



Florida Department of Law Enforcement

# LONG-RANGE PROGRAM PLAN



**Fiscal Years 2003-2004  
Through 2007-2008**

September 16, 2002  
James T. Moore, Commissioner



Florida Department of  
Law Enforcement

James T. "Tim" Moore  
*Commissioner*

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Robert A. Butterworth, *Attorney General*  
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Charles H. Bronson, *Commissioner of Agriculture*  
Charlie Crist, *Commissioner of Education*

September 16, 2002

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In accordance with Sections 216.013 and 216.023, Florida Statutes, the Florida Department of Law Enforcement (FDLE) hereby submits Part II of its draft Long-Range Program Plan (LRPP) for Fiscal Years 2003-04 through 2007-2008. Please call me at (850) 410-7001 or Business Support Program Director Bonnie Rogers at (850) 410-7260 if you have any questions or need additional information.

Respectfully,

A handwritten signature in cursive script that reads "Tim", representing James T. Moore.

James T. Moore  
Commissioner

JTM/RD/rd

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# FDLE MISSION AND VALUES

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## FDLE's Mission

### Promote Public Safety

To promote public safety and strengthen domestic security 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's and the nation's quality criminal justice agencies.



# GOALS, OBJECTIVES & OUTCOMES



## GOAL 1: Improve the detection and capture of suspected criminals

### Objective I: Conduct effective criminal investigations

#### Outcome I.1: Increase percentage of closed criminal investigations resolved

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
78% 1997/1998	88%	89%	89%	90%	90%

#### Outcome I.2: Increase customer satisfaction with FDLE investigative assistance and intelligence

	Baseline/ Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
Investigative Assistance	97% 1999/2000	97%	98%	98%	99%	99%
Intelligence	97% 1999/2000	97%	98%	98%	99%	99%

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

#### Outcome II.1: Decrease turnaround time for all lab disciplines

	Baseline/ Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
Toxicology	44 Days 2000/2001	40	40	39	39	38
Serology/DNA	111 Days 2000/2001	111	111	108	108	105
Chemistry	35 Days 2000/2001	30	30	30	30	30
Firearms	135 Days 2000/2001	80	80	78	78	76
Crime Scene	40 Days 2000/2001	30	30	30	30	30
AFIS	56 Days 2000/2001	50	50	49	49	48
CER	123 Days 2000/2001	90	90	88	88	86
Microanalysis	118 Days 2000/2001	115	115	112	112	109
Latent Prints	65 Days 2000/2001	60	60	59	59	57

#### Outcome II.2: Increase the number of samples analyzed for the DNA Database

Baseline/ Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
29,118 1997/1998	161,000	185,000	209,000	233,000	250,000

**Objective III: Improve availability of criminal justice information**

**Outcome III.1:** Maintain customer satisfaction with online crime data while increasing the number of workstations accessing the Florida Crime Information Center system

	Baseline/ Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
Satisfaction	94.4%. 1996/1997	98%	98%	98%	98%	98%
Workstations	9,846 1994/1995	37,500	40,000	42,500	45,000	47,500

**Outcome III.2:** Maintain accuracy of criminal history data while reengineering and replacing the central repository and automated fingerprint identification system

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
82% 1997/1998	89%	89%	89%	89%	89%

**GOAL 2: Support the prosecution of criminal cases**

**Objective IV: Improve FDLE evidence collection and analysis**

**Outcome IV.1:** Increase the percentage of customers who found FDLE's physical evidence collection and analysis satisfactory

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
70% 2000/2001	80%	85%	90%	95%	95%

**Outcome IV.2:** Increase the percentage of completed laboratory submissions

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
92% 1995/1996	96%	96%	97%	97%	98%

**Objective V: Provide timely and useful criminal justice information in support of criminal prosecutions**

**Outcome V.1:** Continue to provide substantive Florida Crime Information Center hot files responses within 10 seconds

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
96% 2000/2001	98%	98%	98%	98%	98%

**Outcome V.2:** Increase the percent of criminal arrest information received electronically for entry into the criminal justice history system

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
51% 1998/1999	75%	80%	85%	90%	90%

**Objective VI: Promote professionalism in the criminal justice community**

**Outcome VI.1:** Increase the number of students participating in the integrated program of leadership and management education and increase student satisfaction

Baseline/Year	Participating	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
851 1997/1998	FCJEL	745 trained	782 trained	782 trained	800 trained	800 trained
260 2000/2001	Leadership Center	525 trained	551 trained	579 trained	608 trained	638 trained

Baseline/Year	Satisfaction	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
92% 1998/1999	FCJEL	90%	91%	92%	93%	93%
89% 1998/1999	Leadership Center	90%	91%	92%	93%	93%

**Goal 3: Prevent crime and promote public safety**

**Objective VII: Provide well trained criminal justice professionals**

**Outcome VII.1:** Increase percentage of individuals who pass the basic professional certification examination

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
70% 1995/1996	75%	75%	76%	77%	77%

**Objective VIII: Provide proactive investigative services**

**Outcome VIII.1:** Increase the percentage of public assistance fraud investigations referred for Administrative Hearing or prosecution

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
73% 2000/2001	75%	80%	85%	90%	90%

**Outcome VIII.2:** Increase the number of Capitol Police officer patrol hours

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
72,800 2000/2001	94,080	96,432	96,432	98,842	98,842

**Objective IX: Provide improved access to information about crime and criminals**

**Outcome IX.1:** Increase the number of responses to requests for crime statistics

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
164,992 2000/2001	191,400	200,000	208,600	217,200	220,000

**Outcome IX.2:** Increase the number of registered sexual predators/offenders identified to the public

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
15,650 1998/1999	26,268	27,581	28,960	30,408	31,000

**Objective X: Provide specialized crime prevention services**

**Outcome X.1:** Increase the number of missing children cases worked

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
602 1997/1998	643	659	659	675	675

**Outcome X.2:** Increase the percentage of customers who found FDLE's mutual aid and emergency response management useful

Baseline/Year	FY 2003/2004	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
97% 1996/1997	96%	96%	97%	97%	98%

# FDLE GOALS AND OBJECTIVES LINKED TO GOVERNOR'S GOALS

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## Governor's Goal No. 1 – Improve student achievement

## Governor's Goal No. 2 – Reduce violent crime and illegal drug use

**FDLE GOAL 1:** Improve the detection and capture of suspected criminals

Objective I: Conduct effective criminal investigations

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

**FDLE GOAL 2:** Support the prosecution of criminal cases

Objective IV: Improve FDLE evidence collection and analysis

**FDLE GOAL 3:** Prevent crime and promote public safety

Objective VIII: Provide proactive investigative services

## Governor's Goal No. 3 – Create a smaller, more effective, more efficient government that fully harnesses the power of technology to achieve these goals

**FDLE GOAL 1:** Improve the detection and capture of suspected criminals

Objective III: Improve availability of criminal justice information

**FDLE GOAL 2:** Support the prosecution of criminal cases

Objective V: Provide timely and useful criminal justice information in support of criminal prosecutions

Objective VI: Promote professionalism in the criminal justice community

**FDLE GOAL 3:** Prevent crime and promote public safety

Objective IX: Provide improved access to information about crime and criminals

## Governor's Goal No. 4 – Create a business climate that is conducive to economic opportunity

## Governor's Goal No. 5 – Help the most vulnerable among us

**FDLE GOAL 3:** Prevent crime and promote public safety

Objective VIII: Provide proactive investigative services

Objective X: Provide specialized crime prevention services

## Governor's Goal No. 6 – Enhance Florida's environment and quality of life

**FDLE GOAL 3:** Prevent crime and promote public safety

Objective VII: Provide well trained criminal justice professionals

Objective X: Provide specialized crime prevention services



# TRENDS AND CONDITIONS

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## Introduction

This Florida Department of Law Enforcement's (FDLE) Long Range Program Plan (LRPP) for Fiscal Years 2003-04 through 2007-08, is a goal-based, five-year planning document that identifies the agency's priorities, goals, and objectives. The Department reviewed and evaluated past, current and projected performance data on all services and activities within FDLE's four programs: Investigations and Forensic Science; Information; Professionalism Program; and Executive Direction and Business Support. The performance data and trends were used to adjust goals and performance objectives where necessary. This document is intended to provide a strategic direction for the department to ensure criminal justice goals are attained and serve as a resource for policy makers, stakeholders, and the citizens of Florida.

## Statutory Authority

FDLE's primary responsibility is to prevent, investigate, and solve crimes while protecting Florida's citizens, as defined in Chapters 98, 311, 741, 775, 877, 937 and 943, Florida Statutes. FDLE offers a range of diverse services to Florida's law enforcement community, criminal justice partners, and citizens. Performance goals and customer surveys have been established and are used to monitor the performance, delivery, and quality of FDLE's services.

## Agency Planning Approach

FDLE Program Leaders regularly initiate workgroups to assess the agency's strengths, weaknesses, opportunities, and threats (SWOT). FDLE utilizes statewide crime data and trends, demand for service, performance data, and customer input to determine where to place resources and what, if any, additional resources will be required over the next several years to ensure strategic goals and objectives are achieved.

This plan was developed based on a careful consideration of the department's mission, capabilities and environment which leads to priority-based allocation of fiscal, human, technological, capital, and other resources. It will be used to implement priority-based resource allocation decisions (see Appendix I for the Priority Order of FDLE's Services and Activities). In developing the plan, the department reviewed and examined all programs, services, and activities funded in current year estimated expenditures using zero-based budgeting principles. All programs, services, and activities were examined to determine if they should be continued, modified, or funds reallocated based on department priorities.

## Trends and Conditions

FDLE has identified **three major goals** to promote public safety. These goals, listed in priority order, are:

**Improve the detection and capture of suspected criminals;**  
**Support the prosecution of criminal cases; and**  
**Prevent crime and promote public safety.**

In order to ensure effective and efficient statewide implementation of its mission and to accomplish the state's long-term vision, it is critical that the department monitor its environment. This monitoring includes tracking current trends and conditions within the state, nation, and world. This section is dedicated to highlighting such influences on the department's goals and objectives.

### GOAL 1: IMPROVE THE DETECTION AND CAPTURE OF SUSPECTED CRIMINALS

**Domestic Security.** The terrorist attacks on New York City's World Trade Centers and Pentagon on September 11, 2001, weakened the public's sense of security and instilled new fear throughout the United States. While international terrorism is principally a federal responsibility, each state must prepare to combat all forms of threat to its citizens, including terrorism. Florida's economic prosperity depends heavily on travel and tourism. Therefore it is doubly important that Florida's governmental leaders take action to ensure that its citizens and visitors are safe by making domestic security a high priority. The events of September 11, 2001 changed the priorities of FDLE and many of its criminal justice partners.

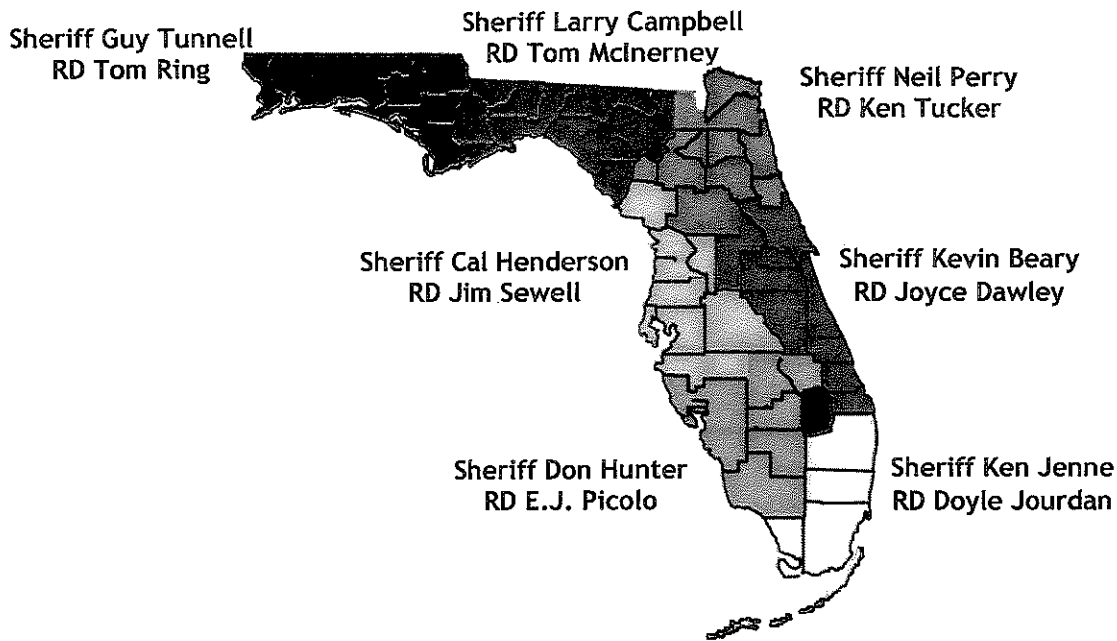
State government agencies have critical roles to play in the provision of domestic security. They, along with local governments, have primary responsibility for funding, preparing, and operating emergency services. The 2002 Florida Legislature appropriated and the Governor approved over \$94 million in funds to continue the support of Florida's Domestic Security Strategy. While some of these funds will be used at the state level to investigate terrorist acts and capture terrorists, a large portion will be shared with local counties and municipalities. It is anticipated that additional funding will be required in subsequent years to execute long-term recommendations of the Strategy.

In October 2001, Governor Bush signed Executive Order 01-300, to strengthen the state's domestic security and to combat terrorist activities and authorized the Commissioner of the FDLE to appoint a Chief of Florida Domestic Security Initiatives. The Governor also initiated a number of actions to safeguard Florida from terrorist attacks, including the implementation of seven Regional Domestic Security Task Forces (RDSTFs) and the establishment of a statewide Domestic Security Intelligence Database within FDLE for use by law enforcement in Florida, under appropriate security restrictions.

FDLE serves as the agency responsible for coordinating and directing counter-terrorism efforts for the state of Florida and the Commissioner of FDLE serves as the Incident Commander for the state in the event of a terrorist attack. Working closely with the Chief of Domestic Security Initiatives, the Division of Emergency Management, and other federal, state, and local agencies, FDLE is committed to enhancing our state's domestic security preparedness as related to threats and/or acts of terrorism through the implementation of Florida's Domestic Security Strategy.

Key to implementation of this Strategy is the integration, coordination, and cooperation within and amongst each of the seven RDSTFs. Each task force is co-chaired by an FDLE regional director and a local county Sheriff and includes representatives from law enforcement, fire/rescue, emergency management, health, business, education, community, and private industry. As the foundation of Florida's integrated efforts for domestic security, the task forces are responsible for taking the lead in investigating terrorist-related activities and preparing for future potential incidents in their respective region of the state. The task forces exemplify extraordinary integration, collaboration, and cooperation of response disciplines to operationalize Florida's Domestic Security Strategy.

*Florida's 7 Regional Domestic Security Task Forces  
and Co-Chairpersons*



One fact dominates all domestic security threat assessments: terrorists are strategic actors. They choose their targets deliberately based on the weaknesses they observe in our defenses and preparedness. We must defend ourselves against a wide range of means and methods of attack. Our enemies are working to obtain chemical, biological, radiological, and nuclear weapons for the purpose of wreaking unprecedented damage on America. Terrorists continue to employ conventional means of attack, while at the same time gaining expertise in less traditional means, such as cyber attacks. Our society presents an almost infinite array of potential targets that can be attacked through a variety of methods. A number of international terrorist organizations, as well as domestic terrorist groups, possess the will and capability to attack Florida. FDLE is, and will continue to be, actively engaged in uncovering these organizations.

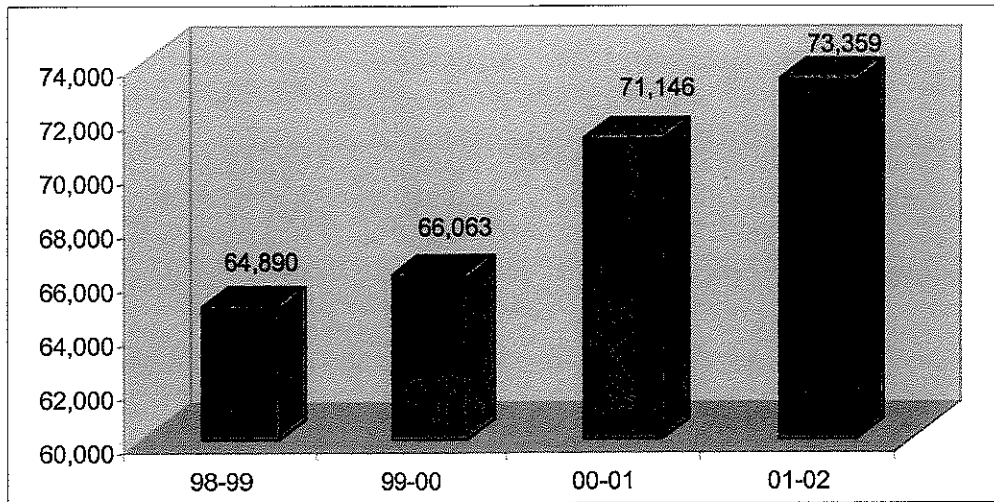
**GOAL 2: SUPPORT THE PROSECUTION OF CRIMINAL CASES**

**Forensic Services.** FDLE's crime laboratories provide scientific analysis of evidence as requested by local, state, and federal criminal justice agencies with jurisdiction in the state.



The laboratories handle over 70,000 requests a year. With such a large volume of evidence submissions, timeliness in the delivery of all forensic services is critical to law enforcement agencies and to the resolution of cases. Turnaround standards have been established for each discipline based on the discipline's unique characteristics. During FY 2001-02, the average turnaround time and backlog of laboratory submissions decreased by 30% and 45%, respectively.

### *Crime Laboratory Service Request Completions*



Drug evidence submitted to the department's laboratories comprises over 50% of all items, an amount that continues to increase. Cocaine remains the predominant drug of choice, with cannabis a close second. Heroin use throughout the state, continues to increase in popularity. The increased use of "club drugs" such as GHB, MDMA (Ecstasy), and Ketamine (Special K) has coincided with a rise in the popularity of Rave Clubs. Submissions of morphine-based painkillers such as Oxycodone and Hydrocodone have increased 186% since 1998.

Use of the DNA Database services is also increasing. The Database currently houses DNA samples from individuals convicted of sexual assault, lewdness, indecent exposure, aggravated battery, homicide, car jacking, home invasion robbery, and burglary. The samples are collected, analyzed, compared against existing samples in the Database for potential matches, and stored in the Database for future use in identifying criminal suspects who have left DNA evidence at crime scenes or who have previously submitted required DNA samples. Since its inception in 1990, the Database has collected approximately 139,000 samples, had 625 matches, and assisted in over 900 investigations. Florida's DNA Database matches represent about 18% of the hits and 12.5% of the total offender profiles nationally.

Recent passage of several new laws is increasing the demand for DNA/Serology and the DNA database. On July 1, 2002, DNA testing for robbery convictions was added. By 2005, all convicted felons will be required to submit a DNA sample for analysis and entry into the Database, thereby increasing submissions to approximately 233,000. As of October 1, 2001, any person tried and convicted of a crime may request and receive post-conviction DNA testing, provided certain criteria are met. FDLE anticipates as many as 18,000 requests for DNA analysis will be received pursuant to this new provision. Over the next five years, additional funding for forensic technologists, DNA Serology robotics, and other equipment, as well as funds to outsource with private, accredited laboratories will be required. These funds

will ensure that the anticipated 18,000 DNA samples are analyzed, while achieving the goal to reduce turnaround time by 4% is also achieved.

**Promoting Professionalism.** In order 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. FDLE provides career development and customized training for criminal justice officers to enhance their ability to effectively deal with victims and perpetrators of crime. Because of Florida's unique climate, geography, and population, Florida's criminal justice officers are often called upon to protect Florida's citizens in cases of natural disasters and catastrophic events, including terrorist incidents. FDLE is also directly involved in establishing training standards, identifying appropriate training curricula/materials, and initiating focused training for local law enforcement, fire, emergency, and other "first responders" to prepare them to respond to potential and actual terrorist incidents.

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 provides valuable insight in addressing these issues as additional officer training needs. 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.

### **GOAL 3: PREVENT CRIME AND PROMOTE PUBLIC SAFETY**

**Changing Population, Empowering Floridians.** Florida continues to be one of the fastest growing states in the nation. Population in the state has grown 23.5% over the past 10 years, now surpassing 16 million residents and elevating Florida to the fourth largest state in the country. The public conditions that encompass Florida's large, diverse, multi-cultural, and multi-aged population provide many opportunities and threats for the criminal justice community. Ensuring public safety for the citizens and visitors of the state remains a concern and top priority. One way to accomplish this goal is through effective investigations that result in the elimination or reduction of criminal activity.

In the next 25 years the elderly population is projected to increase from 18.1% to 26.3% of the state's population. The juvenile population is expected to grow by nearly one half million, or 13.5%. These projected changes in the age distribution of the citizens in Florida will continue to have an impact on the types and volume of crimes committed. As these special populations increase, so will the special types of crimes that prey on these vulnerable citizens.

FDLE has placed a high priority on empowering citizens with information to help them protect themselves and their families. In Florida, criminal history background screening for licensing and employment purposes is required, and certain occupations also mandate criminal history checks. Florida also passed legislation authorizing record checks for volunteers working with children, under the Foley amendment to the National Child Protection Act. These programs serve to protect the public, particularly the most vulnerable - Florida's children, elderly, and disabled persons.

Preventing criminals from being placed in positions of trust or responsibility is a valuable crime prevention measure. FDLE has focused on customer service and has established performance standards that ensure prompt processing of these requests. Understanding the

importance of timely responses to customers needing criminal history information to support sensitive hiring and licensing decisions is key to doing good business. FDLE has been able to meet or exceed these turnaround standards 94% of the time and customer surveys indicate 98% were satisfied with this service in FY 2001-02.

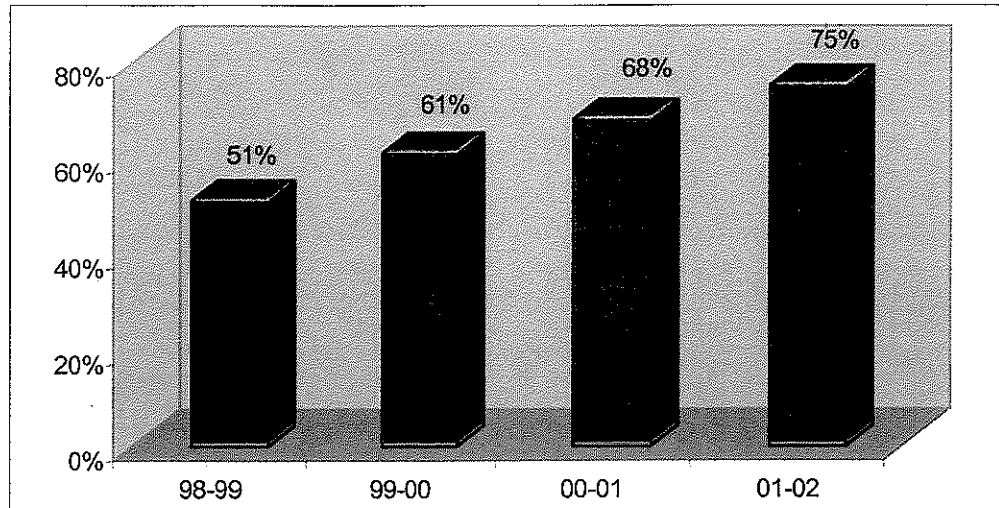
The concept of civilian criminal history checks has become much more widespread and urgent since September 11, 2001. Historically legislatively required in Florida for certain occupations or licenses (such as teachers, daycare workers, police officers, etc.), the demand for timely fingerprint-based criminal history checks has exploded. To improve this service to the public, FDLE has invested in the Civil Workflow Control System (CWCS), which allows entities to submit information and fingerprints electronically. CWCS, first used by Florida's seaports to prevent smuggling, provides a state and local criminal history response within 48 hours (often a shorter time). This system often eliminates criminals from positions or situations where they could harm both private industry and the public. Previously, the state and national processing of paper fingerprint cards could take weeks or months. In the future, FDLE plans to extend use of the CWCS for new types of records throughout the state.

**Safety through Technology.** Florida has experienced rapid growth, increased technological opportunities, and the emergence of specialized forms of crime. As never before, technology is presenting criminals with new opportunities, and criminal justice agencies must adjust to address new types of cyber-crime, including fraud and Internet stalking, as well as direct virus attacks on computer systems themselves. To combat the predicted increase in computer-related crime, FDLE developed a comprehensive solution: establishment of the Florida Computer Crime Center, expansion of the Computer Evidence Recovery (CER) Program and enhancement of regional investigative capabilities. The Florida Computer Crime Center serves as a "working clearinghouse" for computer crime in Florida.

Sharing information is key to crime prevention and FDLE has developed several approaches to provide current information to criminal justice customers and the public. The Criminal Justice Network (CJNet), managed by FDLE, provides authorized criminal justice partners access to computerized criminal histories, National Crime Information Center, National Drug Pointer Index, Interstate Identification Index, GangNet, DrugNet, and a number of other state and national databases. FDLE also maintains a public website that provides information on Florida's sexual predators, missing children, and most wanted fugitives. The site also allows members of the public to request criminal history record checks online.

FDLE handles a number of criminal justice information databases to help promote public safety. The backbone of criminal justice telecommunications in our state is the Florida Crime Information Center (FCIC), which maintains nearly 40,000 devices in approximately 1,050 federal, state, and local criminal justice agencies. The system processes between 35 and 45 million data transactions per month, and allows criminal justice agencies virtually instantaneous access to information. FDLE also maintains the 3<sup>rd</sup> largest criminal history file in the nation, with criminal history records on more than 4 million offenders. Serving as a state repository, FDLE makes the records available to criminal justice agencies in Florida and across the country, as well as other governmental agencies and the public. Each record is fully computerized and supported by fingerprints to help positively identify offenders. About 75% of Florida's arrest fingerprint data is received electronically by FDLE from Livescan booking devices located at jails across the state.

**Percentage of criminal arrest information received electronically  
(through Livescan) for entry in to the criminal history system**



FDLE is currently redesigning the Integrated Criminal History System (ICHS) to replace the Computerized Criminal History System (CCH) and the Automated Fingerprint Identification System (AFIS). The existing CCH system, designed in the early 1970's, and AFIS (established in 1987), have become antiquated and are reaching storage capacity. The ICHS will integrate records from both CCH and AFIS into a system able to support the capacity and high volume processing needs of its customers. In addition, it will include state-of-the-art technology that will improve integration between criminal history information, fingerprint images and photographic images.

FDLE is dedicated to achieving the goals it has set for the department and its members. FDLE's vision encompasses not only the department itself, but the entire state and all of its many and varied customers. FDLE's vision for the future will continue to strive to promote public safety in our state.



# LAS/PBS SERVICE AND ACTIVITY INFORMATION

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See following pages.

COL A36 COL A38 COL A39 COL A26 COL A27  
 ACT PR YR EST EXP EST EXP N/R AGY REQ AGY REQ N/R  
 FY 2001-02 FY 2002-03 FY 2002-03 FY 2003-04 FY 2003-04  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT  
 CODES

71000000  
 71150000  
 71150200

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 MUTIVE DIR/SUPPORT SVCS  
 PRIORITY:  
 Chapter 943, Florida Statutes  
 REVISION:  
 DE's Executive Leadership team and Business Support develops the strategic direction necessary for the agency to  
 maintain it's mission: "To promote public safety and strengthen domestic security 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." This service also provides the business oversight and management of resources  
 necessary to support the daily operations of the agency.

ICE OUTCOME(S):	FY 2001-2002	FY 2001-2002	FY 2002-2003	FY 2003-2004
	PRIOR STD	PRIOR ACTUAL	CURRENT STD	REQUESTED STD
Administrative support costs as a percent of total	3.0%	3.5%	4.0%	3.5%
Agency costs				
WAR WORKFORCE PLAN:				
01-02:				
reamline OED/BSP through efficiencies and technology			(4)	
reamline Grants Administration			(1)	
02-03:				
Outsourcing			(7)	
03-04:				
04-05:				
05-06: Eliminate Florida Law Enforcement Accreditation staffing			(3)	
Explore outsourcing options with Business Activities such as Purchasing,				
roll, billing support.			(13)	
ELIC PROTECTION				
JG CONTRL/SUBSTANCE ABUSE				
JECTIVE:				
provide management and administrative assistance to effectively and efficiently utilize all				
resources in support of department operations.				

ACTIVITY  
 LOCAL GRANTS MANAGEMENT  
 7.00 278,144 7.00 849,211 7.00 853,210  
 ACT0000  
 ACT5500



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT POS	EST EXP FY 2002-03	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
	4,122,981	4,497,908		4,497,908		

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 CUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 UG CONTRL/SUBSTANCE ABUSE  
 ACTIVITY

PASS THROUGH COMMUNITY DRUG ABUSE  
 PREVENTION PROGRAM FEDERAL GRANTS  
 TO STATE AND LOCAL GOVERNMENT

UNIT COST MEASURE: N/A

ANTICIPATED DEMAND  
 OUTPUT STANDARD

COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:

ACTIVITY: PASS THROUGH COMMUNITY DRUG ABUSE PREVENTION PROGRAM FEDERAL GRANTS TO STATE AND LOCAL GOVERNMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.

AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Provide authority for disbursing grants to state and local agencies.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A
- ACCOMPLISHMENTS OF ACTIVITY ARE: N/A
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

ACTIVITY

PASS THROUGH RESIDENTIAL SUBSTANCE  
 ABUSE TREATMENT FEDERAL GRANTS TO  
 STATE AND LOCAL GOVERNMENT

2,435,015 2,856,979

2,856,979

ACT0000

ACT5596

71000000  
 71150000  
 71150200  
 1200000000  
 1201000000  
 ACT0000





ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

71000000  
 71150000  
 71150200  
 1200000000  
 1201000000  
 ACT0000

ACT5602

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASS THROUGH VIOLENT CRIME INVESTIGATIVE EMERGENCY GRANTS TO STATE AND LOCAL GOVERNMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: 410-7135

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provide authority for disbursing grants to state and local agencies.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A  
 3. ACCOMPLISHMENTS OF ACTIVITY ARE: N/A

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP	AGY REQ	AGY REQ	
	POS	FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT	AMOUNT	AMOUNT	AMOUNT	
	965,834	11.00	1,159,407	11.00	1,164,745	

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 CUTIVE DIR/SUPPORT SVCS  
 BLIC PROTECTION  
 W ENFORCEMENT  
 JECTIVE:

Fairly and effectively award and distribute federal law enforcement grant program funding to state and local law enforcement agencies.

ACTIVITY  
 LOCAL GRANTS MANAGEMENT

UNIT COST MEASURE: Number of grants disbursed.

ANTICIPATED DEMAND	162	280
OUTPUT STANDARD	187	280
COST PER UNIT OF OUTPUT	5,164.89	4,140.74

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: LOCAL GRANTS MANAGEMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides oversight of the department's grant management activities. Administers and awards over 400 subgrants to Florida's state and local criminal justice agencies under the federal Byrne, Violent Offender Incarceration/Truth in Sentencing (VOITS), Residential Substance Abuse Treatment for Prisoners (RSAT), and Local Law Enforcement Block (LLEBG) grant programs. Ensures compliance with all state and federal laws and guidelines pertaining to grant funds.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Complete and submit federal grant applications to federal agency (2) Review, select, and approve local grantees (3) Monitor grantees/grant funds (4) Distribute grant funds. (5) Complete financial and program closeouts of grants
  - ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, disbursed over 300 grants totalling over \$30.2 million to various Florida local and state governments.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, 67 Florida counties, and 450 local municipalities.
  - COUNTIES SERVED: All 67 Florida counties.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

4 ENFORCEMENT, DEPT OF  
 4: EXEC DIR/BUS SPPT PRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 PASS THROUGH NARCOTICS CONTROL  
 ASSISTANCE FEDERAL GRANTS TO  
 STATE AND LOCAL GOVERNMENT

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASTTHROUGH FEDERAL CRIMINAL JUSTICE GRANTS  
 SPECIFIC AUTHORITY: 943.03, F.S.

AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135  
 DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provide for transfer of Narcotics Control Assistance grants to state and local government.  
 2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A  
 3. ACCOMPLISHMENTS OF ACTIVITY ARE: N/A  
 4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.  
 5. COUNTIES SERVED: All 67 Florida counties.  
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ACTIVITY  
 PASS THROUGH NATIONAL CRIMINAL  
 HISTORY IMPROVEMENT FEDERAL GRANTS  
 TO STATE AND LOCAL GOVERNMENT

20,841,168	23,519,804	23,519,804			
710000000	711500000	711502000	12000000000	12020000000	ACT0000
2,404,427	4,212,536	4,212,536			ACT5592

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R		
2002-03	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS		
2003-04	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS		

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY

PASS THROUGH NATIONAL CRIMINAL  
 HISTORY IMPROVEMENT FEDERAL GRANTS  
 TO STATE AND LOCAL GOVERNMENT  
 UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASS THROUGH NATIONAL CRIMINAL HISTORY IMPROVEMENT FEDERAL GRANTS TO STATE AND LOCAL GOVERNMENT  
 SPECIFIC AUTHORITY: Section 943.03, F.S.

AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: 410-7135

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provide authority for disbursing grants to state and local agencies.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A
  - ACCOMPLISHMENTS OF ACTIVITY ARE: N/A
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTRIES SERVED: All 67 Florida counties.

ACTIVITY  
 PASS THROUGH LAW ENFORCEMENT  
 FEDERAL BLOCK GRANTS TO LOCAL  
 GOVERNMENT

71000000	71150000	71150200	1200000000	1202000000	ACT0000
676,644	526,770	526,770			ACT5598

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT BRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY

PASS THROUGH LAW ENFORCEMENT  
 FEDERAL BLOCK GRANTS TO LOCAL  
 GOVERNMENT

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASS THROUGH LAW ENFORCEMENT FEDERAL BLOCK GRANTS TO LOCAL GOVERNMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.

AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: 410-7135

DESCRIPTION OF ACTIVITY:

1. PURPOSE OF ACTIVITY IS: Provide authority for disbursing grants to state and local agencies.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A

3. ACCOMPLISHMENTS OF ACTIVITY ARE: N/A

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.

71000000  
 71150000  
 71150200  
 1200000000  
 1202000000  
 ACT0000

ACT5598

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT POS	EST EXP FY 2002-03	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
	4.00	107,640	4.00	256,815	4.00	258,596

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 JAIL PRISONS  
 SUBJECTIVE:  
 Fairly and effectively award and distribute federal correctional facility expansion grant funding to appropriate state agencies.

ACTIVITY  
 LOCAL GRANTS MANAGEMENT

UNIT COST MEASURE: Number of grants disbursed.  
 ANTICIPATED DEMAND 18 20  
 OUTPUT STANDARD 20 20  
 COST PER UNIT OF OUTPUT 5,382.00 12,840.75  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: LOCAL GRANTS MANAGEMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides oversight of the department's grant management activities. Administers and awards over 400 subgrants to Florida's state and local criminal justice agencies under the federal Byrne, Violent Offender Incarceration/Truth in Sentencing (VOITS), Residential Substance Abuse Treatment for Prisoners (RSAT), and Local Law Enforcement Block (LLEBG) grant programs. Ensures compliance with all state and federal laws and guidelines pertaining to grant funds.  
 2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Complete and submit federal grant applications to federal agency (2) Review, select, and approve local grantees (3) Monitor grantees/grant funds (4) Distribute grant funds. (5) Complete financial and program closeouts of grants

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, disbursed over 300 grants totalling over \$30.2 million to various Florida local and state governments.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, 67 Florida counties, and 450 local municipalities.

5. COUNTIES SERVED: All 67 Florida counties.

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COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT
	44,214,137	42,804,137	42,804,137		710000000
					711500000
					711502000
					12000000000
					12060000000
					ACT00000
					ACT5600

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 PUBLIC PROTECTION  
 JUVENILE PRISONS  
 ACTIVITY

PASS THROUGH VIOLENT OFFENDER  
 INCARCERATION TRUTH IN LENDING  
 FEDERAL GRANTS TO STATE AGENCIES

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD

COST PER UNIT OF OUTPUT  
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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASS THROUGH VIOLENT OFFENDER INCARCERATION TRUTH IN LENDING FEDERAL GRANTS TO STATE AGENCIES

SPECIFIC AUTHORITY: Section 943.03, F.S.

AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: 410-7135

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provide authority for disbursing grants to state and local agencies.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A
  - ACCOMPLISHMENTS OF ACTIVITY ARE: N/A
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.
- \*\*\*\*\*



COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT

710000000					
711500000					
711502000					
16000000000					
16020000000					
ACT0000					
ACT0010					
9.00	2,308,819	9.00	2,598,671	9.00	2,622,951

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTOR

SPECIFIC AUTHORITY: Section 943, F.S.  
 AGENCY CONTACT: James T. Moore  
 TELEPHONE: (850) 410-7001

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: FDLE's executive leadership team and Business Support develops the strategic direction necessary for the agency to obtain it's mission: "To promote public safety and strengthen domestic security 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." This service also provides the business oversight and management of resources necessary to support the daily operations of the agency.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: Provides executive leadership and strategic direction to all programs for accomplishment of agency mission.
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provides assistance to state and local law enforcement agencies and to citizens of Florida to create a safer Florida.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.
- AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE has administered the Performance Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance

COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT
					710000000
					711500000
					711502000
					16000000000
					16020000000
					ACT00000
					ACT00010

ACTIVITY GENERAL COUNSEL/LEGAL 8.00 529,772 8.00 549,499 8.00 595,268

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: GENERAL COUNSEL/LEGAL

SPECIFIC AUTHORITY: Section 943, F.S.  
 AGENCY CONTACT: Michael Ramage  
 TELEPHONE: (850) 410-7225

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides legal services for the department, including legal advice, research, and preparation of legal documents.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Analyze legal issues, rules and legislation (2) Represent the department in legal matters
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provides the highest quality legal advice and assistance to enable the Department to effectively accomplish it's mission.
  - CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP	AGY REQ	AGY REQ	
		FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT	POS	AMOUNT	POS	AMOUNT
	17.00	1,254,097	17.00	17.00	1,195,526	

INSPECTOR GENERAL  
 UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: INSPECTOR GENERAL

SPECIFIC AUTHORITY: Section 20.55, F.S.  
 AGENCY CONTACT: Leon Lowry  
 TELEPHONE: (850) 410-7225

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government. Products and services to its customers include audits, management reviews, special projects, program evaluations, inspections, evidence room inventories, performance measurement monitoring and analysis, whistleblower investigations, and customer satisfaction surveys.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Conduct internal program audits  
 (2) Monitor performance data  
 (3) Coordinate department accreditation activities
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provides effective oversight of policy implementation to assure substantial compliance with all policies and procedures.
  - CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.



COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT
7.00	556,852	7.00	721,397	7.00	738,495

7 ENFORCEMENT, DEPT OF  
 1: EXEC DIR/BUS SPPT PRG  
 ICUTIVE DIR/SUPPORT SVCS  
 IV OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY  
 DIRECTOR OF ADMINISTRATION

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: DIRECTOR OF ADMINISTRATION

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides operational and administrative oversight and coordination of the department's business activities. Provide project staffing to assist the Office of Executive Direction.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide leadership and direction for business support functions (2) Perform planning functions for the department
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provides effective business support and assistance to all programs to enable more efficient delivery of law enforcement services.
  - CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.

710000000  
 711500000  
 711502000  
 16000000000  
 16020000000  
 ACT0000  
 ACT0080

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
4.00	312,550	4.00	285,300	4.00	324,430	

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 CUIVE DIR/SUPPORT SVCS  
 W OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY: PLANNING AND BUDGETING

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PLANNING AND BUDGETING

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Develops the Department's Legislature Budget Request, inputs the Long Range Program Plan into statewide budget system, provides salary rate and position data, prepares budget amendments, develops and monitors budget allotments, monitors trust fund cash balances, and prepares monthly operating budget expenditure reports.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Develop Legislative Budget Request  
 (2) Manage salaries, salary rate, and positions for the Department  
 (3) Manage Department resources
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Proactive assistance in obtaining maximum support for Legislature Budget Request, properly allocate and maximize use of appropriated resources, and proactive assistance in assuring appropriations are not overspent.
  - CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT POS	EST EXP FY 2001-02	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
	27.00	1,104,714	29.00	29.00		
		2,176,157		2,211,062		

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 CUTIVE DIR/SUPPORT SVCS  
 V OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY  
 FINANCE AND ACCOUNTING

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FINANCE AND ACCOUNTING

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Provides oversight of the department's finances. Maintains the department's financial records, prepares department payroll, processes payments to vendors, and reimburses members for travel and expenses.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Administer vendor and employee disbursements  
 (2) Manage disbursement, revenue and cash flow  
 (3) Maintain employee attendance, leave, and performance information  
 (4) Administer the payroll and purchasing Card system  
 (5) Manage all grant reimbursements
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, filed claims for direct grant assistance to FDLE totaling nearly \$14.7 million and processed 23,582 invoices that were subject to the prompt payment law with a 99.22% compliance rate.
- CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	15.00	782,473	8.00	8.00	805,963	
PERSONNEL SERVICES/HUMAN RESOURCES		754,080				

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 CUTIVE DIR/SUPPORT SVCS  
 V OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PERSONNEL SERVICES/HUMAN RESOURCES

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides oversight of the department's personnel activities. Recruits and hires applicants, conducts human resource forecasting, and implements member human resource service programs such as benefits.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Administer employee recruitment and selection  
 (2) Manage employee benefits  
 (3) Coordinate general employee personnel services

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, distributed almost 300 job opportunity announcements, received over 27,000 applications for employment and/or requests for promotion, hired 194 new members, and promoted 164 members.

4. CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members and supports over 1,900 established positions.

5. COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	24.00	593,724	23.00	598,803	23.00	617,294

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 EXECUTIVE DIR/SUPPORT SVCS  
 OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY  
 PROCUREMENT

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PROCUREMENT

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Gaines Howerton  
 TELEPHONE: (850) 410-7135

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides oversight of the department's general service activities. Procure goods and services, provides in-house printing services, performs all processes related to the issuance of purchase orders, formal bids, and requests for proposals and contracts agreements, conducts annual property inventory and maintains official property records, coordinates the maintenance and acquisition of all office facilities, and administers statewide telecommunications services.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage property and vehicles  
 (2) Manage purchasing for the department  
 (3) Assist in contract awarding and final contract negotiations

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provides effective technical assistance to all programs to enable efficient procurement of goods and services in full compliance with all rules, regulations, and statutory requirements.

4. CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, and Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*

COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
3.00	250,089	3.00	290,373	3.00	297,099
					71000000
					71150000
					71150200
					1600000000
					1602000000
					ACT0000
					ACT5200

UNIT COST MEASURE: Total number of agencies accredited.  
 ANTICIPATED DEMAND 109  
 OUTPUT STANDARD 95  
 COST PER UNIT OF OUTPUT 2,632.52 2,663.97 2,725.68  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FLORIDA LAW ENFORCEMENT ACCREDITATION

SPECIFIC AUTHORITY: Section 943.125, F.S.

AGENCY CONTACT: Susan Kyzer  
 TELEPHONE: (407) 275-4171

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Assists Florida law enforcement agencies in accreditation application efforts. Assistance includes training to manage the accreditation process, technical support, administrative assistance, and resources to achieve and maintain accreditation. Establishes uniform law enforcement standards that are workable, practical, easily understood and clearly interpreted.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide accreditation information to local law enforcement (2) Provide technical assistance on accreditation initiatives and follow-up support for the Commission (3) Prepare for Commission meetings and communications (4) Attend meetings and conferences
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Through the end of FY 01-02, the Commission has accredited 95 law enforcement agencies in Florida. Additionally, there are approximately 154 agencies in the 24-month process to prepare their agency to receive accreditation from the Commission.
  - CUSTOMERS/NUMBER SERVED: Over 1,800 FDLE members, Governor's Office, Legislature, Florida's 500 criminal justice agencies, and 450 local municipalities.
  - COUNTIES SERVED: All 67 Florida counties.
- \*\*\*\*\*

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
2001-02	7,104.31	2002-03	55,555.56	2003-04	55,555.56	
2001-02	277,068	2002-03	1,000,000	2003-04	1,000,000	

ENFORCEMENT, DEPT OF  
 EXEC DIR/BUS SPPT PRG  
 TATIVE DIR/SUPPORT SVCS  
 / OPERATIONS/SUPPORT  
 EC LEADERSHIP/SUPPRT SVC  
 ACTIVITY  
 VIOLENT CRIME EMERGENCY

UNIT COST MEASURE: Number of cases awarded emergency violent crime funds.  
 ANTICIPATED DEMAND 18  
 OUTPUT STANDARD 18  
 COST PER UNIT OF OUTPUT 7,104.31 55,555.56 55,555.56  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: VIOLENT CRIME EMERGENCY

SPECIFIC AUTHORITY: Section 943.042, F.S.  
 AGENCY CONTACT: Teddy Payne  
 TELEPHONE: (850) 410-7165

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides funding to state and local law enforcement agencies involved in complex violent crime investigations and trials, drug-related investigations, investigations of significant money laundering activities, and investigations involving victim/witness protection and/or relocation efforts. The funds are disbursed from the Violent Crime Investigative Emergency and Drug Control Strategy Implementation Account and the Victim/Witness Protection Relocation Account.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for meetings and communications  
 (2) Review case submissions to ensure compliance  
 (3) Attend meetings & conferences  
 (4) Disburse awards  
 (5) Monitor/Provide follow-up support

3. ACCOMPLISHMENTS OF ACTIVITY ARE: The 2001 Legislature amended statute, renaming the Council as the Florida Violent Crime and Drug Control Council to include drug trafficking and money laundering initiatives. During FY 01-02, 26 Florida law enforcement agencies were provided with almost \$2 million for drug investigations, 15 agencies were awarded over \$100,000 for witness protection cases, and 10 agencies were awarded over \$250,000 for violent crime investigative cases.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.  
 5. COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
	140.00	134.00	134.00			71000000
	91,041,623	97,713,337	97,930,434			71150000
						71150200

BUDGET ENTITY TOTAL:  
 ENFORCEMENT, DEPT OF  
 : EXEC DIR/BUS SPPT PRG  
 CUTIVE DIR/SUPPORT SVCS

: CAPITOL POLICE  
 : ITOLO POLICE  
 : HORITY:  
 43.61, Florida Statutes

CRPTION:  
 he Florida Department of Law Enforcement provides security and law enforcement services to the Florida Capitol Complex as defined by Section 943.60, F.S. The primary responsibility is to protect the security of the Governor, the Lieutenant Governor, the members of the Cabinet, and the members of the Senate and of the House, and employees and visitors of the Capitol Complex. Also, to develop and maintain firesafety and security plans for the Florida Capitol Complex.

VICE OUTCOME(S):  
 umber of criminal incidents per 1,000 employees  
 \*\*\*\*\*  
 BLIC PROTECTION  
 W ENFORCEMENT  
 ACTIVITY  
 EXECUTIVE DIRECTION

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTION

SPECIFIC AUTHORITY: 943.61, F.S.  
 AGENCY CONTACT: Scotty Sanderson  
 TELEPHONE: 487-2700

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides the operational and policy direction and support that enables this Program to function efficiently and effectively.  
 2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: Plan, manage, and coordinate Capitol Complex security operations.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
						71000000
						71550000
						71550100
						1200000000
						1202000000
						ACT0000
						ACT0010

ENFORCEMENT, DEPT OF  
 : CAPITOL POLICE  
 IFOL POLICE  
 BLIC PROTECTION  
 W ENFORCEMENT  
 ACTIVITY  
 EXECUTIVE DIRECTION

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Consistently provide policy direction and operational support.
4. CUSTOMERS/NUMBER SERVED: Eighty seven (87) FDLE Capitol Police members.
5. COUNTIES SERVED: Leon

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE has administered the Performance Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance results. During FY 01-02, FDLE met or exceeded 75% of its performance measures. FDLE members must not only meet, but exceed goals to be eligible. The plan will continue to meet the agency's need for enhanced productivity and performance as FY 03-04 progresses. The total cost for the Department of \$139,731 is allocated among all services.

ACTIVITY  
 FIXED CAPITAL OUTLAY  
 UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 1,178,000  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FIXED CAPITAL OUTLAY

SPECIFIC AUTHORITY: 216.044 F.S  
 AGENCY CONTACT: Scotty Sanderson  
 TELEPHONE: (850) 487-7200

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: The Florida Department of Law Enforcement is requesting funding to enhance and complete needed security measures in the Capitol Complex to assure the safety and well being of Florida's elected officials, staff, and visiting dignitaries. These buildings are among the most critical infrastructure in Tallahassee and could be potential targets for terrorist attacks. The security enhancements include construction of new guard booths, concrete protection walls, hydraulic barricades, and metal roll up doors at entry and exit points of the Capitol Complex.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: Enhance security at the Capitol Complex in Tallahassee

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	82.00	3,772,458	82.00	3,927,383	120,000	ACT0000
						ACT0800
						ACT0000
						ACT0210

ENFORCEMENT, DEPT OF  
 CAPITOL POLICE  
 CAPITOL POLICE  
 PUBLIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY  
 FIXED CAPITAL OUTLAY

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Entering and exiting the Capitol Complex will be controlled.
4. CUSTOMERS/NUMBER SERVED: N/A
5. COUNTIES SERVED: Leon

ACTIVITY  
 CAPITOL COMPLEX SECURITY

UNIT COST MEASURE: Number of officer patrol hours  
 ANTICIPATED DEMAND 91,800  
 OUTPUT STANDARD 91,800  
 COST PER UNIT OF OUTPUT 41.09

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CAPITOL COMPLEX SECURITY

SPECIFIC AUTHORITY: 943.61, F.S.  
 AGENCY CONTACT: Scotty Sanderson  
 TELEPHONE: 487-2700

- DESCRIPTION OF ACTIVITY:
1. PURPOSE OF ACTIVITY IS: To provide police services to the Capitol Complex.
  2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage and Supervise Operations  
 (2) Provide Security and Conduct Investigations  
 (3) Produce Investigative Reports and Provide Consultations
  3. ACCOMPLISHMENTS OF ACTIVITY ARE: On July 1, 2002, FDLE assumed control over the Florida Capitol Police and adjusted its mission to focus on protecting the Capitol Complex. In addition, the Capitol Police also work investigative cases and provide safety education and training. In FY 01-02, almost 300 cases were cleared by officers and over 100 training courses (particularly anthrax training) were provided to over 2,300 persons at about 30 different facilities.
  4. CUSTOMERS/NUMBER SERVED: Governor, Lieutenant Governor, members of the Cabinet, Senate and House, and employees and visitors of the Capitol Complex. Normally, this is an average of 1,500 customers per day. During the Legislative Session, in excess of 6,000 customers per day are served.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
						710000000
						715500000
						71550100
						1200000000
						1202000000
						ACT0000
						ACT0800

ENFORCEMENT, DEPT OF  
 : CAPITOL POLICE  
 ITOL POLICE  
 BLIC PROTECTION  
 N ENFORCEMENT  
 ACTIVITY  
 CAPITOL COMPLEX SECURITY  
 5. COUNTIES SERVED: Leon County

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 LBR ISSUE 8400000: Statewide Law Enforcement Radio System  
 Funds are being requested for 608 radios, radio equipment, maintenance costs and two consoles for the Statewide Law  
 Enforcement Radio System. This project has just entered into the third year of a three year effort to provide all state  
 law enforcement officers with a dedicated 800 MHz radio network. The project is a collaborative effort between the  
 State Technology Office as the project manager and twelve state agencies with law enforcement functions that will use  
 the system. The Florida Department of Law Enforcement is participating in this project.

Purchase of the radios, system maintenance, consoles and equipment will assure that FDLE members can fully use the  
 800 MHz system and provide radios for Mutual Aid use by state, county and local law enforcement agencies. The base  
 station radios will be used for specialized law enforcement details and programming equipment is needed for the  
 continued maintenance of radios and radio equipment. Legislative Budget Request amount for this issue is \$120,000.

BUDGET ENTITY TOTAL:	87.00	5,084,229	87.00	6,437,154	120,000



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	AGY REQ N/R	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	FY 2003-04	
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

ENFORCEMENT, DEPT OF  
 : CRIM JUS INV/FOREN SC  
 ME LABORATORY SERVICES  
 71000000  
 71600000  
 71600100

CTIONS 943.31-34; 893.09; 893.105; 943.26-34; 943.04, Florida Statutes  
 RIPTION:  
 ough regionally located crime laboratories, FDLE provides expert and professional examination of  
 ventuary materials to aid in the investigation and prosecution of criminal offenses, utilizing the  
 atest equipment and specific techniques in the areas of drug analysis, Toxicology, DNA/Serology, Microanalysis,  
 irearms, Latent prints, Crime Scene processing and Computer Evidence Recovery; and provides  
 ert testimony in all of these areas.

FY 2001-2002	FY 2002-2003	FY 2003-2004
PRIOR STD	CURRENT STD	REQUESTED STD
95.0%	95.0%	95.0%

ICE OUTCOME(S):  
 cent of lab service requests completed  
 AR WORKFORCE PLAN:  
 01-02: Transfer Key West Crime Lab to Monroe County  
 02-03:  
 03-04:  
 04-05:  
 05-06:

AG CONTROL/SUBSTANCE ABUSE  
 IJECTIVE:  
 Provide effective investigative, forensic, and technical assistance to other criminal justice professionals.  
 Increase the effectiveness of FDLE evidence collection and analysis.

ACTIVITY	56.00	56.00	56.00
CHEMISTRY	1,716,698	1,338,873	1,354,021

UNIT COST MEASURE: Number of chemistry service requests completed.  
 ANTICIPATED DEMAND 40,874 37,494  
 OUTPUT STANDARD 38,732 36,236  
 COST PER UNIT OF OUTPUT 44.32 36.95  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CHEMISTRY

SPECIFIC AUTHORITY: Sections 893.09(1); 893.105; 943.26-34, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

710000000  
 716000000  
 71600100  
 1200000000  
 1201000000  
 ACT0000  
 ACT6120

ENFORCEMENT, DEPT OF  
 : CRIM JUS INV/FOREN SC  
 ME LABORATORY SERVICES  
 BLIC PROTECTION  
 UG CONTRL/SUBSTANCE ABUSE  
 ACTIVITY  
 TOXICOLOGY

(2) Perform blood and urine drug analyses to identify controlled substances  
 (3) Conduct blood alcohol determinations and beverage analysis  
 (4) Report findings, provide consultations, and expert testimony

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, increased its completions by 5%, decreased its pending time from 438 to 218 days, decreased its backlog time from 79 to 14 days, and decreased its turnaround time from 38 days to 29 days.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*  
 N ENFORCEMENT  
 JECTIVE:  
 Provide effective investigative, forensic, and technical assistance to other criminal justice professionals.  
 Increase the effectiveness of FDLE evidence collection and analysis.

ACTIVITY	25.00	25.00	25.00	25.00	146,250
EXECUTIVE DIRECTION	3,999,670	4,344,676	3,524,006		
UNIT COST MEASURE: N/A					
ANTICIPATED DEMAND					
OUTPUT STANDARD					
COST PER UNIT OF OUTPUT					
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:					
ACTIVITY: EXECUTIVE DIRECTOR					

SPECIFIC AUTHORITY: Sections 943.355; 406.02; 943.325; 943.26-34; 943.04; 893.09(1); 893.105, F.S.  
 AGENCY CONTACT: Dennis Williamson  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Establish and ensure compliance with policies and procedures within the program or service area; ensure that required resources are available and that resources are maximized to achieve performance goals; and ensure consistent laboratory practices are performed, evaluate quality, monitor training files and act as liaison



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	112,024	117,692		117,692		

ENFORCEMENT, DEPT OF  
 : CRIM JUS INV/FOREN SC  
 LABORATORY SERVICES  
 BLIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY

BOARDS/COUNCILS/COMMISSIONS

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: BOARDS/COUNCILS/COMMISSIONS

SPECIFIC AUTHORITY: Sections 943.355 and 406.02, F.S.

AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

1. PURPOSE OF ACTIVITY IS: Florida Crime Laboratory Council ensures proper fiscal accountability of state funding and the effective operation of the crime laboratories, and promotes coordination and cooperation between the members of the statewide criminal analysis laboratory system in order to achieve a coordinated statewide system.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for meetings and communications  
 (2) Attend meetings & conferences  
 (3) Provide follow-up support

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Fulfilled all statutory requirements.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
EST EXP	EST EXP	EST EXP	AGY REQ	AGY REQ	AGY REQ
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	FY 2003-04
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS
3.00	184,739	3.00	195,014	3.00	195,014

ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 LABORATORY SERVICES  
 ILLIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY  
 COMPUTER EVIDENCE RECOVERY (CER)

UNIT COST MEASURE: Number of CER service requests completed.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: COMPUTER EVIDENCE RECOVERY(CER)  
 SPECIFIC AUTHORITY: Sections 943.04; 943.26-34, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provide expert analysis of computer hardware and equipment suspected of being used in the commission of a crime; perform examinations of computer systems and media to access and retrieve stored information of evidentiary value; access and retrieve data, which has been password protected, hidden and/or deleted; provide crime scene processing of computers and media; and provide training in computer crime scene processing and computer system examinations.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Examine computer systems and media for evidentiary value  
 (2) Access and retrieve stored information for evidentiary value  
 (3) Provide crime scene processing

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, more than doubled its service request completions from 193 to 387, decreased the pending requests from 110 to 12, and decreased the backlogged requests from 50 to 0.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
17.00	1,226,853	17.00	1,278,148	17.00	1,378,148	

ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 E LABORATORY SERVICES  
 LIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY  
 MICROANALYSIS

UNIT COST MEASURE: Number of microanalysis service requests completed.  
 ANTICIPATED DEMAND 840 1,008 1,008  
 OUTPUT STANDARD 635 854 854  
 COST PER UNIT OF OUTPUT 1,932.05 1,496.66 1,613.76  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: MICROANALYSIS

SPECIFIC AUTHORITY: Section 943.26-34, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Study fibers, filament, fracture matter, glass, hair, metals, plastics and paint through sophisticated microscopic techniques.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design and develop microanalysis processes  
 (2) Analyze trace evidence (i.e. fibers, paint, glass, plastics)  
 (3) Report findings, provide consultations, and expert testimony

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, experienced a 15% decrease in its backlogged requests and a decrease in its turnaround time from 137 days to 113 days.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
		FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT	AMOUNT	AMOUNT	AMOUNT	
	23.00	1,708,533	23.00	2,330,176	584,000	
		1,691,626				
		80,959		81,060		
		73,599		74,335		
		23.21		31.35		

UNIT COST MEASURE: Number of laboratory service requests received.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EVIDENCE INTAKE

SPECIFIC AUTHORITY: Sections 943.26-34, F.S.

AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Receive, secure, handle, inventory, return and preserve physical evidence submitted to FDLE from criminal justice agencies for analysis.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive, inventory and store evidence  
 (2) Utilize Evidence Management System (EMS) to track and monitor evidence  
 (3) Provide evidence upon official request  
 (4) Provide evidence management reports and consultations
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, the laboratory system received 75,034 service requests and completed 93% of all service requests entering the laboratory.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 LBR ISSUE 36106C0: Laboratory Information Management System  
 The Florida Department of Law Enforcement (FDLE) is requesting authorization to use federal Byrne funds to purchase a Laboratory Information Management System (LIMS). This system will bring the laboratory system in line with new accreditation standards and enhance existing capabilities. The new system will provide web based evidence tracking inventory and auditing capabilities. It will also provide the ability to interface with existing laboratory instrumentation to increase the flow of information and the efficiency of analyses. In addition, the system will allow FDLE's customers, law enforcement agencies, on-line access to real time information about the status of their cases in the crime laboratory system. This would be the first step to a paperless laboratory operation.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP FY 2001-02	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
	40.00	2,171,191	40.00	40.00		
		2,391,435		2,491,435		
		4,195	5,650	5,650		
		3,923	4,991	4,991		
		553.45	479.15	499.19		

ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 E LABORATORY SERVICES  
 LIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY  
 EVIDENCE INTAKE

LIMS will meet International Standard Organization 17025 standards and will therefore allow the laboratory system to continue with its accredited status. The increased capabilities of the new system will allow for the more efficient flow of information within the laboratory and to our customers. Legislative Budget Request amount is \$600,000.

ACTIVITY  
 FIREARMS  
 40.00 2,171,191 40.00 2,391,435 40.00 2,491,435  
 UNIT COST MEASURE: Number of firearms service requests completed.  
 ANTICIPATED DEMAND 4,195 5,650  
 OUTPUT STANDARD 3,923 4,991  
 COST PER UNIT OF OUTPUT 553.45 479.15  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FIREARMS

SPECIFIC AUTHORITY: Section 943.26-34, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Examine firearms and ammunition and conduct serial number restoration and tool marks identification.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive, inventory and store firearms (2) Identify bullets, cartridge cases and shot shells with suspect firearms (3) Identify toolmarks with suspected tool or weapons (4) Conduct distance determinations and restore obliterated serial numbers (5) Image cartridge cases into the National Integrated Ballistics Information Network (NIBIN)
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, experienced a 3% increase in completions, a 47% decrease in its pending requests, a 98% decrease in its backlogged requests, and a 97% decrease in its turnaround time.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
71.00	4,171,321	71.00	71.00	71.00	71.00	
		4,232,936		4,432,936		

ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 LABORATORY SERVICES  
 LIC PROTECTION  
 ENFORCEMENT  
 ACTIVITY  
 LATENTS

UNIT COST MEASURE: Number of latents service requests completed.  
 ANTICIPATED DEMAND 12,169 11,668  
 OUTPUT STANDARD 10,727 11,615  
 COST PER UNIT OF OUTPUT 388.86 364.44  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: LATENTS

SPECIFIC AUTHORITY: Section 943.26-34, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Develop latent fingerprints using a full range of physical, chemical and alternative light source methods and compare to prints of subjects; compare footwear and tire impressions to suspect footwear and tires.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Develop latent fingerprints using physical, chemical and alternative light source methods  
 (2) Compare prints of subjects in order to identify or eliminate suspects  
 (3) Compare footwear and tire impressions to suspect footwear and tires  
 (4) Report findings, provide consultations, and expert testimony
  - ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, decreased its turnaround time from 73 to 51 days, decreased its pending requests by 12.5%, from 1,548 to 1,355, and decreased its backlog by 59%, from 549 to 266.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.
- \*\*\*\*\*

COL A36	COL A38	COL A39	COL A26	COL A27
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS
77.00	100.00	100.00	100.00	
6,039,519	9,432,832	9,512,007		390,750

ENFORCEMENT, DEPT OF  
CRIM JUS INV/FOREN SC  
LABORATORY SERVICES  
LIC PROTECTION  
ENFORCEMENT  
ACTIVITY  
SEROLOGY

71000000  
71600000  
71600100  
1200000000  
1202000000  
ACT0000  
ACTG220

UNIT COST MEASURE: Number of Serology/DNA service requests completed.  
ANTICIPATED DEMAND 5,951 7,492  
OUTPUT STANDARD 6,377 7,071  
COST PER UNIT OF OUTPUT 947.08 1,334.02  
\*\*\*\*\*  
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
ACTIVITY: SEROLOGY \*\*\*\*\*

SPECIFIC AUTHORITY: Section 943.26-34, F.S.

AGENCY CONTACT: Sue Livingston  
TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Use a variety of chemical and immunological techniques to identify biological materials and determine species of origin and compare DNA profiles of questioned samples to samples of known origin to determine their possible source.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Identify biological materials and determine species of origin (2) Compare DNA profiles of questioned samples to samples of known origin (3) Design and develop advanced serology processes (4) Report findings, provide consultations, and expert testimony
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, increased its completions by 18%, decreased its pending requests by 11% and decreased its backlogged requests by 21%.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:

LABOR ISSUE 3400400: Fund Shift Dioxynucleic Acid Database Conversion and Sex Crimes Investigations Byrne Grants The Florida Department of Law Enforcement (FDLE) was awarded two federal Byrne grants effective July 1999. These two grants provided the Department with approximately \$2.4 million in federal funds each year for four years. The fourth and final year of the four year award period ends in June 2003.

These two Dioxynucleic Acid (DNA) Grants funded the salaries of 4 of 12 scientists, and funded expenses, training and equipment needs. The scientist have been trained and are qualified to provide bench testimony. In order to ensure



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
		AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
25.00	1,646,131	25.00	1,540,204	25.00	1,640,204	

AW ENFORCEMENT, DEPT OF  
 GM: CRIM JUS INV/FOREN SC  
 RIME LABORATORY SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

CRIME SCENE RESPONSE

UNIT COST MEASURE:	Number of crime scenes processed.	ANTICIPATED DEMAND	OUTPUT STANDARD	COST PER UNIT OF OUTPUT
	414	600	600	600
	369	600	600	600
	4,461.06	2,567.01	2,733.67	2,733.67

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CRIME SCENE RESPONSE

SPECIFIC AUTHORITY: Section 943.26-34, F.S.

AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Respond to the requests by law enforcement agencies to perform crime scene analysis, which includes basic processing, management and documentation; chemical detection of blood and interpretation of blood spatters; detection and excavation of buried bodies and recovery of skeletal material; and other crime scene related analytical services and provide training to include general crime scene processing, latent print development and lifting, evidence handling, preparing and use of casts and models and crime laboratory capabilities and limitations.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Perform crime scene analysis  
 (2) Provide training and assist local agencies with crime scenes  
 (3) Provide blood spatter analysis  
 (4) Report findings, provide consultations, and expert testimony
- ACCOMPLISHMENTS OF ACTIVITY ARE: Reduced its turnaround time by 12 days between FY 00-01 and FY 01-02.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

\*\*\*\*\*

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP	AGY REQ	AGY REQ	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
	2,200,938	2,379,702	2,379,702	2,379,702		

AW ENFORCEMENT, DEPT OF  
 SM: CRIM JUS INV/FOREN SC  
 RIME LABORATORY SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 PASSTHROUGH FUNDING TO LOCAL CRIME  
 LABORATORIES

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASSTHROUGH FUNDING TO LOCAL CRIME LABORATORIES

SPECIFIC AUTHORITY: 943.355 and 406.02, F.S.  
 AGENCY CONTACT: Sue Livingston  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Funding source to enable transfer of funds to local crime laboratories.  
 2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A  
 3. ACCOMPLISHMENTS OF ACTIVITY ARE: N/A  
 4. CUSTOMERS/NUMBER SERVED: N/A

5. COUNTIES SERVED: N/A  
 \*\*\*\*\*  
 BUDGET ENTITY TOTAL: 376.00 402.00 402.00 402.00  
 29,287,793 31,876,083 32,688,286 1,121,000  
 =====



COL A36 COL A37 COL A38 COL A39 COL A26 COL A27  
 ACT PR YR EST EXP EST EXP N/R AGY REQ AGY REQ N/R  
 FY 2001-02 FY 2002-03 FY 2002-03 FY 2003-04 FY 2003-04  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT  
 710000000  
 716000000  
 716002000

Section 943.04, Florida Statutes  
 DESCRIPTION:  
 FDLE provides investigative and technical assistance to local law enforcement agencies through ongoing field investigations of major criminals and their organizations; identifies and investigates organized, multi-jurisdictional violations of Florida statutes and enforces these laws by using legal and professional techniques to apprehend violators, seize illegally obtained assets, and attack criminal organizations; by order of the governor, investigates allegations of misconduct by public officials and employees; provides for the collection, analysis, and dissemination of strategic criminal intelligence information; identifies emerging crime trends and organized criminal activity in the state of Florida; and assists in the development of local juvenile crime programs.

SERVICE OUTCOME(S):  
 FY 2001-2002 FY 2001-2002 FY 2002-2003 FY 2003-2004  
 PRIOR STD PRIOR ACTUAL CURRENT STD REQUESTED STD  
 87.0% 73.0% 87.0% 73.0%

Percentage of closed criminal investigations resolved  
 3-YEAR WORKFORCE PLAN:  
 FY01-02:  
 Elimination of positions associated with expired COPS grant (23)  
 Reduce IFS Program Administration staffing through technology (2)  
 FY02-03:  
 FY03-04:  
 FY04-05:  
 FY05-06: Discontinue Profiling Services and participation in Regional Invest Support Centers (18)  
 Eliminate Pawnbroker Database System Support (3)  
 Reduce Program and Technical Investigative Support Statewide (63)

PUBLIC PROTECTION  
 DRUG CONTRL/SUBSTANCE ABUSE  
 OBJECTIVE:  
 Conduct effective criminal investigations.  
 Provide effective investigative, forensic, and technical assistance to other criminal justice professionals.

ACTIVITY  
 NARCOTICS/MAJOR DRUG INVESTIGATIONS 151.00 151.00 151.00  
 10,497,312 10,904,896 11,151,834  
 ACT0000  
 ACT6540

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS
	466	684			
	321	338			
	32,701.91	32,263.01		33,691.34	

AW ENFORCEMENT, DEPT OF  
 EM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 DRUG CONTRL/SUBSTANCE ABUSE  
 ACTIVITY

NARCOTICS/MAJOR DRUG INVESTIGATIONS  
 UNIT COST MEASURE: Number of major drug criminal investigations closed.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT

\*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: NARCOTICS/MAJOR DRUG INVESTIGATIONS

SPECIFIC AUTHORITY: Section 943.04, F.S.

AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: 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. In an effort to target drug trafficking organizations and combat their impact on Florida's communities and citizens, FDLE will continue to focus its resources on major drug investigations having a statewide impact by focusing on Organized Trafficking Enterprises and Money Laundering.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for narcotics/major drug investigations  
 (2) Conduct narcotics/major drug investigations  
 (3) Produce investigative reports and provide consultations
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, closed 321 investigative cases which resulted in 85 convictions, closed another 200 investigative cases resulting in 674 arrests, and resolved 209 investigative cases.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
	209,796		279,511		
	39,219		100,000		
	28,206		100,000		
	7.44		2.80		

UNIT COST MEASURE: Number of plants seized.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: MARIJUANA ERADICATION

SPECIFIC AUTHORITY: Sections 943.03(5); 893.135, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

- DESCRIPTION OF ACTIVITY:
1. PURPOSE OF ACTIVITY IS: The Domestic Marijuana Eradication Program is a partnership between FDLE, DEA and local law enforcement working together to uncover marijuana growers and destroy their illegal crops. Since its inception, it has set national standards in specialized law enforcement training in the areas of aerial detection, thermal imaging and indoor grow investigations.
  2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design, develop and conduct training programs  
 (2) Report on Marijuana Eradiction efforts  
 (3) Produce training follow-up and consultations
  3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, seized over 28,000 plants, with an estimated value excess of \$28 million. Also, identified over 550 growing sites during the year and made 325 arrests.
  4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  5. COUNTIES SERVED: All 67 Florida counties.
- \*\*\*\*\*

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

AW ENFORCEMENT, DEPT OF  
 3M: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 OBJECTIVE:  
 Conduct effective criminal investigations.  
 Provide effective investigative, forensic, and technical assistance to other criminal justice professionals.

ACTIVITY	87.00	89.00	89.00	89.00	ACT0000
EXECUTIVE DIRECTION	14,418,598	15,540,756	15,540,756	15,864,717	ACT0010

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTOR

SPECIFIC AUTHORITY: Sections 943.031; 943.04; 943.03(s); 893.135, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850)410-8300

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provide direction, management, and statewide coordination of the Department's investigative services. Also, administer statewide programs, conduct case evaluations, assess and monitor performance and act as liaison for all investigative services.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage and supervise operations  
 (2) Develop policy  
 (3) Provide administrative support  
 (4) Review and allocate resources
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Created a number of programs to assist in assuring that FDLE focuses investigative efforts on high quality, protracted investigations. Pro-ACT conducts inspections of the criminal investigative process including review of the specific investigative methods utilized, the substance and quality of documentation, and compliance with mandated reporting and operating procedures.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 counties.
- AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
						710000000
						716000000
						716000200
						1200000000
						12020000000
						ACT0000
						ACT0010

ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 EXECUTIVE DIRECTION  
 has administered the Performanced Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance results. During FY 01-02, FDLE met or exceeded 75% of its performance measures. FDLE members must not only meet, but exceed goals to be eligible. The plan will continue to meet the agency's need for enhanced productivity and performance as FY 03-04 progresses. The total cost for the Department of \$139,731 is allocated among all services.

LBR ISSUE 4003A00: Sworn Structured Retention and Recruitment Plan  
 This issue request funding for the first year implementation of a Sworn Structured Retention and Recruitment Plan. Plan costs are based on proposed salary increases in January 2004 based on years of services for Special Agents, Special Agent Supervisors and Inspectors.  
 Due to retirement and manpower demands following September 11, federal agencies anticipate hiring as many as 100,000 agents over the next few years. FDLE expects to lose approximately 85, or 29%, of Special Agents in the next 5 years due to departure to accept better paying jobs with federal law enforcement agencies or through retirement. An internal analysis indicated that Special Agents were leaning FDLE for other agencies within the first 6 years of employment. Out of the individuals recently hired by FDLE, 80% are within the age requirement for the federal government and are a target market for federal recruitment efforts.

To receive an increase, the member must have achieved performance contract expectations, have no disciplinary actions, and have not been placed on a performance improvement plan for the last 12 months. Members on DROP are not eligible. The plan will provide more competitive salaries and enhance FDLE's ability to retain trained Special Agents, as well as recruit other qualified and experienced law enforcement officers and investigators from local agencies. Legislative Budget Request amount for this issue is \$562,980.

\*\*\*\*\*  
 \*\*\*\*\*  
 ACTIVITY  
 FIXED CAPITAL OUTLAY  
 478,000  
 ACT0000  
 ACT0210

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FIXED CAPITAL OUTLAY  
 SPECIFIC AUTHORITY: 216.044 F.S.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
						710000000
						716000000
						71600200
						1200000000
						1202000000
						ACT0000
						ACT0210

LAW ENFORCEMENT, DEPT OF  
 IM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 FIXED CAPITAL OUTLAY  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8130

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Florida Department of Law Enforcement is requesting repairs to the Ed Blackburn Facility in Tampa which houses the Tampa Bay Regional Operations Center. A complete review was performed by an engineering company and the estimated costs for replacing the chillers is \$478,000. These chillers are over 10 years old, have sustained damage caused by the salt air and is of inadequate capacity for the size of the building. There is a critical need to replace these chillers as soon as possible.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: Replace air chillers in Tampa Bay Regional Operations Center
- ACCOMPLISHMENTS OF ACTIVITY ARE: Continued maintenance of the HVAC system
- CUSTOMERS/NUMBER SERVED: N/A
- COUNTIES SERVED: Hillsborough

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:

As stated in the activity narrative and included in the Capital Improvement Plan, the Department is requesting \$478,000 to replace chillers for the Tampa Bay Regional Operations Center facility.  
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ACTIVITY	BOARDS/COUNCILS/COMMISSIONS	UNIT COST MEASURE	ANTICIPATED DEMAND	OUTPUT STANDARD	COST PER UNIT OF OUTPUT
ACT0000		N/A			
ACT6520			16,366		
			29,089		
			16,366		

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: BOARDS/COUNCILS/COMMISSIONS  
 SPECIFIC AUTHORITY: Section 943.031, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850)410-8300

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
						71000000
						71600000
						71600200
						1200000000
						1202000000
						ACT0000
						ACT6520

AW ENFORCEMENT, DEPT OF  
 3M: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY

BOARDS/COUNCILS/COMMISSIONS  
 DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: The Florida Violent Crime Council provides funding to state and local law enforcement agencies involved in complex violent crime investigations and trials; drug-related investigations; investigations of significant money laundering activities; and investigations involving victim/witness protection and/or relocation efforts. The funds are disbursed from the Violent Crime Investigative Emergency and Drug Control Strategy Implementation Account and the Victim/Witness Protection Relocation Account.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for meetings and communications  
 (2) Review case submissions to ensure compliance  
 (3) Attend meetings & conferences  
 (4) Disburse awards  
 (5) Monitor/Provide follow-up support
- ACCOMPLISHMENTS OF ACTIVITY ARE: The 2001 Legislature amended statute, renaming the Council as the Florida Violent Crime and Drug Control Council to include drug trafficking and money laundering initiatives. During FY 01-02, 26 Florida law enforcement agencies were provided with almost \$2 million for drug investigations, 15 agencies were awarded over \$100,000 for Witness Protection cases, and 10 agencies were awarded over \$250,000 for Violent Crime investigative cases.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

ACTIVITY  
 TECHNICAL ASSISTANCE

57.00	2,816,221	57.00	3,492,488	57.00	3,727,488
UNIT COST MEASURE: Number of short-term investigative assists.					
	4,693		3,472		3,472
	3,467		3,819		3,571
	812.29		914.50		1,043.82

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: TECHNICAL ASSISTANCE  
 SPECIFIC AUTHORITY: Section 943.04, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

AW ENFORCEMENT, DEPT OF  
 GM: CRIM JUS INV/FOREN SC  
 NVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 TECHNICAL ASSISTANCE  
 DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Provide investigative and technical assistance for FDLE and non-FDLE investigations (local law enforcement agencies) via investigative consultation, technical assistance (i.e. technical equipment and services, wire/oral intercepts, photographic, video, or other electronic devices, tracking devices and electronic counter-measures), crime scene assessment, polygraph, profiling, undercover, air support, special operations, predators (provides assistance in registering, tracking and monitoring sexual predators), specialized training and task force operations.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive requests and prepare technical assistance support  
 (2) Provide technical assistance  
 (3) Provide technical assistance follow-up support
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, provided over 3,400 short-term assists, resulting in 530 arrests.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

\*\*\*\*\*

ACTIVITY	14.00	14.00	14.00	14.00	959,216	959,216	959,216	959,216	ACT0000	ACT6580
COMPUTER CRIME INVESTIGATIONS	1,121,975	14.00	14.00	14.00	959,216	959,216	959,216	959,216		
UNIT COST MEASURE: Number of Computer Crime criminal investigations closed.	28	28	28	28	28	28	28	28		
ANTICIPATED DEMAND	22	12	12	12	12	12	12	12		
OUTPUT STANDARD	50,998.86	79,934.67	79,934.67	79,934.67	79,934.67	79,934.67	79,934.67	79,934.67		
COST PER UNIT OF OUTPUT	*****	*****	*****	*****	*****	*****	*****	*****		
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:	AGENCY: COMPUTER CRIME INVESTIGATIONS									
AGENCY: COMPUTER CRIME INVESTIGATIONS	SPECIFIC AUTHORITY: Section 943.04, F.S.									
AGENCY CONTACT: Jim Sewell	AGENCY CONTACT: Jim Sewell									
TELEPHONE: (850) 410-8300	TELEPHONE: (850) 410-8300									
DESCRIPTION OF ACTIVITY:	1. PURPOSE OF ACTIVITY IS: Investigate complex computer crimes; assist local law enforcement by providing specialized investigative assistance; train investigators; disseminate information to the public and proactively identify computer criminals to prevent future crimes; and assist agencies who are encountering computer crimes but do not have the									



Table with columns: ACT PR YR, COL A36, COL A38, COL A39, COL A26, COL A27, FY, EST EXP, EST EXP N/R, AGY REQ, AGY REQ N/R, AMOUNT POS, AMOUNT POS, AMOUNT POS, AMOUNT POS, AMOUNT POS, CODES

ACT0000  
ACT6580

71000000  
71600000  
71600200  
1200000000  
1202000000

ACT0000  
ACT6580  
COMPUTER CRIME INVESTIGATIONS  
specialized resources and manpower to investigate them. Such investigations include computer crime schemes as defined by Chapter 815, F.S.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for computer crime investigations  
(2) Conduct computer crime investigations  
(3) Produce investigative reports and provide consultations

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, closed 22 computer-related investigations, 50% of which resulted in a conviction, closed another 11 investigations with 13 arrests and resolved 14 computer-related investigations.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.  
5. COUNTIES SERVED: All 67 Florida counties.

Table with columns: ACTIVITY, VIOLENT CRIME INVESTIGATIONS, UNIT COST MEASURE, ANTICIPATED DEMAND, OUTPUT STANDARD, COST PER UNIT OF OUTPUT

AGENCY CONTACT: Jim Sewell  
TELEPHONE: (850) 410-8300  
DESCRIPTION OF ACTIVITY:  
1. PURPOSE OF ACTIVITY IS: Violent crime is a critical issue impacting citizens and visitors throughout Florida. The Department has developed and implemented a statewide effort to combat violent crime through partnerships with other law enforcement and governmental agencies. FDLE's Regional Violent Crime Coordinating Teams provide specialized resources targeting violent criminal activities primarily focused in Homicide/Sexual Battery/Robbery, Crimes Against Children, Violent Fugitives and Domestic Terrorism.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for violent crime investigations

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
POS	AMOUNT	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
	POS	FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04
		AMOUNT	POS	AMOUNT	POS

AW ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 VIOLENT CRIME INVESTIGATIONS  
 (2) Conduct violent crime investigations  
 (3) Produce investigative reports and provide consultations

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, closed 439 cases, resulting in 514 individuals for violent crime related arrests and resolved 466 violent crime investigations.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.

ACTIVITY	44.00	44.00	44.00	44.00
PUBLIC INTEGRITY INVESTIGATIONS	3,200,668	3,428,030	3,428,030	3,428,030

UNIT COST MEASURE: Number of Public Integrity criminal investigations closed.

ANTICIPATED DEMAND	219	219	219	219
OUTPUT STANDARD	105	124	108	108
COST PER UNIT OF OUTPUT	30,482.55	27,645.40	31,741.02	31,741.02

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PUBLIC INTEGRITY INVESTIGATIONS

SPECIFIC AUTHORITY: Section 943.04, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: FDLE conducts unbiased investigations in response to Governor's orders; allegations of public corruption or criminal misconduct by public officials or employees; and instances involving police use of force or criminal misconduct. The Commissioner of FDLE or his/her designee will initiate inquiries and investigations necessary to ensure the continuing integrity of our public institutions. In response to the need for public confidence in government, FDLE will conduct public integrity crime cases primarily focused in public corruption.  
 2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Prepare for public integrity investigations  
 (2) Conduct public integrity crime investigations  
 (3) Produce investigative reports and provide consultations  
 3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, closed 16 public integrity cases, resulting in 18 arrests and resolved

LAUNCH SYSTEM  
PERIOD: 1993-2004  
STATE OF FLORIDA

FISCAL YEAR 2003-Z004  
THROUGH FISCAL YEAR 2007-2008

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
FY 2001-02	FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS
71000000	71600000	71600000	1200000000	1202000000	ACT0000
71600000	71600000	71600000	1200000000	1202000000	ACT6640

AW ENFORCEMENT, DEPT OF  
 CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

**ACTIVITY**

ECONOMIC FRAUD INVESTIGATIONS  
 5. COUNTRIES SERVED: All 67 Florida counties.

\*\*\*\*\*  
 ACT0000  
 ACT6700  
 \*\*\*\*\*

ACTIVITY  
 DOMESTIC SECURITY

45.00 3,668,066 45.00 3,932,421  
 7,219,084

UNIT COST MEASURE: Number of Domestic Security incidents responded to.  
 ANTICIPATED DEMAND 3 6  
 OUTPUT STANDARD 3 6

1222,688.67 655,403.50  
 1203,180.67

COST PER UNIT OF OUTPUT  
 \*\*\*\*\*

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: DOMESTIC SECURITY

SPECIFIC AUTHORITY: Section 943.0311, F.S.

AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Florida has developed a comprehensive Strategic plan to prevent or mitigate similar terrorist attacks and to respond and recover should an attack occur. The driving force behind accomplishing the objectives of the plan is anchored in seven Regional Domestic Security Task Forces (RDSTFs). This activity provides coordination to the RDSTFs as well as housing the state Chief of Domestic Security.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Develop policy and direct terrorism preparedness and response (2) Develop, share and utilize terrorism intelligence (3) Provide training (4) Provide incident support and expertise (5) Monitor and report progress

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Immediately following the attacks of September 11, 2001, drafted and lobbied for the passage critical legislation and secured funds to initiate implementation of Florida's Domestic Security Strategy and assisted in the establishment of seven Regional Domestic Security Task Forces. Also, created the Counter-Terrorism Intelligence Center and ThreatNet database, adopted a standard, statewide Incident Command System training, and initiated critical infrastructure vulnerability assessments for key physical infrastructures throughout the state.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

STATE OF FLORIDA  
AGY REQ N/R  
FY 2003-04  
AMOUNT  
CODES

COL A26  
AGY REQ  
FY 2003-04  
AMOUNT  
POS

COL A27  
AGY REQ N/R  
FY 2003-04  
AMOUNT  
POS

COL A39  
EST EXP N/R  
FY 2002-03  
AMOUNT  
POS

COL A38  
EST EXP  
FY 2002-03  
AMOUNT  
POS

COL A36  
ACT PR YR  
FY 2001-02  
AMOUNT  
POS

COL A37  
AGY REQ  
FY 2003-04  
AMOUNT  
POS

COL A38  
EST EXP  
FY 2002-03  
AMOUNT  
POS

COL A39  
EST EXP N/R  
FY 2002-03  
AMOUNT  
POS

COL A26  
AGY REQ  
FY 2003-04  
AMOUNT  
POS

COL A27  
AGY REQ N/R  
FY 2003-04  
AMOUNT  
POS

71000000  
71600000  
71600200  
1200000000  
1202000000  
ACT0000  
ACT6700

LA ENFORCEMENT, DEPT OF  
JM: CRIM JUS INV/FOREN SC  
INVESTIGATIVE SERVICES  
PUBLIC PROTECTION  
LAW ENFORCEMENT

ACTIVITY  
DOMESTIC SECURITY  
5. COUNTIES SERVED: All 67 Florida counties.  
AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
The 2002 Legislature appropriated \$2,788,663 General Revenue and \$500,000 Grants and Donations Trust funding for  
FY 2002-03 for Domestic Security initiatives. The initial appropriation was in Administered Funds. The increase from  
FY 2002-03 to FY 2003-04 in this activity reflects the subsequent transfer to FDLE's budget after the FY 2002-03 General  
Appropriations Act. No additional funding is requested for FY 2003-04.  
\*\*\*\*\*  
ACT0000  
ACT6720

ACTIVITY  
NORTH FLORIDA REGIONAL  
INVESTIGATIVE SUPPORT CENTER  
3.00 374,517 3.00 356,563  
UNIT COST MEASURE: Number of criminal justice agencies provided analytical support.  
ANTICIPATED DEMAND 80  
OUTPUT STANDARD 88  
COST PER UNIT OF OUTPUT 4,051.85  
\*\*\*\*\*  
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
ACTIVITY: NORTH FLORIDA REGIONAL INVESTIGATIVE SUPPORT CENTER

SPECIFIC AUTHORITY: Section 943.04, F.S.  
AGENCY CONTACT: Jim Sewell  
TELEPHONE: (850) 410-8300

DESCRIPTION OF ACTIVITY:  
1. PURPOSE OF ACTIVITY IS: Facilitate improved interagency cooperation and communication with federal, state, and  
local law enforcement; conduct training and share intelligence with the surrounding law enforcement community.  
2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide technical and analytical assistance to agencies  
(2) Search relevant databases to provide information  
(3) Provide center administrative and management services  
3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, assisted agencies with almost 5,000 request.  
4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.  
5. COUNTIES SERVED: All 67 Florida counties.

COL A27	COL A26	COL A27	CODES
AGY REQ N/R	AGY REQ	AGY REQ N/R	
FY 2003-04	FY 2003-04	FY 2003-04	
AMOUNT POS	AMOUNT POS	AMOUNT POS	
1200000000	1200000000	1200000000	
1202000000	1202000000	1202000000	
ACT0000	ACT0000	ACT0000	
710000000	710000000	710000000	
716000000	716000000	716000000	
1200000000	1200000000	1200000000	
1202000000	1202000000	1202000000	
ACT0000	ACT0000	ACT0000	
710000000	710000000	710000000	
716000000	716000000	716000000	
1200000000	1200000000	1200000000	
1202000000	1202000000	1202000000	
ACT0000	ACT0000	ACT0000	

ACT PR YR  
FY 2001-02  
POS

13.00  
1,126,105

ACTIVITY  
REGIONAL INVESTIGATIVE SUPPORT  
CENTERS

UNIT COST MEASURE: Number of requests for investigative analytical support responded to. 5,557  
ANTICIPATED DEMAND 5,557  
OUTPUT STANDARD 202.65

COST PER UNIT OF OUTPUT  
\*\*\*\*\*  
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
AGENCY: REGIONAL INVESTIGATIVE SUPPORT CENTERS  
ACTIVITY: REGIONAL INVESTIGATIVE SUPPORT CENTERS

SPECIFIC AUTHORITY: Section 943.04, F.S.  
AGENCY CONTACT: Jim Sewell  
TELEPHONE: (850) 410-8300

- DESCRIPTION OF ACTIVITY:  
1. local law enforcement; conduct training and share intelligence with the surrounding law enforcement community.  
2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide technical and analytical assistance to agencies  
(2) Search relevant databases to provide information  
(3) Provide center administrative and management services  
3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, assisted agencies with over 5,000 requests.  
4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
\*\*\*\*\*

FISCAL YEAR 2003-2004  
 THROUGH FISCAL YEAR 2007-2008

BUDGET PERIOD: 1993-2004  
 STATE OF FLORIDA

PLANNING LA...  
 BUDGET PERIOD: 1993-2004  
 STATE OF FLORIDA

COL A26 COL A27  
 AGY REQ N/R  
 FY 2003-04  
 AMOUNT POS

COL A39 COL A38  
 EST EXP N/R  
 FY 2002-03  
 AMOUNT POS

COL A36 COL A37  
 EST EXP  
 FY 2001-02  
 AMOUNT POS

71000000  
 71600000  
 71600200  
 1200000000  
 1202000000  
 ACT0000  
 ACT6760

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 CENTRAL FLORIDA REGIONAL  
 INVESTIGATIVE SUPPORT CENTER

UNIT COST MEASURE: Number of criminal justice agencies provided investigative analytical support.  
 ANTICIPATED DEMAND 90  
 OUTPUT STANDARD 1,732  
 COST PER UNIT OF OUTPUT 144.53  
 4,084.00

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CENTRAL FLORIDA REGIONAL INVESTIGATIVE SUPPORT CENTER

SPECIFIC AUTHORITY: Section 943.04, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Facilitate improved interagency cooperation and communication with federal, state, and local law enforcement; conduct training and share intelligence with the surrounding law enforcement community.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: Task 1: Provide technical and analytical assistance to agencies  
 Task 2: Search relevant databases to provide information  
 Task 3: Provide center administrative and management services
  - ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, assisted agencies with 1,732 requests.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
  - COUNTIES SERVED: All 67 Florida counties.

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY	26.00	2,201,706	26.00	2,612,449	26.00	3,679,040	732,791
INVESTIGATIVE INTELLIGENCE							
UNIT COST MEASURE: Number of short-term investigative assists.			3,472		3,472		
ANTICIPATED DEMAND		4,693			3,819		
OUTPUT STANDARD		3,467			963.35		
COST PER UNIT OF OUTPUT		635.05					

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: INVESTIGATIVE INTELLIGENCE  
 SPECIFIC AUTHORITY: Section 943.04, F.S.

AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850)410-8300

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Gather and document criminal intelligence for the purpose of identification of targets, patterns of criminal activity, and emerging criminal organizations. Through intelligence meetings and reports, disseminate information to and exchange intelligence with other law enforcement agencies.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design, deploy and maintain investigative intelligence systems and databases  
 (2) Provide investigative intelligence services  
 (3) Provide follow-up service supports and consultations  
 (4) Monitor and report related progress and conduct analysis (threat assessment) as appropriate
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, 102 THUGS were arrested, while over \$25,000 in reward money was paid to Florida citizens for information leading to the arrest of these THUGS. Also, 88% of customers were satisfied with investigative intelligence received from FDLE during the year. Following the terrorist attacks of September 11th, the ThreatNet database was created to facilitate communication among law enforcement personnel regarding domestic security issues, with access provided to those members assigned to the regional domestic security task forces.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:

LEB ISSUE 840000: Statewide Law Enforcement Radio System  
 Funds are being requested for 608 radios, radio equipment, maintenance costs and two consoles for the Statewide Law Enforcement Radio System. This project has just entered into the third year of a three-year effort to provide all state

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP	AGY REQ	AGY REQ	
	POS	FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						71000000
						71600000
						120000000
						1202000000
						ACT0000
						ACT6780

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 INVESTIGATIVE INTELLIGENCE  
 law enforcement officers with a dedicated 800 MHz radio network. The project is a collaborative effort between the State Technology Office as the project manager and twelve state agencies with law enforcement functions that will use the system. The Florida Department of Law Enforcement is participating in this project.

Purchase of the radios, system maintenance, consoles and equipment will assure that FDLE members can fully use the 800 MHz system and provide radios for Mutual Aid use by state, county and local law enforcement agencies. The base station radios will be used for specialized law enforcement details and programming equipment is needed for the continued maintenance of radios and radio equipment. Legislative Budget Request amount for this issue is \$906,791.

\*\*\*\*\*  
 ACT0000  
 ACT6890

ACTIVITY  
 PASS THROUGH FUNDING TO LOCAL  
 GOVERNMENTS - SPECIAL PROJECTS

177,495	200,000	200,000
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UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PASS THROUGH FUNDING TO LOCAL GOVERNMENTS - SPECIAL PROJECTS

SPECIFIC AUTHORITY: Section 943, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides funding source for transfer of appropriations to local government for special projects.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: N/A
  - ACCOMPLISHMENTS OF ACTIVITY ARE: N/A
  - CUSTOMERS/NUMBER SERVED: N/A
  - COUNTIES SERVED: N/A
- \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*



STATE OF FLORIDA

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 INVESTIGATIVE SERVICES

668.00	673.00	673.00	673.00	732,791	
56,990,784	62,737,632	68,606,365			

BUDGET ENTITY TOTAL:

MUTUAL AID/PREVENTION SVCS 71600300

DESCRIPTION:  
 FDLE develops and implements the Florida mutual aid plan which provides for the coordination of emergency state and local law enforcement responses. FDLE provides security for the Governor and his family, the Governor's mansion and office, and visiting dignitaries.

SERVICE OUTCOME(S):  
 Percentage of customers who found FDLE's emergency preparedness and response efforts useful

OBJECTIVE:  
 Provide effective emergency response in times of crisis.

ACTIVITY  
 EMERGENCY SPECIAL ASSISTANCE 3.00 270,567 281,980 3.00 286,980

UNIT COST MEASURE: Number of times Florida Department of Law Enforcement responded to an emergency, as defined by Chapter 252, F.S.  
 ANTICIPATED DEMAND 4 6  
 OUTPUT STANDARD 4 6  
 COST PER UNIT OF OUTPUT 67,641.75 46,996.67 47,830.00

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EMERGENCY SPECIAL ASSISTANCE  
 SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Jim Sewell  
 TELEPHONE: (850) 410-8300  
 DESCRIPTION OF ACTIVITY:

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
71000000						
71600000						
71600300						
1200000000						
1202000000						
ACT0000						
ACT6840						

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 MUTUAL AID/PREVENTION SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 EMERGENCY SPECIAL ASSISTANCE  
 1. PURPOSE OF ACTIVITY IS: Coordinate all state law enforcement and National Guard responses during a declared state of emergency as outlined in Chapters 23 and 252, F.S.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide emergency management training  
 (2) Manage state law enforcement resources and manpower  
 (3) Manage Emergency Support Function (ESF) 16  
 (4) Support the Division of Emergency Management and other ESFs

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, managed and deployed state law enforcement agency's manpower and resources to eleven emergency events, as requested by elected Sheriffs and the Governor. Also, coordinated the response of over 3600 state law enforcement officers and the Florida National Guard during those emergency events.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.  
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ACTIVITY	PROTECTION OF DIGNITARIES AND SUPPORT	14.00	913,967	14.00	953,554	14.00	970,554
ACT0000							
ACT6860							

UNIT COST MEASURE: Number of dignitaries provided with Florida Department of Law Enforcement protective services.  
 (FY 1999-2000 Standard: 52)  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD

COST PER UNIT OF OUTPUT	52	52	52
17,576.29	18,337.58	18,664.50	

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PROTECTION OF DIGNITARIES AND SUPPORT

SPECIFIC AUTHORITY: Section 943.03, F.S.  
 AGENCY CONTACT: Jamie McLaughlin  
 TELEPHONE: (850) 410-8240

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provide protection and transportation for the Governor and immediate family and physical

COL A36 COL A37  
 ACT PR YR COL A38 COL A39 COL A26 COL A27  
 FY 2001-02 EST EXP EST EXP N/R AGY REQ AGY REQ N/R  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT  
 71000000  
 71600000  
 71600300  
 1200000000  
 1202000000  
 ACT0000

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 MUTUAL AID/PREVENTION SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 PROTECTION OF DIGNITARIES AND  
 SUPPORT

security at the Governor's Mansion and Office (24 hours a day and 7 days per week). Also provide security and/or transportation to visiting dignitaries and their families, upon request of the Governor, Lieutenant Governor, a member of the Cabinet, the Speaker of the House of Representatives, the President of the Senate, or the Chief Justice of The Supreme Court.

- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Maintaining protection for the Governor and immediate family at all times.  
 (2) Overall coordination of all transportation and protective detail requirements.
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, immediate and proper response to security/threat concerns raised by attacks of September 11, 2001, conducted approximately 45 threat assessment investigations, provided protection for 60 dignitaries including the Governor and immediate family.

4. CUSTOMERS/NUMBER SERVED: Governor and immediate family, Governor's Mansion and Office on a continuous basis.

5. COUNTIES SERVED: All 67 Florida counties.

BUDGET ENTITY TOTAL:  
 17.00 17.00 17.00  
 1,184,534 1,235,534 1,257,534

LAW ENFORCEMENT, DEPT OF  
 M: CRIM JUS INV/FOREN SC  
 PUBLIC ASSIST FRAUD INVEST  
 3-YEAR WORKFORCE PLAN:

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2002-03	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
FY 2003-04						
FY 2004-05						
FY 2005-06						

Eliminate PAF positions through technology and efficiencies (6)  
 Eliminate Public Assistance Fraud Investigations (1.22)  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 OBJECTIVE: Provide proactive public fraud investigative services.

ACTIVITY	14.00	8.00	8.00	8.00	946,462	ACT0000
EXECUTIVE DIRECTION	1,521,724	974,755				ACT0010

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTOR  
 SPECIFIC AUTHORITY: Section 943.401, F.S.  
 AGENCY CONTACT: Christo Tolia  
 TELEPHONE: (850) 410-7500

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Manage and supervise operations for public assistance fraud investigations; provide administrative supports; provide facility and equipment supports; and provide program policy direction.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Complete all federal and state reporting requirements (2) Serve as the contract manager for contracts (3) Provide liaison and coordination of activities with federal agencies (4) Direct data matches
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Successful administration of the Public Assistance Fraud program, which includes processing the monthly requests for investigative cost reimbursement from federal trust funds. Also, the implementation of statewide program policy guidelines and the continuity of the work product statewide.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R		
	AMOUNT POS	AMOUNT POS	FY 2002-03	FY 2003-04	FY 2003-04	
			AMOUNT POS	AMOUNT POS	AMOUNT	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 PUBLIC ASSIST FRAUD INVEST  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY

EXECUTIVE DIRECTION  
 4. CUSTOMERS/NUMBER SERVED: Approximately 20 State of Florida (Department of Children and Families, the Agency for Workforce Innovation, Agency for Health Care Administration, etc.) and federal agencies (Department of Agriculture, Department of Health and Human Services, Social Security Administration, etc.).

5. COUNTIES SERVED: All 67 Florida counties.  
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ACTIVITY	105.00	5,356,019	100.00	5,667,065	100.00	5,871,301	ACT9100
AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)/WORK AND GAIN ECONOMIC SELF-SUFFICIENCY(WAGES)/EMPLOYEE FRAUD INVESTIGATIONS							

UNIT COST MEASURE: Number of public assistance fraud investigations conducted.  
 ANTICIPATED DEMAND 8,692 11,538 5,625  
 OUTPUT STANDARD 7,037 11,268 5,625  
 COST PER UNIT OF OUTPUT 761.12 502.93 1,043.79  
 \*\*\*\*\*

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: AFDC/WAGES/EMPLOYEE FRAUD

SPECIFIC AUTHORITY: Section 943.401, F.S.

AGENCY CONTACT: Christo Tolia  
 TELEPHONE: (850) 410-7500

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Provide investigative services for public assistance fraud in the WAGES, Food Stamp, Medicaid, School Readiness and Subsidized Child Day Care programs.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Investigative referrals of suspected public assistance fraud (2) Provide post fraud investigation reports and consultations
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, cost savings from recipient assistance program disqualifications associated with individuals investigated and referred for prosecution or administrative action are projected at \$24.5 million and restitution ordered from court cases was \$1.4 million.
- CUSTOMERS/NUMBER SERVED: State (Department of Children and Families, the Agency for Workforce Innovation,

JAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUS INV/FOREN SC  
 PUBLIC ASSIST FRAUD INVEST  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 AID TO FAMILIES WITH DEPENDENT  
 CHILDREN(AFDC)/WORK AND GAIN  
 ECONOMIC SELF-SUFFICIENCY(WAGES)/  
 EMPLOYEE FRAUD INVESTIGATIONS  
 Agency for Health Care Administration, etc.) and federal agencies (Department of Agriculture, Department of  
 Health and Human Services, Social Security Administration, etc.).

5. COUNTIES SERVED: All 67 Florida counties.  
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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	AGY REQ N/R
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS
	119.00	108.00	108.00		
	6,877,743	6,641,820	6,817,763		
BUDGET ENTITY TOTAL:					

71000000  
 71600000  
 71600400  
 1200000000  
 1202000000  
 ACT00000

71000000  
 71700000  
 71700100

ACT PR YR COL A36 COL A38 COL A39 COL A26 COL A27  
 FY 2001-02 EST EXP FY 2002-03 EST EXP N/R AGY REQ N/R  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 NETWORK SERVICES  
 AUTHORITY:  
 Sections 943.04-05, Florida Statutes  
 DESCRIPTION:  
 FDLE provides the computer hardware, software, programming and communications technology necessary to maintain and share criminal justice information across a communications network for Florida's 500 criminal justice agencies; provides on-line electronic access 24 hours a day, 365 days a year to the databases maintained by the central records service, as well as databases maintained by other agencies, such as Florida's driver licenses, vehicle registrations, boat registrations, out-of-state criminal records, and national criminal justice systems such as the national crime information center and national law enforcement telecommunications system; and coordinates planning, implementation projects, and operations with local law enforcement, the Courts, Corrections, Juvenile Justice and supporting organizations to ensure access to complete and up-to-date records, eliminate duplication, and promote the smooth exchange of information among all criminal justice agencies.

SERVICE OUTCOME(S):  
 FY 2001-2002 FY 2001-2002 FY 2002-2003 FY 2003-2004  
 PRIOR STD PRIOR ACTUAL CURRENT STD REQUESTED STD  
 96% 99.9% 96% 96.0%

Percentage of responses from FCIC hot files that contain substantive information within defined timeframes  
 5-YEAR WORKFORCE PLAN:  
 FY01-02: (5)  
 Reduce positions associated with ATMS technology improvements  
 FY02-03:  
 FY03-04:  
 FY04-05: (19)  
 FY05-06: Eliminate Customer Support Center (Central Operations) (10)  
 Increase Outsourcing with IRM (21)  
 Increase Outsourcing with IRM

GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 OBJECTIVE:  
 Improve criminal justice information available.  
 ACTIVITY  
 EXECUTIVE DIRECTION  
 8.00 1,104,284 9.00 1,125,940 9.00 1,227,932  
 1600000000  
 1603000000





ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R		
POS	AMOUNT POS	AMOUNT POS	FY 2002-03	FY 2003-04	AMOUNT POS	AMOUNT
20.00	1,061,899	20.00	880,554	20.00	1,130,524	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 NETWORK SERVICES  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 CENTRAL OPERATIONS

71000000  
 71700000  
 71700100  
 1600000000  
 1603000000  
 ACT0000  
 ACT7100

UNIT COST MEASURE: Number of Florida Crime Information Center (FCIC) operators.  
 ANTICIPATED DEMAND 30,000 53,550  
 OUTPUT STANDARD 39,144 53,550  
 COST PER UNIT OF OUTPUT 27.13 29.35 21.11

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CENTRAL OPERATIONS

SPECIFIC AUTHORITY: Sections 943.04-05, F.S.  
 AGENCY CONTACT: Brenda Owens  
 TELEPHONE: (850) 410-8410

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Responds to calls and electronic messages 24 hours a day, 7 days per week from end users reporting problems or questions about FDLE systems. Also, provides system support, problem tracking, and problem referral and monitoring.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive and record customer service requests/questions (2) Provide services/responses to user questions/problems or refer as necessary (3) Track service requests and provide follow-up as necessary

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, processed 22,767 requests for service and maintained a Florida Crime Information Center uptime of 99.96%.

4. CUSTOMERS/NUMBER SERVED: Customers include all FDLE program areas, 1,050 local, state, and federal criminal justice agencies, and the public.

5. COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	36.00	42.00	42.00	42.00		
	5,980,003	4,256,130		4,206,835		

LAW ENFORCEMENT, DEPT OF  
 M: CRIM JUST INFORMATION  
 NETWORK SERVICES  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 SYSTEMS SUPPORT

UNIT COST MEASURE: Number of requests for customer support.  
 ANTICIPATED DEMAND 18,500 18,500 18,500  
 OUTPUT STANDARD 22,767 18,500 18,500  
 COST PER UNIT OF OUTPUT 262.66 230.06 227.40

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: SYSTEMS SUPPORT  
 SPECIFIC AUTHORITY: Sections 943.04-05, F.S.

AGENCY CONTACT: Brenda Owens  
 TELEPHONE: (850) 410-8410

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: This activity includes information systems analysis, programming and project management. It also includes the installation and configuration of relational database management systems, administrative database backup procedures and recovery of databases, and implementation, monitoring and performance tuning of FDLE's mission-critical databases.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design and implement information systems  
 (2) Maintain and augment information systems  
 (3) Coordinate data/system recovery activities
  - ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, maintained a Florida Crime Information Center (FCIC) uptime of 99.96% and a 99.93% FCIC substantive response within 10 seconds, maintained 20,087,163 arrests and 4,330,340 subjects in the Computerized Criminal History System, processed 493,513,099 FCIC transactions, and performed 1,812,121 Criminal History Records checks.
  - CUSTOMERS/NUMBER SERVED: Customers include all FDLE program areas, 1,050 local, state, and federal criminal justice agencies, and the public.
  - COUNTIES SERVED: All 67 Florida counties.

STATE OF FLORIDA	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
44.00	51.00	51.00	25,459,405	4,476,325		
15,527,750	20,040,877					

ACTIVITY  
 PRODUCTION SYSTEMS SERVICES

UNIT COST MEASURE: Number of Florida Crime Information Center (FCIC) data transactions.  
 ANTICIPATED DEMAND 450,000,000  
 OUTPUT STANDARD 450,000,000  
 COST PER UNIT OF OUTPUT 493,513,099 .04

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PRODUCTION SYSTEMS SUPPORT  
 SPECIFIC AUTHORITY: Sections 943.04-05, F.S.

AGENCY CONTACT: Brenda Owens  
 TELEPHONE: (850) 410-8410

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides the technical infrastructure support and administration to all FDLE systems and networks. This activity is organized into four areas of responsibility: host-server support, network management, end user computing, and field systems support. This activity provides the backbone for the Department's information systems.

- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide end-user support (2) Provide network planning, management, and operations (3) Provide host/server planning, management and operations (4) Plan, manage and operate information technology infrastructure
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, maintained a Florida Crime Information Center (FCIC) uptime of 99.96% and a 99.93% FCIC substantive response within 10 seconds. Also, processed 493,513,099 FCIC transactions.
- CUSTOMERS/NUMBER SERVED: Customers include all FDLE program areas, 1,050 local, state, and federal criminal justice agencies, and the public.
- COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 LBR ISSUE 36103C0: Intergrated Criminal History System  
 In Fiscal Year 89-99, the Florida Legislature made a policy decision to integrate the state's two major systems for creating and maintaining criminal records: the Computerized Criminal History (CCH) System and the Automated Fingerprint Identification System (AFIS). To date, the state has invested over \$6.8 million towards the development of our new

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
	POS	FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						710000000
						717000000
						717000100
						16000000000
						16030000000
						ACT0000
						ACT7200

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 NETWORK SERVICES  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY

ACTIVITY

PRODUCTION SYSTEMS SERVICES  
 Integrated Criminal History System. Funds to date have been used to review and analyze criminal history information, purchase equipment, and ensure data quality. The funds work with local agency users to compile system requirements, purchase equipment, and ensure data quality. The funds requested in FY 03-04 will be used to begin actual system development through development of software and project oversight. This funding will also allow the department to stay on schedule to bring the system on-line in 2004.

Failure to improve system capacity will ultimately result in an inability to create and update criminal history records. The new system will allow better integration between criminal history information, fingerprint images, and photographic images; will support high volume, on-line transaction processing; provide advanced data analysis capabilities for criminal justice agencies; reduce processing time for creation/updating of criminal records; improve public access to criminal records; allow continuing improvement of real-time, on-line updates to criminal records. Continued systems support is critical to ensure that performance measures are met, and that services to the criminal justice community is provided in a timely fashion. Legislative Budget Request amount for this issue is \$2,876,325.

LBR ISSUE 36105C0: Enhanced Investigative Analysis (Florida Crime Information Center Plus)  
 Funds are being requested for the Florida Department of Law Enforcement (FDLE) to access an advanced integrated intelligence system called FCIC+ (Florida Crime Information Center Plus). FCIC+ is a windows-based application created to allow law enforcement to rapidly and easily query multiple data sources within a single application. A single query to a large data warehouse can access records contained in FDLE criminal histories, Department of Highway Safety and Motor Vehicles and Department of Corrections files, as well as information contained in a multitude of public record and private data sources in minutes as opposed to hours.

More rapid access to this intelligence system would be valuable to law enforcement investigations, to the state's Regional Domestic Security Task Forces and to FDLE investigations. The system would also provide the capability to run reports and queries, create on-line photo line-ups and "map" subject addresses and relationships. Legislative Budget Request amount for this issue is \$1,600,000.

LBR ISSUE 24010C0: Information Technology Infrastructure Replacement  
 This issue is requesting funding to replace 25% of our current personal computer hardware, software licensing and servers as recommended by Florida's State Technology Office. FDLE uses approximately 2,044 desktop personal computers and 821 notebook personal computers for a variety of purposes, including standard office applications, access to mission critical information systems, training facilities and system administration. In accordance with accepted standards, FDLE plans to replace its personal computer inventory approximately every 4 years. This is based on the industry trends in the release of new generations of CPU's and major new releases of operation system software and office application software.

The availability of this technology allows FDLE to maintain and improve productivity and deliver critical services to its customers, Florida's criminal justice agencies. FDLE's technology replacement plan ensures improved communication, increased cuput and new methods for delivering services. Legislative Budget Request amount for this issue is \$1,074,000.



REP001 LAS/PRS SYSTEM  
 BU PERIOD: 1999-2004  
 STATE OF FLORIDA

FISCAL YEAR 2003-2004  
 THROUGH FISCAL YEAR 2007-2008

COL A27 COL A26 COL A27  
 AGY REQ N/R AGY REQ AGY REQ N/R  
 FY 2003-04 FY 2003-04 FY 2003-04  
 AMOUNT POS AMOUNT POS AMOUNT POS

COL A39 COL A38 COL A36  
 EST EXP N/R EST EXP EST EXP  
 FY 2002-03 FY 2002-03 FY 2001-02  
 AMOUNT POS AMOUNT POS AMOUNT POS

71000000  
 71700000  
 71700200

LAW ENFORCEMENT, DEPT OF  
 M: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 AUTHORITY:

Sections 943.05; 790.065; 943.06; 943.08; 937.022; 775.21, Florida Statutes

DESCRIPTION:  
 FDLE provides criminal identification screening to criminal justice and non-criminal justice agencies and private citizens to identify persons with criminal warrants, arrests and convictions. FDLE provides a clearinghouse of missing children information (MCIC) to assist law enforcement and the public recover missing children, and provides children information to criminal justice agencies and the public on sexual predators and offenders. FDLE provides statistical information to criminal justice agencies and the public on sex predators and is of interest to the public, and analytical information about crime and trends that is needed by policy-makers and is of interest to the public, including the compilation of Uniform Crime Report (UCR) information collected from local law enforcement agencies.

SERVICE OUTCOME(S):

	FY 2001-2002	FY 2001-2002	FY 2001-2002	FY 2002-2003	FY 2003-2004
Percentage of criminal history information records compiled accurately	PRIOR STD	PRIOR ACTUAL	CURRENT STD	REQUESTED STD	
	89.0%	92.0%	89.0%	90.0%	
3-YEAR WORKFORCE PLAN:					
FY01-02: Eliminate unfunded FOLEY positions					
Reduce staffing in Sex Pred due to efficiencies					
Reduce Arrest staffing due to ICHS technology					
FY02-03:					
FY03-04:					
FY04-05: Eliminate Uniform Crime Reporting and Firearms Purchase Programs					
Eliminate Domestic Violence Task Force Support					
Eliminate Seal and Expunge Activity					
FY05-06: Reduce staffing in Criminal History Applicant Section as result of ICHS					
Outsource Arrest Input					
Explore possibility of contracting for FCIC Terminal Audits					
GOV OPERATIONS/SUPPORT					
INFORMATION TECHNOLOGY					
OBJECTIVE:					
Increase the amount, quality and scope of information provided to prosecutors and courts.	21.00	2,527,475	20.00	2,498,634	
ACTIVITY					
EXECUTIVE DIRECTION					

ACT0000  
 ACT0010

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	FY 2003-04	
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
943.051	943.055	937.022	775.21	943.059	790.065	943.0542
943.051	943.0585	943.0582	943.053(3)	F.S.		

71000000  
71700000  
71700200  
1600000000  
1603000000  
ACT0000  
ACT0010

JAW ENFORCEMENT, DEPT OF  
PGM: CRIM JUST INFORMATION  
PREVENTION/CRIME INFO SVCS  
GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY

ACTIVITY  
EXECUTIVE DIRECTION  
UNIT COST MEASURE: N/A  
ANTICIPATED DEMAND  
OUTPUT STANDARD  
COST PER UNIT OF OUTPUT  
\*\*\*\*\*  
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
AGENCY: EXECUTIVE DIRECTION

SPECIFIC AUTHORITY: Sections 943.06; 943.08; 943.055; 937.022; 775.21; 943.059; 790.065; 943.0542  
943.051; 943.05; 877.19; 943.1702; 943.0581; 943.0585; 943.0582; 943.053(3), F.S.

AGENCY CONTACT: Donna Uzzell  
TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

1. PURPOSE OF ACTIVITY IS: Central repository of criminal history records for the state, provides criminal identification screening to criminal justice and non-criminal justice agencies and to private citizens. This activity provides the operational and policy direction and support to allow FDLE to provide this function efficiently and effectively. This includes establishing and ensuring compliance with policies and procedures, ensuring proper allocation of resources, and providing general management and guidance.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage and supervise operations

- (2) Provide administrative support
- (3) Provide facility and equipment support

3. ACCOMPLISHMENTS OF ACTIVITY ARE: During FY 2001-2002, technical security audits were implemented for agencies using the FCIC system. These audits are required by national security policy. Compliance with the Jacob Wetterling Act was granted to FDLE, which ensures that millions of dollars in federal grant funds will be preserved for Florida.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, the media, Florida's citizens and visitors.

5. COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:

The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE has administered the Performance Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance results. During FY 01-02, FDLE met or exceeded 75% of its performance measures. FDLE members must not only meet, but exceed goals to be eligible. The plan will continue to meet the agency's need for enhanced productivity and

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY

EXECUTIVE DIRECTION  
 performance as FY 03-04 progresses. The total cost for the Department of \$139,731 is allocated among all services.  
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ACTIVITY	ACT0000	ACT0010
FLORIDA CRIME INFORMATION CENTER		
(FCIC) TERMINAL AUDITS	10.00	711,218
	574,152	673,049
UNIT COST MEASURE: Number of Florida Crime Information Center (FCIC) audits conducted.		
ANTICIPATED DEMAND	475	475
OUTPUT STANDARD	432	475
COST PER UNIT OF OUTPUT	1,329.06	1,416.95
*****	1,329.06	1,497.30
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:		
AGENCY: FLORIDA CRIME INFORMATION CENTER TERMINAL AUDITS		

SPECIFIC AUTHORITY: Section 943.055, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Florida Crime Information Center (FCIC) audits ensure data quality, system security, and compliance with state and federal law and policy concerning the FCIC/NCIC telecommunications system by auditing every agency on the network at least once every two years. This activity is required by federal law and NCIC policy.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Ensure local criminal justice agencies are in compliance with state and national policies  
 (2) Develop new information systems and services  
 (3) Prepare grant applications for information systems
- ACCOMPLISHMENTS OF ACTIVITY ARE: The number of agencies requiring audits continues to increase each year, from under 800 in 1999 to over 1,000 in 2002; a 20% increase. Because audits are conducted every 2 years, approximately 500 audits are conducted each year. FCIC auditors won a Davis Productivity award in 1999.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.
- COUNTIES SERVED: All 67 Florida counties.



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
	POS	FY 2001-02	FY 2002-03	FY 2003-04	FY 2003-04	
	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
9.00	496,904	8.00	582,546	8.00	1,233,669	ACT7560

71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000

LAW ENFORCEMENT, DEPT OF  
 M; CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 MISSING CHILDREN INFORMATION  
 CLEARINGHOUSE

UNIT COST MEASURE: Number of missing children cases Florida Department of Law Enforcement worked.  
 (FY 1999-2000 Standard: 602)  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: MISSING CHILDREN INFORMATION CLEARINGHOUSE  
 SPECIFIC AUTHORITY: Section 937.022, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Provides a clearinghouse of missing children information to assist parents, law enforcement, and the public in recovering missing children. Provides analytical support and training to local law enforcement investigators handling missing children cases.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design & develop Clearinghouse information system  
 (2) Provide Clearinghouse information services  
 (3) Provide follow-up customer services
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, worked 1,226 cases largely in part to an increase in cases received from the Department of Children and Families. Over 70 children were recovered directly through the efforts of MCIC. Also assisted local law enforcement agencies in recovering other missing children.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, non-profit missing children organizations, the media, Florida's citizens and visitors.
- COUNTIES SERVED: All 67 Florida counties.

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ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
9.00	626,407	14.00	244,100	14.00	1,511,469	
						71000000
						71700000
						71700200
						1600000000
						1603000000
						ACT0000
						ACT7580

LAW ENFORCEMENT, DEPT OF  
 M: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 SEXUAL PREDATOR TRACKING AND  
 INFORMATION

UNIT COST MEASURE: Number of registered sexual predators/offenders identified to the public.  
 ANTICIPATED DEMAND 19,774 33,032  
 OUTPUT STANDARD 22,691 33,032  
 COST PER UNIT OF OUTPUT 27.61 68.53 45.76

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: SEXUAL PREDATOR TRACKING AND INFORMATION

SPECIFIC AUTHORITY: Section 775.21, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

1. PURPOSE OF ACTIVITY IS: Collects and maintains current and accurate information on Florida's registered sexual predators and offenders and provides the information to criminal justice agencies and the public through various means, including the Internet. The goal of this activity is to increase public safety by notifying the public of the presence of sexual predators and offenders in their communities.
2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design & develop information system  
 (2) Provide information services  
 (3) Provide follow-up customer services
3. ACCOMPLISHMENTS OF ACTIVITY ARE: The workload for this activity continues to increase each year. The number of registered sexual predators and offenders identified to the public was 19,198 in 2000, 22,691 in 2001, and 26,132 in 2002; a 36% increase over three years. Since the beginning of the program in 1997, the workload has increased more than 100%. In FY 01-02, FDLE received over 61 million requests for sexual predator and offender information with a majority of hits from the Internet.
4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, Florida's citizens and visitors.
5. COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 LBR ISSUE 7400000: Missing Children Advisory Board Initiatives  
 This issue is requesting funding to enable the Florida Department of Law Enforcement's Missing Childrens Advisory Board

Table with columns: ACT PR YR, COL A36, COL A38, COL A39, COL A26, COL A27, POS, AMOUNT POS, EST EXP, FY 2002-03, AMOUNT POS, AGY REQ, FY 2003-04, AGY REQ N/R, FY 2003-04, AMOUNT POS, CODES

LAW ENFORCEMENT, DEPT OF
PGM: CRIM JUST INFORMATION
PREVENTION/CRIME INFO SVCS
GOV OPERATIONS/SUPPORT
INFORMATION TECHNOLOGY
ACTIVITY

SEXUAL PREDATOR TRACKING AND INFORMATION
to implement child abduction prevention and recovery programs. The Board will solicit specific proposals for strategies it had prioritized, or accept unsolicited proposals from individuals or non-profit groups. Expenditures must fill a critical void in the prevention and recovery of missing and exploited children, meet the requirements set forth by the Comptroller's Office, adhere to pre-determined performance measures, and be approved by the Commissioner of FDLE.

The Board will administer the funds and utilize them for: Prevention or recovery programs having a multi-jurisdictional or statewide impact; assistance to local law enforcement agencies; aid indigent families to provide travel assistance in recovering a missing child; or other programs or initiatives specifically targeting the recovery of a missing child. Legislative Budget Request amount for this issue is \$500,000.

LBR ISSUE 36104C0: Monitoring Sexual Predators Through Crimetrax
This issue request an initial level of funding to place (under court order) monitoring devices on the offenders as a deterrent. According to the U.S. Department of Justice and the Florida Department of Corrections, and estimated 25% of the 798 Sexual Predators under supervised release will violate conditions of their release or worst, re-offend, despite efforts to supervise and treat them.

Cimetrax will provide a web-based computer system that combines global positioning satellites (GPS), data warehousing, and data integration technologies to electronically collect and integrate crime incident data from local law enforcement and cross-match it to the location of electronically monitored offenders on probation. The system will conduct passive GPS monitoring that provides data about the location of an offender during established time parameters and the potential ability to link incidents with offenders and solve crimes. This technology will increase offender accountability and improve information for probation officers as well as provide a saving in investigative man hours by eliminating potential suspects not in the area at the time a crime was committed. Legislative Budget Request amount for this issue is \$438,000.

Summary table with columns: ACTIVITY, CRIMINAL HISTORY QUALITY CONTROL, UNIT COST MEASURE: Number of criminal history records corrected, ANTICIPATED DEMAND, OUTPUT STANDARD, COST PER UNIT OF OUTPUT, AGENCY - AUTHORITY & DESCRIPTION NARRATIVE, ACTIVITY: CRIMINAL HISTORY QUALITY CONTROL, SPECIFIC AUTHORITY: Section 943.051, F.S.

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	AMOUNT POS	EST EXP FY 2002-03	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000  
 ACT7600

ACTIVITY

CRIMINAL HISTORY QUALITY CONTROL  
 AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Reviews, maintains and evaluates integrity of data contained within the computerized criminal history file, and ensures consistency of the information between the Florida Crime Information Center and the National Crime Information Center. This activity is also responsible for correcting discovered errors and performing the biennial audit of completeness and accuracy of the criminal history file.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Detect and correct errors  
 (2) Conduct criminal history reviews in response to citizen requests  
 (3) Comply with federal criminal history audit requirements

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Accurate criminal history records are necessary for all customers and for critical decisions involving citizens. In FY 01-02, 92% of the criminal history records were compiled accurately. Also, this activity manually corrected 133,535 errors.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, Florida's citizens and visitors.

5. COUNTIES SERVED: All 67 Florida counties.

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ACTIVITY

UNIFORM CRIME REPORTS	4.00	90,309	3.00	89,731	3.00	81,259
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ACT0000  
 ACT7620

UNIT COST MEASURE: Number of responses to requests for crime statistics.  
 ANTICIPATED DEMAND 179,364 1,914,000  
 OUTPUT STANDARD 209,019 191,400  
 COST PER UNIT OF OUTPUT .43 .50  
 .42

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: UNIFORM CRIME REPORTS

SPECIFIC AUTHORITY: Sections 943.05; 877.19; 943.1702, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000  
 ACT7620

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY

UNIFORM CRIME REPORTS  
 DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Collects, analyzes, and disseminates Uniform Crime Report (UCR) data from and to local law enforcement agencies about the volume, rates, and trends of reported criminal incidents and arrests in the 67 counties in Florida. Information is also reported to the Federal Bureau of Investigation (FBI) for the national uniform crime reports program. Collects and compiles hate crime data and provides it to the Attorney General for publication and collects and reports domestic violence data.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Compile data  
 (2) Prepare and release reports  
 (3) Supply crime statistics information to the public

3. ACCOMPLISHMENTS OF ACTIVITY ARE: UCR information provides data about crime trends over time and for comparison across jurisdictions and other states. This activity collects summary data twice a year for local law enforcement agencies throughout the state using national standard definitions.

4. CUSTOMERS/NUMBER SERVED: Policy makers (Governor, Cabinet, and Legislature), the media, researchers, Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, Florida's citizens and visitors.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*

ACTIVITY  
 ARREST INPUT  
 13.00 766,704 13.00 876,992 13.00 893,986  
 ACT0000  
 ACT7640

UNIT COST MEASURE: Number of criminal arrest records received electronically for entry  
 (through Automated Fingerprint Information System)  
 ANTICIPATED DEMAND 705,835 840,000  
 OUTPUT STANDARD 669,421 840,000  
 COST PER UNIT OF OUTPUT 1.15 1.24 1.06  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: ARREST INPUT  
 SPECIFIC AUTHORITY: Section 943.051, F.S.  
 AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

ACT PR YR COL A36 COL A38 COL A39 COL A26 COL A27  
 EST EXP EST EXP N/R EST EXP N/R AGY REQ AGY REQ N/R  
 FY 2001-02 FY 2002-03 FY 2002-03 FY 2003-04 FY 2003-04  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT  
 71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000  
 ACT7640

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY

ARREST INPUT

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: This area manually enters arrest charge information and demographic data from paper arrest fingerprint cards received from local law enforcement agencies in Florida. Members must provide expertise in the classification and coding of text data and then process the cards to the Department's Automated Fingerprint Identification System (AFIS) for state processing and forwarding to the Federal Bureau of Investigation.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Enter criminal history information manually from fingerprint cards into the Computerized Criminal History system  
 (2) Verify data entry of criminal arrest information  
 (3) Ensure that arrest fingerprint cards are processed accurately and timely into the Computerized Criminal History system
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, processed an average of 20,000 fingerprint cards each month. All fingerprint cards received were entered into the Computerized Criminal History system within seven days of receipt. This is vital not only to the criminal justice community, but to those entities who base hiring and licensing decisions on criminal history information.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, the media, Florida's citizens and visitors.
- COUNTIES SERVED: All 67 Florida counties.

