

Long Range Program Plan



**A Plan For The
21st Century
FY 01/02 - 05/06**

**James T. Moore
Commissioner**

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AGENCY VISION, MISSION AND VALUES

FDLE's Vision

Florida's citizens and visitors live, work and play in a safe environment for themselves, their families, their businesses and their property.

FDLE's Mission

Promote Public Safety

To promote public safety by providing services in partnership with local, state and federal criminal justice agencies to prevent, investigate and solve crimes while protecting Florida's citizens and visitors.

FDLE's Values

FDLE is dedicated to four basic values that drive the organization. All of FDLE's members are committed to the highest standards of SERVICE to the law enforcement community and others we serve; INTEGRITY of the organization and the individual; RESPECT for each member as our most valuable asset; and QUALITY in everything we do. It is this dedication that will continue to keep FDLE at the forefront of the state and the nation's quality criminal justice agencies.

GOALS, OBJECTIVES, OUTCOMES

Goal I: Improve the detection and capture of suspected criminals in Florida

FY 01-02 Resource Needs:

- FCIC/AFIS System Maintenance
- Integrated Criminal History System
- Forensic and Investigative Equipment
- Technology Infrastructure Replacement
- Crime Trax Implementation
- Florida Computer Crime Center Expansion/
- Computer Hacking Security

Objective I: Conduct effective criminal investigations

Outcome I.1: By FY 2001/2002, resolve 87% of all closed criminal investigations and by FY 2003/2004, increase the percentage of criminal investigations closed with arrests to 70%.

Objective II: Provide timely and effective forensic, and investigative assistance to other criminal justice professionals

Outcome II.1: By FY 2003/2004, improve customer satisfaction with FDLE investigative and technical assistance to 96% (was 93% in FY 1996/1997) and decrease the average turnaround time for all laboratory services.

Objective III: Improve criminal justice information available.

Outcome III.1 Through FY 2005/2006, maintain customer satisfaction with online crime data at 98% while increasing the number of workstations accessing the FCIC system to at least 27,500, increase the accuracy of information from 83% to 87% and maintain 96% of substantive FCIC hot files responses within established time frames.

Objective IV: Provide well-trained criminal justice professionals.

Outcome IV.1: By FY 2004/2005, increase customer satisfaction with on-line officer training, certification, and employment records to 94% and ensure that 94% of criminal justice officers and 90% of their supervisors rate training as effective in improving the officers' abilities to perform their duties.

Goal II: Support the prosecution of criminal cases

FY 01-02 Resource Needs: **FCIC/AFIS System Maintenance**
Integrated Criminal History System
Forensic and Investigative Equipment
Technology Infrastructure Replacement

Objective V: Increase the effectiveness of FDLE evidence collection and analysis

Outcome V.1: Through FY 2005/2006, increase the approval rating on physical evidence collection and analysis which were of value to prosecutors, judges, and law enforcement personnel to 95%.

Objective VI: Increase the amount, quality and scope of information provided to prosecutors and courts.

Outcome VI.1: By FY 2002/2003, maintain at least a 98% criminal justice customer satisfaction with on-line crime data while increasing the number of workstations accessing the FCIC system to at least 27,500; increase the completeness and accuracy of criminal history information on file to 87%.

Objective VII: Increase the effectiveness of FDLE's training of criminal justice professionals.

Outcome VII.1: By FY 2003/2004, improve performance in prosecution-related duties by 90% through effective training.

Goal III: Prevent crime and promote public safety

FY 01-02 Resource Needs: **FCIC/AFIS System Maintenance**
Integrated Criminal History System
Forensic and Investigative Equipment

Objective VIII: Provide accurate information about crime and criminals

Outcome VIII.1: By FY 2002/2003, maintain the percentage of public customers satisfied with the criminal history record check service at 96% (was 84% in FY 1996/1997) and with FDLE's available crime statistics at least 97% (was 75% in FY 1995/1996).

Objective IX: Provide proactive investigative and forensic services

Outcome IX.1: By FY 2005/2006, increase the percentage of customers who found FDLE's investigative intelligence satisfactory to 96%; decrease turnaround time by 10 days for all lab disciplines while keeping pace with demand; and increase the number of samples analyzed for the DNA Database by 20,000 per year (baseline 65,000).

Objective X: Provide effective emergency response in times of crisis

Outcome X.1: By FY 2003/2004, increase the percentage of customers who found FDLE's mutual aid and emergency response management useful to 97%.

Objective XI: Provide specialized crime prevention programs

Outcome XI.1: Through FY 2005/2006, maintain ability to provide DARE training to over 150 officers and increase recovery rate of missing children to four per month (was a total of 36 in FY 1996/1997).

Objective XII: Promote professionalism in the criminal justice community

Outcome XII.1: Through FY 2005/2006, increase the number of students participating in the integrated program of leadership and management education for Florida's law enforcement executives and other criminal justice professionals to 735 and increase student satisfaction rating from 85% to 90%.

Florida Department of Law Enforcement Linkage to Governor's Priorities

#1 – Improve student achievement

#2 – Reduce violent crime and illegal drug use

- Goal I: Improve the detection and capture of suspected criminals in Florida**
- Goal II: Support the prosecution of criminal cases**
- Goal III: Prevent crime and promote public safety**

#3 – Create a smaller, more effective, more efficient government that fully harnesses the power of technology to achieve these goals

- Goal I: Improve the detection and capture of suspected criminals in Florida**
- Goal II: Support the prosecution of criminal cases**
- Goal III: Prevent crime and promote public safety**

#4 – Create a business climate that is conducive to economic opportunity

- Goal I: Improve the detection and capture of suspected criminals in Florida**
- Goal II: Support the prosecution of criminal cases**
- Goal III: Prevent crime and promote public safety**

#5 – Help the most vulnerable among us

- Goal I: Improve the detection and capture of suspected criminals in Florida**
- Goal II: Support the prosecution of criminal cases**
- Goal III: Prevent crime and promote public safety**

#6 – Enhance Florida's environment and quality of life

- Goal I: Improve the detection and capture of suspected criminals in Florida**
- Goal II: Support the prosecution of criminal cases**
- Goal III: Prevent crime and promote public safety**

TRENDS AND CONDITIONS SUMMARY

The Florida Department of Law Enforcement's (FDLE) mission is to **promote public safety** by providing services in partnership with local, state and federal criminal justice agencies to prevent, investigate and solve crimes while protecting Florida's citizens and visitors. FDLE pursues this mission by delivering investigative, forensic and information services to Florida's criminal justice community. FDLE's mission requires a partnership with local, state, and federal agencies to sustain a highly trained, professional, and effective criminal justice community to ensure public safety and prevent crime.

The joint efforts of FDLE, state and local criminal justice agencies, non-criminal justice state agencies, and members of the public, contribute factors that impact the conditions which threaten Florida's public safety. The public conditions identified by FDLE as significant threats include drug crime, economic and computer crime and public corruption, and violent crime. The following contributing factors were identified as areas where FDLE plays a significant role in Florida's public safety.

- ✓ Effectiveness of criminal intelligence, investigation and apprehension
- ✓ Effectiveness of evidence analysis
- ✓ Effectiveness of prosecution
- ✓ Effectiveness of preventative measures

FDLE is one of several collaborators in the effort to ensure Florida's public safety. The Department's program areas of Investigative and Forensic Sciences, Information, and Professionalism provide services designed to improve the effectiveness of each of the above contributing factors to improve Florida's overall public condition. The following discussion of crime and safety in Florida illustrates the current public conditions facing FDLE and its partners as they strive to provide a safe environment for Florida's citizens and visitors.

Public Conditions

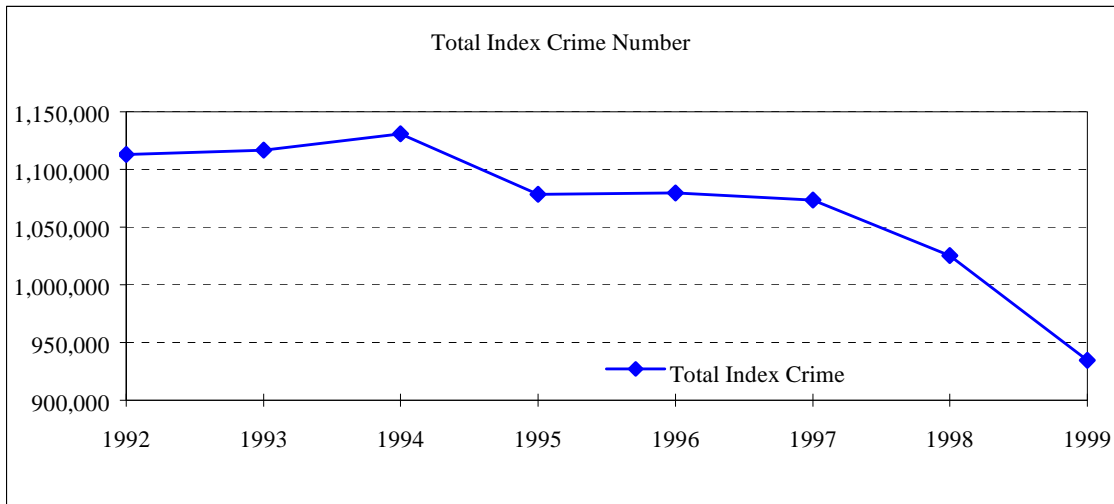
With a population growth of almost 20% this past decade, Florida is the fourth largest state in the union. Florida's population exceeded 15 million in 1999. The public conditions that encompass Florida's large, diverse, multi-cultural, young and old population provide many opportunities and threats for the criminal justice community.

In contrast to the growing population, Florida joins the nation in reveling in the "good news" of a declining crime rate (chart 1). Florida's index crime rate continued on a downward trend that began in 1992 (8,561 per 100,000 population). The 1999 index crime rate, as reported by Florida's criminal justice agencies, was 6,098 per 100,000 population or 934,349 total index crimes.

The crime index is made up of selected offenses used to identify fluctuations in the overall volume and rate of crime reported to law enforcement. The offenses included are the violent crimes of murder and nonnegligent manslaughter, forcible rape, robbery, and aggravated assault, and property crimes of burglary, larceny (theft), motor vehicle theft, and arson.ⁱ

Chart 1ⁱⁱ

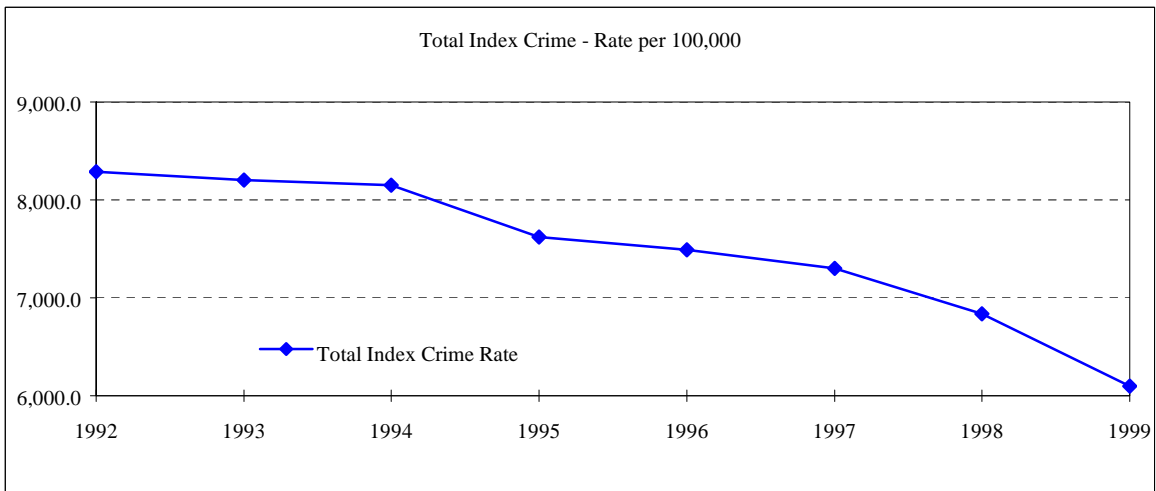
Florida Index Crime per 100,000 Population 1992 - 1999



Even though crime rates are declining, when Florida residents were asked to identify the most important problems facing the state, more of them identify crime (29%) as being one of the top three problem areas. The 1997 Florida Annual Policy Survey posed this question to over 1,000 citizens. Education (19%) and Social Problems (15%) were the second and third most often cited problems.ⁱⁱⁱ

Chart 2^{iv}

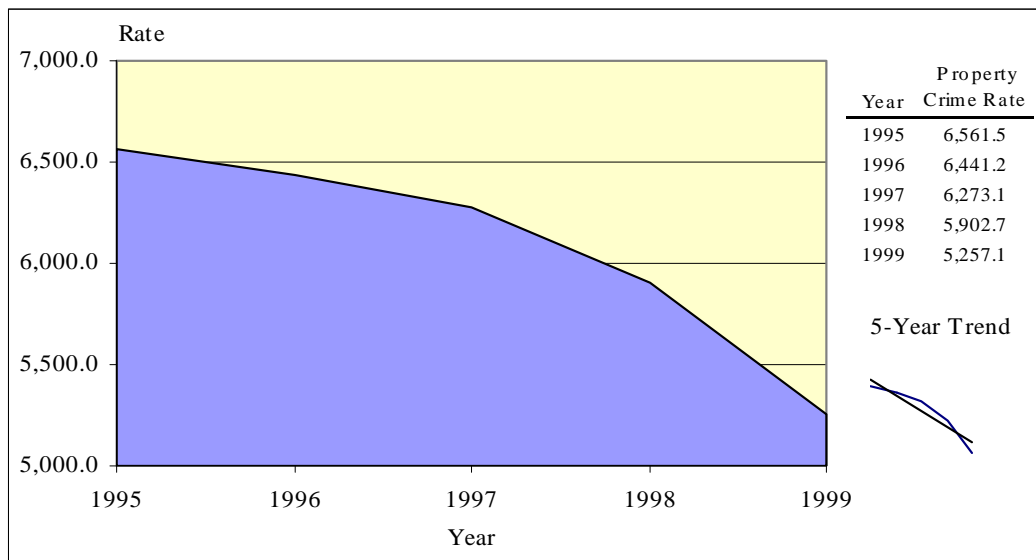
Florida Violent Crime Rate per 100,000 Population, 1992 - 1999



While Florida's Violent Crime rate has declined for the past eight years, there were still 128,859 violent offenses reported in 1999. Violent crimes are: murder, forcible sex offenses, robbery, and aggravated assault (see Chart 2). The Property Crime rate has also declined, decreasing for the past five years (see Chart 3). Even with this decline in the Violent and Property rates, Florida led the States with the nation's highest Index Crime rate for all but one of the last 15 years.

