



**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**  
**COMMISSIONER ADAM H. PUTNAM**

---

LONG RANGE PROGRAM PLAN

Department of Agriculture and Consumer Services

Tallahassee, Florida

September 30, 2013

Jerry 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

Mike Hansen, 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 Department of Agriculture and Consumer Services 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 2014-15 through Fiscal Year 2018-19. The internet website that provides the link to the LRPP located on the Florida Fiscal Portal is <http://www.freshfromflorida.com/publications.html>. This submission has been approved by Adam H. Putnam, Commissioner.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam H. Putnam".

Adam H. Putnam  
Commissioner of Agriculture

**Department of Agriculture and Consumer Services**

# **Long Range Program Plan**

**Fiscal Year 2014-15**

**through**

**Fiscal Year 2018-19**

**Adam H. Putnam**

**Commissioner**

---

# Table of Contents

Letter of Transmittal .....	1
Mission and Goals.....	4
Performance Projection Tables.....	5
Trends and Conditions .....	16
Exhibit II -- Performance Measures and Standards .....	29
Exhibit III -- Assessment of Performance for Approved Performance Measures.....	46
Exhibit IV -- Performance Measure Validity and Reliability.....	65
Exhibit V -- Associated Activities Contributing to Performance Measures.....	179
Exhibit VI -- Unit Cost Summary .....	196
Glossary of Terms and Acronyms.....	198

Our Mission

**SAFEGUARD THE PUBLIC AND SUPPORT AGRICULTURE**

Our Goals

***Increase production and sale of Florida's  
agricultural products***

***Ensure the safety and wholesomeness of food and  
other consumer products***

***Conserve and steward the state's agricultural and  
natural resources***

***Protect consumers from potential health and  
financial risks and unfair and deceptive trade  
practices***

# PERFORMANCE PROJECTION TABLES

## Section Contents

**Goal I -- Increase production and sale of Florida's agricultural products**

Plant Pest and Disease Control ..... 6

Animal Pest and Disease Control ..... 6

Agricultural Products Marketing ..... 7

Fruit and Vegetable ..... 7

Aquaculture..... 8

**Goal II -- Ensure the safety and wholesomeness of food and other consumer products**

Food Safety Inspection and Enforcement..... 9

Food, Nutrition, and Wellness.....10

**Goal III -- Conserve and steward the state's agricultural and natural resources**

Agricultural Water Policy Coordination ..... 11

Wildfire Prevention and Management ..... 11

Land Management ..... 12

Office of Energy..... 12

Agricultural Law Enforcement ..... 13

**Goal IV -- Protect consumers from potential health and financial risks and unfair and deceptive trade practices**

Division of Licensing ..... 14

Agricultural Environmental Services ..... 14

Consumer Services ..... 15

Outcome	
<i>Percentage change in number of new harmful exotic organism detections.</i>	
Baseline/ FY2006-2007	0%
FY 2014-15	21.50%
FY 2015-16	21.75%
FY 2016-17	22.00%
FY 2017-18	22.25%
FY 2018-19	22.50%

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Service**

*Plant Pest and Disease Control*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

Outcome	
<i>Percentage of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling, and eradication activities are established.</i>	
Baseline/ FY 1999-00	0.00022%
FY 2014-15	0.43%
FY 2015-16	0.43%
FY 2016-17	0.43%
FY 2017-18	0.43%
FY 2018-19	0.43%

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Service**

*Animal Pest and Disease Control*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

Outcome	
<i>Percent increase in the number of buyers reached with agricultural promotion campaign messages.</i>	
Baseline/ FY 2013-14	0.5%
FY 2014-15	0.5%
FY 2015-16	0.5%
FY 2016-17	0.5%
FY 2017-18	0.5%
FY 2018-19	0.5%

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Service**

*Agricultural Products Marketing*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

Outcome	
<i>Percentage increase in the average per unit inspection fee over the prior year average per unit inspection fee</i>	
Baseline/ FY 2010-11	0%
FY 2014-15	≤5%
FY 2015-16	≤5%
FY 2016-17	≤5%
FY 2017-18	≤5%
FY 2018-19	≤5%

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Service**

*Fruit and Vegetables Inspection and Enforcement*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost*

Outcome	
<i>Percent of inspected shellfish facilities in significant compliance with permit and food safety regulations.</i>	
Baseline/ FY 1999-00	80%
FY 2014-15	85%
FY 2015-16	85%
FY 2016-17	85%
FY 2017-18	85%
FY 2018-19	85%

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Service**

*Aquaculture*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*



Outcome	
<i>Percentage of food firms that receive a rating of "fair" or above</i>	
Baseline/ FY 2009/2010	92%
FY 2014-15	92%
FY 2015-16	92%
FY 2016-17	92%
FY 2017-18	92%
FY 2018-19	92%

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Service**

*Food Safety Inspection and Enforcement*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

Outcome	
<i>Percentage Increase over baseline of training and technical assistance provided to sponsors of the National School Lunch Program</i>	
Baseline/ FY 2011/2012	1800
FY 2014-15	333%
FY 2015-16	333%
FY 2016-17	333%
FY 2017-18	333%
FY 2018-19	333%

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Service**

*Food, Nutrition, and Wellness*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

Outcome	
<i>Percentage increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs</i>	
Baseline/ FY 2010-2011	315,000 acres
FY 2014-15	6% (333,900 acres)
FY 2015-16	8% (340,200 acres)
FY 2016-17	10% (346,500 acres)
FY 2017-18	12% (352,800 acres)
FY 2018-19	14 % (359,100 acres)

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Service**

*Agricultural Water Policy Coordination*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

Outcome	
<i>Percentage of acres of protected forest and wild lands not burned by wildfires.</i>	
Baseline/ FY 1996-97	99.4%
FY 2014-15	99.0%
FY 2015-16	99.0%
FY 2016-17	99.0%
FY 2017-18	99.0%
FY 2018-19	99.0%

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Service**

*Wildfire Prevention and Management*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

Outcome	
<i>Forest land as a percentage of Florida land mass</i>	
Baseline/ FY 2010-2011	46%
FY 2014-15	46%
FY 2015-16	46%
FY 2016-17	46%
FY 2017-18	46%
FY 2018-19	46%

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Service**

*Land Management*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

Outcome	
<i>Percentage of grants and financial incentive awards processed</i>	
Baseline/ FY 2013-14	100%
FY 2014-15	100%
FY 2015-16	100%
FY 2016-17	100%
FY 2017-18	100%
FY 2018-19	100%

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Service**

*Office of Energy*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

Outcome	
<i>Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases.</i>	
Baseline/ FY 1998-99	98.0%
FY 2014-15	99.9%
FY 2015-16	99.9%
FY 2016-17	99.9%
FY 2017-18	99.9%
FY 2018-19	99.9%

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Service**

*Agricultural Law Enforcement*

**Primary Service Objective**

*Decrease the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

Outcome	
<i>Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.</i>	
Baseline/ FY 2010-11	90%
FY 2014-15	93%
FY 2015-16	94%
FY 2016-17	95%
FY 2017-18	96%
FY 2018-19	97%

Outcome	
<i>Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance.</i>	
Baseline/ FY 2007-2008	89.7%
FY 2014-15	92.0%
FY 2015-16	92.5%
FY 2016-17	93.0%
FY 2017-18	93.5%
FY 2018-19	94.0%

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Service**

*Division of Licensing*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Service**

*Agricultural Environmental Services*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

Outcome	
<i>Percentage of consumer complaints resolved through mediation which result in restitution to consumers.</i>	
Baseline/ FY 2009-10	44.08%
FY 2014-15	44.08%
FY 2015-16	44.08%
FY 2016-17	44.08%
FY 2017-18	44.08%
FY 2018-19	44.08%

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Service**

*Consumer Protection*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

# TRENDS AND CONDITIONS

## Section Contents

Our Statutory Responsibilities .....	17
Trends and Conditions .....	17
New and Revised Programs And Potential Policy Changes.....	21
Our Priorities, Goals, and Objectives .....	21
Significant Potential Policy and Legislative Changes .....	27
Task Forces, Studies and Related Activities .....	28



## Our Statutory Responsibilities -- What We Do

Rooted in a desire to protect consumers and support Florida agriculture, the Florida Department of Agriculture and Consumer Services, is led by the Commissioner of Agriculture, who is elected statewide. The department is created in Sections 20.14 and 570.01, Florida Statutes. It has evolved into an organization of twelve divisions and five offices (§570.073 and §570.074, F.S.) touching the lives of Florida's visitors, residents, and businesses on a daily basis by promoting the availability of wholesome (i.e., safe and nutritious) food, encouraging responsible use of natural resources, and protecting consumers.

