

As of 8/19/2011

085 - Office of the Secretary of State

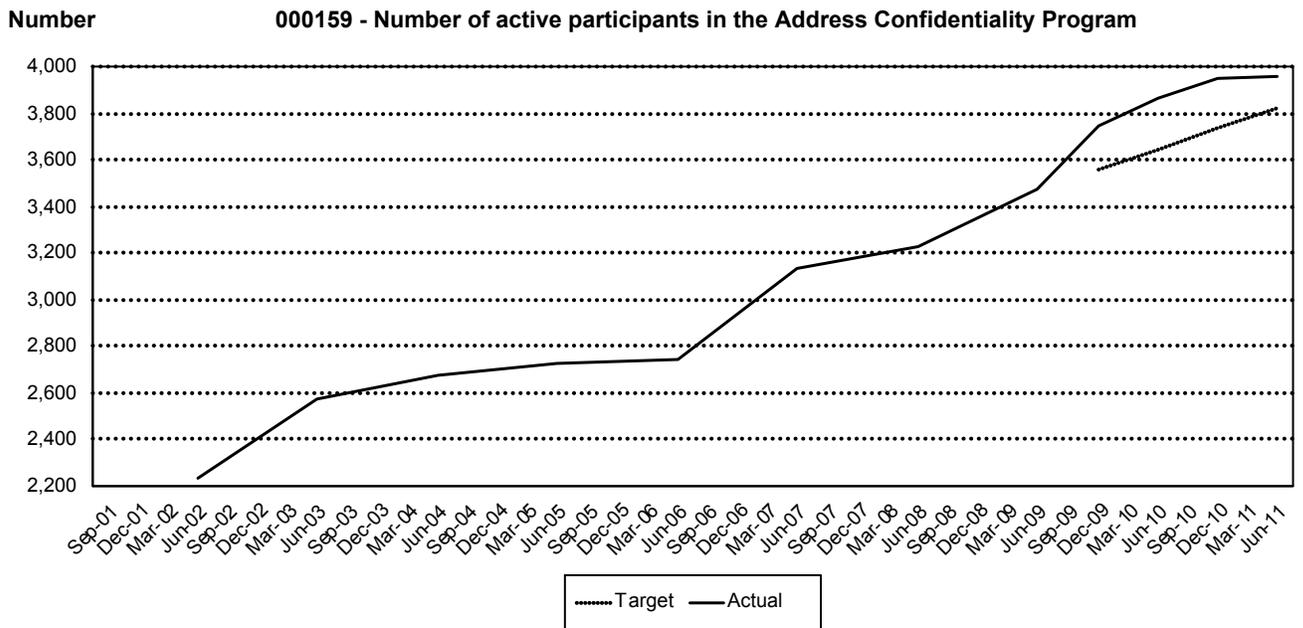
A001 Address Confidentiality Program

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support crime response and recovery and administer justice

Expected Results

Crime victims locations will be kept confidential.

000159 - Number of active participants in the Address Confidentiality Program.			
Biennium	Period	Actual	Target
2009-11	Q8	3,960	3,823
2009-11	Q6	3,949	3,735
2009-11	Q4	3,865	3,647
2009-11	Q2	3,743	3,559
2007-09	Q8	3,471	
2007-09	Q4	3,225	
2005-07	Q8	3,135	
2005-07	Q4	2,741	



A012 Archives Collections and Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

As of 8/19/2011

Statewide Strategy: Provide data, information, and analysis to support decision-making

Expected Results

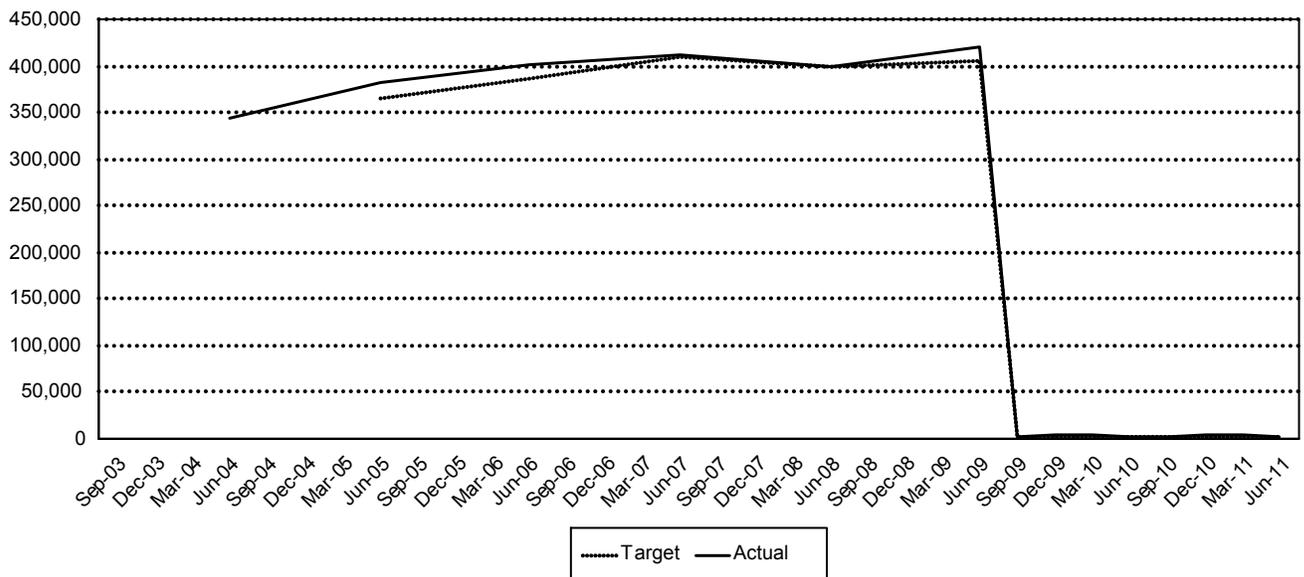
Legal and historical documents will be preserved and made accessible to the public.

000143 - Number of pages preserved and made available to the public in the State Archives (in thousands).			
Biennium	Period	Actual	Target
2009-11	Q8	2,195	1,712
2009-11	Q7	3,693	1,380
2009-11	Q6	3,120	1,795
2009-11	Q5	1,658	2,177
2009-11	Q4	2,365	1,712
2009-11	Q3	4,958	1,380
2009-11	Q2	3,150	1,855
2009-11	Q1	2,960	2,477
2007-09	Q8	420,910	405,988
2007-09	Q4	399,162	398,027
2005-07	Q8	412,489	409,154
2005-07	Q4	400,627	387,235

Date Measured: 6/30/2010

Comment: 4th qtr actuals reflect year end transfers.

Number 000143 - Number of pages preserved and made available to the public in the State Archives