Chart 3^v

Florida Property Crime Rate per 100,000 Population, 1995 - 1999



Major Drug Effort

Florida has historically been a staging, transshipment and distribution point for the international drug trade. This activity has precipitated an increase in drug-related crimes and violence and the deterioration of community values. FDLE targets drug trafficking organizations and combats their impact on Florida's communities and citizens. FDLE focuses its resources toward mid-level and major criminal organizations that are involved in multi-jurisdictional drug trafficking activities and toward identifying organizations that process drug profits through legitimate enterprises and financial institutions or seek to circumvent financial laws.

The U.S. Customs Service reported that 65% of the cocaine and 42% of the marijuana seized nationally in 1998 was seized in Florida. A study conducted by the Office of National Drug Control Policy reported that despite positive evidence of cocaine use stabilizing and fewer new users, it is the primary illicit drug problem in many areas. Heroin is also an increasing problem in the State, and has become the drug most associated with the devastating consequences of drug abuse in Florida. Marijuana remains a very popular drug with reports that marijuana users tend to be younger than users of other drugs. The use of illicit drugs in nightclub and rave settings has become increasingly popular in many areas, including the South, over the last few years, with typical users being young, Caucasian, and from a middle to upper socioeconomic group. The most popular "club" drugs in the South are methylenedioxymethamphetamine (ecstasy), ketamine, GHB, and Rohypnol.^{vi} The number of Ecstasy tablets seized by law enforcement increased from just 196 in 1993 to more than 200,000 in the first five months of 1999.

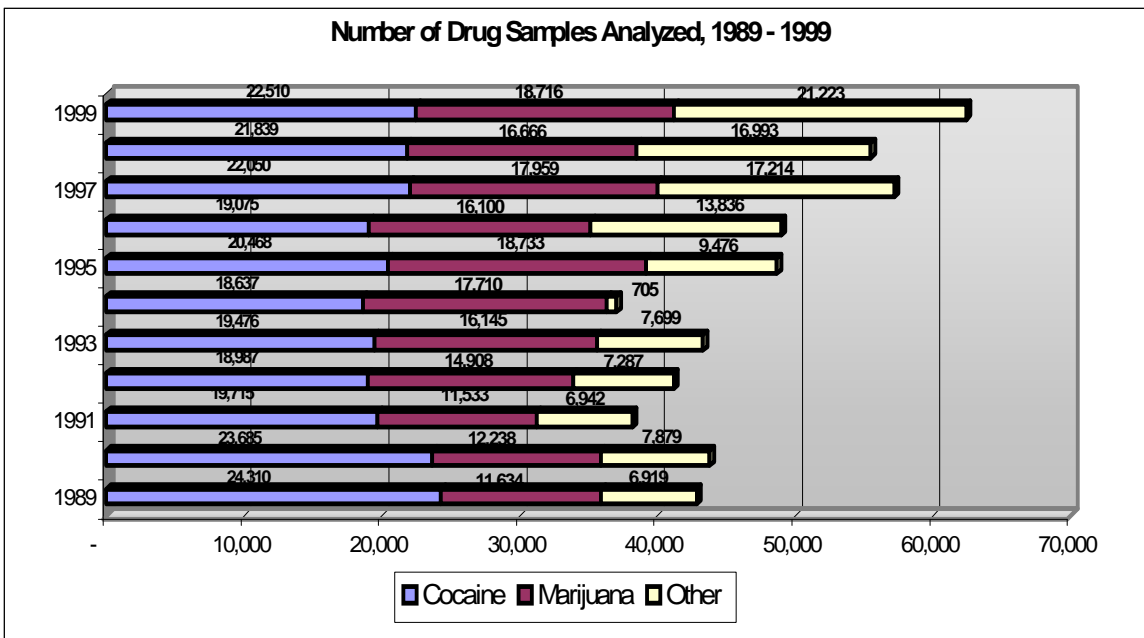
Since 1992, drug abuse in the nation has risen dramatically, especially among our youth. An average of 6.4% of Americans use illegal drugs; in Florida, 8% of all citizens use illegal drugs. Florida's drug use rate is about 25% higher than the national average. From 1992 to 1998, arrests for drug crimes in Florida increased by almost 92 percent. Florida juveniles are becoming more involved in drug crimes. The number of juvenile arrests for sale of drugs increased by 233% from 1992 to 1998, while the number of adults arrested for selling drugs went up only 82% during the same period.^{vii} In Florida's 1997 Fear of Crime survey of over 2,000 citizens, 76% expressed a high concern about the crime of drug trafficking in our state, up from 59% in 1996.^{viii}

South Florida continues to be the predominant transshipment point for narcotics into the United States, and Miami ranks as one of the top five illegal money transferring centers in the nation. With in excess of \$50 billion being spent annually by U.S. citizens for illegal drugs, large sums of money flow into and out of Florida as drug traffickers seek to collect their proceeds. Due to limited resources and jurisdictional authority, local narcotics investigators concentrate their limited resources on street level narcotics transactions. This leads to a lack of investigative resources directed at mid-level traffickers¹ who permeate south Florida. Additionally, trends indicate an increase in mid to high level trafficking organizations in south Florida, expanding northward up the coast to the Orlando area. Central Florida is experiencing a significant increase in illegal drug activity. The Interstate 4 corridor from Tampa to Daytona Beach through the greater Orlando area is so affected by drug related crimes that the area was designated a High Intensity Drug Trafficking Area (HIDTA) in July 1998. Orlando, with approximately 40 million visitors annually, is also the number one tourist destination in the country, which impacts the total annual population and drug problems in the area.

As a result of the growth in drug-related crimes, there has been a dramatic increase in investigative demands involving major drug cases. This is also reflected in the increase in submissions of drug cases for chemistry and toxicology analysis in FDLE's Crime Laboratories, making these two disciplines higher priorities within Laboratory Services.

The number of drug samples submitted to FDLE for lab analysis reached a new high in 1999 with the submission of more than 62,000 specimens. While the number of cocaine samples submitted have not reached their 1989 level, it did increase over 1998 by 3%. Marijuana samples increased 12% over 1998 and 61% since 1989. Other drug samples increased 25% over 1998 and approximately 200% since 1989 (see Chart 4).

Chart 4



Economic Crime Initiative

Economic or white-collar crime continues to increase, as further evidenced by the number of fraud-related arrests in Florida. From 1990 (7,683 arrests) to 1998 (10,261 arrests) the number of arrests for fraud-related crimes increased almost 31%. Economic or white-collar crime includes bribery, embezzlement and fraud (credit card/ATM, impersonation, welfare, wire, false pretense/swindle/confidence games). The crimes in this category are particularly challenging because of the sophistication of the criminals normally involved in these crimes and the magnitude of their impact, often involving multiple victims. These crimes are more often involving the use of computers or telecommunication technology and include investment fraud, telemarketing fraud, boiler room operations, securities fraud, commodities fraud and advanced-fee loan schemes. Therefore, the ability of FDLE to investigate and train local law enforcement to investigate such crimes, particularly involving the use of computers, has become a high priority.^{ix}

GOAL 1: Improve the detection and capture of suspected criminals

Societal Indicator:	Violent Crime Arrests (54,608 in 1999) Drug Crime Arrests (141,719 in 1999) Economic Crime Arrests (12,239 in 1999) Juvenile Arrests for Violent Crime (10,628 in 1999)
Authority:	Florida Statutes, Chapters 119; 790; 877; 893; 943 General Appropriations

Trends and Conditions Analysis

As noted in the discussion of Public Conditions, Florida's citizens are concerned about crime and the impact it has on their lives. Despite Florida's overall improvement in its crime rate, the state had the highest crime index rate in the nation for 1999, with the exception of the District of Columbia. The Department's program areas provide investigative and forensic science support, critical criminal justice information, and professionalism services to assist Florida's criminal justice agencies in the detection and capture of suspected criminals.

The 2000/2001 analysis of FDLE's strengths, weaknesses, opportunities and threats (SWOT) identified several issues related to detecting and capturing suspected criminals. These issues briefly summarized are as follows:

Strengths:

- Delivery of services based on specific regional needs
- Information services and expertise for addressing drug crime, economic crime, violent crime, and public integrity issues, assisting in the detection of these crimes

Weaknesses:

- Ability to retain well-trained analysts and information specialists
- Need to keep pace with increased demand for computer crime and forensic sciences

Opportunities:

- Emergence of new technology, including geographic information systems (GIS) and the need to acquire and apply these technological advances

Threats:

- Prevalence of organized crime, including international influences, and the increased involvement of new groups not previously involved in organized crime
- Increase in drug crime, gang activities, juvenile crime and economic crime

Regional Focus in Investigating and Analyzing Crime

The objectives addressing the issue of improving the detection and capture of suspected criminals emphasize statewide coordination of resources, while targeting unique, individual regional needs. FDLE's SWOT analysis identified an opportunity to facilitate communication and collaboration among agencies by capitalizing on the internal strength of the Regional Operations Centers and the philosophy of increasing information sharing and cooperation among agencies within a region.

FDLE changed its organizational structure in 1996 to emphasize the role of the Regional Operations Centers. At the same time, the Department revised its Investigative Strategy to ensure that FDLE's investigative resources would be directed primarily in areas which require

the jurisdiction, expertise, or technical resources of a statewide law enforcement agency. FDLE's Investigative Strategy functionally classifies all investigative activities as *Investigations*, *Intelligence*, or *Investigative Assistance and Specialized Programs*. These classifications allow for effective and appropriate supervisory oversight and service response. The classifications and oversight provide for priority placement of and ability to assess performance and accountability. To provide for regional flexibility within this strategy, the types of investigations may vary depending on demographic, geographic, social or economic factors within FDLE's seven regions. FDLE receives information concerning criminal activity and requests for investigations from:

- ◆ Governors orders
- ◆ Statewide Prosecutor
- ◆ Other state agency Inspectors General criminal complaints
- ◆ Citizens complaints
- ◆ Public official complaints
- ◆ Local, State, and Federal law enforcement agencies
- ◆ Other government agencies
- ◆ FDLE criminal cases
- ◆ Criminal intelligence resources

FDLE's Investigative Strategy targets four investigative focus areas: major drug, economic crime (including computer-related crime), violent crime and public integrity-related crime. FDLE will increase the number of closed cases that are resolved while continuing to provide investigative services that are valuable to Florida's criminal justice agencies.

The Department's Investigative Strategy serves as a blueprint for all regional offices. Each region has developed operational plans implementing the Long Range Program Plan for 2001-02 through 2005-06, based on this Investigative Strategy, but tailored to the specific crime issues in their geographic area. Regional goals outlined in these operational plans are incorporated into each regional director's performance contract, as well as all member performance workplans, which contain specific objectives to achieve these goals.