\*\*\*\*\*  
 ACT0000  
 ACT7660

ACTIVITY  
 CRIMINAL HISTORY RECORD SEAL AND  
 EXPUNGE

7.00 421,581 7.00 417,487 7.00 488,948

UNIT COST MEASURE: Number of requests for certificates of eligibility.  
 ANTICIPATED DEMAND 7,600 10,000  
 OUTPUT STANDARD 9,681 10,000  
 COST PER UNIT OF OUTPUT 43.55 48.89

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CRIMINAL HISTORY RECORD SEAL AND EXPUNGE

SPECIFIC AUTHORITY: Sections 943.0581; 943.0585; 943.059, F.S.  
 AGENCY CONTACT: Donna Uzzell

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	1603000000	1600000000	1600000000	1600000000	1600000000	
	ACT00000					

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY

CRIMINAL HISTORY RECORD SEAL AND  
 EXPUNGE  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Responds to requests from subjects wanting to seal or expunge a criminal history record and research to determine if they are eligible under Florida statue. If so, a certificate of eligibility is issued, which is required in order to obtain a court order to expunge or seal a record. Upon receipt of court orders, the seal and expunge section takes necessary action to appropriately flag the record as sealed or expunged.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive and respond to requests for seal and expunge information and services  
 (2) Perform records seal and expunge services  
 (3) Provide guidance and support to members of the judicial system in the seal and expunge decision process
- ACCOMPLISHMENTS OF ACTIVITY ARE: The volume of requests for certificates of eligibility has increased steadily each year. In FY 00-01, requests totaled over 8,300, while that total climbed to over 9,500 in FY 01-02.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, Florida's citizens and visitors.

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 COUNTRIES SERVED: All 67 Florida counties.  
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ACTIVITY					
ARREST FINGERPRINT IDENTIFICATION	42.00	42.00	42.00	42.00	ACT0000
	2,444,309	1,652,484		1,696,232	ACT7680

UNIT COST MEASURE: Number of arrest/identification records created and maintained.

ANTICIPATED DEMAND	6,600,000	6,600,000	7,700,000
OUTPUT STANDARD	6,832,409	6,600,000	7,700,000
COST PER UNIT OF OUTPUT	.36	.25	.22

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: ARREST FINGERPRINT IDENTIFICATION  
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SPECIFIC AUTHORITY: Section 943.051, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

COL A36	COL A38	COL A39	COL A26	COL A27
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT

71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000  
 ACT7680

ARREST FINGERPRINT IDENTIFICATION  
 1. PURPOSE OF ACTIVITY IS: Automated process of receiving livescan arrest records from local law enforcement, searching the Automated Fingerprint Identification System (AFIS) database for a positive identification, and returning the identity to the arresting agency. It also includes the automated processing of fingerprint cards received and entered by the Arrest Input activity. This service is provided 24 hours a day, 7 days a week, to service arresting agencies statewide.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide positive fingerprint identification of subjects arrested in Florida (2) Provide verification of fingerprint applicant and licensee criminal history information (3) Provide training and technical support for livescan users throughout Florida

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, over 75% of all criminal arrest information was received electronically via livescan. This is an increase from 68% in FY 00-01 and 61% in FY 99-00. FDLE attempts to provide a 10-minute response to local law enforcement agencies once a set of prints is processed through livescan.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies throughout the nation, the media, Florida's citizens and visitors.

5. COUNTIES SERVED: All 67 Florida counties.

ACTIVITY  
 CRIMINAL HISTORY DISPOSITION

24.00	678,505	24.00	799,604	24.00	834,959
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UNIT COST MEASURE: Number of disposition records added to the criminal history file.

600,000	600,000	900,000
1,002,383	600,000	900,000
-68	1.33	.93

ACTIVITY: CRIMINAL HISTORY DISPOSITION

SPECIFIC AUTHORITY: Section 943.052, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Receives court dispositions both manually and electronically from criminal arrests; matching



LAW ENFORCEMENT, DEPT OF  
 M: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 CRIMINAL HISTORY DISPOSITION  
 them to appropriate arrest records in the criminal history repository. This activity receives custody data from the  
 Department of Corrections to add to the criminal history file, and retrieves missing dispositions related to firearm  
 purchase decisions, employment, voter registration and sexual offender/predator registration.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design, develop, and improve criminal history disposition systems  
 (2) Retrieve missing disposition information  
 (3) Ensure that all disposition information is accurately matched to arrest information and is added to the  
 Computerized Criminal History system timely

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Complete criminal history data, including conviction information rather than  
 merely arrest data is necessary for customers to make sound decisions. In FY 01-02, over 1 million disposition  
 records were added to the criminal history file.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, other local, state, and federal agencies  
 throughout the nation, the media, Florida's citizens and visitors.

5. COUNTIES SERVED: All 67 Florida counties.

ACTIVITY	31.00	31.00	31.00	31.00
FIREARMS PURCHASE PROGRAM	1,146,980	1,146,476	1,249,102	
UNIT COST MEASURE: Number of responses to requests for criminal history record checks for prospective gun purchasers.				
ANTICIPATED DEMAND	201,000	201,000	250,000	
OUTPUT STANDARD	285,932	201,000	250,000	
COST PER UNIT OF OUTPUT	4.01	5.70	5.00	

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: FIREARM PURCHASE PROGRAM  
 SPECIFIC AUTHORITY: Section 790.065, F.S.  
 AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Performs instant telephone record checks on potential firearms purchasers for licensed  
 firearm dealers. This activity reviews and analyzes state and national criminal history and warrant files to

COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
					71000000
					71700000
					71700200
					1600000000
					1603000000
					ACT0000
					ACT7720

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 FIREARMS PURCHASE PROGRAM  
 determine if there is anything in the records to indicate the prospective buyer is ineligible under state and federal law.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design & develop program  
 (2) Provide firearm purchase information services  
 (3) Provide follow-up customer services

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In Fiscal Year 2001-2002, FDLE responded to approximately 286,000 requests for criminal history record checks for firearm purchases. These requests are included in the overall User Service Bureau response rate of 92% handled within the standard turnaround time and the customer satisfaction rate of 98%.

4. CUSTOMERS/NUMBER SERVED: Approximately 5,000 registered Florida firearms dealers.

5. COUNTIES SERVED: All 67 Florida counties.

CUSTOMER SERVICE	4.00	210,737	4.00	218,880	4.00	152,492	ACT0000	ACT7740
UNIT COST MEASURE: Number of training classes offered.								
ANTICIPATED DEMAND		255		255		255		
OUTPUT STANDARD		575		255		400		
COST PER UNIT OF OUTPUT		366.50		858.35		381.23		

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CUSTOMER SERVICE

SPECIFIC AUTHORITY: Section 790.065, F.S.  
 AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides statewide coordination of the regional training on various information systems, including the Florida Crime Information Center (FCIC), Uniform Crime Reporting (UCR), Criminal Justice Network (CJNet) point of contact security, and other CJNet applications. This activity provides direct communication with and support to local agencies for troubleshooting problems and expanding access to information systems throughout their agencies.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Develop and deliver training

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
	FY 2002-03	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 CUSTOMER SERVICE

71000000  
 71700000  
 71700200  
 1600000000  
 1603000000  
 ACT0000  
 ACT7740

(2) Certify Florida Crime Information Center (FCIC) operators  
 (3) Provide technical support to criminal justice agencies

3. ACCOMPLISHMENTS OF ACTIVITY ARE: During FY 00-01, FDLE deployed an on-line system that allows users to be tested and re-certified through the internet, however users were still required to attend a scheduled training class in various cities across the state. In FY 01-02, FDLE brought the classroom to the student through a Computer Based Training Tool distributed on CD. Also, over 300 training classes were offered in the traditional classroom setting in FY 01-02.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies.

5. COUNTIES SERVED: All 67 Florida counties.

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ACTIVITY	31.00	31.00	31.00	31.00	31.00	ACT0000
PUBLIC RECORD	1,134,037	1,133,228	1,134,525			ACT7760

UNIT COST MEASURE: Number of responses to requests for criminal history checks under the Florida public records law.

ANTICIPATED DEMAND	1,100,000	1,100,000	1,000,000
OUTPUT STANDARD	1,029,485	1,100,000	1,000,000
COST PER UNIT OF OUTPUT	1.10	1.03	1.13

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 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: PUBLIC RECORD

SPECIFIC AUTHORITY: Section 943.053(3), F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:

1. PURPOSE OF ACTIVITY IS: Provides criminal history record checks to the public media and private employers under the provisions of public record law. This activity increases public safety and crime prevention by allowing the public and private employers to check the criminal history backgrounds of associates or potential employees. It also provides decreased liability for employers.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive and record customer requests for service  
 (2) Provide services  
 (3) Provide post-service follow-up and consultation

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY  
 PUBLIC RECORD

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, FDLE responded to over 1 million requests for criminal history record checks under Florida's Public Records Law. These requests are included in the overall User Service Bureau response rate of 92% handled within the standard turnaround time and the customer satisfaction rate of 98%.

4. CUSTOMERS/NUMBER SERVED: Florida's citizens.

5. COUNTIES SERVED: All 67 Florida counties.

ACTIVITY	39.00	39.00	39.00	39.00	ACT0000
APPLICANT SCREENING	1,360,105	1,366,244	1,354,739		ACT7780

UNIT COST MEASURE: Number of responses to requests for criminal history record checks mandated for licensing/employment.  
 ANTICIPATED DEMAND 270,000 270,000 500,000  
 OUTPUT STANDARD 478,855 270,000 500,000  
 COST PER UNIT OF OUTPUT 2.84 5.06 2.71

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: APPLICANT SCREENING

SPECIFIC AUTHORITY: All or parts of Sections 435, 110, 409, 458, 460, 461, 435, 468, 475, 539, 231, 633, 494, 648, 552, 517, 498, 624, 206, 538, 320, F.S.

AGENCY CONTACT: Donna Uzzell  
 TELEPHONE: (850) 410-7100

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides criminal history checks for persons applying for criminal justice employment, licensing, and sensitive employment. This activity provides increased public safety and crime prevention by providing criminal history record checks to government entities on potential licensees or employees, as required by Florida Statutes.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Receive and record customer requests for service  
 (2) Provide services  
 (3) Provide post-service follow-up and consultations

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, FDLE responded to approximately 500,000 requests for criminal history record checks for licensing and employment (not including requests under the VECHS Program (Foley Act) below).



COL A36	COL A38	COL A39	COL A26	COL A27	CODES
ACT PR YR	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
					71000000
					71700000
					71700200
					1600000000
					1603000000
					ACT0000
					ACT7800

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST INFORMATION  
 PREVENTION/CRIME INFO SVCS  
 GOV OPERATIONS/SUPPORT  
 INFORMATION TECHNOLOGY  
 ACTIVITY

FOLEY ACT  
 record checks under the National Child Protection Act. These requests are included in the overall User Service Bureau response rate of 92% handled within the standard turnaround time and the customer satisfaction rate of 98%.

4. CUSTOMERS/NUMBER SERVED: Approximately 700 public or private, for profit or not for profit organizations that offer services for children, the elderly, or disabled persons.

5. COUNTIES SERVED: All 67 Florida counties.  
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BUDGET ENTITY TOTAL:

269.00	271.00	271.00	271.00
13,281,328	14,636,326	244,100	15,717,714

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
PGM: CRIM JUST PROFESSION  
LAW ENFORCEMENT STDS COMPL  
AUTHORITY:  
Sections 316.193, 943.12-943.14; 943.25, Florida Statutes

DESCRIPTION:  
To promote and facilitate the competency and professional conduct of criminal justice officers through a partnership with criminal justice agencies in providing entry-level and in-service officer training and maintaining disciplinary procedures.

SERVICE OUTCOME(S):  
percentage of training schools in compliance with standards.

5-YEAR WORKFORCE PLAN:  
FY01-02:  
FY02-03:  
FY03-04:  
FY04-05:  
FY05-06:

Eliminate Audits of Criminal Justice Training Schools  
(3)

PUBLIC PROTECTION  
DRUG CONTRL/SUBSTANCE ABUSE  
OBJECTIVE:  
Promote professionalism in the criminal justice community.

ACTIVITY  
ALCOHOL TESTING PROGRAM

UNIT COST MEASURE: Number of breath testing instruments tested.

ANTICIPATED DEMAND  
OUTPUT STANDARD  
COST PER UNIT OF OUTPUT

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
ACTIVITY: ALCOHOL TESTING PROGRAM

SPECIFIC AUTHORITY: Section 316.193, F.S.  
AGENCY CONTACT: Rod Caswell  
TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	AGY REQ N/R	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ	FY 2003-04	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	71000000						
	71800000						
	71800100						
	1200000000						
	1201000000						
	ACT0000						
	ACT8200						

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENFORCEMENT SIDS COMPL  
 PUBLIC PROTECTION  
 DRUG CONTRL/SUBSTANCE ABUSE  
 ACTIVITY

ALCOHOL TESTING PROGRAM

- PURPOSE OF ACTIVITY IS: Ensures the validity of alcohol breath testing in Florida through equipment inspection and coordination of the certification training of alcohol breath test operators statewide. Also ensures that the breath testing equipment used for DUI enforcement complies with state standards.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design and develop alcohol testing programs (2) Provide program training (3) Conduct compliance inspections of breath testing instruments
- ACCOMPLISHMENTS OF ACTIVITY ARE: In the process of computerizing permit and certification processes into the existing Automated Training and Management System (ATMS2). With the promulgation of new rules in November 2002, training and instructor certification for the program will be under the auspices of the Criminal Justice Standards and Training Commission (CJSTC).
- CUSTOMERS/NUMBER SERVED: Law enforcement agencies, state prosecutors, and the citizens of Florida.
- COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:

LABR ISSUE 4A00100: Replace Alcohol Breath Test Equipment in Local Agencies (Byrne Grant)  
 The Florida Department of Law Enforcement is requesting funding to replace alcohol breath test equipment used by local law enforcement agencies throughout the state. A four-year, phase-in schedule is proposed that would replace the equipment by judicial circuit. The evidentiary breath test instrumentation currently being used in Florida is approaching 15 years in age. Over 60% of the instruments currently being used are at least 10 years or older. Within the next two to three years, the manufacturer of the current instrumentation will discontinue supporting the materials necessary to repair these instruments.

Alcohol breath test equipment is used by law enforcement officers to test the breath of persons arrested for driving or boating under the influence. The instrumentation provides the methodology for accepting a persons breath sample and quantitatively determining the amount of alcohol present. The results are then used in the administrative and criminal proceedings to either suspend a person's driving privilege or to prosecute them for driving or boating under the influence. Replacement of alcohol breath test equipment will ensure that each of Florida's judicial circuits receives new and up to date evidentiary breath test instruments. The new equipment will help ensure accurate results in determining alcohol breath concentration. Legislative Budget Request amount for this issue is \$698,500.

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COL A36 COL A37  
 ACT PR YR COL A38 COL A39 COL A26 COL A27  
 FY 2001-02 EST EXP FY 2002-03 EST EXP N/R AGY REQ N/R  
 POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT POS AMOUNT

18.00 12.00 12.00 12.00  
 1,031,940 1,085,581 1,172,132

71000000  
 71800000  
 71800100  
 1200000000  
 1202000000

ACT0000  
 ACT0010

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTION

SPECIFIC AUTHORITY: Sections 943.12; 943.13-943.1397; 943.14; 943.193; 943.25, F.S.

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Works closely with the Criminal Justice Standards and Training Commission to provide the operational and policy direction and support needed to provide minimum standards to promote the competency and professional conduct of Florida's law enforcement officers, correctional officers and correctional probation officers.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage and supervise operations  
 (2) Provide administrative support  
 (3) Provide facility and equipment support

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Establishes and ensures compliance with policies and procedures, the proper allocation of resources, and provides general management and guidance.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers, and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE has administered the Performance Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R		
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	FY 2003-04	
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

71000000  
 71800000  
 71800100  
 1200000000  
 1202000000  
 ACT0000  
 ACT0010

EXECUTIVE DIRECTION  
 results. During FY 01-02, FDLE met or exceeded 75% of its performance measures. FDLE members must not only meet, but exceed goals to be eligible. The plan will continue to meet the agency's need for enhanced productivity and performance as FY 03-04 progresses. The total cost for the Department of \$139,731 is allocated among all services.  
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ACTIVITY	9.00	457,989	9.00	566,554	9.00	566,554
OFFICER COMPLIANCE						
UNIT COST MEASURE: Number of criminal justice officer disciplinary actions.						
ANTICIPATED DEMAND	452		452		452	
OUTPUT STANDARD	483		452		452	
COST PER UNIT OF OUTPUT	948.22		1,253.44		1,253.44	
AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:						
ACTIVITY: OFFICER COMPLIANCE						

SPECIFIC AUTHORITY: Sections 943.12, 943.13-943.1395; 943.14 (3), F.S.

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Responds to allegations of officer misconduct reported by an agency, a citizen or the media. In conjunction with the Officer Discipline Reviews activity, the Criminal Justice Standards and Training Commission (CJSTC) takes disciplinary action against certified officers who fail to maintain the minimum standards of conduct set forth by statute and rule.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (a) Conduct initial review of misconduct allegation to ensure that the complaint is within the authority of the Commission as defined in statute and rule  
 (b) Determination of probable cause that misconduct has occurred  
 (c) Update officer records with the information concerning the result of disciplinary action taken by CJSTC
  - ACCOMPLISHMENTS OF ACTIVITY ARE: According to statute, probable cause must be determined against an officer within 180 days of initiating the investigation. Historically, the CJSTC disciplines approximately 450 criminal justice officers a year for misconduct, which is less than one percent of the entire officer population.
  - CUSTOMERS/NUMBER SERVED: Approximately 77,700 criminal justice officers, 1,050 criminal justice agencies

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
6.00	342,814	6.00	376,507	6.00	376,507	ACT0000
						ACT8150

ACTIVITY OFFICER COMPLIANCE and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.

UNIT COST MEASURE: Number of discipline referrals processed for state and local law enforcement officers, correctional officers, and correctional probation officers.

ANTICIPATED DEMAND 1,500 1,500

OUTPUT STANDARD 1,369 251.00

COST PER UNIT OF OUTPUT 250.41 251.00

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: OFFICER DISCIPLINE REVIEWS

SPECIFIC AUTHORITY: Sections 943.12; 943.13; 943.133; 943.139-943.1395; 943.14(3), F.S.

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Conducts a detailed legal review of allegations of misconduct following the determination of probable cause. In conjunction with the Officer Compliance activity, the Criminal Justice Standards and Training Commission (CJSTC) takes disciplinary action against certified officers who fail to maintain the minimum standards of conduct set forth by statute and rule.
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Gather supporting documentation and case files from local criminal justice agencies  
 (2) Represent the CJSTC at administrative hearings  
 (3) Present recommendations for disciplinary action to the CJSTC, to include recommendations from the administrative hearing
- ACCOMPLISHMENTS OF ACTIVITY ARE: In FY 01-02, 1,369 disciplinary referrals were processed with 483 disciplinary actions taken against criminal justice officers. These activities have been consistent over the past several years.
- CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers,

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
FY 2002-03	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
FY 2003-04	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENFORCEMENT STDS COMPL  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 OFFICER DISCIPLINE REVIEWS  
 and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*  
 \*\*\*\*\*

ACTIVITY	8.00	577,203	8.00	641,107	8.00	641,107
OFFICER RECORDS MANAGEMENT						

UNIT COST MEASURE: Records audited to validate the accuracy/completeness of ATMS2 record information  
 (FY 1999-2000 Standard: 2,138)  
 ANTICIPATED DEMAND 5,000 5,000  
 OUTPUT STANDARD 7,701 6,500  
 COST PER UNIT OF OUTPUT 74.95 98.63  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: OFFICER RECORDS MANAGEMENT

SPECIFIC AUTHORITY: Sections 943.12; 943.13-943.1397, F.S.

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Maintains complete training, employment and certification records on every criminal justice officer in Florida through the Automated Training and Management System (ATMS2). ATMS2 provides local agencies and training schools with direct access to officer information, enabling them to manage their own information, thus reducing the paperwork submitted to FDLE.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Provide technical assistance and customer support (2) Maintenance of certification information for officers and instructors (3) Piloting enhancements and new functions of ATMS2
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Prior to the implementation of ATMS2 in 1998, all training, employment and certification information was manually entered by FDLE into a database. As of June 2002, 99% of the officer population's employment and certification information is being entered by local criminal justice agencies and 100% of training information is being entered by Commission-certified training schools.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers.







ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

JAW ENF TRNG/CERTIFIC SVCS  
 AUTHORITY:  
 Sections 943.05-943.257; 233.0663-233.0664, Florida Statutes

DESCRIPTION:  
 FDLE administers the certification given to qualifying criminal justice officer applicants; certifies that criminal justice instructors have the qualifications necessary to train criminal justice officers; and maintains certification and employment records on all active, certified criminal justice officers.

SERVICE OUTCOME(S):  
 Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers

;-YEAR WORKFORCE PLAN:  
 FY01-02:  
 FY02-03:  
 FY03-04:  
 FY04-05:  
 FY05-06: Explore possibility of Outsourcing Training Officer Curricula Development (17)  
 Explore possibility of Outsourcing Developing and Administering CJ Officer Exams (6)  
 Eliminate Drug Awareness Resistance Education and Outsource Certification Exam Training (14)

PUBLIC PROTECTION  
 DRUG CONTRL/SUBSTANCE ABUSE  
 OBJECTIVE:  
 Provide well-trained criminal justice professionals.  
 Increase the effectiveness of FDLE's training of criminal justice professionals.

ACTIVITY  
 DRUG AWARENESS RESISTANCE EDUCATION  
 (DARE)

65.00	59.00	59.00	59.00	59.00	59.00	71000000
10,583,628	11,614,016	11,614,016	12,403,439	12,403,439	12,403,439	71800000
						71800100

FY 2001-2002	FY 2001-2002	FY 2001-2002	FY 2002-2003	FY 2002-2003	FY 2003-2004
PRIOR STD	PRIOR ACTUAL	CURRENT STD	CURRENT STD	REQUESTED STD	
75.0%	87.0%	80.0%	80.0%	80.0%	

ACT0000  
 ACT8750

5.00 403,999 5.00 445,202 5.00 448,256





ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

71000000  
 71800000  
 71800200  
 1200000000  
 1202000000

ACT0000  
 ACT0010

3.00 845,230 2.00 804,937 2.00 810,187

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXECUTIVE DIRECTOR

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Works closely with the Criminal Justice Standards and Training Commission to provide the operational and policy direction and support to effectively provide Florida with minimum training standards to promote the competency of law enforcement officers, correctional officers and correctional probation officers.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Manage and supervise operations  
 (2) Provide administrative support  
 (3) Provide facilities and equipment

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Establishes and ensures compliance with policies and procedures, ensures the proper allocation of resources and provides general management and guidance.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers, and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.

AGENCY - AGY REQUEST FY 2003-04 NARRATIVE:  
 The Performance Based Compensation Plan is the Florida Department of Law Enforcement's (FDLE) top budget priority. FDLE has administered the Performance Based Compensation Plan for the last three fiscal years and is currently administering the plan in its fourth year (FY 02-03). This performance based pay incentive is rewarding significant performance

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY

EXECUTIVE DIRECTION  
 results. During FY 01-02, FDLE met or exceeded 75% of its performance measures. FDLE members must not only meet, but exceed goals to be eligible. The plan will continue to meet the agency's need for enhanced productivity and performance as FY 03-04 progresses. The total cost for the Department of \$139,731 is allocated among all services.  
 \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	
	2,000,000	2,000,000				

UNIT COST MEASURE: Number of domestic security training courses delivered.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: DOMESTIC SECURITY  
 SPECIFIC AUTHORITY: 943, F.S.  
 AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: This activity provides officer training in the area of domestic security preparedness. The Domestic Security Task Force was formed to identify critical training needs to ensure that Florida's first responders are adequately trained to a terrorist incident. Training topics include Weapons of Mass Destruction, Incident Command System, technical training and investigative and intelligence training.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE:
- (1) Design curriculum
  - (2) Develop and provide curriculum support materials
  - (3) Provide follow-up support and consultation services for use of the curriculum materials
  - (4) Evaluate class files and instructor records for compliance with rules

3. ACCOMPLISHMENTS OF ACTIVITY ARE: Two million dollars have been appropriated from the Criminal Justice Standards and Training Trust Fund to support multi-disciplinary first responder training in Florida. This will ensure that all first responders are trained appropriately and consistently across the state.

4. CUSTOMERS/NUMBER SERVED: Customers include approximately 77,000 criminal justice officers, 500 criminal justice

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
EST EXP	EST EXP	EST EXP	AGY REQ	AGY REQ	AGY REQ	
FY 2001-02	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	FY 2003-04	
AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	AMOUNT POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY  
 DOMESTIC SECURITY  
 agencies and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*  
 \*\*\*\*\*

ACTIVITY  
 BOARDS/COUNCILS/COMMISSIONS -  
 TRAINING AND CERTIFICATION SERVICES  
 97,487 157,201 157,201  
 ACT0000 ACT8550

UNIT COST MEASURE: N/A  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD  
 COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: BOARDS/COUNCILS/COMMISSIONS

SPECIFIC AUTHORITY: Sections 943.05-943.257; 233.0663-233.0664, F.S.  
 AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: The CJSTC establishes uniform minimum training and employment standards for criminal justice officers. The Florida DARE Board of Directors works in conjunction with FDLE in the administration of the DARE program. The Florida Criminal Justice Executive Institute's Policy Board establishes administrative guidelines for the Institute to ensure criminal justice executive training needs are met.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Organize meetings and prepare communications  
 (2) Attend meetings and conferences  
 (3) Provide follow-up support
  - ACCOMPLISHMENTS OF ACTIVITY ARE: The CJSTC reviews and verifies standardized training and minimum employment requirements for officers. The DARE Board ensures that the officers providing DARE training to Florida's children are properly trained and maintain appropriate standards of conduct in the classroom. The Policy Board ensures that Florida's chief executives receive leadership training focused on the critical issues facing Florida.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers, and

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT  
 ACTIVITY

BOARDS/COUNCILS/COMMISSIONS -  
 TRAINING AND CERTIFICATION SERVICES  
 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
1,100,322	18.00	1,954,667	18.00	1,988,173		ACT0000 ACT8550

CURRICULUM DEVELOPMENT  
 UNIT COST MEASURE: Number of course curricula and examinations developed or revised.  
 ANTICIPATED DEMAND  
 OUTPUT STANDARD

109	135
126	135
8,732.71	14,727.21

COST PER UNIT OF OUTPUT  
 \*\*\*\*\*  
 AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CURRICULUM DEVELOPMENT

SPECIFIC AUTHORITY: Sections 943.12; 943.17, F.S.  
 AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:

- PURPOSE OF ACTIVITY IS: Designs, implements, evaluates and revises criminal justice training curricula to ensure that officer training is relevant and job-related. Also, provides standardized basic recruit training and advanced and specialized training to enhance job skills (post-basic).
- TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design curriculum (2) Develop and provide curriculum support materials (3) Provide follow-up support and consultation services for use of the curriculum materials
- ACCOMPLISHMENTS OF ACTIVITY ARE: With the finalization of the Commission's redesign of the law enforcement basic recruit training program, there has been a 15% increase in the number of course curricula developed or revised. This redesign has incorporated adult learning principles into the training program. The redesigned training program will produce recruits better equipped to handle the problems that face Florida's law enforcement officers.

4. CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers,

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
13.00	923,744	11.00	686,375	11.00	693,833	ACT0000
						ACT8630

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY  
 CURRICULUM DEVELOPMENT  
 and 39 Commission-certified training schools.

5. COUNTIES SERVED: All 67 Florida Counties.  
 \*\*\*\*\*

ACTIVITY  
 CRIMINAL JUSTICE LEADERSHIP  
 TRAINING

UNIT COST MEASURE: Number of individuals trained by the Florida Criminal Justice Executive Institute.  
 ANTICIPATED DEMAND 604 745  
 OUTPUT STANDARD 776 745  
 COST PER UNIT OF OUTPUT 1,190.39 921.31

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CRIMINAL JUSTICE LEADERSHIP TRAINING

SPECIFIC AUTHORITY: Section 943.1775, F.S.  
 AGENCY CONTACT: M. Michael McHargue  
 TELEPHONE: (850) 410-8600

DESCRIPTION OF ACTIVITY:  
 1. PURPOSE OF ACTIVITY IS: Provides training for criminal justice executives, managers and leaders in contemporary and future public safety issues. Also, assists certified officers meet the 40-hour continuing training requirement and is intended to better equip attendees to deal with the complex issues facing Florida.

2. TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Design training programs  
 (2) Provide training  
 (3) Provide follow-up certifications and support

3. ACCOMPLISHMENTS OF ACTIVITY ARE: In partnership with Florida's chiefs and sheriffs, this activity is developing a "Sergeant's Academy" to provide leadership training to first line supervisors. Since September 11, 2001, this activity has become the focal point of identifying and providing domestic security training to local criminal justice agencies.

4. CUSTOMERS/NUMBER SERVED: Criminal justice executives, managers, leaders, FDLE supervisors and criminal justice officers.

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
POS	AMOUNT POS	EST EXP FY 2001-02	EST EXP N/R FY 2002-03	AGY REQ FY 2003-04	AGY REQ N/R FY 2003-04	
	9.00	851,566	10.00	10.00	1,011,931	
			996,838			

ACTIVITY  
 CRIMINAL JUSTICE LEADERSHIP  
 TRAINING  
 5. COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*

ACTIVITY  
 CRIMINAL JUSTICE STANDARDS AND  
 TRAINING CENTER - CERTIFICATION  
 AND TRAINING  
 UNIT COST MEASURE: Number of professional law enforcement certificates issued.  
 ANTICIPATED DEMAND 24,000 25,000  
 OUTPUT STANDARD 26,729 25,000  
 COST PER UNIT OF OUTPUT 31.86 39.87 40.48  
 \*\*\*\*\*

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: CRIMINAL JUSTICE STANDARDS AND TRAINING CENTER-CERTIFICATION AND TRAINING  
 SPECIFIC AUTHORITY: Section 943.1395, F.S.  
 AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Provides direct staff support to the Criminal Justice Standards and Training Commission (CJSTC). Also, supports the CJSTC budget and expenditures, maintenance of rules and policies, planning of quarterly CJSTC meetings, support and completion of special projects, and the planning and coordination of various CJSTC sponsored conferences.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Organize meetings and prepare communications  
 (2) Provide technical assistance  
 (3) Provide administrative support
  - ACCOMPLISHMENTS OF ACTIVITY ARE: The number of professional law enforcement certificates issued has steadily increased by approximately 5% annually.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies, approximately 77,700 criminal justice officers, and 39 Commission-certified training schools.
  - COUNTIES SERVED: All 67 Florida counties.  
 \*\*\*\*\*

ACT PR YR FY 2001-02 POS	COL A36 AMOUNT	COL A38 EST EXP FY 2002-03 POS	COL A39 EST EXP N/R FY 2002-03 POS	COL A26 AGY REQ FY 2003-04 POS	COL A27 AGY REQ N/R FY 2003-04 POS	AMOUNT	CODES
5.00	580,986	6.00	863,659	6.00	872,723		71000000 71800000 71800200 1200000000 1202000000 ACT0000 ACT8700

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS  
 PUBLIC PROTECTION  
 LAW ENFORCEMENT

ACTIVITY: EXAM DEVELOPMENT

UNIT COST MEASURE: Number of exams administered.  
 ANTICIPATED DEMAND 7,000  
 OUTPUT STANDARD 6,773  
 COST PER UNIT OF OUTPUT 85.78

AGENCY - AUTHORITY & DESCRIPTION NARRATIVE:  
 ACTIVITY: EXAM DEVELOPMENT

SPECIFIC AUTHORITY: Section 943.1397, F.S.

AGENCY CONTACT: Rod Caswell  
 TELEPHONE: (850) 410-8600

- DESCRIPTION OF ACTIVITY:
- PURPOSE OF ACTIVITY IS: Develops and administers the certification examination to applicants who have passed one of the basic training programs at a Commission-certified training school. Includes designing the exams to ensure that officer applicants possess the minimum knowledge, skills and abilities necessary to perform the job.
  - TASKS/PROCESSES INCLUDED IN ACTIVITY ARE: (1) Research, design and develop test instruments including analysis of test questions to ensure no adverse impact exists for the protected classes  
 (2) Register applicants for the exam  
 (3) Administer exams to registered applicants  
 (4) Provide scores and feedback to examinees upon determining exam results
  - ACCOMPLISHMENTS OF ACTIVITY ARE: Despite a 12% decrease in the number of exams administered in FY 01-02, the overall exam results have continued to increase each year. During FY 01-02, approximately 87% of examinees successfully passed their certification examination.
  - CUSTOMERS/NUMBER SERVED: Florida's 500 criminal justice agencies and officer candidates.
  - COUNTIES SERVED: All 67 Florida counties.



ACT PR YR	COL A36	COL A38	COL A39	COL A26	COL A27	CODES
FY 2001-02	EST EXP	EST EXP	EST EXP N/R	AGY REQ	AGY REQ N/R	
POS	FY 2002-03	FY 2002-03	FY 2002-03	FY 2003-04	FY 2003-04	
AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	
POS	POS	POS	POS	POS	POS	

LAW ENFORCEMENT, DEPT OF  
 PGM: CRIM JUST PROFESSION  
 LAW ENF TRNG/CERTIFIC SVCS

52.00	52.00	52.00	52.00	52.00		71000000
4,803,334	7,908,879			7,982,304		71800000
1,814.00	1,925.00			1,925.00		71800000
237,724,703	265,751,357	244,100		281,865,689	6,450,116	71800200
1,814.00	1,925.00			1,925.00		
237,724,703	265,751,357	244,100		281,865,689	6,450,116	

BUDGET ENTITY TOTAL:

DEPARTMENT TOTAL:

REPORT TOTAL:

# APPENDIX A - INFORMATION TECHNOLOGY PROJECTS OVERVIEW



## INFORMATION TECHNOLOGY REPLACEMENT PROGRAM

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

Chief Information Officer Brenda Owens, Information Program

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

Tom Watkins (410-8518)

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

Every program and service area in FDLE is dependent on information technology to operate. Personal computers, servers, and high-speed networks make it possible for FDLE members to be more productive than ever before. To continue improving the productivity of FDLE members and improve services to the agency's customers, information technology must be replaced / upgraded on a regular schedule.

Personal computer hardware & software - PC inventory should be upgraded every 4 years based on industry trends of new generations of CPUs every 18 months, major new releases of operating system software, and office application software.

Server hardware & software (Unix and NT) should be upgraded every 3 to 5 years depending on workload and system requirements. Unix and NT servers run all of FDLE's mission-critical information systems with the exception of the Computerized Criminal History System and Automated Fingerprint ID System. However, these remaining systems will be moved to Unix platforms through the Integrated Criminal History System (ICHS) Project in the near future.

**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
- Goal 2: Develop an integrated state network
- X Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing, and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Executive Director and Business Support Program  
    Executive Direction and Support Services  
Information Program  
    Network Service  
    Prevention and Crime Information Service  
Investigations and Forensic Science Program  
    Crime Lab Service  
    Investigations Service  
    Mutual Aid and Prevention Service  
    Public Assistance Fraud Service  
    Capitol Police Service  
Professionalism Program  
    Law Enforcement Standards Compliance Service  
    Training and Certification 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)
<u>X</u>			

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

FDLE has acquired PC hardware and software through specific budget issues and through redirecting resources when available.

Servers have been acquired through budget issues for specific projects. As new systems are planned, funding is requested for server hardware and software to support the systems. Replacement hardware and software has been acquired through specific budget issues and redirecting funds when available.

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

FDLE members will be able to effectively run new levels of operating system and office applications software. Some specific benefits of new operating system are:

Improved integration of web, communications, security, and application services  
Improved management tools for system administrators  
Improved reliability  
Broader support for new hardware devices

Increasingly, FDLE's information systems are designed to be web-based. New versions of operating system and office application software will provide the agency with the latest tools and features to build and operate secure and reliable applications.

**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 will be replaced in 4-year cycles. This updating will be designed to have little impact on the overall operation of the department. Training in new technology may be required.

**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)**

FDLE will submit a consolidated IT replacement request with other agencies in the Public Safety domain through the State Technology Office. The State Technology Office will coordinate requests and present a comprehensive technology replacement issue to the Governor's Office and Legislature.

**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)**

If funding is not provided, large segments of FDLE will be forced to continue running older versions of software and hardware. Generally, improvements in FDLE's information systems are designed to take advantage of new features in operating system software and increased processing power in personal computers. In time, members will be unable to take advantage of new features and, as equipment ages, reliability will become an issue.

**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:**

FY 2003-04 - FDLE plans to request approximately \$1.1 million for this project. Costs increase to about \$2.1 million by FY 2006-07. More detailed figures will be included in the final LRPP and Legislative Budget Request.

This issue most directly benefits FDLE members by providing them with the latest information technology. The availability of this technology affects the ability of FDLE to continue to improve productivity and deliver new services to its customers, Florida's criminal justice agencies. Nearly all work performed by FDLE members relies on information technology from electronic mail, to word processing, to accessing investigative information. Each generation of hardware and software provides more processing power and new functionality that translates into improved communication, increased output, and new methods for delivering services.

**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)**

This Project will operate on a 4-year cycle of IT resource replacement. The Project will begin in FY 2002-03 with Legislative appropriation.

# 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)**

Chief Information Officer Brenda Owens, Information Program

**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). Currently criminal history records for approximately 3.8 million individuals are stored.

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 and 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

**D. 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: Develop a state enterprise infrastructure
- X Goal 5: Provide for common data administration



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 1,002,383 disposition records in FY 2000-01.

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 4<sup>th</sup> generation programming product known as PROGENI). 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 Information Program, one of four major programs.

FDLE's customers use the system in different ways, including:

- ◆ Local Police and Sheriff's departments - identify criminals, ensure public safety, protect police officers, and investigate crimes;
- ◆ State Attorneys – establish grounds for prosecution and for enhanced penalties;
- ◆ Clerks of Court – conduct checks on employees, jurors, and other checks;
- ◆ Judges – set bail and use in 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 conduct 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); and
- ◆ 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's 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 no 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)**

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 fingerprints;  
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; and  
Cost to maintain the current CCH system is approximately \$12 million annually.

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

FDLE plans to request approximately \$2.9 million for this project in FY 2003-04.

FDLE is reviewing cost assumptions for the project. An independent cost estimate is being developed. Detailed cost figures for the life of the project will be included in the final LRPP and Legislative Budget Request.

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

Improvement of the criminal history reporting process – easier, more streamlined;  
Integration of CCH and AFIS and capture images, making it easier to identify subjects;  
Reduction in time & effort required to create and update criminal records and improve  
the quality and completeness of records;  
Improvement of non-criminal justice and public access and support high volume on-line  
transactions; and  
Improvement of analysis capabilities and implement 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)**

Organize Project Team	Completed
Data Mapping and Profiling	Completed
System Analysis	Completed
System Design	TBA
System Development	TBA
Implementation	TBA

Estimated completion dates for project phases will be provided in the final version of the LRPP.

# EVIDENCE MANAGEMENT SYSTEM

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

Chief Information Officer Brenda Owens, Information Program

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

Sue Livingston (410-8300)

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

FDLE laboratory management and users have identified new requirements that the current EMS cannot meet. Technological advancements include the ability to interface with laboratory instrumentation for the collection of data, transition to a paperless tracking process, electronic review/approval of reports, and the ability of customers to access case information through a secure internet site. The current EMS cannot perform these functions and the modification of the existing EMS would be cost and time prohibitive.

FDLE will invest in a new Laboratory Information Management System (LIMS) that will provide the added functionality needed.

**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
- Goal 2: Develop an integrated state network
- X Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing, and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Investigations and Forensic Science Program  
Crime Lab 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).)**

FDLE utilizes a multifaceted evidence management system (EMS) to track all evidence submitted for analysis. It was designed to effectively meet the department's objectives and provide a means to maintain, access, and report on-demand information as requested by users and management. Integral to the application is its ability to provide chain-of-custody for evidence transactions, automated analytical report generation, statistical reports, and inventory/audit functions.

The EMS was developed in-house by FDLE in 1997 and was deployed in 1998. FDLE members and contract programmers perform all maintenance. The system is still in use as originally deployed with only minor changes in functionality.

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

Purchasing LIMS (Laboratory Information Management System) will allow FDLE laboratories to interface laboratory instrumentation with evidence tracking data which will reduce the amount of administrative time required to complete case work and help to move cases through the system more quickly.

**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 purchase of LIMS will include software, hardware (server, bar code printers), technical support, and training.

**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)**

None

**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)**

Critical to the operation of the FDLE crime laboratories is the continued success of the accreditation process. FDLE is an accredited laboratory through the American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB) and will be seeking re-accreditation in late 2004. ASCLD/LAB is currently seeking the International Standards Organization (ISO) certification and thus all laboratories must also comply with ISO 17025 standards. Within these standards is the requirement for laboratories to provide documentation that all electronic data is secure and that any corrections to such data be tracked. The current EMS cannot meet this requirement. Therefore, it is necessary to have a new system in place by the next accreditation period. While such systems were not commercially available in 1997 when the current system was developed, there are several systems now on the market that can meet all of these needs.

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

Approximately \$600,000

The new LIMS will streamline the evidence intake process, reduce the time required to prepare and complete laboratory reports as well as provide management with more comprehensive management reports. It will increase customer service by allowing customers to directly access information about their cases through a secure website.

**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)**

The LIMS will be implemented in FY 2002-03. Specific milestones are under development.