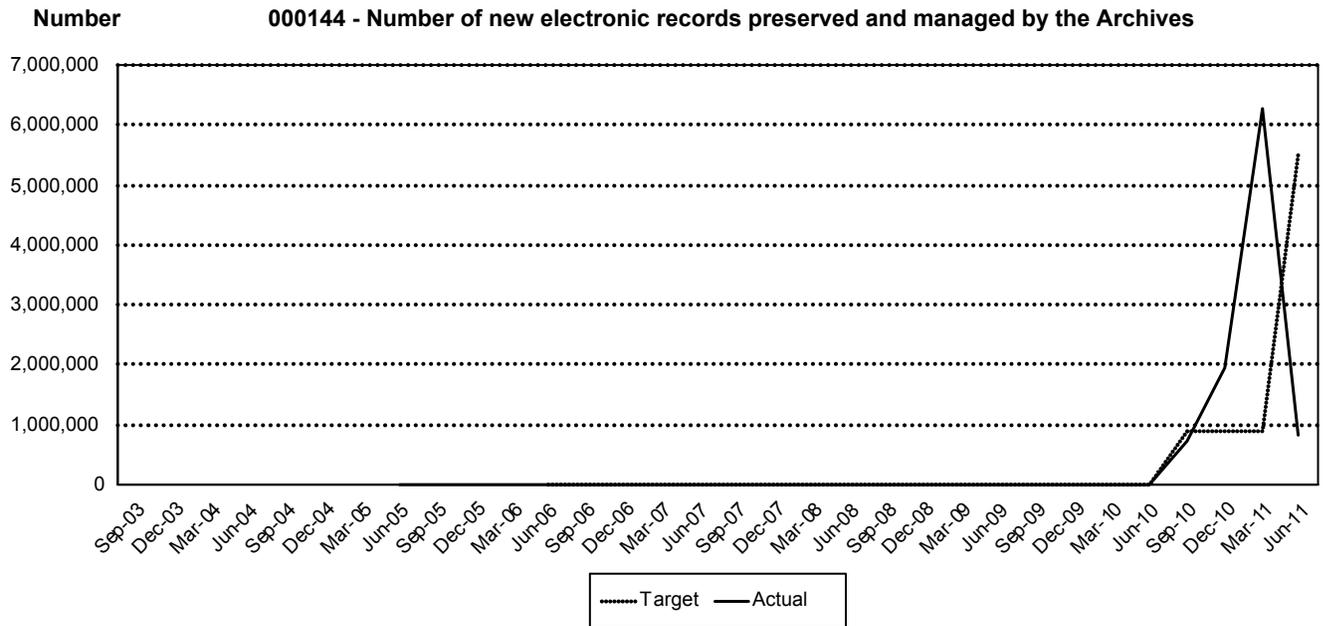


As of 8/19/2011

000144 - Measures number of new electronic records preserved and managed by the Archives instead of terabytes.			
Biennium	Period	Actual	Target
2009-11	Q8	822,604	5,500,000
2009-11	Q7	6,264,139	900,000
2009-11	Q6	1,932,469	900,000
2009-11	Q5	729,842	900,000
2009-11	Q4	5.7	23
2009-11	Q3	4.6	33
2009-11	Q2	6.5	10
2009-11	Q1	8.86	8.86
2007-09	Q8	28.16	28
2007-09	Q4	5.5	6
2005-07	Q8	4.85	2
2005-07	Q4	2	10

Date Measured: 6/30/2011

Comment: 8th qtr target includes large transfer received in the 7th qtr.

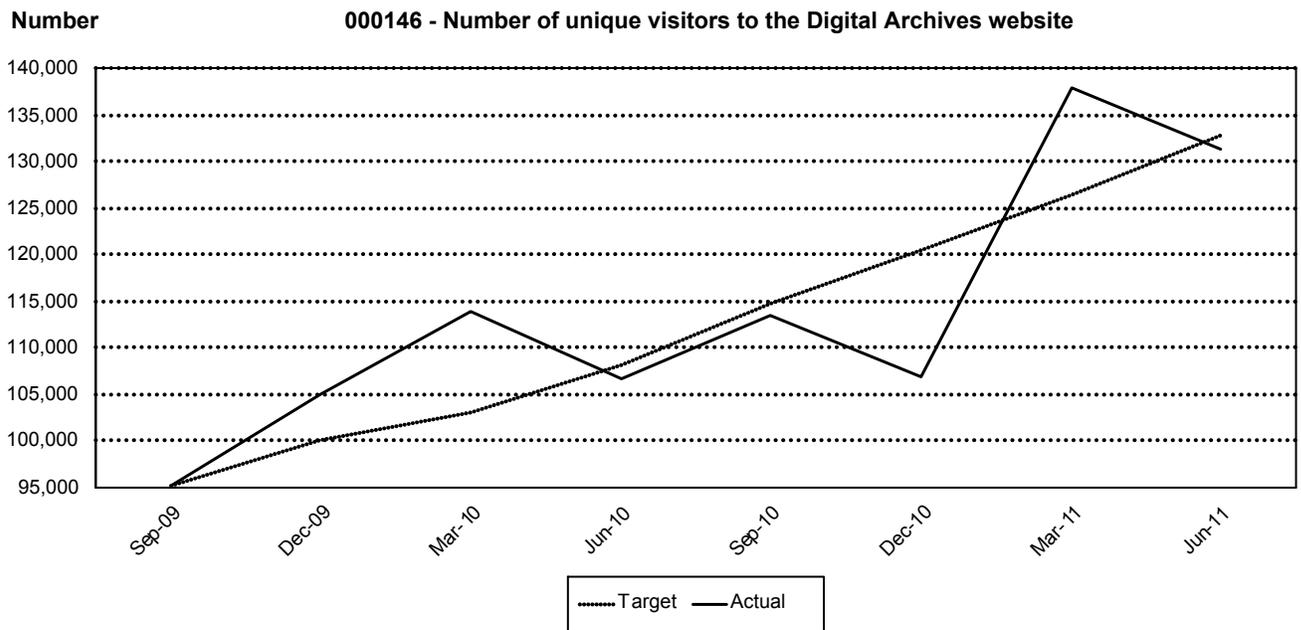


As of 8/19/2011

000146 - Number of unique visitors to the Digital Archives website.			
Biennium	Period	Actual	Target
2009-11	Q8	131,365	132,789
2009-11	Q7	137,947	126,466
2009-11	Q6	106,790	120,444
2009-11	Q5	113,546	114,709
2009-11	Q4	106,763	108,216
2009-11	Q3	113,801	103,063
2009-11	Q2	105,031	100,061
2009-11	Q1	95,296	95,296

Date Measured: 12/31/2010

Comment: We had to update 6th qtr actual 4/6/2011. We discovered our reporting system was not functioning properly.



A008 Charitable Solicitation and Trusts Program

Statewide Result Area: **Improve the economic vitality of businesses and individuals**

Statewide Strategy: **Provide consumer protection**

Expected Results

Promote public trust and increased knowledge about charitable organizations so the public is able to make informed decisions about charitable giving. Reduce barriers to successful establishment and operation of charitable entities by providing easy to use, customer friendly, service to filers.

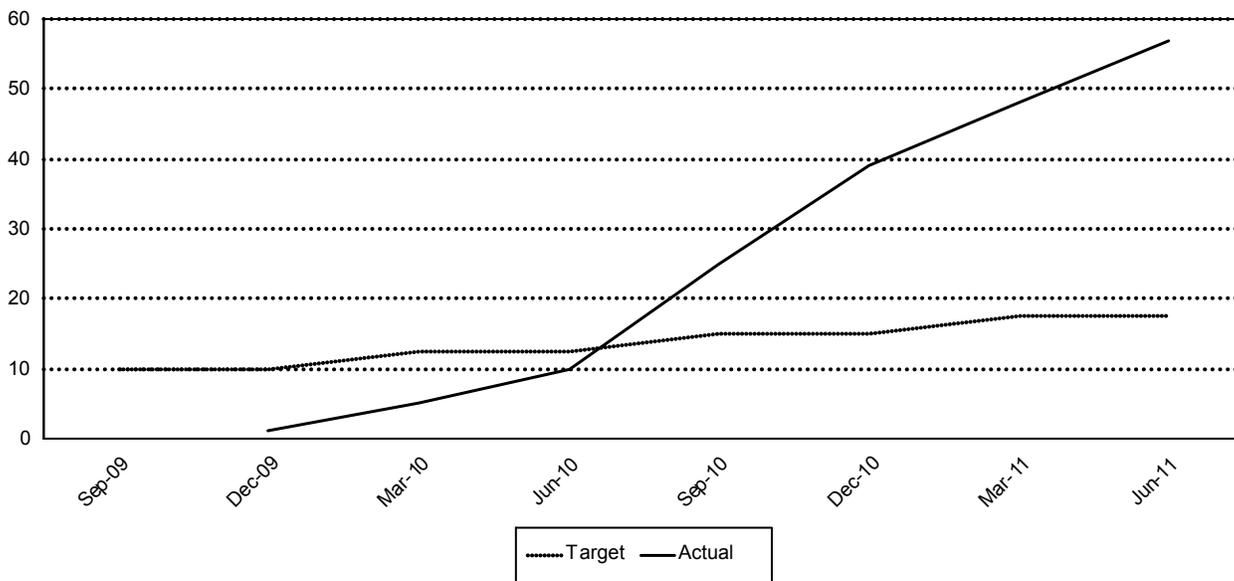
As of 8/19/2011

001055 - Percent of pre-2004 backlog scanning completed to digitize Corporation & Charities records.			
Biennium	Period	Actual	Target
2009-11	Q8	57%	17.5%
2009-11	Q7	48%	17.5%
2009-11	Q6	39%	15%
2009-11	Q5	25%	15%
2009-11	Q4	10%	12.5%
2009-11	Q3	5%	12.5%
2009-11	Q2	1%	10%
2009-11	Q1		10%

Date Measured: 6/30/2011

Comment: Completion of backscanning Trademarks, starting prep, scan, indexing and quality control of Charities records.

