



Florida Department of  
Law Enforcement

Gerald M. Bailey  
*Commissioner*

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## LONG RANGE PROGRAM PLAN

Florida Department of Law Enforcement

Tallahassee, Florida

September 30, 2012

Jerry L. McDaniel, Director  
Office of Policy and Budget  
Executive Office of the Governor  
1701 Capitol  
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director  
House Appropriations Committee  
221 Capitol  
Tallahassee, Florida 32399-1300

Terry Rhodes, Staff Director  
Senate Budget Committee  
201 Capitol  
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Florida Department of Law Enforcement is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2013-14 through Fiscal Year 2017-18. The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is [www.fdle.state.fl.us/Content/getdoc/036671bc-4148-4749-a891-7e3932e0a483/Publications.aspx](http://www.fdle.state.fl.us/Content/getdoc/036671bc-4148-4749-a891-7e3932e0a483/Publications.aspx). This submission has been approved by Gerald M. Bailey, Commissioner.

Any questions concerning this submission may be directed to the Florida Department of Law Enforcement's Financial Management Administrator, Valerie Gardner at 410-7234.

Sincerely,



Gerald M. Bailey  
Commissioner

GMB/vag



# **Florida Department of Law Enforcement**

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# **Long-Range Program Plan**

## **Fiscal Years 2013-2014 through 2017-2018**

**September 30, 2012**  
**Gerald M. Bailey, Commissioner**

# AGENCY MISSION AND GOALS

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## Mission

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

## Values

The Florida Department of Law Enforcement (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

FDLE has identified four major goals to promote public safety:

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

# AGENCY OBJECTIVES

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**Objective I: Conduct effective criminal investigations**

**Objective II: Provide timely and quality forensic and investigative assistance**

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

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

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

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

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

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

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

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

**Objective XI: Protect, police, and secure the Capitol Complex**

# AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTIONS TABLES



## ***GOAL 1: Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals***

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

#### **Outcome I.1: Maintain the number of criminal investigations**

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
3,862 2009-10	2,169	2,169	2,169	2,169	2,169

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

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

	Baseline/ Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
AFIS	56 Days 2000-01	53	53	51	51	50
CER	123 Days 2000-01	48	48	47	47	46
Chemistry	35 Days 2000-01	22	22	21	21	20
Crime Scene	40 Days 2000-01	16	16	16	16	15
Firearms	135 Days 2000-01	40	40	39	39	38
Latents	65 Days 2000-01	43	43	42	42	41
Trace Evidence	118 Days 2000-01	131	131	127	127	123
Serology/DNA	111 Days 2000-01	74	74	72	72	70
Toxicology	44 Days 2000-01	60	60	58	58	56

#### **Outcome II.2: Increase the number of samples analyzed and added to the DNA Database**

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
29,118 1997-98	75,708	75,708	77,979	77,979	80,319

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

#### **Outcome III.1: Maintain percent of time FCIC is accessible**

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
99% 1996-97	99.9%	99.9%	99.9%	99.9%	99.9%

**Outcome III.2:** Increase the number of arrest records created and maintained

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
5,756,765 1996-97	23,655,003	23,655,003	24,364,653	24,364,653	25,095,593

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

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

**Outcome IV.1:** Maintain the percentage of laboratory service requests completed

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
92% 1995-96	97.3%	97.3%	97.3%	97.3%	97.3%

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

**Outcome V.1:** Increase the number of hits in DNA Database

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
2,000 2009-10	3,485	3,485	3,590	3,590	3,698

**Outcome V.2:** Increase the total samples in DNA Database

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
700,000 2009-10	841,372	841,372	866,613	866,613	892,612

**Outcome V.3:** Increase the number of arrest records created and maintained

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
5,756,765 1996-97	23,655,003	23,655,003	24,364,653	24,364,653	25,095,593

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

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

**Outcome VI.1:** Maintain percent of individuals who pass basic professional certification exam

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
84% 1996-97	78.5%	78.5%	78.5%	78.5%	78.5%

**Outcome VI.2:** Increase number of professional law enforcement certificates issued

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
24,828 1996-97	18,886	18,886	19,453	19,453	20,036

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

**Outcome VII.1:** Increase the number of arrest records created and maintained

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
5,756,765 1996-97	23,655,003	23,655,003	24,364,653	24,364,653	25,095,593

**Outcome VII.2:** Maintain percent of time FCIC is accessible

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
99% 1996-97	99.9%	99.9%	99.9%	99.9%	99.9%

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

**Outcome VIII.1:** Increase the number of missing persons cases worked

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
4,000 2009-10	4,372	4,372	4,503	4,503	4,773

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

**Outcome IX.1:** Increase number of criminal history record checks processed

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
1,238,690 1996-97	2,769,066	2,769,066	2,852,138	2,852,138	2,937,702

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

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
15,650 1998-99	58,825	58,825	60,590	60,590	62,407

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

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

**Outcome X.1:** Maintain the number of domestic security cases

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
30 2009-10	22	22	22	22	22

**Outcome X.2:** Maintain the number of intelligence initiatives

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
490 2009-10	749	749	749	749	749

**Objective XI: Protect, police, and secure the Capitol Complex**

**Outcome XI.1:** Maintain the number of calls for Capitol Police service

Baseline/Year	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
7,489 2002-03	4,121	4,121	4,121	4,121	4,121



# LINKAGE TO GOVERNOR'S PRIORITIES



## **Governor's Priority No. 1 – Accountability Budgeting**

**FDLE GOAL 1:** Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

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

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

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

## **Governor's Priority No. 2 – Reduce Government Spending**

**FDLE GOAL 1:** Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

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

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

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

## **Governor's Priority No. 3 – Regulatory Reform**

N/A

## **Governor's Priority No. 4 – Focus on Job Growth and Retention**

**FDLE GOAL 1:** Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

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

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

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

## **Governor's Priority No. 5 –World Class Education**

N/A

## **Governor's Priority No. 6 – Lower Taxes**

N/A

## **Governor's Priority No. 7 – Phase-Out Florida's Corporate Income Tax**

N/A

# TRENDS AND CONDITIONS STATEMENTS

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## Introduction

The Florida Department of Law Enforcement's (FDLE) Long-Range Program Plan (LRPP) for Fiscal Years 2013-14 through 2017-18 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: Investigations and Forensic Science Services, Criminal Justice Information Services, Criminal Justice Professionalism, Executive Direction and Business Support and Florida Capitol Police. The performance data and trends were used to adjust goals and performance objectives where necessary. This document provides 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, FS. 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 also routinely solicits the feedback of Florida's police chiefs, sheriffs, and other criminal justice stakeholders. FDLE utilizes statewide crime data and trends, demand for services, and performance data 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.

Recent developments regarding the state's economy have forced agencies to evaluate current and future use of resources. In fiscal year 2007-08, FDLE began reducing its expenditures. As revenues continue to decrease, the Department will not be able to sustain its current level of performance. Given this forecast and its effect on FDLE's budget, readers will not see significant increases regarding future goals, objectives, and outcomes in this year's submission.

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

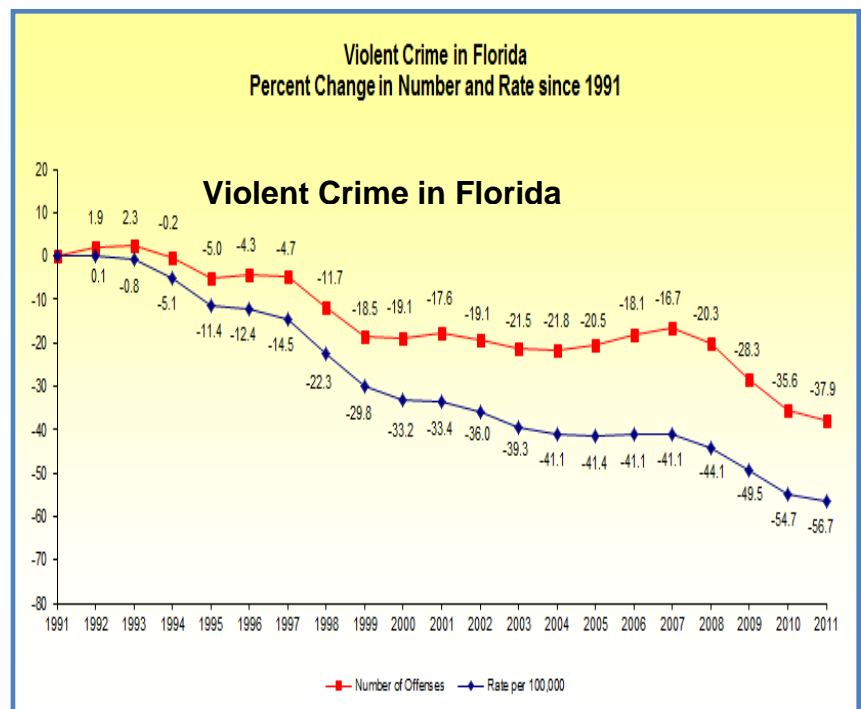
### **Investigative Services**

FDLE conducts long-term, protracted criminal investigations that target crime and criminal organizations whose illegal activities and/or associates cross jurisdictional boundaries, include multiple victims, represent a major social or economic impact to Florida, and/or address a significant public safety concern. FDLE's investigative and intelligence resources primarily target five focus areas: *Violent Crime, Economic Crime, Drug Crime, Public Integrity and Domestic Security*. FDLE also commits investigative resources to initiatives that, while not protracted, address a statewide public safety priority, or provide investigative expertise/assistance to Florida's law enforcement community.