The department promotes Florida agricultural products nationally and internationally (§570.53(6)(a), F.S.), while ensuring food quality and safety for products produced or sold in Florida by enforcing standards, grading, and labeling requirements (§§500.02 and 570.48, F.S.). The department joins with other governmental organizations and non-profit groups to make fresh and wholesome food available to Florida's most vulnerable and supports local food banks and pantries (§§570.072 and 570.0725, F.S.) to help them combat hunger in our state. Additionally, the department creates, encourages, and fosters healthy lifestyles by administering effective child nutrition programs to Florida students (§570.98, F.S.).

Fully developing and implementing Florida's

energy policy and programs (§377.6015, F.S.) is one way the department responsibly stewards Florida's natural resources. Encouraging cutting-edge farming techniques (§§403.067(7)(c)(2) and 570.085, F.S.) is one of the department's primary services and another way the department encourages responsible use of Florida's natural resources. We also monitor plants (§581.031, F.S.), animals (§570.36, F.S.), and wild land ecosystems (§570.548, F.S.), and ensure the quality of feed, seed, pesticides, and fertilizers (§570.44, F.S.). Additionally, we designate and monitor shellfish production areas (Ch. 597, F.S.). The department also provides wildfire control programs (§589.02, F.S.) and forest management assistance (§589.02, F.S.) to forest-land owners.

The department also ensures established quality, service, and accuracy standards are met by those offering certain products and services (Ch. 472, F.S.; Ch. 482, F.S.; Ch. 493, F.S.; §§501.601 - 501.626, F.S.; Ch. 507, F.S.; §§559.901 - 559.9221, F.S.; §§559.926 - 559.939, F.S.). Additionally, we inspect specified devices for quality and accuracy, including fertilizers (Ch. 576, F.S.), pesticides (Ch. 487, F.S.), commercial measuring devices and pricing scanners (Ch. 531, F.S.), fair ride safety (Ch. 616, F.S.), certain liquid fuels (Ch. 525, Ch. 527, and §§526.01 - 526.31, F.S.) and automotive fluids (§§526.50 - 526.56 and 501.91 - 501.92, F.S.).

## Trends and Conditions -- The World Around Us

In this "information age", the department responds to changing world conditions more rapidly than at any time in the past. Weather forecasts, commodity market reports, disease

outbreaks, and international political conflicts are among the outside events requiring us to make constant course corrections while remaining focused on our core purpose. An

*... a desire to build  
healthy communities,  
inform consumers, and  
support Florida  
agriculture ...*

acute awareness of such trends and conditions, coupled with our overarching desire to protect consumers and support Florida agriculture has guided us as we have identified our priorities -- increasing the availability of wholesome food, encouraging responsible use of natural resources, and protecting consumers -- to better accomplish our goals. The following discusses these priorities and how we will address them over the coming five years.

#### Wholesome Food

Most food eaten in the United States is efficiently produced on domestic farms and ranches, allowing the United States to maintain an affordable, abundant food supply. This affordability and abundance is further supported by increasing imports of food to the United States from abroad. A rising susceptibility to widespread food-borne disease outbreaks and bio-terror contamination is one trend created within the channels of trade. Another trend affecting our state's food production is a result of Florida's tropical climate and position as a hub of international commerce -- the increasing rate of introduction of invasive pests to our state. An emerging resurgence in local production and distribution of fresh food by smaller scale farm operations is yet another trend effecting food supplies in our state. To better respond to the continuing diversification of the nation's food sources and distribution network, the department will continue to shift the focus of our food safety functions to risk-based evaluations which balance the need to more efficiently target vulnerable points in the food production, processing, and distribution chain with the need to ensure a business-friendly environment.

Floridians are bombarded with information --

and often, misinformation -- about the safety, healthfulness, and nutritional value of food, presenting the department with an array of food nutrition, access, and safety awareness opportunities. Nutrition as a component of a healthy economy will play a greater role in the department as our newly formed Division of Food, Nutrition, and Wellness supports local sponsors of school nutrition programs in Florida. Our focus on nutrition and wellness is further highlighted as we promote expanded access to fresh fruits and vegetables by supporting local food banks and the Farmers Feeding Florida initiative. Promoting healthy diets, providing food assistance to the poor, marketing Florida agricultural products, and monitoring market conditions are all key to ensuring the availability of wholesome food to an expanding population.

#### Natural Resources

The natural resource base underpinning Florida's rich food supply and energy opportunities is vital to our state's continued economic health. Stewardship of these resources to ensure their availability for future generations requires vigilance, as this natural resource base is constantly challenged by the effects of Florida's dynamic, growing population and tropical, pest-friendly climate.

Planning for Florida's current and future energy needs by promoting conservation and fostering the development of new technologies in renewable energy is central to the vitality of Florida's economy. As the fourth most populous state in the nation, ranking third among the states in per-capita energy consumption, this is all the more important as energy costs have steadily increased in recent years. In response, the department will continue to work toward developing and implementing a comprehensive state energy

*... increasing the  
availability of wholesome  
food, encouraging  
responsible use of natural  
resources, and advancing  
public safety . . .*

policy to meet current demands and future projections related to production, conservation, use, and efficiency.

Florida's growing population creates intense demands on the same resources that are required for a dynamic agricultural industry. Despite these demands, current trends generally indicate total water consumption in Florida has held steady over the past 25 years through greater conservation by homeowners, industry, and agriculture. The department continues to encourage water use strategies tailored to the uniqueness of agricultural enterprises via cost-sharing programs providing financial incentives to farmers to implement best management practice ("BMP") systems. The future thrust of our agricultural water conservation programs will concentrate on assisting farmers, ranchers, and forest landowners with the maintenance of existing BMP systems and exploring ways to make BMP systems cost effective for agricultural enterprises where they do not presently exist.

Florida's forests continue as a source of clean air and water, eco-recreation, wildlife habitat, and marketable forest products. Population growth and urban encroachment on previously forested lands creates fragmentation of land parcels and diminishes the value of these lands as effective wildlife habitat. Droughts, severe weather, and invasive pests are persistent dangers which cause loss of forest habitat and increase the possibility of wildfires. In response to these issues, the department works with others to facilitate the restoration of native forest communities and the reforestation of our lands, in addition to more aggressively promoting itself as a resource to private landowners and local governments to assist them with green space, tree canopy, and forest management issues.

As the lead agency in managing 35 state forests covering more than 1.06 million acres of land, we remain dedicated to prevention and suppression of wild land fires, and continue to efficiently manage Florida's forest resources for the public's benefit by tapping revenue streams arising from use of natural resources while also encouraging greater use of the lands by the public. Our responsibility for land management currently faces a wildfire-friendly weather cycle and increased development in the urban-wild land interface. To manage the risks created by these conditions, the department continues to deploy personnel to preemptively assess and mitigate these risks and advise the public and local governments about wildfire prevention and mitigation techniques.

Florida's aquatic resources are a rich asset for recreation, food, and personal enjoyment. The cultivation of aquatic plants and animals -- aquaculture -- is Florida's most diverse agribusiness, generating products primarily used for food and aquarium purposes. An example of this diversity is evident in an emerging market opportunity -- farming native aquatic plants for use in mitigating wetland losses. As aqua-farming technologies improve and the health benefits of fish and other aquatic species are increasingly realized, aquaculture will more significantly contribute to Florida's farm economy. In response, risk-based inspections and technical assistance to ensure the viability of aqua-farms and the safety of their products will be a focus of the department.

While inland segments of Florida's seafood and aquaculture industry remain stable, coastal aquaculture continues its recovery from the impacts of the 2010 Deep Water Horizon oil spill in the Gulf of Mexico. The

*... aquaculture is*

*Florida's most diverse*

*agribusiness ...*

department has proven to be a stabilizing force for the seafood industry during this recovery. Through sustained marketing assistance and safety testing of seafood, the department remains a valuable resource to seafood harvesters, processors, and marketers as they seek to increase market share for Florida seafood products in the global market place.