Percent 001055 - Scanning completed of pre-2004 Corporations & Charities records

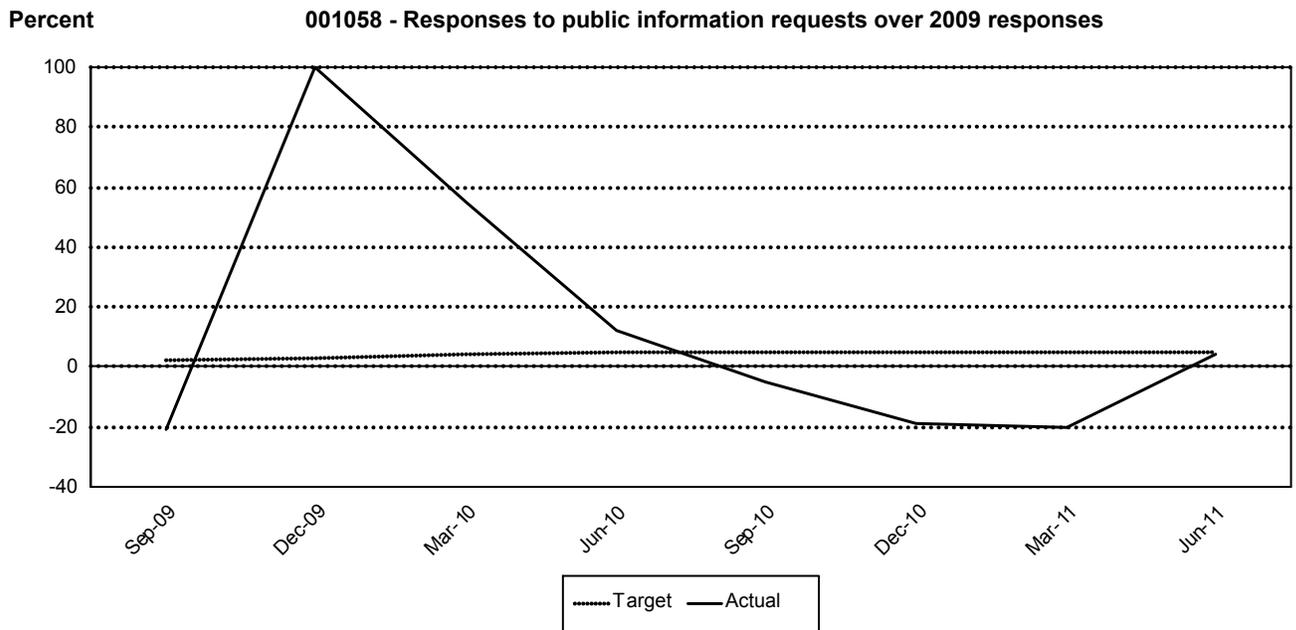


As of 8/19/2011

001058 - Percent over 2009 of responses to public information requests.			
Biennium	Period	Actual	Target
2009-11	Q8	4%	5%
2009-11	Q7	(20)%	5%
2009-11	Q6	(19)%	5%
2009-11	Q5	(5)%	5%
2009-11	Q4	12%	5%
2009-11	Q3	55%	4%
2009-11	Q2	100%	3%
2009-11	Q1	(21)%	2%

Date Measured: 6/30/2011

Comment: Peak renewal period



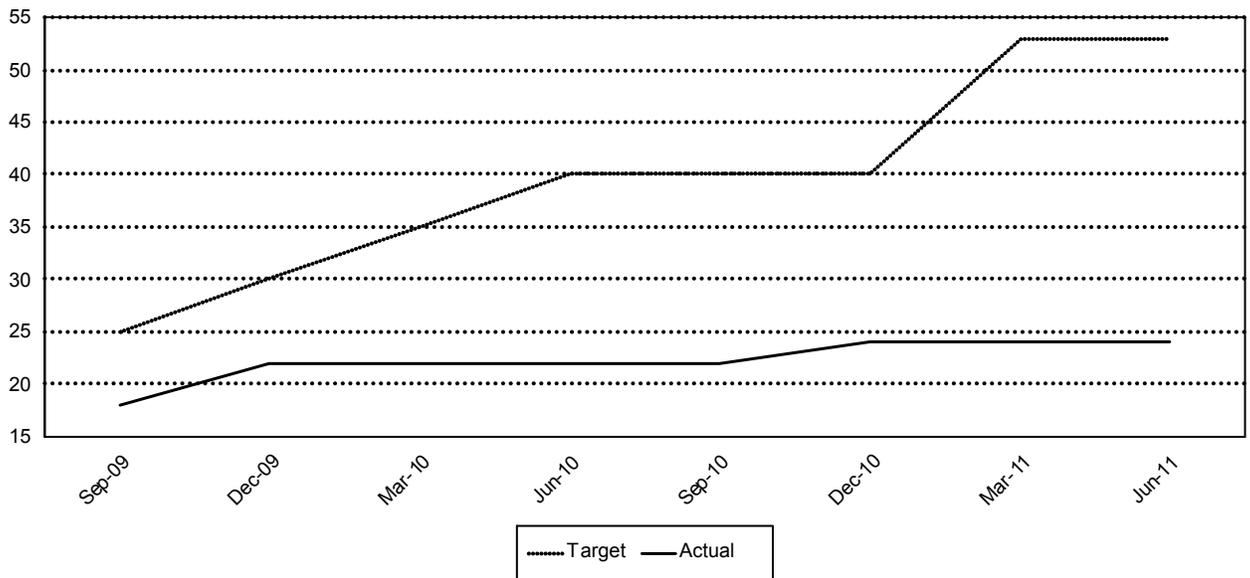
As of 8/19/2011

001060 - Percent of on line business transactions available to Corporation and Charitable entities.			
Biennium	Period	Actual	Target
2009-11	Q8	24%	53%
2009-11	Q7	24%	53%
2009-11	Q6	24%	40%
2009-11	Q5	22%	40%
2009-11	Q4	22%	40%
2009-11	Q3	22%	35%
2009-11	Q2	22%	30%
2009-11	Q1	18%	25%

Date Measured: 6/30/2011

Comment: No progress

Percent 001060 - On line business transactions available

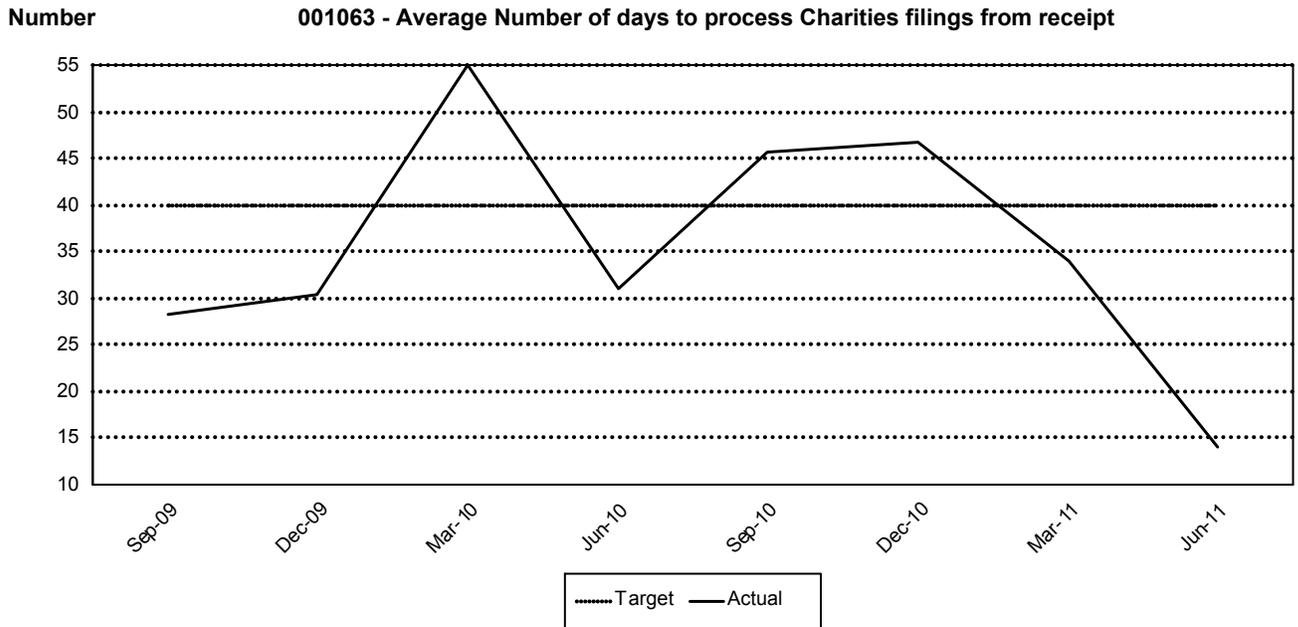


As of 8/19/2011

001063 - Average number of days to process Charities filings from receipt.			
Biennium	Period	Actual	Target
2009-11	Q8	14	40
2009-11	Q7	34	40
2009-11	Q6	46.7	40
2009-11	Q5	45.6	40
2009-11	Q4	31	40
2009-11	Q3	55	40
2009-11	Q2	30.3	40
2009-11	Q1	28.3	40

Date Measured: 6/30/2011

Comment: Began reviewing filings before entering into system that results in less than estimate.