FDLE investigations can be of short or long duration, depending on the complexity of the investigation. An FDLE case is considered "closed" when work is concluded on a case; it may be considered resolved or unresolved. An FDLE case is considered "resolved" when the case is closed following prosecutorial acceptance, the suspect is apprehended; requested assistance provided, accepted for grand jury presentment, allegations were unfounded, use of force – state attorney ruling; or "exceptionally cleared" (i.e. "Protection of source," "Statute of Limitations;" "Target Incarcerated Elsewhere;" "Target Deceased;" or "Witness Unavailable"). The number of cases worked is the most accurate workload measure for FDLE investigations. The "cases worked" are the number of cases which had activity during the year; this case could also have been opened, closed or continued from a previous year. (see charts A1 and A2)

Chart A-1

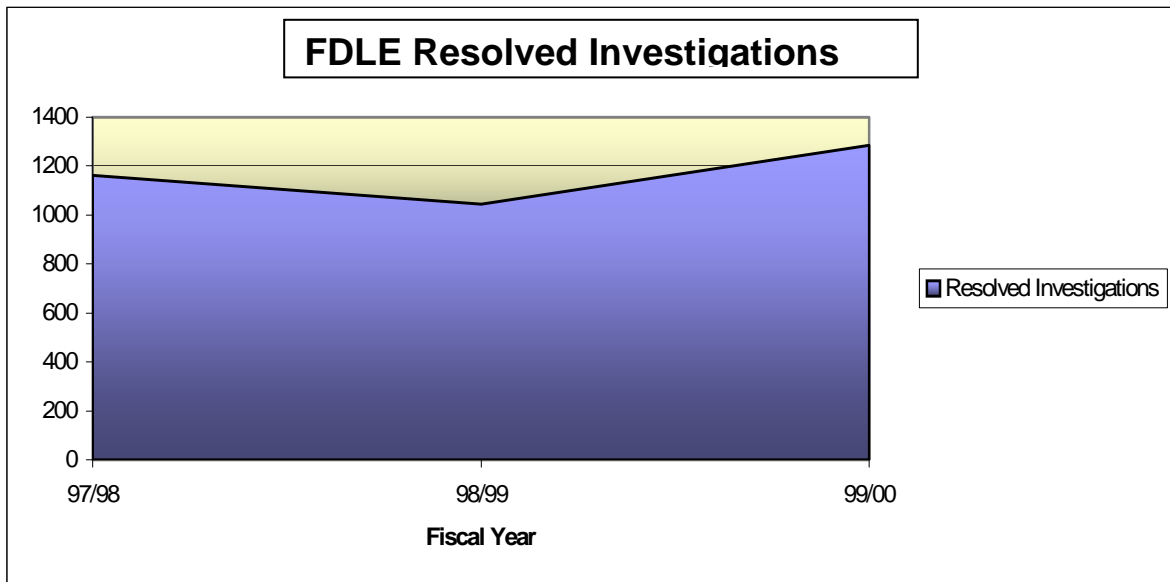
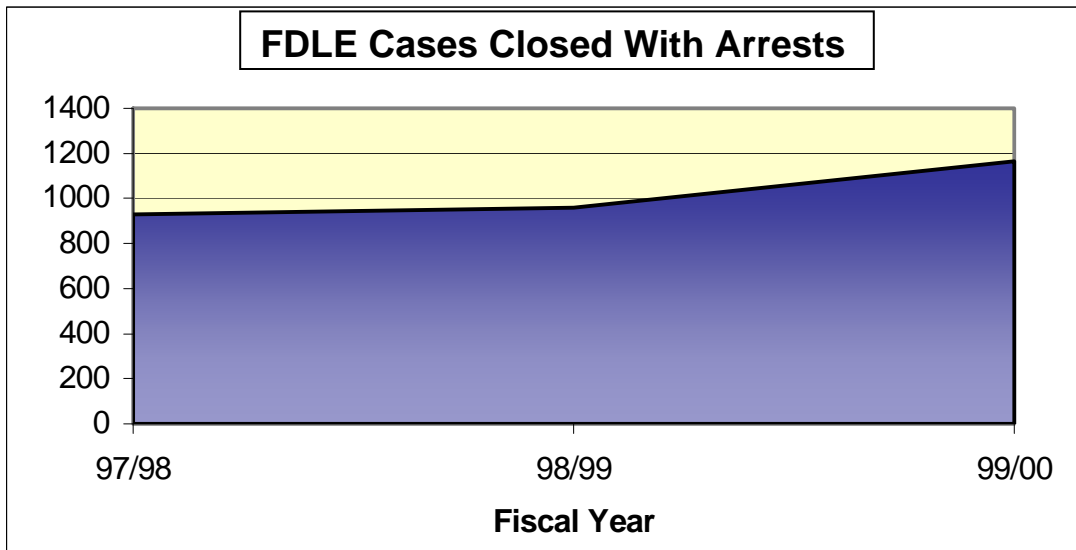


Chart A-2



Steps are being taken to monitor and improve the quality of FDLE's investigative ability through appropriate training, evaluation of cases to provide high quality and efficient use of resources, and ensure that they are providing maximum benefit to the state.

Targeting Violent Crime and Drug Crime

"Working together, communities and criminal justice agencies are challenged to find solutions that will reduce crime and abusive behavior." ^x Although the overall violent crime rate decreased during 1999, Florida still remains one of the highest rated states for violent crime. In 1998, NCL (National Consumer League) rated Florida first in violent crime. During 1999, a violent crime occurred every 245 seconds in Florida. In response to strong public concern and consistent with the Florida Violent Crime Act, FDLE developed and implemented a statewide effort to combat violent crime through partnerships with other law enforcement and

governmental agencies. Many investigative efforts are directed to serial cases, gangs, sexual predators, violent fugitives, crimes against children, murder and homicide investigations and other multi-jurisdictional and multi-victim crimes.

The Florida Violent Crime Council advises FDLE on the development and implementation of a statewide strategy to address violent criminal activity, and reviews and approves all requests for disbursement of funds from the Violent Crime Emergency Account. Since 1994, the Council has awarded local law enforcement agencies approximately \$3 million to support violent crime investigations. The Council also helps startup new initiatives by local and state law enforcement via enhancing community-oriented policing; adding undercover officers and other investigative officers to assist with violent crime investigations; mobilizing special task forces to target violent crime in specific areas; expanding automated fingerprint identification systems at the state and local level, identifying methods to prevent violent crime; enhancing criminal justice training programs; educating the public; enhancing victim and witness counseling; and supporting the sharing of information among criminal justice agencies.

FDLE's investigative efforts and Regional Violent Crime Coordinating Teams provide specialized resources targeting violent criminal activities with primary focus on areas of specific public concern or incidents which pose significant public safety threats. Although FDLE continues to focus on combating violent crimes in Florida through these and other programs, a greater emphasis is now turning to drug related and computer related crimes.

FDLE supports the concept of expanding the role of the Violent Crime Council to include drug investigations targeted toward reducing the supply of drugs in Florida by 33% by the year 2005. In addition, FDLE envisions Drug Control Teams to identify and target major drug trafficking and distribution organizations and report such findings to the Council.

FDLE is also advocating the establishment of an Integrated Drug Crime Analysis Center. It is envisioned that this center would utilize the Florida Drug Intelligence Database and the Financial Crimes Database to develop strategic targeting of drug organizations in the state.

Targeting Technological Crime

Although technology offers new and highly sophisticated opportunities to access a world of information, communicate around the globe, and embark on unlimited business and growth opportunities, computer systems and the Internet also have a deceptive side. According to the United Nations *Manual of the Prevention and Control of Computer-Related Crime*, computer systems offer new opportunities for criminals and create the potential to commit traditional crimes in non-traditional ways. The *Manual* emphasizes how our society relies upon computer systems for almost everything in life, from air and bus traffic control to medical service coordination and national security. Even small disturbances in the operation of these systems can plague human life. At the national level, mindful of the National Research Council's observation that "Tomorrow's terrorist may be able to do more damage with a keyboard than with a bomb," the federal Infrastructure Protection Task Force specifically recognizes the potential impact of these "cyber threats." ^{xi}

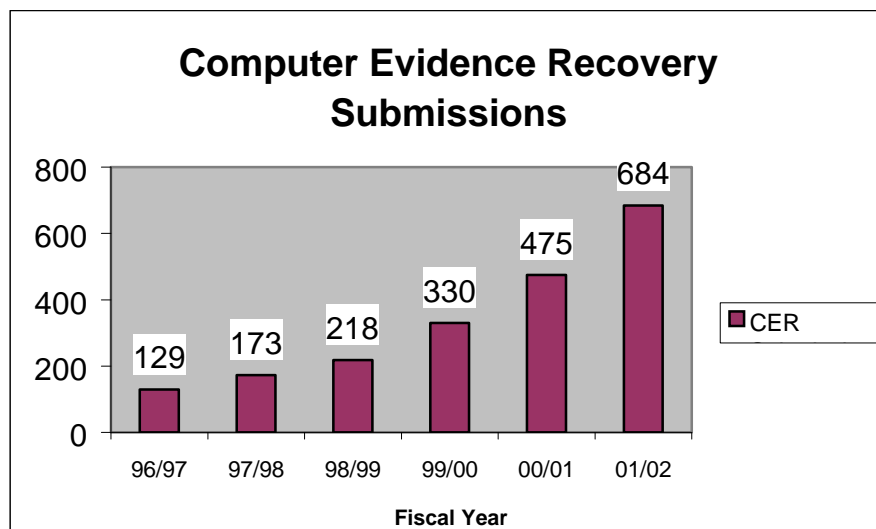
InterGOV International, the parent organization for a group of independent law enforcement agencies, reports that computer crime increases 4.1% every week. Additionally, the consequences of computer crime have serious economic costs and may be associated with other serious crimes such as child exploitation and terrorism.

Florida is already experiencing the impact of computer and Internet crime. According to the National Consumers League (NCL), geographic boundaries are meaningless in cyberspace. Criminals targeting citizens in the United States, for example, may be based in Europe, Australia, Asia or all over the globe. Based on NCL's top 20 locations of fraudulent Internet operators, Florida was ranked 3rd. In addition, victims of Internet Fraud are found worldwide.

NCL ranked Florida 4th on its top 20 locations of consumers who reported Internet scams to the Internet Fraud Watch.

To combat the predicted increase in computer-related crime, FDLE developed three components to provide a comprehensive solution: establishing of The Florida Computer Crime Center; expanding the Computer Evidence Recovery Program; and enhancing regional investigative capabilities. The Florida Computer Crime Center, located at FDLE headquarters, currently is staffed with limited resources, serving as a “working clearinghouse” on the issue of computer crime in Florida. It has both policy planning and operational responsibilities and provides a broad range of services. These services include criminal investigations, regional investigative support, training, proactive prevention and advanced computer forensic services. Based on increasing demands, FDLE’s overall Investigative Strategy calls for 25% of investigative resources to be committed to fraud and computer crime. Computer Evidence Recovery (CER) submissions increased 51.4% from FY 1998/1999 to FY 1999/2000. The availability of CER services was identified as a highly needed resource in the regions and local communities. Fraud cases consistently involve computer evidence and there is an increasing demand for these forensic recovery services. It is anticipated that additional resources will be required to meet this increase in demand and to further expand the Center’s ability to provide additional investigative and forensic support to local law enforcement agencies throughout the state.

Chart A-4^{xii}



In a report issued by the Federal Trade Commission, fraud in the areas of telemarketing, investment, business opportunity, job placement, and consumer finance have evolved to epidemic levels through the electronic marketplace.^{xiii} FDLE and the Office of the Comptroller are spearheading an effort to fight the enormous problem of financial fraud in Florida. The cost to citizens nationwide as a result of economic crimes is estimated at more than \$40 billion each year. In early 1999, Governor Jeb Bush and the Cabinet passed a resolution urging citizens to be on guard against financial fraud schemes and encouraging state agencies to work together to track and solve economic crimes. FDLE and the Comptroller’s Office hosted a “Strikeforce Against Fraudulent Enterprises (SAFE)” conference attended by representatives from state agencies. Thus far, SAFE members agreed to establish a common information database to act as a “pointer system” of agency complaints and other fraud investigations. Once the system is in place and additional information gathered, SAFE will launch a statewide public awareness campaign with a common theme “Fight Financial Fraud . . . We All Pay.”

Organized fraudulent schemes against Florida government (e.g., Medicaid, Tax, procurement, etc.) receive widespread media attention. Special emphasis is placed on the identification and investigation of organized criminal activity, which targets state government as a victim, particularly where there is significant public concern. As a result of the 1999 Legislative Session, over 120 positions were transferred from the Public Assistance Fraud Unit in the Office of the Auditor General to FDLE in October 1999.

Public integrity questions often accompany organized fraud activities when public officials or employees are involved. Allegations of criminal activity by public officials using their office or position for personal gain must be confronted. FDLE addresses the need for public confidence in government through investigations into issues involving compromised public integrity. Additional public integrity issues, beyond public fraud and corruption for profit, are raised when allegations of criminal actions by police officers or the use of deadly force by law enforcement officers are questioned. In these cases, official inquiry is necessary to ensure public confidence in the criminal justice community.

