are posted to the Program's website
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)

## Activity: Records Services

**Objective 4:** By FY 2022 the program will have developed and implemented an effort that addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

**Indicator Name:** 4.2 Number of images converted (digital to microfilm)

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Outcome/Supporting
  2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address electronic records accessibility. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of images converted from digital to microfilm.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Amy Louviere, Archive Supervisor  
Phone: 225-922-2521  
Fax: 225-922-0002  
Email: [ALouviere@sos.la.gov](mailto:ALouviere@sos.la.gov)
-



## Activity: Records Services

**Objective 5:** The program will continue to work with governmental agencies to ensure that records management and records preservation and recovery are considered in the event of disasters impacting governmental agencies.

**Indicator Name:** 5.1 Number of policies, procedures, and guidelines produced, revised or reviewed that are posted to the program's website

**Indicator LaPAS PI Code:** 25389

1. **Type and Level:** Quality/Key
  2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address records management and records preservation and recovery during disasters impacting governmental agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of policies, procedures, and guidelines posted to the program's website that are either produced, revised or reviewed in the current year.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

## Activity: Records Services

**Objective 5:** The program will continue to work with governmental agencies to ensure that records management and records preservation and recovery are considered in the event of disasters impacting governmental agencies.

**Indicator Name:** 5.2 Number of training sessions held in which disaster recovery is covered.

**Indicator LaPAS PI Code:** 25390

1. **Type and Level:** Outcome/Supporting
  2. **Rationale:** This indicator provides a look at the programs efforts to provide training on policies and procedures to address records management and records preservation and recovery during disasters impacting governmental agencies. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is records management files maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of training sessions held in which disaster recovery is covered.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carrie Martin, Archive Supervisor  
Phone: 225-925-7552  
Fax: 225-922-1220  
Email: [CMartin@sos.la.gov](mailto:CMartin@sos.la.gov)
-

## Program D: 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 \$20 per visitor through FY 2022.

**Indicator Name:** 1.1 Cost per visitor to operating program museums

**Indicator LaPAS PI Code:** 10110

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is attendance records maintained by the program and ISIS expenditure reports.
  7. **Calculation Methodology:** The formula for calculating this indicator is the total expenditures of operating museums divided by the number of visitors to these museums.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South Phone: 225-219-6177 Fax: 225-342-0316 Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	Wayne Waddell, Museum Administrator North Phone 318-632-2020 Fax 318-632-2036 <a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
---	---
-

**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 \$20 per visitor through FY 2022.

**Indicator Name:** 1.2 Number of visitors to operating program museums

**Indicator LaPAS PI Code:** 10099

1. **Type and Level:** Efficiency/Supporting
  2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is attendance records maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of visitors to operating museums.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South	Wayne Waddell, Museum Administrator North
Phone: 225-219-6177	Phone 318-632-2020
Fax: 225-342-0316	Fax 318-632-2036
Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	<a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
-

**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 \$20 per visitor through FY 2022.

**Indicator Name:** 1.3 Total number of museums

**Indicator LaPAS PI Code:** 21548

1. **Type and Level:** Input/Supporting
  2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of museums assigned to the program.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South	Wayne Waddell, Museum Administrator North
Phone: 225-219-6177	Phone 318-632-2020
Fax: 225-342-0316	Fax 318-632-2036
Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	<a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
-

**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 \$20 per visitor through FY 2022.

**Indicator Name:** 1.4 Percentage of program museums in operation

**Indicator LaPAS PI Code:** 21549

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is status records maintained by the program.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.

**10. Responsible Person:**

Mary Durusau, Museum Administrator South  
Phone: 225-219-6177  
Fax: 225-342-0316  
Email: [Mary.Durusau@sos.la.gov](mailto:Mary.Durusau@sos.la.gov)

Wayne Waddell, Museum Administrator North  
Phone 318-632-2020  
Fax 318-632-2036  
[Wayne.Waddell@sos.la.gov](mailto:Wayne.Waddell@sos.la.gov)

**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:** This indicator provides a look at the programs 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South	Wayne Waddell, Museum Administrator North
Phone: 225-219-6177	Phone 318-632-2020
Fax: 225-342-0316	Fax 318-632-2036
Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	<a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
-

**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:** 2.2 Percentage of museums with inventories included in program’s centralized database

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Efficiency/Key
  2. **Rationale:** This indicator provides a look at the programs 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South Phone: 225-219-6177 Fax: 225-342-0316 Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	Wayne Waddell, Museum Administrator North Phone 318-632-2020 Fax 318-632-2036 <a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
---	---
-



**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 AAM accreditation

**Indicator LaPAS PI Code:** 21554

1. **Type and Level:** Quality/Key
  2. **Rationale:** This indicator provides a look at the programs 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **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.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South Phone: 225-219-6177 Fax: 225-342-0316 Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	Wayne Waddell, Museum Administrator North Phone 318-632-2020 Fax 318-632-2036 <a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
---	---
-

**Activity: Museum Services**

**Objective 2:** The program will work to improve the quality of the management of the program’s collection holdings through by inspecting each museum annually.