## FCIC WORKSTATION SOFTWARE

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

Chief Information Officer Brenda Owens, Information Program

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

Kristal Pickel (410-8410)

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

The Florida Crime Information Center (or FCIC) is an intrastate telecommunication network that provides agency-to-agency communication and access to computerized criminal justice information at the state and national levels. Florida's criminal justice community can access FCIC 24 hours a day, 365 days a year.

FCIC provides information on wanted or missing persons, stolen vehicles and other property, and information from other state agency and federal databases, including license and registration data.

The FCIC Workstation Software (WSSW) is distributed to all Florida criminal justice agencies. This software provides an interface to the FCIC system to let agencies enter, query and modify state and national wanted and missing files.

Approaching obsolescence, the software must be redesigned to take advantage of current technology. FDLE plans to use existing maintenance funding to offset the cost of the WSSW re-design.

**F. 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
- Goal 2: Develop an integrated state network
- X Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing, and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

- Information Program
  - Network Service
  - Prevention and Crime Information Service
- Investigations and Forensic Science Program
  - Crime Lab Service
  - Investigations Service
  - Mutual Aid and Prevention Service
  - Public Assistance Fraud Service
  - Capitol Police Service
- Professionalism Program
  - Law Enforcement Standards Compliance Service
  - Training and Certification 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)
<u>  X  </u>	_____	_____	_____

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

The current FCIC software is based on technology that is approximately seven years old. The antiquation of this software requires the Customer Support Center, BSE-FCIC development group, and the Information Delivery Team to continually trouble-shoot issues for local agencies. In addition, the maintenance effort (as well as cost) is growing as the system nears its obsolescence.



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

FDLE will move from old technology (client server application) to new technology (web based with possibility of thin client) in the development of the new FCIC Workstation Software.

**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)**

This updating will be designed to have as little impact on the criminal justice community and the overall operation of the department as possible. Training in new software may be required.

**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)**

This updating will be designed to have as little impact on the criminal justice community and the overall operation of the department as possible. Training in new software may be required.

**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)**

If funding is not provided FDLE will be forced to continue running and maintaining an older version of FCIC Workstation Software. This will take increasingly large amounts of resources (people and money) to maintain the same amount of service to our customer.

**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:

\$250,000 per year (recurring) and this issue benefits all of Florida's criminal justice community by providing them with the latest in information management.

**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)**

FDLE is preparing a Request for Information (RFI) to identify potential replacement products. The RFI is scheduled to be released \_\_\_\_\_.

A more detailed project schedule will be included in the final LRPP.

# CAREER OFFENDER REGISTRY

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

Chief Information Officer Brenda Owens, Information Program

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

Martha Wright (410-8111)

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

2002 legislation requires FDLE to establish and maintain a statewide Career Offender Registry. The registry database will accept, house and disseminate registration information from and, in some cases to, multiple sources including: local law enforcement, the Department of Corrections, Department of Highway Safety and Motor Vehicles, and Florida Court Clerks. The registration information must be accessible to law enforcement and be made available to citizens upon request.

**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
- Goal 2: Develop an integrated state network
- X Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Information Program  
    Network Service  
    Prevention and Crime Information Service  
Investigations and Forensic Science Program  
    Crime Lab Service  
    Investigations Service  
    Mutual Aid and Prevention Service  
    Public Assistance Fraud Service  
    Capitol Police Service  
Professionalism Program  
    Law Enforcement Standards Compliance Service  
    Training and Certification 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).)**

This is career offenders initiative has never been consolidated into a single database.

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

FDLE is creating a database of all career offenders. Similar in style to the Sexual Offender / Predator system, the Career Offender System will be available to criminal justice agencies through CJNet and to the public through the Internet.

**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)**

None

**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)**

This new system will provide another tool for Florida's criminal justice community to use to prevent and solve crime and apprehend offenders.

**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)**

FDLE will not meet its statutory mandate.

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

Project Appropriation: \$201,950 recurring, \$244,100 nonrecurring

Budget Plan FY 02-03	OPS	Salary & Benefits	Expense	OCO	Total
1st Quarter TOTAL	\$108,000	\$23,488	\$48,634	\$62,500	\$242,622
2nd Quarter TOTAL	\$42,000	\$24,793	\$1,016	\$0	\$67,809
3rd Quarter TOTAL	\$42,000	\$24,793	\$1,016	\$0	\$67,809
4th Quarter TOTAL	\$42,000	\$24,794	\$1,016	\$0	\$67,810
FY 02-03 Start Up Total	\$234,000	\$97,868	\$1,016	\$62,500	\$446,050

This issue benefits all of Florida's criminal justice community by providing them another tool to prevent crime and promote public safety.

**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)**

**Phase 1 - July to September 2002**

Complete the Project Proposal  
Complete the Needs Assessment  
Complete the Planning  
Complete the Design

**Phase 2 - October to December 2002**

Start Development  
Application/Integration Testing  
System Implementation

**Phase 3 - January to March 2003**

Training  
Maintenance

**Phase 4 - April to June 2003**

Implement public access through Internet  
Maintenance

# LIVESCAN STATION DEPLOYMENT

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

Chief Information Officer Brenda Owens, Information Program

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

Mark Scharein (410-8515)

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

Always an important part of some occupations, the concept of civilian criminal history checks have become much more widespread - and urgent - since September 11, 2001. Historically legislated in Florida for certain occupations or licenses (such as teachers, daycare workers, police officers, etc.), the demand for timely fingerprint-based criminal history checks has exploded. To improve this service to the public, FDLE has invested in a system - CWCS, the Civil Workflow Control System - which allows entities to submit information and fingerprints electronically. This system, first used by Florida's seaports to prevent smuggling, provides a criminal history response within 48 hours (often a shorter period) thereby eliminating criminals from positions or situations where they could harm both private industry and the public. Previously, the state and national processing of paper fingerprint cards could take weeks or months. In the future, FDLE plans to extend use of the CWCS throughout the state. The Florida Department of State wants to use CWCS to check applicants for several types of licenses and FDLE plan to create a network of CWCS input stations conveniently located at all county Sheriff's offices.

**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
- Goal 2: Develop an integrated state network
- X Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing, and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Information Program

    Network Service

    Prevention and Crime Information Service

Investigations and Forensic Science Program

    Investigations Service

    Mutual Aid and Prevention Service

    Public Assistance Fraud Service

    Capitol Police Service

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

**H.**

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, DOS license applicants complete a paper fingerprint card and mail it to FDLE for manual processing. The cards are then mailed to the FBI for national checks. This process often takes weeks, even months on occasion.



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

DOS license applicants will be able to visit any county Sheriff's office and submit their fingerprints and personal info electronically to FDLE (and through FDLE to the FBI). A criminal history response will be returned within 48 hours.

**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)**

None

**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)**

None

**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)**

FDLE will not meet its statutory mandate.

**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:

\$2,102,795 (non-recurring)

This project benefits private citizens who must undergo criminal background checks to obtain state-issued permits or licenses. It also benefits licensing agencies by streamlining the criminal background check process.

**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)**

The CWCS system was implemented in Florida's seaports in FY 2001-02. During FY 2002-03, FDLE will work with Sheriff's offices to install and connect equipment and train users to take advantage of the system.

## FCIC +

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

SAIC Phil Ramer, Office of Statewide Intelligence

**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 850-410-7094

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

Florida Law Enforcement needs easy access to many types of data, much of which is housed in different formats and information systems. Combining the many different data sources into one system and utilizing data mining technology significantly improves law enforcement analysis capabilities, increases the volume of data that can be correlated, and saves valuable investigative time.

FCIC+ is a windows-based application created to allow a user to rapidly and easily query multiple data sources within the same application. A single query to a large data warehouse can access records contained in FDLE criminal histories, Department of Highway Safety and Motor Vehicle and Department of Corrections files, as well as information contained in a multitude of public record and private data sources.

Using super computer power, FCIC+ allows authorized users to query data concerning subjects that match certain criteria. An investigator can go from billions of records to several hundred or less, with the system acting as a "pointer system" to allow the investigator to review matches and make a final subject determination.

**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
- Goal 2: Develop an integrated state network
- Goal 3: Provide for the integrity and privacy of state IT resources
- Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Information Program  
    Network Service  
    Prevention and Crime Information Service  
Investigations and Forensic Science Program  
    Investigations Service  
    Mutual Aid and Prevention Service  
    Public Assistance Fraud Service  
    Capitol Police Service

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

I.  
National            State Enterprise            Agency Enterprise            Program(s)/Service(s)  
\_\_\_\_\_              X              \_\_\_\_\_            \_\_\_\_\_

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

Currently, FDLE has limited and varied methods for locating and compiling information about persons of interest.

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

FCIC + will provide:

- ◆ An investigative and analytical tool that will be valuable to the state's Regional Domestic Security Task Forces and FDLE investigations
- ◆ Access to an integrated intelligence system that provides detailed information from public and private data sources
- ◆ Capability to run reports and queries, create on-line photo line-ups and "map" subject addresses and relationships

**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)**

None

**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)**

None

**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)**

Additional time and resources will be required to gather information (when available at all) for intelligence and investigation purposes.

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

Byrne funds are requested to provide:

- ◆ \$1.6 million (non-recurring) is requested for processing, hosting services, problem resolution, and initial training. Training will include certification of FDLE members as trainers to instruct other employees on system usage.
- ◆ \$120,000 (recurring) in user fees.

**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)**

System has been developed and is being tested by FDLE analysts. Upon approval of requested funding, FDLE will implement the system agency-wide. Future plans (no specific date established) include providing this system to local law enforcement through the CJNet.

## SEXUAL PREDATOR/OFFENDER TRACKING

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

Donna Uzzell, Director CJ Information Services Program

**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 850-410-7094

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

As of August 2002, 10,630 sexual offenders and predators are under supervision of the Florida Department of Corrections (FDC) and live and work in Florida's communities.

FDLE, local law enforcement agencies, and the Department of Corrections believe that CrimeTrax is one way Florida can reduce recidivism rates of these offenders and provide better supervision as well as provide a tool for law enforcement to identify and apprehend these repeat felons when new crimes are committed.

This issue proposes setting up pass through funding for State and Local agency monitoring, which requires placement of a passive device on convicted predators only as a condition of supervised release. This proposal recommends placement on those predators that have high level crimes and more than one conviction.

**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

Goal 2: Develop an integrated state network

Goal 3: Provide for the integrity and privacy of state IT resources

Goal 4: 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:** Criminal and Juvenile Justice Information Systems Council

**Goal(s) Supported by this Agency IT Project**

Goal 2: Facilitate the ongoing development and enhancement of a technology infrastructure within the criminal and juvenile justice community that supports the Council's mission of improving information sharing to further the prevention of crime and the enhanced apprehension, prosecution, sentencing and correctional supervision of offenders, both adult and juvenile.

Goal 3: Enhance the ability of criminal and juvenile justice agencies to share timely and accurate information needed for the prevention of crime and the apprehension, prosecution, sentencing, and correctional supervision of offenders by the development and promotion of statewide standards.

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

Information Program  
    Network Service  
    Prevention and Crime Information Service  
Investigations and Forensic Science Program  
    Investigations Service  
    Mutual Aid and Prevention Service  
    Public Assistance Fraud Service  
    Capitol Police 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).)**

None. Sexual Offenders and Predators are identified to law enforcement and the public through the FDLE website.



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

CrimeTrax will provide:

- ◆ A web-based computer system that combines global positioning satellites, data warehousing, and data integration technologies to electronically collect and integrate crime incident data from local law enforcement and cross-match it to the location of electronically monitored offenders on probation.
- ◆ Passive GPS monitoring that provides data about where an offender has been during established time parameters and provides the potential ability to link incidents with offenders and solve crimes
- ◆ Savings in investigative man-ours by eliminating potential suspects not in the area at the time a crime was committed
- ◆ Improved information for Florida's probation officers and increased offender accountability

**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)**

None

**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)**

None

**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)**

According to the U.S. Department of Justice and the Florida DC, approximately 25% of these offenders and close to 100% of the predators will re-offend while under community supervision, despite efforts to supervise or treat these offenders. CrimeTrax is an attempt to reduce this recidivism rate and provide greater public safety.

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

\$1,736,670 recurring General Revenue to provide passive monitoring for 793 predators under FDC supervision at a cost of \$6 per day for one full year. The cost includes equipment, software, monitoring and data integration services, system upgrades, training, and user help desk access.

**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)**

This project is contingent upon cooperation from the courts and the Department of Corrections. FDLE plans to procure 200 devices in FY 02-03. As offenders are released from DC custody, FDLE will request the courts to make wearing of the tracking device a condition of their release.

# APPENDIX B - CAPITAL IMPROVEMENT PROJECTS OVERVIEW

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## **New Construction and Non-structural Acquisition Strategy**

FDLE is not requesting funding for any new projects during the five-year period from 03-04 to 07-08.

## **Operational Maintenance Strategy**

The Florida Department of Law Enforcement's (FDLE) goal is to obtain the maximum utility from our Fixed Capital support equipment while at the same time ensuring maximum energy efficiency and operating cost reductions. This goal will be realized by conducting the required preventative maintenance, as required by either the manufacturer or the Department of Management Services' (DMS) Rules, as promulgated, pursuant to Chapter 255.49, Florida Statutes.

FDLE will adopt the DMS Preventative Maintenance Program. The required preventative maintenance and record keeping will be conducted in accordance with DMS' rules. This preventative maintenance program applies to specific equipment such as motors, boilers, ventilation, and climate control systems. The program is designed to extend the service life of our equipment and be cost effective in the terms of energy efficiency, repairs, down time, and/or replacement. FDLE will ensure preventative maintenance and in-service training will be provided to each facility superintendent on an annual or as-needed basis. The facility superintendent will also participate in the equipment's manufacturer training programs.

The Department realizes that a viable preventative maintenance program is essential for efficient plant operation. Because of the highly technical nature of the services provided by our laboratories, it is imperative that these facilities be maintained in such a condition as to provide the optimum service at the lowest possible cost. Since the inception of the fixed capital preventative maintenance program, we can maximize the life expectancy of all systems.

The maintenance and operations of the Ed Blackburn Regional Law Enforcement Center in Tampa is the responsibility of this Department, pursuant to Chapter 255.249, Florida Statutes.

The general maintenance is considered to be repairs and replacement of components to maintain equipment in its optimum working condition. The work will include wall repair, preventative maintenance painting, plumbing, carpentry, electrical repairs and repairs to walkways, driveways, and parking lots. System maintenance is the general maintenance work primarily associated with both plant's climate control and ventilation (HVAC) equipment and the related electrical and electronic energy control equipment. This work includes repair and maintenance of climate control equipment, boilers, belts, motors, and valves.

## **Capital Renewal Strategy**

It will be necessary for FDLE to request 2003-04 funding for major building repairs to the Ed Blackburn Building in Tampa (Tampa Bay Regional Operations Center). A complete review was performed on the heating, ventilation, and air conditioning (HVAC) system in 2001. This review was performed by an engineering company and the estimated cost for replacing the chillers is \$478,000. These chillers are over 10 years old and have sustained damage caused by salt air and inadequate capacity for the size of the building. There is a critical need to replace these chillers as soon as possible.

It is also necessary for FDLE to request funding to enhance and complete needed security measures in the Capitol complex to assure the safety and well being of Florida's elected officials, staff, and visitors. In the wake of the attacks of September 11, 2001, the Legislature appropriated \$693,000 during the previous Legislative session for the first phase of security improvements to the Capitol complex.

Additional improvements are necessary to control access to the Capitol complex. Funds are requested for security enhancements to the garage entry and exit points to the Capitol, House building, Senate building, and Knott building. Security improvements will include construction of new guard booths, concrete protection walls, hydraulic barricades, metal rollup doors, and steel pipe bollards. Estimated costs for these enhancements are \$1,178,000.

The total request for capital renewal expenditures is \$1,656,000 for FY 2003-04.

### **Facility Lease Strategy**

FDLE leases state-owned space which includes the FDLE Headquarters facility in Tallahassee; the Jacksonville Regional Operations Center; the Orlando Regional Operations Center; the Miami Regional Operations Center; space in the Capitol for the Florida Capitol Police; and an offsite mail facility due to domestic security concerns. The Department also leases privately owned space in 30 facilities around the state for investigative field offices and Regional Operation Centers for Pensacola and Fort Myers.

FDLE owns and manages the Ed Blackburn building in Tampa for the Tampa Regional Operations Center.

FDLE requires adequate space for critical law enforcement programs including:

- Statewide Investigative Services
- Domestic Security
- Crime Laboratory Services
- Mutual Aid and Protection of Dignitaries
- Public Assistance Fraud
- Criminal Justice Network (CJNET)
- Florida Crime Information Center (FCIC)
- Integrated Criminal History System (ICHS)
- Office of Criminal Justice Grants
- Automated Fingerprint Identification System (AFIS)
- DNA Database
- Educational programs for local law enforcement
- Drug Abuse Resistance Education (D.A.R.E.)
- Executive direction and business support services
- Florida Capitol Police

FDLE is not requesting funding for additional leased space during this five-year period.

### **Capital Outlay Grants to Local Governments and Non-state Entities**

FDLE currently does not provide grants to local government and non-state entities for fixed capital outlay projects. FDLE does award federal grants under the Violent Offender Incarceration Truth in Sentencing (VOITIS) grant program. Historically, these awards have gone to state agencies such as Department of Juvenile Justice and Department of Corrections. However, up to 10% of these funds could be awarded to local units of government under federal guidelines.



**APPENDIX C -  
POTENTIAL POLICY CHANGES AFFECTING AGENCY  
BUDGET REQUEST**

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None specified.

**APPENDIX D -  
CHANGES IN APPROVED PROGRAMS, SERVICES,  
AND ACTIVITIES REQUIRING SUBSTANTIAL LEGISLATIVE  
ACTION**

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None specified.

# APPENDIX E - TASK FORCES AND STUDIES IN PROGRESS

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## Law Enforcement Task Forces

**Central Florida Heroin High Intensity Drug Trafficking Area Task Force (HIDTA)** combats the increasing flow of heroin into central Florida by interdiction of carriers, wire intercepts, and other proven investigative techniques. Participants are federal, state, and local resources and will work closely with law enforcement in Puerto Rico and Colombia.

**Central Florida HIDTA Money Laundering Task Force** targets drug and money laundering operations in the Central Florida area through collaborative efforts with other HIDTA initiatives in the Central Florida HIDTA.

**Cooperative Disability Investigations (CDI) Task Force** is a cooperative effort among Federal and State agencies to pool resources and reduce the incidence of fraud and abuse in the Social Security Administration's (SSA) disability programs, related Federal and State programs, and other insurance and benefit payment programs. Participants are the Social Security Administration (SSA), Florida Department of Health-Division of Disability Determinations (DDD), and FDLE.

**DEA Task Force** was formed by the Drug Enforcement Administration to attack narcotic sales and trafficking statewide with a united law enforcement investigative effort. Participants are Florida local law enforcement agencies and FDLE.

**Economic Crime Unit (ECU) Task Force** investigates major economic crime cases through a unified effort with the Lee County SO, Cape Coral PD, Ft. Myers PD, and the State Attorney's Office 20<sup>th</sup> Judicial Circuit, and FDLE.

**FBI Joint Terrorism Task Force** is a multi-agency component co-located with the FBI investigative assets. Integration of the appropriate local, state, and federal agency resources ensures a coordinated enforcement effort. FDLE has limited participation on this Task Force.

**Fugitive Apprehension Strike Team (FAST) Task Force** seeks out and arrests violent criminals and narcotic fugitives who have unexecuted state and federal warrants lodged against them. This is a statewide effort that involves local, out of state, and federal agencies.

**Joint Task Force for the Statewide Law Enforcement Radio System** is a statutory board, in conjunction with the State Technology Office, oversees the operations of the state agency radio system.

**LEACH Task Force** conducts proactive and reactive investigations of crimes against children online and provides computer forensics associated with these cases. Participants are Broward County Sheriff's Office, US Customs, FBI, and US Postal Service, and FDLE.

**Metropolitan Bureau of Investigation (MBI) Task Force** is a multi-agency Task Force made up of three groups: Narcotics, Vice, and Organized Crime. The Narcotics group is tasked with mid-level narcotics enforcement in the 9<sup>th</sup> Judicial Circuit.

**Operation No Fear (South Florida HIDTA) Task Force** targets street level "open air" drug markets. Operates on a part-time basis, with operations conducted twice a month with participants from local law enforcement agencies in Broward County and FDLE.

**Operation Miami River Walk** is a multi-agency task force designed to disrupt the importation of cocaine via the Miami River and surrounding area. Participants include U.S. Customs Service, U.S. Coast Guard, FBI, DEA, IRS, EPA, OSHA, INS, Border Patrol, USDA and the U.S. Attorney's Office. State agencies include FDLE, FHP, Game and Freshwater Fish Commission, Departments of Business and Professional Regulation, Transportation, and Banking and Finance, Florida National Guard, State Attorney's Office and Statewide Prosecutor. Local agencies include Miami-Dade Police, City of Miami Police and Broward County Sheriff's Office.

**Regional Domestic Security Task Forces (RDSTF)** multi-agency task forces aligned along FDLE/DEM regions to coordinate responses to terrorist incidents, ensure proper training for state and local personnel, and collect/disseminate terrorist intelligence.

**Southeast Florida Regional Task Force** targets the disruption of local drug trafficking organizations by augmenting FDLE narcotics enforcement efforts in Broward County.

**South Florida Money Laundering Strike Force (Formerly IMPACT)** targets major narcotics traffickers and money launderers operating in South Florida, to disrupt and dismantle these organizations through seizures, arrests and prosecution. The group is guided by a Steering Committee of agency representatives from the City of Miami P.D., the Dade State Attorney's Office, the Miami Beach P.D., the Coral Gables P.D., Aventura P.D., Golden Beach PD, North Miami Beach PD, North Miami PD, Homestead PD, Monroe S.O., Broward S.O., and FDLE. Other participants include Florida and federal law enforcement agencies.

**STREET (Street Terrorism Racketeering Enforcement & Eradication Team) Task Force** targets gangs for proactive investigation and will make full use of the STEP Act, Chapter 874 Florida Statutes and the RICO Statute.

**STOP (Dade Jamaican Posse) Task Force** targets armed career criminals for arrest, through investigations of armed home invasion robbery groups in South Florida, working closely with local robbery and homicide units.

**Violent Fugitive Task Force (VFTF)** seeks out and arrests individuals who have state or federal warrants outstanding against them for targeted crimes including murder, arson, sexual battery, robbery, kidnapping, aggravated battery, aggravated child abuse, RICO violations, narcotics trafficking, firearms violations, escape or parole and probation violations with any of the aforementioned crimes as underlying offenses. Participants are the United States Marshals Service for the Northern District of Florida, Tallahassee Police Department, Leon County Sheriff's Office, Florida DOC, and FDLE.

#### **Other Task Forces**

**Chief Information Officers (CIO) Council** participates with all Florida state government CIOs.

**Domestic Violence Fatality Review Team** examines in-depth cases that resulted in a domestic violence fatality in an effort to identify potential changes in policy or procedures that might prevent a future death. Participants are representatives from law enforcement, the courts, social services, State Attorneys, Domestic Violence Centers and others who may come into contact with domestic violence victims and perpetrators.

**Juvenile Disposition Taskforce** improves percentages of juvenile disposition data. Various contributors/users of juvenile disposition information are participants.

**Integrated Criminal History System (ICHS) Advisory Workgroup** defines the requirements and features for the new Integrated Criminal History System comprised of the Computerized Criminal History System (CCH) and the Automated Fingerprint Identification System (AFIS). Participants are representatives from state, county and local criminal justice agencies.

**Livescan Quality Taskforce** develops understandable quality criteria for use in assuring that arrest info submitted via livescan is consistent and accurate. "Livescan Agency Coordinators" from all counties w/Livescan are participants.

**National Law Enforcement Telecommunications Systems (NLETS)** serves as Florida's representative to this organization.

**NLETS Technical Operations Committee** addresses and makes recommendations on all policy and operational issues for NLETS.

**Oracle Negotiation Task Force** negotiates a contract for the state of Florida with the Oracle Corporation.

**State Technology Office (STO) Network Workgroup** develops policies and strategic plans for a combined state network of voice, data, and video transmissions.

**STO Public Key Infrastructure Workgroup** identifies, selects, and demonstrates the standards and procedures associated with enterprise authentication, authorization, privacy and key management.

**STO Information Security Workgroup** developing a baseline security policy for all state agencies.

The following task forces provide expertise for skills taught in the Criminal Justice Standards and Training Commission's (CJSTC) basic recruit training programs:

**Executive Planning Committee** is a sub-group of the CJSTC and provides advisory oversight for criminal justice programs.



High Liability Trainers' Conference Steering Committee provides assistance with the training topics presented at the CJSTC High Liability Trainers' Conference.

## Studies

Drug Seizures Study of drug seizures reporting and data validation.

Florida's Drug Offenders: An Analysis of Criminal Careers examines offenders sentenced to the Department of Corrections for a drug crime during the calendar year 1999 to produce a detailed description of criminality of drug offenders in Florida.

Investigative Resource Assessment ensures that investigative resources are allocated in accordance with the investigative strategy and current trends and conditions.

Task Force Reporting Study of task force reporting and data validation.

Typology of Florida's Inter-jurisdictional Offenders examines Florida's inter-jurisdictional offenders, those offenders whose careers show a pattern of mobility.

The following studies were conducted to provide timely information on emerging criminal activities and trends:

Identity Theft Fraud Assessment;  
Fraud Assessment; and  
Drug Assessment

# APPENDIX F - GLOSSARY OF TERMS

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**Activity:** A set of transactions within a budget entity that translates inputs into outputs using resources in response to a business requirement. Sequences of activities in logical combinations form services. Unit cost information is determined using the outputs of activities.

**Actual Expenditures:** Includes prior year actual disbursements, payables and encumbrances. The payables and encumbrances are certified forward at the end of the fiscal year. They may be disbursed between July 1 and December 31 of the subsequent fiscal year. Certified forward amounts are included in the year in which the funds are committed and not shown in the year the funds are disbursed.

**Appropriation Category:** The lowest level line item of funding in the General Appropriations Act which represents a major expenditure classification of the budget entity. Within budget entities, these categories may include: salaries and benefits, other personal services (OPS), expenses, operating capital outlay, data processing services, fixed capital outlay, etc. These categories are defined within this glossary under individual listings. For a complete listing of all appropriation categories, please refer to the ACTR section in the LAS/PBS User's Manual for instructions on ordering a report.

**Baseline Data:** Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

**Budget Entity:** A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

**Cleared Case:** 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

**D3-A:** A legislative budget request (LBR) exhibit which presents a narrative explanation and justification for each issue for the requested years.

**Demand:** The number of output units which are eligible to benefit from a service or activity.

**Estimated Expenditures:** Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

**Exceptionally Cleared Case:** Case closed for one of five reasons: protection of source, statute of limitations, target incarcerated elsewhere; target deceased, or witness unavailable.

**Fixed Capital Outlay:** Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property which materially extend its useful life or materially improve or change its functional use, and including furniture and equipment necessary to furnish and operate a new or improved facility.

**Indicator:** A single quantitative or qualitative statement that reports information about the nature of a condition, entity or activity. This term is used commonly as a synonym for the word “measure.”

**Information Technology Resources:** Includes data processing-related hardware, software, services, telecommunications, supplies, personnel, facility resources, maintenance, and training.

**Input:** See Performance Measure.

**Judicial Branch:** All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

**LAS/PBS:** Legislative Appropriation System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

**Legislative Budget Commission:** A standing joint committee of the Legislature. The Commission was created to: review and approve/disapprove agency requests to amend original approved budgets; review agency spending plans; issue instructions and reports concerning zero-based budgeting; and take other actions related to the fiscal matters of the state, as authorized in statute. It is composed of 14 members appointed by the President of the Senate and by the Speaker of the House of Representatives to two-year terms, running from the organization of one Legislature to the organization of the next Legislature.

**Legislative Budget Request:** A request to the Legislature, filed pursuant to s. 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

**Long-Range Program Plan:** A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.

**Narrative:** Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

**Nonrecurring:** Expenditure or revenue which is not expected to be needed or available after the current fiscal year.

**Outcome:** See Performance Measure.

**Output:** See Performance Measure.

**Outsourcing:** Describes situations where the state retains responsibility for the service, but contracts outside of state government for its delivery. Outsourcing includes everything from contracting for minor administration tasks to contracting for major portions of activities or services which support the agency mission.

**Pass Through:** Dollars that flow through an agency’s budget for which the agency has no discretion with respect to spending or performance. Examples of pass throughs include double budget for data centers, tax or license for local governments, WAGES contracting, etc.

Performance Ledger: The official compilation of information about state agency performance-based programs and measures, including approved programs, approved outputs and outcomes, baseline data, approved standards for each performance measure and any approved adjustments thereto, as well as actual agency performance for each measure

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance.

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Policy Area: A grouping of related activities to meet the needs of customers or clients which reflects major statewide priorities. Policy areas summarize data at a statewide level by using the first two digits of the ten-digit LAS/PBS program component code. Data collection will sum across state agencies when using this statewide code.

Privatization: Occurs when the state relinquishes its responsibility or maintains some partnership type of role in the delivery of an activity or service.

Program: A set of activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act for FY 2001-2002 by a title that begins with the word "Program." In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the LRPP.

Program Purpose Statement: A brief description of approved program responsibility and policy goals. The purpose statement relates directly to the agency mission and reflects essential services of the program needed to accomplish the agency's mission.

Program Component: An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Reliability: The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

Resolved Case: FDLE case resolved – incident or crime brought to a resolution: allegation unfounded; all aspects resolved; exceptionally cleared; fugitive apprehended; and prosecution declined.

Service: See Budget Entity.

Standard: The level of performance of an outcome or output.

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

Unit Cost: The average total cost of producing a single unit of output – goods and services for a specific agency activity.

# APPENDIX G - EXPLANATION OF ACRONYMS

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AFIS	Automated Fingerprint Identification System
AIMS	Automated Investigative Management System
ARS	Assignment/Referral Tracking System
ASCLD	American Society of Crime Laboratory Directors
ATMS I & II	Automated Training Management System
ATP	Alcohol Testing Program
CALEA	Commission on Accreditation for Law Enforcement Agencies
CCH	Computerized Criminal History
CEO	Chief Executive Officer
CER	Computer Evidence Recovery
CIO	Chief Information Officer
CIP	Capital Improvements Program Plan
CJJIS	Criminal and Juvenile Justice Information Systems Council
CJSTC	Criminal Justice Standards and Training Commission
CJNet	Criminal Justice Network
DARE	Drug Abuse Resistance Education
DME	Domestic Marijuana Eradication
DUI	Driving Under the Influence
EBT	Electronic Benefits Transfer
EFT	Electronic Funds Transfer
EOG	Executive Office of the Governor
FBI	Federal Bureau of Investigations
FCIC	Florida Crime Information Center
FCJEI	Florida Criminal Justice Executive Institute
FCO	Fixed Capital Outlay
FDLE	Florida Department of Law Enforcement
FFMIS	Florida Financial Management Information System
FLAIR	Florida Accounting Information Resource Subsystem
FPP	Firearm Purchase Program
F.S.	Florida Statutes
GAA	General Appropriations Act
GBI	Georgia Bureau of Investigation
GHB	Gamma-hydroxy butyric acid
GR	General Revenue Fund
HIDTA	High Intensity Drug Trafficking Area
ICHS	Integrated Criminal History System
IOE	Itemization of Expenditure
IRA	Investigative Resource Assessment
IT	Information Technology
LAN	Local Area Network

LAS/PBS	Legislative Appropriations System/Planning and Budgeting Subsystem
LBC	Legislative Budget Commission
LBR	Legislative Budget Request
LOF	Laws of Florida
LRPP	Long Range Program Plan
MAN	Metropolitan Area Network (information technology)
MARS	Mutual Aid Resources and Services
MDMA	Methylenedioxymethamphetamine (Ecstasy)
NASBO	National Association of State Budget Officers
NICS	National Instant Check System
NIST	National Institute of Standards and Technology
OPB	Office of Policy and Budget, Executive Office of the Governor
OSI	Office of Statewide Intelligence
PAF	Public Assistance Fraud
PAS	Public Access System
PBB	Performance Based Budgeting
PMA	Paramethoxyamphetamine
Pro-ACT	Pro-active Accountability Comprehensive Tracking
RDSTF	Regional Domestic Security Task Forces
SAFE	Strikeforce Against Fraudulent Enterprises
SCP	State Comprehensive Plan
SFCP	Structured Forensic Compensation Plan
SHOCAP	Serious Habitual Offender Comprehensive Action Program
SIF	Stop Inmate Fraud
SLEMACC	State Law Enforcement Mutual Aid Command Center
SOT	Special Operations Team
STO	State Technology Office
SPARS	Statewide Property Automated Recovery System
SWOT	Strengths, Weaknesses, Opportunities and Threats
TCS	Trends and Conditions Statement
TF	Trust Fund
THUGS	Taking Hoodlums Using Guns Seriously
TRW	Technology Review Workgroup
UCR	Uniform Crime Reports
US	United States
ViCIS	Violent Crime Information System
WAGES	Work And Gain Economic Self-sufficiency
WAN	Wide Area Network (information technology)
ZBB	Zero Based Budgeting

# APPENDIX H - LIST OF ALL APPROVED PERFORMANCE MEASURES AND STANDARDS (FY 2002-03)



## Executive Direction and Business Support Program

<b>Executive Leadership and Support Services</b>	
Administrative support costs as a percent of total agency costs	4%
Number of cases awarded emergency violent crime funds	18
Total number of agencies accredited	109
Number of grants disbursed	400

## Investigations and Forensic Science Program

<b>Crime Lab Services</b>	
Number of lab service requests completed	73,112
Percent of lab service requests completed	95.0%
Average number of days to complete Toxicology service requests	44
Average number of days to complete Chemistry service requests	35
Average number of days to complete Crime Scene service requests	40
Average number of days to complete Firearms service requests	135
Average number of days to complete AFIS service requests	56
Average number of days to complete Latents service requests	65
Average number of days to complete Serology/DNA service requests	111
Average number of days to complete CER service requests	123
Average number of days to complete Microanalysis service requests	118
Number of crime scenes processed	600
Number of DNA samples added to DNA database	30,000
Number of AFIS service requests completed	4,000
Number of CER service requests completed	373
Number of Chemistry service requests completed	36,236
Number of Toxicology service requests completed	6,719
Number of Microanalysis service requests completed	854
Number of laboratory service requests	74,335
Number of Firearms service requests completed	4,991
Number of Latents service requests completed	11,615
Number of Serology/DNA service requests completed	7,071
<b>Investigative Services</b>	
Number/percentage of criminal investigations closed resulting in an arrest	826 / 67%
Number/percentage of closed criminal investigations resolved	1,182 / 87%
Number/percentage of criminal investigations closed	1,353 / 47.5%
Number of major drug criminal investigations closed	338
Number of computer crime criminal investigations closed	12
Number of violent crime criminal investigations closed	1,118
Number of public integrity criminal investigations closed	124
Number of economic fraud criminal investigations closed	209

Number of criminal investigations worked	2,964
Number of short-term investigative assists worked	3,819
Number of plants seized	100,000
Number of training sessions provided for SHOCAP participants	1
Number of incidents responded to	N/A
Number of criminal justice agencies provided investigative analytical support (NFRISC)	88
Number of criminal justice agencies provided investigative analytical support (SFRISC)	155
Number of criminal justice agencies provided investigative analytical support (CFRISC)	99
<b>Mutual Aid Services</b>	
Percentage of customers who found FDLE's emergency preparedness and response efforts useful	95%
Number of dignitaries provided with FDLE protective services	52
Number of responses to a declared state of emergency	6
<b>Public Assistance Fraud Services</b>	
Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	\$27.8 million
Public assistance fraud investigations conducted	11,268
<b>Capitol Police Services</b>	
Number of criminal incidents per 1,000 employees	3.42
Number of officer patrol hours	91,800
Total number of criminal and non-criminal calls for service	7,489

### Information Program

<b>Network Services</b>	
Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	96%
Percentage of time FCIC is running and accessible	99.5%
Percentage response to criminal history record check customers within defined timeframes	92%
Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	85%
Number of FCIC work stations networked	35,000
Number of requests for customer support	18,500
Number of FCIC data transactions	450 million
<b>Prevention and Crime Information Services</b>	
Percentage of criminal history information records compiled accurately	89%
Number of arrest/identification records created and maintained	6.9 million
Number of registered sexual predators/offenders identified to the public	25,017
Number of missing children cases worked through MCIC	760
Number of responses to requests for crime statistics	182,800
Number of requests for certificates of eligibility	8,700
Number of FCIC audits conducted	475
Number of criminal history errors detected and corrected	150,000
Number of criminal arrest records received electronically (through AFIS) for entry	825,600



Number of training classes offered	255
Number of felony disposition records added to the criminal history file	650,000
Number of responses to requests for criminal history record checks	1.7M
Number of responses to requests for criminal history record checks for prospective gun purchasers	240,000
Number of responses to requests for criminal history record checks under Florida Public Records Law	1.1 million
Number of responses to requests for criminal history record checks for licensing/employment	400,000
Number of responses to requests for criminal history record checks under National Child Protection Act	15,000

### Professionalism Program

<b>Standards Compliance Services</b>	
Percentage of training schools in compliance with standards	100%
Number of breath-testing instruments inspected	491
Number of records audited to validate the accuracy and completeness of ATMS2 record information	6,500
Number of program and financial compliance audits performed	2,000
Number of discipline referrals processed for state & local LEOs and CO's and CPOs pursuant to Ch. 120, F.S.	1,500
Number of criminal justice officer disciplinary actions	452
<b>Training and Certification Services</b>	
Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers	80%
Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	5,600
Number of course curricula and examinations developed or revised	135
Number of examinations administered	7,000
Number of individuals trained by the Florida Criminal Justice Executive Institute	745
Number of law enforcement officers trained by DARE	145
Number of requested technical assists provided	10,000
Number of professional law enforcement certificates issued	25,000

DEPARTMENT	PROGRAM	MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000	LAW ENFORCEMENT, DEPT OF	1 Administrative support costs as a percent of total agency costs	3.0%	3.5%	4.0%	3.5%
71150000	PGM: EXEC DIR/BUS SPPT PRG	2 Number of grants disbursed	400	307	400	400
71150200	EXECUTIVE DIR/SUPPORT SVCS	3 Total Number of agencies accredited	109	95	109	109
		4 Number of cases awarded emergency violent crime funds	18	39	18	18
71550000	PRG: CAPITOL POLICE	1 Number of criminal incidents per 1,000 employees	N/A	10.85	3.42	9.38
71550100	CAPITOL POLICE	2 Number of officer patrol hours	N/A	23,764	91,800	91,800
		3 Total number of criminal and noncriminal calls for service	N/A	94,080	7,489	9,384
71600000	PGM: CRIM JUS INV/FOREN SC	1 Percent of lab service requests completed	95.0%	93.0%	95.0%	95.0%
71600100	CRIME LABORATORY SERVICES	2 Number of lab service requests received	73,112	73,539	73,112	73,112
		3 Average number of days to complete lab service requests by lab discipline: Toxicology	44	29	44	40
		4 Average number of days to complete lab service requests by lab discipline: Chemistry	35	16	35	30

DEPARTMENT PROGRAM SERVICE MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 PRIOR YEAR ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000 LAW ENFORCEMENT, DEPT OF				
71600000 FGM: CRIM JUS INV/FOREN SC				
71600100 CRIME LABORATORY SERVICES				
5 Average number of days to complete lab service requests by lab discipline: Crime Scene	40	21	40	30
6 Average number of days to complete lab service requests by lab discipline: Firearms	135	66	135	80
7 Average number of days to complete lab service requests by lab discipline: Documents	59	0	n/a	0
8 Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	56	41	56	50
9 Average number of days to complete lab service requests by lab discipline: Latents	65	51	65	60
10 Average number of days to complete lab service requests by lab discipline: Serology/DNA	111	193	111	111
11 Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)	123	113	123	90
12 Average number of days to complete lab service requests by lab discipline: Microanalysis	118	113	118	115
13 Number of crime scenes processed	600	369	600	600
14 Number of DNA samples added to DNA database	24,000	41,960	30,000	30,000
71600200 INVESTIGATIVE SERVICES				

DEPARTMENT PROGRAM SERVICE MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000 LAW ENFORCEMENT, DEPT OF				
71600000 PGM: CRIM JUS INV/FOREN SC				
71600200 INVESTIGATIVE SERVICES				
1 Percentage of closed criminal investigations resolved	87.0%	73.0%	87.0%	73.0%
2 Number of closed criminal investigations resolved	1,069	880	1,182	906
3 Criminal investigations closed resulting in an arrest: Number	826	788	826	812
4 Criminal investigations closed resulting in an arrest: Percentage	67.0%	66.0%	67.0%	66.0%
5 Number of criminal investigations worked	2,964	2,617	2,964	2,696
6 Number of criminal investigations closed	1,353	1,203	1,353	1,240
7 Percentage of criminal investigations closed	47.5%	46.0%	47.5%	46.0%
8 Number of short-term investigative assists worked	3,472	3,467	3,819	3,571
71600300 MUTUAL AID/PREVENTION SVCS				
1 Percentage of customers who found FDLE's emergency preparedness and response efforts useful	95.0%	100.0%	95.0%	97.0%
2 Number of dignitaries provided with FDLE protective services	52	77	52	52
71700000 PGM: CRIM JUST INFORMATION				
71700100 NETWORK SERVICES				
1 Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	96%	99.9%	96%	96.0%

DEPARTMENT PROGRAM SERVICE MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 PRIOR YEAR ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000 LAW ENFORCEMENT, DEPT OF				
71700000 PGM: CRIM JUST INFORMATION				
71700100 NETWORK SERVICES				
2 Percentage of time FCIC is running and accessible	99.5%	99.96%	99.5%	99.5%
3 Percentage response to criminal history record check customers within defined timeframes	92.0%	94.0%	92.0%	92.0%
4 Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	85.0%	75.4%	85.0%	85.0%
5 Number of Florida Crime Information Center (FCIC) operators	30,000	39,144	35,000	53,550
71700200 PREVENTION/CRIME INFO SVCS				
1 Percentage of criminal history information records compiled accurately	89.0%	92.0%	89.0%	90.0%
2 Number of responses to requests for criminal history record checks	1.6M	1.8M	1.7M	1.77M
3 Number of registered sexual predators/offenders identified to the public	19,774	22,691	25,017	33,032
4 Number of missing children cases worked through MCIC	643	759	760	800
5 Number of arrest/identification records created and maintained	6.6M	6,832,409	6.9M	7.7M

71800000 PGM: CRIM JUST PROFESSION  
 71800100 LAW ENFORCEMENT STDS COMPEL

DEPARTMENT PROGRAM SERVICE MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 PRIOR YEAR ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000 LAW ENFORCEMENT, DEPT OF				
71800000 PGM: CRIM JUST PROFESSION				
71800100 LAW ENFORCEMENT STDS COMPL				
1 Percentage of training schools in compliance with standards.	100.0%	73.0%	100.0%	80.0%
2 Number of breath-testing instruments inspected	421	575	491	491
3 Number of records audited to validate the accuracy and completeness of ATMS2 record information	5,000	7,701	6,500	6,500
4 Number of program and financial compliance audits performed	2,000	2,264	2,000	2,000
5 Number of discipline referrals processed for state & local LEOs and CO's and CPOs pursuant to Ch. 120, F.S.	1,500	1,369	1,500	1,500
6 Number of criminal justice officer disciplinary actions	452	483	452	452
71800200 LAW ENF TRNG/CERTIFIC SVCS				
1 Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers	75.0%	87.0%	80.0%	80.0%
2 Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	4,500	5,641	5,600	4,800
3 Number of course curricula and examinations developed or revised	109	126	135	135

DEPARTMENT PROGRAM SERVICE MEASURES	FY 2001-2002 PRIOR YEAR STANDARDS	FY 2001-2002 PRIOR YEAR ACTUAL PERFORM	FY 2002-2003 CURRENT YEAR STANDARDS	FY 2003-2004 REQUESTED YEAR STANDARDS
71000000 LAW ENFORCEMENT, DEPT OF	7,000	6,773	7,000	6,000
71800000 PGM: CRIM JUST PROFESSION	604	776	745	745
71800200 LAW ENF TRNG/CERTIFIC SVCS				
4 Number of examinations administered				
5 Number of individuals trained by the Florida Criminal Justice Executive Institute	155	143	145	145
6 Number of law enforcement officers trained by DARE	N/A	26,729	25,000	25,000
7 Number of professional law enforcement certificates issued				
71900000 PGM: PUBLIC ASSIST FRAUD	27.8M	24.5M	27.8M	20.1M
71900100 PUB ASST FRAUD INVESTIGATN				
1 Amount of fraudulent benefits withheld as a result of public assistance fraud investigations				
2 Public assistance fraud investigations conducted	11,268	7,037	11,268	5,625

**APPENDIX I -  
IDENTIFICATION OF AGENCY SERVICES AND  
ACTIVITIES IN PRIORITY ORDER**

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**FDLE**



Will be included in final LRPP, due January 3, 2003.