Intelligence Services

Intelligence services, vital to law enforcement decisions, improve the quality and quantity of intelligence related to violent crimes, economic crimes, public integrity, and drug crimes. Management and leadership need accurate and timely information about crimes and criminal enterprises to make informed decisions about potential threats to the public. FDLE's past efforts in intelligence collection, analysis, and dissemination have not kept pace with the changes in technology. As criminal groups became more sophisticated with their techniques, and more mobile throughout the state, law enforcement information sharing did not significantly change. The results of FDLE's Managed Input Survey and annual CEO (Chief Executive Officer) interviews indicated a need for more efficient and timely ways to collect, analyze and disseminate information.^{xiv} A logical solution is the aggressive use of technology.

FDLE's Office of Statewide Intelligence is developing both Internet and Intranet applications for dissemination of crime intelligence information it has collected and analyzed. These include crime trend data, crime alerts, the Florida Criminal Activity Bulletin and specialized assessments. The Internet is used to disseminate timely and relevant information to the public. The Intranet is used to reach all FDLE members, and the Criminal Justice Network (CJNet) is used to reach all members of the criminal justice community. Using technology to disseminate intelligence information will greatly increase the number of people who can access and effectively use the information.

Forensic Services

Local law enforcement agencies continue to need timely response in the delivery of forensic services.^{xv} Eight forensic laboratories across the state serve state, local and federal agencies in the following areas: Crime Scene, Latent Prints and AFIS, Chemistry, Microanalysis, Serology/DNA, Firearms, Documents, Toxicology, and Computer Evidence Recovery. These services include expert examination of evidence to aid in the investigation of criminal offenses and expert testimony concerning the analysis of the evidence.

In addition, FDLE maintains the statewide DNA Database, which has been instrumental in solving state and national investigations. Since the inception of the DNA Database, over 230 hits have been made. FDLE's DNA Database has experienced a great deal of success thus far; approximately 34% of the entire nation's DNA Database hits have been in Florida. Up until the

2000 Legislative Session, any individual convicted of one of the following offenses was required to submit a blood sample to the FDLE DNA Database for analysis:

- Sexual Assaults
- Lewdness; Indecent Act
- Murder
- Aggravated Battery
- Home Invasion Robbery
- Carjacking

During the Session, however, the statute was revised and funding was approved to add burglary to the qualifying offenses. A review of the criminal histories of Florida offenders matched to homicides or sexual assaults using the DNA Database has shown that a significant percentage of these offenders were convicted of other less violent offenses before committing these violent acts. The most significant figure is that 52% of these offenders had a prior burglary charge before committing the more violent offenses. Collecting these samples greatly increases the number of matches that could be made and allows this powerful investigative tool to reach its full potential.

FDLE is implementing changes in the delivery of forensic services to improve turnaround time (how fast evidence is analyzed and returned to the submitting agency), including response time at crime scenes, which involve major violent crime investigations. Quick response by highly trained personnel helps ensure that a crime scene is secured to avoid contamination and allow for prompt collection of time-sensitive evidence. Evidence is affected and endangered by weather, environmental conditions and contamination, making timely crime scene response important to its preservation and usefulness to investigators. After about two hours, the probability of solving a crime reduces fifty percent. Investigative leads are developed from on scene assessments. Prompt and thorough crime scene response also reduces investigative costs associated with maintaining prolonged site integrity and security.

In addition to the need for responsive crime scene services, timeliness in the delivery of all forensic services is critical. Up until FY 2000/2001, the goal to provide laboratory results to contributors was 30 days (excluding Serology/DNA). During FY 1999/2000, however, an FDLE study indicated that in most disciplines, the actual process of the analysis could not be completed within 30 days. As a result, optimal turnaround times were established for each discipline based on their unique characteristics. Indicators such as increases/decreases in workload, training impact, historical trends, and turnover were used to determine discipline turnaround times. With realistic goals, customers submitting evidence for analysis will know when to expect results.

In an effort to better focus department resources in the key lab disciplines, FDLE is assessing the feasibility of outsourcing lab disciplines whose service demands represent less than 1% of the lab system's total requests and redirecting the forensic scientists to other disciplines with high demand and high priority. The disciplines of documents and microanalysis are being assessed for possible outsourcing on an as needed basis. In FY 1999/2000, each of these three services processed less than 1,000 evidence requests.

Crime Information Needs

Reporting of timely and accurate criminal justice information is critical to FDLE's mission. This valuable information is needed by decision-makers who must make critical decisions that affect every citizen of the state. Timely reporting of crime problems and trends to FDLE leadership and to local law enforcement officials is critical. However, they are not the only customers in need of this information. Elected officials, media representatives, private industry and the public also rely upon information from FDLE to make informed decisions.

FDLE and other criminal justice agencies must address the constantly changing public safety issues. Examples of such issues are Medicaid fraud, abortion clinic violence and church

arsons. Many times, requests for strategic intelligence information about these issues come from state officials such as the Governor, Statewide Prosecutor, and the Attorney General. FDLE must proactively assess these problems and trends and develop statewide strategies for dealing with these issues.

Another new system that will provide additional information about crime data for law enforcement officers throughout the state is CrimeTrax. This system will match known offenders in a locality with incident information. Already being piloted through 22 local law enforcement agencies in Florida, CrimeTrax integrates data from local agency systems with offender locations and local agency crime incident information and is planned to expand into the remaining counties in the next 3 years.

The technology available to the criminal justice community, as well as the public, is increasingly more sophisticated. Advanced mobile communications, live scan, video technology, imaging, electronic filing and the extraordinary growth of intranet and internet technologies challenge criminal and juvenile justice entities to substantially upgrade their capabilities and to develop them in a more integrated manner. These technologies present new opportunities for improving access to previously proprietary data and speeding such access as well.

In an increasingly mobile society, criminals often travel across county and state lines in search of victims. In many cases, these criminals (often using false names) will be questioned or even arrested by local agencies on minor charges. When a Florida Sheriff wants to fingerprint a suspected criminal, he doesn't have to worry about the suspect giving a false identity. He just rolls the suspect's fingers around on a glass plate hooked up to a computer and waits while the prints are checked against the master database in Tallahassee. In a matter of seconds, he knows precisely who the person he is arresting really is. Without a method to determine the individual's true identity, these wanted criminals could be released to commit other crimes. When such an occasion arises, it is imperative that a wanted individual be identified and held in custody. Florida collects prints using an automated fingerprint information system (AFIS) Livescan. This system makes identification of arrestees almost immediate and aids law enforcement in the capture of wanted persons.

In the future, Florida will join with other state and national agencies to share AFIS information. Public safety agencies in Arizona, California and North Carolina are testing whether they can access each other's AFIS Livescan system to conduct fingerprint searches and exchange image data across state boundaries. The tests conducted by the International Association for Identification (IAI) will gauge the feasibility of cross-jurisdictional fingerprint searches across multiple AFIS systems. The planned enhancement to the Integrated Criminal History System will expand this AFIS Livescan capability to allow for fingerprint-based applicant checks as well.

Criminal Justice Officers

To meet the demands of the complexities of crime in Florida, today's criminal justice officer must be able to respond and react in a competent and capable manner. As was noted by the Florida Commission on Government Accountability to the People (GAP), it is recognized that the Department influences officer professionalism and competency through its training programs, certification examinations and disciplinary procedures^{xvi}. Effective, well-trained officers are needed to assist criminal justice agencies in their efforts to detect and apprehend suspected criminals. FDLE is implementing career development training so that criminal justice officers can enhance their knowledge, skills and abilities needed to serve the public and fight crime. The development of officer vertical and horizontal career training will identify a model that replicates delineated pathways within their profession.

To further assist agencies in providing the necessary training to their officers, FDLE will provide customized training for local needs, specifically covering areas such as dealing with victims and

perpetrators of crime. Criminal justice agencies must work in partnership with their communities to fund effective solutions to crime and abusive behaviors. It is important to recognize the significant role played by citizens and special interest groups. In the past, these groups often resorted to legislative mandates to require officers to obtain specialized training in the areas of domestic violence, juvenile sex offenders, mentally handicapped, etc. These changes to training were sought to assure that officers were trained to be able to respond appropriately at the local level. FDLE's Professionalism Program is working to facilitate communication and understanding of these issues at the state and local level to include the development and dissemination of recommended policies and protocols for operation. These discussions will address issues surrounding the perpetrator and the victims of crime. Where appropriate, the officer training curriculum will be updated.

FDLE's Professionalism Program is responsible for the development of the minimum required basic recruit training for officers. Prior to becoming an officer in Florida, individuals must demonstrate knowledge of the objectives in the basic recruit curriculum. The basic recruit training is currently being revised. A detailed needs assessment was recently conducted to gather input from citizens on their expectations of criminal justice officers. Criminal justice executives and supervisors participated, as well, in the revision process. This updated training will include valuable community oriented policing concepts. The Basic Recruit Training Program should be field tested during 2001. The Department will revise the Officer Certification Examination to include updated information included in the new curricula, and will reflect the implementation of application based testing.

Objectives and Outcomes

To address these trends and conditions impacting our ability to detect and capture suspected criminals; FDLE will pursue the following objectives and outcomes over the next five years:

Objective I: Conduct effective criminal investigations

Outcome I.1: Outcome I.1: By FY 2001/2002, resolve 87% of all closed criminal investigations and by FY 2003/2004, increase the percentage of criminal investigations closed with arrests to 70%. INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Projection Table
Closed Criminal investigations Resolved

FY 1996/1997	FY 1997/1998	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002
71%	78%	79%	80%	87%	87%

Projection Table
Closed Criminal investigations with Arrests

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004
55%	65%	67%	68%	69%	70%

Objective II: Provide timely and effective forensic, and investigative assistance to other criminal justice professionals

Outcome II.1: By FY 2003/2004, improve customer satisfaction with FDLE investigative and technical assistance to 96%(was 93% in 1996-1997) and decrease the average turnaround time for all laboratory services. INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Projection Table
Customer Satisfaction

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004
95%	95%	96%	96%	96%

Projection Table
Proposed Standards for Laboratory Services

	FY 2000/2001 through FY 2005/2006
Toxicology	44 Days
Serology/DNA	111 Days
Chemistry	35 Days
Firearms	135 Days
Documents	59 Days
Crime Scene	40 Days
AFIS	56 Days
CER	123 Days
Microanalysis	118 Days
Latent Prints	65 Days

Objective III: Improve criminal justice information available

Outcome III.1 Through FY 2005/2006, maintain customer satisfaction with online crime data at 98% while increasing the number of workstations accessing the FCIC system to at least 27,500, increase the accuracy of information from 83% to 87%and maintain 96% of substantive FCIC hot files responses within established time frames. INFORMATION PROGRAM

Projection Table

	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
Satisfaction	95%	98%	98%	98%	98%	98%	98%	98%
Workstations	16,931	24,316	27,500	30,000	30,000	30,000	30,000	30,000
Accuracy	--	89%	--	83%	83%	87%	87%	87%
Responses	--	96%	96%	96%	96%	96%	96%	96%

Objective IV: Provide well-trained criminal justice professionals

Outcome IV.1: FY 2004/2005, increase customer satisfaction with on-line officer training, certification, and employment records to 94% and ensure that 94% of criminal justice officers and 90% of their supervisors rate training as effective in improving the officers' abilities to perform their duties. PROFESSIONALISM PROGRAM

Projection Table
Customer Satisfaction

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	2002/2003	2003/2004	2004/2005
92%	92%	92%	93%	93%	94%	94%

Projection Table
Officers Satisfaction

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY2004/2005
90%	91%	91%	92%	93%	94%

GOAL II: Support the prosecution of criminal cases

Societal Indicator:	Violent Crime Prison Admissions (36.1% in FY 98/99) Drug Crime Prison Admissions (27.3% in FY 98/99) Property Crime Prison Admissions (28.9% in FY 98/99)
Authority:	Florida Statutes, Chapters 119; 282; 790; 877; 893; 943 General Appropriations

Trends and Conditions Analysis

The successful efforts of Florida's criminal justice agencies in apprehending suspected perpetrators of crime is a vital step in protecting the public from crime. However, once a suspected criminal is captured, an effective prosecution is needed to protect the public from future harm. Several high profile cases in recent years have demonstrated the sophistication required in criminal proceedings in the 1990s and the technological expertise to successfully prosecute a case is rapidly increasing.

Today, and in the future, prosecutors will require the support of sophisticated crime scene teams, and the efficient, timely analysis of evidence. In a 1997 Resolution to Congress, the International Association of Chiefs of Police stated, "Forensic Sciences are instrumental in the successful apprehension and *prosecution* (emphasis added) of thousands of criminals each year, as well as the exoneration of innocent citizens."^{xvii} The Resolution was in support of securing additional federal resources to improve the states' forensic laboratories capabilities. FDLE supports prosecutors by providing timely and professional evidence analysis and expert testimony. Prosecutors rely on accurate and complete crime information, as well, to prepare their cases for trial or other court procedures. FDLE's maintenance and timely delivery of crime information and statistics aids in the prosecution of suspected criminals. Competent and ethical officers are often critical to the successful prosecution of suspected criminals. FDLE plays a role in assisting Florida's criminal justice agencies in their efforts to train and discipline their officer workforce.