A011 Corporations, Partnerships, and Apostilles Services

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Promote public trust by increasing accessibility to corporate public records. Strengthen the state's economy through more efficient document processing and increased outreach to businesses on registration requirements.

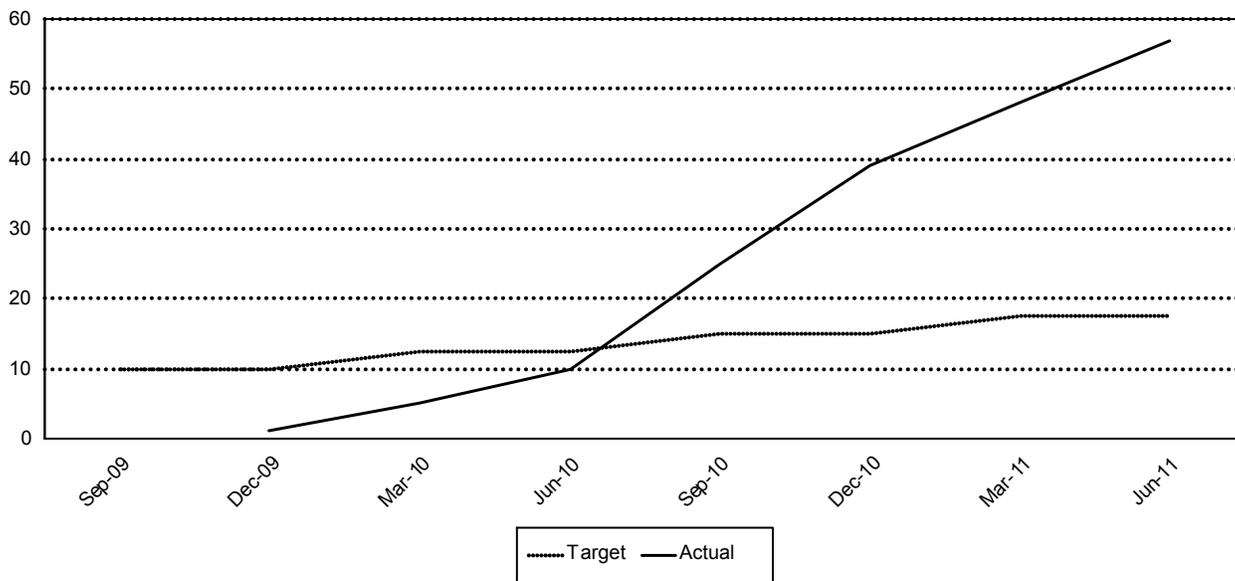
As of 8/19/2011

001055 - Percent of pre-2004 backlog scanning completed to digitize Corporation & Charities records.			
Biennium	Period	Actual	Target
2009-11	Q8	57%	17.5%
2009-11	Q7	48%	17.5%
2009-11	Q6	39%	15%
2009-11	Q5	25%	15%
2009-11	Q4	10%	12.5%
2009-11	Q3	5%	12.5%
2009-11	Q2	1%	10%
2009-11	Q1		10%

Date Measured: 6/30/2011

Comment: Completion of backscanning Trademarks, starting prep, scan, indexing and quality control of Charities records.

Percent 001055 - Scanning completed of pre-2004 Corporations & Charities records



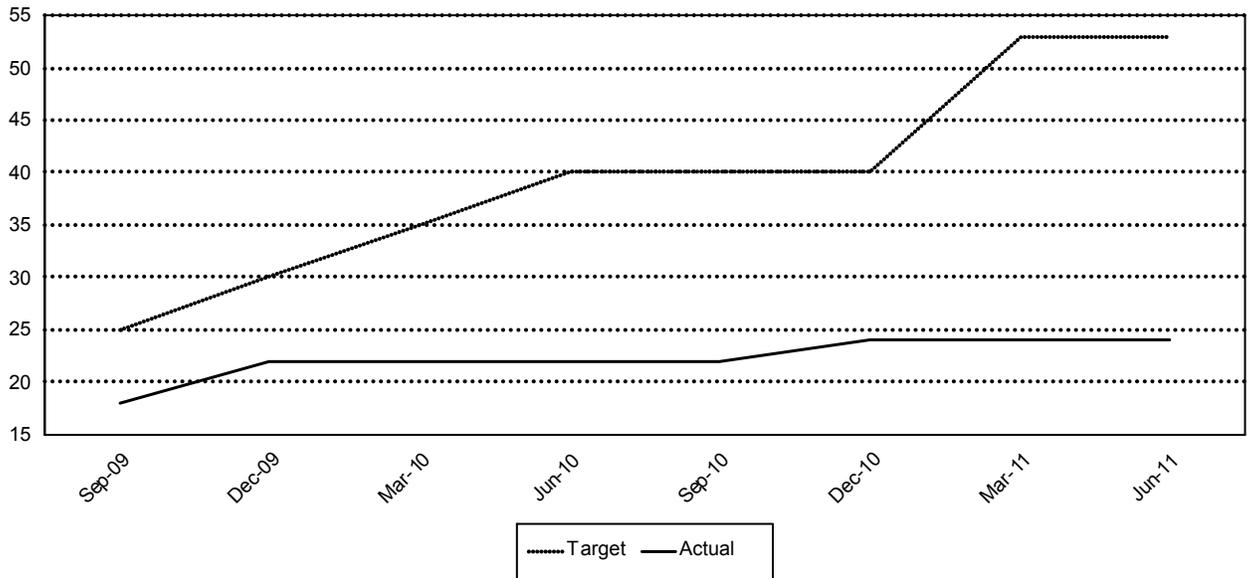
As of 8/19/2011

001060 - Percent of on line business transactions available to Corporation and Charitable entities.			
Biennium	Period	Actual	Target
2009-11	Q8	24%	53%
2009-11	Q7	24%	53%
2009-11	Q6	24%	40%
2009-11	Q5	22%	40%
2009-11	Q4	22%	40%
2009-11	Q3	22%	35%
2009-11	Q2	22%	30%
2009-11	Q1	18%	25%

Date Measured: 6/30/2011

Comment: No progress

Percent 001060 - On line business transactions available



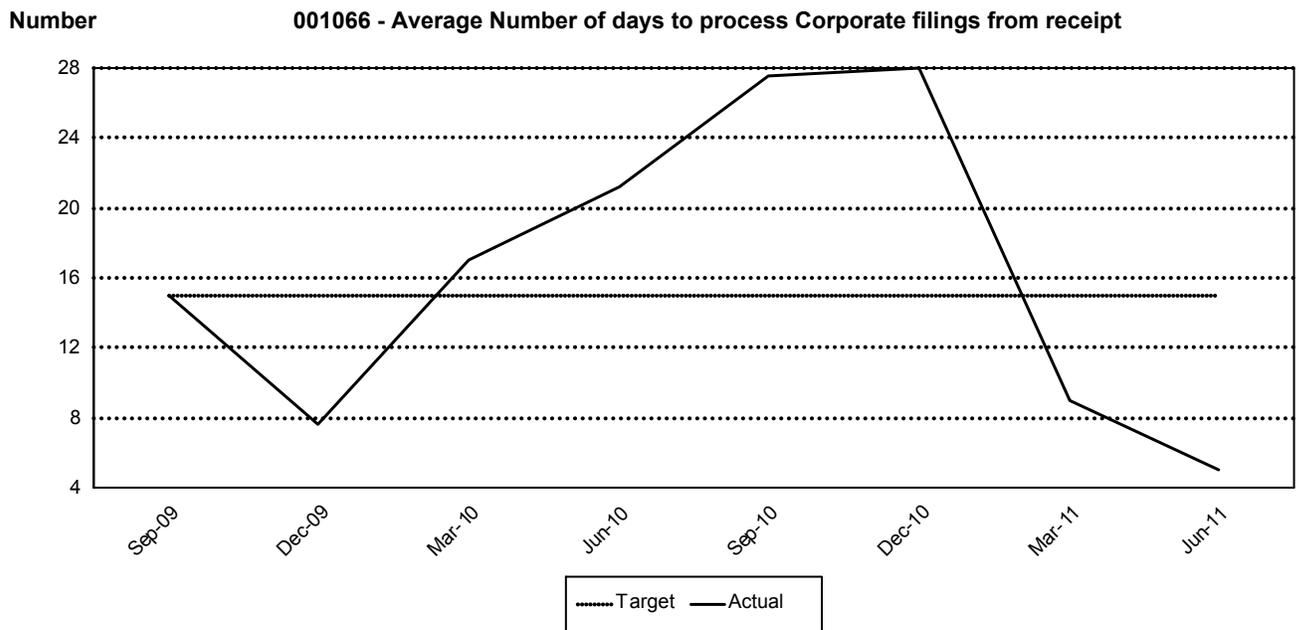
As of 8/19/2011

001066 - Average number of days to process Corporate filings from receipt.			
Biennium	Period	Actual	Target
2009-11	Q8	5	15
2009-11	Q7	9	15
2009-11	Q6	28	15
2009-11	Q5	27.5	15
2009-11	Q4	21.2	15
2009-11	Q3	17	15
2009-11	Q2	7.6	15
2009-11	Q1	15	15

Date Measured: 6/30/2011

Comment: 8th qtr actual is based on a weighted average.