Each year, the Department reviews intelligence and data related to current criminal justice trends and conditions to ensure that the investigative focus appropriately address the most critical public safety issues concerning this state. The following major priorities were developed as a result of these reviews.

### **Violent Crime (Murder, Forcible Sex Offenses, Robbery and Aggravated Assault)**

According to the 2011 Uniform Crime Report, both the volume (number) and rate (number per 100,000 population) of violent crime continued to decline in 2011, reaching its lowest point in 20 years. Despite the decline, there were still 98,183 violent crimes reported in Florida - one violent crime reported in Florida every five minutes. The largest declines in reported violent crime were in robbery and aggravated assault, while the most egregious violent crimes (forcible sex crimes and murder) remained virtually unchanged. Guns continue to be the most common murder weapon, accounting for 70 percent of all reported homicides in the state.



Many of these violent crimes are committed by repeat offenders who have either not been apprehended or are on probation or awaiting trial for previous offenses. They are not confined by jurisdictional boundaries and commonly use technology to assist in the commission of their crimes. The 21<sup>st</sup> century criminal challenges law enforcement to improve investigative techniques and methodologies, and leverage technology and multi-jurisdictional partnerships to improve public safety.

In 2008, FDLE, along with local law enforcement partners, developed and implemented Electronic Surveillance Support Teams (ESST), which use advanced technologies, global positioning satellite (GPS) and other computer technology to locate violent crime suspects. The ESSTs have enhanced law enforcement's capability to identify violent criminals and significantly improved the speed with which a criminal suspect can be located and apprehended. The impressive crime-solving results of the ESSTs have contributed to a demand for services that has grown from 253 calls for service in 2008 to 3,374 in 2011, representing a more than 1,200 percent increase. The Department is requesting legislative funding for 12 agent positions to expand ESSTs for immediate deployment in all FDLE jurisdictions within the state.

### ***Cybercrime***

More than 90 percent of American youth (ages 10 - 17) regularly access the Internet through computers, smart phones, portable music players and game consoles. Approximately one in 25 or four percent of youths regularly accessing the Internet receive aggressive sexual solicitations in the form of pressure to meet offline or to send explicit photographs. Social networking has become an increasingly popular way for sexual predators to make contact with minors. These predators use applications and programs to locate and target their victims. The Internet Crimes Against Children Task Force reports that Florida ranks fourth in the nation in volume of child pornography.

By combining resources dedicated to FDLE's Computer Crime Center with additional personnel gained from the Attorney General's Cyber Crime Unit, the Department has expanded cyber investigative efforts by creating cybercrime squads statewide. In addition to child exploitation, these highly trained investigators focus on complex, multi-jurisdictional crimes such as network intrusions, denial of service attacks, financial crimes and identity theft.

### ***Economic Crime (Mortgage Fraud and Retail Theft)***

The glut of homes in foreclosure in Florida makes the state a prime market for continuing problems related to mortgage fraud. According to RealtyTrac, Florida ranks second behind California in foreclosure activity with 25,534 new filings in July 2012. New foreclosure activity continues to be concentrated in Miami-Dade, Hillsborough, Palm Beach, Orange and Pinellas counties. According to a Financial Crimes Enforcement Network statistical analysis, Florida ranks second nationally in mortgage fraud suspicious activity reporting.

The FBI and industry experts estimate organized retail theft is more than a \$30 billion a year crime problem, accounting for more than burglary, larceny, robbery and auto theft combined. Besides the huge financial toll retail theft takes on the industry, which leads to higher consumer prices, there are also public safety issues. Some stolen products, including baby formula and pharmaceuticals, have a specific shelf life. The alteration of expiration dates before being resold may pose serious public health issues. FDLE will focus on identifying, investigating and dismantling major criminal organizations engaged in mortgage fraud, retail theft, identity theft and other related schemes to defraud, and will continue to participate regionally with the FBI Mortgage Fraud Task Force efforts.

### ***Drug Crime (Pill Mills, Doctor Shopping and Methamphetamine)***

The number of medical doctors, clinics and pharmacies that prescribe or dispense powerful narcotics inappropriately for non-medical reasons remains a major public health and safety concern in Florida. The drugs sold at pill mills are predominantly painkillers and antidepressants that are some of the most commonly abused prescription drugs ending up on

the black market. Although great strides have been made in the area of pharmaceutical diversion investigations, powerful drugs, such as oxycodone, are still distributed in Florida, particularly in South and Central Florida. Police in other states routinely arrest drug suspects who have oxycodone and other powerful prescriptions drugs bought and prescribed in Florida. Overdose deaths where oxycodone was the cause of death (1,516 deaths) jumped 28 percent in 2010 and accounted for about 17 percent of all fatal overdoses in Florida.

In March 2011, Governor Rick Scott and Attorney General Pam Bondi announced a statewide law enforcement response plan to confront criminal drug trafficking in Florida, including, but not limited to, the criminal distribution of prescription drugs. This included the creation of a Statewide Drug Strike Force to assist local law enforcement by providing intelligence, analytical and investigative support. Commissioner Bailey serves as the statewide coordinator of the strike force and Regional Drug Enforcement Strike Forces (RDESFs) are co-led by Florida's sheriffs and police chiefs.

By mid-August 2012, RDESF efforts statewide resulted in the confiscation of more than 750,303 pharmaceutical drugs and the arrest of nearly 3,200 suspects. Vehicles, weapons and over \$9.7 million in U.S. currency were seized and 254 clinics have been shut down. In partnership with the Department of Health, over 400 emergency suspension orders have been issued, suspending the licenses of offending physicians and others who work within the health care industry. FDLE will continue to coordinate the efforts of the RDESFs statewide, applying an integrated approach to identify, investigate, and apprehend medical doctors and shut down clinics and pharmacies fraudulently prescribing and dispensing powerful narcotics.

The domestic manufacture of methamphetamine within Florida has been a concern for law enforcement and the public for many years. The waste products found at clandestine methamphetamine labs may include solvents, reagents, precursors, by-products and the drug products themselves. If disposed improperly, these wastes can contaminate ground water, cause respiratory/skin irritations and release toxins into the environment. In the worst case, they can explode, causing serious injury or death. According to the DEA, the number of clandestine methamphetamine labs seized during 2010 increased by 21 percent over the previous year. In 2011, this number continued to trend upward with 676 clandestine methamphetamine labs discovered within Florida, representing a 49 percent increase.

These illegal and volatile operations require dangerous and costly environmental cleanup, as more than \$700,000 was spent in Florida last year. In February 2011, the methamphetamine clean-up program funded by the Community Oriented Policing Services was suspended due to federal budget restraints. However, FDLE in partnership with the DEA, entered into an agreement and is currently involved in an Authorized Central Storage program to mitigate the cleanup costs associated with these laboratories. Over the next year, FDLE plans to strategically place seven ACS containers within the state. Placement of these containers will minimize cleanup costs for local law enforcement and will help to more accurately track and report the occurrence of methamphetamine laboratories in Florida through the El Paso Intelligence Center reporting mechanism. This intelligence has proven vital in establishing trends and identifying problematic regions within the state.

### ***Public Integrity***

Public corruption is a breach of trust by a federal, state, or local official, often with the help of a private sector accomplice for the purpose of financial gain. According to US Department of Justice data, Florida led the nation in federal public corruption convictions 2000 - 2010. A

2011 Associated Press survey found that the American public rates integrity as the most important factor in a government leader – more important than their position on any issue. Public corruption undermines the security and safety of our neighborhoods and cities, wastes billions of dollars annually, and erodes public confidence in government.