#### Public Protection

Ever-changing technologies and economic conditions significantly impact the department's public protection and safety functions. As technologies increase the complexity of fair rides, scales, fuel pumps, and the composition of fuel itself, the department will respond by ensuring its inspection technicians are trained and knowledgeable in these areas. Additionally, as market driven changes in the nation's complex food distribution system and federally driven changes to the food inspection process are developed, we will continue to implement improved food testing and agricultural commodity tracking systems to reduce the public's chances of contracting food-borne illnesses and curtail food-borne disease. Several systems implemented by the department at its interdiction stations use state-of-the-art data management and imaging technology. One such system tracks certain incoming high-risk products to their destination and creates a database of historical information allowing us to trace these products in emergency situations. Another system, in use since 2005, tracks vehicles passing through the stations using shipping container and vehicle tag information, allowing us to identify certain container or tag numbers when these tags pass through any of the

stations. This imaging technology is also helpful as we capture bill-of-lading information to ensure appropriate taxes are paid on cargo entering and leaving the state. To identify invasive species and harmful diseases -- whether food-borne, hosted by plants, or hosted by animals -- trained interdiction officers perform visual inspections of agricultural freight for symptoms or indicators of infestation or infection.

Demand for the department's public protection services is significant and continues to expand as we focus on creating an environment for lawful businesses to succeed, while simultaneously evaluating whether certain regulatory functions could be better performed by others or have become obsolete. For example, growth in certain regulated industries, like telemarketing, has led to increased enforcement of Florida's consumer protection laws by encouraging industry compliance with these laws. Requests for licenses issued by the department have also increased. To more rapidly respond to citizens using our services, the department will continue to implement online application processing and paperless data processing for registration and licensing requests, and risk-based approaches to its investigations.

The Florida Department of Agriculture and Consumer Services is positioned at the intersection of the information age and the basic needs required for all human progress -- the availability of energy, wholesome food, and clean air and water. It is from this vantage point the department, through improved service and innovation, will continue to safeguard the public and support Florida's agricultural economy.

*... positioned at the  
intersection of the  
information age and the  
basic needs required for  
all human progress ...*

## The Department's New and Revised Programs

In the 2013 - 2014 fiscal year, the department remains dedicated to furthering its mission by embracing new responsibilities and activities.

Through its newly created Division of Food, Nutrition and Wellness, the department continues to incorporate the functions of the school nutrition program into the department, following the approval of the transfer of this program by the United States Department of Agriculture. Through this division, the department will intensify training of program sponsors in county school districts to equip them with skills and knowledge to yield healthier, more wholesome meals for school children. Through its Farm to School program, the department will also continue to break down barriers between Florida agricultural producers and school nutrition programs to increase the quantity and quality of Florida-produced fresh fruits and vegetables served in these programs.

Additionally, the Office of Energy, transferred to the department in July 2011, is evolving from its focus on grant administration to a focus on substantive policy analysis and solutions. The department's evolution toward developing and implementing the state's energy policies complements its existing

knowledge base on related issues like food production and distribution, liquid fuel standards, water policy, and biomass fuel sources. A small step forward in this evolution is the enactment of legislation from the 2012 legislative session that, among other things, reinstates and revises certain tax policies impacting renewable energy.

Streamlining its functions remains a priority for the department. A major advancement toward this end was achieved in 2012 with the merger of the department's Division of Standards into the Division of Consumer Services. This unified service creates efficiencies in the delivery of services to the public and saves the State approximately \$800,000 while still accomplishing its objective -- increasing the protection of consumers and businesses in transactions by enforcing consumer protection laws and maintaining accuracy compliance for regulated entities, devices, and products.

As the department embraces its new responsibilities and activities, it seeks to reasonably accommodate the needs of Florida's citizens and agricultural enterprises to fulfill its core mission, to safeguard the public and support agriculture.

## Our Priorities, Goals, and Objectives -- What's Important to Us

Our three priorities -- increasing the availability of wholesome food, encouraging responsible use of natural resources, and protecting consumers -- are reflected in our four more specific goals, which provide a framework to achieve our mission and fulfill our statutory mandates. Increasing the production and sale of Florida's agricultural products is our primary goal. Our second goal seeks to reduce the

potential for food-borne illnesses associated with processing, storage, and handling of foods. Through our third goal, we work to conserve and steward the state's agricultural and natural resources. Our fourth goal is protecting consumers from potential health and financial risks and unfair and deceptive business practices. To further these goals, the department has identified a primary objective

*... embracing new  
responsibilities and  
activities ...*

and associated key outcome measure for each service it provides. The outcome measures were identified as the best indicator of whether the desired objective or outcome was being achieved by a particular service and may not necessarily reflect all activities or outputs of the related service.

*Increasing the production and sale of Florida's agricultural products*

Preventing exotic plant pests and diseases from being introduced into the state (Fig. 1)

Figure 1

Percent change in number of new harmful exotic organism detections	
Baseline/FY2006-07	0%
FY 2014-15	21.50%
FY 2015-16	21.75%
FY 2016-17	22.00%
FY 2017-18	22.25%
FY 2018-19	22.50%

and reducing the number of animals infected with or exposed to dangerous transmissible diseases (Fig. 2) are achieved through vigorous inspections and testing of plants and animals.

Figure 2

Percentage of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling, and eradication activities are established	
Baseline/FY 1999-00	0.00022%
FY 2014-15	0.43%
FY 2015-16	0.43%
FY 2016-17	0.43%
FY 2017-18	0.43%
FY 2018-19	0.43%

The best measure of whether we are accomplishing the objective of preventing the introduction of harmful plant pests and disease is the rate of increase in the number of such organisms we annually detect. Similarly, the prime measure of whether we are decreasing the number of animals infected

with or exposed to dangerous transmissible diseases is to analyze the percentage of positive test results for specific types of such diseases. For the department's plant and animal disease inspection functions, the projections are based on greater achievements over prior year baselines, taking into account Florida's hospitable climate for such organisms and diseases and its position as a major importer of international cargo. The demand and fiscal impacts of these programs is projected to remain steady relative to prior years, as Florida's general susceptibility to outbreaks from organisms harmful to plants and animals remains unchanged.

To instill consumer confidence in Florida-grown and harvested shellfish, we issue permits to shellfish processing facilities and ensure their compliance with certain shellfish handling regulations with the twin objectives of increasing the sales of Florida shellfish products and ensuring compliance with food safety regulations (Fig. 3). To this end, the

Figure 3

Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	
Baseline/FY 1999-00	80%
FY 2014-15	85%
FY 2015-16	85%
FY 2016-17	85%
FY 2017-18	85%
FY 2018-19	85%

best indicator of success in achieving these twin objectives is the percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations. Due to changes in methodology, the baseline number and corresponding projected standards have been adjusted downward. Based on resources, historical data, and industry trends, an 85 percent standard is the best projected

*Increasing the production*

*and sale of Florida's*

*agricultural products*

standard the department can reasonably meet. The demand and fiscal impacts of this service are anticipated to remain largely unchanged from prior year impacts.

We also seek to provide quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost. It follows that the best measure of whether we are achieving this objective is the projected growth rate of costs to growers for inspection services (Fig. 4). The projection for this fee-based service sets a standard capping at five percent of prior year costs any increases in

Figure 4

Percent increase in the average per unit inspection fee over the prior year average per unit inspection fee	
Baseline/FY 2010-11	0%
FY 2014-15	≤5%
FY 2015-16	≤5%
FY 2016-17	≤5%
FY 2017-18	≤5%
FY 2018-19	≤5%

actual costs charged to growers, taking into account the unpredictability of crop yields and departmental costs. That said, barring severe impacts from weather that affect crop yields or dramatic increases in input costs, like fuel, the demand and fiscal impact of this service remains similar to prior years. It should be noted for this fee-based service all departmental costs are passed through to growers using this service.