# APPENDIX J - PERFORMANCE MEASURE ASSESSMENT FORM



Agency: Florida Department of Law Enforcement  
 Program: Executive Direction and Business Support  
 Service: Executive Leadership and Support  
 Measure: Administrative support costs as a percent of total agency costs  
 Action:

- Performance Assessment of Outcome Measure (complete entire form)  
 Revision of Measure (complete explanation at bottom of form only)  
 Deletion of Measure (complete explanation at bottom of form only)  
 Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3%	3.5%	(.5)	17%

### Factors Accounting for the Difference:

#### Internal Factors (Place an "X" beside all that apply)

- Personnel Factors  
 Competing Priorities  
 Previous Estimate Incorrect  
 Staff Capacity  
 Level of Training  
 Other (identify)

#### Explanation:

The FY 00-01 standard was 3.9%, then reduced to 3% for FY 01-02. Realizing that the measure was set too low, the agency is increased the standard to 4% for FY 02-03.

#### External Factors (place an "X" beside all that apply)

- Resources Unavailable  
 Legal/Legislative Change  
 Natural Disaster  
 Technological Problems  
 Target Population Change  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission  
 Other (Identify)

#### Explanation:

#### Management Effort To Address Differences/Problems (Place an "X" beside all that apply)

- Training  
 Personnel  
 Technology  
 Other (Identify)

#### Recommendations:

Recommend the standard be increased to 4% for FY 03-04.

**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Direction and Business Support  
**Service:** Executive Leadership and Support  
**Measure:** Total Number of agencies accredited  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
109	95	(14)	13%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

Explanation:

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

There are approximately 156 agencies in the process of complying with accreditation standards. However, due to various issues, their accreditation was not completed as quickly as anticipated to enable the standard to be met for this fiscal year.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Direction and Business Support  
**Service:** Executive Leadership and Support  
**Measure:** Number of grants dispersed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
400	307	(93)	23%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

The Legislature did not appropriate any Violent Offender Incarceration and Truth-in-Sentencing (VOTIS) funds in FY 01-02 to either Department of Corrections or Department of Juvenile Justice for the construction of adult or juvenile prison beds. As a result, the amount of federal funds awarded for state and local programs was reduced to \$30,270,352. The number of grants disbursed was only 307 because of less VOTIS appropriated and a lesser number of Local Law Enforcement Block applications received from local units of government in comparison to previous years.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Average number of days to complete Serology service requests  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
111	193	(82)	58%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

Throughout the year staffing averaged 80%; however, 20% of the positions are vacant, in training, or conducting training. Turnaround time should decrease as training concludes and vacancies are filled.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

FTEs previously received from the legislature have been realized in FY 02-03 and the hiring process has been streamlined in an effort to ensure that vacancies are filled in a timely manner. Additionally, federal money has been received that will allow FDLE to automate this process and increase the speed of analysis.

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of laboratory service requests  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
77,200	73,599	(3,601)	4%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

This measure currently reads, "Number of laboratory service requests". However, the measure is defined as the number of laboratory service requests received by the department. There is another measure (number of laboratory service requests completed) that has similar language. It is recommended that the measure be revised to state, "Number of laboratory service requests received". This will adequately delineate the measures and accurately reflect their respective definitions.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Number of crime scenes processed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
600	369	(231)	38%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

FDLE cannot control the number of crime scenes that occur. FDLE responded to all requests for crime scene assistance.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

This measurement currently counts only the first submission for crime scene services. As a result, although a case may involve multiple crime scene requests, it is only counted once. This does not accurately reflect the crime scene workload. Therefore, FDLE is requesting revision of this measure to read "Number of crime scene service requests completed" and each service request will be counted. This will more accurately reflect actual workload in this area.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Number of AFIS service requests completed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,961	4,896	1,065	18%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

The number of incoming AFIS service requests was fewer than expected. FDLE cannot control the number of AFIS service requests received. However, completions in this area exceeded requests received, resulting in the backlog for this area being eliminated. Additionally, turnaround time was better than standard.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Number of Microanalysis service requests completed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
960	635	(325)	34%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

The number of incoming microanalysis service requests was fewer than expected. FDLE cannot control the number of microanalysis service requests received. However, completions in this area exceeded requests received. Additionally, turnaround time was better than standard.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Number of Firearms service requests completed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,381	3,923	(1,458)	27%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

The number of incoming firearms service requests was fewer than expected. FDLE cannot control the number of firearms service requests received. However, completions in this area exceeded requests received, resulting in the backlog for this area being eliminated. Additionally, turnaround time was significantly better than standard.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Laboratory Services  
**Measure:** Number of Serology/DNA service requests completed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
7,132	6,377	(755)	11%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

Throughout the year staffing averaged 80%; however, 20% of the positions are vacant, in training, or conducting training. Turnaround time should decrease as training concludes and vacancies are filled.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

FTEs previously received from the legislature have been realized FY 02-03 and the hiring process has been streamlined in an effort to ensure that vacancies are filled in a timely manner. Additionally, federal money has been received that will allow FDLE to automate this process and increase the speed of analysis.

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number/percentage of closed criminal investigations resolved  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,069 / 87%	880 / 73%	(189 / 14)	18% / 16%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

FDLE has taken great effort to improve the quality of its investigations through programs such as Pro-ACT, squad reviews and closer scrutiny of the cases to ensure they meet the Department's Investigative Strategy. As a result, fewer but better quality cases are being worked which has resulted in fewer cases being closed. Also, as a result of this process, some investigations were administratively closed; these cases are not counted toward investigations resolved.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

In an effort to increase the quality of investigations, FDLE has implemented several measures, such as Pro-ACT, squad reviews, etc. These measures should also increase the number and percentage of cases resolved. The requested standards for FY 03-04 have been adjusted to reflect this change.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number/percentage of criminal investigations closed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,353 / 47.5%	1,203 / 46%	(150 / 1.5)	11% / 3%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

FDLE has taken great effort to improve the quality of its investigations through programs such as Pro-ACT, squad reviews and closer scrutiny of the cases to ensure they meet the Department's Investigative Strategy. As a result, fewer but better quality cases are being worked which has resulted in fewer cases being closed.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

In an effort to increase the quality of investigations, FDLE has implemented several measures, such as Pro-ACT, squad reviews, etc. These measures will impact the number of investigations worked, and

ultimately, the number and percentage of cases closed. The requested standards for FY 03-04 have been adjusted to reflect this change.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of violent crime criminal investigations closed  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
825	555	(270)	33%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

FDLE has shifted its investigative strategy to place greater emphasis on other areas, such as major drugs, resulting in a decrease in the number of violent crime cases worked and subsequently closed.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

FDLE Management must regularly review investigative priorities and adjust its Investigative Strategy appropriately. Goals established in individual focus areas may not always be met if a change in priority is deemed necessary.

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of criminal investigations worked  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,964	2,617	(347)	12%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

FDLE has taken great effort to improve the quality of its investigations through programs such as Pro-ACT, squad reviews and closer scrutiny of the cases to ensure they meet the Department's Investigative Strategy. As a result, fewer but better quality cases are being worked.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

In an effort to increase the quality of investigations, FDLE has implemented several measures, such as Pro-ACT, squad reviews, etc. These measures will impact the number of investigations worked.

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of plants seized  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
100,000	28,206	(71,794)	72%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Historically, the focus of the Domestic Marijuana Eradication Program has been of the disruption of outdoor grow sites. In addition to Florida's drought conditions over the past few years, it has become evident that a higher grade of marijuana is realized through indoor grow operations. Indoor hydroponic growth is more difficult for law enforcement to detect, resulting in fewer plants seized.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

FDLE no longer devotes substantial resources to Domestic Marijuana Eradication and, therefore, requests deletion of this measure.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of training sessions provided for SHOCAP participants  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
6	0	(6)	0

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

FDLE has discontinued participation in the SHOCAP program. As a result, there is no activity to report for FY 01-02.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

One of the original purposes for FDLE's involvement with SHOCAP was to assist local law enforcement agencies in becoming self-sufficient within this area. This goal appears to have been realized and FDLE no longer participates in this endeavor. Additionally, resources have been redirected to higher priorities within the department and therefore, FDLE management requests deletion of this measure.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of pawn entries made into database  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
8 million	0	(8 million)	0

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Following the terrorist attacks on September 11, 2001, focus was shifted to domestic security. As a result, there is no activity to report for FY 01-02.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Following the terrorist attacks on September 11, 2001 focus was shifted to domestic security, with pawn entries no longer being a priority. This measure was replaced by the domestic security measure "number of incidents responded to" by the Legislature in July 2002.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of criminal justice agencies provided investigative analytical support (NFRISC)

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80	3,663	3,583	4,500%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

It is proposed that the resources of each of the state's three Regional Investigative Support Centers (RISCs) located in Jacksonville, Orlando, and Miami tracked within FDLE be tracked under one activity, rather than three. The allocations do not total a large amount and each of the RISCs function in very much the same manner.

Thus, only one measure would be necessary for all three RISCs. It is also proposed that this measure be altered. Currently, this measure reads, "Number of criminal justice agencies provided investigative analytical support". However, the measure is defined as the number of requests for assistance responded to by the RISCs. It is recommended that the measure be revised to state, "Number of requests for investigative analytical support responded to by the RISCs".

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of criminal justice agencies provided investigative analytical support (SFRISC)

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
141	0	(141)	0

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Following the terrorist attacks on September 11, 2001, the focus of the SFRISC has shifted to terrorism related initiatives. As a result, there is no activity to report for FY 01-02.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

It is proposed that the resources of each of the state's three Regional Investigative Support Centers (RISCs) located in Jacksonville, Orlando, and Miami tracked within FDLE be tracked under one activity, rather than three. The allocations do not total a large amount and each of the RISCs function in very much the same manner. Thus, only one measure would be necessary for all three RISCs.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of criminal justice agencies provided investigative analytical support (CFRISC)

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90	1,732	1,642	1,800%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

It is proposed that the resources of each of the state's three Regional Investigative Support Centers (RISCs) located in Jacksonville, Orlando, and Miami tracked within FDLE be tracked under one activity, rather than three. The allocations do not total a large amount and each of the RISCs function in very much the same manner. Thus, only one measure would be necessary for all three RISCs.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Public Assistance Fraud Services  
**Measure:** Amount of fraudulent benefits withheld as a result of public assistance fraud investigations

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$27.8 million	\$24.5 million	(\$3.3 million)	12%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Performance has been negatively affected by welfare reform legislation as the number of program violations has been reduced. Since less assistance programs have been violated, restitution and cost avoidance are impacted. Although the number of public assistance recipients investigated has remained stable, the number of program violations has decreased.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

The requested standards for FY 03-04 have been adjusted to reflect the legislative change and subsequent reduction in program violations.

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Public Assistance Fraud Services  
**Measure:** Public assistance fraud investigations conducted  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
11,268	7,037	(4,231)	38%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Performance has been negatively affected by welfare reform legislation as the number of program violations has been reduced. Since less assistance programs have been violated, restitution and cost avoidance are impacted. Although the number of public assistance recipients investigated has remained stable, the number of program violations has decreased.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

Adjust count of measure to reflect number of public assistance recipients investigated as opposed to the number of program violations committed, due to the legislative change and subsequent reduction in program violations.

**Explanation for Revision or Deletion of Measure**



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Capitol Police Services  
**Measure:** Number of criminal incidents per 1,000 employees  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
28.61			

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Change measure to "number of calls for service per 1,000 employees" to better describe the level of data that is collected for this measure. Calls for service include assistance other than criminal incidents that is provided by Capitol Police. Also, a change is being proposed for the activity output to mirror this change.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Capitol Police Services  
**Measure:** Total number of criminal and non criminal calls for service  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
7,489			

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Change measure to "number of calls for service per 1,000 employees" to better describe the level of data that is collected for this measure. Calls for service include assistance other than criminal incidents that is provided by Capitol Police. Also, a change is being proposed for the activity output to mirror this change.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Measure:** Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
85%	75.4%	(8.6)	11%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Due to technical and/or fiscal issues, two major counties (Duval and Hillsborough) are still not able to submit their arrest data electronically. The continued submission of paper cards by these two counties, plus slightly higher than usual submissions of paper cards from other counties, has prevented FDLE from reaching its goal of 85% electronic submission of arrest data. FDLE has been working with both counties by helping obtain grant money and providing technical assistance to facilitate their moving to electronic submission as soon as possible.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information  
**Measure:** Number of criminal history records corrected  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
64,000	133,535	69,535	108%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Propose changing the measure from "number of criminal history errors detected and corrected" to "number of criminal history records corrected" as this is a more accurate description of the data maintained by the Quality Control Section. One request/action to "correct" a criminal history record could result in one or more modifications to the record. It is not efficient or reasonably feasible to count every modification to each record. This would also be extremely difficult to validate.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information  
**Measure:** Number of FCIC workstations networked  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
30,000	39,144	9,144	30%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Propose changing measure from "number of workstations networked" to "number of certified operators". This is a better gauge of the number of customers served on the FCIC system. Every operator has to be trained and certified before access is allowed. Every transaction is logged by the individual certified operator as part of national security requirements. This is an improvement on the current measure of number of workstations, because several individual customers/operators can use the same workstation. By counting the number of certified operators, we will have a better indication of the number of customers being served.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information  
**Measure:** Number of felony disposition records added to the criminal history file  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
600,000	1,002,383	402,383	68%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

The measure currently reads "number of felony disposition records added to the criminal history file." We are requesting that the word 'felony' be stricken from the measure. The goal of the FCICB Disposition Section is to ensure that dispositions are entered into the Computerized Criminal History (CCH) system for as many arrests as possible, regardless of charge level (felony or misdemeanor). Many criminal violations enter the system as felony arrests, but conclude with misdemeanor dispositions, for a variety of reasons. Limiting the measure to counting only felony dispositions does not fully address the

complexities inherent in the process. Further, it is not possible, under the reporting constraints of the current system, to provide a count of only felony dispositions.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information  
**Measure:** Number of responses to requests for criminal history record checks under Florida Public Records Law

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.1 million	1.03 million	(70,515)	6%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

The number of public record requests made to FDLE are independent of actions FDLE takes, e.g., the economic changes that could result in fewer new hires in private businesses.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**



**Agency:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service:** Standards Compliance Services  
**Measure:** Percentage of training schools in compliance with standards  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
100%	72.5%	(27.5)	27.5%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

The method of collecting data was changed without the standard being altered. Previously, a school would only be out of compliance if it was closed down. However, beginning this fiscal year, a training school can be found not in compliance according to specific findings in an audit.

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

The standard for this measure will be properly adjusted for FY 03-04. The method of collecting data was changed without the standard being altered. Previously, a school would only be out of compliance if it was closed down. However, beginning in FY 01-02, a training school can be found not in compliance according to specific findings in an audit. It is recommended that the standard be changed to 75% to more accurately measure performance.

**Agency:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service:** Standards Compliance  
**Measure:** Number of discipline referrals processed for state and local LEOs, COs, and CPOs pursuant to Chapter 120, F.S.

**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,500	1,369	(131)	9%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

All disciplinary referrals received have been processed. The Program received fewer referrals from agencies than anticipated.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service:** Training and Certification Services  
**Measure:** Number of law enforcement officers trained by DARE  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
155	143	(12)	8%

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Fewer officers requested DARE training than anticipated. All officers that requested DARE training were trained.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

**Agency:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service:** Training and Certification Services  
**Measure:** Number of domestic security training courses delivered  
**Action:**

- Performance Assessment of Outcome Measure (complete entire form)
- Revision of Measure (complete explanation at bottom of form only)
- Deletion of Measure (complete explanation at bottom of form only)
- Adjustment to GAA Performance Standard (complete where appropriate)

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference

**Factors Accounting for the Difference:**

**Internal Factors** (Place an "X" beside all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (identify)

**Explanation:**

**External Factors** (place an "X" beside all that apply)

- Resources Unavailable
- Legal/Legislative Change
- Natural Disaster
- Technological Problems
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Other (Identify)

**Explanation:**

Fewer officers requested DARE training than anticipated. All officers that requested DARE training were trained.

**Management Effort To Address Differences/Problems** (Place an "X" beside all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Explanation for Revision or Deletion of Measure**

Propose adding measure "Number of domestic security training courses delivered" to track funds used to provide domestic security training as funded by the Legislature through FDLE's Professionalism Program.

# APPENDIX K - PERFORMANCE MEASURE VALIDITY AND RELIABILITY FORM

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**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Director and Business Support  
**Service:** Executive Direction and Support  
**Measure:** Administrative support costs as a percent of total agency costs

## **Data Sources and Methodology:**

**Data:** Florida Accounting Information Resource (FLAIR) reports, Statewide Position and Rate Ledger (authorized positions), and COPES (Cooperative Personnel Employment System).

**Methodology:** Each month the year-to-date administrative/business support costs (Commissioner's Office, Office of General Counsel, Office of Inspector General, and Office of Public Information, Office of Human Resources, Office of Finance and Accounting, Office of General Services, Office of Budgeting, and Business Support Program Director's Office) are accumulated from FLAIR into an excel spreadsheet. The total of these costs are then compared to the total year-to-date costs for the Department to determine the percentage of administrative support costs of the total costs for the Department. This information is provided monthly by the Budget Specialist in the Office of Budgeting.

**Validity:** This calculation is based on pre-defined business support costs compared to total department costs. The measure will remain valid as long as the criteria for calculation is unchanged.

**Reliability:** The data is used from the same sources each month and the same calculation is applied to the data each month.

**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Director and Business Support  
**Service:** Executive Direction and Support  
**Activity:** Local Grants Management  
**Measure:** Number of grants disbursed

**Data Sources and Methodology:**

**Data:** A FoxPro application that houses the Grants Management Information System.

**Methodology:** The system contains a separate databases for each of the following five programs:

- Violent Offender Incarceration Truth-In Sentencing;
- Byrne;
- Local Law Enforcement Block Grant;
- Substance Abuse Treatment; and
- National Criminal History Improvement Program.

Details regarding grant awards for these programs are entered into the Grant Management Information System by the staff members of the Office of Criminal Justice Grants. The Grants Management Information System contains only grant awards to state agencies and local units of government. To collect data for this measure, information is extracted from four of those program databases: Byrne, Local Law Enforcement Block Grant, Substance Abuse Treatment, and National Criminal History Improvement Program.

As grant awards are made, details regarding the award are entered into the Grant Management Information System by the staff members of the Office of Criminal Justice Grants. A separate query is conducted in each of the following four databases to locate grants awarded in the current fiscal year:

- Byrne;
- Local Law Enforcement Block Grant;
- Substance Abuse Treatment; and
- National Criminal History Improvement Program.

The results of each query are then sorted to produce a list of grants in chronological order. The number of grants disbursed is extracted for the reporting period in each of the four databases. The four totals are added together and represent the number of grants disbursed. The total is verified by the Administrator in the Office of Criminal Justice Grants.

**Validity:** The system contains no data other than grant disbursement information. As stated above, the Grants Management Information System contains only grant awards to state agencies and local units of government. The database only contains information specific to the measure.

**Reliability:** Because the database queries and data sorting process are both automated, reliability is assured. The same query is conducted in each database each time the measure is reported. The total is calculated each time by adding the totals from each database together. The final total is verified by the Administrator in the Office of Criminal Justice Grants.

**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Director and Business Support  
**Service:** Executive Direction and Support  
**Activity:** Florida Law Enforcement Accreditation  
**Measure:** Total number of agencies accredited

**Data Sources and Methodology:**

**Data:** A Microsoft Excel spreadsheet with all Florida Law Enforcement agencies, is maintained in the office of the Commission for Florida Law Enforcement Accreditation.

**Methodology:** A member of the CFA staff will access the Microsoft Excel spreadsheet via a shared/networked drive on the computer. The member will sort the database by the column titled "Accredited." Agencies with a "Y" in the column have been accredited by the Commission.

**Validity:** The spreadsheet contains all agencies in the state of Florida, however, only those accredited are marked with a "Y" in the accredited column, and only those agencies in the process and with an agreement on file will have a date in the "agreement" column. A further verification is the "Commission Review" column, which indicates the date the agency was reviewed by the full Commission and a vote taken on accreditation.

**Reliability:** The data entered in the spreadsheet is reviewed at least monthly by the staff. Following each Commission meeting, minutes are prepared and retained as a formal record of the business meeting and accreditation proceedings. Each time an agreement is received, the spreadsheet is updated with the date of the agreement.

**Agency:** Florida Department of Law Enforcement  
**Program:** Executive Director and Business Support  
**Service:** Executive Direction and Support Services  
**Activity:** Violent Crime Emergency  
**Measure:** Number of cases awarded emergency violent crime funds

**Data Sources and Methodology:**

Data: Excel Spreadsheet entitled "Fund Balance."

Law enforcement agencies may submit requests to receive emergency violent crime funds for a case in one of the following categories, emergency violent crime, victim/witness protection, or drug/illicit money laundering. When a request for emergency violent crime funds is received, the amount of the case and requesting agency is entered into the spreadsheet. At each quarterly Violent Crime and Drug Control Council meeting, the Council makes a determination regarding which cases will receive emergency funds. Following each meeting the spreadsheet is updated to reflect the decisions of the Council, denoting which cases received emergency violent crime funds. The Forensic Program Coordinator of the Violent Crime and Drug Control Council staff makes a manual count of agencies that were awarded emergency violent crime funds.

**Validity:** The spreadsheet only contains information on cases that have requested emergency violent crime funds and indicates whether or not funds were awarded. Since only a small amount of cases are awarded funds, a manual count is appropriate.

**Reliability:** The spreadsheet is automated to maintain information entered each quarter. The data is verified based on minutes of the Violent Crime and Drug Control Council meetings.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number and percent of closed criminal investigations resolved

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) system report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select the "Case Resolve" report. Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

Once the report is generated, it is reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. The totals for each region, including Executive Investigations, are added together to obtain the total number of criminal investigations resolved for the specified period.

The percentage is determined by dividing the number of closed cases resolved by the total number of cases closed during the same period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered resolved based on the reason the case was closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number and percent of criminal investigations closed resulting in an arrest

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** A member from the Program Office will access the AIM System. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select the "Number of Closed Cases with Arrests" report. Once the appropriate report is highlighted, the user will initiate the report. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. The unit supervisor conducts a review and quality assurance check of the data. The totals for each region, including Executive Investigations, Office of Statewide Intelligence (OSI), Missing Children Information Clearinghouse (MCIC), and Special Programs (SP), are obtained. The totals for OSI, MCIC, and SP are reported collectively as an entity labeled "Other". After these totals are obtained, they are added together to obtain the statewide total number of criminal investigations closed resulting in an arrest for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered resolved based on the reason the case was closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number of cases worked

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member of the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "Case Worked Report." Once the appropriate report is highlighted, the user will run the report. For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

The report generates operational cases that AIM indicates were worked during the reporting period. Only cases that have manhours attributed count toward the measure.

Once the report(s) is generated, it is reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. The unit supervisor conducts a review and quality assurance check of the data. The totals for each region, including Executive Investigations, are obtained and are added together to obtain the total number of criminal investigations worked for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered worked. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Measure:** Number and percent of criminal investigations closed

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** A member from the Program Office will access the AIM System. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select the "Number of Cases Closed" report. Once the appropriate report is highlighted, the user will initiate the report. The user will enter the appropriate data range and select "finish" to generate the report. Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. The unit supervisor conducts a review and quality assurance check of the data. The totals for each region, including Executive Investigations, Office of Statewide Intelligence (OSI), Missing Children Information Clearinghouse (MCIC) and Special Programs (SP), are obtained. The totals for OSI, MCIC, and SP are reported collectively as one entity labeled "Other". These totals are added together to obtain the total number of criminal investigations closed for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered resolved based on the reason the case was closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Boards/Councils/Commissions  
**Measure:** Number of Boards/Councils/Commissions

**Data Sources and Methodology:**

**Data:** Manual list of those Boards/Councils/Commissions that interact with this service as kept by the Office of General Counsel (OGC).

**Methodology:** The OGC keeps a manual list of those Boards/Councils/Commissions that interact with all FDLE services. The Program Office is required to contact the OGC when any Boards/Councils/Commissions are either added or deleted from the list. This list is verified by a manager in OGC and reported on a quarterly basis.

**Validity:** This measure calculates the number of Boards/Councils/Commissions that interact with this service. These data are reported directly by the Program Office to the OGC. Few changes will occur in the number of boards/councils/commissions FDLE supports. Changes may occur if approved by the Legislature or Commissioner's Office or if changes occur within one of the boards/councils/commissions.

**Reliability:** The information for this measure is obtained directly from the entity coordinating the activities of the Boards/Councils/Commissions. Because a small, relatively stagnant number of Boards/Councils/Commissions interact with this service, data for this measure may be easily obtained.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Narcotics/Major Drug Investigations  
**Measure:** Number of Major Drug criminal investigations closed

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "Case Closed Report." Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. Major drug investigations are extracted from the report; the totals for each region, including Executive Investigations, are added together to obtain the total number of major drug criminal investigations closed for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Violent Crime Investigations  
**Measure:** Number of Violent Crime investigations closed

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "Case Closed Report." Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. Violent crime investigations are extracted from the report; the totals for each region, including Executive Investigations, are added together to obtain the total number of violent crime investigations closed for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Computer Crime Investigations  
**Measure:** Number of Computer Crime criminal investigations closed

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "Case Closed Report." Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate data range and enter. Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. Computer crime investigations are extracted from the report; the totals for each region, including Executive Investigations, are added together to obtain the total number of computer-related criminal investigations closed for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Economic Fraud Investigations  
**Measure:** Number of Economic Fraud criminal investigations closed

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "Case Closed Report." Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report.

Once the reports are generated, they are reviewed in order to delete inappropriate data. The following data types are deleted: investigative assistance cases, unapproved cases, and any case with an activity code of 48, 58, 70, 71, 73, 74, 75, or 84. Economic crime investigations are extracted from the report; the totals for each region, including Executive Investigations, are added together to obtain the total number of economic crime investigations closed for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of criminal investigations in which the crime/issue is considered closed. This report is used each month to obtain these statistics.

**Reliability:** All case closings must be approved by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Domestic Security  
**Measure:** Number of incidents responded to

**Data Sources and Methodology:**

Data: Daily Domestic Security Briefing

Methodology: The Domestic Security Briefing is prepared each day by FDLE's Office of Statewide Intelligence and forwarded to a number of different law enforcement parties, internal and external, including the Office of Domestic Security. The briefing includes the total number of "Responses Deemed Credible By FBI or State", which is totaled in aggregate. Typically it is the credible responses that receive some kind of statewide response, as coordinated by FDLE. And for purposes of the Long-Range Program Plan and the Performance Measurement Accountability System (PAMS), the number of responses deemed credible by FBI or state equals the number of incidents responded to.

At the end of each month and the fiscal year, the aggregate number of responses deemed credible by FBI or State is identified and reported for this measure.

**Validity:** For purposes of this data collection, the number of responses deemed credible by FBI or state equals the number of incidents responded to. Typically it is the credible responses that receive some kind of statewide response and this is typically coordinated by FDLE.

**Reliability:** Data is collected from the identical briefing by the Office of Domestic Security on a regular basis. No other reporting devices exist to provide this data.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Regional Investigative Support Centers  
**Measure:** Number of requests for investigative analytical support responded to by the RISCs

**Data Sources and Methodology:**

**Data:** The three Regional Investigative Support Centers (RISCs) located in Jacksonville, Orlando, and Miami are multi-agency support center providing one-stop shopping for law enforcement agencies. Each provides investigative support through target agencies. A FDLE liaison assigned to each RISC compiles information from various sources and databases accessible to the center and tracks the number of requests completed.

**Methodology:** A member of the Program Office will contact each RISC liaison on a quarterly basis and ask for the number of requests for assistance received. The liaison will consult their tracking system for this information and provide it to the Program Office. This number will be entered into PAMS for reporting purposes.

**Validity:** Data provided by the RISCs track the number of requests completed during a specific time period.

**Reliability:** The number of requests may fluctuate, based on the number of incoming requests received from criminal justice agencies. Data are obtained directly from the RISC liaisons.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Investigative Services  
**Activity:** Investigative Intelligence  
**Measure:** Number of short-term investigative assists

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** The AIM System is an internet-based case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case are provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Inspector, if an EI case) reviews the case documentation prior to closing for accuracy and completeness.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select "IASP Reports." Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report. Only services provided to external agencies are counted toward this measure.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of instances FDLE provided investigative assistance to an external entity. This report is used each month to obtain these statistics.

**Reliability:** All case resolutions are reviewed by a Special Agent Supervisor to ensure that all appropriate information is documented in both AIM and in the case file. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Percent of lab service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** The Program Office generates a report from EMS entitled "System Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. This data are then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an Excel formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total. The percentage is determined by dividing the number of service requests, received during the same period, into the number of service requests completed.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Toxicology service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Toxicology (Blood Alcohol, Blood Drug Screen, Urine Drug Screen, Toxicology, Beverage Alcohol) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Chemistry service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Chemistry for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Crime Scene service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Crime Scene (Crime Scene, Blood Spatter) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Firearms service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Firearms (Distance Determination, Drug Fire, Firearms, Serial Number Restoration, Toolmarks) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete AFIS service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for AFIS for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Latents service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Latents (Latents, Shoe, Tire) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Serology/DNA service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Serology/DNA (Serology, STR, RFLP, PCR, Hair) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete CER service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Computer Evidence Recovery (CER) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Measure:** Average number of days to complete Microanalysis service requests

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a monthly report from EMS entitled "System Performance" for Microanalysis ( Fiber, Filament, Plastics, Paint, Glass, Microanalysis and Gun Shot Residue) for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an Excel spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Board/Councils/Commissions  
**Measure:** Number of Boards/Councils/Commissions

**Data Sources and Methodology:**

**Data:** Manual list of those Boards/Councils/Commissions that interact with this service as kept by the Office of General Counsel (OGC).

**Methodology:** The OGC keeps a manual list of those Boards/Councils/Commissions that interact with all FDLE services. The Program Office is required to contact the OGC when any Boards/Councils/Commissions are either added or deleted from the list. This list is verified by a manager in OGC and reported on a quarterly basis.

**Validity:** This measure calculates the number of Boards/Councils/Commissions that interact with this service. These data are reported directly by the Program Office to the OGC. Few changes will occur in the number of boards/councils/commissions FDLE supports. Changes may occur if approved by the Legislature or Commissioner's Office or if changes occur within one of the boards/councils/commissions.

**Reliability:** The information for this measure is obtained directly from the entity coordinating the activities of the Boards/Councils/Commissions. Because a small, relatively stagnant number of Boards/Councils/Commissions interact with this service, data for this measure may be easily obtained.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** DNA Database  
**Measure:** Number of DNA analyses performed for the DNA database

**Data Sources and Methodology:**

**Data:** DNA Sample Tracking Database report.

**Methodology:** State and local agencies submit blood samples to FDLE. Appropriate data concerning each sample is entered into the DNA Investigative Support Database. Information from the submission forms concerning the offenders from whom the samples were obtained is entered into the DNA Database Tracking System. A unique identification number and barcode is assigned to each sample and is used to track the sample through processing, storage, and analysis. Upon completion of analysis of the sample, the Crime Laboratory Analyst enters the sample results into CODIS. The Program Office conducts quality control checks through its inspection of monthly reports.

The DNA Sample Tracking Database is accessed, and "Statistics" is selected. From the resulting menu, "Data Bank Stats" is selected. The appropriate year is selected, and the computer responds with the total number of DNA samples added each month of that year. These statistics are forwarded to the Program Office for reporting purposes.

**Validity:** The total number of submissions may vary due to the number of qualifying convictions and the compliance level of the various counties. Only those qualifying offenses as stated in the statute or samples voluntarily contributed by an individual are analyzed and entered into the database. Changes to the statute (such as the addition of qualifying offenses) may impact submission and backlog levels.

**Reliability:** Monthly statistics are retrieved directly from the DNA Database section supervisor. Monthly inspection of data by the section supervisor helps to ensure reliability.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Toxicology  
**Measure:** Number of Toxicology service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Toxicology (Blood Alcohol, Blood Drug Screen, Urine Drug Screen, Toxicology, Beverage Alcohol) for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Chemistry  
**Measure:** Number of Chemistry service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Chemistry for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Firearms  
**Measure:** Number of Firearms service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Firearms (Distance Determination, Drug Fire, Firearms, Serial Number Restoration, Toolmarks) for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Automated Fingerprint Identification System (AFIS)  
**Measure:** Number of AFIS service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for AFIS for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Latents  
**Measure:** Number of Latents service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Latents (Latents, Shoe, Tire) for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Serology  
**Measure:** Number of Serology/DNA service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Serology/DNA (Serology, STR, RFLP, PCR, Hair) for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Computer Evidence Recovery (CER)  
**Measure:** Number of CER service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for CER for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Microanalysis  
**Measure:** Number of Microanalysis service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Microanalysis (Fiber, Filament, Plastics, Paint, Glass, Microanalysis and Gun Shot Residue) for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Gun Shot Residue.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.



**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Crime Scene  
**Measure:** Number of crime scene service requests completed

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for Crime Scene for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines: Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Crime Lab Services  
**Activity:** Evidence Intake  
**Measure:** Number of laboratory service requests received

**Data Sources and Methodology:**

**Data:** Evidence Management System (EMS) report.

**Methodology:** Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS.

The Program Office generates a report from EMS entitled "System Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. These data are then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an Excel formula: crime scene assistance(s), digital imaging, photography, and sweeping. Each discipline's services are aggregated to obtain the number of completed service requests for that discipline. Services included under each discipline are as follows:

- Chemistry – Chemistry
- Toxicology – Blood Alcohol, Blood Drug Screen, Urine Drug Screen, Toxicology, Beverage Alcohol
- Serology/DNA – Serology, STR, Hair
- CER – CER
- Latents – Latents, Shoe, Tire
- AFIS – Fingerprint Identification
- Firearms – Distance Determination, Drug Fire, Firearms, Serial Number Restoration, Toolmarks
- Microanalysis – Fiber, Filament, Plastics, Paint, Glass, Microanalysis, Gun Shot Residue

The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity:** The type of service request is determined by the nature of the crime(s) being investigated and new technologies utilized in the laboratory. Service requests are entered into the EMS system as they are requested. There are a limited number of services available for contributors to request; all services are included in the reporting of this measure except those noted. The System Performance Report provides data based on requests submitted. The report includes laboratory services for the following disciplines Chemistry, Latent Prints, Toxicology, Serology/DNA, AFIS, Firearms, CER, Crime Scene and Microanalysis.

**Reliability:** The system performance report generated by EMS is utilized to obtain data for this measure; this report is used for every reporting period. Monthly totals may change slightly after statistics are reported due to corrections/changes made in the system and may not be reproducible; however, yearly totals are reconciled by generating a report which covers the entire fiscal year. Inspection of individual casework, turnaround times, case age, pending requests and backlogged requests by supervisors and by the Program Office help to insure reliability.

**Agency:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science

**Service:** Mutual Aid and Prevention Services

**Measure:** Percentage of customers who found Florida Department of Law Enforcement's emergency preparedness and response efforts useful

**Data Sources and Methodology:**

**Data:** Telephone interviews are conducted of state and local criminal justice agencies that have been recent customers of FDLE's mutual aid resources. The interviews are conducted by a member of the Office of Inspector General (OIG). The information obtained through the interviews is maintained by the OIG in a Microsoft Word file entitled "MutualAid9900."

**Methodology:** Following each emergency preparedness and response effort, the Mutual Aid Office in the Investigations and Forensic Science Program forwards a list of those criminal justice agencies who were customers of FDLE services to the OIG. These agencies will be surveyed via the telephone as soon as practical after assistance has been concluded and the list forwarded. Interviews should include the police chief or sheriff and their key staff persons. (Note: There may be more than one customer per incident interviewed).

The interviewee is asked three structured questions via the interview form. The interviewee is asked to respond with one of the following choices: AGREE (1), NEITHER AGREE NOR DISAGREE (2), DISAGREE (3), or NOT APPLICABLE (4), to the first two questions. Question #3 allows the interviewee to offer any additional comments about their response. Once the interviews are completed for each incident, the member who conducted the interviews enters the information into the Word file. Once all forms have been entered, the interviewer forwards all completed forms and the Word file to the Program Evaluation Administrator (PEA). The PEA reviews the file against each form to verify accuracy.

At the end of the fiscal year, information from the file regarding question #1 is aggregated to determine the percentage of customers who rated FDLE's coordination and assistance efforts useful. The percentage is obtained by dividing the number of responses who agreed that FDLE's coordination and assistance efforts were useful by the total number of customers who responded to question #1 of the survey.

**Validity:** Using the form, each interviewee is asked three questions concerning FDLE effectiveness in delivering necessary state law enforcement resources. The final close-ended question of the form (question #3) directly asks the interviewee if they have any additional comments regarding FDLE's emergency response efforts pertaining to this incident.

**Reliability:** The same form is utilized in every interview of every criminal justice agency interviewed by the OIG regarding mutual aid services.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service:** Mutual Aid and Prevention Services  
**Activity:** Protection of Dignitaries and Support  
**Measure:** Number of dignitaries provided with Florida Department of Law Enforcement protective services

**Data Sources and Methodology:**

**Data:** Automated Investigative Management (AIM) System report.

**Methodology:** Upon receipt of the travel intentions of the protectee, appropriate information is documented in the AIM system. Upon completion of that protection detail, additional information, such as dates protection was provided and the cities visited, is entered into the database. It is the responsibility of the POS Special Agent Supervisor, who assigns dignitary protection details statewide, to ensure that all associated documentation is entered into the database in a timely fashion. In addition, he or she ensures that the information is included in an "After Action Report", which is completed by the special agents who participated in the dignitary protection detail.

A member from the Program Office will access the AIM system. The member will enter his or her user name and password. Once AIM is accessed, the user will choose Management Reports. Choosing this option provides the user access to Crystal Launcher. This is the reporting mechanism used to retrieve data from AIM. The user will logon to Crystal Launcher and select the report group of "AIM-PAMS." A list of reports will appear. The user will select the appropriate report depending upon the data required for the specific measure. For this measure, the user will select the "Protective Services" report. Once the appropriate report is highlighted, the user will run the report. The user may select a single region or all regions (including Executive Investigations). For these purposes, selecting all regions is sufficient. The user will enter the appropriate date range and select "finish". Once the report appears, the user will print the report. The totals for all regions are added together to obtain the number of dignitaries provided with FDLE protective services for the specified period.

**Validity:** The AIM report used to obtain statistics for this measure calculates the total number of dignitaries provided with Florida Department of Law Enforcement protective services. This report is used each month to obtain these statistics.

**Reliability:** The POS Special Agent Supervisor is responsible for ensuring all data are entered into AIM in a timely fashion. Members of the Program Office conduct periodic reviews to determine accuracy of the information. Two members in the Program Office verify the report results for accuracy.

**Agency:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science

**Service:** Public Assistance Fraud Investigations

**Measure:** Amount of fraudulent benefits withheld as a result of public assistance fraud investigations

**Data Sources and Methodology:**

**Data:** A "Batch Report" of data out of the Assignment/Referral Tracking System (ARS). The ARS is a computerized case tracking and management system.

**Methodology:** A member from the Information Resource Management office accesses the ARS data stored on the Legislative Data Center (LDC) mainframe. Data are accessed after the close of business for the fiscal year and the updating of information is complete. Data areas for the total months of disqualification (benefits withheld) in the cash assistance (WAGES) and food stamp programs for all completed cases referred to the State Attorney for prosecution and for Administrative Disqualification Hearings are accessed and counted for the specified time period. The report totals the number of months of assistance program disqualification reported by each field office and reflects statewide totals.