Public confidence in the government demands unbiased investigation into incidents of corruption, official or police misconduct. FDLE has the autonomy and statewide jurisdiction required to investigate allegations of public corruption, official or police misconduct, police use of force, or similar cases involving the integrity of our public agencies and institutions. The Department continues to dedicate a significant amount of investigative resources to public integrity investigations, increasing the number of hours spent on these cases in FY 2011/12 by nearly 18% over the previous year. Public Integrity cases represent 10% of the total major case investigative hours in fiscal year 2011-12.

Because of the impact of public corruption on state and local economies, as well as security and safety of Florida's citizens, FDLE will continue to commit resources to pursue public integrity investigations.

### ***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 multiple online systems that assist in the prevention, detection and capture of criminals. The following databases represent a small sampling of the centralized information systems available:

- Florida Crime Information Center - contains information on wanted persons, missing persons, unidentified persons and stolen property and serves as the gateway to Florida and national criminal history records. This is Florida's law enforcement/criminal justice information system;
- Computerized Criminal History System – contains all fingerprint-supported 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;
- Florida Intelligence System - provides law enforcement with no-cost access to statewide criminal intelligence. It allows authorized users to enter, track, retrieve and analyze information related to domestic security, major economic crime, major drugs, violent crime, criminal street gangs, and human trafficking;
- State and regional information sharing systems – facilitate information exchange within regional jurisdictions and with the state Fusion Center; and
- Distributed Factual Analysis Criminal Threat Solution – allows crime intelligence analysts the ability to simultaneously query multiple public and private data sources.

Three key components of the state's Integrated Criminal History System (FALCON) have been implemented to provide greater utility of Florida's criminal history information and enhance law enforcement's ability to track and arrest criminals and solve crimes:

- Rapid ID allows users to run warrant and criminal history checks in moments, by simply capturing two fingerprints on a hand-held device. Devices are used by law enforcement officers during roadside stops, in jails during intake, transport and release, in courthouses to confirm identity at arraignment, by probation officers to confirm a probationer's identity and by sexual offender/predator units for re-registration. Additionally, the devices allow jail and courthouse personnel to determine whether an individual has previously submitted a sample to the DNA Database, thus eliminating duplicate samples at the time of conviction, reducing submission errors and improving the efficiency of the process.

Florida's Rapid ID system interfaces with the FBI's quick ID system, the Repository for Individuals of Special Concern (RISC). As a new public safety technology, RISC enables Florida's law enforcement officers to query nearly 3 million additional criminal records through Rapid ID mobile devices to better assess the threat level of a criminal subject. These criminal records include wanted persons, registered sex offenders and known or suspected terrorists.

- Biometric Identification System (BIS) provides a fast, accurate method of fingerprint identification. It also allows for the storage and search of palm prints and the collection of images such as mug shots, scars and tattoos. This not only increased the system capacity, but also quality, as the number of cold case hits has tripled.
- The FALCON Web Interface allows users to access FALCON's watch list feature where users may elect to receive notification when fingerprint activity, such as an arrest, is submitted for a criminal subject. The web application also provides users access to search and manage retained applicant fingerprints. The system provides reports and allows users to submit a record for a complete state and national fingerprint-based record check without having to re-fingerprint the employee or applicant.

Additional federal initiatives on the horizon will impact information services. Beginning in 2013, the FBI will implement the National Palm Print File, which will allow states to submit and search palm prints. To prepare for this new system, FDLE modified BIS to collect and store palm prints. FDLE is also participating on a working focus group to prepare for a pilot that will allow states to participate in national criminal and non-criminal justice "Rapback" programs to allow authorized recipients to be notified of either criminal or civil events involving a person of interest.

FDLE has received multi-year funding under the National Instant Criminal Background Check System (NICS) Act Record Improvement Program to improve data completeness and sharing. The funding will also address the gap that exists in information available to NICS regarding prohibiting factors, such as mental health adjudications and commitments used to make determinations of eligibility for individuals wishing to purchase a firearm. Several projects are being implemented to address the completeness of the state's criminal history records, improve timeliness and accuracy of information between FDLE and Florida's criminal justice and law enforcement agencies and increase the number and completeness of records.

One of the projects includes the creation of an electronic warrant exchange interface pilot with several Florida counties to ensure warrant information is entered and exchanged in a timely manner. Another project encompasses the development of a new Firearm Eligibility System (FES) to improve service to the state's gun dealers and citizens buying firearms. Various

collaborative efforts are also occurring with Florida’s clerks of court and law enforcement agencies to research and retrieve large volumes of data to update missing court dispositions and arrest records and civil mental health data that would result in a potential firearm purchase disqualifier and domestic violence convictions. Analysis shows a noticeable increase in overall number of dispositions of file, with over 160,000 new dispositions added and more than 400,000 record updates for fiscal year 2011-12. Additionally, a significant portion of funding is being passed through to local agencies for research, retrieval, and programming efforts.

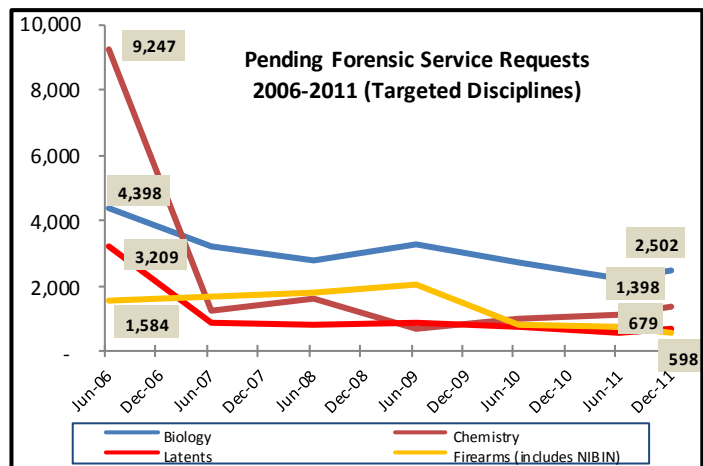
Another project is the overhaul of Florida’s criminal history repository. A multi-agency taskforce recently completed an in-depth needs assessment to determine a solution and implementation strategy for modernizing the current Computerized Criminal History (CCH) system. An updated system will allow Florida to address data quality and completeness, as well as data display issues that currently cause additional manual work for staff. The current database contains arrests on more than 6 million people originating from Florida law enforcement agencies. Today, approximately 96 percent of the records are submitted electronically through BIS and a network of livescan stations located in local criminal justice agencies. During fiscal year 2011-12, FDLE received over 850,000 arrest records from state law enforcement agencies for processing. Modernizing CCH will improve efficiency and accuracy and save time and resources. The Department is requesting legislative funding for 6 positions and other resources to undergo the procurement of a new system.

**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: Biology/DNA, Chemistry, Computer Evidence Recovery, Crime Scene, Firearms, Latent Prints/Impression Evidence, Questioned Documents, Trace Evidence 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 were established for each discipline based on that discipline’s unique characteristics.

The large number of crimes in Florida, as well as advancements in forensic technology, will continue to contribute to a heavy demand for forensic services. In fiscal year 2011-12, FDLE’s crime laboratories received more than 75,000 submissions from law enforcement contributors, an average of approximately 310 incoming service requests for every FDLE crime laboratory analyst. Despite the heavy volume of incoming requests for service, FDLE continues to be successful in its comprehensive strategy to reduce backlogs and improve turnaround time for contributors.





Over the past six years, FDLE's system wide backlog has been reduced 54 percent and the average turnaround time has been reduced by 23 days. FDLE will continue to revise and streamline case acceptance policies to control volume, while earmarking overtime dollars to help increase productivity. FDLE has earmarked grant dollars to hire and train new analysts to help increase production and reduce system backlogs. This strategy will provide trained scientists ready to fill upcoming vacancies due to retirements, thus avoiding a crippling loss of productivity in the discipline. It will also provide temporary supplement to the permanent staff productivity, helping to further reduce backlog and improve turnaround time.

The number of submissions to Florida's DNA Database continues to grow, contributing to its value in solving crime. In fiscal year 2011-12, more than 75,000 submissions of qualifying offenders were added to the Database. Since its inception in 1990, the Database has collected and analyzed more than 840,000 samples, resulting in more than 22,000 hits and assisting in over 20,000 investigations. Florida's DNA Database represents approximately nine percent of the total national offender profiles.

