

Florida Department of Law Enforcement

# LONG-RANGE PROGRAM PLAN



**Fiscal Years 2008-2009  
Through 2012-2013**

September 28, 2007  
Gerald M. Bailey, Commissioner

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# FDLE MISSION AND VALUES

## 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: Ensure and enable the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

### *Objective I: Conduct effective criminal investigations*

**Outcome I.1:** Increase percent of closed criminal investigations resolved

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
78% 1997/1998	78%	79%	80%	80%	81%

**Outcome I.2:** Increase the percentage of criminal investigations closed with arrests

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
62% 1997/1998	65%	66%	66%	67%	68%

### *Objective II: Conduct effective public assistance fraud investigations*

**Outcome II:** Maintain the amount of fraudulent benefits withheld as a result of public assistance fraud investigations

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
\$27.8 million 2000/2001	\$20.1 million	\$20.1 million	\$20.1 million	\$20.1 million	\$20.1 million

### *Objective III: Provide timely and quality forensic and investigative assistance*

**Outcome III.1:** Decrease turnaround time for all lab disciplines

	Baseline/ Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
Toxicology	44 Days 2000/2001	40	40	40	39	39
Serology/DNA	111 Days 2000/2001	111	110	110	109	109
Chemistry	35 Days 2000/2001	30	30	30	29	29
Firearms	135 Days 2000/2001	80	80	79	79	78
Crime Scene	40 Days 2000/2001	30	30	30	29	29
AFIS	56 Days 2000/2001	45	45	45	44	44
CER	123 Days 2000/2001	70	70	69	69	69
Microanalysis	118 Days 2000/2001	115	114	114	113	113
Latent Prints	65 Days 2000/2001	60	60	59	59	59

**Outcome III.2:** Increase the number of samples analyzed for the DNA Database

Baseline/ Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
29,118 1997/1998	36,000	72,000	75,600	79,380	83,349

**Objective IV: Promote availability and effective use of criminal justice information and intelligence**

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

	Baseline/ Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
Satisfaction	94.4% 1996/1997	98%	98%	98%	98%	98%
Certified Operators	53,050 2002/2003	56,177	57,862	59,598	61,386	63,228

**Outcome IV.2:** Increase percentage of criminal history data compiled accurately

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
82% 1997/1998	93%	93%	94%	94%	95%

**Outcome IV.3:** Maintain percentage of responses to Florida Crime Information Center hot files that contain substantive information within defined timeframe

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
96% 2000/2001	98%	93%	94%	94%	95%

**Outcome IV.4:** Increase the number of registered sexual predators/ offenders identified to the public

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
15,650 1998/1999	37,865	40,516	43,352	46,386	49,633

**Outcome IV.5:** Increase the percent of criminal arrest information received electronically for entry into the criminal justice history system

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
51% 1998/1999	90%	90%	91%	91%	92%

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

**Objective V: Ensure the effectiveness and quality of evidence collection, analysis, and processes**

**Outcome V:** Increase the percentage of completed laboratory submissions

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
92% 1995/1996	95%	95%	96%	96%	97%

**Objective VI: Provide expert forensic analysis and testimony**

**Outcome VI:** Increase the percentage of completed laboratory submissions

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
92% 1995/1996	95%	95%	96%	96%	97%

**Objective VII: Provide the highest quality investigative support, consultation, and testimony**

**Outcome VII.1:** Increase percent of closed criminal investigations resolved

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
78% 1997/1998	78%	79%	80%	80%	81%

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

**Outcome VIII.1:** Increase the number of certified operators accessing the Florida Crime Information Center system

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
53,050 2002/2003	56,177	57,862	59,598	61,386	63,228

**Outcome VIII.2:** Increase percentage of criminal history data compiled accurately

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
82% 1997/1998	93%	93%	94%	94%	95%

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

#### **Objective IX: Promote professionalism in the criminal justice community and ensure well-trained criminal justice professionals**

**Outcome IX.1:** Increase the number of students participating in the integrated program of leadership and management education and percent rating the Florida Criminal Justice Executive Institute and Leadership Center courses as very good or excellent

	Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
FCJEI	851 1997/1998**	840 trained	1,008 trained	1,210 trained	1,452 trained	1,742 trained
Leadership Center	260 2000/2001	1,000 trained	1,100 trained	1,210 trained	1,331 trained	1,464 trained

	Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
FCJEI	92% 1998/1999	85%	87%	88%	90%	92%
Leadership Center	89% 1998/1999	85%	87%	88%	90%	92%

\*\* 1997/1998 was the first year that the FCJEI was in service and initial student registration was high as this was the first time this training was offered. After initial training, the number of individuals who had not received this training was smaller and the ensuing student registrations achieved a more consistent level.

#### **Objective X: Support local law enforcement and criminal justice agencies through enhanced information sharing**

**Outcome X.1:** Increase the number of certified operators accessing the Florida Crime Information Center system

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
53,050 2002/2003	56,177	57,862	59,598	61,386	63,228

#### **Objective XI: Provide programs and strategies to enhance agency cooperation and coordination**

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

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
50 1997/1998	4,000	4,400	4,840	5,324	5,856

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

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

Baseline/ Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
164,992 2000/2001	500,000	550,000	605,000	665,500	732,050

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

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
15,650 1998/1999	37,865	40,516	43,352	46,386	49,633

**Objective XIII: Protect, police, and secure the Capitol Complex and provide security to the Governor and other dignitaries**

**Outcome XIII.1:** Increase the number of Capitol Police officer patrol hours

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
72,800 2000/2001	96,432	101,254	106,316	111,632	117,214

**Outcome XIII.2:** Maintain number of dignitaries provided with FDLE protective services

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
52 1999/2000	52	52	52	52	52



**GOAL 4: Prevent and respond to threats against domestic security and other disasters**

**Objective XIV: Provide intelligence to and promote information sharing among local and state domestic security partners to prevent acts of terrorism**

**Outcome XIV.1:** Maintain the number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
1,398 2002/2003	1,000	1,010	1,020	1,030	1,041

**Objective XV: Coordinate the effective response to acts of terrorism and natural and man-made disasters**

**Outcome XV.1:** Maintain the number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
1,398 2002/2003	1,000	1,010	1,020	1,030	1,041

**Outcome XV.2:** Maintain number of Domestic Security training courses delivered

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
150 2003/2004	120	120	120	120	120

**Objective XVI: Provide for the protection of the state's critical infrastructure**

**Outcome XVI.1:** Maintain the number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

Baseline/Year	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013
1,398 2002/2003	1,000	1,010	1,020	1,030	1,041

# TRENDS AND CONDITIONS

## Introduction

The Florida Department of Law Enforcement's (FDLE) Long-Range Program Plan (LRPP) for Fiscal Years 2008-09 through 2012-2013 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 five programs: Criminal Investigations and Forensic Science Services; Criminal Justice Information Services; Criminal Justice Professionalism; Executive Direction and Business Support; and the Florida Capitol Police. 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 policymakers, 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. 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.

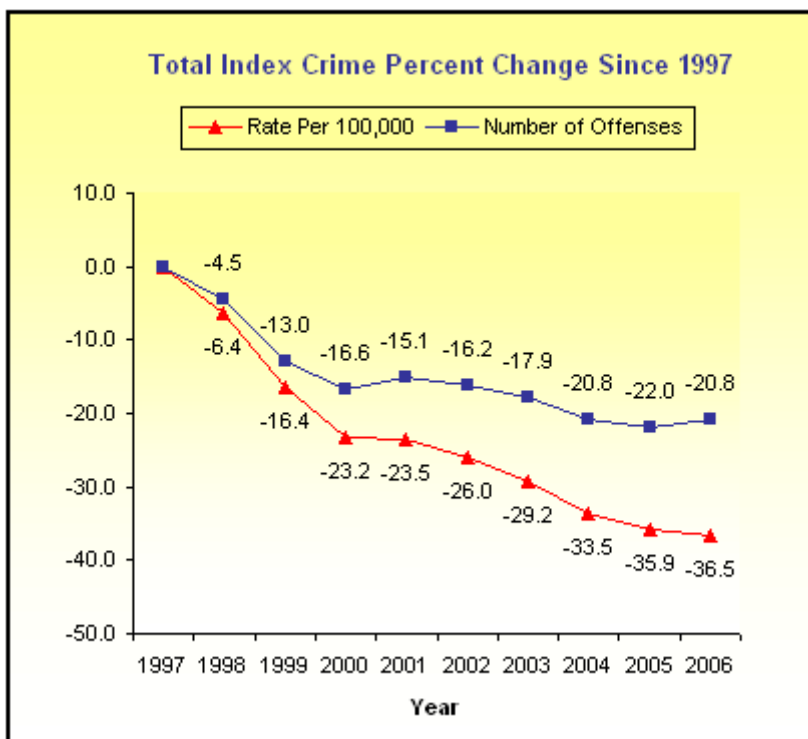
This plan was developed based on careful consideration of the Department's mission, capabilities and environment which leads to priority-based allocation of fiscal, human, technological, capital, and other resources. It will be used to implement priority-based resource allocation decisions. In developing the plan, the Department reviewed and examined all programs, services, and activities funded in current year estimated expenditures using zero-based budgeting principles.

FDLE has identified **four major goals** to promote public safety.

- 1) **Ensure and enable the detection of crime, investigation of criminal activity, and apprehension of suspected criminals;**
- 2) **Support the prosecution of criminal cases;**
- 3) **Prevent crime and promote public safety; and**
- 4) **Prevent and respond to threats against domestic security and other disasters.**

**GOAL 1: ENSURE AND ENABLE THE DETECTION OF CRIME, INVESTIGATION OF CRIMINAL ACTIVITY AND APPREHENSION OF SUSPECTED CRIMINALS**

Consistent with federal crime trends, the crime rate in Florida began a gradual decline in 1992 that continues to this day. Multiple factors contribute to this decline, including successful efforts to merge the proactive and aggressive work of local, state and federal law enforcement agencies, and strong anti-crime legislation. Florida’s law enforcement, prosecutors and criminal justice partners will continue working to combat crime in Florida.



This graph illustrates changes in the volume and rate (per 100,000 population) of index crime since 1997. From 1997 to 2006, index crimes are down 20.8 percent in number and 36.5 percent in rate.