Once farmers have produced a safe, quality product, the department assists them by increasing the market penetration of Florida agricultural products in national and international markets, especially from June to October when Florida-grown commodities have limited international competition. Determining the number of potential buyers reached by Florida agricultural campaign

messages is the best indicator of whether this objective is being accomplished (Fig. 5). The Division of Marketing proposes a goal of increasing the number of potential buyers reached by agricultural promotion campaigns by 0.5%. Most of the expansion will happen out of state and in international markets. Thus, Florida agricultural products are being

Figure 5

Percent increase in the number of buyers reached with agricultural promotion campaign messages.	
Baseline/FY 2013-14	0.5% (250,000)
FY 2014-15	0.5%
FY 2015-16	0.5%
FY 2016-17	0.5%
FY 2017-18	0.5%
FY 2018-19	0.5%

marketed to new regions throughout the world. By establishing a goal that increases the marketing reach of Florida agricultural products, the Department aims to make Florida a contender in national and international markets.

Building relationships between producers and consumers creates additional marketing opportunities for Florida's farmers while also increasing consumer options for building healthy lifestyles. The department's coordination of certain child nutrition programs is an opportunity for building these producer-consumer relationships and helps Florida children establish healthy lifestyle habits at an early age. By providing training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law and provides a quality service, the department helps train a knowledgeable, frontline workforce capable of leading this effort. It follows that the best measure of whether this objective is being achieved is the

*... promoting energy*

*conservation and*

*renewable energy in*

*Florida ...*

increase in training and technical assistance provided to sponsors of the National School Lunch Program (Fig. 6). Because this service is

Figure 6

Percent increase over baseline of training and technical assistance provided to sponsors of the National School Lunch Program	
Baseline/FY 2011-12	1800
FY 2014-15	333%
FY 2015-16	333%
FY 2016-17	333%
FY 2017-18	333%
FY 2018-19	333%

funded through federal pass-through dollars, there is no fiscal impact to the State. Demand for this service varies and depends on fluctuations in student enrollment in Florida schools.

Underlying all of these efforts to improve the production and sales of Florida's agricultural products are our efforts to prevent the introduction of plant and animal pests and disease into the state through interdiction and enforcement. Our accredited law enforcement officers stationed at interdiction stations located on Interstate 10 immediately after crossing the state line into Florida, and at paved highway crossing points on the Suwannee and St. Mary's rivers, seek to decrease the entry of potentially devastating plant and animal pests or disease into the state via highway transportation to maintain the stability of Florida's agricultural economy (Fig. 7). Since fiscal year 1998 - 1999, the department's law enforcement personnel have achieved a 99.9 percent success rate for the percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases -- the most meaningful indicator of whether the objective for this service is being achieved. We project

maintaining this rate for the foreseeable five year span, given current trends and conditions.

Figure 7

Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	
Baseline/FY 1998-99	98.0%
FY 2014-15	99.9%
FY 2015-16	99.9%
FY 2016-17	99.9%
FY 2017-18	99.9%
FY 2018-19	99.9%

However, to continue to meet existing demand for these inspections and to maintain current rates of pest and disease detection, additional fiscal resources are necessary to replace our oldest and most unreliable vehicles.

*Ensuring the safety and wholesomeness of foods and other agricultural products*

The department strives to reduce the potential for food borne illnesses associated with processing, storage, and handling of foods. Keeping adulterated or unsafe food from the food supply is crucial. To further this effort, the department seeks to decrease the number of food products which are adulterated, misrepresented, or hazardous. To this end, we inspect certain food delivery and processing firms to reduce potential health effects from exposure to pesticide and other chemical residues in food while excluding from inspection under Florida's cottage foods law certain low risk products produced by a cottage foods operation. The best measure of whether this service achieves our objective is the percentage of food firms inspected that receive a rating of "fair" when they are inspected (Fig. 8). Historical data, existing inspection trends, and current resources indicate a standard of 90 percent is realistic as an established standard for this measure.

*Ensuring the safety and*

*wholesomeness of foods*

*and other agricultural*

*products*



Actual demand and fiscal impacts for this service are likely to remain unchanged for fiscal year 2014 - 2015, although a perceived

Figure 8

Percentage of food establishments inspected that receive a rating of "fair" or above	
Baseline/FY 2009-10	92%
FY 2014-15	92%
FY 2015-16	92%
FY 2016-17	92%
FY 2017-18	92%
FY 2018-19	92%

increase will continue as the combination of the inspection processes for the dairy industry are combined with those of the department's general food safety inspection functions.

*Conserve and steward the state's agricultural and natural resources*

The department seeks to increase water quality and conservation by improving irrigation efficiency and the quality of water exiting agricultural lands. As a measure of whether it is achieving this objective, the department tracks the percentage increase in the number of acres enrolled annually in Agricultural Water Policy Best Management Practices Programs (Fig. 9). Historically, the department has increased enrollment in such programs by two percent annually and projects that trend to continue for the coming

Figure 9

Percentage increase in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs.	
Baseline/FY 2010-11	315,000 acres
FY 2014-15	6% (333,900 acres)
FY 2015-16	8% (340,200 acres)
FY 2016-17	10% (346,500 acres)
FY 2017-18	12% (352,800 acres)
FY 2018-19	14% (359,100 acres)

five years. Additionally, demand and fiscal impacts are expected to increase slightly in

response to an expanded cooperative role with water management districts.

We also encourage responsible use of natural resources by promoting energy efficiency and renewable energy alternatives in Florida through a variety of programs. The Department offers various grants and financial incentives to local and county governments, businesses, universities, and individuals willing

Figure 10

Percentage of grants and financial incentive awards processed	
Baseline/FY 2013-14	100%
FY 2014-15	100%
FY 2015-16	100%
FY 2016-17	100%
FY 2017-18	100%
FY 2018-19	100%

to participate in these programs. To measure the efficiency of the Department in providing opportunities for entities seeking higher energy efficiency and alternative energy sources, we measure the percentage of grants and financial incentives processed (Fig. 10). Doing so allows us to determine that all funds available are being utilized in programs seeking higher energy efficiency and energy independence.

We work to increase the number of acres not burned by wildfires. We are able to directly track the acreage not burned by wildfire on

Figure 11

Percentage of acres of protected forest and wild lands not burned by wildfires.	
Baseline/FY 1996-97	99.4%
FY 2014-15	99.0%
FY 2015-16	99.0%
FY 2016-17	99.0%
FY 2017-18	99.0%
FY 2018-19	99.0%

protected forest and wild lands, making this one of the easier service objectives to measure (Fig. 11). In recent years, we have been successful in our efforts to prevent or suppress such wildfires, giving reasonable confidence in our ability to achieve a rate of 99 percent for such acreage not burned by wildfire. Demand for this service should stabilize at this increased level as weather conditions conducive to wildfires are not anticipated to significantly change in the foreseeable future, and fiscal impacts will remain elevated as a result of increased fire suppression expenses and equipment replacement needs arising from escalated firefighting activity.

While seeking to decrease wildfire risks the department also seeks to maintain the amount of forest land acreage in Florida. Like wildfires, this service objective is easily measured and presently 46 percent of Florida's land mass, exclusive of water bodies, is forested (Fig. 12), a quantity easily maintained as we continue to provide technical support to public and private

Figure 12

Forest land as a percentage of Florida land mass	
Baseline/FY 2010-11	46%
FY 2014-15	46%
FY 2015-16	46%
FY 2016-17	46%
FY 2017-18	46%
FY 2018-19	46%

landowners in the management of their forested land. We anticipate demand for the department's land management services and the fiscal impact to the state to provide those services will remain static.