The 2009 Florida Legislature amended Section 943.325, FS, to expand the current conviction-based collections to a requirement to collect DNA from all persons arrested for a felony offense. In March 2011, FDLE began deploying Rapid ID workstations to DNA collection sites throughout out Florida, which will continue through 2012. Beginning January 1, 2013, DNA arrest-based collections will be expanded from the currently collected offenses (murder, assault, sexual battery, and lewd/lascivious acts) to include any person arrested for burglary, theft and robbery. It is anticipated will increase the volume of submissions to the DNA Database by more than 21,000 additional samples.

In addition to the increasing volume of submissions to the DNA Database, the Biology/DNA service requests have steadily increased over the last four years. In fiscal year 2011-12, FDLE received 20,828 service requests, an increase of 650 requests over the previous year. The discipline currently averages 2,600 pending requests which current staff cannot complete. The increase in Combined DNA Index System (CODIS) matches with resulting hits that must be reviewed increases workload by 25 percent, decreasing the time available for casework. Despite efforts initiated in 2006, FDLE has been unable to keep pace with the heavy volume of service requests. The Department is requesting legislative funding for 12 analyst positions that will be distributed statewide to increase productive capacity.

Another vital area of responsibility is the Automated Fingerprint Identification System/Biometric Identification System (AFIS/BIS). The BIS Database (formerly AFIS) is built from the arrest fingerprints submitted by booking facilities around the state and interfaces with the FBI's database as an additional resource for solving crimes. Florida's AFIS/BIS database contains approximately 5.4 million subjects and compares latent prints developed from crime scenes and physical evidence to previous identified finger and palm prints contained in the database. Potential matches are analyzed to see if an identification can be made. Unidentified latent prints are added to an unresolved latent database for search against incoming records.

Recent enhancements to AFIS/BIS made it possible to conduct reverse searches using fingerprints submitted by job applicants seeking to work in sensitive fields such as childcare. This new capability will allow FDLE to compare an estimated 1.5 million applicant fingerprints to fingerprints related to unsolved crimes, potentially identifying previously unknown criminals and barring them from access to Florida's most vulnerable citizens. The Department is

requesting legislative funding for six analyst positions to process incoming reverse searches requests.

### **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 as the population has grown approximately 23 percent since the year 2000, surpassing 18 million residents, and ranks as the fourth largest state in the country. By 2030, the elderly population is projected to increase to 25 percent. The juvenile population is expected to grow by nearly 28 percent. 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. Recent legislation authorizes record checks for volunteers working with children, disabled and the elderly. These programs serve to protect the public, particularly the most vulnerable citizens. The types of background checks conducted, in addition to the licensing, employment and National Child Protection Act checks, include public record checks of the Florida criminal history repository and checks of purchasers at licensed firearm dealers. The total number of these checks grew to 2.5 million in fiscal year 2011-12.

Florida lawmakers have emphasized the critical nature of protecting Floridians and visitors by requiring criminal history checks for certain occupations or licenses (such as teachers, daycare workers, police officers, etc.), thereby increasing the demand for timely fingerprint-based criminal history checks. To provide this service, FDLE allows entities to submit information and fingerprints electronically. FDLE provides a state and national criminal history response within approximately three working days. This system often eliminates criminals from positions or situations where they could harm individuals, particularly vulnerable persons, and protects the private and public sectors. Likewise, access to Florida criminal history record information allows citizens or businesses to use this information to make appropriate determinations regarding individuals they wish to employ, grant access to confidential information or allow in their home.

FDLE also retains the fingerprints from applicant checks as authorized by Florida Statutes. The incoming Florida arrest fingerprints are searched against the retained fingerprints, and when there is a match, licensing or employing agencies are informed of the Florida arrest. 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.

FDLE also helps ensure public safety during each transfer of a firearm by a licensed firearm dealer. FDLE is required to check that the purchaser does not have disqualifying information, which would prohibit him or her from possessing a firearm. FDLE checks to determine if the purchaser has a felony conviction, a misdemeanor conviction that it is domestic-violence related, a qualifying domestic violence injunction or an active warrant. FDLE also has access

to data on persons who are disqualified due to mental competency-related court orders. Purchaser checks are completed in four minutes or less.

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 modifies systems to provide identity and arrest notification of high-risk sexual offenders.

Since being established in 1997, the Registry has seen continual and increasing growth in both size and demand for service and information. In the last two years, the unit has seen a 3.6 percent increase in the number of registered sexual predators and offenders. Analysts have maintained the records of 59,019 registered offenders and predators and assisted in the successful location of 831 absconded offenders in fiscal year 2011-12. The Florida Offender Alert System has distributed over six million address and registrant change notifications to citizens since its inception and currently has 169,176 subscribers to the service. A recent achievement involved the digitizing of nearly 14,000 records relating to sexual offenders and predators which included scanning and organizing hard copy records into digital format.

The Missing Endangered Persons Information Clearinghouse (MEPIC) is a liaison among citizens, private organizations and law enforcement officials regarding missing endangered persons, including missing children, missing persons between the ages of 18-25 and missing persons 26 years or older who are endangered or may be the victim of criminal activity. Law enforcement agencies must enter a missing child/adult report into Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) within two hours of receiving the report. Additionally, agencies are prohibited from removing a missing person entry from FCIC/NCIC based solely on the victim's age. Contingent upon funding, law enforcement may obtain specimens for DNA analysis if a missing child/adult is not located within 90 days. In September 2012, Governor signed Executive Order 12-206 strengthening the coordination of state agencies in responding to all missing persons alerts.

Florida's Silver Alert Plan, recently strengthened via legislation regarding Chapter 937, FS, provides a coordinated response between local and state law enforcement to quickly broadcast important information to citizens to assist law enforcement in the rescue of elders with dementia or other cognitive impairment and return them home safely. MEPIC activates these standardized message alerts and provides information regarding the missing endangered elderly person to the public electronically, including using highway message signs, which improve the chances of a safe recovery in cases involving a motor vehicle. Last year, MEPIC issued 162 State Silver Alerts and approximately six percent of the individuals were recovered as a direct result of an alert. The Department continues to work with its partner agencies to ensure all alerts remain an effective public safety tool.

### ***Safety through Technology***

Almost all major businesses and 70 percent of small businesses have an online presence. This prevalence in computer technology, especially in mobile communications, offers both challenges and opportunities to the criminal justice community. Because criminals always find ways to exploit every new technology, it is the responsibility of law enforcement to adapt to these changes and possess the necessary tools and expertise to investigate these crimes. To ensure timely and efficient responses to cyber-attacks, Florida Computer Crime Center (FC3) coordinates and maintains Florida's Cyber Incident Response Team.

FC3 also provides training in computer crime investigations to other law enforcement and judicial agencies in an effort to improve Florida's overall response to Internet and other high-tech crimes. In addition, the Center offers public training government agencies, businesses, and private citizens through the Cyber-Security Awareness for Everyone program. Since 2002, more than 8,000 law enforcement personnel and 27,000 citizens have received training. Through FC3's Secure Florida effort, Floridians who visit [www.secureflorida.org](http://www.secureflorida.org) are provided information to protect themselves and their families from online dangers.

### ***Promoting Professionalism***

Criminal justice is an ever changing occupation. Legislative changes, court decisions, technology, demographics and society are in a constant state of change. 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. Florida's law enforcement and corrections community is a reflection of the responsiveness and high standards set for training and certification in Florida. These standards ensure officers are kept abreast of their field, thereby better serving our citizens and communities. The Department promotes and facilitates the competency and professional conduct of Florida's criminal justice officers and delivers training to FDLE members and Florida's criminal justice community.

The mission of the Criminal Justice Standards and Training Commission (CJSTC) is to ensure all citizens of Florida are served by criminal justice officers who are ethical, qualified and well trained. The CJSTC creates, assesses, amends and maintains instructional curricula, which are the fundamental bases in the development of certified law enforcement, correctional and correctional probation officers. In addition to providing the training foundation for the entry-level officer, FDLE develops the post-basic and specialized training essential to the officer's career development.

In July 2012, the CJSTC implemented a complete rewrite of the Corrections basic recruit training program. In correlation with the previously rewritten law enforcement basic recruit training program, it includes a comprehensive textbook that documents what a corrections basic recruit needs to know, and ensures standardized instruction across the state. With the rewrite, the Commission is able to offer a more comprehensive, scenario-based training program while substantially reducing the hours required to complete it.

The CJSTC develops and administers approximately 8,000 State Officer Certification Examinations (SOCE) annually to basic recruits seeking to become certified correctional officers, correctional probation officers and law enforcement officers. The Department is using computer-based technology to fundamentally change SOCE development and administration. When fully implemented in fiscal year 2013-14, training centers and hiring agencies will more efficiently and effectively schedule training. Further, the estimated 1,900 hours local criminal justice officers volunteer annually to proctor the SOCE will be eliminated and FDLE will realize substantial cost savings with the elimination of rental facilities and printing costs and the reduction in staff travel supporting SOCE administration.