Source: FDLE Uniform Crime Report Data 2006

**Investigative Services.** FDLE conducts independent and multi-jurisdictional investigations focusing on major drugs, violent crime, public integrity, fraud/economic crime and domestic security. It also offers specialized assistance for computer and financial crimes which can encompass one or more of these focus areas; and partners with state and local agencies to dismantle cargo theft and other types of smuggling organizations. During fiscal year 2006-07,

FDLE worked a total of 1,971 criminal investigations and reported more than 2,500 arrests. Sixty percent of FDLE's criminal investigations closed during the 2006-07 fiscal year resulted in arrest.

As one of the fastest growing states in the U.S. and one of the top tourist destinations in the world, Florida's volume and diversity of population are contributing factors to the state's crime issues. According to the FDLE Uniform Crime Report Data, the violent crime rate increased .5% in 2006 with an increase of 13% in the number of robberies and a 28% spike in the number of homicides reported. The increase in homicides represents an additional 248 people who became victims of the most heinous violent crime (881 homicides in 2005; 1,129 in 2006). Additionally, a firearm was used in 740 homicides, representing 65% of the total number of homicides reported in Florida in 2006.

In response to the increase in violent crime, particularly homicides and robberies, FDLE is partnering with local, state and federal criminal justice agencies to expand current initiatives and develop a comprehensive statewide Violent Crime Strategy that will focus on the major violent crime components of homicides, gangs and violent fugitives. Regional violent crime summits, chaired by FDLE's regional Special Agents in Charge and including sheriffs, police chiefs, state attorneys and leadership from partner agencies with a stake in public safety, are providing the foundation for establishing regional advisory groups. These regional groups will continue to meet on a regular basis and serve as part of a statewide violent crime advisory council to the Governor to propose new or enhanced strategies to combat violent crime within regional jurisdictions.

The framework for Florida's statewide Violent Crime Strategy includes augmenting regional violent crime teams by increasing investigative/enforcement operations, enhancing intelligence and information sharing, expanding violent fugitive apprehension, and developing violent crime and gang specific training and awareness programs. Enhancing existing intelligence and information sharing systems will improve the effectiveness, usage and accessibility of criminal intelligence and investigative information statewide. The key to effective violent crime investigative operations is the sharing of timely and actionable information and intelligence. As organized violent criminal enterprises traverse multiple jurisdictions and operate with similar means and methods, the need to share detailed information on these groups is paramount to effectively dismantling them.

In an effort to more closely align investigative efforts with intelligence operations, FDLE is expanding the current intelligence structure and designating regional intelligence agents and analysts in each of the seven FDLE regions. These regional intelligence teams will maximize existing resources for both the region and the state. The unique responsibilities of these assets will be their focused collection efforts directed by the Office of Statewide Intelligence (OSI). For example, FDLE recently administered a statewide gang survey to assist in an assessment on the scope of the gang problem in Florida. In the future, regional intelligence agents and analysts will be utilized to assist in the collection of intelligence information from local agencies for these types of surveys, which will provide a more comprehensive picture of the problem statewide. These regional intelligence teams will liaison with the emerging Regional Fusion Centers and the operational Florida Fusion Center (FFC).

The increase in violent crime has resulted in an increase in investigative workloads and unresolved cases throughout the state. Another major component of the Violent Crime Strategy is the expansion of multi-disciplinary teams that combine forensic technology, particularly DNA, with expert violent crime investigators to create new opportunities for resolving unsolved cases, primarily focusing on homicides and other violent crimes. FDLE is also pursuing options to increase the efficiency and availability of DNA and firearms analysis to assist in identifying a nexus between violent crime and property crime offenders. Ultimately, FDLE expects that these initiatives, combined with other components of the comprehensive statewide Strategy, will help reduce violent crime in Florida, improving public safety for citizens and visitors to the state.

The Department continues to investigate fraud and abuse in Florida's public assistance programs. These investigations primarily occur in the cash assistance (WAGES), food stamp, Medicaid, school readiness, subsidized child day care, emergency financial assistance in housing, Women, Infants and Children (WIC) and relocation assistance programs. Investigations are conducted on program recipients, employees of the various assistance programs suspected of compromising their official positions, and providers of day care services. Investigations may be conducted in partnership with local, state and federal social service and criminal justice agencies. During fiscal year 2006-07, public assistance fraud investigators conducted 3,133 investigations.

In recent years, public assistance fraud cases have been successfully investigated and millions of dollars in food stamp benefits were identified as being diverted from the intended purpose of this program. Along with providing statewide support to federal, state and local law enforcement agencies, FDLE will continue to focus on the type of cases that are more likely to result in criminal charges and arrests and select higher level cases with multiple targets, such as trafficking in food stamp benefits through the Electronic Benefits Transfer (EBT) process.

**Critical Information-Sharing Systems and Tools.** One of the most important factors in crime detection, investigation and apprehension is the rapid, complete and reliable exchange of crime-related information among criminal justice professionals at all levels – local, state and federal. A number of resources have been created to enable and enhance information exchange among these law enforcement partners. FDLE maintains the Criminal Justice Network (CJNET) through which Florida's criminal justice agencies are provided access to a myriad of online systems to assist in the prevention, detection and capture of criminals. Some of these include:

- FCIC (Florida Crime Information Center) - Florida's law enforcement/criminal justice information system. The system contains information on wanted persons, missing persons, unidentified persons and stolen property and serves as the gateway to Florida and national criminal history records;
- AFIS (Automated Fingerprint Identification System) - collects fingerprints and demographic information for individuals arrested;
- CCH (Computerized Criminal History) System - the central repository for all criminal history records in the state of Florida;

- DNA Database - allows law enforcement agencies to search FDLE records for possible DNA matches when solving crimes;
- InSite (the Florida Intelligence System) - a secure, web-based application located on the CJNet that provides law enforcement with no-cost access to statewide criminal intelligence. InSite allows authorized users to enter, track, retrieve and analyze information related to domestic security, major economic crime, major drugs, violent crime and criminal street gangs; and
- FACTS (Factual Analysis Criminal Threat Solution) - an investigative tool which allows crime intelligence analysts the ability to simultaneously query multiple public and private data sources.

These databases represent a small sampling of the centralized investigative information available to the law enforcement community through the Department. It is important to recognize that demands on the system are growing. During fiscal year 2007-08, FDLE will complete an upgrade of CJNet circuits to T1 speed, to address increased system usage and growth.

Despite the improvement in information and data sharing offered by these tools, the need to identify, prevent, monitor and respond to terrorist and criminal activities remains a significant challenge for the criminal justice and private sector community. To address this issue, there is a national effort underway to create “fusion centers” at the state level. Fusion centers will bring together all relevant partners including public safety, fire, health, transportation and the private sector in a single physical location to maximize the opportunities for blending data from a variety of sources. Through analysis, they will produce meaningful, actionable intelligence that can be shared with appropriate partners. FFC, housed at FDLE, is now fully functional. Fusion centers are the foundation for the National Criminal Intelligence Sharing Plan that will ultimately enhance information sharing across the country.

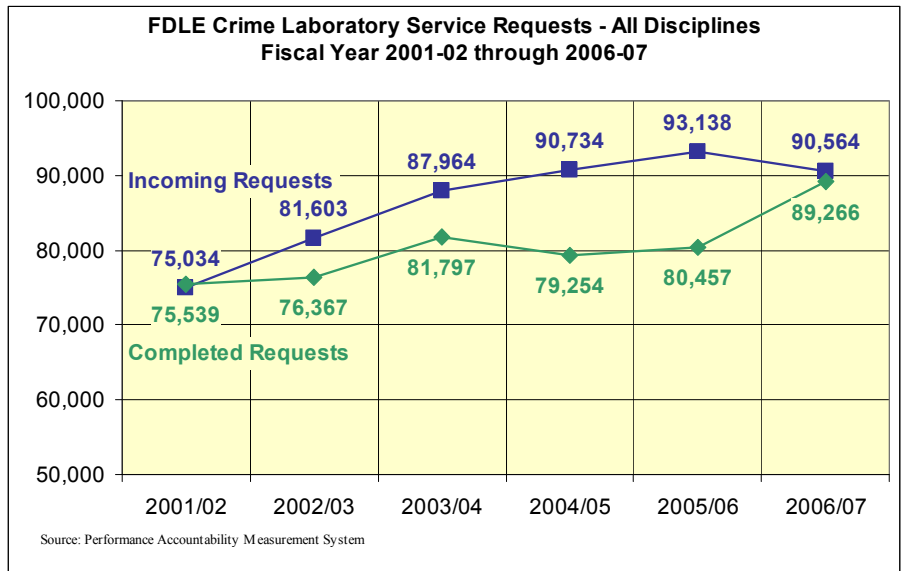
FDLE is currently designing FALCON - Florida's Integrated Criminal History System (ICHS) to replace CCH and AFIS. The existing CCH system, designed in the early 1970s, and AFIS, established in 1987, have become antiquated and are reaching storage capacity. FALCON will integrate records from both CCH and AFIS into a system able to support the capacity and high volume processing needs of customers. FALCON technology will improve integration between criminal history information, fingerprint images and photographic images.

FALCON implementation was designed to provide incremental deliveries of functions to stakeholders. A Bridge AFIS was put in place in fiscal year 2004-05 to meet the fingerprint image capacity concerns. Also in fiscal year 2004-05, the ability to retain fingerprints was implemented via FALCON. In fiscal year 2006-2007, FDLE implemented the FALCON Rapid ID Pilot program that uses 1-4 digit fingerprint capture devices to search and validate a subject's identity. This system provides for the biometric identification of probationers and sends automatic notification to probation officers when a probationer is arrested. FALCON Rapid ID is currently being used to positively identify sex offenders during the re-registration process. The next phase in FALCON development will expand these services to allow for biometric identification of subjects in other venues such as court appearance, correctional facilities, jails and even roadside interviews / traffic stops. Progress will continue with the re-platforming of the CCH data and replacement of the biometric workflow.

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

**Forensic Services.** FDLE's seven crime laboratories provide scientific analysis of evidence as requested by local, state and federal criminal justice agencies with jurisdiction in this state. FDLE offers forensic services and expert witness testimony in nine disciplines, including: *Automated Fingerprint Identification System, Biology, Chemistry, Computer Evidence Recovery, Crime Scene, Firearms, Latent Prints, Microanalysis and Toxicology.* Timeliness in the delivery of all forensic services is critical to law enforcement agencies and prosecutors, and to the resolution and successful prosecution of criminal cases. Turnaround standards have been established for each discipline based on that discipline's unique characteristics. Pending service requests and turnaround times, which are impacted by the volume of incoming work and the productive capacity of the crime laboratory, have been growing over the past five years.