During the Department's FY 2000/2001 analysis of strengths, weaknesses, opportunities and threats (SWOT), several issues related to supporting the prosecution of cases were identified. These issues briefly summarized are as follows:

Strengths:

- Up-to-date technology and equipment for delivering forensic science services
- Ability to provide timely and accurate crime information to prosecutors and judges

Weaknesses:

- Ability to acquire and retain well-trained forensic science analysts

Opportunities:

- Improved information sharing among criminal justice entities

Threats:

- Increasingly sophisticated case trials require more detailed analysis and expert witness testimony

Evidence Analysis and Courtroom Testimony

In FY 1999/2000 more than 1,700 court appearances by FDLE laboratory analyst were made to assist either the prosecution or defense in the pursuit of justice. The analysts provide expert witness testimony about the analysis of the evidence submitted to FDLE's crime laboratories. The laboratory analyst is concerned with presenting the facts, regardless of whether the facts support the prosecution or defense. Expert witness testimony is also given in proceedings outside of the courtroom, such as depositions and pre-trial hearings for cases that may never make it to trial. These testimonies are just as important to the pursuit of justice as the actual courtroom appearances.

Expert witness testimony is just one piece of a court case, yet often a critical one. For this reason, the Department continues to implement process improvements, including the application of new technology, in evidence collection and analysis to assist the laboratory analyst in preparing for and delivering expert witness testimony. In FY 1999/2000, 47% of the court appearances were made by laboratory analysts from the Chemistry section; 16% from the Serology section; 8% from the Firearms section; 8% from the Latent Prints section; 10% from the Toxicology section; 6% from the Crime Scene section; and the remaining 5% from the other laboratory sections.

Technological crime and its complexities impacts prosecutors in their attempts to pursue cases against alleged perpetrators of these crimes. Often the prosecution of these cases depends on the testimony of individuals with specialized, technological expertise. FDLE's goal of establishing a statewide, dedicated investigative effort to successfully prosecute technological crime will be pursued jointly with the Office of the Statewide Prosecutor and Florida's criminal justice agencies. The Florida Computer Crime Center and the additional training for special agents related to it, will improve FDLE's efforts against computer crime.

Forensic Services

Experience in forensics has shown that automation increases productivity and the quality of the product delivered. The Department recently employed new technologies to automate time-intensive forensic procedures such as those associated with DNA analysis. These automated procedures require less operator hands-on attention and offer the capacity to run large numbers of evidence samples through complex procedures. Use of automation, such as robotics, has also enhanced the DNA Database operation. Analysts are able to process about 90 blood samples per day while the robot is able to process 384 samples per day.

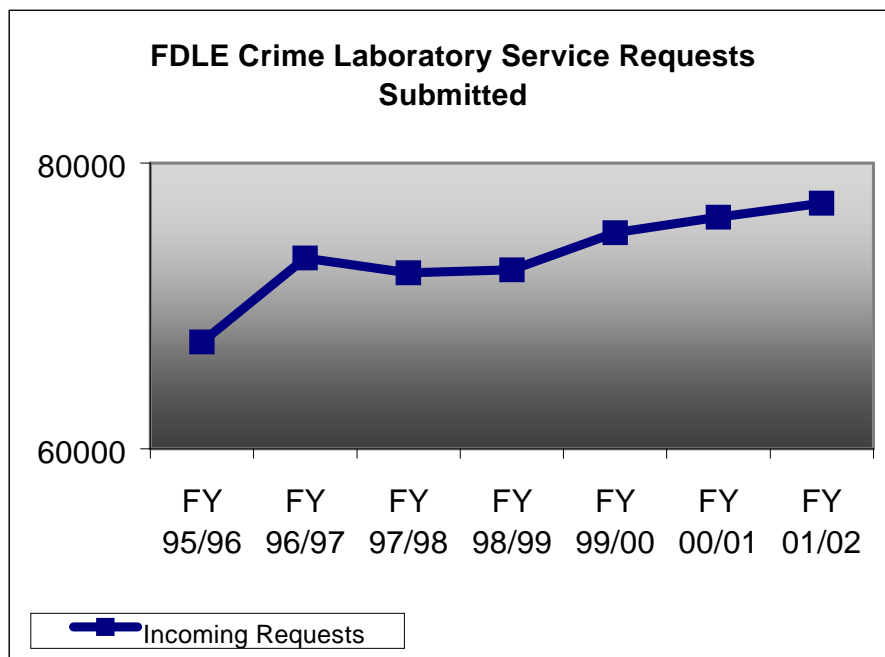
The Automated Fingerprint Identification System (AFIS) is also an effective forensic and investigative tool for law enforcement. AFIS assists criminal justice agencies in identifying criminal suspects who have left latent fingerprint evidence at crime scenes. The AFIS system reads, catalogues, searches, matches and stores fingerprints and related data. During FY 1999/2000, FDLE received 4,942 AFIS requests or 6.5% of all laboratory requests received in FDLE laboratories.

The length of time required to provide forensic results to contributors continues to be reviewed and evaluated. Timely results are critical to solving investigations and, ultimately, prosecuting offenders. Contributing to the length of turnaround times is the steady increase in the number of request for service that is received by FDLE's laboratories statewide. The trend in laboratory service requests since 1990 shows an increasing demand from FDLE's customers, this upward trend is predicted to continue over the five year period (see Chart B-1). During FY 1999/2000, 75,115 laboratory service requests were received. This is a 51% increase from FY 1991/1992. In addition to the increased number of service requests, the number of items to be analyzed is

increasing. It is estimated that FDLE's laboratory system analyzes over 300,000 pieces of evidence a year.

Because of the increase in evidence to be analyzed, FDLE focuses on reducing the amount of time evidence is in the laboratory system. FDLE emphasizes monitoring and redirecting workload while providing for implementing process improvements and maximizing quality. The department is also considering the outsourcing lower priority lab disciplines that represent less than 1% of the lab system's total requests and redirecting those scientists to disciplines with higher demand and priority. The disciplines of documents and microanalysis are being assessed for possible privatization or elimination.

Chart B-1^{xviii}



Crime Information Needs

Equally critical to the success of prosecutions is the availability of crime data. Prosecutors, today and in the future, require information from national, state and local databases to perform their jobs effectively. Increasing the variety of information available to prosecutors in flexible formats will meet their specific needs. To accomplish this, several information initiatives converge to bring together multiple databases in a single query to automatically link criminal histories, AFIS and the "hot files." Additional information is being added to current databases to give more comprehensive responses to criminal justice agencies as well. In addition, FDLE is in the process of creating a new, integrated criminal history system which is further described on page 29.

One of the latest initiatives in Florida is the Criminal Justice Network (CJNet). When judges in Florida want the details of a defendant's arrest record, they don't have to depend on what the prosecutor tells them. They just have to grab a mouse and pull up CJNet, the state's unified network of criminal justice information. Through that network, they can communicate instantly with more than 600 sheriff's offices, police departments, highway patrol offices and court clerks around the state.

In addition to criminal history records, there is keen interest in the availability and usefulness of domestic violence data in Florida. In January 1997, using federal grant funding, a workgroup was formed to study this issue. The work group included representatives from a variety of agencies, including State Attorneys, as well as private groups working in the field of domestic violence. The work group discussed the current state of domestic violence information and the limitations on its usefulness, as well as current obstacles for the statewide tracking and sharing of information on these cases. The consensus was that there is a lack of consistent statewide data for operational decision-making and research purposes. In January 1998, the Final Report on the Feasibility of the Statewide Tracking of Domestic Violence recommended, and the Legislature subsequently funded, a Domestic Violence Data Resource Center to begin to address these issues.

Domestic violence continues to be a problem in Florida. Domestic related violent offenses represent 27.4% of comparably reported violent offenses (murder, forcible sex offenses, aggravated assault, and aggravated stalking). When the additional offenses of manslaughter, simple assault, threat/intimidation and simple stalking are included, domestic violence represents 41.5% of comparable reported crimes.

Chart B-2^{xix}

Domestic Violence Offenses and Arrests in Florida, 1992 – 1998

Year	1992	1993	1994	1995	1996	1997	1998
Total DV Offenses	109,349	112,471,	119,831	131,056	132,704	136,382	133,345
% of Comparable Offenses	37.8%	37.0%	38.1%	41.0%	40.8%	40.9%	41.5%
Total DV Arrests	37,749	37,120	43,861	56,709	64,608	67,385	64,446

Criminal Justice Officers

Criminal justice officers are often the “key witness” at a trial. FDLE’s Professionalism Program is responsible for updating the training the recruits receive prior to becoming officers and developing specified advanced and career development, post-basic training programs. The Professionalism Program serves as staff to the Criminal Justice Standards and Training Commission (CJSTC). The CJSTC has statutory authority and mandate to administer officer discipline. The officer discipline function contributes to the integrity of Florida’s criminal justice officers by reviewing cases of officer misconduct and imposing appropriate penalties when warranted.

Objectives and Outcomes

To address those trends and conditions impacting the prosecution of criminals and protection of the innocent in Florida, FDLE will pursue the following objectives and outcomes over the next five years:

Objective V: Increase the effectiveness of FDLE evidence collection and analysis

Outcome V.1: Through FY 2005/2006, increase the approval rating on physical evidence collection and analysis which were of value to prosecutors, judges, and law enforcement personnel to 95%. INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Projection Table
Customer Satisfaction

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
85%	94%	95%	95%	95%	95%	95%	95%

Objective VI: Increase the amount, quality and scope of information provided to prosecutors and courts

Outcome VI.1: By FY 2002/2003, maintain at least a 98% criminal justice customer satisfaction with on-line crime data while increasing the number of workstations accessing the FCIC system to at least 27,500; increase the completeness and accuracy of criminal history information on file to 87%. INFORMATION PROGRAM

Projection Table

	FY 1998/1999	FY 1999/2000	FY 2000/2002	FY 2002/2003
Customer Satisfaction	--	95%	98%	98%
Number of Workstations	16,931	24,316	27,500	30,000
Accuracy/completeness	--	89%	N/A	87%

Objective VII: Increase the effectiveness of FDLE's training of criminal justice professionals

Outcome VII.1: By FY 2003/2004, improve performance in prosecution-related duties by 90% through effective training. PROFESSIONALISM PROGRAM

Projection Table
Improved Performance Through Training

FY 1998/99	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004
70%	86%	87%	88%	89%	90%

GOAL III: Prevent crime and promote public safety

Societal Indicators:	Violent crime rate (841.0 per 100,000 population in 1999) Juvenile violent crime arrest rate (69.4 per 100,000 population in 1999) Domestic violence incidents (126,044 in 1999) Domestic violence murders (186 in 1999) Drug crime rate (564.4 per 100,000 population in 1995) Economic crime rate (317.3 per 100,000 population in 1995) Crime rate (6,098.1 per 100,000 population in 1999)
Authority:	Florida Statutes, Chapters 119; 233; 316; 406; 790; 877; 937; 943 General Appropriations

Trends and Conditions Analysis

As noted by the GAP Commission, "Florida has the highest crime rate in the nation coupled with an alarming increase in the number of the youths committing violent crimes. The livability of our communities depends upon our feeling safe from crime. Working together, communities and criminal justice agencies are challenged to find solutions that will reduce crime and abusive behavior."^{xx}

During the Department's FY 2000/2001 analysis of strengths, weaknesses, opportunities and threats (SWOT), several issues related to crime prevention and public safety were identified. These issues briefly summarized are as follows:

Strengths:

- Statewide preparedness for potential catastrophic events, either natural (hurricanes, flooding, wildfires) or manmade (domestic terrorism)

Weaknesses:

- Ability to share information among other federal, state, local, and private entities

Opportunities:

- Public's interest in officer duties, integrity, training and sensitivity to the community
- Communication and coordination of leadership among federal, state, local and private entities

Threats:

- Increasing demands for information from the public and customers (public records requests)
- Increasing need for collaboration between other federal, state, and local agencies (sharing data, etc.)
- Public concern about juvenile crime, gangs and domestic terrorism

Crime Prevention Programs

FDLE's involvement in crime prevention is an important role, but one that is often overlooked. However, as crime prevention and public safety become of increasing concern to Florida's citizens, FDLE must continue to develop its crime prevention and public safety programs. A description of several programs and their associated strategies are provided. In Florida, as in the rest of the nation, juvenile crime is of grave concern. Juveniles are not only involved in more crimes, they are also more frequently becoming victims. FDLE is involved in preventative programs that target juveniles and juvenile-related behaviors.

The Florida Serious Habitual Offender Comprehensive Action Program (SHOCAP) is a prevention and intervention program that targets serious juvenile offenders and juvenile-related behaviors. FDLE took the lead role in establishing the statewide SHOCAP initiative making Florida the first state in the nation to implement SHOCAP statewide. The statewide coordination of this program is now in its sixth year of operation and FDLE will be assessing the need for FDLE to continue the primary lead now that the program is well underway. Eighty nine and half percent of Florida's population is served in 35 counties by SHOCAP. Approximately 6,000 juveniles are being tracked statewide.