*Protecting consumers from potential health and financial risks and unfair and deceptive business practices*

The department strives to safeguard the public by monitoring regulated entities for compliance with laws ensuring, among other things, the accuracy of regulated weighing and measuring devices, packages, and scanners in Florida commerce, and the responsible handling of potentially harmful chemicals and products used by Florida businesses and consumers. Specifically, we have two services through which we monitor such entities to achieve the related objectives of a) increasing protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products; b) decreasing the number of pesticide, pest control, fertilizer, feed, and seed products that are unsafe or unlawful; and c) decreasing the number of pesticide, pest control, fertilizer, feed, and seed licensees that act unsafely, unethically, or unlawfully. Risk-based inspections are used to create an environment where lawful businesses can thrive and consumers feel confident, and one of the measures used takes this into account. By measuring the percentage of re-inspected entities found to be in compliance, where re-

Figure 13

Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance	
Baseline/FY 2007-08	89.7%
FY 2014-15	92.0%
FY 2015-16	92.5%
FY 2016-17	93.0%
FY 2017-18	93.5%
FY 2018-19	94.0%

inspections are due to an initial finding of non-compliance (Fig. 13), the measure looks only to businesses and licensees most likely to be non-compliant, rather than at all businesses and licensees inspected. The other outcome measure focuses on the results of consumer

*Protecting consumers*

*from potential health and*

*financial risks and unfair*

*and deceptive business*

*practices*

protection programs and gauges the percentage of consumer complaints resolved through mediation which result in restitution to consumers (Fig. 14). In both cases, the

Figure 14

<i>Percentage of consumer complaints resolved through mediation which result in restitution to consumers.</i>	
Baseline/FY 2012-13	44.08%
FY 2014-15	44.08%
FY 2015-16	44.08%
FY 2016-17	44.08%
FY 2017-18	44.08%
FY 2018-19	44.08%

measure selected corresponds to the respective core purpose of the service being provided -- decreasing unlawful, unsafe, or unethical handling, use, and sales of potentially harmful chemicals and products; and decreasing violations of consumer protection laws. Based on this background and historical trends, each measure is reasonable and justified for its relevant service. In both services, fiscal impacts are not anticipated to change from prior levels, while demand for these services is predicted to increase. Further, the overall scope of activities performed by the consumer protection service is expected to expand upon its creation from two prior, smaller service entities.

We also endeavor to more efficiently issue private security, investigative, recovery, and concealed weapons licenses to eligible individuals and businesses. To measure this

objective, the department measures the percentage of such licenses issued within 65 days of receipt of an application (Fig. 15).

Figure 15

<i>Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application</i>	
Baseline/FY 2010-11	90%
FY 2014-15	93%
FY 2015-16	94%
FY 2016-17	95%
FY 2017-18	96%
FY 2018-19	98%

Presently, the department issues 90 percent of these license types in the 90 day time frame and anticipates increasing this response time in coming years as interest in these license types stabilizes. For the next three fiscal years, continuing to provide this service is expected to create few fiscal or demand issues relative to prior years. However, in fiscal year 2015 - 2016, a spike of activity is anticipated as licensees seek renewal for concealed weapon licenses obtained in 2008 and 2009.

Whether it is protecting the public from food borne illnesses or unfair and deceptive business practices, improving the production and sale of Florida's agricultural products, or preserving and protecting the state's agricultural and natural resources the Florida Department of Agriculture and Consumer Services is committed to achieving its mission and statutory mandates.

### **Significant Potential Policy and Legislative Changes**

In light of decreased state revenues and a desire to streamline the department's functions, our ongoing policy changes and legislative focus will continue to highlight the

repeal of outdated programs and the consolidation of similar services, while seeking to continue and enhance programs that add to the quality of life for Florida citizens.

*Adding to the*

*quality of life*

*for Florida citizens*

## Task Forces, Studies, and Related Activities

Public involvement is vital to a dynamic, successful democracy. The department, through its varied programs has numerous opportunities for the public to participate in the department's functions, allowing them to provide us with valuable insights and information so we may better serve Florida.

To more efficiently seek input from the public, the department is presently reviewing all of its councils, committees, and task forces to determine which are most effective. In fiscal year 2012 - 2013, the following councils, committees, and task forces were "in progress" in the department:

\* \* \* \*

### Agricultural Economic Development

- Florida State Fair Authority
- Florida Agriculture Center and Horse Park Authority
- Agriculture in the Classroom
- Florida Agricultural Museum
- Citrus Crop Estimates Advisory Council
- Citrus Production Research Advisory Council
- Seafood and Aquaculture Marketing Advisory Committee
- Florida Alligator Marketing and Education Advisory Council
- Florida Agriculture Promotion Campaign Advisory Council
- Florida Food and Nutrition Advisory Council
- Peanut Advisory Council
- The Emergency Food Assistance Program Advisory Council
- Healthy Schools for Healthy Lives Council
- Food Access Working Group
- Tobacco Advisory Council
- Tropical Fruit Advisory Council
- Viticulture Advisory Council
- Animal Industry Technical Council
- Caribbean Fruit Fly Technical Committee
- Citrus Budwood Registration & Introduction Advisory Committee
- Endangered Plant Advisory Council
- Honeybee Technical Council
- Lettuce Advisory Council
- Plant Industry Technical Council
- Aquaculture Review Council
- Sturgeon Production Working Group

- Transgenic Aquatic Species Task Force

### Food Safety and Quality

- Florida Food Safety and Food Defense Advisory Council
- Dairy Industry Technical Council

### Forestry and Natural Resources

- Florida Forestry Council
- Silviculture BMP Technical Advisory Committee
- Forest Stewardship Coordinating Committee
- Off-Highway Recreational Vehicle Advisory Council
- Noxious Weed Review Committee
- Soil and Water Conservation Council

### Consumer and Public Protection

- Private Investigation, Recovery and Security Advisory Council
- Board of Professional Surveyors and Mappers
- Florida Consumers' Council
- Motor Vehicle Repair Advisory Council
- Amusement Device and Attraction Advisory Council
- Liquefied Petroleum Gas Advisory Council
- Propane Education, Safety and Research Council
- Coordinating Council on Mosquito Control
- Pest Control Enforcement Advisory Council
- Pest Control Research Advisory Council
- Pesticide Review Council
- Seed Investigation and Conciliation Council
- Feed, Seed and Fertilizer Technical Council

*Connecting with*

*citizens through*

*public involvement*

# EXHIBIT II

  

## PERFORMANCE MEASURES AND STANDARDS

### Section Contents

Agricultural  
Law Enforcement ..... 30

Agricultural Water Policy  
Coordination ..... 31

Executive Direction and  
Support Services..... 32

Division of Licensing ..... 33

Office of Energy..... 34

Land Management ..... 35

Wildfire Prevention  
and Management ..... 36

Food Safety Inspection  
and Enforcement..... 37

Agricultural  
Environmental Services ..... 38

Consumer Services ..... 39

Fruit and Vegetable ..... 40

Agricultural  
Products Marketing ..... 41

Aquaculture..... 42

Animal Pest  
and Disease Control ..... 43

Plant Pest  
and Disease Control ..... 44

Food, Nutrition  
and  
Wellness..... 45

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Number of law enforcement investigations initiated	2,622	660	1,909	1,909
Number of complaints investigated upon referral from the Division of Consumer Services	1,207	2,110	1,609	1,609
Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	99.9%	99.9%	99.9%	99.9%
Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	\$8,844,085	\$12,027,019	\$8,844,085	\$8,844,085
Number of vehicles inspected at agricultural interdiction stations	8,027,411	8,045,679	8,027,411	8,027,411
Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities	1,607,642	1,351,721	1,607,642	1,607,642
Number of Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	45,978	49,810	45,978	45,978

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percent increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2%	27%	4%	6%
Number of acres in priority basins or watersheds outside the Northern Everglades and Estuaries Protection Program (NEEPP) area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices (BMPs) programs	200,000	256,764	175,000	175,000
Number of water policy assists provided to agricultural interests	480	643	480	480
Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs	140,000	176,617	140,000	110,000
Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs during the fiscal year	5.5 B	4.35 B	5.5 B	5.5 B

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Administrative costs as a percentage of total agency costs	1.26%	1.13%	1.26%	1.26%
Administrative positions as a percentage of total agency positions	5.03%	4.87%	5.03%	5.03%