**Crime Laboratory Workload**



Florida law enforcement reported 849,926 total index offenses in 2006. Index offenses include murder, forcible sex offenses, robbery, aggravated assault, burglary, larceny and motor vehicle theft. This is an increase of 1.4% from 2005, and includes increases in the number of both property and violent crimes. The large number of crimes contributes to a heavy demand for forensic services. In 2006, FDLE laboratories received more than 90,000 submissions from law enforcement contributors. Continued advancements in technology which enables scientists to analyze even smaller pieces of evidence with more specificity than ever before, and the advance of Y-STR and mitochondrial methodologies will continue to increase the demand for services, particularly in the area of biology/DNA.

The anticipated increase in casework is being mitigated by innovative solutions to control workload volume through case acceptance policies. FDLE has already benefited from the implementation of these policies in the biology and chemistry disciplines by limiting submissions to acceptance of the best, rather than all, evidence gathered by the contributing agency. In chemistry alone, submissions were cut from 4,000 to 3,000 per month based primarily on case acceptance policies that eliminated the submission of evidence on misdemeanor marijuana cases. FDLE is now developing case acceptance policies for all disciplines that will help ensure that the benefits of valuable forensic services are maximized throughout the state.

The Department is also pursuing two pilot projects with local law enforcement agencies that will help control the number of incoming service requests and aid contributing agencies in receiving more timely analysis on biology/DNA cases. One initiative involves training local agencies to pre-screen their biology evidence for the presence of potential DNA. This practice will speed DNA processing by allowing incoming evidence to proceed directly to the analysis stage, and eliminating submission of negative samples. The second project will allow agencies to submit their evidence directly to an outsource vendor and, under specific circumstances, submit DNA profiles to FDLE for upload to state and national DNA databases.

FDLE is continuing to expand several initiatives implemented over the past year that have been successful in increasing output, helping to meet demand and reducing the backlog of pending case work in FDLE laboratories, including:

- Biology/DNA service was recently expanded to the Ft. Myers Regional Crime Laboratory and efforts are currently underway to expand the service to the Daytona Crime Laboratory as part of an overall effort to improve biology/DNA service delivery statewide.
- Automated forensic equipment, in use by all regions, is projected to help reduce processing times and increase efficiency when fully operational.
- Some forensic technologists have been designated to screen biology cases and process firearms casings and bullet images for submission to the National Integrated Ballistics Information System Network (NIBIN). This initiative will free analysts for testing, analysis and reporting, and help to narrow the gap between incoming volume and completed cases.

In addition to the Department's current initiatives focused on the use of case acceptance policies, outsourcing and forensic technologists, as well as improved equipment to help keep up with increasing demand, FDLE will continue to look for ways to better manage incoming case work and increase lab productivity in order to reduce backlogs and, over time, decrease turnaround times.

Turnover among the crime laboratory analysts remains a concern for FDLE. It takes one to two years, depending upon discipline, to train a new crime laboratory analyst. During this time period the position is not productive in terms of case work, which temporarily negatively impacts overall productivity because an experienced scientist must be diverted to provide training. In fiscal year 2008-09, FDLE plans to pilot an initiative to contract with an accredited private entity to provide training for new biology/DNA scientists. If successful, this approach



will reduce the need to divert the most experienced analysts to provide training, making productivity in the biology/DNA discipline less susceptible to turnover among crime laboratory analysts.

Submissions to Florida's DNA Database will continue to increase as a result of Florida's statutory requirement to collect samples from all felons, which went into effect in July 2007. Since implementing this change, the volume of submissions to the DNA Database has nearly doubled from 12,343 submissions for the 3rd quarter of 2006 to 22,419 submissions for the same period in 2007. Legislative requirements for post conviction testing will also continue to increase the demand for biology/DNA services. Since its inception in 1990, the Database has collected and analyzed more than 390,000 samples, had 6,872 hits and assisted in over 7,035 investigations. Florida's DNA Database represents 7.8% of the total offender profiles nationally.

**Promoting Professionalism.** Today's criminal justice officer must be able to respond and react in a competent and capable manner to the complex crimes that occur in Florida. Because of Florida's unique climate, geography and population, Florida's criminal justice officers are often called upon to protect Florida's citizens and visitors in cases of natural disasters and catastrophic events, including terrorist incidents. FDLE has an active role 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 counteract terrorist incidents.

The Criminal Justice Standards and Training Commission (CJSTC), through the endeavors of the Criminal Justice Professionalism Program (CJPP), creates, assesses, amends and maintains instructional curricula, which are the fundamental basis in the development of CJSTC-certified law enforcement, correctional and correctional probation officers. In addition to providing the training foundation for the entry-level officer, the CJPP develops the post-basic and specialized training essential to the officer's career advancement. To communicate the most up-to-date information regarding new training and instructional techniques, technological advances, and changes in the criminal element, the CJPP conducts instructor and high liability conferences to facilitate criminal justice personnel's response to the future of law enforcement.

In 2004, the CJSTC implemented an enhanced law enforcement basic recruit training curriculum that adopted adult learning theory, threaded concepts, a problem solving model and is scenario-based. In November 2007, the CJSTC will implement a new version of this program. Many criminal justice agencies and criminal justice professionals, including instructors, training school directors and coordinators, contributed to the completion of the curricula projects. To ensure Florida's citizens and criminal justice agencies receive the highest quality criminal justice services, FDLE and the CJSTC develop and administer approximately 8,000 certification examinations annually to basic recruits seeking to become certified correctional officers, correctional probation officers and law enforcement officers.

The Florida Criminal Justice Executive Institute provides continuing education opportunities for the state's criminal justice leaders. Through the Florida Leadership Academy (for sergeants

and other first-line supervisors), the Senior Leadership Program (for middle managers), the Executive Leadership Seminar (for upper-level managers) and the Chief Executive Seminar (open to chief executives and directors of state and local criminal justice agencies), Florida's criminal justice professionals are kept up to date on policing methods throughout their careers.

Recognizing the value of competent and professional law enforcement analysts in support of investigations, FDLE developed an Analyst Academy and Certification Program to provide a uniform training curriculum for non-sworn personnel in local and state law enforcement agencies across Florida. In addition, FDLE developed and delivers analytical and computer courses statewide to train Florida's law enforcement community in basic law enforcement analysis, computer applications and techniques of analysis. The anticipated benefits of enhanced investigative outcomes and professionalism among this critical investigative support position are apparent and expected to continue.

The state of Florida is recognized as a national leader in addressing officer discipline issues. This FDLE function, performed in conjunction with the CJSTC, provides a valuable public service that helps ensure the ethical behavior of officers. 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 one percent of the workforce.

In assisting employing agencies to ensure that all officers meet and maintain the standards required by Florida Statutes and Administrative Rules, FDLE monitors and maintains an online, automated system of officer training records, certification and employment. The CJPP continues to evaluate the system for enhancements that use advanced technologies in our ongoing effort to meet the needs of the growing number of Florida criminal justice personnel.

### **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. The population in the state has grown 26.2% over the past 10 years, now surpassing 18 million residents and elevating Florida to the fourth largest state in the country. By 2025 the elderly population is projected to increase from 17.9% to 26.3% of the state's population. The juvenile population is expected to grow by nearly 11.7%. 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 for many professions. Florida also passed legislation authorizing record checks for volunteers working with children or the elderly, under the National Child Protection Act, as amended. These programs serve to protect the public, particularly the most vulnerable: Florida's children, elderly, and disabled.

The concept of civilian criminal history checks has become much more widespread and urgent since September 11, 2001. Historically 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 combat smuggling, provides a state and local criminal history response within two working days (often a shorter time). Previously, the state and national processing of paper fingerprint cards could take weeks or months. This system often eliminates criminals from positions or situations where they could harm both private industry and the public. FDLE is continually extending use of the CWCS for new types of employment and licensing checks throughout the state.

During fiscal year 2004-05, the concept of applicant or employment checks was expanded by the Florida Legislature to include the retention of certain types of prints (i.e., public educational workers, seaport workers, Department of Juvenile Justice employees and contractors) and continual check of the incoming arrest prints to notify employers of any employee arrests. By 2007, the retained applicants continually checked against incoming arrests included persons employed by Racinos, criminal justice, and some private school personnel.

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 criminal history requests. Understanding the importance of timely responses to customers needing criminal history information to support sensitive hiring and licensing decisions is critical.

Since the implementation of the Jessica Lunsford Act in 2005, the Sexual Predator/Offender Registry continues to provide new enhancements to the re-registration process and analytical tracking of absconders. Additionally, the registry continues to provide training to local law enforcement agencies regarding new enhancements and procedures, and continually modify the FCIC, CCH, Sex Offender and eAgent systems to provide identity and arrest notification of High Risk Sexual Offenders.

Since its formal establishment in 1997, the Florida Sexual Offender Registry has seen continual and increasing growth in both size and demand for service and information. In the last two years alone, the unit has seen a 27% increase in the number of registered sexual predators and offenders. Additionally, in the last half of fiscal year 2006-07, analysts in the unit worked in conjunction with local law enforcement to process the re-registration of over 16,000 offenders and predators, and successfully located 408 absconded offenders. Implementation of a rewrite of the database provides additional functionality to users, as well as implementing compliance to the federal Adam Walsh Act and the Cybercrimes registration of offender and predator e-mail addresses and instant messenger screen names.