Teaching children the dangers of drugs in another one of FDLE's prevention programs. FDLE is an accredited State D.A.R.E. Training Center. This designation permits FDLE to conduct D.A.R.E. Officer Training, Middle and High School Instructor Training, and D.A.R.E. Parent Program Training. During the past year, D.A.R.E. trained officers in Florida presented programs in public and private schools to 194,479 children in grades K-4, 148,966 in fifth and sixth grades, and 12,670 students in grades 7 and 8 in 59 counties. FDLE assists in the prevention of future drug crimes by training officers throughout the state to become D.A.R.E. officers in our schools.

Another prevention program involves the Missing Children Program. Each year, thousands of children are fingerprinted so that, should a child become missing, a record has been created that can be used to locate and identify the child. The Missing Children's Program publishes abduction prevention and child safety brochures for distribution to parents, schools, civic organizations and local law enforcement agencies. In 1998, 48 children were found with the assistance of FDLE's Missing Children's Clearinghouse. Since its establishment in 1983, the Missing Children Information Clearinghouse has experienced a steady increase in the number of cases received.

In the first ten years, the Clearinghouse opened 231 cases and closed only 8 cases. However, since FY 1993/1994, the number of new cases opened by the Clearinghouse has more than doubled, to over 300 new cases each year. At the same time, the Clearinghouse has seen an increase in the number of cases it closes, to more than 200 each year. The Clearinghouse assists law enforcement agencies with more than 500 cases annually and is directly responsible for the recovery of more than 40 children per year. Though the number of children reported missing to local law enforcement has not varied significantly in past years, requests for assistance from MCIC on these cases has increased considerably. This is due to the extensive training to law enforcement, increased staff and expansion of services provided by FDLE's Missing Children Information Clearinghouse.

Another example is the Child Identification Program (CH*I*P). Since March 1998, FDLE and the Tallahassee Memorial Health Center and Life Technologies have partnered the CH*I*P. Using a specially treated paper (FTA paper) which binds DNA, to collect blood samples, parents of

newborns are provided with this record for safekeeping. Since its inception, over 3,000 samples have been taken. Based on the success of the program, the Missing Children's Information Clearinghouse Advisory Board decided to expand the program to include elementary school children.

Public Safety

In the wake of the massive destruction caused by hurricanes, tornadoes and wildfires in the 1990s, Florida has focused efforts on improving its readiness for such disasters as well as to ease the recovery process. FDLE provides command, control and coordination of state law enforcement resources in emergency situations such as these. Responses range from civil unrest to catastrophic fatality events, such as airline crashes and natural disasters. FDLE has responded to over 88 emergency situations during the last six years. In FY 1994/1995, there were 10 responses; in FY 1995/1996 there were 27 responses; in FY 1996/1997, there were 25 responses; and in FY 1997/1998, there were 14 responses. In FY 1998/1999, FDLE responded to six emergencies and during FY 1999/2000, FDLE responded to six emergencies.

As a part of the department's efforts to ensure public safety, FDLE's Mutual Aid Program assists law enforcement agencies throughout the state by maintaining a master inventory of resources that could be drawn upon in the event of an emergency. This master list is frequently updated and utilized when an agency experiences a need for specific expertise or equipment due to an emergency. All 67 sheriff's offices participate in one statewide Mutual Aid agreement, and as of August 28, 2000, county and municipal law enforcement agencies have 289 active Mutual Aid agreements on file with FDLE. These agreements range in scope from simple two-party agreements to complex intra-county agreements involving many agencies.

To effectively manage this responsibility, FDLE stands ready to deploy the State Law Enforcement Mutual Aid Command Center (SLEMACC). This mobile unit, with capability for over 500 phone lines, telescoping radio tower for multi-frequency law enforcement communications, helicopter pad and conference facilities, is a self-contained command and communications center capable of twenty-four operations in disaster situations.

Reporting of the information developed and assessed is critical to FDLE's mission. This valuable information is needed by decision-makers who must make critical decisions that affect every citizen of the state. Timely reporting of crime problems and trends to FDLE leadership and to local law enforcement officials is critical. However, they are not the only customers in need of this information. Elected officials, media representatives, private industry and the public also rely upon information from FDLE to make informed decisions.

Public safety may be the highest civic priority within local government, but the **technology** used to support such services often lags behind the times.^{xxi} As inaccessible databases and out-dated networks hamper police efforts to nab increasingly mobile criminals, law enforcement agencies are working together to improve data exchange across jurisdictions.^{xxii} Many jurisdictions in the United States have seen the advantages of integrating disparate justice systems. Integrated justice systems make sense as well as save cents; they help participating agencies run more efficiently, decrease paper flow, improve the accountability of and relationships among participating justice agencies, increase public safety and save taxpayers money.^{xxiii} **FDLE has as a very high priority, the rewrite and enhancement of the Integrated Criminal History System (ICHS)** is scheduled to come on-line in FY 2003/2004 and will replace the Computerized Criminal History System (CCH) and the Automated Fingerprint Identification System (AFIS). The life cycles and processing capabilities of both systems are

reaching their limits and this new integrated system will support high volume processing and advanced data analysis capabilities. The efficiency created by this system will allow FDLE to reduce the manpower required in arrest input.

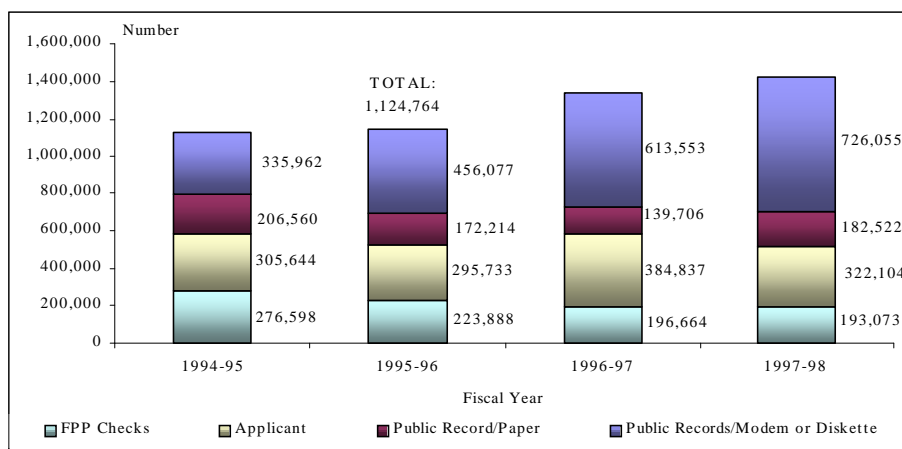
The implementation of data sharing is not only a tool in law enforcement and the processing of offenders through the courts and corrections systems, but is a vital tool for crime prevention. In Florida, occupations such as teaching and day care and licenses such as private investigator require criminal history checks. In addition, Florida was one of the first states, even before the passage of the federal Brady Bill, to require criminal history screening to prevent felons from buying a firearm or obtaining a concealed weapon permit. These programs serve to protect the public, and to particularly protect the most vulnerable public - Florida's children.

Along with the "legislated" criminal history checks, any citizen may request a criminal history check on anyone for any reason (Chart C-1). This service is often used by employers who wish to ensure that job applicants for sensitive employment do not contain criminal records. As public knowledge of this service has grown, FDLE has been inundated with such requests. The current semi-manual process of both "legislative" and "public records" criminal history record checks is becoming cumbersome as the population of Florida's workforce - and the criminal population - increases. To meet this need, FDLE looks to automation, particularly of the "self serve" variety through the Internet.

Shifts in public policy at both the state and federal levels have substantially altered the requirements for the capture and sharing of criminal and juvenile justice data. Federal enactments have generated new and often-conflicting reporting requirements related to domestic violence, habitual felons, sexual predators, etc. State laws have required that a greater range of information on certain types of offenders, such as juveniles, sexual predators, and batterers, some of which has traditionally been confidential, be made more accessible to the public.^{xxiv}

Chart C-1^{xxv}

FDLE Requests for Criminal History Records, 1994 - 1998



In the face of the Internet's phenomenal growth, FDLE is making a strong investment in the Internet as a way of conducting day-to-day business, especially in its dealings with the public.^{xxvi}

Since the inception of FDLE's Web Site, a variety of databases of public information have been added. Such things as FDLE's Most Wanted, Florida's Missing Children, Sexual Predators, and Early Releasees are offered with both text and photo identification. In addition, statistical information such as the Uniform Crime Report and statistics on crime trends such as domestic violence has been made available to the public through FDLE's web site. In light of the growth of the Internet and the use of FDLE's Web Site in particular (over 1.2 million visitors since January 1, 1997), FDLE expects the value of its Internet-based information to become a major asset for the state.

FDLE offers information on sexual predators and offenders living in Florida through its Internet web site that allows people to search a list of sexual predators by ZIP code to see if one of them could have moved in nearby. FDLE also provides this information through an "800" phone line, and by mail or fax if specified by the requester. In the future, FDLE plans to add Geographical Imaging System services to its public information. As an example of the uses planned for GIS, the public will have the ability to "map out" the addresses of sexual predators and offenders.

"There is no issue more critical than how we go into this next century, committed to protecting the privacy of all Americans while at the same time giving law enforcement the tools to do the job of preventing crime in the first place, solving it, and then bringing those people responsible for it to justice."^{xxvii}

Investigations

Investigations are one tool at FDLE's disposal to prevent crime and promote public safety. FDLE's investigative strategy functionally classifies all investigative activities as investigations, intelligence, or specialized investigative assistance. To provide for regional flexibility within this strategy, the types of investigations may vary depending on demographic, geographic, social, or economic factors within FDLE's seven regions. The strategy targets four investigative focus areas: major drugs, violent crime, public integrity related crime, and economic crime (including computer-related crime) to prevent crime and promote public safety. Some of FDLE's proactive prevention efforts include:

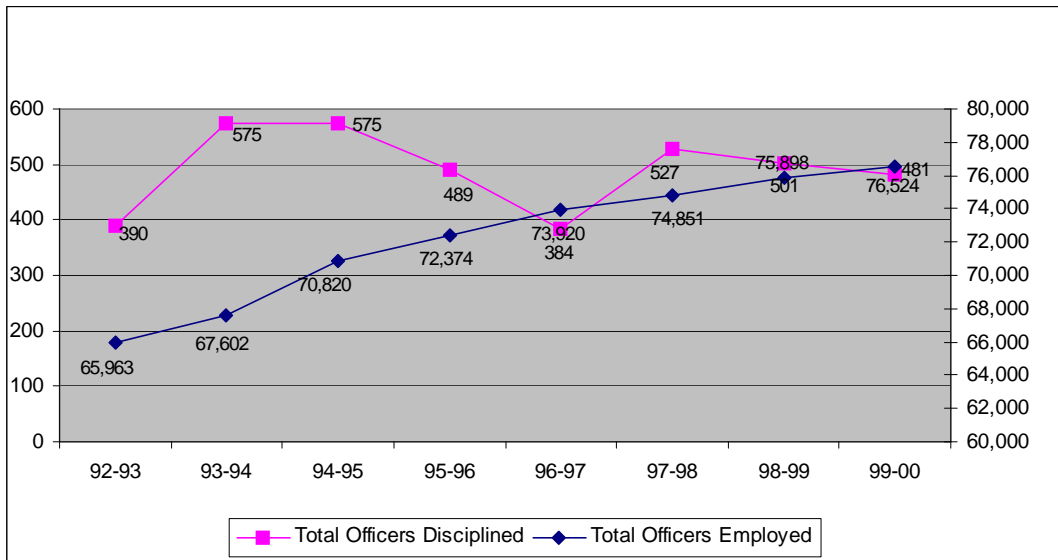
- ◆ Protective operations
- ◆ Violent fugitive apprehensions
- ◆ Marijuana eradication efforts
- ◆ Local law enforcement investigative and technical assistance task force operations
- ◆ Strategic and tactical intelligence operations

Criminal Justice Officers

The State of Florida is recognized as a national leader in addressing officer discipline issues. This FDLE function provides a valuable public service that helps ensure ethical behavior of officers. The identification of serious officer misconduct could provide valuable insights in addressing these issues. It is important to note that while officers committing infractions that result in state-imposed disciplinary penalties are a serious concern, the prevalence of such incidents has historically been less than 1% of the workforce. Chart C-2 shows the number of officers employed in Florida and the number of officers disciplined.

Chart C-2^{xxviii}

Florida Criminal Justice Officers Disciplined, FY1992 – 2000



Issues of officer training and ethics are of concern to the public and the criminal justice executives responsible for the conduct of officers in their charge. The criminal justice executives require extensive, specialized training. These executives have a unique job that requires the latest techniques in managing and motivating a workforce, leadership, ethics, and accountability management. If Florida's criminal justice agencies at the local and state levels are to impact effectively the public conditions of crime and public corruption, it is essential that the administrators of those agencies possess the ability to provide strong, specific and relevant leadership as they move into the 21st century, with specific understanding of what the future holds for their communities. The future safety of Florida's citizens and visitors depends strongly on the competency of leadership throughout the criminal justice system. The foundation for that competency is education. The Florida Criminal Justice Executive Institute's (FCJEI) mission is to provide a futures-oriented, visionary leadership education experience for present and future criminal justice executives. The FCJEI is dedicated to expanding the education process for these criminal justice professionals.

