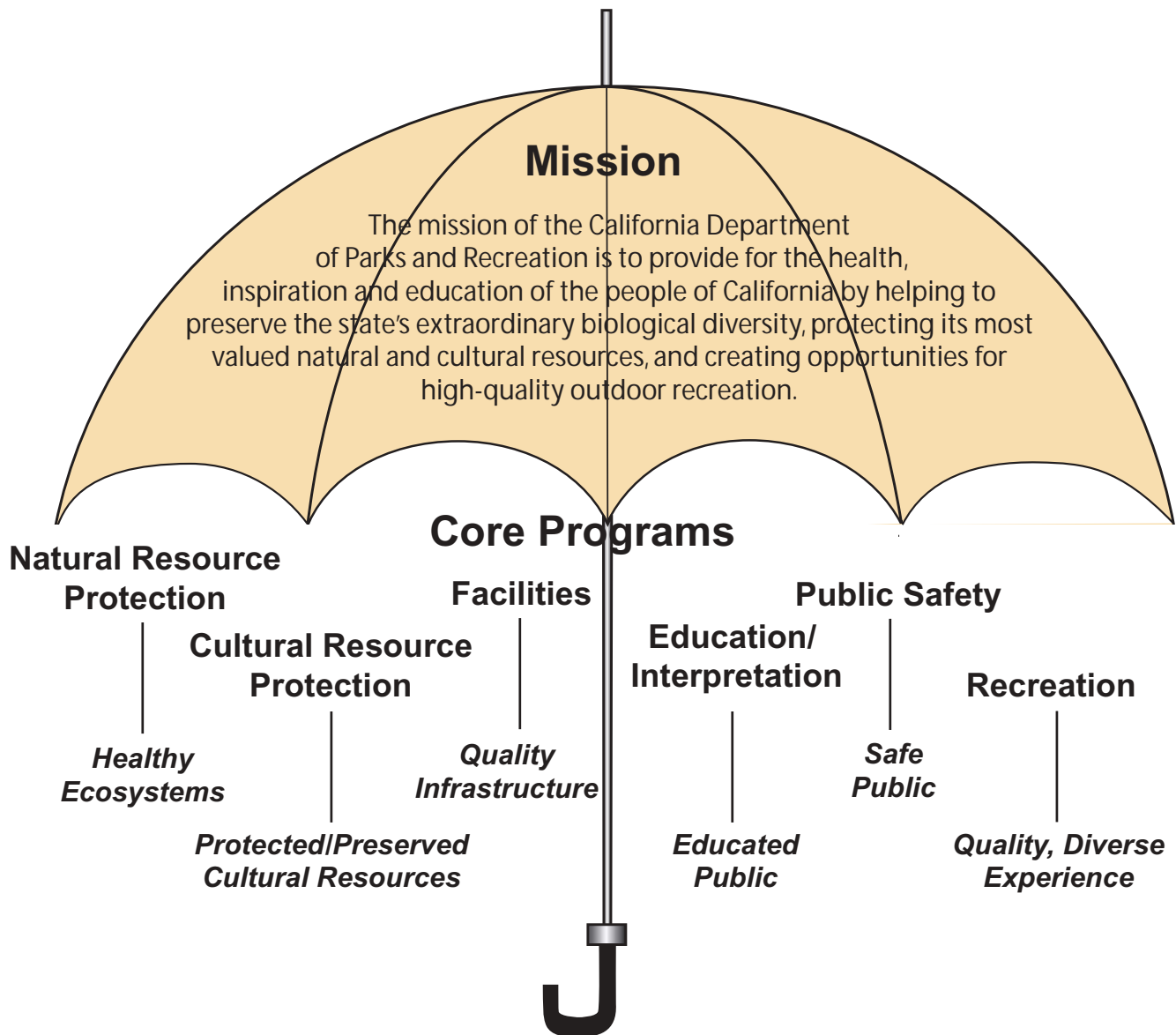


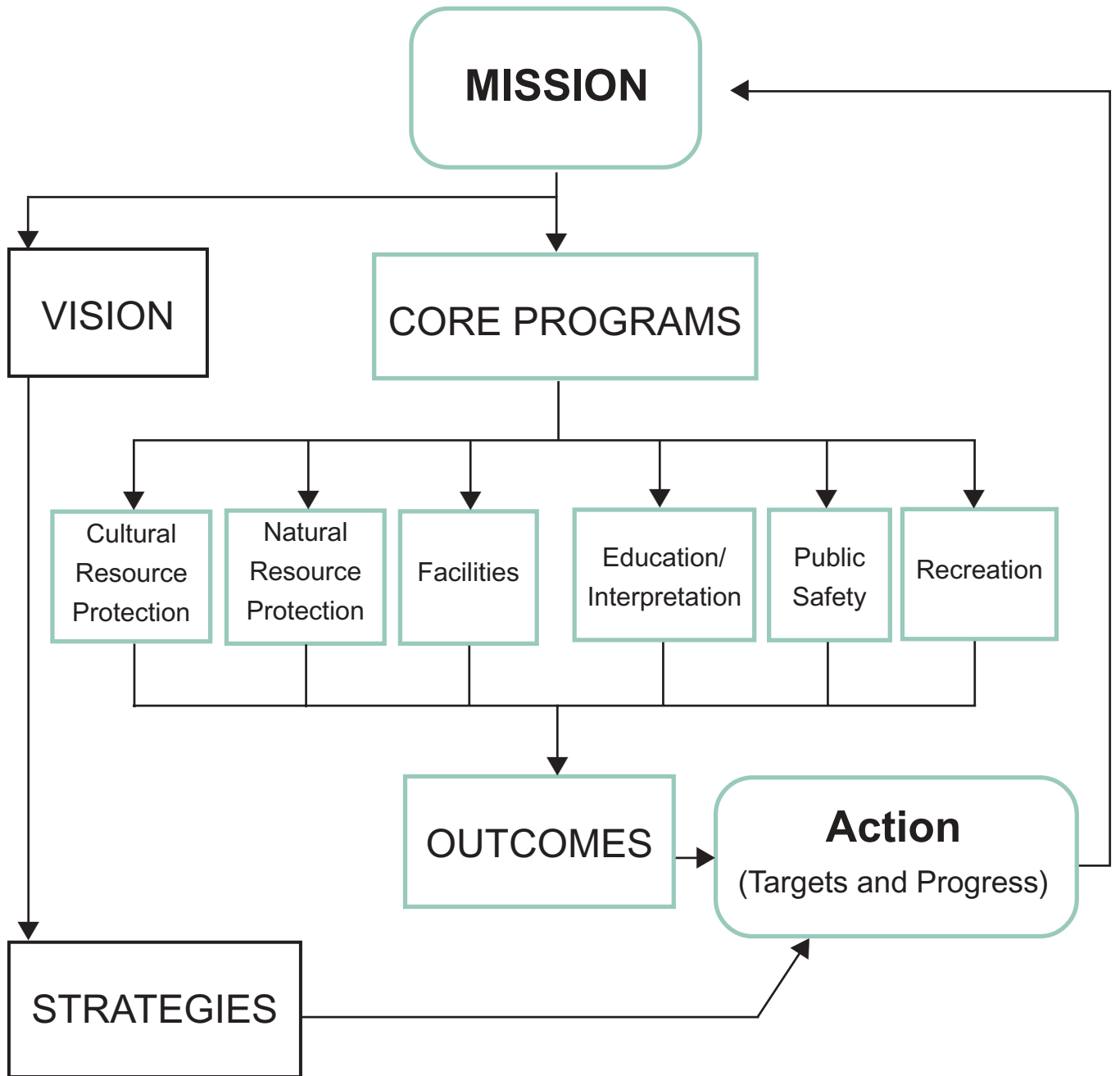
Performance Management System

The diagrams that follow depict the general order of the Department's Performance Management System. The mission is the umbrella of the system, from which all activity is generated. The department's core business activities, or "Core Programs" that are derived from the mission, represent the unique functions the Department is required to perform. Logically following each core program is a desired outcome. Each outcome is assessed by a set of measures that together indicate the degree of success accomplished during each measurement period.

Under the Umbrella of the Mission



Strategic Vision Model



Core Programs, Outcomes, Measures, and Targets

California State Parks has six core programs: Natural Resource Protection, Cultural Resource Protection, Facilities, Education/Interpretation, Public Safety, and Recreation. Outcomes and multiple measures are established for each core program. Targets predict anticipated performance levels for each outcome.

- **Natural Resource Protection**—Activities related to the management and perpetuation of the natural resources of California State Parks
Outcome: Ecosystems and constituent elements are in a desired condition.
- **Cultural Resource Protection**—Activities related to the management and perpetuation of the cultural resources of California State Parks
Outcome: Significant cultural sites, features, structures, and collections are protected and preserved.
- **Facilities**—Activities related to the maintenance of facilities, systems, roads, and trails in California State Parks
Outcome: Provide and maintain a quality infrastructure.
- **Education/Interpretation**—Activities related to the interpretation of park resources and the education of park visitors and the public at large
Outcome: The public understands the significance and value of the state's natural and cultural resources through education, interpretation, and leadership.
- **Public Safety**—Activities related to the public safety, emergency services, and law enforcement in California State Parks
Outcome: Provide a safe environment within state parks.