During March 2007, FDLE and the Department of Corrections began implementation of the "Anti-Murder Act", which was passed by the Florida Legislature in 2007. The Act creates ss. 903.0351 and 948.064, F.S., and amends ss. 948.06 and 921.0024, F.S. which call for special handling of offenders on probation or community control who are designated as "violent felony offenders of special concern." The Act provides the courts and criminal justice system with a

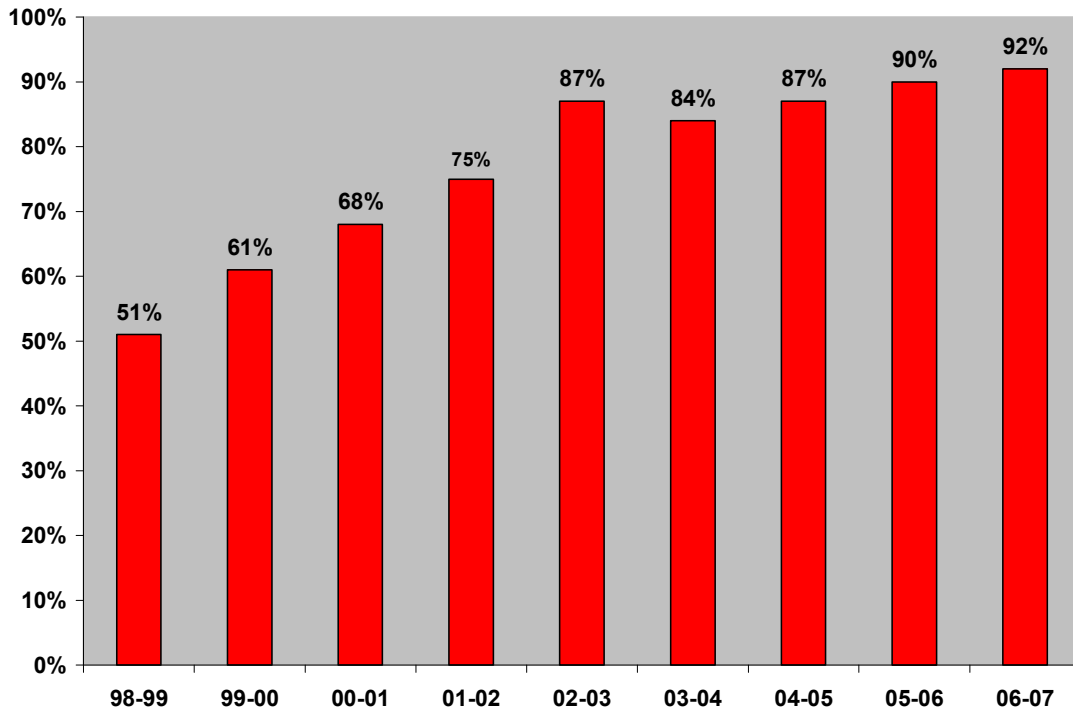
means of readily identifying when an arrested person who meets certain criteria should not be released on bond or receive pretrial release prior to the violation hearing. The implementation of this Act built on the foundation of information sharing and arrest notification developed for the Jessica Lunsford Act the previous year.

**Safety through Technology.** According to the National Science Foundation, nearly 62% of American households had access to the Internet in 2003 – up from just 2% in 1994 and only 26% in 1998. This explosion in the use of computer technology offers both challenges and opportunities to the criminal justice community. With the growing trends in computer-related and technology-related crimes, FDLE continues its focus on combating high-tech crimes with the Florida Computer Crime Center (FC3). The mission of FC3 is to respond to and conduct investigations, provide training, increase prevention efforts and assist other criminal justice agencies with computer related crimes.

Investigations focus on complex and statewide crimes such as network intrusions, denial of service attacks, financial crimes and identity crimes. To ensure timely and efficient responses to cyber attacks FC3 also coordinates and maintains Florida's Cyber Incident Response Team. FC3 provides training to other law enforcement and judicial agencies in an effort to improve Florida's overall response to Internet and other high-tech crimes. Public and private training is offered through C-SAFE (Cyber-Security Awareness for Everyone) classes taught to government agencies, businesses and private citizens. To date, C-SAFE training has been provided to more than 18,000 citizens. Through FC3's Secure Florida effort, Floridians who visit [www.secureflorida.org](http://www.secureflorida.org) are provided information to protect themselves, their family and their computers.

FDLE handles a number of criminal justice information databases to help promote public safety. The backbone of criminal justice telecommunications in the state is FCIC, which maintains nearly 74,239 devices in approximately 1,321 federal, state and local criminal justice agencies. The system processes between 70 and 81 million data transactions per month (for a total of 908,900,873 transactions in fiscal year 2006-07), and allows criminal justice agencies virtually instantaneous access to information. FDLE also maintains the 4th largest criminal history file in the nation, with criminal history records on more than five million offenders. Serving as the state repository, FDLE makes the records available to criminal justice agencies in Florida and across the country, governmental agencies, and the public. Each record is fully computerized and supported by fingerprints to help positively identify offenders. Over 90% of Florida's arrest fingerprint data is received electronically by FDLE from Livescan booking devices located at jail facilities across the state.

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



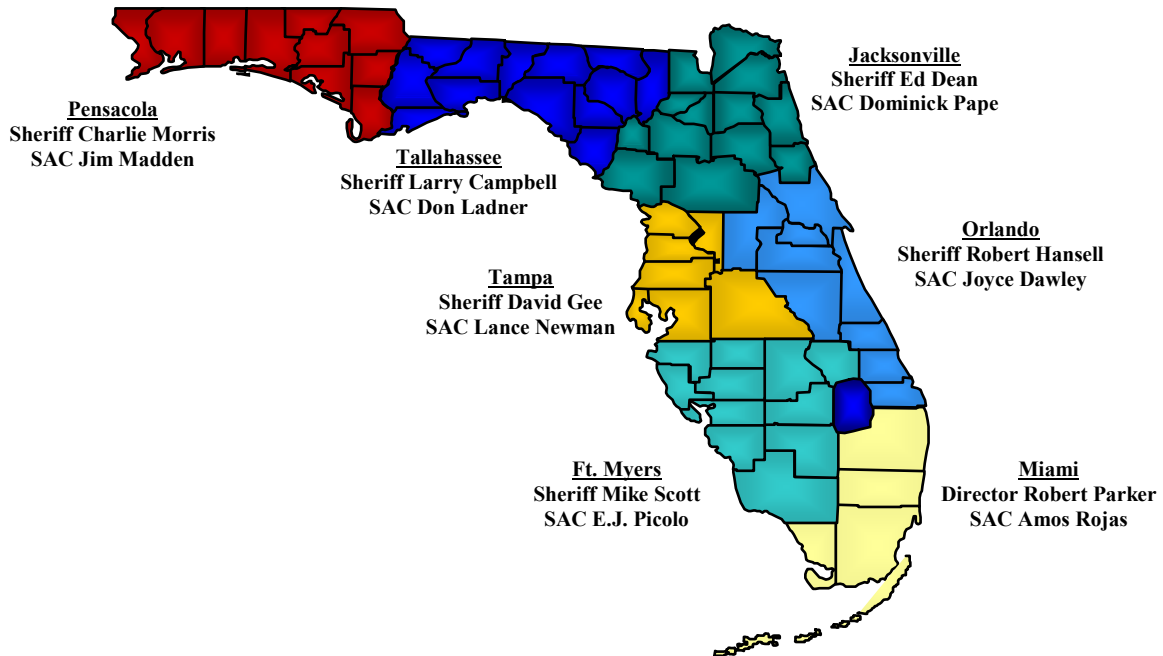
**GOAL 4: PREVENT AND RESPOND TO THREATS AGAINST DOMESTIC SECURITY AND OTHER DISASTERS**

**Domestic Security.** FDLE coordinates and directs counter-terrorism efforts for the state of Florida. The Commissioner of FDLE serves as the Incident Commander for the state in the event of a terror incident. FDLE's Special Agent in Charge of Investigations and Forensic Science Program Office serves as Florida's Homeland Security Advisor and works closely with the Division of Emergency Management and other federal, state and local agencies to enhance the state's domestic security preparedness through the implementation of Florida's Domestic Security Strategy, the state's blueprint for anti-terrorism prevention, preparedness and response.

Fundamental to the implementation of this Strategy is the integration, coordination and cooperation within and among each of the seven Regional Domestic Security Task Forces (RDSTFs). Each task force is co-chaired by an FDLE Special Agent in Charge and a local sheriff or police chief, 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 facilitate multi-disciplinary partnerships; coordinate the collection and dissemination of information and

intelligence, exercises and investigative and response team activities; and ensure quick access to Florida's domestic security assets throughout the state.

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



Intelligence led policing and state police intelligence initiatives, especially the concept of Fusion Centers, are at the forefront of domestic security discussions. A fusion center is a collaborative effort of two or more agencies that provide resources, expertise and/or information to the center with the goal of maximizing the ability to detect, prevent, investigate and respond to criminal and terrorist activity. FFC is inclusive of and a component within OSI, which is structured to provide timely collection, analysis and dissemination of intelligence and crime data information associated with the FDLE focus areas.

The mission of the FFC is to protect the citizens, visitors, resources and critical infrastructure of Florida by enhancing information sharing, intelligence capabilities and preparedness operations for all local, state and federal agencies in accordance with Florida's Domestic Security Strategy. FFC operations are guided by the understanding that the key to effectiveness is the development and sharing of information between participants to the fullest extent, as is permitted by law and agency policy. The FFC will serve as the state node and will provide connectivity and intelligence sharing amongst the regional Fusion Centers. It consists of approximately 45 FDLE members, federal agencies, state multi-disciplinary partners and includes outreach to private sector entities. FDLE members that are part of the Fusion Center have assignments to various squads within OSI to include, Counter Terrorism Intelligence, Financial Crime Analysis, Critical Infrastructure and a 24/7 situational awareness unit, the

Florida Investigative Support squad. Currently, we have full time analysts from the Department of Homeland Security and the FBI working within the FFC. There are twelve state agencies that contribute resources to the Fusion Center operations.

The state has joined with the federal government in allocating more than one billion dollars since 2001 to continue the support of Florida's Domestic Security Strategy. At least 80% of these funds directly benefit local counties and municipalities to equip and train Florida's first responders, public health and emergency workers, improve information sharing and secure the state's air, land and sea borders.

For the last several years, FDLE and the state's domestic security partners have placed a primary emphasis on preparedness and response, allocating most of the domestic security funds to equip, train, and exercise Florida's first responders. These efforts have enabled Florida to complete 100% of the initial first responder and public health strategic objectives, including development of more than twelve types of specialty response teams that can be immediately deployed when local resources become overwhelmed. Florida will continue to maintain the capabilities it has built, but the primary focus has been redirected to development and implementation of prevention and protection strategies.

Because today's criminals and potential terrorists are often unconventional and hard to recognize, information and intelligence related to them and their activities are scattered throughout local law enforcement agencies, state and federal law enforcement agencies and the records systems of other disciplines. The best approach to preventing a terror event is to develop fast, efficient ways to collect, store, retrieve, analyze and disseminate information and actionable intelligence to those authorities and private individuals who need it. In 2002, Florida developed and implemented ThreatCom as a web-based communication and incident notification system to enable communication between multiple public safety disciplines involved in the state's domestic security effort. This system will now be used in conjunction with the federal Homeland Security Information Network (HSIN) to provide authorized users with information notification posting capabilities while maintaining automated alert notification capability offered by ThreatCom. Tandem use of both systems will provide Florida domestic security partners with maximum flexibility to securely send and receive terror-based and other vital crime-related information.

