

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 390

Washington State Historical Society

Mission

To make the study of history in Washington illuminating and inspiring by:

- Presenting diverse and compelling educational opportunities including exhibits, programs, and publications that make history relevant and alive
- Collecting materials that form the fabric of Washington's history
- Fostering a sense of identity and community by encouraging the heritage activities of others

Goal Diverse and Compelling Programming that bring history alive

Performance Measure Number of museum visitors for both the Washington State History Museum and the Washington State Capital Museum

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	28000	40000	35000	37000	30000	45000	42000	48550
Actual	22494	26261	29905	33816	26690	29364	34256	37486
Date Measured								

Goal Customer Satisfaction, achieve high visitor satisfaction ratings for the Washington State History Museum

Performance Measure Customer satisfaction rating

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		85%		0		85%		85%
Actual		91				90%		
Date Measured								

Goal Advocate the importance of state and local history by exercising leadership role in teaching of Washington State History

Performance Measure No. of telephone & mail inquiries answered by the research center staff

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	650	650	650	650	650	650	650	650
Actual	593	586	681	672	592	599	728	631
Date Measured								