Expedites are 1 day out.



A019 Imaging Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Provide tools and resources to execute government functions

Expected Results

Legal and historical documents will be preserved and made accessible to the public.

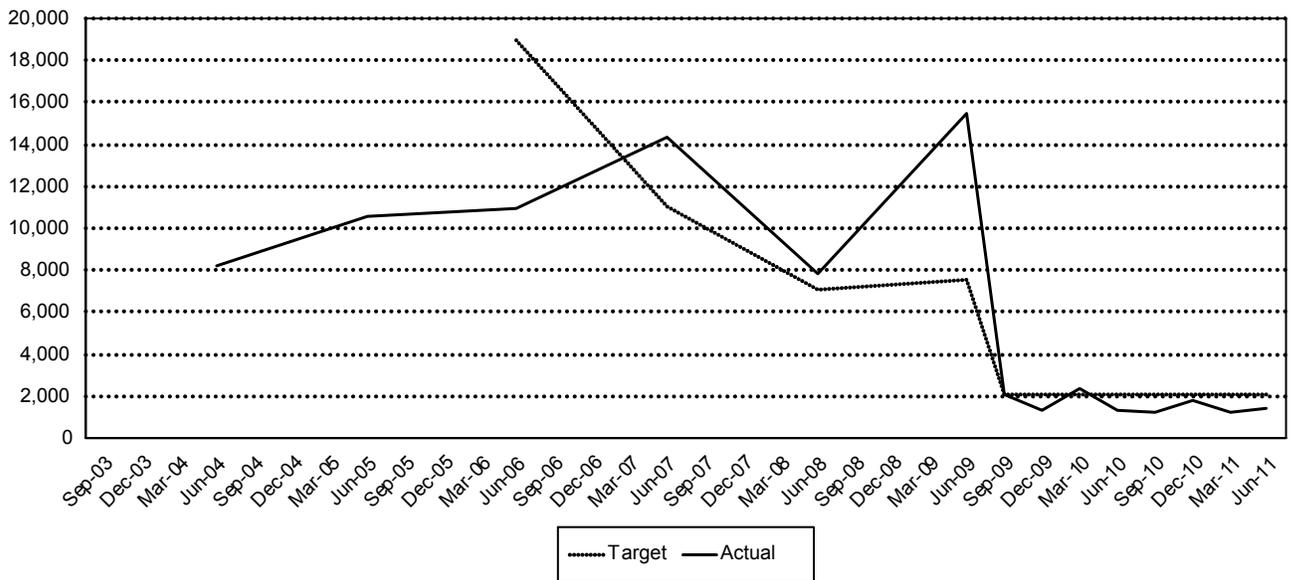
As of 8/19/2011

000145 - Number of digitized or microfilmed state and local agency documents (in thousands).			
Biennium	Period	Actual	Target
2009-11	Q8	1,419	2,100
2009-11	Q7	1,243	2,100
2009-11	Q6	1,747	2,100
2009-11	Q5	1,243	2,100
2009-11	Q4	1,330	2,100
2009-11	Q3	2,339	2,100
2009-11	Q2	1,304	2,100
2009-11	Q1	2,117	2,100
2007-09	Q8	15,517	7,590
2007-09	Q4	7,785	7,090
2005-07	Q8	14,300	11,000
2005-07	Q4	10,979	19,000

Date Measured: 9/30/2010

Comment: Fewer scanning jobs

Number 000145 - Number of digitized or microfilmed state and local agency documents (in thousands)



A036 Library Collections and Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Provide data, information, and analysis to support decision-making

Expected Results

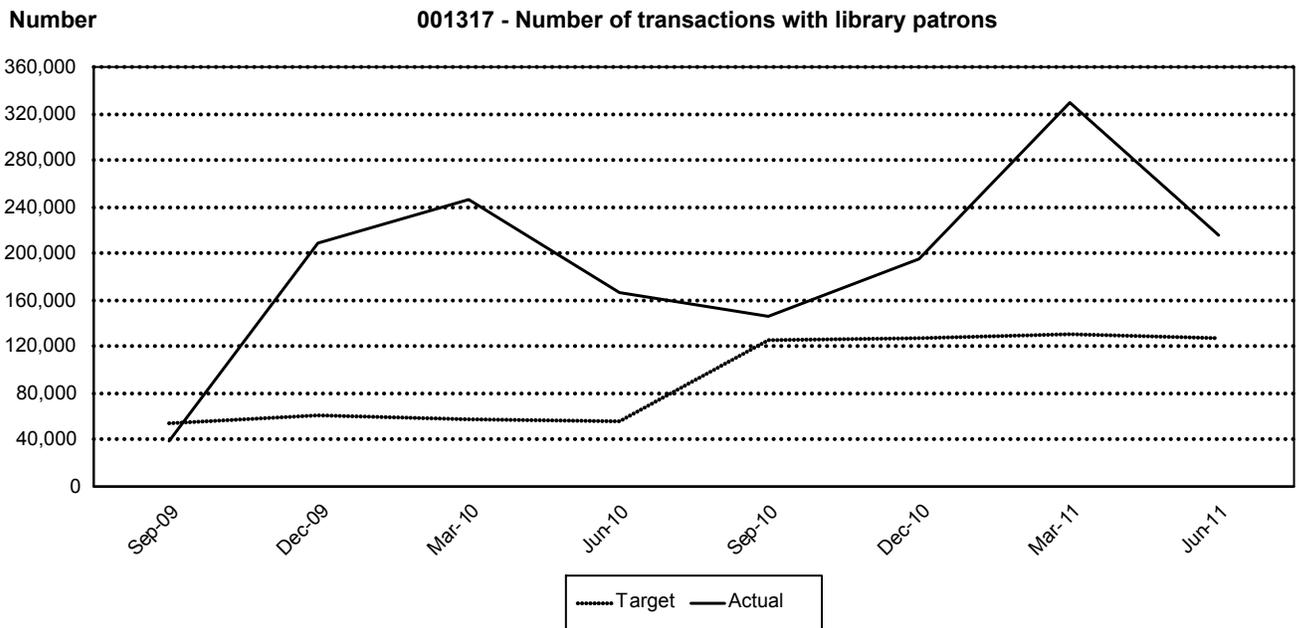
As of 8/19/2011

Washington residents are provided resources and services to meet their information needs. Special populations are provided library materials in a variety of formats to meet their information needs. Staff of libraries throughout the state are provided training to meet their communities needs.

001317 - Number of transactions with library patrons.			
Biennium	Period	Actual	Target
2009-11	Q8	215,610	128,100
2009-11	Q7	329,206	131,100
2009-11	Q6	195,027	128,100
2009-11	Q5	145,822	126,100
2009-11	Q4	166,588	56,100
2009-11	Q3	247,028	58,100
2009-11	Q2	208,824	61,100
2009-11	Q1	38,468	54,100

Date Measured: 6/30/2011

Comment: 8th qtr actual reflects that in library use and circulation were on track. A 15% increase in reference questions and some seasonal fluctuation in all areas with highest use still in the digital collections.