Florida continues to build-out the Florida Law Enforcement eXchange (FLEX), a statewide integrated intelligence and data sharing system. This project involves electronically connecting data sharing projects within each of the seven regions and a node of state law enforcement data to create a seamless information sharing environment. FLEX will provide law enforcement across the state with the ability to quickly and easily access and analyze thousands of records found in individual city, county and state law enforcement agencies records management systems. Information related to incidents and individuals who encounter the criminal justice system such as local field interview reports, pawn data, incident data, as well as dispatch and offense information will for the first time be searchable by agencies outside of the agency of ownership and made instantly accessible to law enforcement officers from Pensacola to Key West. There are currently four regional projects in operation. The other three regional systems and the state node, along with a network connecting all regions with the state to facilitate statewide queries, will be completed in 2008.

Since future domestic security events are likely to be wide reaching and may impact more than one state/locale, Florida is partnering with six other states to develop the capability allowing jurisdictions to plan and respond together effectively, as well as spread costs, and share resources and assets. Enhancing multi-state information sharing will allow participating states to continuously work together to integrate multi-jurisdictional plans regarding domestic security initiatives and investigations.

Interoperable communications continue to be a critical domestic security and mutual aid interest. During an emergency, communication among first responders from multiple agencies and disciplines is essential for effective response. FDLE has upgraded the radio technology used by the regionally-based Emergency Deployable Interoperable Communications Systems to facilitate on site communications among multi-disciplinary first responders. FDLE has also acquired the necessary equipment to establish satellite communications in areas where network communications and infrastructure have been destroyed. FDLE will continue to work with partner agencies over the next two to three years to maintain and improve interoperable communications networks throughout the state. For fiscal year 2007-08, FDLE will request funding to implement a disaster recovery capability for critical systems requiring recovery times of four hours or less. These databases, communications, and tracking systems are extremely critical in disaster events and can directly impact response to an event threatening public safety.



## LRPP Exhibit II - Performance Measures and Standards

<b>Department: FLORIDA DEPARTMENT OF LAW ENFORCEMENT</b>
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71150000 Program: Executive Direction and Support Services
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71150200 Executive Direction and Support Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Administrative support costs as a percent of total agency costs	4%	3.5%	4%	4%
Number of grants disbursed	575	582	575	575
Total Number of agencies and jails accredited	156	168	156	156
Number of cases awarded emergency violent crime funds	73	81	73	73

71550000 Program: Florida Capitol Police Program
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71550000 Capitol Police Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Number of criminal incidents per 1000 employees	9.38	9.28	9.38	9.38
Number of officer patrol hours	96,432	117,184	96,432	96,432
Number of calls for service	8,000	11,316	8,000	8,000

71600000 Program: Investigations and Forensic Science Program
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71600100 Crime Lab Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percent of lab service requests completed	95%	99%	95%	95%
Number of laboratory service requests received	78,000	89,378	78,000	78,000
Average number of days to complete lab service requests by lab discipline: Toxicology	40	43	40	40
Average number of days to complete lab service requests by lab discipline: Chemistry	30	51	30	30
Average number of days to complete lab service requests by lab discipline: Crime Scene	30	24	30	30

Average number of days to complete lab service requests by lab discipline: Firearms	80	102	80	80
Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	45	62	45	45
Average number of days to complete lab service requests by lab discipline: Latents	60	83	60	60
Average number of days to complete lab service requests by lab discipline: Serology/DNA	111	227	111	111
Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)	70	70	70	70
Average number of days to complete lab service requests by lab discipline: Microanalysis	115	169	115	115
Number of crime scene service requests completed	600	642	600	600
Number of DNA samples added to DNA database	36,000	62,216	36,000	36,000

71600200 Investigative Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percentage of closed criminal investigations resolved	78%	85%	78%	78%
Number of closed criminal investigations resolved	702	777	702	702
Number of criminal investigations closed resulting in an arrest	585	545	585	585
Percent of criminal investigations closed resulting in an arrest	65%	59%	65%	65%
Number of criminal investigations worked	2,500	1,971	2,500	2,500
Number of criminal investigations closed	900	918	900	900
Percentage of criminal investigations closed	46%	47%	46%	46%
Number of short-term investigative assists worked	3,678	8,675	3,678	3,678
Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces	1,000	889	1,000	1,000

71600300 Mutual Aid and Prevention Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Number of dignitaries provided with FDLE protective services	52	81	52	52

71600400 Public Assistance Fraud Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	\$20.1 M	\$15.3 M	\$20.1 M	\$20.1 M
Number of public assistance fraud investigations conducted	5,625	3,133	5,625	5,625

71700000 Program: Criminal Justice Information Program
71700100 Information Network Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	98%	99%	98%	98%
Percentage of time FCIC is running and accessible	99.5%	99.97%	99.5%	99.5%
Percentage response to criminal history record check customers within defined timeframes	94%	98%	94%	94%
Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	90%	91%	90%	90%
Number of certified operators	56,177	61,448	56,177	56,177

71700200 Prevention and Crime Information Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percentage of criminal history information records compiled accurately	93%	94%	93%	93%
Number of responses to requests for criminal history record checks	2,000,000	2,859,103	2,000,000	2,000,000
Number of registered sexual predators/offenders identified to the public	37,865	44,123	37,865	37,865
Number of missing children cases worked through MCIC	4,000	6,214	4,000	4,000
Number of arrest records created and maintained	17,686,354	18,874,302	17,686,354	17,686,354
Number of disposition records added to the criminal history file	750,000	914,395	750,000	750,000

71800000 Program: Criminal Justice Professionalism
71800100 Law Enforcement Standards Compliance Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percentage of training schools in compliance with standards	80%	88%	80%	80%
Number of breath-testing instruments inspected	491	663	491	491
Number of records audited to validate the accuracy and completeness of ATMS2 record information	8,000	10,124	8,000	8,000
Number of program and financial compliance audits performed	2,000	2,592	2,000	2,000
Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Ch. 120, F.S.	1,500	1,380	1,500	1,500
Number of criminal justice officer disciplinary actions	452	608	452	452

71800200 Law Enforcement Training Certification Services
----------------------------------------------------------

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers	80%	81%	80%	80%
Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	6,400	7,303	6,400	6,400
Number of course curricula and examinations developed or revised	135	161	135	135
Number of examinations administered	8,000	9,098	8,000	8,000
Number of individuals trained by the Florida Criminal Justice Executive Institute	840	1,761	840	840
Number of law enforcement officers trained by DARE	160	200	160	160
Number of professional law enforcement certificates issued	25,000	25,172	25,000	25,000
Number of domestic security training courses delivered	120	107	120	120

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests-  
 TOXICOLOGY

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
40	43	3 over	+7.5%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests - CHEMISTRY

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
30	51	21 over	+ 70%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigation and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests - FIREARMS

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80	102	22 over	+ 27.5%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

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Office of Policy and Budget – July 2007



## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests - AFIS

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
45	62	17 over	+ 37.8%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests - LATENTS

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
60	83	23 over	+ 38.3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests- SEROLOGY/DNA  
**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
111	227	116 over	+ 104.5%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests-  
 MICROANALYSIS

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
115	169	54 over	+ 47%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                          |                                                       |
|----------------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |                                                       |
| <input type="checkbox"/> Other (Identify)                |                                                       |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                                      |
|------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of criminal investigations closed resulting in an arrest

**Action:**

- |                                                                               |                                              |
|-------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of Outcome Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of Output Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards              |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
585	545	40 under	- 6.8%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply):**

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input checked="" type="checkbox"/> Other (Identify) |                                            |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

**External Factors (check all that apply):**

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Percent of criminal investigations closed resulting in an arrest

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
65%	59%	6 under	- 9.2%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input checked="" type="checkbox"/> Other (Identify) |                                            |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of criminal investigations worked

**Action:**

- |                                                                                     |                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,500	1,971	529 under	- 21.2%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input checked="" type="checkbox"/> Other (Identify) |                                            |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

**External Factors** (check all that apply):

- |                                                                              |                                                 |
|------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                 |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                 |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

**Action:**

- |                                                                                     |                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,000	889	111 under	- 11.1%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input type="checkbox"/> Other (Identify)            |                                            |

**Explanation:**

**External Factors** (check all that apply):

- |                                                                              |                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                      |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                      |

**Explanation:**

This measure captures the number of tips and cases entered into the InSite database. The Regional Domestic Security Task Forces (RDSTF) responded to all significant domestic security concerns reported by citizens, business entities, local, state or federal law enforcement or governmental entities. FDLE does not control the number of tips and cases being reported and less were received than anticipated.

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007



## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Public Assistance Fraud  
**Measure:** Amount of fraudulent benefits withheld as a result of public assistant fraud investigations

**Action:**

- |                                                                                      |                                              |
|--------------------------------------------------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure             | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                     |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$20.1 million	\$15.3 million	\$4.8 million under	- 23.9%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input type="checkbox"/> Other (Identify)            |                                            |

**Explanation:**

**External Factors** (check all that apply):

- |                                                                              |                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                      |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                      |

**Explanation:**

Changes in federal food stamp program policies have resulted in a decrease in the number of administrative hearing referrals received. Additionally, the public assistance fraud program is engaged in more significant, complex criminal investigations which require more time and effort to investigate, resulting in fewer case closures.

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Public Assistance Fraud  
**Measure:** Number of public assistance fraud investigations conducted

**Action:**

- |                                                                                     |                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,625	3,133	2,492 under	- 44.3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input type="checkbox"/> Other (Identify)            |                                            |

**Explanation:**

**External Factors** (check all that apply):

- |                                                                              |                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                      |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                      |

**Explanation:**

Changes in federal food stamp program policies have resulted in a decrease in the number of administrative hearing referrals received. Additionally, the public assistance fraud program is engaged in more significant, complex criminal investigations which require more time and effort to investigate, resulting in fewer case closures.

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service/Budget Entity:** Standards Compliance  
**Measure:** Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Chapter 120, F.S.

**Action:**

- |                                                                                     |                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,500	1,380	120 under	- 8%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input type="checkbox"/> Other (Identify)            |                                            |

**Explanation:**

**External Factors** (check all that apply):

- |                                                                              |                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                      |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                      |

**Explanation:**

All referrals received from criminal justice agencies were processed and fewer referrals were received than anticipated. The decline could be the result of training and communication being provided to agencies outlining the type of cases that the Commission can process. Agencies may be better informed and, therefore, less inclined to refer cases that are not within the Commission's jurisdiction.