Using the same computer-based technology, the Department will begin handling administration of the Florida Basic Abilities Test (BAT) to standardize testing and minimize cost to the applicant in fiscal year 2013-14. BAT is an entry-level test for potential correctional, correctional probation and law enforcement basic recruits. This test is currently administered to approximately 20,000 applicants annually by two private vendors and a community college.

Each of the vendors offers different tests, varying passing rates and fees. FDLE's direct administration of the tests will ensure statewide consistency.

The Florida Criminal Justice Executive Institute (FCJEI) provides continuing education opportunities for the state's criminal justice leaders. Through the Florida Leadership Academy, the Senior Leadership Program, the Executive Leadership Seminar and the Chief Executive Seminar, Florida's criminal justice professionals are kept up to date on policing methods throughout their careers. Additionally, FCJEI provides continuing executive development courses that are developed by observing emerging trends and issues and delivered at various locations around the state for the convenience of local agencies. And in response to recent declining state finances, numerous professional level training courses, including mandatory continuing education subjects, are offered online, free of charge to state and local agencies.

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. To assist employing agencies to ensure officers meet and maintain the standards required by Florida Statutes and Administrative Code, FDLE monitors and maintains an online, automated system of officer training, certification and employment records. The Department regularly evaluates the system for enhancements using advanced technologies in an ongoing effort to meet the needs of the growing number of Florida criminal justice personnel.

FDLE ensures compliance and enforcement with the rules regarding evidentiary blood and breath alcohol analysis, including the statutorily required certification of all persons who conduct blood and breath alcohol analyses. Department staff presents expert testimony to assist state attorneys with the scientific principles behind the instrumentation, the effects of alcohol and the interpretation of results from blood and breath alcohol analyses. FDLE has statutory authority to approve methods of analysis for breath and blood alcohol testing for use by those conducting investigations involving driving under the influence, commercial motor vehicles, boating under the influence and use of a firearm while intoxicated. The Intoxilyzer 8000 evidentiary breath test instrument allows FDLE to conduct statistical analyses of analytical data to ensure compliance with the rules and the reliability of evidentiary breath tests. To ensure reliability of blood test results, FDLE routinely conducts proficiency tests of blood analysts, and statistical analyses of the data to demonstrate that the blood analyst can satisfactorily and quantitatively analyze blood samples for alcohol content.

The Commission for Florida Law Enforcement Accreditation (CFA) and the Florida Corrections Accreditation Commission (FCAC) promote professionalism in Florida through agency and facility participation in the accreditation process. Since 1994, CFA has accredited more than 40 percent of Florida's law enforcement agencies and enjoys the support of the Florida Police Chiefs and Sheriffs Associations, as well as the Florida League of Cities and Association of Counties. CFA also offers agencies an opportunity to pursue accreditation for the Inspectors General investigative function. FCAC has been accrediting facilities since 1998 and recently began accrediting pretrial agencies. Since 1998, FCAC has accredited more than 50 percent of the county jails in Florida and it recently began accrediting pretrial professionals. Training provided to local law enforcement continues to be the most valuable product provided by CFA and FCAC.

## **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. Commissioner Bailey serves as the Incident Commander for the state in the event of a terrorist 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 Strategic Plan; the state's blueprint for anti-terrorism prevention, preparedness and response.

The state joined the federal government in allocating more than \$2 billion since 2001 to continue the support of Florida's Domestic Security Strategic Plan. At least 80 percent of these funds directly benefit local counties and municipalities to equip and train Florida's first responders, public health and emergency workers, improve information/intelligence sharing and secure the state's air and land.

Fundamental to the implementation of Florida's Domestic Security Strategic Plan is integration, coordination and cooperation within and among each of the seven Regional Domestic Security Task Forces (RDSTF). Each task force is co-chaired by an FDLE Special Agent in Charge and a Florida sheriff or police chief and includes representatives from law enforcement, fire/rescue, emergency management, health, private sector, education and local community representatives. 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 and ensure quick access to Florida's domestic security assets throughout the state. Florida will continue to maintain the capabilities it has built, but the primary preparedness focus has shifted to the development and implementation of prevention and protection strategies.

### ***Intelligence***

FDLE and the RDSTFs created a statewide criminal information and intelligence sharing strategy for Florida, including implementation of a statewide data sharing system. Consistent with this strategy, FDLE recently completed the Regional Data Sharing Project (RLEX) with over 100 agencies participating and 130 data sources. FDLE will continue developing the Florida Law Enforcement eXchange (FLEX) and regional data sharing projects within all seven regions. While these projects involve a variety of approaches, each is connected through a system, which electronically connects the seven data sharing projects and a central data hub. FLEX/RLEX provides law enforcement across the state 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.

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, the creation of state and regional fusion centers has been a national priority. The Florida Fusion Center (FFC), housed in FDLE headquarters, brings together public safety, fire, health and transportation partners blending data from a variety of sources for analysis. FFC provides meaningful, actionable intelligence analyses that are shared with state, local and national partners. Interoperability between FFC and regional fusion centers remains a top priority.

The Florida Fusion Center Network connects the state's six regional fusion centers and coordinates training opportunities, travel and planning resources and the statewide deployment of a collaborative web-based software system to allow the regional fusion centers to track situational awareness, intelligence products and alerts. The network also provides non-law enforcement member agencies with Criminal Justice Network access and facilitates information exchange with trusted private sector partners. FFC led the development and adoption of a statewide Concept of Operations (CONOPS) to formally identify the roles and responsibilities of each regional fusion center, avoid duplication of effort and ensure information gaps are identified and resolved. CONOPS provides a framework to allow fusion centers to share assets and resources that would not be economical to deploy in every regional fusion center.

In 2008, FDLE implemented the BusinessSafe program to share threat information with members of the business community/private sector. Today over 3,600 businesses receive timely and important domestic security-related information. In partnership with the U.S. Department of Homeland Security, FDLE has expanded outreach efforts to include the "*If You See Something, Say Something*" campaign, which encourages citizens to report suspicious activities and threats to local or state law enforcement. Individuals reporting suspicious behavior may do so by calling a toll free number or completing a report online. Callers and individuals who fill out a form online do not have to provide their name or information if they do not want to.

Interoperable communications continues to be a critical domestic security concern. During an emergency, communication among first responders from multiple agencies and disciplines is essential for effective response. FDLE has 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 to maintain and improve interoperable communications networks throughout the state. At FDLE's direction, the Florida Executive Interoperability Technologies Committee (FEITC) was revitalized to address the challenges facing interdisciplinary communication across multiple jurisdictions statewide. The committee's goals are to update the Statewide Communications Interoperability Plan, sustain Florida Interoperability Network, improve mutual aid communications systems and channels and establish and maintain network control centers. FEITC (in coordination with FDLE) is conducting a statewide assessment of Florida's communication capabilities in an effort to establish methods of collaboration and information sharing.

### ***Protective Operations***

Florida's Capitol Police ensures the safety and security needs of both the legislative and executive branches of state government. It is the primary responsibility of the Capitol Police to protect the security of the Governor, the Lieutenant Governor, members of the Cabinet, members of the Senate and House of Representatives and those employees assigned to assist such state officials in the performance of their official duties. They serve as a specially trained and highly effective security and law enforcement agency serving the Capitol Complex. In recent years, the Department has expended resources to enforce the security around the Capitol Complex to mitigate any significant domestic security disasters.

Further, Section 943.68, FS, authorizes Capitol Police to provide and maintain the security of the Governor, the Governor's immediate family, the Governor's office and the Governor's mansion and grounds. The Department employs squads of agents through headquarters and statewide to carry out this responsibility who shall have authority to bear arms and make

arrests, with or without warrant, for violations of any of the criminal laws of the state. These squads are also often called upon to provide security to visiting dignitaries and governors of other states and their families when such services are in the best interest of the state.