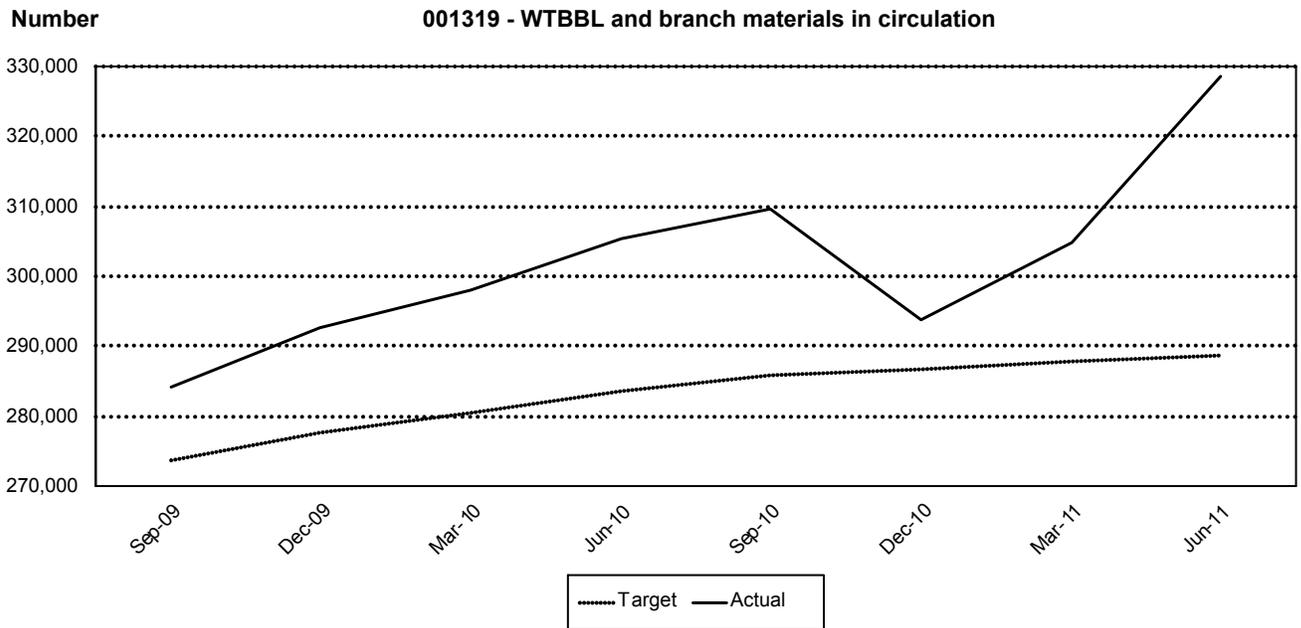


As of 8/19/2011

001319 - Number of Washington Talking Book & Braille Library (WTBBL) and branch library materials in circulation.			
Biennium	Period	Actual	Target
2009-11	Q8	328,600	288,700
2009-11	Q7	304,689	287,700
2009-11	Q6	293,762	286,700
2009-11	Q5	309,708	285,700
2009-11	Q4	305,411	283,626
2009-11	Q3	297,955	280,520
2009-11	Q2	292,737	277,559
2009-11	Q1	284,015	273,699

Date Measured: 6/30/2011

Comment: 8th qtr reflects downloading of audio files is still exceeding projection by 17% for WTBBL. DOC & DSHS branches circulation is still exceeding the projection by 13% and attempts to increase hours the branch libraries are open for use.

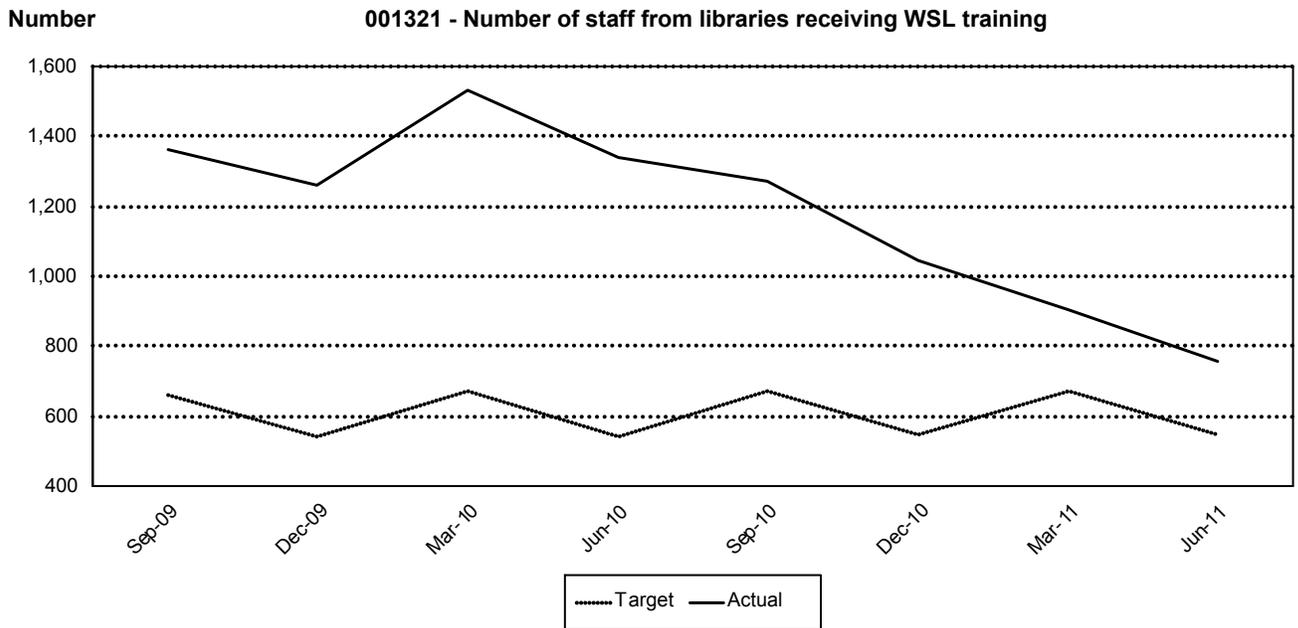


As of 8/19/2011

001321 - Number of staff from libraries across Washington receiving training from the Washington State Library.			
Biennium	Period	Actual	Target
2009-11	Q8	759	546
2009-11	Q7	901	671
2009-11	Q6	1,047	546
2009-11	Q5	1,272	671
2009-11	Q4	1,340	543
2009-11	Q3	1,531	669
2009-11	Q2	1,259	542
2009-11	Q1	1,360	663

Date Measured: 6/30/2011

Comment: 8th qtr reflects outreach sessions by WTBBL and Washington Library Association conference in April. Web Junction course enrollment was down due to lack of budget to purchase credits half way through June.



A035 Preserving and Making Accessible Washington's Heritage

Statewide Result Area: Improve cultural and recreational opportunities throughout the state
Statewide Strategy: Ensure access to cultural and recreational opportunities

Expected Results

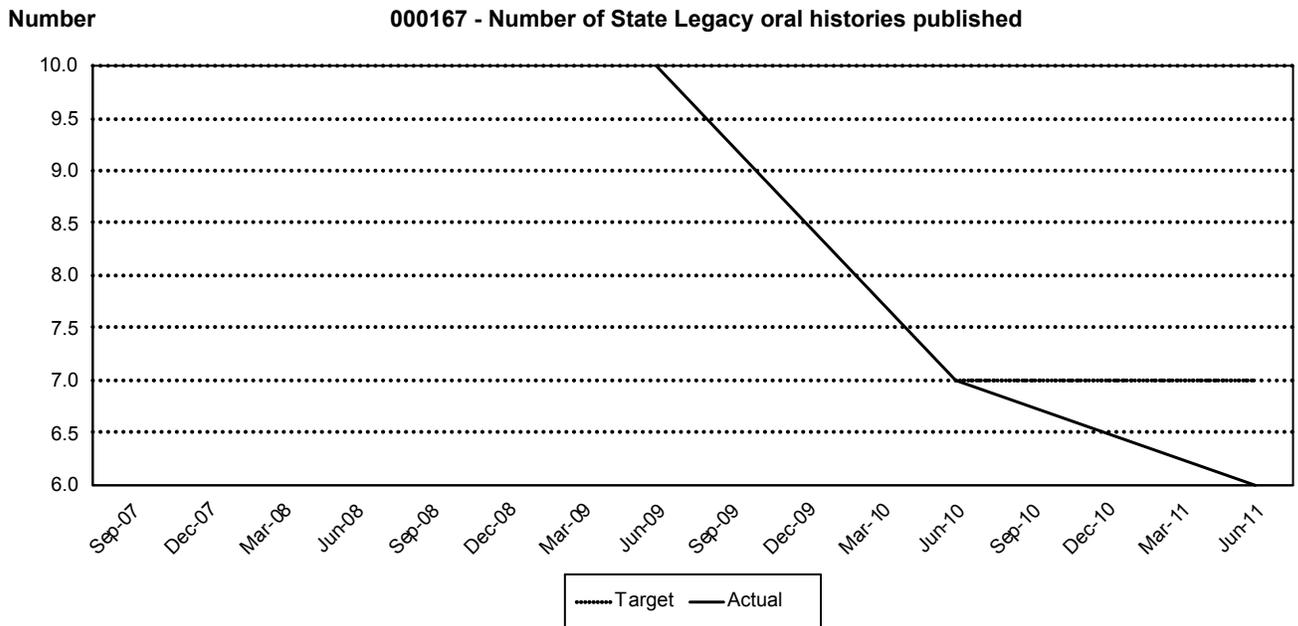
Oral histories and biographies on former U.S. Senators, Members of Congress, Governors, influential newsmakers, and people who have influenced the political history of the state of Washington will be published and available.