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

Office of Policy and Budget – July 2007

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service/Budget Entity:** Training Certification  
**Measure:** Number of domestic security training courses delivered

**Action:**

- |                                                                                     |                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |                                              |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
120	107	13 under	- 10.8%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |                                                      |                                            |
|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |                                            |
| <input type="checkbox"/> Other (Identify)            |                                            |

**Explanation:**

**External Factors** (check all that apply):

- |                                                                              |                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |                                                      |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |                                                      |

**Explanation:**

Between 2002 and 2004, emphasis was placed on FDLE delivering domestic security training. As a result, most existing law enforcement personnel received the required training during that time. Only new law enforcement officers and first responders now require training. Additionally, domestic security training courses are available online and at the local level. This has resulted in a decrease in the number of training courses provided through certified training schools.

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |                                           |
|------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Administrative support costs as a percent of total agency costs

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** FLAIR (Florida Accounting Information Resource reports). Each month the year-to-date costs for the administrative functions are entered from FLAIR into an EXCEL spreadsheet. The Department year-to-date costs are also entered from FLAIR into this EXCEL spreadsheet. The total of the administrative support costs is divided by the total year-to-date costs for the Department. The result is multiplied by 100 to get a percentage. This information is provided monthly by the Budget Specialist in the Office of Budgeting.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Number of grants disbursed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** A FoxPro application that houses the Grants Management Information System. The system contains a separate database for each of the following seven programs:

- Violent Offender Incarceration Truth-In Sentencing;
- Byrne;
- Local Law Enforcement Block Grant;
- Substance Abuse Treatment;
- National Criminal History Improvement Program;
- Law Enforcement Terrorism Prevention; and
- State Homeland Security.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Total number of agencies and jails accredited

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** EXCEL database file relevant to accreditation data. All law enforcement agencies and county jails are recorded in an EXCEL database. The database reveals applications submitted, as well as information regarding the status of each application. Statistics are recorded three times a year, following both Commissions' meetings, to show all accredited or reaccredited agencies and jails, as well as onsite assessments scheduled and assessors used. Reports are generated listing all law enforcement agencies and county jails awarded accreditation.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Number of cases awarded emergency violent crime funds

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** EXCEL spreadsheet entitled "Fund Balance." Law enforcement agencies may submit requests to receive funding for a case in one of the following categories: violent crime, victim/witness protection, or illicit drug/money laundering. When a request for funding is received, the amount for the case and requesting agency is entered into the spreadsheet. Members of the Office of Statewide Intelligence must do an exhaustive review of each case submission for adherence to fiscal criteria, statutory guidelines as well as administrative rules. OSI members present the cases meeting criteria to the Council at one of four quarterly meetings. At each quarterly Violent Crime and Drug Control Council meeting, the Council makes a determination regarding which cases will receive funding. Following each meeting the spreadsheet is updated to reflect the decisions of the Council, denoting which cases received funds and which did not. The government analyst of the Violent Crime and Drug Control Council staff makes a manual count of agencies that were awarded funds. This service is allocated to Business Support Program for budgeting purposes but reported for PAMS through Investigations and Forensic Science Program. The year-to-date data is equal to data reported in the most current quarter.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of criminal incidents per 1,000 employees

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Investigative Reports, cross referenced to Computer Aided Dispatch System. The data source for the number of employees occupying office space that the Florida Capitol Police is responsible for securing is obtained each year near the beginning of the new fiscal year from Facilities Management's occupancy report and is rounded to the nearest 1,000 for calculation purposes. The incident reports are written by the officer at or near the time of the actual occurrence. The incident reports information is entered into AIMS, which records the incident information in a near real time manner and is retrieved each month by the Special Operations Government Analyst for the month in which data is being reported. This data is delivered to the Special Operations Lieutenant for determination of the number of criminal incidents for the month in which the data is being reported. The Government Analyst takes the total number of criminal incidents and divides it by the number of employees occupying office space that the Florida Capitol Police is responsible for securing. The result is multiplied by 1,000. This data is then verified by a member of Command Staff prior to its entry onto the PAMS monthly report. Monthly data is totaled to calculate the year-to-date figure.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of officer patrol hours

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Timesheets in Automated Investigative Management System (AIM). The Government Analyst in the Special Operations Unit runs a report from the AIM for the month in which PAMS data is being reported for, which gives the total number of hours worked by all Capitol Police members. From this report, the Analyst pulls the total number of hours worked by Security Officers and Law Enforcement Officers in the Operations Section, and EOD and K-9 Unit law enforcement officers and their Sergeant in the Special Operations Unit. The AIM does not always accurately report the number of officer patrol hours at the time that the report is run. This can be attributed as to when the pay period falls within the month and is submitted by the member and when the data for the PAMS report is due. Therefore, a second report is run at a later date and data in the PAMS report is updated to reflect an accurate figure. The data is then verified by a member of Command Staff prior to its entry onto the monthly PAMS report. To determine the maximum number of patrol hours that could be reported for this standard for this measure, we take 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 for a baseline figure. In addition, we look at the number of officer patrol hours achieved over the years, taking into account events such as natural disasters and turnover rates, to either increase or reduce the standard. (Formula: 2,080 hours per year - 80 hours holiday - 80 hours annual leave = 1,920 average hours worked per year per officer X the number of officers (66) = 126,720 average number of patrol hours. Monthly data is totaled to calculate the year-to-date figure.)

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of calls for service

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computer Aided Dispatch (CAD) System. Calls for service are entered into the CAD System by the Communication Officers at the time of or in close proximity to the time of the actual events. The Communications Unit downloads each month an "Activity Summary by Signals" that lists all events occurring in a given month in which the data is being reported. The Analyst will delete out the count indicated on the report, for those activities/signals such as training events/40T, bomb dog training/46T, EOD training/74T, training – in service/53, off duty detail/80, leave/84, maintenance/repair patrol cars/19, and Proactive Patrols/88. This data is then verified by a member of Command Staff prior to its entry onto the monthly PAMS report.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Percent of laboratory service requests completed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 report from EMS entitled "Section Performance" for each laboratory 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 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of laboratory service requests received

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 report from EMS entitled "Section Performance" for each laboratory 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 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Toxicology lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Chemistry lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Crime Scene lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Firearms lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Automated Fingerprint Identification System (AFIS) lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Latents lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Serology/DNA lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Computer Evidence Recovery (CER) lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Microanalysis lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. 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 "Section Performance" for each laboratory 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of crime scene service requests completed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors request crime scene assistance from regional laboratories. Laboratory supervisors assign the requests to the appropriate member, and enter specific data into the Evidence Management System (EMS). The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify data in EMS. The Program Office generates a report from EMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests incoming including crime scene requests. This data is 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 incoming crime scenes processed 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of DNA samples added to DNA database

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** DNA Database Report. 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Percentage of closed criminal investigations resolved

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of closed criminal investigations resolved

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Resolved" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types with a case closing reason defined as "resolved" are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region as well as Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". After these totals are obtained they are added together to obtain the statewide total number of closed 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Number of criminal investigations closed resulting in an arrest

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Number of Closed Cases with Arrests" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Investigations (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP OSI and MCIC 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Percent of criminal investigations closed resulting in an arrest

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Number of Closed Cases with Arrests" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Investigations (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP OSI and MCIC 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of criminal investigations worked

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member in the Program Office, selects the appropriate date ranges and runs the "Number of cases worked on for Time Period" report from the Management Reports Module. The report only generates cases with time attributed to them. The report is printed and the regional figures are added together to obtain the statewide total. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". These totals are added together to obtain the statewide number of criminal investigations worked for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of criminal investigations closed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Percentage of criminal investigations closed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of short-term investigative assists worked

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). 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 (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the following two (2) reports:

1. "Investigative Assists/Short Term Case" (report excludes case origins: Administrative, Backgrounds, FCAB, Internal Investigations, Management Reviews, Preparing Presentation, Program Evaluation, Protective Operations, Special Projects and Training, as well as cases initiated by Capital Police)
2. "EI Complaints from Citizens Against Officials" report (EI umbrella cases only) from the Management Reports Module.

The user will enter the appropriate data range and print each report. The "Complaints from Citizens Against Officials" report is checked against the "Investigative Assists/Short Term Case" report to eliminate any duplication. A review and quality assurance check of the data is conducted. The totals for each region as well as Executive Investigations, Profiling and Other are obtained. These totals are added together to obtain the statewide number of investigative assists worked.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** InSite. A member of the IFS Program Office, Office of Field Services utilizes the search and report function in InSite to retrieve the number of “tips and cases” entered and responded to. The information is then provided to the appropriate OFS member in the Program Office who enters the data into PAMS.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Mutual Aid and Prevention Services

**Measure:** Number of dignitaries provided with FDLE protective services

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). Upon receipt of the travel intentions of the protectee, appropriate information is documented in the AIM system. Once the protection detail is completed, additional information, such as dates protection was provided and the cities visited, is documented in AIM. It is the responsibility of Protective Operations, who assigns dignitary protection details statewide, to ensure that all associated documentation is entered into the database in a timely fashion. It is also their responsibility to ensure information reported in the "After Action Report" (completed by the special agents who participated in the dignitary protection) is detailed, accurate, and comprehensive. A member from the Program Office will provide the number of dignitary protection details performed during the period from the number of requests that were received and documented in AIM. The totals for all regions are added together to obtain the number of dignitaries provided with FDLE protective services for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Public Assistance Fraud Services

**Measure:** Amount of fraudulent benefits withheld as a result of public assistance fraud investigations

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM) and a report received from the Social Security Administration (SSA). A member from the IFS Program Office accesses the AIM data that is stored on servers at FDLE headquarters. Data is accessed after the close of business for the fiscal year and all updating of information is complete (also done on a monthly basis). 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. The SSA completes a monthly report reflecting cost avoidance savings in the CDI Program and provides that report to the Program Office. 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. Additionally, the cost avoidance figures provided by the SSA are added to the DCF cost avoidance. The PAF Program Coordinator conducts a review and quality assurance check of the data.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Public Assistance Fraud Services

**Measure:** Number of public assistance fraud investigations conducted

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM) and a report received from the Social Security Administration (SSA). A member of the Public Assistance Fraud Program Office accesses the AIM data that is stored on servers at FDLE headquarters. Data is accessed after the close of business for the fiscal year and all updating of information is complete (also done on a monthly basis). Data areas for completed assistance program violations referred to the State Attorney for prosecution, referred to DCF for Administrative Disqualification Hearings and terminated after investigation are accessed and counted for the specific time period indicated. The report totals the number of completed assistance program violations from each field office and reflects statewide totals. The SSA completes a monthly report reflecting completed investigations in the CDI Program and provides that report to Program Office. The system totals from completed assistance program violations referred to the State Attorney, referred for Administrative Disqualification Hearings and terminated after investigation are added together to obtain the number of public assistance fraud investigations conducted. Additionally, the completed investigations in the CDI Program as reflected in the SSA report are added to that figure.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of responses from FCIC hot files that contain substantive information within defined timeframes

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Florida Crime Information Center (FCIC). 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. Monthly, FCIC administrative data files are extracted and placed in a directory on a shared server. Included in these files are the daily total responses and the "time-out" responses. The IRM Planning Consultant computes (using an EXCEL spreadsheet) the total responses, time-outs, and corresponding percentages. The results are then forwarded to the Operations and Management Consultant Manager in IRM for review and then to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of time FCIC is running and accessible

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Florida Crime Information Center (FCIC). 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 downtime (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). 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 Supervisor in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage response to criminal history record check customers within defined timeframes

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Florida Crime Information Center (FCIC). 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. Monthly, FCIC administrative data files are extracted and placed in a directory on a shared server. Included in these files are the daily total responses and the "time-out" responses. The IRM Planning Consultant computes (using an EXCEL spreadsheet) the total responses, time-outs, and corresponding percentages. The results are then forwarded to the Operations and Management Consultant Manager in IRM for review and then to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) report.