# PERFORMANCE MEASURES AND STANDARDS – LRPP EXHIBIT II

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## LRPP Exhibit II - Performance Measures and Standards

Department: FLORIDA DEPARTMENT OF LAW ENFORCEMENT	Department No.: 7100000
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Program: Florida Capitol Police Program	Code: 71550000
Service/Budget Entity: Capitol Police Services	Code: 71550100

Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Revised standard - Number of calls for Capitol Police service	8,000	4,121	8,000	4,500
New measure - Number of criminal incidents per 1,000 employees				10

Program: Investigations and Forensic Science Program	Code: 71600000
Service/Budget Entity: Crime Lab Services	Code: 71600100

Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Percent of lab service requests completed	95%	97.3%	95%	95%
Number of lab service requests completed	78,000	73,062	78,000	78,000
Revised measure - Average number of days to complete lab service requests by discipline: BIS (Biometric Identification System)	45	53	45	60
Average number of days to complete lab service requests by discipline: CER (Computer Evidence Recovery)	70	48	70	70
Average number of days to complete lab service requests by discipline: Chemistry	30	22	30	30
Average number of days to complete lab service requests by discipline: Crime Scene	30	16	30	30
Average number of days to complete lab service requests by discipline: Firearms	80	40	80	80
Average number of days to complete lab service requests by discipline: Latent Prints	60	43	60	60

Average number of days to complete lab service requests by discipline: Trace Evidence	115	131	115	115
Average number of days to complete lab service requests by discipline: Serology/DNA	111	74	111	111
Average number of days to complete lab service requests by discipline: Toxicology	40	60	40	40
	2,000	3,485	2,000	2,000
	90,000	7,5708	90,000	90,000
Number of hits, samples added and total samples in DNA Database	700,000	841,372	700,000	700,000

Service/Budget Entity: Investigative Services	Code: 71600200
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Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Revised standard - Number of criminal investigations	3,862	2,169	3,862	2,000
Number of domestic security cases	30	22	30	30
Revised standard - Number of intelligence initiatives	490	749	490	700
New measure - Percent of investigative resources dedicated to conducting major criminal investigations				70%

Program: Criminal Justice Information Program	Code: 71700000
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Service/Budget Entity: Information Network Services	Code: 71700100
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Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Percent of time FCIC is accessible	99.50%	99.90%	99.50%	99.50%

Service/Budget Entity: Prevention and Crime Information Services	Code: 71700200
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Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)

Revised standard - Number of criminal history record checks processed	2,000,000	2,769,066	2,000,000	2.5 million
Revised standard - Number of registered sexual predators / offenders added and total identified to the public	3,000 52,516	3283 58,825	3,000 52,516	3,000 62,000
Revised standard - Number of missing persons cases: Missing Child Alerts activated / Amber Alerts activated / Silver Alerts activated	4,000	4,372	4,000	4,250
Revised standard - Number of arrest records created and maintained	17,686,354	23,655,003	17,686,354	24 million
New measure - Percent response to criminal history record check customers within defined timeframes				96%

Program: Criminal Justice Professionalism Program	Code: 71800000
Service/Budget Entity: Law Enforcement Standards Compliance Services	Code: 71800100

Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Number of criminal justice officer disciplinary actions	452	748	452	452
New measure - Percent of training schools in compliance with established administrative and financial standards				80%

Service/Budget Entity: Law Enforcement Training Certification Services	Code: 71800200
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Approved Performance Measures for FY 2012-13 (Words)	Approved Prior Year Standard FY 2011-12 (Numbers)	Prior Year Actual FY 2011-12 (Numbers)	Approved Standards for FY 2012-13 (Numbers)	Requested FY 2013-14 Standard (Numbers)
Percent of individuals who pass the basic professional certification examination	80%	78.5%	80%	80%
Number of individuals who pass the basic professional certification examination	6,400	4,167	6,400	6,400
Revised standard - Number of professional law enforcement certificates issued	25,000	18,886	25,000	20,000

New measure - Average reliability index for the state officer certification examination				0.9
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# ASSESSMENT OF PERFORMANCE MEASURES – LRPP EXHIBIT III

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## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Capitol Police  
**Service/Budget Entity:** Capitol Police Services  
**Measure:** Number of calls for Capitol Police service

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
8,000	4,121	(3,879)	-51%

**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:** Due to a more proactive approach by Capitol Police officers, the number of calls for service has decreased.

**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:** The Department requests revised standard of 4,500 for FY 13-14.

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

**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
78,000	73,062	(4,93)	-6%

**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 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 and the Department is focusing efforts on backlog reduction.

**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:** The Department will continue to focus efforts on backlog reduction and completing requests. 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.

*Office of Policy and Budget – July 2012*



## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Average number of days to complete lab service requests - BIS (Biometric Identification System)

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
45	53	(8)	-18%

**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 type="checkbox"/> Level of Training           |
| <input checked="" type="checkbox"/> Previous Estimate Incorrect | <input checked="" type="checkbox"/> Other (Identify) |

**Explanation:** Scientist turnover and increasing caseloads have impacted turnaround time and the Department is focusing efforts on backlog reduction. Much of the AFIS/BIS casework must first be processed by the Latent discipline before being forwarded to the AFIS/BIS section. With the Latents turn-around-time standard at 60, the 45-day turnaround time for AFIS/BIS is unrealistic. Additionally, the enhanced Biometric Identification System is now more sensitive and returns more information and potential matches for the analysts to review for each service request.

**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:** The Department requests revised standard of 60 days for FY 13-14 and revised narrative to reflect the service request workflow and analyst capacity working with the new Biometric Identification System (BIS).

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Average number of days to complete lab service requests – Trace Evidence

**Action:**

- Performance Assessment of Outcome Measure     Revision of Measure  
 Performance Assessment of Output Measure     Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
115	131	(16)	-14%

**Factors Accounting for the Difference:**

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

- Personnel Factors     Staff Capacity  
 Competing Priorities     Level of Training  
 Previous Estimate Incorrect     Other (Identify)

**Explanation:** Scientist turnover and increasing caseloads have impacted turnaround time and the Department is focusing efforts on backlog reduction.

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

- Resources Unavailable     Technological Problems  
 Legal/Legislative Change     Natural Disaster  
 Target Population Change     Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

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

- Training     Technology  
 Personnel     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. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. The turnaround time for various disciplines is expected to gradually decline as the number of pending cases decreases. In Trace Evidence, this involves completing older cases that are pending.

**LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT**

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Average number of days to complete lab service requests – Toxicology

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
40	60	(20)	-50%

**Factors Accounting for the Difference:**

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

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  Other (Identify)

**Explanation:** Scientist turnover and increasing caseloads have impacted turnaround time and the Department is focusing efforts on backlog reduction.

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

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

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

- Training  Technology  
 Personnel  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. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. The turnaround time for various disciplines is expected to gradually decline as the number of pending cases decreases. In Toxicology, this involves completing older cases that are pending. Additionally, the agency is seeking to replace older analytical equipment with newer, more sensitive, and more efficient systems.

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

**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
90,000	75,508	(14,492)	-16%

**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 checked="" 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:** Legislative changes to include all felonies resulted in an initial increase to the number of submissions to the DNA Database. The standard was set in anticipation of increased submissions due to arrest and conviction rates. However, only one profile is entered per offender, regardless of the number of crimes he has or will commit in the future. Thus, the number of submissions increased at the time of the legislative change, but has now tapered due to offender recidivism rates as well as other factors.

**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 2012*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

**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 checked="" type="checkbox"/> Adjustment of GAA Performance Standards         |  |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,862	2,169	(1,693)	-43%

**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 checked="" type="checkbox"/> Other (Identify) |

**Recommendations:** The Department requests revised standard of 2,000 for FY 13-14.

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of domestic security cases

**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
30	22	(8)	-27%

**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:** This measure represents the number of major cases with a nexus to domestic security, which were not worked in conjunction with an FBI Joint Terrorism Task Force. The Department works numerous cases in conjunction with task forces which are not reflected in the reported data due to security restrictions. The Department responded to all reported domestic security threats during the period.

**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:**

*Office of Policy and Budget – July 2012*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service/Budget Entity:** Training and Certification  
**Measure:** Number of individuals who pass the basic professional certification examination

**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
6,400	4,167	(2,233)	-35%

**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 checked="" type="checkbox"/> This Program/Service Cannot Fix The Problem |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission    |  |

**Explanation:**

The Professionalism Program develops and administers State Officer Certification Examinations (SOCE) at various sites throughout the year. The Professionalism Program also develops the curricula and training materials that the state's criminal justice training schools use to prepare basic recruits for the certification exams. Success in passing the SOCE is a function of the recruit's training and preparation and since the Professionalism Program neither recruits individuals into basic training nor delivers the instruction, it holds no sway over the number and percentage that pass the exam.