Objectives and Outcomes

To address these trends and conditions impacting our ability to prevent crime and promote public safety in Florida, FDLE will pursue the following objectives and outcomes over the next five years:

Objective VIII: Provide accurate information about crime and criminals

Outcome VIII.1: By FY 2002/2003, maintain the percentage of public customers satisfied with the criminal history record check service at 96% (was 84% in FY 1996/1997) and with FDLE's available crime statistics at least 97% (was 75% in FY 1995/1996). INFORMATION PROGRAM

Projection Table
Customer Satisfaction

Criminal History Records Checks

FY 1996/1997	FY 1997/1998	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003
84%	94%	98%	96%	96%	96%	96%

Note: FDLE proposes the elimination of 7 FTEs responsible for administering the Foley Act Section in FY 2001/2002. Also, the Firearm Purchase Section will sunset in FY 2002/2003 eliminating 34 FTEs and approximately \$1.2 million in funding. Both sections are responsible for conducting criminal history records checks. FDLE does not anticipate a decrease in customer satisfaction due to either reduction.

Crime Statistics

FY 1996/1997	FY 1997/1998	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003
84%	94%	98%	96%	96%	96%	96%

Objective IX: Provide proactive investigative and forensic services

Outcome IX.1: By FY 2005/2006, increase the percentage of customers who found FDLE's investigative intelligence satisfactory to 96%; decrease turnaround time by 10 days for all lab disciplines while keeping pace with demand; and increase the number of samples analyzed for the DNA Database by 20,000 per year (baseline 65,000).

INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Customer Satisfaction

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
90%	94%	95%	95%	95%	96%	96%	96%

Proposed Lab Request Turnaround Standards

	FY 2000/2001 through FY 2005-06
Toxicology	44 Days
Serology/DNA	111 Days
Chemistry	35 Days
Firearms	135 Days
Documents	59 Days
Crime Scene	40 Days
AFIS	56 Days
CER	123 Days
Microanalysis	118 Days
Latent Prints	65 Days

DNA Samples Analyzed

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004
NA	65,000	85,000	105,000	125,000	145,000

Objective X: Provide effective emergency response in times of crisis

Outcome X.1: By FY 2003/2004, increase the percentage of customers who found FDLE's mutual aid and emergency response management useful to 97%. INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Projection Table
Customer Satisfaction

FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004
95%	95%	95%	95%	96%	97%

Objective XI: Provide specialized crime prevention programs

Outcome XI.1: Through FY 2005/2006, maintain ability to provide DARE training to over 150 officers and by FY 2002/2003 increase the recovery rate of missing children to four per month (was a total of 36 in FY 1996/1997). INVESTIGATIONS AND FORENSIC SCIENCE PROGRAM

Projection Table
DARE Training

FY 1997/1998	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
147 officers	137 officers	137 officers	150 officers	150 officers	150 officers	150 officers	150 officers	150 officers

Projection Table
Missing Children Recovery Rate per month

FY 1996/1997	FY 1997/1998	FY 1998/1999	FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003
36	48	59	49	48	48	48

Objective XII: Promote professionalism in the criminal justice community

Outcome XII.1: Through FY 2005/2006, increase the number of students participating in the integrated program of leadership and management education from about 750 to just over 1,000 (735 in FCJEI and 268 in Leadership Center) and increase student satisfaction rating from 85% to 90%. PROFESSIONALISM PROGRAM

Projection Table
Students Participating

(FCJEI)

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
549 trained	604 trained	634 trained	666 trained	700 trained	735 trained	735 trained

(Leadership Center)

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
210 trained	220 trained	231 trained	243 trained	255 trained	268 trained	268 trained

Projection Table
Student Satisfaction

(FCJEI)

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
85% rating	85% rating	85% rating	90% rating	90% rating	90% rating	90% rating

(Leadership Center)

FY 1999/2000	FY 2000/2001	FY 2001/2002	FY 2002/2003	FY 2003/2004	FY 2004/2005	FY 2005/2006
85% rating	85% rating	85% rating	90% rating	90% rating	90% rating	90% rating

PROGRAM INFORMATION

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UNIT COST SUMMARY

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LAS/PBS SUMMARY PRINTOUTS

The LAS/PBS Summary Forms are presented in the following order:

- Executive Direction and Support;
- Grants Management;
- Crime Lab Services;
- Investigative Services;
- Mutual Aid/Prevention Services;
- Network Services;
- Crime Prevention and Information Services;
- Standards and Compliance Services;
- Training and Certification Services; and
- Public Assistance Fraud Services.

APPENDICES

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CAPITAL IMPROVEMENTS PROJECTS OVERVIEW.....	APPENDIX B
PERFORMANCE MEASUREMENT ASSESSMENT FORMS.....	APPENDIX C
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APPENDIX A

INFORMATION TECHNOLOGY PROJECTS OVERVIEW

A. Project Name: (Provide the Name of the Project as it appears in the IT Portfolio Table of the LRPP)

FLORIDA CRIME TRAX

B. Project Executive Sponsor: (Provide the position title and the program area of the senior agency manager who is/ will be responsible for this project)

Director Gary J. Yates, Office of Research & Planning, OED

C. Project Contact Info: (Provide the name and phone number of the individual who is responsible for responding to inquiries regarding this project)

Sherry Gomez (850) 410-7145

D. Project Description/Purpose: (Provide a brief, non-technical description of what the project includes and the reason for it)

- One common police method to develop suspect information in an investigation is to look at known offenders in a locality. However, there is currently no systematic way to match reported crimes with known offenders
- Statistics show that almost half of the 150,000 offenders who are under State supervision will violate the conditions of their sentence within 4 years. Approximately 18% will commit a new offense. (Source: Florida Department of Corrections)
- The CrimeTrax prototype has already demonstrated success in integrating data from disparate local agency systems and matching offender locations with local agency crime incidents.
- Funds are requested to implement the Florida CrimeTrax system and provide law enforcement and corrections officers with a new tool to improve case solvability and offender accountability.

A Florida CrimeTrax system that will provide:

- ◆ Improved crime data from local agencies
- ◆ Ability to match offender location to areas of reported crime
- ◆ Regional and statewide crime analysis and mapping functionality for all agencies
- ◆ Investigative, analytical and workload benefits to Florida's local law enforcement agencies
- ◆ Workload benefits to Florida's correctional supervision officers
- ◆ Improved public safety for Florida's citizens through better monitoring of offenders and faster crime resolution

E. State Strategic Information Technology Goal(s) Supported: (Place an "X" beside each state goal(s) listed below that the project supports)

- Goal 1: Create single Internet Portal for state government
- X Goal 2: Develop an integrated state network
- Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: State level technology infrastructure Develop a state enterprise infrastructure
- X Goal 5: Provide for common data administration

F. IT Board/Council Strategic Goal(s) Supported: (If applicable, indicate which IT-related Board(s) or Council(s) this project supports and list the specific Board or Council goal(s) that it supports)

Name of IT Board/Council	Goal(s) Supported by this Agency IT Project
---------------------------------	--

None

G. Agency LRPP Program(s) & Service(s) Supported: (List the LRPP Program(s) & Service(s) supported by this project)

Information Program
 Information and Crime Prevention Services
 Investigative and Forensic Science Service
 Investigations Service

H. Organizational Impact: (Place an "x" below the appropriate category indicating the organizational impact of this project)

National	State Enterprise	Agency Enterprise	Program(s)/Service(s)
_____	___X_	_____	_____

I. Current Process: (Provide a brief description of the agency's current method of supporting the program/service(s))

Currently the Florida Department of Corrections monitors about 150,000 offenders on some form of community control. Some of the highest risk community control offenders are currently under active 24 hour/7 day GPS monitoring. Cost of the current system prohibits its use with a larger pool of offenders. Studies show that known offenders commit a disproportionate amount of crime.

Local law enforcement agencies currently collect information about when, where, and what type crimes are committed in their jurisdictions. Across Florida more than 934,000 crimes were reported by local law enforcement in 1999. There is currently no efficient way to link these crimes with known offenders in any jurisdiction in Florida.

Currently, when a crime is committed, law enforcement investigators typically start the investigation with a list of known offenders who have histories related to a particular type of crime. From this list they begin verifying the locations of these individuals at the time the current crime was committed. Checking and verifying the locations of these offenders requires many man-hours to eliminate or confirm each one as a suspect or witness. Additionally, unless offenders are monitored on the current GPS system, probation supervisors have only site visits to monitor an offender's activity between scheduled office visits. Because of workload (76 offenders/probation supervisor) corrections supervisors generally (unless the offender is on active monitoring) do not know if an offender commits a crime while he is on probation.

By placing a low cost GPS monitoring device on as many as 150,000 probationers and creating a database of reported crime incidents and offender locations, CrimeTrax will produce reports for local law enforcement and corrections supervisors that match offenders to the time and location of reported crime incidents. This matching of incident and offender data will produce a new analytic, investigative, and supervisory tool not previously available.

J. Proposed Solution: (Describe how technology will be used and its impacts on the program/ service(s))

FDLE will create a database to house and analyze information related to crime incidents and offender locations to produce an aid for corrections supervisors and local law enforcement officers. The CJNet will be used as a communications vehicle to collect data and disseminate information in the form of reports or map images advising local law enforcement and corrections supervisors about the offenders who were in a particular area at the time of a reported crime incident. The system will save local law enforcement man-hours in identifying and eliminating suspects/witnesses from known offenders; and will provide corrections supervisors with a more efficient method for monitoring the activities of the offenders they supervise. It will also provide the capability for ad hoc queries for regional crime analysis, crime mapping, and law enforcement intelligence support.

K. Impact on Existing Agency Enterprise Information Technology Resources: (Briefly describe the changes to agency infrastructure and/or applications that will be/ are necessary to implement this project)

The CrimeTrax equipment and database are being designed to work within the existing FDLE infrastructure and integrate with existing applications. No changes to agency infrastructure or applications are anticipated.

L. Impact on Existing State Enterprise Information Technology Resources: (Briefly describe the changes to state enterprise infrastructure and/or applications that will be/are necessary to implement this project)

The existing State Enterprise infrastructure and applications will not be affected.

The stakeholders in this project are Florida's law enforcement agencies, Florida Department of Corrections supervisors and the public. All will be better served by improving the State's ability to monitor offenders more effectively, and detect and apprehend them more quickly when they do commit a new crime while on supervision. The proposed system will provide more, better quality information, faster, and in a manner that is easy to use.

CrimeTrax will provide added service to Florida's agencies in such areas as crime analysis and crime mapping, and will provide web based entry screens for agencies that do not have their own records management systems.

M. Consequences of Not Implementing This Project: (Describe the likely impacts on the public, the agency, and other stakeholders if this project is not implemented)

Without CrimeTrax local agency stakeholders will continue to be unable to systematically and efficiently match known offenders to crimes committed in their area. They will continue to spend many investigative man-hours to perform this task manually. Agencies that do not currently have their own crime mapping capabilities will not have that functionality with regard to reported crime incidents, and the ability to do regional crime and intelligence analysis at the local and state levels will be lost. Offenders under court ordered supervision in Florida will remain relatively anonymous because, at a 75 to 1 ratio, corrections supervisors cannot effectively monitor the activities of the offenders assigned to them. Ultimately these deficiencies in efficient, effective case management and case solvability will result in a less safe environment for Florida's citizens.