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 online report entitled "General Statistics Report by Type" and enters the monthly date range. Each county has a unique ORI 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 Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Number of certified operators

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Training Information System (TIS). 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 be tested every two years to renew and maintain FCIC/NCIC Certification. A count of all certified FCIC/NCIC operators is maintained in TIS, a subsystem of FCIC II. The Information Delivery Team staff checks the TIS database and obtains a count for the total number of Certified FCIC/NCIC Operators. The counts are forwarded to a Research and Training Specialist in the Program Office for review. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Percentage of criminal history information records compiled accurately

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** 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. The Quality Control Section biennially audits the accuracy of data contained in the permanent CCH file and reports these findings on June 30 of every even numbered year. 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 is 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 sample period is the 24-month period ending 18 months prior to the audit's June 30 completion date. The Quality Control Section prepares a written report of the audit results. The performance data is taken from this report by the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of responses to requests for criminal history record checks

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Criminal Record Check System (ACRCS) database, Civil Workflow Control System (CWCS) database, VeriSign system and Firearm Transaction database. 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 bureau staff, by accessing actual records processed through the Automated Criminal Record Check System (ACRCS) database, using a report titled, "USBCK," and thereafter, performing calculations for weekly and monthly totals. Public Records CCH Internet statistics are obtained and provided to bureau staff and/or Public Records manager on a monthly basis, with weekly and monthly totals, by an Accounting Services Administrator in the Office of Finance and 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. Bureau staff obtain the monthly total of criminals identified from the Civil Workflow Control System (CWCS) database using a report produced via CrystalReports Software and titled, "Requests Received". All reports are compiled by bureau staff, verified by the Bureau Chief or designee, and submitted to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of registered sexual predators/offenders identified to the public

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Sexual Predator/Offender Database. Data is entered into database by FDLE Department of Corrections (FDC) staff. After data is entered, the Internet web page is automatically updated by the database. The monthly totals provided by this measure do not include sex offenders/predators for whom the offender database reflects a status of Deceased or a subject type of FDLE Delete. A Government Analyst II (GAI) 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 in the database. (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, and forwarded to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of missing children cases worked through MCIC

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Missing Children Information Clearinghouse (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 NCIC/FCIC as missing by a local law enforcement agency and that the parent/guardian 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. The Staff Assistant in 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 year-to-date brought forward from the previous month in order to get the total number of cases worked year-to-date for the month being reported. These figures are maintained by the Staff Assistant in a Word document titled "PBB measure." The calculations are reviewed by the Senior Management Analyst Supervisor, and then forwarded to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of arrest records created and maintained

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) database. 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 six of the report on the line titled "Total Arrest Records". The Research and Training Specialist in the Program Office reports this number directly from the report. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of disposition records added to the criminal history file

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) Database. 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. Also, for accuracy purposes, the Quality Control Section and manager review the complete "CCH Monthly Stats" report before the performance data is provided to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Percentage of training schools in compliance with standards

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Field Specialists EXCEL Weekly Activity Reports file, 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. 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 EXCEL forms, which are then electronically submitted to support staff 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 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 specific components for this measure are training school facility inspections in compliance, training school class monitoring in compliance and training school trust fund audits in compliance (i.e., perfect audits). The data from these categories are averaged to determine the overall percentage of school compliance with Commission standards.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of breath-testing instruments inspected

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Alcohol Testing Program (ATP) Field Inspectors Activity Reports and ATP Inspection Report Forms. 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.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of records audited to validate the accuracy and completeness of ATMS2 record information

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Weekly Activity Reports. Field Specialists conduct audits of applications for initial certification and “new hire” files at criminal justice agencies. Field Specialists then enter appropriate data into an EXCEL file containing weekly activity reports. The reports are then electronically submitted to support staff 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 support staff verifies and maintains the weekly information electronically. Bureau of Standards staff review the EXCEL file containing weekly activity reports in order to obtain a count of audits conducted of applications for initial certification and “new hire” files at criminal justice agencies during a specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of program and financial compliance audits performed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Weekly Activity Reports. Field Specialists conduct audits of training courses and facilities at Commission certified training centers. Field Specialists then enter appropriate data into an EXCEL file containing weekly activity reports. Trust Fund staff 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 Commission Planning and Support Section on the PBB Monthly Worksheet. 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. Hard copies of these forms are submitted to the DARE Training Center, and are maintained in the officer's training file. Bureau of Standards staff review the EXCEL file containing weekly activity reports in order to obtain a count of audits of training courses and training centers conducted during a specified period. A member of the Trust Fund staff completes the PBB Monthly Worksheet, providing a count of Trust Fund audits conducted during a specified period. Support staff in the DARE Training Center tabulates from hardcopies of the DARE Instructor Observation Form the number of officers monitored giving DARE presentations during a specified period. The sum of these components is the number of compliance audits conducted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of discipline referrals processed for state and local LEOs, COs, and CPOs pursuant to Chapter 120, F.S.

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Upon receipt of a criminal justice agency's internal investigative findings and supporting documentation, the Professional Compliance Section (PCS) logs the referral into ATMS2. The PCS tracks each case as it moves through the disciplinary process. PCS also conducts periodic audits of the cases to ensure compliance with Section 943.13, Florida Statutes. Support staff in PCS reviews the Professional Compliance 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of criminal justice officer disciplinary actions

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Appropriate data concerning cases presented to the Commission and the final disciplinary action that resulted are entered into ATMS2. Selected data concerning these cases are also maintained in a manual log for quality control purposes. PCS generates a report from ATMS2 entitled, "Professional Compliance Profile Report." The report is reviewed and a count is made of the following disciplinary actions taken by the Commission during a specified period: revocations, suspensions, probations, denials, reprimands, and letters of acknowledgement.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the OCETS, where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were 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 exam data for a specified period have been entered into OCETS, a representative of the Examination 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 the percentage of persons that passed. This information is grouped and subtotaled by the 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the Officers Certification Examination Tracking System (OCETS), where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were 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 exam data for a specified period have been entered into OCETS, a representative of the Examination 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 the percentage of persons that passed. This information is grouped and subtotaled by the 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of course curricula and examinations developed or revised

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Curricula Section and Examination Section. The Curricula Section performs a manual count from a list of Commission approved courses, maintained in rule, of the number of basic recruit and post-basic training courses developed or revised during a particular time frame, and any new courses approved by the Commission. 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/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism Program  
**Service/Budget Entity:** Law Enforcement Training Services  
**Measure:** Number of examinations administered

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). An entry in the database is generated by the applicant's application being scanned into the OCETS, which 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. This report, run by a member of the Examination Section staff, counts the number of exams administered for a given time period. A member of the programming staff of the Office of Information Resource Management (IRM) created the report, and an independent programmer within IRM verified that the report is logically correct for the information requested. Support staff 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 totals provided by the Examination Section and DARE is the number of examinations administered.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of individuals trained by the Florida Criminal Justice Executive Institute (FCJIE)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Attendance rosters. FCJIE training coordinators maintain attendance rosters for each Continuing Education Development 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 FCJIE Program Rosters of participants are maintained by the coordinators for each Chief Executive Seminar (CES), Executive Leadership Seminar (ELS), 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 FCJIE Director verifies all rosters. Training Coordinators review the roster for each course/class, count the number of attendees and report the total attendance in a shared Excel workbook stored on the FCJIE drive. At the end of each month, the PAMS Liaison totals the course/class attendance figures in order to obtain the number of individuals trained by FCJIE for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism Program  
**Service/Budget Entity:** Law Enforcement Training Services  
**Measure:** Number of law enforcement officers trained by DARE

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Attendance rosters, Performance Evaluation Form(s) and grade sheets are completed by the DARE instructor for each individual completing the primary curriculum (a combined course for fifth/sixth and seventh/eighth grade students). Performance Evaluation Form(s) 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. Support staff in the DARE Training Center 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 Form(s) and grade sheets resulting from training courses presented by DARE during the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of professional law enforcement certificates issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Information related to individuals completing basic and post-basic programs is entered into ATMS2 by the training center that provided the training. There are three types of certificates issued for basic, post-basic, and instructor courses. The Records Section also collects training forms for K-9 Team training. Standard reports created by the Information Resource Management (IRM) programming staff are available within ATMS2, 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 ATMS2 database. An independent programmer within IRM verified that the reports are logically correct for the information requested. Staff in the Professionalism Program runs the reports for the specified timeframe. Information pertaining to the number of individuals completing qualification and renewal training for Breath Test Operators and Agency Inspectors is entered into ATMS2. Staff in the Professionalism Program runs the report for the specified timeframe. Support staff in the DARE Training Center manually tabulates the number of DARE certificates issued from after-action reports and grade sheets. Support staff 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 certificates approved/issued. The sum of the totals provided by ATMS2, the Field Specialists, Alcohol Testing Program and DARE is the number of certificates issued.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of domestic security training courses delivered