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*



FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percent of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.	New Measure for FY 13/14	New Measure for FY 13/14	96%	96%
Percent of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.	91%	94%	96%	96%
Number of investigations performed (security, investigative, recovery complaint and agency-generated investigations)	1,550	1,150	1,550	1,550
Number of compliance inspections performed (security, investigative, and recovery licenses/new agency and random inspections)	3,000	4,696	3,000	3,000
Number of telephone inquiries answered by division staff	182,000	255,011	Delete for FY 13/14	Delete for FY 13/14
Number of administrative actions generated	16,000	14,998	9,000	9,000
Number of new and renewal concealed weapon/firearm licenses Issued	200,000	251,882	155,000	155,000
Number of new and renewal security, investigative, and recovery licenses Issued	200,000	251,882	84,000	84,000
Average wait time of calls answered by Public Inquiry Section	New Measure for FY 13/14	New Measure for FY 13/14	5:15 min.	5:15 min.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage of grants and financial incentive awards processed	New Measure for FY 13/14	New Measure for FY 13/14	100%	100%
Percentage Increase in annual energy savings (in KWH) through sponsored energy efficiency and conservation programs.	25%	- 53%	Deleted for FY 13/14	Deleted for FY 13/14
Number of grants and financial incentives processed.	2,855	2,142	1,000	1,000
Number of energy program and policy stakeholder contacts	New Measure for FY 13/14	New Measure for FY 13/14	4,500	4,500
Number of energy and climate program contacts.	5,378	5,276	Deleted for FY 13/14	Deleted for FY 13/14
Number of Natural Gas Fuel Fleet Vehicle Rebates Processed	New Measure for FY 13/14	New Measure for FY 13/14	240	240

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Forest land as a percentage of Florida land mass	46%	46%	46%	46%
Number of acres of State Forests managed by the Department	1,058,800	1,060,556	1,060,500	1,060,500
Number of hours spent providing forest-related technical assists to non-industrial private landowners	32,000	31,459	32,000	32,000
Number of hours spent providing forest-related technical assists to public land management agencies	13,000	14,586	13,000	13,000
Number of state forest visitors	1,200,000	2,183,110	2,000,000	2,000,000

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage of acres of protected forest and wild lands not burned by wildfires	99.00%	99.8%	99.0%	99.0%
Number of wildfires caused by humans	3,220	1,905	3,220	3,200
Number of wildfires suppressed	4,025	2,449	4,025	4,000
Number of acres authorized to be burned through prescribed burning	2,000,000	2,309,156	2,000,000	2,000,000
Number of acres of forest land protected from wildfires	26,329,082	26,329,082	26,329,082	26,329,082
Number of person-hours spent responding to emergency incidents other than wildfires	3,000	3,792	3,000	3,000

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

<b>FY 2013/14 Approved Performance Measure</b>	<b>FY 12/13 Approved Standard</b>	<b>FY 12/13 Actual Performance</b>	<b>FY 13/14 Approved Standard</b>	<b>FY 14/15 Requested Standard</b>
Percentage of food firms that receive a rating of "fair" or above	New Measure for FY 12/13	New Measure for FY 12/13	91.78%	91.78%
Number of inspections of food establishments and water vending machines	70,500	58,638	70,500	70,500
Number of food analyses conducted	43,955	20,688	43,955	43,955
Number of chemical residue analyses conducted	218,880	487,350	218,880	218,880
Number of analyses conducted on Florida Milk Regulatory Program Samples	42,000	40,118	42,000	42,000
Number of dairy establishment inspections	1,550	1,659	1,550	1,550

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance	90.0%	98.2%	90.0%	98.2%
Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	11,560	10,899	11,560	10,899
Number of pesticide products registered	14,258	14,511	13,335	14,511
Number of pest control businesses and applicators licensed	49,946	49,732	49,946	49,732

**Service/Budget Entity**

Agricultural Environment Services

(Code: 42160100)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Protect consumers from potential health and financial risks and unfair and deceptive business practices.

**Primary Service Objective**

Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.

<b>FY 2013/14 Approved Performance Measure</b>	<b>FY 12/13 Approved Standard</b>	<b>FY 12/13 Actual Performance</b>	<b>FY 13/14 Approved Standard</b>	<b>FY 14/15 Requested Standard</b>
Percentage of consumer complaints resolved through mediation which result in restitution to consumers	44.08%	32.86%	44.08%	44.08%
Number of assists provided to consumers by the call center	318,350	346,100	318,350	318,350
Number of regulated entities registered by the Division of Consumer Services	114,000	118,709	114,000	114,000
Number of regulated devices, entities, and products that are inspected or tested for compliance	450,000	452,743	450,000	450,000

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage increase in the average per unit inspection fee over the prior year average per unit inspection fee	≤5%	-5%	≤5%	≤5%
Dollar value of fruit and vegetables that are shipped to other states or countries that are subject to mandatory inspection	\$1.750 B	\$1.833 B	\$1.750 B	\$1.750 B
Number of tons of fruits and vegetables inspected	8,000,000	7,751,350	8,000,000	7,500,000

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost*



FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percent increase in the number of buyers reached with agricultural promotion campaign messages.	New Measure for FY 13/14	New Measure for FY 13/14	0.5%	0.5%
Florida agricultural products as a percentage of the national market	2.56%	2.09%	2.25%	Deleted for FY 13/14
Total sales of agricultural and seafood products generated by tenants of State Farmers' Markets	\$250 million	\$821 million	\$250 million	\$703 million
Number of buyers reached with agricultural promotion campaign messages	8 billion	15.4 billion	8 billion	50 million
Number of marketing assists provided to producers and businesses	500,000	638,237	500,000	500,000
Number of leased square feet at State Farmers' Markets	1,800,000	1,694,210	1,800,000	1,800,000

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	85%	90.1%	85%	85%
Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews	379	626	379	379
Number of acres tested	1,445,833	1,454,180	1,445,833	1,444,489
Number of Aquaculture Leases	505	597	505	597
Number of bushels of processed shell and live oysters deposited to restore habitat on public oyster reefs	366,760	219,804	366,760	366,760
Number of certifications issued to first time applicants or renewed.	959	726	959	959

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling, and eradication activities are established	0.43%	.04%	0.43%	0.43%
Number of Animal Site Inspections performed	16,500	14,220	16,500	16,500
Number of tests and/or vaccinations performed on animals	522,416	352,676	522,416	522,416
Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian	282	218	282	282
Number of employee hours spent on animal and agricultural emergency activities	16,952	7,581	16,952	16,952

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage change in number of new harmful exotic organism detections	21.0%	85.7%	21.0%	21.0%
Number of plant, fruit fly trap, and honeybee inspections performed	800,000	1,084,627	800,000	800,000
Number of commercial citrus acres surveyed for citrus diseases	150,000	240,953	150,000	150,000
Number of sterile med flies released	3.75 B	4.42 B	3.75 B	3.75 B
Number of plant, soil, insect, and other organism samples processed for identification or diagnosis	300,000	380,864	300,000	300,000
Number of cartons of citrus certified as fly-free for export	6,000,000	4,207,762	6,000,000	6,000,000

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

FY 2013/14 Approved Performance Measure	FY 12/13 Approved Standard	FY 12/13 Actual Performance	FY 13/14 Approved Standard	FY 14/15 Requested Standard
Percentage Increase over baseline of training and technical assistance provided to sponsors of the National School Lunch Program	333%	128%	333%	333%
Pounds of federal commodities and recovered food distributed	70,000,000	122,925,956	70,000,000	70,000,000
Increase in the number of sites providing meals to children in the Summer Food Service Program	New Measure for FY 13/14	New Measure for FY 13/14	400	400

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Provide training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law.*

# EXHIBIT III

## ASSESSMENT OF PERFORMANCE FOR APPROVED PERFORMANCE MEASURES

### Section Contents

Agricultural Law Enforcement .....	47
Agricultural Water Policy Coordination .....	49
Division of Licensing .....	50
Land Management.....	52
Consumer Services .....	53
Fruit and Vegetable .....	54
Agricultural Products Marketing .....	55
Aquaculture.....	57
Animal Pest and Disease Control .....	59
Food, Nutrition and Wellness .....	64

**Performance Measure Number 1**

**Number of Law Enforcement Investigations Initiated**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,622	660	-1,962	-74.8%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Aquaculture investigations, State lands-related investigations and background investigations are no longer included in the number of investigations initiated.

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

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

Explanation:

Our Aquaculture Investigator and 14 Law Enforcement Officers who responded to all calls for service on state lands were transferred to the Fish and Wildlife Commission. In addition, another 4 Investigative positions were cut. These legislative changes decreased the number of employees working toward this measure by 19 individuals.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Management will monitor the work-load and request an adjustment to the standard once a trend is evident.

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Preserve and protect the state's agricultural and natural resources.

**Primary Service Objective**

Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.