**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:**

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service/Budget Entity:** Training and Certification  
**Measure:** Number of professional law enforcement certificates issued

**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 checked="" type="checkbox"/> Adjustment of GAA Performance Standards         |  |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
25,000	18,886	(6,114)	-24%

**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 checked="" type="checkbox"/> Target Population Change                    | <input type="checkbox"/> Other (Identify)       |
| <input checked="" type="checkbox"/> This Program/Service Cannot Fix The Problem |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission    |   |

**Explanation:** The number of law enforcement certificates issued in any year is dependent on the number of persons seeking certification who meet the requirements for certification. Over the last three years, the number of certified officers in Florida has declined – from 86,985 in June 2010, to 85,659 in June 2011, and 83,218 in June 2012. These declines are a reflection of decreasing public sector employment, which is outside the Department’s control. The Program presents to the CJSTC all cases that meet the criteria for disciplinary action, but the actions taken as determined solely by CJSTC.

**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:** The Department requests revised standard of 20,000 for FY 13-14.



# PERFORMANCE MEASURE VALIDITY AND RELIABILITY – LRPP EXHIBIT IV



## 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 Capitol Police 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, 2012*

## 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 Report in the Automated Investigative Management System and Computer Aided Dispatch System. 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.

**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, 2012*

## 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 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:** Laboratory Information Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a report from LIMS 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.

**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, 2012*

## ***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:** Laboratory Information Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a report from LIMS 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, 2012*

## 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 BIS (Biometric Identification System) 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*



## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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 Trace Evidence 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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:** Laboratory Evidence Management System (LIMS) 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 LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. 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 LIMS. The Program Office generates a monthly report from LIMS 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, 2012*

## 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 hits, samples added and total samples in 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:** Combined DNA Index System (CODIS). This is an automated system, maintained by local, state, and federal crime laboratories. Completed DNA profiles from crime scenes and DNA profiles of qualifying offenders are entered into CODIS by qualified crime laboratory analysts. Information concerning hits is entered into an in-house database (Hit Confirmation) by the State CODIS Administrator or designated qualified crime laboratory analyst.

State and local agencies submit DNA samples to FDLE. Appropriate data concerning each sample is entered into the DNA Investigative Support Database. Information from the submission forms concerning the qualifying offenders from whom the samples were obtained is entered into the DNA Database Sample Tracking and Control System (STaCS). 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 Hit Confirmation database is accessed, and a statistical report is generated. This report provides a summary of hits for the selected period. Samples added and Total Samples in DNA Database: STaCS is accessed, and the submission statistics are queried from the system for the desired period. These statistics are forwarded to the Program Office for reporting purposes. Monthly data is totaled to calculate the YTD 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, 2012*

## 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

**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 AIM system is an automated case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (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 range and case type (major and investigative assistance) and runs the "Criminal Investigations Worked" report from the Management Reports Module. The report only generates cases with time attributed to them. The report is printed and the figures for major and investigative assistance cases are added together to obtain the statewide total. Major and investigative assistance cases with a domestic security focus will be subtracted from the total number of cases.

**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, 2012*



## 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 cases

**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 AIM system is an automated case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (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 range, case type (major), and focus area (domestic security) and runs the "Criminal Investigations Worked" report from the Management Reports Module. The report only generates cases with time attributed to them. The report is printed and will provide a statewide total of the number of domestic security cases 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, 2012*

## 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 intelligence initiatives

**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:** The Automated Investigative Management (AIM) system is a case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. At the beginning of each fiscal year, the Office of Statewide Intelligence opens intelligence cases for the purpose of documenting the creation of the various intelligence products on which this measure is based. Each investigative report contained in these cases documents one product, and each will be counted toward the measure. Major assessments are documented in individual intelligence cases, and each such case will be counted toward the measure. A member from the Program Office will identify the total number of investigative reports authored in reference to each of the four cases referenced above during the relevant time period. The Program Office member will also conduct an AIM library search for any major intelligence assessments conducted during the relevant time period. Both numbers will be added together to obtain the total number of products to be counted toward this measure.

**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, 2012*

## 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 investigative resources dedicated to conducting major criminal 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:**

The Automated Investigative Management System (AIMS) is a case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained.

The percent of investigative resources dedicated to conducting major criminal investigations will be derived by running an adhoc report on the AIMS database with the following search criteria: module (general case profile); fields (case type = major and special projects); date closed (appropriate date range); and field to return (case hours). This report will be compared to the total number of investigative case hours which will be derived by running an adhoc AIMS report using the following search criteria: module (general case profile); fields (case type = major, special projects, investigative assistance, and intelligence); date closed (appropriate date range); and field to return (case hours). The result of the comparison will be reported as a percentage: major/special projects investigative case hours / total investigative case hours.

### **Validity/Reliability:**

The data entered into AIMS concerning a particular case is provided by the case agent. A Special Agent Supervisor reviews the case documentation quarterly for accuracy and completeness. The Investigations and Forensic Science Program Office runs quarterly reports for quality control and correction (if needed) of the AIMS data.

*Office of Policy and Budget – July, 2012*

## 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:** Percent of time FCIC is 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, 2012*

## 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 criminal history record checks processed

**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, "USBRCK," 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, 2012*

## 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 added and total 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:** Data on predators/offenders are entered into the offender database by four means; FORTS staff, electronically by Florida Sheriff's Offices, the Florida Department of Corrections (FDC) and the Department of Juvenile Justice staff. After data is entered into the offender database, each file is reviewed by a Government Analyst to ensure accuracy and qualifications, and then the Internet web page is automatically updated by the database. In order for a sexual predator to be registered with FDLE, four pieces of documentation must be received and processed: a court order, a fingerprint card, registration form, and a picture. In order for a sexual offender to be listed on FDLE's web page, the FDC must identify offenders who meet the statutory criteria and electronically transmit the information to FDLE, who then review for accuracy and qualifications, and submit for inclusion in its database. Offenders and predators who are not under the care or custody of FDC must register with the local sheriff's office (SO). The SO then forwards the information to FORTS either electronically or by manual registration for inclusion in the database. Upon receiving information that a sex offender/predator is deceased, FORTS staff update the status of the offender/predator in the offender database to "Reported Deceased." Upon receipt of a death certificate number from the Office of Vital Statistics, FORTS staff updates the status to "Deceased" and changes the subject type for that offender/predator to Deceased-Delete approximately one year from the date of the death. The last change of subject type makes the information about that offender/predator inaccessible to the public on the Internet web page. The monthly totals provided by this measure do not include sex offenders/predators for which the offender database reflects a status of Deceased or a subject type of Delete.

A Government Analyst I in FORTS 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. The Senior Management

Analyst Supervisor for Business Services 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, 2012*

## 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 persons cases (Missing Children Alerts activated, Amber Alerts activated and Silver Alerts activated)

**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:** The number of responses to requests for sexual predator/offender data is obtained by combining the number of "hits" to the web page with the number of calls received on the Sexual Predator/Offender toll free phone line. The Government Analyst I (GA I) in the Florida Offender Registration and Tracking Services (FORTS) accesses the web hit report through the database on the first of each month and retrieves the number of hits to the web page for that month. A report is extracted from the telephone monitoring software service to determine the number of phone inquiries answered through the toll free hotline for the month. The GA I combines the number of web page hits with the number of telephone calls received and provides the number to the Senior Management Analyst Supervisor for verification before forwarding the information to the Research and Training Specialist in the Program Office for review and verification of the number before it is officially submitted.

The Sexual Predator Internet web page contains a counter that registers every time the page is accessed (except when it is accessed through the FDLE offender database). A monthly Automated Call Distribution (ACD) phone system report reflects the number of telephone calls received on the toll free phone line. Monthly data is totaled to calculate the YTD 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, 2012*



## 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, 2012*

## 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:** Percent response to criminal history record check customers within defined timeframe

**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 Call Distribution (ACD) System (Siemens telephone system); Criminal History Services request documents and automated system; Civil Workflow Control System (CWCS) database.

FDLE provides criminal identification screening services to criminal justice and non-criminal justice agencies and private citizens to identify persons with criminal warrants, domestic violence injunctions, arrests, and convictions or no record. These persons may be applicants for jobs, volunteer participation, or licenses for certain professions, potential gun purchases, or the subject of public record requests. Calls from gun dealers are received through the Siemens telephone Automated Call Distribution (ACD) System. Public records requests received through the automated system are time marked when received and when the results are available to the customer. Public records requests received through correspondence are date/time stamped by User Services Bureau (USB) staff upon receipt by USB. All electronically submitted fingerprint requests are programmatically marked within the Civil Workflow Control System (CWCS), per request, with the date/time received and data/time completed.