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Manual count of courses provided. Each quarter staff members within the Officer Records Section contact their training center schools to determine the number of domestic security courses delivered at each school during the previous three months. The courses can be WMD, ICS, PPE, or other specialized domestic security courses. The information is then provided by the staff members to the Chief of the Bureau of Standards. The Bureau Chief ensures that the courses are appropriate domestic security courses and reports the total number to a support staff member who enters the total number for the quarter into PAMS.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2007*

## FLORIDA DEPARTMENT OF LAW ENFORCEMENT

### LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measure

Measure Number	Approved Performance Measures for FY 2007-08	Associated Activities Title
1	Administrative support costs as a percent of total agency costs	Executive Direction and Support Services
2	Number of grants disbursed	Executive Direction and Support Services
3	Total Number of agencies and jails accredited	Florida Law Enforcement Accreditation
4	Number of cases awarded emergency violent crime funds	Violent Crime Emergency
5	Number of criminal incidents per 1000 employees	Capitol Complex Security
6	Number of officer patrol hours	Capitol Complex Security
7	Number of calls for service	Capitol Complex Security
8	Percent of lab service requests completed	Toxicology, Chemistry, Crime Scene Response, Firearms, Automated Fingerprint Identification System (AFIS) , Latents, Serology, Computer Evidence Recovery (CER), Microanalysis
9	Number of laboratory service requests received	Toxicology, Chemistry, Crime Scene Response, Firearms, Automated Fingerprint Identification System (AFIS) , Latents, Serology, Computer Evidence Recovery (CER), Microanalysis
10	Average number of days to complete lab service requests by lab discipline: Toxicology	Toxicology
11	Average number of days to complete lab service requests by lab discipline: Chemistry	Chemistry
12	Average number of days to complete lab service requests by lab discipline: Crime Scene	Crime Scene Response
13	Average number of days to complete lab service requests by lab discipline: Firearms	Firearms
14	Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	Automated Fingerprint Identification System (AFIS)
15	Average number of days to complete lab service requests by lab discipline: Latents	Latents
16	Average number of days to complete lab service requests by lab discipline: Serology/DNA	Serology

17	Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)		Computer Evidence Recovery (CER)
18	Average number of days to complete lab service requests by lab discipline: Microanalysis		Microanalysis
19	Number of crime scene service requests completed		Crime Scene Response
20	Number of DNA samples added to DNA database		DNA Database
21	Percentage of closed criminal investigations resolved		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
22	Number of closed criminal investigations resolved		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
23	Number of criminal investigations closed resulting in an arrest		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
24	Percent of criminal investigations closed resulting in an arrest		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
25	Number of criminal investigations worked		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
26	Number of criminal investigations closed		Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance

27	Percentage of criminal investigations closed	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
28	Number of short-term investigative assists worked	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance, Hurricanes, Emergency Special Assistance
29	Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces	Domestic Security
30	Number of dignitaries provided with FDLE protective services	Protection Of Dignitaries And Support
31	Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	Public Assistance Fraud Investigations
32	Number of public assistance fraud investigations conducted	Public Assistance Fraud Investigations
33	Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	Production Systems Services
34	Percentage of time FCIC is running and accessible	Central Operations, Systems Support
35	Percentage response to criminal history record check customers within defined timeframes	Criminal History Information
36	Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	Criminal History Creation And Maintenance
37	Number of certified operators	Criminal Justice Information Policy Compliance
38	Percentage of criminal history information records compiled accurately	Criminal History Creation And Maintenance
39	Number of responses to requests for criminal history record checks	Criminal History Information
40	Number of registered sexual predators/offenders identified to the public	Sexual Predator Tracking And Information
41	Number of missing children cases worked through MCIC	Missing Children Information Clearinghouse
42	Number of arrest records created and maintained	Criminal History Creation And Maintenance
43	Number of disposition records added to the criminal history file	Criminal History Creation And Maintenance
44	Percentage of training schools in compliance with standards	Field Service And Technical Assistance/Audits
45	Number of breath-testing instruments inspected	Alcohol Testing Program



46	Number of records audited to validate the accuracy and completeness of ATMS2 record information		Officer Records Management
47	Number of program and financial compliance audits performed		Field Service And Technical Assistance/Audits
48	Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Ch. 120, F.S.		Officer Compliance
49	Number of criminal justice officer disciplinary actions		Officer Compliance
50	Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers		Criminal Justice Training
51	Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers		Criminal Justice Training
52	Number of course curricula and examinations developed or revised		Curriculum And Exam Development
53	Number of examinations administered		Curriculum And Exam Development
54	Number of individuals trained by the Florida Criminal Justice Executive Institute		Criminal Justice Training
55	Number of law enforcement officers trained by DARE		Criminal Justice Training
56	Number of professional law enforcement certificates issued		Criminal Justice Training
57	Number of domestic security training courses delivered		Criminal Justice Training

EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY					
FLORIDA DEPARTMENT OF LAW ENFORCEMENT		FISCAL YEAR 2006-07			
SECTION I: BUDGET		OPERATING	FIXED CAPITAL OUTLAY		
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		275,366,999	617,800		
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		47,585,666	0		
FINAL BUDGET FOR AGENCY		322,952,665	617,800		
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					617,800
Capitol Complex Security * Number of officer patrol hours		117,184	56.87	6,663,671	
Florida Law Enforcement Accreditation * Total number of agencies and jails accredited.		168	3,984.36	669,372	
Violent Crime Emergency * Number of cases awarded emergency violent crime funds.		81	4,151.63	336,282	
Dna Database * Number of DNA samples added to the DNA database.		62,216	60.76	3,780,480	
Automated Fingerprint Identification System (afis) * Number of AFIS service requests completed.		5,129	88.83	455,606	
Computer Evidence Recovery (cer) * Number of CER service requests completed.		514	511.27	262,795	
Chemistry * Number of chemistry service requests completed.		45,084	184.73	8,328,215	
Toxicology * Number of toxicology service requests completed.		7,264	354.82	2,577,415	
Microanalysis * Number of microanalysis service requests completed.		826	2,106.37	1,739,858	
Firearms * Number of firearms service requests completed.		6,737	604.19	4,070,435	
Latents * Number of latents service requests completed.		12,668	652.49	8,265,764	
Serology * Number of Serology/DNA service requests completed.		10,514	1,211.02	12,732,681	
Crime Scene Response * Number of crime scene service requests completed.		641	4,329.69	2,775,330	
Narcotics/Major Drug Investigations * Number of major drug criminal investigations closed.		287	67,183.70	19,281,723	
Investigative And Technical Assistance * Number of short term criminal investigative assists worked.		8,675	775.41	6,726,722	
Computer Crime Investigations * Number of Computer Crime criminal investigations closed.		50	32,843.06	1,642,153	
Violent Crime Investigations * Number of Violent Crime criminal investigations closed.		304	32,830.83	9,980,572	
Public Integrity Investigations * Number of Public Integrity criminal investigations closed.		124	60,003.73	7,440,463	
Economic Fraud Investigations * Number of Economic Crime investigations closed.		153	92,921.47	14,216,985	
Domestic Security *		889	38,385.97	34,125,130	
Emergency Special Assistance * Number of times Florida Department of Law Enforcement responded to an emergency, as defined by Ch 252,FS		4	101,181.25	404,725	
Protection Of Dignitaries And Support * Number of dignitaries provided with Florida Department of Law Enforcement protective services.		81	21,463.64	1,738,555	
Central Operations * Number of Florida Crime Information Center (FCIC) certified operators.		61,448	26.05	1,600,987	
Systems Support * Number of requests for customer support.		52,840	148.04	7,822,664	
Production Systems Services * Number of Florida Crime Information Center (FCIC) data transactions.		908,900,873	0.02	19,283,150	
Missing Children Information Clearinghouse * Number of missing children cases worked through MCIC.		6,214	126.53	786,233	
Sexual Predator Tracking And Information * Number of registered sexual predators/offenders identified to the public.		44,123	42.55	1,877,455	
Criminal History Information * Number of responses to requests for criminal history record checks		2,859,103	2.99	8,537,535	
Criminal History Creation And Maintenance * Number of arrest records created and maintained.		18,874,302	0.48	9,102,958	
Criminal Justice Information Policy Compliance * Number of FCIC certified operators.		61,448	16.15	992,635	
Officer Compliance * Number of criminal justice officer disciplinary actions.		608	2,511.94	1,527,261	
Alcohol Testing Program * Number of breath testing instruments tested.		663	1,549.91	1,027,593	
Officer Records Management * Records audited to validate the accuracy/completeness of ATMS2 record information		10,124	59.87	606,109	
Field Service And Technical Assistance/Audits * Number requested technical assists provided.		16,324	81.61	1,332,183	
Criminal Justice Training * Number of individuals trained.		23,462	184.47	4,328,141	
Curriculum And Exam Development * Number of course curricula and exams developed, revised and administered.		9,259	272.52	2,523,302	
Public Assistance Fraud Investigations * Number of public assistance fraud investigations conducted.		3,133	2,584.57	8,097,470	
TOTAL				217,660,608	617,800
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				43,102,510	
REVERSIONS (DOES NOT INCLUDE 09/30 REVERSIONS)				44,869,083	
BACK OF BILL REVERSIONS				17,336,000	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				322,968,201	617,800

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

## APPENDIX A - GLOSSARY OF TERMS AND ACRONYMS

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**AFIS** - Automated Fingerprint Identification System

**CCH** - Computerized Criminal History System

**CER - Computer Evidence Recovery**, FDLE laboratory discipline dedicated to the analysis of computer hardware and equipment suspected of being used in the commission of crimes

**CJNet** - Criminal Justice Network, provides authorized criminal justice partners access to computerized criminal histories.

**CWCS** - Civil Workflow Control System, allows entities to submit information and fingerprints electronically

**DNA Database** – Deoxyribonucleic Acid Database

**FCIC**- Florida Crime Information Center

**FC3** - Florida Computer Crime Center, serves as a working clearinghouse for crimes in Florida

**FDLE** - Florida Department of Law Enforcement

**FIPC** - Florida Infrastructure Protection Center

**F.S.** - Florida Statutes

**GAA** - General Appropriations Act

**GR** - General Revenue Fund

**ICHS** – Integrated Criminal History System

**IT** - Information Technology

**LAS/PBS** - Legislative Appropriations System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

**LBR** - Legislative Budget Request: A request to the Legislature, filed pursuant to section 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.

**LRPP** - 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 programs and agency performance.

**RDSTF** - Regional Domestic Security Task Forces

**SWOT** - Strengths, Weaknesses, Opportunities and Threats

**TF** - Trust Fund