**Performance Measure Number 5**

**Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,607,642	1,351,721	-255,921	-15.9%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The downturn in the economy continues to impact the number of trucks carrying agricultural or regulated commodities that submit for inspection. However, it has increased 13.2% over the previous year.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**  
(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Truck traffic appears to have increased in FY 2012-13 over FY 2011-12, with both the number of trucks submitting for inspection and the number of those carrying agricultural or regulated commodities having increased over the previous year. As the economy continues to improve, we believe the number of these inspections will continue to improve, as well.

**Service/Budget Entity**

*Agricultural Law Enforcement*

(Code: 42010100)

**Program**

*Office of the Commissioner & Division of Administration*

(Code: 42010000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Protect consumers from potential health and security risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*



**Performance Measure Number 12**

**Number of Gallons of Water Potentially Conserved Annually**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5.5Billion	4.35Billion	-1.15Billion	-21%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The level of achievement for the approved standard continues to be impacted by the varying amounts of rainfall from year to year that affect the amount of irrigation water used and conserved. In addition, because of supply and demand, different types of crops are grown on varying amounts of acreage per year, which in turn also affect the amount of irrigation water used and conserved.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Management will continue to employ all available resources and strategies to achieve the approved standard; even though some of the factors that may affect the standard outcome are uncontrollable and unpredictable.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Preserve and protect the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

**Performance Measure Number 17**

**Number of Investigations performed (security, investigative, recovery, complaint and agency-generated investigations)**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,550	1,150	-400	-26%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Investigative personnel were directed more toward compliance inspections in FY 2012-13 than investigations as evidenced by the investigative team exceeding the number of compliance inspections performed performance measure standard of 3,000 inspections by 1,696 or 57%.

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

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

Explanation:

In FY 2012-13, investigators became involved in multiple cases involving very large numbers of fraudulent training certificates required for licensure. This fraud required a disproportionately large amount of time to build cases for administrative actions and therefore decreased available time for other investigations. Note that statutory changes taking effect July 1, 2013 will make the issuance or submittal of a fraudulent training certificate a third degree felony and are expected to decrease the production of such certificates and therefore increase the available time for investigations in FY 2013-14.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Enhanced criminal penalties in effect as of July 1, 2013, in addition to continued proactive inspections should decrease fraud, thereby freeing up more time for investigations in FY 2013-14

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 22**

**Number of new and renewal security, investigative and recovery licenses issued**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
98,500	95,228	-3,272	-3%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Internal organizational factors were not relevant to the organization’s performance for this output measure in FY 2012-13 as staffing capacity was unchanged from the prior year and was sufficient to handle external demand for these particular licenses. Pricing for security, investigative and recovery licenses which might dampen demand also remained unchanged.

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

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

Explanation:

Demand for new private security, investigative and recovery licenses varies annually for various reasons beyond the control of the division. Fiscal Year 2012-13 new applications dropped 4,870 from the prior year, making it the lowest year since FY 2006-07. Renewal license applications were essentially unchanged in FY 2012-13.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to maintain readiness for an unpredictable volume of new applications, while also maintaining capacity for the more predictable, stable renewal applications received. Note that while readiness is maintained for unpredictable levels of new applications, concealed weapon work is also shifted to security, private investigative and recovery license staff when volume decreases, so that staff remain productive in down periods.

Enhanced criminal penalties in effect as of July 1, 2013, in addition to continued proactive inspections should decrease fraud, thereby freeing up more time for investigations in FY 2013-14

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 32**

**Number of hours spent providing forest-related technical assists to non-industrial private landowners**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
32,000	31,459	-541	-1.70%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

County Foresters and other Forest Service staff were working on a federal grant to populate a longleaf pine geo-database which may have taken some of their time away from providing technical assists to non-industrial private forest landowners.

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

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**  
(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Management will monitor hours spent providing technical assists in FY 13-14 to see how number changes from FY 12-13 and determine proper course of action if number doesn't increase.

**Service/Budget Entity**

Land Management

(Code: 42110100)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Conserve and steward the state's agricultural and natural resources.

**Primary Service Objective**

Maintain forest land acreage in Florida

**Performance Measure Number 51**

**Percentage of consumer complaints resolved through mediation which result in restitution to consumers.**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
44.08%	32.86%	-11.22%	-25.45%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The number of consumers that filed complaints requesting restitution dropped from 8,062 to 6,214 in FY 12-13, thus causing a decrease for this performance measure.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**  
(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Deleted for FY 12/13.

**Service/Budget Entity**

Consumer Services

(Code: 42160200)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Protect consumers from potential health and security risks and unfair and deceptive business practices.

**Primary Service Objective**

Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.

**Performance Measure Number 57**

**Number of tons of fruits and vegetables inspected**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
8,000.000	7,751,350	-248,650	-3.1%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

Citrus production was down, as the industry experienced fruit drop percentages higher this year than the last five years, due to disease and weather. Additionally, adverse weather conditions, market volatility, and continued agricultural acreage decline negatively impacted the volume of fruit and vegetables grown thus decreasing the number of tons of fruit and vegetables requiring inspection.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

(Code: 42170100)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost.*

**Performance Measure Number 59**

**Florida Agriculture Products as a Percent of the National Market**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2.56%%	2.09%	-0.47%	-18.35%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

This measure provides insight into where Florida fits into the national picture as it relates to sales of agricultural products at the farm level. Statistics are collected by the USDA, and are kept on a calendar year basis. The percentage that represents Florida's sales rises and falls based on two annual factors – how farmers fare in the U.S. as a whole, and how well they do in Florida. In 2012, Florida sales declined from \$8.34 billion to \$8.25 billion while the national sales grew by 7.4% from \$367.9 billion to \$395 billion. This measure is simply a gauge of how the state stands in the national picture and the program is not designed to have an influence on the result.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

There are no initiatives that Management can employ to influence this issue. Weather, crop failures or over production, pests, competition and unpredictable consumer preferences, along with a myriad of other issues are all factors beyond human control. We recommend deletion of this measure.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost.*

**Performance Measure Number 63**

**Number of leased square feet at State Farmer's Markets**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,800,000	1,694,210	-105,790	-5.8%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Some buildings are run down or damaged and not suitable for modern agribusiness that might otherwise locate on the farmers' markets. Some new buildings have not been fully leased. Other Buildings are currently being renovated.

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

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

Explanation:

The economic uncertainty has hampered the creation of new business thereby slowing the rental of available properties. Current structures are not food safety compliant for businesses to operate. Funding for building improvements/replacements has not been forthcoming from the legislature.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Management will continue to market state-owned farmers market properties to agricultural concerns at a fair market value with incentives to entice agribusiness growth. The bureau will review the marketability of all facilities and revise its inventory of marketable space accordingly. Department will request funds for improvement of facilities.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*



**Performance Measure Number 68**

**Number of Bushels of Processed Shell and Live Oysters Deposited to Restore Oyster Habitat on Public Oyster Reefs**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
366,760	219,804	-146,956	-40%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The Federal Grant that funded the shell planting program was coming to an end. The shell planting project was in a close-down phase. Legislative action eliminated the 4.0 FTEs responsible for this program.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Increase production and sale of Florida's agricultural products.

**Primary Service Objective**

Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.

**Performance Measure Number 69**

**Number of Aquaculture Certifications Issued to First Time Applicants or Renewed**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
959	726	-233	-24%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

Economic conditions above and beyond the scope or intent of the Aquaculture Certification Program impact the financial success or failure of aquaculture businesses engaging in aquaculture. During FY 12/13 poor economic conditions resulted in the closing of a number of aquaculture businesses and the number of late or delinquent certificate renewals were higher than normal. Aquaculture Certification renewals are due July 1 of each year.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Increase production and sale of Florida's agricultural products.

**Primary Service Objective**

Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.

**Performance Measure Number 70**

**Percent of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling and eradication activities are established**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
0.43%	0.04%	-0.39%	-91%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

The trend of increased poultry samples continues and these samples are rarely positive. Successful disease eradication and control efforts also contributed to the reduction of positive results.

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

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

Explanation:

Decreased producer interest in testing if test costs are not offset by federal cooperative agreement funds. Decreased animal movement.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The Division will continue to attempt to secure federal cooperative agreement funding for surveillance programs.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 71**

**Number of animal site inspections performed**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
16,500	14,200	-2,280	-14%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Significant number of vacancies in the inspector and inspector supervisor staff resulted in reduced inspections.