Cost avoidance (benefits withheld) is conservatively calculated by using the dollar value of the standard one-person basis of issuance in an assistance household (obtained from the Department of Children and Families (DCF) "FLORIDA System), multiplied by the total number of months of disqualification; the sum of which is multiplied by the minimum six (6) month disqualification. The Division Director conducts a review and quality assurance check of the data.

**Validity:** This performance measure calculates the total number of months of assistance program disqualifications (benefits withheld) and assigns a dollar value to reflect cost avoidance. Cost avoidance is the dollar value of assistance benefits not issued by DCF as a result of program disqualifications caused by fraud investigation. This measure is used as a means to place a dollar value on the months of assistance program disqualification ordered as a result of fraud investigation.

The measure of cost avoidance (benefits withheld) is an attempt to demonstrate the positive impact of fraud investigations on assistance program expenditures.

**Reliability:** Statewide case assignments are electronically entered into the ARS from the "FLORIDA System" at DCF; citizen complaints are manually input into the ARS. The data entered into the ARS on the completed status of investigations are initially entered by the Investigation Specialists and verified by the Investigations Managers and Chief of Public Assistance Fraud. Data on the disposition of all cases, to include months of disqualification, are obtained from the Courts and the office of Public Assistance Hearings and entered into the ARS by the Investigation Specialists and Investigations Managers. The Investigations Managers and the Chiefs of Public Assistance Fraud review the data for accuracy and completeness.

ARS edits are in place to identify entries that are incomplete or that do not fit within acceptable parameters. In addition, data entries in the field are verified during case review for accuracy and completeness. ARS batch reports are system verified for accuracy.

**Agency:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Sciences  
**Service:** Public Assistance Fraud  
**Activity:** AFDC/WAGES/Employee Fraud/Medicaid Fraud  
**Measure:** Number of public assistance fraud investigations conducted

**Data Sources and Methodology:**

**Data:** A "Batch Report" out of the Assignment/Referral Tracking System (ARS). The ARS is a computerized case tracking and management system.

**Methodology:** A member of the Information Resource Management office accesses that ARS data stored on the Legislative Data Center (LDC) mainframe. Data are accessed after the close of business for the fiscal year, and after all updating of information is complete (also is done on a monthly basis). Data areas for completed cases referred to the State Attorney, completed cases referred for Administrative Disqualification Hearings and completed cases terminated after investigation was accessed and counted for the specific time period indicated. The report totals the number of completed cases from each field office and reflects statewide totals.

The system totals from completed cases referred to the State Attorney, completed cases referred for Administrative Disqualification Hearings and completed cases terminated after investigation are added together to obtain "Public Assistance Fraud Investigations Conducted."

An investigation (case) is determined by individual investigated, not the number of assistance programs investigated. Thus, the investigation of one individual may include the investigation of fraud in one or more public assistance program. This methodology is statistically more indicative of workload than counting fraud against programs. Whether an investigation involved fraud in one program or a number of programs, the level of work for the individual investigator is the same.

**Validity:** This performance measure calculates the total number of completed public assistance fraud investigations conducted by each field office and reflected in a statewide total. The numbers reported reflect only those completed cases during the specified period. The figure is used to reflect completed investigations by all investigative staff.

**Reliability:** The number of public assistance fraud investigations is an appropriate measure of completed work products during a specified period. The ARS, as the case tracking and management system, provides the data from a batch report. "Completed investigations" is a recognized indicator for measuring performance.

**Agency:** Florida Department of Law Enforcement  
**Program:** Capitol Police  
**Service:** Capitol Police Services  
**Measure:** Number of calls for service per 1,000 employees

**Data Sources and Methodology:**

**Data:** Incident report written by the law enforcement officers. The data source is the number of employees occupying office space that the Florida Capitol Police is responsible for securing. This information is obtained from Facilities Management's occupancy report.

**Methodology:** The incident reports are written by the officer at or near the time of the actual occurrence. The incident report information is entered into a computer aided dispatch system (CAD), which records the incident information in a near real time manner. The information is then correlated on the CAD database for retrieval at a later time. The total number of criminal incidents is then divided by the number employees. The result is multiplied by 1,000.

**Validity:** The number of criminal incidents is used as the primary outcome measure for facilities security because the reduction of crime (criminal incidents) is a primary objective of any police/public safety organization. Whereas a community police agency generally measures criminal incidents in relationship to population, Capitol Police has an operational focus on discrete facilities with widely varying populations throughout the day. We are including criminal incidents per 1,000 staff so that crimes per person is calculated. This measure is used by other law enforcement agencies and will give us a tool for comparing our crime rate to other agencies.

In prior years, the number of criminal incidents reported in the Regional Service Centers was totally unreliable. In the regional service centers, the agency would contact the local police agencies and have them report the criminal incidents directly to Florida Capitol Police on a quarterly basis. The reporting of incidents by the other agencies would not always be an accurate accounting of the incidents or activity in the facility. When all of the criminal incident data was correlated that occurred in each facility it was then documented and included in the calculations, the validity of the measures was only as good as the partial information provided by the local agency. The data was only as accurate as the information provided by a third party agency.

As new buildings are completed, the number of employees occupying these facilities is added to the total.

**Reliability:** There are potential influences on the reliability of the data as an indicator of the work being done. Location of the new state buildings, conditions at the existing locations, services provided at each location and security staffing in the facilities all could affect the number of criminal incidents. Since January 1999, the reliability of the number of criminal incidents has increased with the implementation of a statewide computer system. This system allows officers in Tallahassee and in the regional service centers enter incident information directly into the database at the time of the incident.

**Agency:** Florida Department of Law Enforcement

**Program:** Capitol Police

**Service:** Capitol Police Services

**Measure:** Number of calls for service

**Data Sources and Methodology:**

Data: Computer Aided Dispatch System (CAD).

**Methodology:** This measure represents all criminal and noncriminal statewide calls for service that are responded to by Florida Capitol Police. These calls for service are entered into the CAD by the officers at the time of or in close proximity to the time of the actual events. The incident report information is entered into CAD, which records the incident information in a near real time manner. The information is then correlated on the CAD database for retrieval at a later time. This incident information is then used to develop reports for the comparison of the level of specific activity from year to year and from facility to facility. With the way the CAD system is designed, the gathering of the information can be accomplished on an as directed basis to obtain the information needed, either annually, monthly, daily or any combination thereof.

**Validity:** The criminal incident (felony or misdemeanor) data are obtained from the actual report that is written by the law enforcement officer. A supervisor and an investigator review the report. Since the Florida Capitol Police instituted a statewide computer system that now allows each officer, both in Tallahassee and in the RSC's, to enter incident information directly into the database at the time of the incident, the validity of the information is more accurate than in the past. With this information, the results are more reliable and can be validated through a monitoring system of checks and balances. Through the use of the CAD system, all the data now comes directly to Tallahassee for inclusion into the database that is maintained in Tallahassee. This allows the agency to maintain a daily, monthly and annual data collection base for the entire agency activity. The criminal incident statistics are compiled only from data on actual reports filed by our law enforcement officers. The written incident reports received are then compared to the incidents officers were assigned, to insure the data are consistent and reliable. We have duty officers assigning cases, law enforcement officers writing reports, law enforcement sergeants and investigators checking reports, staff assistant entering the reports into the statistical database for those facilities that do not have a law enforcement officer in the facility, and a distributed computer systems specialist comparing the cases assigned to the reports received. Each of these is an independent operation. We now have consistent and reliable data that can be verified manually.

**Reliability:** The Florida Capitol Police has instituted a statewide computer system that now allows each officer, both in Tallahassee and in the regional service center's, to directly enter incident information directly into the database at the time of the incident. All the data now comes directly to Tallahassee for inclusion into the database that is maintained in Tallahassee. This allows the agency to maintain a daily, monthly and annual data collection base for the agency's entire activity. There is no longer a need for the agency to rely on outside law enforcement agency information in order to develop accurate incident information for reporting purposes. All the data is now collected at the time of the incident in a real time response mode. This new reporting method allows for a higher degree of reliability than has been reported in the past. With the real time entries being made by the officer, a higher degree of accuracy is maintained. This allows the agency to have a better degree of reporting which is necessary to insure the reliability of the data being reported for the measure. This insures reliable and accurate information is being submitted into the system.



**Agency:** Florida Department of Law Enforcement

**Program:** Capitol Police

**Service:** Capitol Police Services

**Activity:** Capitol Complex Security

**Measure:** Number of officer patrol hours

**Data Sources and Methodology:**

**Data:** The data source is the possible number of hours able to be worked on patrol in a year, minus holidays and an average two weeks for annual leave, times the number of officers on patrol in Tallahassee and the Regional Service Centers.

**Methodology:** 2080 hours per year, - 80 hours holiday, - 80 hours annual leave = 1920 average hours worked per year per officer X the number of officers (53) = 101,760 average number of patrol hours.

**Validity:** The average number of hours worked by an officer on patrol in a year is used as the output measure for facilities policing and security because this represents the majority of officers routine work schedules.

**Reliability:** The average number of patrol hours on-site at state facilities are obtained from the actual time sheets submitted by officers on a bi-weekly basis throughout the fiscal year.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Measure:** Percent of schools in compliance with standards

**Data Sources and Methodology:**

Data: Field Specialists' Weekly Activity Reports, Training School Contact Report Form, Training School Classroom Facility Requirements Form, Staffing Requirements Form, High Liability Facilities Requirements Form, and Regional Audits of Training Schools' Trust Fund Expenditures.

Methodology: Field Specialists conduct inspections and audits of training courses and school facilities at Criminal Justice Standards and Training Commission certified training schools throughout the year. Field Specialists complete and enter detailed data onto computerized forms, which are then electronically submitted to an Administrative Secretary in the Bureau of Standards. The actual hardcopy and audit forms are mailed to the Field Services Section. The Section's Training and Research Manager reviews the Weekly Activity Reports in order to obtain a count of the number of inspections and audits conducted of training courses and facilities inspected during a specified period of time.

Trust Fund staff within the Field Services Section conduct regional audits of financial records and class files of training centers with regard to expenditure of trust fund money. Audit findings are submitted, reviewed and approved by the Section's Training and Research Manager.

The sum of these components, Field Specialist audits, training school inspections and Trust Fund audits are used to determine the percentage of training schools in compliance with Commission minimum standards.

**Validity:** The Field Services Section reports the results from the number of training schools inspections conducted and the number of classes audited for compliance. The Trust Fund Section gathers the results of financial audits conducted and the number of class files audited and reports them to the Training and Research Manager. The results of these audits and inspections will determine the percentage of training schools in compliance with Commission minimum standards.

The Criminal Justice Standards and Training Commission provides statewide leadership in the establishment, implementation and evaluation of criminal justice standards and training for all criminal justice officers requiring state certification. The Professionalism Program conducts routine audits and inspections of its certified training schools to ensure compliance with statutory requirements, administrative rule, and Commission policy. This measure is an appropriate measure of the percentage of certified criminal justice training schools in compliance with Commission minimum standards.

**Reliability:** Field Services and Trust Fund staff conduct compliance audits and inspections of certified training schools to ensure compliance with the provisions of Chapter 943, Florida Statutes and Florida Administrative Code, Rules 11B-18, 11B-20, 11B-21 and 11B-35. Compliance audits are conducted in accordance with policy and procedure as established by the Professionalism Program. Compliance audits are documented on standardized forms approved by the Commission.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Officer Compliance  
**Measure:** Number of criminal justice officer disciplinary actions

**Data Sources and Methodology:**

Data: Automated Training Management System (ATMS) report.

Methodology: Officer Discipline Section (ODS) conducts administrative investigations on allegations involving officers who have failed to maintain compliance with the moral character standards established by the Criminal Justice Standards and Training Commission. The cases are presented to the Commission for final action at either a Probable Cause hearing or during a full Commission meeting. Chapter 120, F.S. and Rule 11B-27, Florida Administrative Code, establish guidelines for presentation of officer discipline cases to the Commission for final action.

Appropriate data concerning cases presented to the Criminal Justice Standards and Training Commission (hereafter referred to as the Commission) and the final disciplinary action that resulted are entered into Automated Training Management System (ATMS). Selected data concerning these cases are also maintained in a manual log for quality control purposes.

The section conducts a count of the following disciplinary actions taken by the Commission during a specified period: revocations, suspensions, probations, denials, reprimands, and letters of acknowledgement.

**Validity:** Pursuant to Section 943.1395, Florida Statutes (F.S.), each criminal justice agency must conduct an internal investigation of any officer suspected of failing to maintain minimum compliance with s.943.13, F.S. If the findings of the investigation are sustained, the agency is then required to submit investigative findings and supporting documentation to the Commission. The number of officer disciplinary actions taken by the Commission is dependent upon the investigative action and referral by criminal justice agencies.

Section 943.1395, F.S., provides the Commission with the authority to take disciplinary action on a criminal justice officer's certification provided there is a sustained allegation that the officer has failed to maintain the minimum standards of conduct as outlined in s. 943.13, F.S. This output represents a workload issue for ODS.

**Reliability:** As a quality control method, selected data regarding criminal justice officer disciplinary actions is maintained in a manual log, in addition to the data maintained in ATMS. The data maintained within ATMS is standardized according to computer generated fields. Data is pulled from the agendas of each Probable Cause Hearing and Commission Disciplinary Hearing. The data is verified by an audit of the information entered into ATMS with the manual log maintained after each Probable Cause Hearing and Commission Disciplinary Hearing. The Administrative Assistant II in ODS conducts this audit and reports the results from the audit to the Training and Research Manager of the section. The Training and Research Manager and the Standards Bureau Chief review and verify the data.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Officer Discipline Reviews  
**Measure:** Number of discipline referrals processed for state and local law enforcement officers, correctional officers and correctional probation officers

**Data Sources and Methodology:**

Data: Officer Discipline Monthly Case Reports, Probable Cause Agendas, and Criminal Justice Standards and Training Commission's Quarterly Disciplinary Agenda were used to compile the number of discipline referrals.

Methodology: Upon receipt of a criminal justice agency's internal investigative findings and supporting documentation, Officer Discipline Section (ODS) logs the referral into Automated Training Management System (ATMS). ODS tracks each case as it moves through the disciplinary process and updates the information in ATMS as appropriate. ODS also conducts periodic audits of the cases to ensure compliance with Section 943.13, Florida Statutes (F.S.)

The Administrative Assistant II in ODS reviews the Officer Discipline Monthly Case Reports, Probable Cause Agendas, and the Criminal Justice Standards and Training Commission's Quarterly Disciplinary Agenda to obtain a manual count of the discipline referrals processed during a specified period.

**Validity:** The Officer Discipline Section (ODS) conducts administrative investigations on allegations involving officers who have failed to maintain compliance with the minimum moral character standards established by the Criminal Justice Standards and Training Commission and the Legislature. ODS maintains statistics on all referrals received from criminal justice agencies. The sum of the number of referrals Not Opened or No Caused by staff, the number of cases resolved at Probable Cause, and the number of cases taken to the full Commission equals the number of discipline referrals processed. This measure is an indicator of the total number of discipline referrals processed.

**Reliability:** Pursuant to Section 943.1395, F.S., each criminal justice employing agency must conduct an internal investigation on any officer suspected of failing to maintain minimum compliance with Section 943.13, F.S. If the findings of the investigation are sustained, the agency is then required to submit investigative findings and supporting documentation to the Commission. Upon receipt of the investigative findings, the ODS logs in each referral into ATMS. The data maintained within ATMS is standardized according to computer generated fields. The ODS tracks each case as it moves through each stage of the disciplinary process. The Section also conducts periodic audits of the cases to ensure compliance with Florida Statutes.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Alcohol Testing Program  
**Measure:** Number of breath testing instruments tested

**Data Sources and Methodology:**

Data: Alcohol Testing Program (ATP) Field Inspectors' Activity Reports and ATP Inspection Report Forms.

Methodology: ATP Field Inspectors inspect law enforcement agencies' breath test equipment for compliance with established FDLE policy. When an inspector conducts an inspection an Inspection Report Form is completed. The inspectors also note all inspections on Activity Reports that are forwarded electronically or by hardcopy to the ATP Headquarters' Office on a weekly basis.

A review is conducted of the ATP Field Inspectors' Activity Reports. The count is taken from the "Total" of the column entitled "Compliance/Facility Insp." for the number of inspections conducted of law enforcement agencies for the specified period. Regardless of the number of levels involved in a particular inspection, each agency's inspection is counted only once.

Monthly totals may change slightly after statistics are reported (due to delay in receiving Activity Reports); however, yearly totals are reconciled.

**Validity:** The number used reflects actual "inspections" of breath alcohol test instruments, but combines several types of "levels" of an inspection. A departmental inspection of an evidentiary instrument must be performed at least once annually and has high validity as a performance indicator in meeting a statutory requirement.

Sections 316.1932(1)(b)2 and 316.1932(1)(f)1, F.S., and similar provisions in chapters 322 and 327 require that breath alcohol tests be conducted "according to methods approved by the Department of Law Enforcement" and "in accordance with rules of the Department of Law Enforcement". While specifying the methods of testing, FDLE rules require that instruments is inspected periodically to ensure the instruments accurately and reliably measure breath alcohol. Additionally, testing facilities and other equipment used in conjunction with the breath test instruments, as well as records prepared in the course of such tests, must be inspected to ensure the accuracy and reliability of testing.

**Reliability:** ATP Field Inspectors inspect law enforcement agencies' breath test equipment for compliance with established FDLE policy. The Alcohol Testing Program Manager conducts periodic comparisons of the Activity Reports and the standardized Inspection Report Forms to ensure accuracy. The Manager also verifies that the Inspection Report Forms are being completed consistently statewide.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Officer Records Management  
**Measure:** Number of ATMS2 records audited

**Data Sources and Methodology:**

Data: A count of initial certification and new hire audits conducted via the Field Specialists' Weekly Activity Reports are the source of this data.

Methodology: Field Specialists conduct audits of applications for initial certification and "new hire" files at criminal justice agencies. Field Specialists then enter appropriate data into computerized weekly activity reports. The reports are then electronically submitted to an Administrative Secretary in the Bureau of Standards. Actual hardcopy audit forms are mailed to the Field Services Section. The Section's Training and Research Manager reviews the audits, and the Administrative Secretary verifies and maintains the weekly information electronically.

The Administrative Secretary, Bureau of Standards, reviews the Weekly Activity Reports in order to obtain a count of Field Specialists' audits conducted of applications for initial certification and "new hire" files at criminal justice agencies during a specified period.

**Validity:** The Field Services Section reports the number of audits conducted on applications for initial certification and on "new hire" files at criminal justice agencies to verify the information submitted by the employing agency. This measure calculates the number of records audited by Field Specialists in order to validate the accuracy and completeness of ATMS2 record information.

The Criminal Justice Standards and Training Commission actively provides statewide leadership in the establishment, implementation, and evaluation of criminal justice standards for law enforcement, correctional and correctional probation officers. This measure is appropriate because the Professionalism Program, acting as staff for the Commission, conducts audits of employment files at criminal justice agencies to ensure compliance with statutory requirements, administrative code, and Commission policy.

**Reliability:** Field Services Section conduct audits of applications for initial certification and "new hire" files to ensure compliance by Florida criminal justice agencies with the provisions of Chapter 943, Florida Statutes, and the Criminal Justice Standards and Training Commission's rules for employment of law enforcement, correctional and correctional probation officers (Florida Administrative Code, Rule 11B-27). These audits, approved by the Commission, are documented and submitted by the Field Specialists to the Bureau of Standards via ATMS and the Section's Training and Research Manager. The data maintained within ATMS is standardized according to computer generated fields.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Training School Audits  
**Measure:** Number of program and financial compliance audits performed

**Data Sources and Methodology:**

Data: Field Specialists' Weekly Activity Reports, Regional Audits of Training Centers' Trust Fund Expenditures, and Drug Abuse Resistance Education (DARE) Instructor Observation Forms.

Methodology: Field Specialists conduct audits of training courses and facilities at Criminal Justice Standards and Training Commission certified training centers. Field Specialists then enter appropriate data into computerized weekly activity reports. The reports are then electronically submitted to an Administrative Secretary in the Bureau of Standards. Actual hardcopy forms are mailed to the Field Services Section. This Section's Training and Research Manager reviews the audits, and the Administrative Secretary verifies and maintains the weekly information electronically. The Administrative Secretary, Bureau of Standards, reviews the Weekly Activity Reports in order to obtain a count of Field Specialists' audits conducted of training courses and facilities audited at Commission certified training centers during a specified period.

Trust Fund staff within the Field Services Section conduct regional audits of financial records and class files of training centers with regard to expenditure of trust fund money. Audit findings are submitted, reviewed and approved by the Section's Training and Research Manager and forwarded to the Program and Commission Coordination Section on the Performance Based Budgeting (PBB) Monthly Worksheet. A member of the Trust Fund staff completes the PBB Monthly Worksheet, providing a count of Trust fund audits conducted during a specified period.

Regional DARE coordinators monitor officers conducting DARE presentations to students in the Florida school system. Appropriate information is documented on the DARE Instructor Observation Form. Copies of these forms are then submitted to the DARE Training Center, which are maintained in the officer's training file. The AAI, DARE, tabulates from copies of the DARE Instructor Observation Form the number of officers monitored giving DARE presentations during a specified period.

The sum of these components, Field Specialists audits, Trust Fund audits, and DARE audits equal the number of compliance audits conducted.

**Validity:** Field Services Section reports the number of training school physical audits conducted and the number of classes audited. The Trust Fund Section gathers numbers on the number of training school financial audits conducted and the number of class files audited, and DARE reports the number of audits conducted on officers teaching the DARE program. The sum of these numbers equals the number of compliance audits performed.

The Criminal Justice Standards and Training Commission actively provides statewide leadership in the establishment, implementation and evaluation of criminal justice standards and training for all law enforcement officers, correctional officers and correctional probation officers. In order to ensure compliance with specific statute and rule requirements, the Professionalism Program, acting as staff for the Commission, conducts audits of its certified training schools to ensure compliance with statutory

requirements, administrative codes, and Commission policy. Therefore, this measure is an appropriate indicator of the total number of compliance audits performed.

**Reliability:** Field Services and Trust Fund staff conduct compliance audits of certified training centers to ensure compliance with provisions of Chapter 943, Florida Statutes and Florida Administrative Code, Rules 11B-18, 11B-20, 11B-21 and 11B-35. Compliance audits are conducted in accordance with policy and procedure as established by the Professionalism Program. Compliance audits are documented on standardized forms approved by the Commission. Regional DARE coordinators conduct compliance monitoring and document the activity on standardized forms developed by the DARE program.



**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Law Enforcement Standard Compliance  
**Activity:** Field Services/Technical Assistance  
**Measure:** Number of requested technical assists provided

**Data Sources and Methodology:**

**Data:** Manual tabulation of Field Specialist Weekly Reports - Field Services Section.

**Methodology:** The Administrative Secretary in the Bureau of Standards reviews the Field Specialist Weekly Reports completed during a specified period to obtain a count of the responses to the requests for technical assistance. The count includes telephone contacts as well as on-site contact.

The sum of the totals provided by the Field Specialists is the number of responses to requests for technical assistance. The section maintains hardcopy documentation of technical assists. The technical assists are primarily in the form of telephone contacts, but the Field Services Section also has on-site contact with agencies and training centers to provide assistance.

**Validity:** Due to the technical nature of many of the Professionalism Program's functions, the Field Services Section receives many questions and requests for technical assistance. They respond to criminal justice agencies, training centers, and the criminal justice community either by telephone contact or by on-site visit. The number for this measure is driven by requests for assistance from the criminal justice community.

**Reliability:** The individual requesting information contacts his/her, local Field Specialist to obtain information or clarification on Commission policy or rule. The Field Specialist responds within the section's established timeframe to the request and provides technical assistance as necessary. Once the request is finalized, the information is recorded on their weekly activity reports.

**Agency:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism

**Service:** Training and Certification Services

**Measure:** Number and percent of individuals who pass the basic professional certification exam for law enforcement officers, correctional officers, and correctional probation officers.

**Data Sources and Methodology:**

Data: Officer Certification Examination Tracking System (OCETS) report.

Methodology: Examinations are administered by Research and Training Specialists within the Program area at various sites throughout the year. Each exam administration is assigned a distinct administration number. After each month's administrations, all applicant answer sheets are taken to an outside source for electronic grading. This electronic data is imported into OCETS, where data analysis is performed and 1% of all answer sheets are hand-graded to ensure the data was accurately imported. OCETS contains all applicant information, applicant grades, and examination keys. Security measures are taken to assure the integrity of the exam data and applicant information.

Once the exam data for a specified period has been entered into OCETS, a representative of the Professionalism's Exam Section runs a standard report using information in the OCETS database. For a given time period, this report counts the total number of persons taking an exam, the number of persons passing the exam, and then calculates percentage of persons that passed. This information is grouped and subtotaled by individual exam disciplines. The report was created by a member of the programming staff of the Office of Information Resource Management (IRM), and an independent programmer within IRM verified that the report is logically correct for the information requested.

**Validity:** Criminal justice officers who complete a basic recruit training program after July 1, 1993, and wish to be employed by a criminal justice agency are required by statute to pass the officer certification examination. The certification exam is designed based on curriculum objectives that are derived from a job task analysis to measure minimum competency for entry level officers. Applicants have up to four years from graduating from a basic recruit training program to take the officer certification exam. An applicant shall not take the officer certification examination more than three times, unless the applicant has re-enrolled in, and successfully completed, the basic recruit training program for the discipline.

The officer certification exam measures the minimum competency for entry level officers, ensuring that the most qualified, well-trained, competent, and ethical criminal justice community serves the citizens of the State of Florida. This measure is an indicator of whether FDLE is enhancing the effectiveness of criminal justice professionals, which is a contributing factor in the quality level of intelligence, investigations, analysis and comprehension efforts.

**Reliability:** All applicants' answer sheets are electronically graded by an outside source. A data analysis is performed and 1% of all answer sheets are hand-graded to ensure that the outside source correctly graded all answer sheets. When the electronic data file is imported into OCETS, the database ensures the data was accurately imported by marrying all grades with applicant information on file for each exam administration. An item analysis is conducted to ensure that there are no irregularities in the performance of any test question. Security measures, such as the item analysis and hand-grading failures, are taken to assure the integrity of the exam and the applicant data. The objectives on which the exam is based are designed to consistently measure minimum competency for entry level officers.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** Board/Councils/Commissions  
**Measure:** Number of Boards/Councils/Commissions

**Data Sources and Methodology:**

**Data:** Manual list of those Boards/Councils/Commissions that interact with this service as kept by the Office of General Counsel (OGC).

**Methodology:** The OGC keeps a manual list of those Boards/Councils/Commissions that interact with all FDLE services. The Program Office is required to contact the OGC when any Boards/Councils/Commissions are either added or deleted from the list. This list is verified by a manager in OGC and reported on a quarterly basis.

**Validity:** This measure calculates the number of Boards/Councils/Commissions that interact with this service. This data is reported directly by the Program Office to the OGC. Few changes will occur in the number of boards/councils/commissions FDLE supports. Changes may occur if approved by the Legislature or Commissioner's Office or if changes occur within one of the boards/councils/commissions.

**Reliability:** The information for this measure is obtained directly from the entity coordinating the activities of the boards/councils/commissions. Because a small, relatively stagnant number of Boards/Councils/Commissions interact with this service, it is easy to gather data for this measure.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** Curriculum Development  
**Measure:** Number of course curricula and examinations developed or revised

**Data Sources and Methodology:**

Data: Curricula Section Course Listings and Quarterly Examination Verification Review Forms (Exam Section) is used to collect the data for this measure.

Methodology: The Curricula Section performs a manual count from a list of Criminal Justice Standards and Training Commission approved courses, maintained within Rule 11B-35, F.A.C., of the number of basic recruit and post-basic training courses developed or revised during a particular time frame.

The Examination Section performs a manual count from the Quarterly Examination Verification Review Form of the basic recruit course examinations developed or revised during a particular period.

The sum of the totals received from the Curricula Section and the Examination Section is the number of course curricula and examinations developed or revised for the specified period.

**Validity:** The Curricula Section and the Exam Section maintain data that allow for the reporting of this number. The sum of this data gives the number of course curricula and examinations developed or revised.

In order to ensure that the most qualified, well-trained, competent and ethical criminal justice community is serving the State of Florida, the Commission needs to verify that the training programs provided meet officers needs. As curricula are updated, exams must also be revised. Exams also need to be revised to ensure the integrity of the examination. The exam requirement ensures the candidates have achieved minimum competency to enter the criminal justice profession. This measure is an indicator of the total number of course curricula and examinations developed or revised.

**Reliability:** The number of course curricula is maintained by the Curricula Section and is the number of basic recruit and post-basic training courses approved by the Commission and established in the Florida Administrative Code, Rule 11B-35. Upon Commission approval, rule promulgation process is implemented to incorporate new curricula into Rule 11B-35, F.A.C. The Training and Research Manager of the Curricula Section verifies this number as outlined in rule.

The Exam Section maintains the number of exams revised taken directly from standardized Review Forms. The Research and Training Specialist Coordinator of the Exam Section verifies the Review Forms.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** CJSTC - Training  
**Measure:** Number of individuals trained by the Florida Criminal Justice Executive Institute (FCJEI)

**Data Sources and Methodology:**

Data: FCJEI Annotated Program and Attendance Rosters.

Methodology: FCJEI training coordinators maintain attendance rosters for each Continuing Education course (CED) delivered. Each attendance roster contains the name of the course, date(s) the course was delivered, and the names of the individuals trained. Annotated FCJEI Program Rosters of participants are maintained by the coordinators for each Chief Executive Seminar (CES) and Senior Leadership Program (SLP) delivered. (Staff makes a note of participants who are absent from a session and appropriate course make-up work is provided.) An attendance/program roster verifies the number of participants at miscellaneous conferences and seminars. The Training and Research Manager or the FCJEI Director verifies all rosters.

The training coordinator reviews FCJEI rosters to obtain a count of persons trained in CED courses during the specified period. The Training and Research Manager reviews the annotated FCJEI program rosters for CES and SLP courses to obtain a count of persons trained during the specified period. A member of FCJEI reviews the attendance/program rosters to obtain a count of the persons attending miscellaneous conferences and seminars during the specified period. The resulting figures are totaled in order to obtain the number of individuals trained by FCJEI for the specified period.

**Validity:** FCJEI offers executive level seminars and courses for Florida's criminal justice leaders through three specific programs--the Chief Executive Seminar, Continuing Executive Development, and the Senior Leadership Program (for members of upper level management). FCJEI maintains records that will allow for reporting the number of individuals trained during a specified period of time.

**Reliability:** The data maintained by FCJEI regarding the number of individuals trained during a fiscal year are taken directly from annotated rosters maintained by the coordinators for each course. The Training and Research Manager or the FCJEI Director verifies all rosters for accurate attendance records. Information is gathered in a standardized manner according to training received by each coordinator.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** CJSTC – Certification and Training  
**Measure:** Number of professional law enforcement certificates issued

**Data Sources and Methodology:**

**Data:** A count of training certificates issued to persons who met the training requirements for basic and post-basic programs offered at Criminal Justice Standards and Training Commission certified training schools.

**Methodology:** Information related to individuals having completed basic and post-basic programs is entered into the Automated Training Management System (ATMS) electronically by the Training Center that provided the training. There are two types of certificates issued by ATMS, for basic and post-basic courses. The Records Section also collects training forms for the following additional types of training: instructor training and K-9 Team training.

Standard reports created by the Office of Information Resource Management (IRM) programming staff are available within ATMS, and provide a count of the number of certificates created based on the date the information supporting the creation of the certificate was entered into the ATMS database. An independent programmer within IRM verified that the report is logically correct for the information requested.

Information pertaining to the number individuals completing qualification and renewal training for Breath Test Operators and Agency Inspectors is entered into an Access database by members of the Alcohol Testing Program from standardize training roster and application forms. The Administrative Assistant I in the Alcohol Testing Program runs a report to determine the number of Breath Test Operator and Agency Inspector certificates issued.

The Administrative Assistant I in the DARE Training Center manually tabulates the number of DARE certificates issued from the after-action reports and grade sheets. The Administrative Secretary in the Bureau of Standards reviews the Field Specialist Weekly Reports completed during a specified period to obtain a count of the number of K-9 and instructor certificates approved/issued. The sum of the totals provided by ATMS, the Field Specialists, Alcohol Testing Program and DARE is the number of certificates issued.

**Validity:** Upon completion of a basic recruit training program and passage of the certification examination, an individual is eligible to become a certified criminal justice officer in Florida through employment with a criminal justice agency. Additionally, certified officers have the option to complete appropriate post-basic training that will enhance their knowledge, skills and abilities in performing their job duties.

Individuals who have met the minimum requirements to be criminal justice officers and officers who have completed an approved course of post-basic training are entitled to certificates indicating satisfactory completion or compliance with the specified criteria. Through both basic and post-basic training, FDLE is enhancing the effectiveness of criminal justice professionals.

**Reliability:** ATMS maintains officer training and employment information in standardized computer generated fields. ATMS will not generate a certificate until all appropriate information has been entered into the system. The Records Section then manually issues each certificate generated by ATMS. Certificates for Instructor and K-9 certification, Breath Test Operator, ATP Agency Inspector and DARE training are also not issued until the appropriate standardized forms have been completed and received by the Professionalism Program. Each section verifies the final total of certificates issued against either weekly activity reports, training rosters, application forms or after-action reports and grade sheets to ensure appropriate certificates were issued.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** Exam Development  
**Measure:** Number of exams administered

**Data Sources and Methodology:**

**Data:** Officer Certification Examination Tracking System (OCETS) and Drug Abuse Resistance Education (DARE) reports.

**Methodology:** An entry in the database is generated by the applicant's application being scanned into Officer Certification Examination Tracking System (OCETS). OCETS then generates a roster for each exam administration that includes the applicant's name, social security number, address, and discipline. This information is verified at the exam site by a proctor and the applicant prior to the exam being administered. Once answer sheets are graded, grade information is merged with the original applicant file in OCETS. A standard report has been incorporated into the OCETS application. A member of the Exam Section staff runs the report. This report counts the number of exams administered for a given period. The report was created by a member of the Office of Information Resource Management (IRM), and an independent programmer within IRM verifies that the report is logically correct for the information requested.

There are two types of DARE exams—practical and written. A DARE instructor administers the practical exams. The instructor then completes a performance evaluation for each applicant taking the exam. Performance evaluations must meet the approval of the DARE facilitator. The DARE facilitator at the training site administers the written exams, then completes after-action reports and Final Grade Reports in which the number of each type of exam administered is listed. Performance evaluations, after-actions reports, and final Grade Reports are submitted to the DARE Training Center in Tallahassee by the DARE facilitator. The Administrative Assistant I in the DARE Training Center reviews the after-action reports and the Final Grade reports in order to manually tabulate the number of DARE practical exams and written exams administered during a specified period.

The sum of the total provided by the Exam Section and DARE is the number of examinations administered.

**Validity:** The Officer Certification Exam is administered monthly across the state. All applicant information and exam scores are maintained within the OCETS database, which provides the data for this measure. The DARE program maintains after-action reports and Final Grade reports, which allow for reporting the number of DARE exams administered. The sum of these two numbers gives the number of examinations administered.

The exam requirement ensures the candidates have achieved minimum competency to enter the criminal justice profession. This measure is an indicator of the total number of exams administered.

**Reliability:** The Exam Section utilizes the OCETS database to provide the number of exams administered by the Section during a given period. Each Exam Proctor must complete an after-action report that indicates all individuals who were scheduled for an exam and did not show up (i.e., no exam was administered). The Research and Training Specialist Coordinator of the Exam Section verifies the data supplied by OCETS with the after-action reports.



The DARE program reports on the number of exams administered in its program. The AAI and/or the DARE Training Center Coordinator verify the data submitted by the instructors with the after-action reports and/or Final Grade reports.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** DARE  
**Measure:** Number of law enforcement officers trained by DARE

**Data Sources and Methodology:**

Data: Drug Abuse Resistance Education (DARE) Performance Evaluation Forms and Grade Sheets.

Methodology: Performance Evaluation Forms and grade sheets are completed by the DARE instructor for each individual completing the primary curriculum (a course for fifth/sixth grade students). Performance Evaluation Forms are completed by the DARE instructor for each individual completing one of the other two curricula (a course for seventh/eighth grade students and a parent training course). The instructor submits these records to the Florida DARE Training Center. The Administrative Assistant (AAI) and/or the DARE Training Center Coordinator verify the information submitted by the DARE instructors. This information is maintained manually by class date. A manual count is obtained from the Performance Evaluation Forms and grade sheets resulting from training courses presented by DARE during the specified period.

**Validity:** DARE is a nationally recognized drug and violence prevention program targeted toward school-age children. The DARE program consists of three primary curriculum: a course designed for students in the 5<sup>th</sup> or 6<sup>th</sup> grade, a course designed for students in middle school (7<sup>th</sup> or 8<sup>th</sup> grade), and a parent training course. This training is offered to law enforcement officers who then present a structured sequential curriculum in the schools throughout the state. The DARE program maintains records that will allow for reporting the number of officers trained by the DARE program during a specified period of time.

DARE trains law enforcement officers whose responsibility is to offer training in the resistance to drugs and violent activity to the children of the state. This measure is an indicator of the total number of officers trained to teach DARE material in the classroom.

**Reliability:** The data maintained by DARE regarding the number of individuals trained during a fiscal year are taken directly from grade sheets and performance evaluations forms completed by the instructor for each course and submitted to the Florida DARE training center. The AAI/or the DARE Training Center Coordinator verify data submitted by the instructors with after-action reports submitted for each DARE examination administration.

**Agency:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service:** Training and Certification Services  
**Activity:** Domestic Security Training  
**Measure:** Number of domestic security training courses delivered

**Data Sources and Methodology:**

Data: Invoice and Statistical Data Sheet

Methodology: In order for a school to utilize the domestic security training funds, the school must provide us with an invoice, specific data for the course, and documentation that the school complied with all rules and requirements. Upon receipt of the invoice, staff verifies that information as accurate and in compliance with the rules, and processes the invoice for payment.

**Validity:** The Trust Fund section is responsible for auditing the expenditures of the Criminal Justice Standards and Training Trust fund. This activity is an extension of audit procedures already in place. Additionally, this is a reimbursement process, in that only courses delivered according to the established guidelines and procedures outlined in Rule 11B-20 and 11B-35, F.A.C., will be funded.

**Reliability:** Use of the Domestic Security Special Appropriation funds is on a reimbursement basis only. Only after a course has been delivered and the appropriate documentation is submitted to and verified by the Trust Fund section, is payment for the course authorized. Therefore only the number of courses approved for reimbursement will be used for this measure.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Measure:** Percentage of time the FCIC is running and accessible to criminal justice entities

**Data Sources and Methodology:**

Data: Client Services reports down time for all data systems under the control of IRM, as well as other agency databases accessible through the Florida Crime Information Center (FCIC II) [e.g., driver's licenses, National Crime Information Center (NCIC)]. Any of these distinct systems may be down at any time of the day, disrupting usage to that one service. While FDLE cannot control accessibility to these systems, as long as the FCIC II system is operating, the majority of system services will be available. If the FCIC II system is down, all applications are down (computerized criminal histories, Hot Files, NCIC, driver's licenses, etc.).

Daily downtime report

This script runs at 0345 every day, and analyzes the previous days pfr and message handler logs. The purpose of this script is to detect downtimes of the pfr and message handler. If no downtime is detected, the report states: "FCIC Switch was not down during this period."

If downtime is detected, the report gives the starting and stopping times of the pfr and message handler for the previous day. This report is then E-mailed to the people listed in the file:  
/ora10/cronjobs/down\_notification.file

Support Magic Ticket

The Customer Support Center (CSC) operates a help-desk system called Support Magic. All FCIC downtime will be recorded in this system and assigned a "ticket". This ticket contains all information about the outage and is assigned a distinct number used to track all downtime. The Daily Downtime Report is e-mailed to the Manager of the Customer Support Center who generates a Support Magic Ticket for any downtime. The down time (including ticket number) is reported at the daily operations meeting (previous 24-hour period -inclusive of weekends and holidays). This information is forwarded via e-mail to the Planning Consultant by the Operations and Management Consultant Manager (OMCM).

Methodology: The IRM Planning Consultant compiles the daily totals into a monthly report using an EXCEL spreadsheet titled "downtime." The percentage is calculated against the total amount of time the system should be operating. The OMCM reviews the data before the totals are forwarded to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** This measure calculates the percent of time FCIC is running and accessible for a specified period. While specific databases, some under the control of the IRM and some from outside agencies (such as driver's licenses) may go down independently, restricting access to specific information, the FCIC II system is essential for agencies to receive criminal justice information. This measure is an indicator of whether FDLE is providing law enforcement agencies continuous access to information, which is a major factor in the investigation and apprehension of criminals as well as the safety of criminal justice officers and the public.

**Reliability:** Daily downtime for all systems is collected in a uniform process by Client Services. These numbers are subjected to daily management review within IRM. Downtime is compiled monthly in a uniform process.

**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Network Services

**Measure:** Percentage of responses from FCIC hotfiles that contain substantive information within defined timeframe

**Data Sources and Methodology:**

**Data:** The FCIC Message Switch is the controller of all messages in and out of the FCIC network. All FCIC transactions (inquiries/entries/responses) pass through the Message Switch to be routed to the appropriate destination (e.g., hot file, criminal history, DHSMV). The responses are routed back through the Message Switch to the message originator. The Transaction Archive Report (TAR) records the messages that travel through the Message Switch.

**Methodology:** Monthly, all "FCIC Time Out" response messages and total response messages are tabulated and posted on a server. The IRM Planning Consultant accesses this information and calculates the percentage in relation to the total number of messages. The results are then forwarded to the Operations and Management Consultant Manager in IRM for review and then to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The most critical function, in terms of officer and public safety, of the FCIC system is the hotfile response to the officer on the street. The system is designed to provide a response to any hot file query in 10 seconds. Any delay in this timeframe could result in increased danger for the officer. This measure, the percentage of responses within this 10-second deadline, provides qualitative information on the systems performance in this critical process.

**Reliability:** The system automatically records all responses and the nature of that response. A report is run by Paradigm4 to extract the number of timeouts versus substantive responses for the month and is presented in both raw numbers and a percentage. The method for this analysis is standardized and is repeatable each month and in retrospect.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Measure:** Percentage responses to criminal history record check customers within defined timeframes

**Data Sources and Methodology:**

Data: Automated Call Distribution (ACD) System report and applicant and public records requests.