Firearm Purchase Program (FPP) statistics are obtained weekly and monthly by FPP staff, from the above-referenced ACD System, using Business Composer software and a report titled, "Group Time Report." The report provides the weekly and monthly average duration and monthly average hold (in seconds) of all calls received by FPP through the ACD System during the applicable week and month. A total of 240 seconds is the maximum turnaround time for FPP, for the sum of the average duration and the average hold of calls. FPP staff monitors the duration and hold times on a daily and weekly basis. FPP requests submitted via the internet are not included in this measure but are responded to in less time than the requests called in. For public records automated requests, Criminal History Services staff monitor all pending requests on at least a daily basis and retrieve any requests which are taking longer than one to one and one-half days, processing them quickly to meet the two-day defined timeframe. If requests begin taking more than two days, the Criminal History Services staff is

informed and the turnaround for these batches is noted as over the defined turnaround time for that day in the Criminal History Services Section turnaround time log. For hard copy correspondence requests, pending requests are checked on a daily basis, by viewing the date stamp on the request that reflects the date the request was received by USB. If the date on the request is more than five business days before the date the request is being checked, the request is over the required turnaround time and logged as such in the section's turnaround log. The only exceptions are when customers submit requests that are incomplete ("deficient"), such as not sending the required payment, not including required information, not including a return address, etc. For electronic fingerprint requests, staff monitor the status of requests on at least a daily basis and record all requests that have not been completed within the defined timeframe of five business days, with the exceptions as noted above. Utilizing the established standards, bureau staff perform and record these reviews and calculations on a daily, weekly, and/or monthly basis, as noted above.

The average monthly turnaround times for fingerprint and public record requests are calculated by bureau staff. The average monthly turnaround time for FPP is obtained by bureau staff, by adding the monthly average duration of calls and the monthly average hold (in seconds) of all calls received by FPP through the ACD System during the month

All reports are compiled by bureau staff members, who calculates the overall USB percentage as follows: If all sections monthly average turnaround times are within their respective allowed response time, the overall USB percentage will be 100%. If any section did not complete work within the allowed average for the month, a proportionate average for the entire bureau will be calculated. To obtain this average, the number of requests for the section(s) that did meet the allowed turnaround time will be divided by the total number of requests. This will result in the percentage that achieved turnaround time. The report is then verified by the Bureau Chief or designee, and submitted to the Research and Training Specialist in the Program Office. The Senior Management Analyst Supervisor for Business Services 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, 2012*

## 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, 2012*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism

**Service/Budget Entity:** Compliance

**Measure:** Percent of training schools in compliance with established administrative and financial 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 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 of training courses, and inspections of facilities conducted during a specified period of time.

Trust Fund staff conducts regional audits of training centers, examining financial records and class files in connection with 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.

Data are reported monthly. Monthly data are averaged to calculate the YTD figure.

**Validity:** Whereas Florida Department of Law Enforcement staff inspects and audits the entities described above, such inspections and audits also serve to delineate necessary corrective actions, and are instrumental in aiding the entities to achieve and maintain 100% compliance. For this reason, the degree of compliance is a valid indicator of program performance in partnering with the regulated entities.

**Reliability:** The reliability of this measure is expected to be high as several controls are in place. Program staff is carefully trained and follows a standard set of procedures

when inspecting and auditing entities. Furthermore, the standards with which the regulated entities must comply are codified in the Florida Administrative Code, eliminating ambiguity and arbitrary evaluation. Error in inspection and audit findings is further minimized by the use of information technology resources to standardize the reporting of the information.

*Office of Policy and Budget – July 2012*

## 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

**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, 2012*

## 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:** Percent of individuals who pass the basic professional certification examination

**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, 2012*



## 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, 2012*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism

**Service/Budget Entity:** Training and Certification

**Measure:** Average reliability index for the state officer certification examination

**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:** The index is calculated using raw data from the administration of the exam.

Currently, examinations are administered by Professionalism Program members at various locations throughout the year. After each month's administrations, all applicant answer sheets are electronically graded, and the electronic data are imported into the Officers Certification Examination Tracking System (OCETS), where data analysis is performed. Staff calculates the reliability index using data obtained from the OCETS.

The computer based versions of the examination will be administered on demand continuously. Once per month, the examination administration vendor will submit a batch of raw scores to the Professionalism Program; staff will calculate the reliability index using item analysis software.

Data are reported monthly. Monthly data are averaged to calculate the YTD figure.

**Validity:** The practical implication of this measure is the consistency (or stability) of test scores; stability is a necessary condition for accurate and legally defensible high-stakes testing, such as the exam. Test reliability is the freedom from measurement error in a given examination. Because test reliability is in part the product of practicing sound psychometric principles through careful monitoring and maintenance of an examination, it represents a valid performance measure for a training and certification entity.

**Reliability:** Since the measure itself is *reliability*, there is no expected error in reporting. Any fluctuation in the reported statistic will reflect actual variation in the criterion.

# ASSOCIATED ACTIVITIES CONTRIBUTING TO PERFORMANCE MEASURES – LRPP EXHIBIT V

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**LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures**

Measure Number	Approved Performance Measures for FY 2012-13 (Words)		Associated Activities Title
1	Number of calls for Capitol Police Services		Capitol Complex Security
2	Percent of lab service requests completed		Laboratory Services
3	Number of laboratory service requests completed		Laboratory Services
4	Average number of days to complete lab service requests by lab discipline: Toxicology		Laboratory Services
5	Average number of days to complete lab service requests by lab discipline: Chemistry		Laboratory Services
6	Average number of days to complete lab service requests by lab discipline: Crime Scene		Laboratory Services
7	Average number of days to complete lab service requests by lab discipline: Firearms		Laboratory Services
8	Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)		Laboratory Services
9	Average number of days to complete lab service requests by lab discipline: Latents		Laboratory Services
10	Average number of days to complete lab service requests by lab discipline: Serology/DNA		Laboratory Services
11	Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)		Laboratory Services
12	Average number of days to complete lab service requests by lab discipline: Trace Evidence		Laboratory Services
13	Number of hits, samples added and total samples in DNA Database		DNA Database
14	Number of criminal investigations		Investigative Services
15	Number of domestic security cases		Domestic Security
16	Number of intelligence initiatives		Intelligence Initiatives

17	Percentage of time FCIC is accessible		Criminal History Information
18	Number of criminal history record checks processed		Criminal History Information
19	Number of registered sexual predators/offenders added and total identified to the public		Sexual Predator Tracking and Information
20	Number of missing persons cases (Missing Children Alerts, Amber Alerts and Silver Alerts activated)		Missing Persons
21	Number of arrest records created and maintained		Criminal History Creation and Maintenance
22	Number of criminal justice officer disciplinary actions		Officer Compliance
23	Percent of individuals who pass the basic professional certification examination		Criminal Justice Training
24	Number of professional law enforcement certificates issued		Officer Records Management

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LAW ENFORCEMENT, DEPARTMENT OF		FISCAL YEAR 2011-12			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT				242,446,444	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)				62,810,052	
FINAL BUDGET FOR AGENCY				305,256,496	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
<i>Executive Direction, Administrative Support and Information Technology (2)</i>					0
Capitol Complex Security * Number of calls for Capitol Police Officers		4,121	1,808.13	7,451,300	
Dna Database * Number of DNA samples added to the DNA database.		75,508	38.81	2,930,296	
Crime Laboratory Services * Number of lab service requests completed		73,062	627.50	45,846,314	
Investigative Services * Number of criminal investigations		2,169	29,497.80	63,980,732	
Domestic Security * Number of Domestic Security concerns reported and responded to by Regional Domestic Security Task Forces.		22	502,176.50	11,047,883	
Intelligence Initiatives * Number of Intelligence Initiatives		866	4,744.47	4,108,713	
Missing Persons * Number of missing persons cases		4,372	381.36	1,667,310	
Sexual Predator Tracking And Information * Number of registered sexual predators/offenders added and total identified to the public.		62,108	40.93	2,541,925	
Criminal History Information * Number of criminal history record checks processed		2,769,066	3.98	11,022,753	
Criminal History Creation And Maintenance * Number of arrest records created and maintained.		23,655,003	0.35	8,247,906	
Officer Compliance * Number of criminal justice officer disciplinary actions.		748	5,597.77	4,187,131	
Officer Records Management * Number of professional law enforcement certificates issued		18,886	63.83	1,205,425	
Criminal Justice Training * Number of individuals who pass the basic professional certifications examinations.		4,167	1,261.82	5,258,013	
TOTAL				169,495,701	
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				49,080,203	
REVERSIONS				86,680,463	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				305,256,367	

### SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(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.

# 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