As of 8/19/2011

000167 - Number of oral histories published on influential political leaders and remarkable people.			
Biennium	Period	Actual	Target
2009-11	Q8	6	7
2009-11	Q4	7	7
2007-09	Q8	10	

Date Measured: 6/30/2011

Comment: Released six biographies.



A022 Productivity Board

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Provide data, information, and analysis to support decision-making

Expected Results

State employees suggestions are implemented that save state dollars.

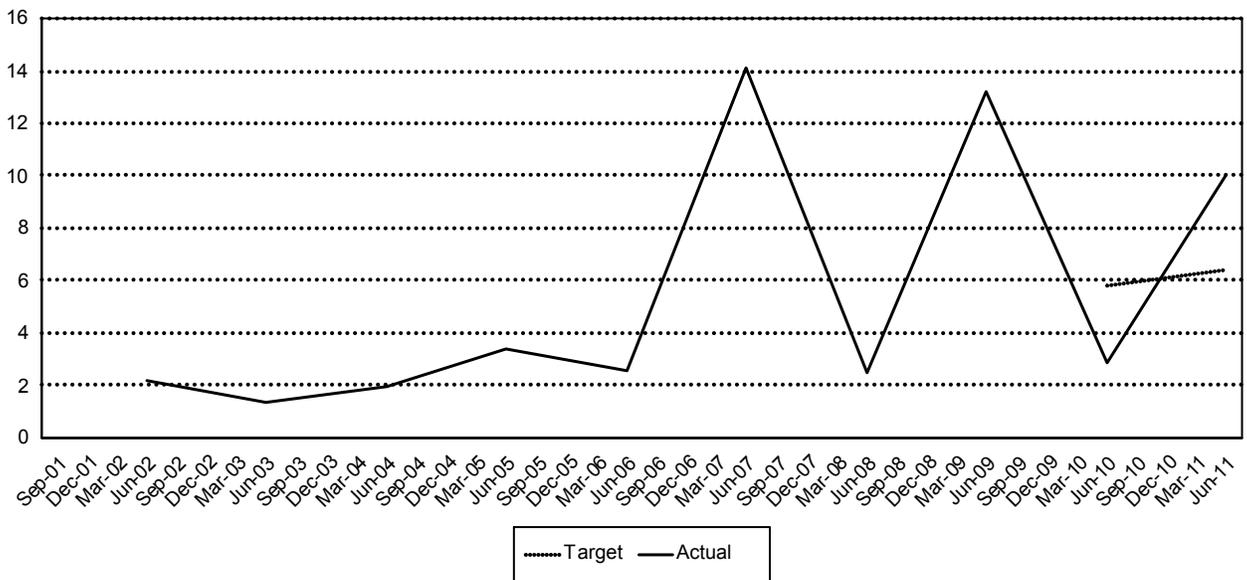
As of 8/19/2011

000151 - Dollars saved, recovered, and generated during the first year an employee suggestion or teamwork incentive process improvement is implemented, per program budget dollar spent.			
Biennium	Period	Actual	Target
2009-11	Q8	\$10.04	\$6.45
2009-11	Q4	\$2.85	\$5.82
2007-09	Q8	\$13.22	
2007-09	Q4	\$2.49	
2005-07	Q8	\$14.11	
2005-07	Q4	\$2.58	

Date Measured: 6/30/2011

Comment: FY 11 actual exceeded target due to several TIP team suggestions realized during the year.

Dollars **000151 - Dollars saved, recovered, generated during first year of implementation per program dollar spent**



A024 Records Management

Statewide Result Area: **Strengthen government's ability to achieve results efficiently and effectively**

Statewide Strategy: **Provide tools and resources to execute government functions**

Expected Results

State records are cost effective and efficiently managed.

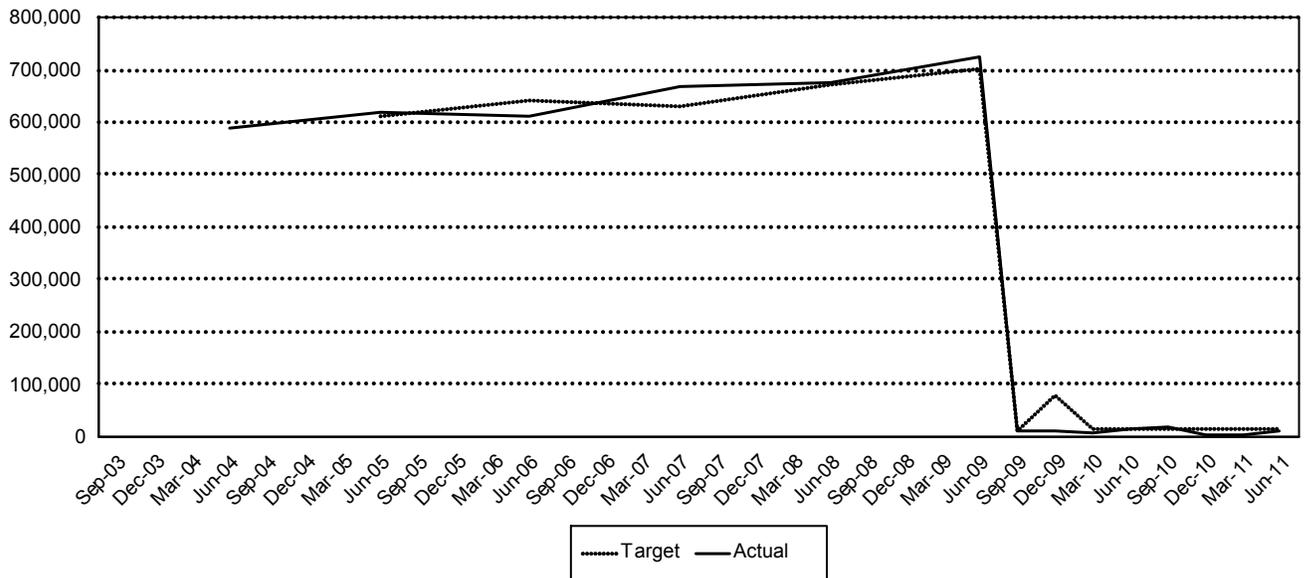
As of 8/19/2011

000142 - Number of public records stored and managed in the Washington State Archives Records Center (in thousands).			
Biennium	Period	Actual	Target
2009-11	Q8	11,297	16,375
2009-11	Q7	4,913	15,125
2009-11	Q6	2,747	16,375
2009-11	Q5	18,430	13,100
2009-11	Q4	13,687	13,100
2009-11	Q3	7,060	13,100
2009-11	Q2	11,513	78,875
2009-11	Q1	11,687	12,250
2007-09	Q8	724,727	700,192
2007-09	Q4	675,185	671,477
2005-07	Q8	668,422	628,897
2005-07	Q4	610,580	640,532

Date Measured: 6/30/2011

Comment: 8th qtr actuals reflect growth rate of 8-9 thousand boxes per qtr, however rate of disposal has significantly increased causing a lower actual growth.