**Indicator Name:** 2.3 Percentage of museums with annual attendance over 25,000 with AAM accreditation

**Indicator LaPAS PI Code:** 21554

1. **Type and Level:** Quality/Key
  2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the total number of operating museums with AAM accreditation divided by the total number of museums that have visitor counts over 25,000.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South Phone: 225-219-6177 Fax: 225-342-0316 Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	Wayne Waddell, Museum Administrator North Phone 318-632-2020 Fax 318-632-2036 <a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
---	---
-

**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:** 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is status records maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with AAM accreditation divided by the total number of museums that have annual attendance over 25,000.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**

Mary Durusau, Museum Administrator South	Wayne Waddell, Museum Administrator North
Phone: 225-219-6177	Phone 318-632-2020
Fax: 225-342-0316	Fax 318-632-2036
Email: <a href="mailto:Mary.Durusau@sos.la.gov">Mary.Durusau@sos.la.gov</a>	<a href="mailto:Wayne.Waddell@sos.la.gov">Wayne.Waddell@sos.la.gov</a>
-

## Program E: Commercial

### Activity: Document Processing

**Objective 1:** To maintain an efficient filing process the program will continue to maintain or reduce the document filer error rate annually so that it does not exceed 7% 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:** This indicator provides a look at the program's efforts to maintain a low document error 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is document error rate records maintained by the program.
  7. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents returned with errors divided by the total number of documents received.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)
-

**Activity: Document Processing**

**Objective 1:** To maintain an efficient filing process the program will continue to maintain or reduce the document filer error rate annually so that it does not exceed 7% 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:** This indicator provides a look at the program's efforts to maintain a low document error 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is document error rate records maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of documents returned with errors.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)
-

**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 through FY 2019.

**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:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document error rate records maintained by the program.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

## **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 through FY 2019.

**Indicator Name:** 2.2 Number of UCC and Farm Product filings

**Indicator LaPAS PI Code:** 427

1. **Type and Level:** Input/Supporting
2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document error rate records maintained by the program.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

**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 through FY 2019.

**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:** This indicator provides a look at the program's efforts to maintain a 24 hour turn around 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document error rate records maintained by the program.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)



**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 through FY 2019.

**Indicator Name:** 3.2 Number of suits processed

**Indicator LaPAS PI Code:** 429

1. **Type and Level:** Output/Supporting
  2. **Rationale:** This indicator provides a look at the program's efforts to maintain a 24 hour turn around 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the data is document error rate records maintained by the program.
  7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of lawsuits received.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)
-

**Activity: Administrative Services**

**Objective 4** To continue improving the timely access to corporate documents, while ensuring their preservation, the program will image 50 % of those charter documents on microfilm or microfiche that were not previously imaged by FY2019.

**Indicator Name:** 4.Images converted in current fiscal year

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the program's long term efforts to scan previously microfilmed charter 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document files maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is a direct count of the microfilmed charter images converted during the fiscal year.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The actual number of images on microfilm reels and on microfiche is unknown. 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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

**Activity: Administrative Services**

**Objective 4** To continue improving the timely access to corporate documents, while ensuring their preservation, the program will image 50 % of those charter documents on microfilm or microfiche that were not previously imaged by FY2019.

**Indicator Name:** 4.2 Number of microfilm or microfiche charter images converted

**Indicator LaPAS PI Code:** 17639

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the program's long term efforts to scan previously microfilmed charter 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of microfilm or microfiche charter images converted.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

**Activity: Office of GeauxBiz**

**Objective 5** 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 2019.

**Indicator Name:** 5.1 Completed annual request for information.

**Indicator LaPAS PI Code:** 14355

11. **Type and Level:** Quality/Key

12. **Rationale:** 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.

13. **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.

14. **Clarity:** This indicator name is exactly what the indicator does.

15. **Validity, Reliability and Accuracy:** 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.

16. **Data Source:** The source of the data is document records maintained by the program.

17. **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.

18. **Scope:** This indicator is aggregated.

19. **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.