Methodology: FDLE provides criminal identification screening services to criminal justice and non-criminal justice agencies and private citizens to identify persons with criminal warrants, domestic violence injunctions, arrests, and convictions. These persons may be applicants for jobs or licenses for certain professions, potential gun purchasers, those working with children, the elderly, or the disabled, or the subject of public record requests. All calls from gun dealers are received through the ACD System. All applicant, VECHS, and public record requests are date/time stamped upon receipt.

Firearm Purchase Program (FPP) statistics are obtained from the ACD System using a report titled "Group Time Report". The report provides the average length of all calls received by the ACD System during the reporting period. For applicant, VECHS, and public record requests, pending requests are checked using the time and date stamp. The date the request was submitted is subtracted from the current day. If the difference is greater than the required response time, then the request does not meet the measure. The Criminal Justice Communication Liaisons within the sections (utilizing the established standards) perform this review and calculation on a weekly basis.

The FPP report and manual calculations are forwarded to the Operations and Management Consultant I in the Volunteer and Employment Criminal History Check Section (VECHS) for review and calculation of the performance percentage. The percentage for the measure is obtained by averaging the percentages, weighted by the volume of each type of work, as reported from each section. The numbers are then verified by the Bureau Chief or designee and forwarded to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** These response times are based on the average time to process each type of work during the month. FPP times are computer-generated from the ACD telephone system showing the average length of calls during the period; others are based on time stamps of work received and date of completion, checked weekly. This measure is an indicator of whether FDLE is providing businesses and others timely access to information, which is a major factor in preventing criminals from making gun purchases or obtaining sensitive employment and licensure. This assists the agency in achieving its mission of providing timely access to criminal justice information.

**Reliability:** Measure includes all work processed and is, therefore, reliable. All numbers are verified by the Operations Management Consultant I to ensure reliability.

**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Network Services

**Measure:** Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system

**Data Sources and Methodology:**

**Data:** Computerized Criminal History (CCH) report and a count of fingerprint cards received.

**Methodology:** On a monthly basis, Information Resource Management members produce a report titled "CCH on-line statistical report" which details the number of AFIS (Automated Fingerprint Identification System) Livescan submissions received during the reporting period. The manual arrest (fingerprint) cards are counted using a "date stamp/card count" machine located in the Arrest Section within the Florida Crime Information Center (FCIC) Bureau. A daily count is maintained.

The percentage for this measure is calculated by dividing the total number of Livescan and manual arrest cards received during the reporting period into the number of Livescan submissions received during the same period. This is calculated by the Operations and Management Consultant Manager in the FCIC Bureau. The performance data is provided to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** This measure calculates the percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system. It is calculated and verified in the identical manner each month. This measure shows the percentage of arrest data received through the sites that have the capability to use the identification service offered through the AFIS. The timely identification of arrested persons is essential to effective criminal justice operations.

**Reliability:** The physical count of the manual arrest cards is accomplished by a date/stamp machine that is monitored by an Arrest staff member. This machine has been proven to be reliable overtime by consistently counting cards accurately. The percentage is verified by a FCICB staff member before submission to the Program Office. This measure will consistently show the percentage of arrest data receive electronically.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Activity:** Central Operations  
**Measure:** Number of FCIC certified operators

**Data Sources and Methodology:**

**Data:** Under the FCIC II system, all transactions must include an individual's unique identifier with each transaction submitted for processing at the state and national level. Additionally, in order to gain access to the state and national data, the operator must have a current FCIC/NCIC Certification. All FCIC/NCIC operators must be tested every two years to renew and maintain FCIC/NCIC Certification. A count of all certified FCIC/NCIC operators is maintained in the Training Information System (TIS), a subsystem of FCIC II.

**Methodology:** The Information Delivery Team staff check the TIS database and obtain a count for the total number of Certified FCIC/NCIC Operators. The counts are forwarded to the Senior Management Analyst II/Coordinator (April Cross) in the Program Office for review prior to another Program Leadership Team member verifying and officially submitting the numbers.

**Validity:** This measure is the best indication of the number of "customers" using the FCIC/NCIC systems. The FCIC System is the Information Program's primary service to its customers, and is vital to the Program's mission and goals. Since all FCIC operators must be tested and certified, the number of certified operators is a valid measure of the number of customers of the system.

**Reliability:** While the measurement methods are reliable, the sources of the measures change daily as the operators' certification status changes. Therefore, the monthly measures are accurate only for the day of measurement and are not repeatable in retrospect. Further, the system is designed so that if an operator is not certified, they are denied access to FCIC---ensuring that this is the most reliable measure of access to the FCIC/NCIC system at a given point in time.



**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Activity:** System Support  
**Measure:** Number of requests for customer support

**Data Sources and Methodology:**

**Data:** Report of "Summary of Open Tickets" by month generated by the Support Magic System.

**Methodology:** The Support Magic System is a commercial software package that is designed for help desk and inventory control. It contains all service requests that allow the Customer Support Section and the IRM technical staff to track responses, service, and resolution provided. The CSC Supervisor accesses the Support Magic System at the end of each month and obtains a total count of all service requests opened during the month. This figure is forwarded to the IRM Planning Consultant, the OMC Manager, and then to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** Every call requiring more than 2 minutes on the phone to address (or additional work by technicians) will have a Support Magic Ticket opened for it. These tickets are recorded in the Support Magic System and are monitored daily by the Manager of Client Services. With the current system of customer support, the number of tickets opened is the most accurate and meaningful way to measure the requests for service.

**Reliability:** This is a system generated listing of all customer service requests processed by the Client Services Section (with the exception of calls addressed in less than 2 minutes) and is therefore a reliable measure of the demand for service.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Network Services  
**Activity:** Production Systems Services  
**Measure:** Number of FCIC data transactions

**Data Sources and Methodology:**

Data: Information Resource Management (IRM) report.

Methodology: The Florida Crime Information Center (FCIC II) Message Switch is the controller of all messages in and out of the FCIC II network. All FCIC II transactions (inquiries/entries/responses) pass through the Message Switch to be routed to the appropriate destination (e.g., hot file, criminal history, Division Highway Safety and Motor Vehicles). Responses are routed back through the Message Switch to the message originator.

The number for this measure is recorded automatically by IRM. The report contains data by calendar month. The report is posted on a server and is accessed by the Planning Consultant. The Operations and Management Consultant Manager (OMCM) reviews the data before the number is forwarded to the Senior Management Analyst II/Coordinator in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

The number of data transactions reported each month is affected not only by the actual number of transactions, but also by the number of days in the month.

**Validity:** Message switch is the "hub" of the FCIC II system. All FCIC II transactions pass through the Message Switch to be routed to the appropriate destination, the count of message switch transactions is an appropriate measure of the volume of traffic and communication services provided by the FCIC II. The measure is an indicator of the customer usage (requests for automated criminal justice information), via the FCIC II, the primary service of this program area. This measure is a system generated listing of all data transactions processed by the FCIC Message Switch. It is a total of all messages received by, and responded to by the FCIC system, via the Message Switch.

**Reliability:** This is a system generated listing of all data transactions processed by the FCIC Message Switch and is therefore a reliable measure. The number of data transactions reported each month is affected, not only by the actual number of transactions, but also by the fact that some months contain 30 or 31 days, with February's 28 day count.

**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Prevention and Crime Information Services

**Measure:** Percentage of criminal history information compiled accurately

**Data Sources and Methodology:**

**Data:** The percent of a random sample of records of arrests since January 1, 1995, which are audited and found to be without any critical errors. Critical errors are defined as those which would impact a name search identification (e.g., the kind of search conducted on-line by criminal justice agencies or FDLE in response to public records inquiries) or those errors which would impact a decision on licensing, employment, gun purchase or sentencing. Critical errors include: name, alias name, race, sex, date of birth, social security number, arrest charge, arrest charge level, arresting agency, date of arrest, judicial charge, judicial charge level, and court disposition. When an error is detected within a criminal record, the entire record will be counted as an error record.

Computerized Criminal History (CCH) records, microfilm copies of arrest fingerprint cards and court documents maintained by the Clerks of Court, arrest documents maintained by the arresting agencies or Department of Corrections custody data. The CCH database is the state's central repository for criminal history records on persons arrested in Florida. The CCH contains a myriad of information including information on a person's arrests, charges, and dispositions.

**Methodology:** The Quality Control Section will audit the accuracy of data contained in the permanent Computerized Criminal History (CCH) file. Because of the size of the CCH database, data accuracy must be based on samples, for which auditors will check the data to source documents. Because the audit is a random sample of records, there is a possibility of some variations in findings based on the sampling. The sample size was determined to allow for a sampling error of plus or minus 4% at the 95.5% confidence level, which is the likelihood that a sample of this size, drawn repeatedly from the population, contains the true population value within the sampling error specified. This is a standard that is generally accepted for random sampling. The Quality Control Section will provide the FCIC Bureau Chief with a written report of the results and the performance measure is taken from this report by the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** This is a measure of critical aspects of data quality in the criminal history central repository maintained by FDLE. Because of the size of the CCH, data accuracy must be based on samples, for which auditors will check the data to source documents. This measure is appropriate because it is an indicator of whether FDLE is providing law enforcement agencies accurate and useful information, which is a major factor in the process of apprehending and prosecuting criminals as well as for making licensing, employment and firearm purchase decisions.

**Reliability:** Because the audit is of random sample of records, there is a possibility of some variations in findings based on the sampling. The sample size was determined to allow for a sampling error of plus or minus 4% at the 95.5% confidence level, which is the likelihood that a sample of this size, drawn repeatedly from the population, contains the true population value within the sampling error specified. This is a standard that is generally accepted for random sampling.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** FCIC Terminal Audits  
**Measure:** Number of FCIC audits conducted

**Data Sources and Methodology:**

**Data:** The Florida Crime Information Center (FCIC) automated Audit Management System (AMS), with support documentation maintained in agency audit files. The AMS, the primary source, is the automated system which identifies all agencies to be audited, the date of the last audit, the auditor's name, any violations noted and other information pertinent to the audit process. The database is maintained and updated on an ongoing basis by the audit staff.

**Methodology:** On a quarterly basis, a report is produced from the AMS showing the audits completed by each auditor during the time period. This report is reviewed for accuracy by each auditor, and any necessary updates are made to correct the AMS database. The information is reported on quarterly workplans and to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

The FCIC audit process consists of a series of activities – pre-audit, audit and post-audit. An audit is considered “completed” for these reporting procedures when the agency’s compliance with law and policy has been evaluated by the auditor using standard procedures and a letter has been sent to the agency head advising of the findings. The report from the AMS keys on a field “date report mailed” to determine the audits completed within a defined timeframe.

**Validity:** The measure is valid because it is generated from the master AMS database and then verified against paper records of audits completed on a quarterly basis. The paper record is a copy of the letter and report mailed to the agency head, so the date of the letter is a good indicator of when the audit was completed and the report sent to the agency head. This is the most appropriate possible measure of audits completed.

**Reliability:** Because it is an automated process, the reports from the AMS are extremely reliable – producing the same report on repeated runs. The auditors update the system at the completion of each audit and use the system to help plan and schedule audits required to occur within a defined timeframe. The auditors double check the accuracy at the time they record their audits on their quarterly workplans and ensure that all updates and/or possible errors are corrected before reporting the numbers.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Missing Children Information Clearinghouse  
**Measure:** Number of missing children cases FDLE worked

**Data Source and Methodology:**

Data: MCIC database report.

Methodology: MCIC analysts enter information into the MCIC database, which contains information on all open and closed cases. An open case requires that the child is entered into the National Crime Information Center/ Florida Crime Information Center (NCIC/FCIC) as missing by a local law enforcement agency, and that the parent or law enforcement agency requests assistance from the MCIC. A closed case is defined as 1) the child has been located and 2) the child's NCIC/FCIC entry as missing is removed from the system. Open cases are systematically reviewed to ensure that all possible avenues are being pursued to assist in the recovery of a child.

The Staff Assistant in the MCIC calculates this number each month by querying the MCIC database for the number of cases opened during the reported month. The number of cases opened is combined with the number of cases brought forward from the previous month in order to get the total number of cases worked. These figures are maintained by the Staff Assistant in a word document titled "PBB measure". The calculations are reviewed by the MCIC Senior Management Analyst Supervisor, and then forwarded to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** Because the same criteria are used to uniformly evaluate each missing child case, this is a valid measure of cases worked through MCIC. This measure is appropriate because it indicates that FDLE is dedicating resources to locating missing children. This measure is part of the Long Range Program Plan.

**Reliability:** A database of MCIC case demographics is maintained by the Crime Intelligence Analysts on a continual basis and case closings are documented and evaluated by the analyst and the Senior Management Analyst Supervisor using consistent criteria.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Sexual Predator Tracking and Information  
**Measure:** Number of sexual predators/offenders identified to the public

**Data Sources and Methodology:**

**Data:** Count of sexual predators/offenders on the FDLE web page.

**Methodology:** In order for a sexual predator to be registered with FDLE, four pieces of documentation must be received and processed: a court order, the sexual predator's fingerprint card, a registration form, and a picture of the sexual predator. In order for a sexual offender to be listed on FDLE's web page, the Department of Corrections (DC) must identify offenders who meet the statutory criteria and electronically transmit the information to FDLE for inclusion in its database. Offenders and predators who are not under the care or custody of the DC must register with local law enforcement. That agency then forwards the information to the FDLE Sexual Offender/Predator Unit for inclusion in the offender database. Unit members run daily reports for address verification on predators. After data is entered into the offender database, the Internet web page is automatically updated by the offender database.

A Government Analyst I (GA) in the Sexual Offender/Predator Unit obtains the number for the measure by accessing the Internet web page via the offender database. A search is requested of all registered sexual predators/offenders contained on the web page. (Accessing the web page via the offender database will not permit the "visit" to be counted.) The number is recorded, reviewed by the Senior Management Analyst Supervisor in the unit, and forwarded to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** In order for a sexual offender to be listed on FDLE's web page, the information must be electronically transmitted from the Department of Corrections who monitors offender status based on statutory criteria. This documentation is received from either the DC or the sheriff's office and then processed by the Sexual Offender/Predator staff. Therefore, this measure calculates the total number of sexual predators/offenders identified to the public during a specified period. This measure is an indicator of the total number of individuals within the State of Florida who have been identified to the public as sexual predators/offenders. This measure is appropriate because it indicates that FDLE is providing the public and law enforcement agencies accurate and useful information concerning the whereabouts of sexual predators and offenders. This measure is part of the Long Range Program Plan.

**Reliability:** The Sexual Offender/Predator Unit staff runs daily reports for address verification on predators. For any address change noted in the report that was not made by a staff member, the member for that given region will call DC Parole and Probation to verify the address change. Notification of address changes is also forwarded to local law enforcement agencies for periodic address verification as well.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Criminal History Quality Control  
**Measure:** Number of criminal history records corrected

**Data Sources and Methodology:**

**Data:** Microsoft Access database populated by each member of the Quality Control (QC) Section.

**Methodology:** The number of criminal history records corrected is defined as the number of Computerized Criminal History (CCH) records affected by a modification of some sort (deletion, addition, creation). The types and numbers of actions/requests resulting in modifications are maintained and entered into an Access database, titled "Quality Control Statistics", by the QC Section member that completed the work. The total number and type of correction completed by section members are tabulated using a report within the Access database titled "Section's PBB Totals". The report is accessed, and a historical copy is maintained, by the Senior Management Analyst Supervisor that supervises the section. This data is submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted. The following types of requests/actions are counted and reported for this measure:

- Triple III \$. A/NFF On-line message from the FBI: Messages returned from the FBI as a result of on-line modifications, additions, or deletions from FDLE to the FBI reference Florida's criminal history data.
- 838 Consolidation Report: As a result of two or more records being merged, some corrective action may need to be done to the criminal history record data at either the state level, national level, or both.
- Corrective Actions: Modifications, additions or deletions to an established criminal history record at the request of an authorized criminal justice agency.
- Convicted Felon Name Changes: Master and/or alias name changes to a criminal history record made at the request of the courts.
- Court Orders: An order from the court requesting a modification, addition, update or deletion to a specific criminal history record.
- Deceased Fingerprint Cards: Deceased cards and death notifications are received and the criminal history record at the state and/or national level is modified accordingly.
- Administrative Expunge: Expunction of an arrest and/or criminal history record as a result of a request from an arresting agency or the courts.
- Fictitious Record Created: Internal and external requests are received from law enforcement agencies to have a fictitious criminal history record created on an individual.
  
- LiveScan Conflict (Arrest, Race): Corrective action is performed for errors that are generated when a new arrest updates an existing criminal history record and there is a duplicate date of arrest or race conflict.
- Specials: Modifications are performed on criminal history records as a result of requests from both internal and external sources.
- Consolidations: Fingerprint Analysts evaluate, verify and merge two or more criminal history records on the same individual.
- Biannual Triple III Synchronization Tape errors: Corrective action is performed for discrepancy errors that are generated as a result of a comparison between Florida's criminal history data at the state and national level.

- Special Projects: Corrective action is performed on criminal history records resulting from routine quality reviews of criminal history data, software programs to extract data for correction, data cleansing efforts, etc.
- Florida Pointer Records: Modifications, additions, updates or deletions to a criminal history record that Florida has not taken control of (record needs to be claimed so the national flag points to Florida to disseminate the criminal history information).

**Validity:** Per Bureau procedures, members within the Quality Control Section perform corrections, modifications, deletions, and updates to criminal history records. On occasion, members in the Disposition Section correct judicial information contained in a CCH record. Overall, the vast majority of corrections will be documented and reported, using the methodology identified above, making this a valid measure. This measure is appropriate because it is an indicator that FDLE strives to provide criminal justice agencies, as well as the public and private entities with accurate and complete criminal history information.

**Reliability:** The Quality Control Section has procedures for every task/function performed within the Section. Additionally, the Senior Management Analyst Supervisor or a designee routinely performs quality reviews of individual member work products and statistical summaries in order to ensure that CCH records are being properly modified, and the weekly statistics are being reported accurately.



**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Uniform Crime Reports  
**Measure:** Number of responses to requests for crime statistics

**Data Sources and Methodology:**

**Data:** Requests for Crime Statistics Manual Log and FDLE Crime Statistics Internet web page counter.

**Methodology:** Requests for Uniform Crime Reports (UCR) statistics are received via telephone or by written correspondence, forwarded to the UCR staff, and documented. The regional Public Information Officers (PIO) and the Statistical Analysis Center (SAC) manually record all requests for crime statistics. The number of requests is forwarded to the UCR section on a monthly basis.

All requests are documented on a form that contains information regarding the requester, requester's telephone number, and type of data requested. UCR staff maintain these requests in a file by date order. FDLE's Crime Statistics Internet web page contains a counter that registers the inquiry (hit) every time the page is accessed. The crime statistics Internet web page counter provides a monthly number of inquiries. The Staff Assistant in the UCR Section maintains the monthly and historical Internet statistics. Using the request documentation forms, the UCR staff count the total number of requests for crime statistics received during the month.

The SAC staff and regional PIOs send the total number of requests for crime statistics each month to the UCR Staff Assistant. These numbers, combined with the number of hits to the web page, are reviewed by the UCR Section Supervisor before being forwarded to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** Although an occasional request for crime statistics may be responded to by an entity or in a manner not captured by this measure, these are the primary sources of crime statistics. The vast majority of responses will be documented and reported, making this a valid measure. The primary objective of the UCR program is to make crime statistics available to the criminal justice community, policy makers and the public.

**Reliability:** UCR staff, the SAC, and the PIO's routinely monitor and manually record all responses to requests for information. Also, the manual requests reported by the UCR staff are verified by the Staff Assistant of that unit before forwarding to the Senior Management Analyst Supervisor in the Program Office. The crime statistics Internet web page contains a counter that registers every time the page is accessed.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Arrest Input  
**Measure:** Number of criminal arrest records received electronically (through AFIS) for entry

**Data Sources and Methodology:**

Data: Computerized Criminal History (CCH) report

Methodology: On a monthly basis, Information Resource Management members produce a report titled "CCH On-line Statistical Report" which details the number of AFIS (Automated Fingerprint Identification System) Livescan submissions received during the reporting period. The Senior Management Analyst Supervisor of the ICHN Section accesses an on-line report entitled "General Statistics Report by Type" and enters the monthly date range. Each county has a unique OBTS number so that the number of records entered into CCH by that county can be queried. A total number of records added is provided for each day and a subtotal for the month is tallied.

The performance data is provided to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** This measure calculates the number of criminal arrest records received electronically (through AFIS) for entry into the criminal history system. It is calculated and verified in the identical manner each month. This measure is appropriate because it shows the number of arrest records received through the sites that have the capability to use the identification service offered through the AFIS. The timely identification of arrested persons is essential to effective criminal justice operations.

**Reliability:** Because this is a system-generated report, it should be extremely reliable. However, the on-line statistics are only maintained for 90 days and therefore cannot be computer generated after that period.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Criminal History Record Seal and Expunge  
**Measure:** Number of requests for certificates of eligibility

**Data Sources and Methodology:**

**Data:** Microsoft Excel spreadsheet maintained by the Criminal Justice Customer Service Specialist (CJCSS).

**Methodology:** The number of requests for certificates of eligibility is defined as the actual number of applications that are received on a daily basis from the Office of Finance and Accounting. The number of applications processed on a daily basis is documented on a Microsoft Excel spreadsheet maintained by the Criminal Justice Customer Service Specialist (CJCSS). The CJCSS submits the spreadsheet on a weekly basis to the Operations and Management Consultant I/Coordinator that supervises the section. The supervisor transfers the data from the CJCSS's form to a master spreadsheet that totals all applications received on a weekly, as well as monthly, basis.

This data is forwarded to the Administrative Assistant I in the FCIC Bureau Chief's Office, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** Per Bureau/Section procedures, CJCSS's within the Expunge Section collect and record the number of applications received daily, identify existing criminal histories on the applicants, assign each application a unique control number, and enter these applications into the section's computer system. Occasionally, a Senior Criminal Justice Information Technician will perform these duties. However, all applications received will be documented and reported using the methodology identified above, making this a valid measure. This measure is appropriate because it is an indicator that FDLE strives to provide its customers with timely and accurate service.

**Reliability:** The Expunge Section has procedures for every task/function performed within the section. Additionally, the Operations and Management Consultant I/Coordinator routinely performs quality reviews of individual member work products and statistical summaries in order to ensure that all applications received by the section are properly accounted for and processed and that weekly statistics are being reported accurately.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Arrest Fingerprint Identification  
**Measure:** Number of arrest/identification records created and maintained

**Data Sources and Methodology:**

Data: CCH database and AFIS Minutiae database. The total number of all Florida criminal history arrest records (adult and juvenile), all AFIS ten-print (full hand) records from the Minutiae (numerical code for the fingerprint image) database.

Methodology: The number for the total of all criminal history records (adult and juvenile) is obtained by IRM personnel running a monthly mainframe report titled "CCH Monthly Stats". The number is found on page one of the report on the line titled "Total All Identity Records (DLE Number Key Values)". The total of AFIS ten-print records is obtained from the Minutiae database utilizing a SQL query titled "dbstatistics". The DCS Administrator of the Host/Server Management Section in IRM generates the report. The OMCM performs quality assurance of the data. The Senior Management Analyst Supervisor in the Program Office combines the data from each area for the overall total. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The measures are taken directly from the automated systems that capture and retain the data being reported. Since this is the only reasonable method of capturing the total number of automated records on file, therefore it is an appropriate measure of the amounts of criminal justice data that FDLE makes available to its customers.

**Reliability:** Duplicate computer programs run against these databases every month to count total criminal history and AFIS ten print records contained in the databases for comparison / verification purposes. These databases are dynamic, therefore, the totals gathered are accurate only for the moment of reporting and are not repeatable in retrospect.

**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Prevention and Crime Information Services

**Activity:** Criminal History Disposition

**Measure:** Number of disposition records added to the criminal history file

**Data Sources and Methodology:**

Data: Computerized Criminal History (CCH) Database. Prior to 1988, responsibility for completing and forwarding disposition data to the FDLE resided with either an arresting agency, prosecuting authority, or Clerk of the Court, dependent upon previous arrangements made within each county. The Offender Based Transaction System (OBTS) program, implemented on January 1, 1988, placed the responsibility for the submission of disposition data with the Clerks of the Court. All judicial information received by FDLE is pre-edited for acceptable criteria and then processed through a series of system edits where the disposition is matched to an existing Florida criminal history arrest (adult or juvenile) record. This *final disposition* is then programmatically added to the CCH database. NOTE: A final disposition is created when a resolution to an arrest charge or charges occurs, either at the State Attorney's level or through the court process.

Methodology: On a monthly basis, Information Resource Management programmers produce a report titled "CCH Monthly Stats / Criminal History Record Statistics" which details a number of different statistical measures related to the records maintained in CCH by the central repository. This measure is calculated by subtracting the total number of judicial records listed on the previous month's "CCH Monthly Stats" report from the total number of judicial records listed on the current month's "CCH Monthly Stats" report – *a judicial record is equivalent to a final disposition*. NOTE: The Senior Management Analyst Supervisor, supervising the FDLE Disposition Section, compiles this figure. This information is then forwarded to the FCIC Bureau Chief and to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number(s) before it is officially submitted.

**Validity:** This is a measure of one critical aspect of data in the criminal history central repository maintained by FDLE. For consistency, the system-generated report includes all added disposition records making it a valid measure. The measure is taken directly from the automated system that captures and retains the data being reported and is the only reasonable method of conveying the total number of dispositions added. It is an appropriate assessment of one element of criminal justice data that FDLE provides both criminal justice and non-criminal justice customers. This measure is a major factor used in the process of prosecuting criminals as well as for making determinations such as those regarding voting rights, licensing, employment and authorizing firearm purchases.

**Reliability:** Because this is a system-generated report, it should be extremely reliable. However, the arrest records and disposition data are entered daily, so the exact computer report cannot be recreated. As a result of this, the monthly measures are accurate only for the day of measurement and are not repeatable in retrospect. Nevertheless, an extensive edit update process prevents invalid data from being added to the criminal history file. Also, the Senior Management Analyst Supervisor supervising the FDLE Disposition Section, as well as the Senior Management Analyst Supervisor in the Strategic Planning and System Integrity Section, reviews the monthly report to ensure that the numbers are consistent with the previous month's report.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Customer Service  
**Measure:** Number of training classes offered

**Data Sources and Methodology:**

Data: Training class rosters

Methodology: Each regional trainer (Research and Training Specialist), as reflected in their work plan, is required to offer a specific number and type of training classes annually. In addition, they are required to report, on a quarterly basis, the number and type of classes offered, the number of students attending, the number of agencies represented, etc. This information is derived from class rosters completed during training sessions and is compiled for a variety of reasons including,

1. Monitoring performance and quarterly work plan reviews,
2. Compiling quarterly reports for statewide accomplishments, and
3. Compiling quarterly reports for grant dollar expenditures.

The Administrative Secretary of the Information Delivery Team compiles the data received from the regional trainers. The data is reviewed by the Senior Management Analyst Supervisor who supervises the section, and then forwarded to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** Each regional trainer is required to distribute a class roster that is used as the foundation for reporting this measure. Each regional trainer reports their accomplishments to the regional managers (Senior Management Analyst Supervisors) who confirm their reports prior to submission of the quarterly reports to headquarters. Class rosters are the only source currently used to collect this data and each student attending the training session is required to sign the class roster during the training session. This is the most appropriate method for determining the number of class attendees and the agencies represented.

**Reliability:** This is a tried and proven method of accounting for all students actually attending a training session. While errors may be made during manual calculations, such errors should be minimal. In addition, regional managers review the reports for accuracy prior to submitting the reports to headquarters.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information  
**Measure:** Number of responses to requests for criminal history record checks

**Data Sources and Methodology:**

Data Sources: ACRCS database; CWCS database; VeriSign system; Firearm Transaction database.

Methodology: Firearm Purchase Program (FPP) statistics are obtained on a weekly and monthly basis by FPP Communication Liaisons, by accessing the Firearm Transaction database, using a report titled, "APCTOTAL". Statistics for Applicant requests received with hard copy fingerprint cards and Public Records correspondence and modem requests are obtained on weekly and/or monthly basis, by the Bureau Chief's Office, by accessing actual records processed through the Automated Criminal Record Check System (ACRCS) database, using a report titled, "USBRCCK", and thereafter, performing calculations for weekly and monthly totals. Public Records CCH Internet statistics are obtained and provided to the Bureau Chief's Office and/or Public Records supervisor on a monthly basis, with weekly and monthly totals, by an Accounting Services Administrator in the Office of Finance & Accounting, who accesses the VeriSign (formerly Cybercash) credit card transactions file through a report titled, "Settled Transactions", which calculates the number of completed credit card transactions for CCH on the Internet requests. A staff person in the Applicant Section and/or the USB Bureau Chief's Office obtains weekly and monthly totals of processed electronic requests from the Civil Workflow Card System (CWCS), using a report titled, "Request per customer for time".

All reports are forwarded to the USB Bureau Chief's Office, compiled by a staff person, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the numbers before they are officially submitted.

**Validity:** The FPP responses to requests are system-generated and therefore extremely valid. These collection methods have been used for several years and are not expected to change over time. The ACRCS database has been used for many years and is therefore highly valid. This particular method of retrieving the counts of processed requests is new; but the measures are not expected to change. The VeriSign system, likewise, is very reliable and accurate. The CWCS system and measuring through it are new; however, it is anticipated to be highly reliable as well. Using the ACRCS and CWCS databases for totals represents a change from the use of self-reported statistics from USB member-recorded activities to system-generated statistics from actual records of requests processed. This measure is a comprehensive and appropriate count of the responses to requests criminal history record checks provided by FDLE, because it counts responses to all types of requests. This measure is part of the Agency Strategic Plan and assists the agency in its mission to provide accurate criminal history information.

**Reliability:** The FPP responses to requests are system-generated and therefore extremely reliable. These system-generated reports show each response to every request. The ACRCS and CWCS databases maintain the specific related inquiry made by each customer and are therefore highly reliable. Likewise, the VeriSign system is the mechanism used to obtain the payment for the Internet service and is very reliable. In addition, FDLE has many years of experience in processing these various kinds of record requests and can demonstrate the reliability of these measures over time.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Firearm Purchase Program  
**Measure:** Number of responses to requests for criminal history record checks for prospective gun purchasers

**Data Sources and Methodology:**

Data: Firearm Transaction file

Methodology: Through the Firearm Purchase Program (FPP), FDLE provides criminal identification screening to firearm dealers on potential gun purchasers to identify persons with criminal warrants, domestic violence injunctions, arrests, and convictions. Gun dealer requests or purchasers are stored in the firearm transaction file. It must be noted that all requests for criminal history information are given a response. FPP statistics are obtained using an URSA report titled, "APCTOTAL", that is run against the Firearm Transaction file. The "APCTOTAL" report provides the total number of requests received for a specific period.

All reports are forwarded to the Bureau Chief's Office, compiled by a staff person, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The FPP responses to requests are system-generated and therefore extremely valid. These collection methods have been used for several years and are not expected to change over time. This measure is a comprehensive and appropriate count of the responses to requests criminal history record checks provided by FDLE because it counts responses to all types of requests. This measure is part of the Long Range Program Plan and assists the agency in its mission to provide accurate criminal history information.

**Reliability:** The FPP responses to requests are system-generated and therefore extremely reliable. These system-generated reports show each response to every request. In addition, FDLE has many years of experience in processing these various kinds of record requests and can demonstrate the reliability of these measures over time.



**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Prevention and Crime Information Services

**Activity:** Public Record

**Measure:** Number of responses to requests for criminal history record checks under the Florida Public Record Law

**Data Sources and Methodology:**

**Data:** Data: Automated Criminal Record Check System (ACRCS) database and VeriSign credit card file (Re: CCH on the Internet)

**Methodology:** This measure is providing the number of processed requests for non-criminal justice criminal history record checks received from the general public, for review of public record Florida criminal history information, through correspondence, by modem, or through the FDLE Internet site, "CCH on the Internet". Criminal history record check results provide such information as the existence of arrests, convictions, domestic violence injunctions, warrants. For the purpose of this measure, a criminal history record check request is "processed" when the results of the record check are forwarded or otherwise made available to the customer. For correspondence and modem record checks, each request for a record check is entered into the FACTS database and subsequently transferred to and processing completed through the ACRCS database. A staff person in the USB Bureau Chief's Office obtains weekly records of processed correspondence and modem record checks from the ACRCS database using a report titled, "USBRCCK", and thereafter, calculates weekly and monthly totals for the final report.

Weekly and monthly totals of CCH on the Internet statistics are obtained by an Accounting Services Administrator in the Office of Finance & Accounting, who accesses the VeriSign (formerly Cybercash) credit card transactions file through a report titled, "Settled Transactions", which calculates the number of completed credit card transactions for CCH on the Internet requests. The weekly and monthly totals are then reported on a monthly basis to the USB Bureau Chief's Office and/or the supervisor of the Public Records Section as the number of completed CCH Internet transactions for the designated weeks and month. All reports are forwarded to the USB Bureau Chief's Office, compiled by a staff person, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The ACRCS database has been used for many years and is therefore highly valid. This particular method of retrieving the counts of processed requests is new; but the measures are not expected to change. This method represents a change from self-reported statistics via USB member-recorded activities to system-generated statistics via actual records of requests processed. This measure is a comprehensive and appropriate count of the responses to requests criminal history record checks provided by FDLE, because it counts responses to all types of requests. This measure is part of the Long Range Program Plan and assists the agency in its mission to provide accurate criminal history information. The VeriSign system, likewise, is very reliable and accurate.

**Reliability:** The ACRCS database maintains the specific inquiry made by each customer and is therefore highly reliable. Likewise, the VeriSign system is the mechanism used to obtain the payment for the Internet service and is very reliable. In addition, FDLE has many years of experience in processing these various kinds of record requests and can demonstrate the reliability of these measures over time.

**Agency:** Florida Department of Law Enforcement  
**Program:** Information  
**Service:** Prevention and Crime Information Services  
**Activity:** Applicant Screening  
**Measure:** Number of responses to requests for criminal history record checks mandated for licensing and employment

**Data Sources and Methodology:**

Data: Automated Criminal Record Check System (ACRCS) database and Civil Workflow Card System (CWCS) database

Methodology: This measure is providing the number of processed requests for non-criminal justice criminal history record checks received from various types of customers, including criminal justice and non-criminal justice agencies, other businesses, for employment screening and/or licensure approval – by correspondence with hard copy fingerprint cards or by electronic submission with electronic fingerprints. For the purpose of this measure, a criminal history record check request is “processed” when the results of the record check are forwarded or otherwise made available to the customer. Criminal history record check results provide such information as the existence of arrests, convictions, domestic violence injunctions, warrants. Each request for a record check received with a hard copy fingerprint card is entered into the FACTS database and subsequently transferred to and processing completed through the ACRCS database. A staff person in the USB Bureau Chief’s Office obtains weekly records of processed correspondence and modern record checks from the ACRCS database using a report titled, “USBRCCK”, and thereafter, calculates weekly and monthly totals for the final report. Each request for a record check received by electronic submission is entered into and processed through the CWCS. A staff person in the Applicant Section and/or the USB Bureau Chief’s Office obtains weekly and monthly totals of processed electronic requests from the CWCS database using a report titled, “Request per customer for time”.

All reports are forwarded to the USB Bureau Chief’s Office, compiled by a staff person, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The ACRCS database has been used for many years and is therefore highly valid. This particular method of retrieving the counts of processed requests is new; but the measures are not expected to change. The CWCS system and measuring through it is new; however, it is anticipated to be highly reliable as well. This method represents a change from self-reported statistics via USB member-recorded activities to system-generated statistics via actual records of requests processed. This measure is a comprehensive and appropriate count of the responses to requests criminal history record checks provided by FDLE, because it counts responses to all types of requests. This measure is part of the Long Range Program Plan and assists the agency in its mission to provide accurate criminal history information.

**Reliability:** The ACRCS and CWCS databases maintain the specific related inquiry made by each customer and are therefore highly reliable. In addition, FDLE has many years of experience in processing these various kinds of record requests and can demonstrate the reliability of these measures over time.

**Agency:** Florida Department of Law Enforcement

**Program:** Information

**Service:** Prevention and Crime Information Services

**Activity:** Foley Act (Volunteer and Employment Criminal History)

**Measure:** Number of responses to requests for criminal history record checks requested under the National Child Protection Act

**Data Sources and Methodology:**

Data: Automated Criminal Record Check System (ACRCS) database and Civil Workflow Card System (CWCS) database

Methodology: This measure is providing the number of processed requests for non-criminal justice criminal history record checks received from qualified organizations (public, private, profit, or non-profit) that provide some type of "care" or "care placement services", as defined by law, to children, the elderly, or the disabled, to screen out persons who should not have contact with vulnerable populations. These requests are received by correspondence with hard copy fingerprint cards or by electronic submission with electronic fingerprints. Persons being screened are current or prospective employees, volunteers, or vendors, of the qualified organizations. The related program is the USB Volunteer & Employee Criminal History System (VECHS). The requests for VECHS record checks are processed by the USB Applicant Section. For the purpose of this measure, a criminal history record check request is "processed" when the results of the record check are forwarded or otherwise made available to the customer. Criminal history record check results provide such information as the existence of arrests, convictions, domestic violence injunctions, and warrants.

Each request for a record check received with a hard copy fingerprint card is entered into the FACTS database and subsequently transferred to and processing completed through the ACRCS database. A staff person in the USB Bureau Chief's Office obtains weekly records of processed correspondence and modern record checks from the ACRCS database using a report titled, "USBRCCK", and thereafter, calculates weekly and monthly totals for the final report. Each request for a record check received by electronic submission is entered into and processed through the CWCS. A staff person in the Applicant Section and/or the USB Bureau Chief's Office obtains weekly and monthly totals of processed electronic requests from the CWCS database using a report titled, "Request per customer for time".

All reports are forwarded to the USB Bureau Chief's Office, compiled by a staff person, verified by the Bureau Chief or designee, and submitted to the Senior Management Analyst Supervisor in the Program Office. Another member of the Program Leadership Team verifies the number before it is officially submitted.

**Validity:** The ACRCS database has been used for many years and is therefore highly valid. This particular method of retrieving the counts of processed requests is new; but the measures are not expected to change. The CWCS system and measuring through it is new; however, it is anticipated to be highly reliable as well. This method represents a change from self-reported statistics via USB member-recorded activities to system-generated statistics via actual records of requests processed. This measure is a comprehensive and appropriate count of the responses to requests criminal history record checks provided by FDLE, because it counts responses to all types of requests. This measure is part of the Long Range Program Plan and assists the agency in its mission to provide accurate criminal history information.

**Reliability:** The ACRCs and CWCS databases maintain the specific related inquiry made by each customer and are therefore highly reliable. In addition, FDLE has many years of experience in processing these various kinds of record requests and can demonstrate the reliability of these measures over time.



## FIVE-YEAR WORKFORCE REDUCTION PLAN

<b>Year 1: Actual Legislative Reductions (FY2001-02)</b>	
1 Streamline OED / BSP through efficiencies and technology	(4)
2 Streamline Grants Administration	(1)
3 Transfer Key West Crime Lab to Monroe County	(1)
4 Elimination positions associated with expired COPS grant	(23)
5 Reduce IFS Program Administration staffing through Technology	(2)
6 Reduce positions associated with ATMS technology improvements	(5)
7 Eliminate unfunded FOLEY positions	(3)
8 Reduce staffing in Sex Pred due to efficiencies	(1)
9 Reduce Arrest staffing due to ICHS Technology	(7)
10 Eliminate PAF positions through technology and efficiencies	(6)
<b>Total Reduction Year 1: Fiscal Year 2001-02</b>	<b>(53)</b>
<b>Year 2: Reductions consistent with required 5% LRPP Reduction Target (FY 2002-03)</b>	
11 HR Outsourcing	(7)
12 Eliminate Pawnbroker Database System Support	(3)
<b>Total Reduction Year 2: Fiscal Year 2002-03</b>	<b>(10)</b>
<b>Year 3: Workforce Reduction Issues for Possible Consideration (FY 2003-04)</b>	
<b>Total Reduction Year 3: Fiscal Year 2003-04</b>	<b>0</b>
<b>Year 4: Workforce Reduction Issues for Possible Consideration (FY 2004-05)</b>	
13 Eliminate UCR	(2)
14 Eliminate Domestic Violence Task Force Support	(4)
15 Eliminate Audits of Criminal Justice Training Schools	(3)
16 Eliminate Seal and Expunge Activity	(7)
17 Sunset Firearm Purchase Program	(31)
<b>Total Reduction Year 4: Fiscal Year 2004-05</b>	<b>(47)</b>
<b>Year 5: Workforce Reduction Issues for Possible Consideration (FY 2005-06)</b>	
18 Discontinue Profiling Investigative Service	(5)
19 Discontinue Participation and North, Central, and South FL RISC	(13)
20 Eliminate Customer Support Center (Central Operations)	(19)
21 Explore possibility of Outsourcing Training Officer Curricula Development	(17)
22 Explore possibility of Outsourcing Developing and Administering CJ Officer Exams	(6)
23 Increase Outsourcing with IRM	(10)
24 Reduce staffing in Criminal History Applicant Section as result of ICHS	(10)
25 Outsource Arrest Input	(20)
26 Explore possibility of contracting for FCIC Terminal Audits	(11)
27 Eliminate Florida Law Enforcement Accreditation staffing	(3)
28 Explore outsourcing options with Business Activities such as purchasing, payroll, and billing support	(13)
29 Reduce Program Direction and Support Statewide	(22)
30 Increase Outsourcing with IRM	(21)

<b>31 Eliminate DARE Training</b>	<b>(5)</b>
<b>32 Outsource CJSTC Certification and Training</b>	<b>(9)</b>
<b>33 Eliminate Public Assistance Fraud Investigations</b>	<b>(122)</b>
<b>34 Reduce Investigative Support (technical assistance; profiling; polygraph; other)</b>	<b>(41)</b>
<b>Total Reduction Year 5: Fiscal Year 2005-06</b>	<b>(347)</b>
<b>Total Reductions over 5 years</b>	<b>(457)</b>