Number **000142 - Number of public records stored and managed in the Washington State Archives Records Center**



A038 Voter Information, Voter Registration, and Elections Official Training

Statewide Result Area: **Strengthen government's ability to achieve results efficiently and effectively**

As of 8/19/2011

Statewide Strategy: Support democratic processes and government accountability

Expected Results

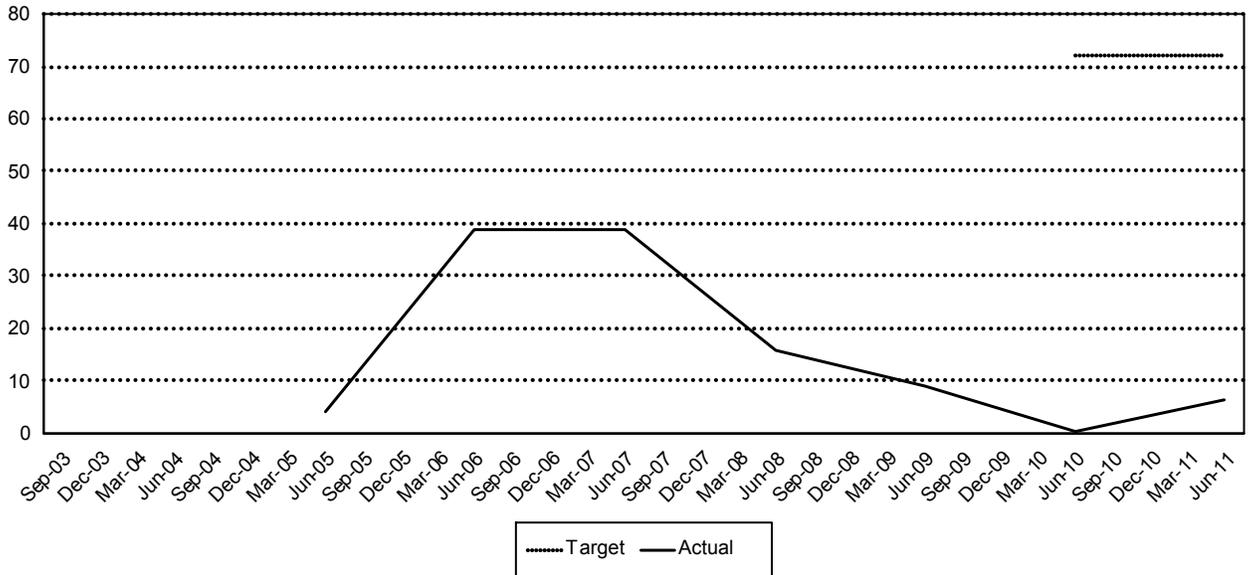
Eligible Washington citizens register to vote, and a high percentage of registered voters choose to participate in accessible, fair, and accurate elections.

000103 - Number of hours the Statewide Voter Registration Database is down in a fiscal year.			
Biennium	Period	Actual	Target
2009-11	Q8	6.5	72
2009-11	Q4	0.5	72
2007-09	Q8	9	72
2007-09	Q4	16	72
2005-07	Q8	39	72
2005-07	Q4	39	72

Date Measured: 6/30/2011

Comment: Did not use all the downtime available for maintenance. There were a few network issues outside of the agency's control.

Number 000103 - Number of hours the statewide voter registration database is down in a fiscal year



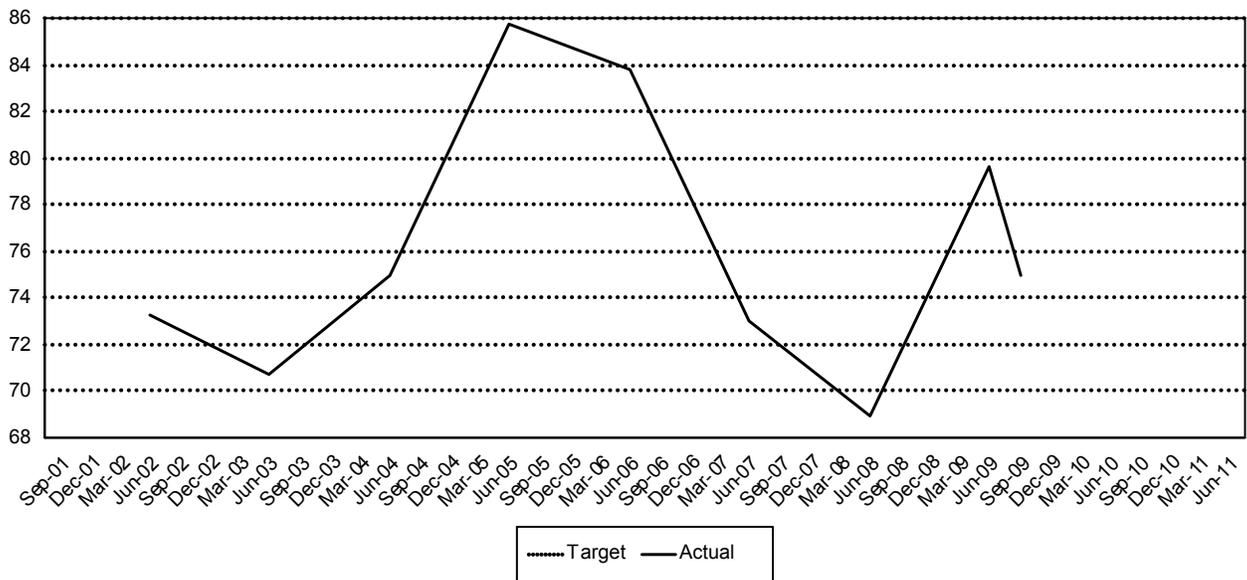
As of 8/19/2011

000112 - Percent of eligible voting age population who are registered to vote.			
Biennium	Period	Actual	Target
2009-11	Q1	75%	
2007-09	Q8	79.65%	
2007-09	Q4	68.97%	
2005-07	Q8	73%	
2005-07	Q4	83.77%	

Date Measured: 6/30/2008

Comment: FY 2008 included the 2007 odd election year which typically has less voter turn-out.

Percent 000112 - Percent of eligible voting age population who are registered to vote

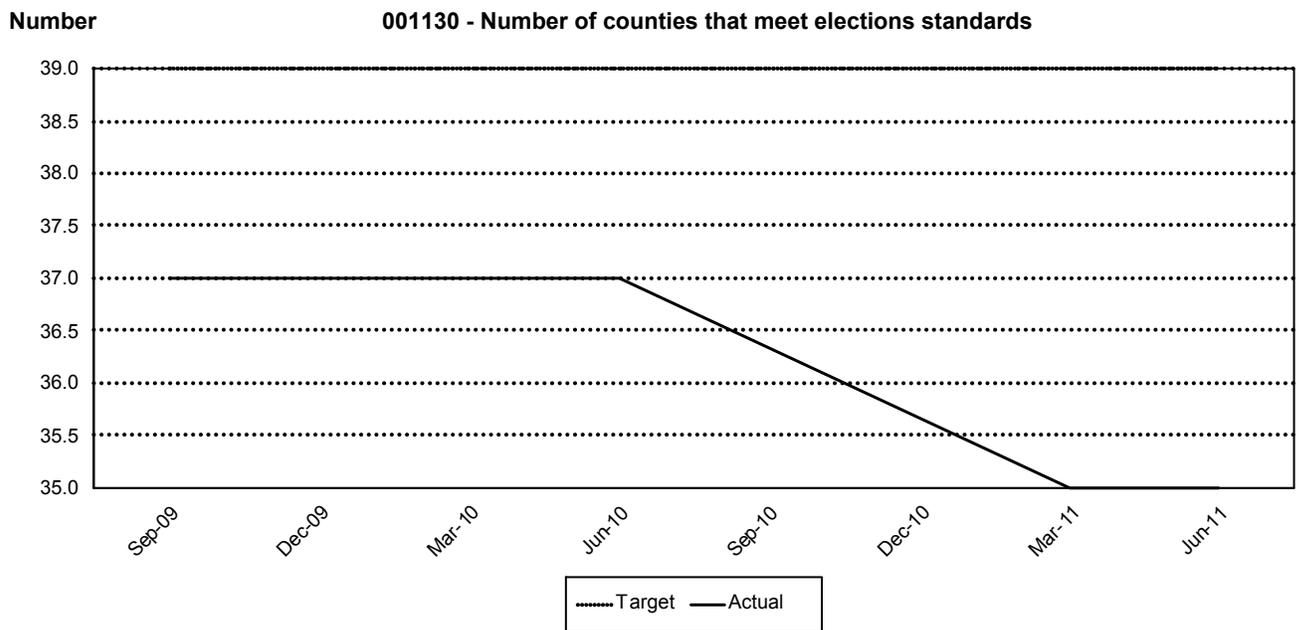


As of 8/19/2011

001130 - Number of counties that meet the Secretary of State's elections training and certification standards.			
Biennium	Period	Actual	Target
2009-11	Q8	35	39
2009-11	Q7	35	39
2009-11	Q4	37	39
2009-11	Q1	37	39

Date Measured: 6/30/2011

Comment: All 39 counties have at least one or more certified administrators; 35 counties have 2 or more certified; 4 counties have less than 2 certified. Asotin & Pacific are training new auditors/staff. Garfield & Wahkiakum attend trainings if possible.



A029 Voter Registration and Initiative Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Support democratic processes and government accountability

Expected Results

Inactive Activity.

000115 - Percent of counties voting system version numbers that match version numbers on published state certification.