- **Recreation**—Activities related to the provision of recreational activities and programs for the visitors to California State Parks.
Outcome: Improve the quality of life for Californians through the provision of diverse, high-quality recreation experiences and opportunities.

The department's strategic planning process, with identified priorities for action (strategic initiatives), is integrated into the Performance Management System. The Performance Management System is a constantly evolving model. Although the mission and core programs tend to be static, strategic initiatives change, and performance measures are modified to more accurately reflect levels of accomplishment. The quantity and quality of data that support performance measures are also evolving as the Department increases its ability to design, collect, and analyze data.

Performance Management Report Format

This report is organized around the six core programs of California State Parks. Defined as the distinct business functions or activities that emanate from the department's mission, the core programs are: Natural Resource Protection, Cultural Resource Protection, Facilities, Interpretation/Education, Public Safety and Recreation. The order that the programs appear in this report does not reflect their relative significance.

Each chapter of this report contains four sections:

- **Current Status** discusses the status of each of the measures in terms of what is being measured and why.
- **Measurement Rationale** lists the different aspects of the core program where measurement is applied. The cumulative effect of these measures should be a good indicator of success for each core program without measuring every detail.
- **Data** contained in this report is represented in charts that help illustrate either ongoing time-sequenced information (usually shown in trend charts) or cumulative data (usually represented in bar charts).
- **Measures** detail information derived from each data source and, where possible, analyses of how the data is, or will be, used to help steer the Department toward improvement in each of the core program areas.

Sample Trend Chart

The sample trend chart below describes how trend charts are used to analyze time-sequenced data. (Bar charts are self-explanatory.)