20. **Responsible Person:**

Carla Bonaventure, Commercial Division Director

Phone: 225-925-4716

Fax: 225-932-5322

Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

---

**Activity: Office of GeauxBiz**

**Objective 5** 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 2019.

**Indicator Name:** 5.2 Completed update of contact information in program database

**Indicator LaPAS PI Code:** 23422

1. **Type and Level:** Input/Supporting
2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document records maintained by the program.
7. **Calculation Methodology:** This indicator is considered complete when all data updates are made to the program's database.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

**Activity: Office of GeauxBiz**

**Objective 5** 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 2019.

**Indicator Name:** 5.3 Number of regulatory agencies in program database

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Input/Supporting
2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the data is document records maintained by the program.
7. **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.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

---

**Activity: Notary Services**

**Objective 6:** The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

**Indicator Name:** 6.1 Percentage of notaries in suspend status

**Indicator LaPAS PI Code:** 17366

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the program's ability to maintain a low percentage of notaries in suspend 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is records maintained by the program.
7. **Calculation Methodology:** The calculation formula is the number of notaries who have failed to meet annual obligations divided by the total number of notaries in the database.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

## Activity: Notary Services

**Objective 6:** To ensure the quality of the program's Notaries database, the program will work to maintain the number of notaries in suspend status due to incomplete or outdated information provided by notaries to no more than 25% through FY 2019.

**Indicator Name:** 6.2 Number of suspended notaries

**Indicator LaPAS PI Code:** 17367

1. **Type and Level:** Output/Supporting
  2. **Rationale:** This indicator shows the efficiency of the program to maintain a low percentage of notaries in suspend 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is records maintained by the program.
  7. **Calculation Methodology:** The calculation has no formula. It is the true number of notaries that have failed to meet annual reporting requirements.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)
-



## Activity: Notary Services

**Objective 6:** To ensure the quality of the program's Notaries database, the program will work to maintain the number of inactive notaries due to incomplete or outdated information provided by notaries to no more than 25% through FY 2019.

**Indicator Name:** 6.3 Number of annual reports filed

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Outcome/Supporting
  2. **Rationale:** This indicator shows the volume of annual reports filed by notaries. 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:** This indicator name is exactly what the indicator does.
  5. **Validity, Reliability and Accuracy:** 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.
  6. **Data Source:** The source of the indicator is records maintained by the program.
  7. **Calculation Methodology:** There is no formula for this calculation. It is a true count of annual reports filed by notaries.
  8. **Scope:** This indicator is aggregated.
  9. **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.
  10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)
-

## Activity: Notary Services

**Objective 6:** The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

**Indicator Name:** 6.4 Number of educational or promotional events for notaries in which program sponsored or participated

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Quality/Supporting
2. **Rationale:** This indicator shows the quality of the program's efforts to maintain a low percentage of notaries in suspend status through educational or promotional events. 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is records maintained by the program.
7. **Calculation Methodology:** The calculation has no formula. It is a pure count of the number of events held or sponsored by the program.
8. **Scope:** This indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

## **Activity: GeauxBiz Portal**

**Objective 7:** 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:** 7.1 Number of additional filing types sent to existing agencies (subject to budget and staffing constraints of partnering agencies).

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Efficiency/Key
2. **Rationale:** 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:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** 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.
6. **Data Source:** The source of the indicator is records maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of filings added to the geauxBiz portal.
8. **Scope:** The indicator is aggregated.
9. **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.
10. **Responsible Person:**  
Carla Bonaventure, Commercial Division Director  
Phone: 225-925-4716  
Fax: 225-932-5322  
Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)

**Activity: GeauxBiz Portal**

**Objective 7:** 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:** Biannual steering committee meetings (meetings with existing partners) to measure progress towards adding additional partners.

**Indicator LaPAS PI Code:** New

**11. Type and Level:** Quality/Supporting

**12. Rationale:** This indicator provides a time structure for current geauxBIZ partners (Secretary of State, Department of Revenue and Workforce Commission) to discuss potential partners, the necessity or relevancy of that particular partner towards meeting the project's mission and the feasibility of the partnership.

**13. 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.

**14. Clarity:** This indicator name is exactly what the indicator does.

**15. Validity, Reliability and Accuracy:** 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.

**16. Data Source:** The source of the indicator is records maintained by the program.

**17. Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of meetings held to meet the objective described.

**18. Scope:** The indicator is aggregated.

**19. 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.

**20. Responsible Person:**

Carla Bonaventure, Commercial Division Director

Phone: 225-925-4716

Fax: 225-932-5322

Email: [CBonaventure@sos.la.gov](mailto:CBonaventure@sos.la.gov)