N. Costs and Benefits: (Provide the estimated total costs of the project's implementation and describe the anticipated benefits, both quantifiable and non-quantifiable)

Fiscal Year	General Revenue	Federal Funding	What Was or Will Be Purchased?
99/00		265,000	Contract services for a proof of concept prototype, CrimeTrax server, laptop computer, and SAS analytical software
00-01		632,806	Contract services for development/deployment of the Florida CrimeTrax pilot project
01-02	500,000		Capacity expansion, system maintenance, and contract services for deployment of system to additional counties
02-03	500,000		Capacity expansion, system maintenance, and contract services for deployment of system to additional counties
03-04	500,000		Capacity expansion, system maintenance, and contract services for deployment of system to additional counties

Among the major benefits expected of the Florida CrimeTrax system are:

- ◆ Improved crime data from local agencies
- ◆ Ability to match offender location to areas of reported crime
- ◆ Regional and statewide crime analysis and mapping functionality for all agencies
- ◆ Investigative, analytical and workload benefits to Florida's local law enforcement agencies
- ◆ Workload benefits to Florida's correctional supervision officers
- ◆ Increased offender accountability for their actions
- ◆ Improved public safety for Florida's citizens through better monitoring of offenders and faster crime resolution

O. Project Schedule and Status: (Provide a summary of the estimated timetable for the project's phases and the current status of the project, according to the project plan)

Pilot phase federally funded; 22 agencies, five counties, 400 monitored offenders, 23% reported crime	Currently underway
➤ Target phase (establish context, plan, and requirements)	August 2000
➤ Define phase (analyze and design system)	November 2000
➤ Build phase (implement and test pilot system)	December 2000
➤ Deployment phase (rollout, verify, and operate pilot system)	January 2001
Next phase planning	August/September 2001
➤ \$500,000 LBR issue for system capacity growth/next phase agencies	
Pilot operation	January/June 2001
Deployment phase	July 2001/July 2005
➤ Dade, Broward, Palm Beach, Duval	July 2001/June 2002
➤ Expansion planning to identify next counties	August 2001

A. Project Name: (Provide the Name of the Project as it appears in the IT Portfolio Table of the LRPP)

INTEGRATED CRIMINAL HISTORY SYSTEM

B. Project Executive Sponsor: (Provide the position title and the program area of the senior agency manager who is/ will be responsible for this project)

CIO Brenda Owens

C. Project Contact Info: (Provide the name and phone number of the individual who is responsible for responding to inquiries regarding this project)

Pearl Terrell 410-7126

D. Project Description/Purpose: (Provide a brief, non-technical description of what the project includes and the reason for it)

FDLE serves as the State's central repository for criminal record information. Two major computer systems are used to create and maintain criminal records: the Computerized Criminal History (CCH) System and the Automated Fingerprint Identification System (AFIS). We currently store criminal history records for approximately 3.8 million individuals.

The life cycles and processing capabilities of both systems are reaching their limits. The CCH system cannot support the new, technologically sophisticated functions that criminal justice agency users have requested. To solve this problem, FDLE is in the process of acquiring a new information system that combines the functions of CCH and AFIS into an Integrated Criminal History System (ICHS).

A new integrated criminal history system will:

- Integrate CCH and AFIS
- Capture images, making it easier to identify subjects
- Improve the criminal history reporting process – easier and more streamlined
- Reduce the time & effort required to create and update criminal records
- Improve the quality and completeness of criminal history records
- Improve non-criminal justice organization and public access to criminal records
- Make criminal record information easier to understand and use
- Support high volume on-line transaction processing and storage of records and images

E. State Strategic Information Technology Goal(s) Supported: (Place an "X" beside each state goal(s) listed below that the project supports)

- | | |
|---|--|
| | Goal 1: Create single Internet Portal for state government |
| X | Goal 2: Develop an integrated state network |
| X | Goal 3: Provide for the integrity and privacy of state IT resources |
| X | Goal 4: State level technology infrastructure Develop a state enterprise infrastructure |

Disposition information is transmitted to FDLE from Florida's Clerks of Circuit Courts. Files of disposition records are transmitted to FDLE on a monthly basis through magnetic tape and file transfers. FDLE processed over 536,000 disposition records in FY 1998-99.

Access to criminal records is provided on-line to criminal justice agencies through the CJ Net and FCIC II Message Switching System. Off-line access to records is provided to non-criminal justice agencies, private organizations, and individuals through the FDLE's Criminal Justice Information Program for a processing fee.

The current CCH System operates on a Unisys NX 4821 central processing unit, running Unisys' MCP/AS operating system and Unisys DMS II database management system. Application code is primarily COBOL 85 (written through a 4th generation programming product known as PROGENI). FDLE staff maintain CCH records through the use personal computers and a Unisys terminal emulation product known as FasTerm. The cost to maintain the current CCH System is approximately \$12.5 million annually. This includes staff, facilities, and equipment. The CCH System is managed within FDLE's Criminal Justice Information Program, one of four major programs in FDLE.

FDLE's customers use the system in different ways. A sample includes:

- Local Police and Sheriff's departments - identify criminals, ensure public safety, protect police officers, investigate crimes
- State Attorneys – establish grounds for prosecution and enhanced penalties
- Clerks of Court – conduct checks on employees, jurors and other checks
- Judges – set bail and for pre and post sentencing
- Corrections – classify inmates
- FBI – update the national file
- Gun Dealers – prevent felons from purchasing firearms (240,000 checks annually)
- Governmental agencies – conduct licensing and employment checks (271,230 checks annually)
- Department of State – disqualify ineligible voters and background checks for concealed weapons permit
- Department of Children and Families – protect children, elderly and disabled
- General Public and Private Employers – conduct background checks on potential employees or for other reasons (over 1 million checks annually)
- Department of Juvenile Justice – conduct checks on juvenile offenders

J. Proposed Solution: (Describe how technology will be used and its impacts on the program/ service(s))

Two related systems will be re-designed to be fully integrated and operate in a more efficient manner. The systems will be integrated into a "web-based" design that meets all Florida needs and all national standards for text and image data.

K. Impact on Existing Agency Enterprise Information Technology Resources: (Briefly describe the changes to agency infrastructure and/or applications that will be/ are necessary to implement this project)

FDLE IT resources have been designed to operate with the ICHS in mind, there will be not extensive impact to existing systems.

L. Impact on Existing State Enterprise Information Technology Resources: (Briefly describe the changes to state enterprise infrastructure and/or applications that will be/are necessary to implement this project)

Other than the two FDLE systems directly associated with this project, the existing State Enterprise infrastructure and applications will not be affected.

The stakeholders in this project are Florida's law enforcement agencies, State Attorneys, the courts, licensing agencies, private employers and the public. All will be better served by improving the State's central repository of criminal records. With the proposed system, FDLE plans to provide better quality information, faster, and in a manner that is easier to use and apply to the business problems faced by each organization.

FDLE anticipates providing added service to Florida's agencies in such areas as text-image integration and the reduction of redundant input of data. A necessary component of this will be the redesign of input mechanisms and procedures. FDLE anticipates, and plans to provide, additional training in these mechanisms for all users.

M. Consequences of Not Implementing This Project: (Describe the likely impacts on the public, the agency, and other stakeholders if this project is not implemented)

Consequences if replacement is not made:

- System will not meet Florida's customers needs (criminal and non-criminal)
- FDLE will be unable to meet statutory requirements
- FDLE will be unable to meet national criminal history standards
- Law enforcement and public safety will be jeopardized

System problems will continue without implementation of ICHS:

- Current systems are not compatible with emerging technology
- Equipment is outdated and parts are difficult to find
- Technology will not effectively support the functions demanded by users
- Response and processing time for the current CCH is slow
- Current capacities of the AFIS result in limited processing of livescan
- Current systems do not support flexible ad hoc reporting capabilities, which are important for investigations and policy making
- New, integrated, system would eliminate duplication of data between old systems developed independently
- Cost to maintain the current CCH system is approximately \$12 million annually
- AFIS System will reach capacity in 36 to 42 months

N. Costs and Benefits: (Provide the estimated total costs of the project's implementation and describe the anticipated benefits, both quantifiable and non-quantifiable)

Costs of Project Implementation:

FDLE serves as Florida's central repository for criminal history information. Two major systems are used to create and maintain criminal records: the Computerized Criminal History (CCH) System and the Automated Fingerprint Identification System (AFIS). FDLE currently stores criminal history records for approximately 3.6 million individuals. The **life cycles** and **processing capabilities** of both systems are **reaching their limits** and cannot support new, technologically sophisticated functions that criminal justice agency users have requested. To solve this problem, acquisition of a new information system that combines the functions of CCH and AFIS into an Integrated Criminal History System (ICHS) has begun with anticipated completion date of FY2003-2004 at a total cost of \$17.2 million.

Among the major benefits expected of the Integrated Criminal History System are:

- Integrated CCH and AFIS
- Capture of images, making it easier to identify subjects
- Improvement of the criminal history reporting process – easier and more streamlined
- Reduction of the time & effort required to create and update criminal records
- Improvement of the quality and completeness of criminal history records
- Improvement of non-criminal justice organization and public access to criminal records
- Provide criminal record information in a manner that is easier to understand and use
- Support high volume on-line transaction processing and storage of records and images
- Improvement of analysis capabilities
- Implementation of business process improvements

O. Project Schedule and Status: (Provide a summary of the estimated timetable for the project's phases and the current status of the project, according to the project plan)

Data Analysis – 2000/2001 (underway)

System Analysis/Requirements Definition – 2000/2001 through 2001/2002

Detailed System Design – 2001/2002 through 2002/2003

Construction and Implementation – 2002/2003 through 2003-2004

APPENDIX B CAPITAL IMPROVEMENTS PROJECTS OVERVIEW

None

APPENDIX C PERFORMANCE MEASUREMENT ASSESSMENT VALIDITY AND RELIABILITY FORMS

The performance measure assessment and validity/reliability forms are presented in the following order, with the assessment forms provided first:

- Executive Director and Business Support Program;
- Investigations and Forensic Science Program;
- Information Program;
- Professionalism Program; and
- Public Assistance Fraud.

Appendix C to be electronically transmitted under separate cover

APPENDIX D GLOSSARY

AFIS	Automated Fingerprint Identification System
ATMS	Automated Training Management System
CALEA	Commission on Accreditation for Law Enforcement Agencies
CER	Computer Evidence Recovery
CJSTC	Criminal Justice Standards and Training Commission
CJNet	Criminal Justice Network (FCIC II)
Cleared or solved	Applies to primary response agencies, not FDLE. Law enforcement local agencies clear or solve an offense when at least one person is arrested, charged with the commission of the offense and turned over to the court for prosecution. FBI definition for UCR
Clearance rate	Percent of reported offenses cleared by arrest. See above definition. Applies to local criminal justice agencies.
Closed case	FDLE has concluded work/hours on a case. Case may be resolved or unresolved
D.A.R.E.	Drug Abuse Resistance Education
DUI	Driving Under the Influence
EFT	Electronic Funds Transfer
“Exceptionally Cleared”	“Protection of source,” “Statute of Limitations;” “Target Incarcerated Elsewhere;” “Target Deceased;” or “Witness Unavailable”
FCIC	Florida Crime Information Center
FCJEI	Florida Criminal Justice Executive Institute
Long Range Program Plan	Agency 5 year program plan
PBB	Performance Based Budgeting
Resolved	FDLE case resolved – incident or crime brought to a resolution: allegation unfounded; all aspects resolved; exceptionally cleared; fugitive apprehended; and prosecution declined
SCP	State Comprehensive Plan
SHOCAP	Serious Habitual Offender Comprehensive Action Program
SWOT	Strengths, Weaknesses, Opportunities and Threats
UCR	Uniform Crime Reports
ViCIS	Violent Crime Information System

APPENDIX E ENDNOTES

- ⁱ *Crime in the United States – 1996*, Federal Bureau of Investigation, U.S. Department of Justice.
- ⁱⁱ *Crime in Florida*, UCR Annual Reports, FDLE 1990 – 1997.
- ⁱⁱⁱ *Florida Annual Policy Survey – 1997*, Survey Research Laboratory, Policy Sciences Center, Florida State University, 1997.
- ^{iv} *Crime in Florida*, *ibid.*
- ^v *ibid.*
- ^{vi} *PULSE CHECK – National Trends in Drug Abuse*, Office of National Drug Control Policy, Executive Office of the President, Summer 1997.
- ^{vii} *Drug Abuse in Florida: The New Generation, An Old Problem*, FDLE, 1998.
- ^{viii} *Fear of Crime and Related Perceptions in Florida – 1997*, (Chiricos and Gertz), School of Criminology and Criminal Justice, Florida State University, 1998.
- ^{ix} *National White Collar Crime*, Crime Center, Fact Sheet, Bureau of Justice Assistance, U.S. Department of Justice, November 1995.
- ^x The Florida Benchmarks Report, February 1996 by the Florida Commission on Government Accountability to the People
- ^{xi} Presidential Executive Order 13010, July 15, 1996
- ^{xii} FDLE's Investigations and Forensic Science Program statistics, 1998.
- ^{xiii} *Fighting Consumer Fraud: The Challenge and the Campaign*, *ibid.*
- ^{xiv} *FDLE's Blueprint for Continued Success, Results of the FDLE Customer "Managed Input Survey,"* FDLE, March 1996.
- ^{xv} *ibid.*
- ^{xvi} The Florida Benchmarks Report, *ibid.*
- ^{xvii} 1997 Resolution to Congress, ICAP.
- ^{xviii} *ibid.*
- ^{xix} *Crime in Florida*, *ibid.*
- ^{xx} The Florida Benchmarks Report, *ibid.*
- ^{xxi} *civic.com*, April 1998.
- ^{xxii} *Government Computer News – State and Local*, September 1997.
- ^{xxiii} *Government Technology*, April 1998.
- ^{xxiv} *civic.com*, May 1998.
- ^{xxv} FDLE's Information Program statistics, 1998.
- ^{xxvi} *Governing*, March 1998.
- ^{xxvii} Attorney General Janet Reno in *Government Technology – Special Edition*, May 1998.
- ^{xxviii} FDLE's Professionalism Program statistics, 1998.