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

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Majority of vacancies have been filled and anticipate quicker turnaround time for hiring in the future.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 72**

**Number of tests and/or vaccinations performed on animals**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
522.416	352,676	-169,740	-32%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

High volume sample testing at the Live Oak Laboratory stopped in March 2013 and the Live Oak Laboratory closed July 1, 2013.

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

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

Explanation:

Federal funding for program testing at the Live Oak Laboratory ended March 30, 2013.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Division will resume testing of these program sample should federal funds become available again. Division will propose reduced standard for once a full year of data has been collected.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 73**

**Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
282	218	-64	-23%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

This number is totally dependent on the number of reportable diseases experienced in the state in any given year. This number fluctuates with the level of disease present in the animal population.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Division staff will continue to educate veterinarians and the public of their responsibility to report these designated animal diseases to the state veterinarian.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 74**

**Number of employee hours spent on animal and agricultural emergency activities**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
16,952	7,581	-9,371	-55%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

While the hours spent in preparedness, training and outreach efforts remain constant, the hours spent in actual response efforts are dependent on the incidence of natural disasters and animal disease events.

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

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

Explanation:

While the hours spent in preparedness, training and outreach efforts remain constant, the hours spent in actual response efforts are dependent on the incidence of natural disasters and animal disease events.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department staff continue their preparation, training and outreach efforts in the areas of natural disaster and animal disease response.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Improve production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 81**

**Percentage Increase over baseline of training and technical assistance provided to sponsors of the National School Lunch Program**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
333%	128%	-3690	-205%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Inconsistent methodologies for compilation of data utilized throughout the Division

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

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

Explanation:

The Division experienced delays in the launch of its online training system. This resulted in significantly less training and technical assistance contacts with NSLP Sponsors, as well as less capacity to effectively track the precise number of persons receiving training and technical assistance.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The Division has now dedicated one full-time staff member to managing the development, implementation, and management of all of its training and technical assistance for NSLP sponsors. This will expedite the completion of the development of the online training system and will allow for a consistent method for tracking training and technical assistance outcomes. In addition, the Division is currently updating its data management system to automate tracking of in-person training and technical assistance to NSLP sponsors.

Service/Budget Entity

Food, Nutrition and Wellness

(Code: 42170700)

Program

Agriculture Economic Development

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Increase production and sale of Florida's agricultural products.

Primary Service Objective

Provide training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law.



# EXHIBIT IV

## PERFORMANCE MEASURE VALIDITY AND RELIABILITY

### Section Contents

Agricultural Law Enforcement .....	66
Agricultural Water Policy Coordination .....	80
Executive Direction and Support Services .....	85
Division of Licensing.....	87
Office of Energy .....	96
Land Management .....	102
Wildfire Prevention and Management .....	109
Food Safety Inspection and Enforcement .....	116
Agricultural Environmental Services.....	126
Consumer Services.....	133
Fruit and Vegetable .....	142
Agricultural Products Marketing .....	145
Aquaculture .....	156
Animal Pest and Disease Control .....	163
Plant Pest and Disease Control .....	170
Food, Nutrition and Wellness.....	176

**Performance Measure Number 1**

**Number of law enforcement investigations initiated**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Investigation - The systematic examination of circumstances and facts in an effort to obtain a conclusion as to what has occurred, or not occurred.

Prosecution - The presentation of facts or circumstances based upon evidence that initiates a legal proceeding.

Closure Rate - The quantity or measure attached to the conclusion of investigations conducted and completed (percentage of the total number of cases opened during a reporting period that are closed).

Regulatory - To control or direct according to rule, principle, or law as it relates to the mission of the Department and regulated community.

Department - Means the Florida Department of Agriculture and Consumer Services.

Criminal Violation - Term used to identify a violation of Criminal Law as specified by Florida State Statute or Florida having a penalty of confinement and/or fine.

Civil Violation – Matters which are non-criminal in nature, but are still a violation of a specified law or rule, having the capability of a fine or sanction.

Administrative Violation - A violation of a specific law or rule that directs or regulates how a specific activity may occur, and allows for prohibiting certain activity, and/or imposing sanction or penalty for violation of a specific law or rule.

Action – Any activity conducted by a law enforcement officer in the performance of their duties.

Clearance - Final disposition or conclusion of an investigation.

Open case - Initiation of a report to document an investigation or action by a law enforcement officer.

Closed case – Closure of a report documenting an Investigation or other matter that warrants no further investigation or action.

**Data Sources and Methodology**

The number of investigations conducted and/or actions taken is collected and maintained by law

enforcement investigators assigned to the Bureau of Investigative Services of the Office of Agricultural Law Enforcement.

The Bureau provides investigative support for all Divisions of the Department in both civil and criminal matters as well as working closely with local, state, and federal agencies, providing investigative assistance and support in all matters over which the Department has jurisdiction and is directly involved in safeguarding the public in issues relating to homeland security.

General categories of types of events documented and incidents investigated include: Animal / Livestock related, Bomb threat / Destructive Devices, Burglary / Trespass, By Passing Ag Station, Consumer Related, Dignitary / Protective Ops, Drug / Alcohol related, Entomology / Pest Control related, Environmental, Executive Investigations, Field Interviews, Fire related, Food Safety related, Fruit and Vegetable related, Illegal Aliens, Informational Reports – Non specific, Law Enforcement Sensitive Information, Licensing related, Persons Reports, Plant related, Special Details, Standards related, Theft, and Traffic. The general categories listed above may have multiple specific subcategories associated with them.

The total number of investigations or actions are logged and recorded on various activity reporting forms. Each violation of the law or a rule will have appropriate documents transmitted to a court or other appropriate forums. Likewise, each activity is reported to a Law Enforcement Lieutenant and the Captain of the Bureau of Investigative Services. The Captain keeps the Chief apprised of activities and cases within the unit. Reports and cases are approved by the Lieutenants, and not ALL violations find their way to the Chief.

When a new case is initiated, a case file is created by entering key information into our Automated Case Information System (ACISS). The system automatically assigns a case number and enables us to track our progress. Information regarding an investigation or action is entered into ACISS, documenting the investigative process. Each quarter and at the end of the fiscal year, staff within the Office of Agricultural Law Enforcement generates a query from ACISS, which provides the number of cases opened during the reporting period.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

This methodology was used to compile the FY 2012-13 actual performance of this measure. **It is the first year that Aquaculture and State Lands related investigations, as well as Background / Pre-employment investigations, have not been included in the count.**

### **Validity**

The number of investigations initiated is contingent upon crimes reported, assistance requested and actions taken. This information is reviewed, monitored and audited by the Captain and the Chief of the Bureau of Investigative Services. Closed cases and other activity reports are available for public inspection pursuant to Chapter 119, Florida Statutes. The activities of the Bureau of Investigative Services can be easily verified by either the Department of Agriculture & Consumer Services, or by county and circuit court records.

### **Reliability**

The methodologies and recording instruments used to collect data consist of case files and activities sheets prepared, reviewed and approved by 5 Law Enforcement Lieutenants, 2 Law

Enforcement Captain, and the Chief of the Bureau of Investigative Services. As a result of the methodical review process, the data is considered very reliable.

The data collected requires factual reporting and not interpretations of the facts; therefore, other equally qualified law enforcement investigators, supervisors, analysts or auditors, would reach the same or similar conclusions. The information flows from Investigator to Lieutenant to the Captain of the Bureau (who monitors the day-to-day activities of the Bureau), and ultimately to the Chief of Investigative Services, and is well documented for consistency and reliability. Reports and cases are approved by the Captain, and not ALL violations find their way to the Chief.

The Bureau's reporting tool is the ACISS Case Management System. Information is data which is input by investigating officers. Once a case is closed, the information remains static. The system allows for a variety of reports to be run to include actual investigative reports, analysis reports, persons and property reports. Due to the varying types of reports which can be provided, the same type of report must be requested in order to duplicate information on the original report.

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 2**

**Number of complaints investigated upon referral from the Division of Consumer Protection**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Consumer Protection Laws: any law relating to consumer protection.

Case: a complaint that has been entered into the Division of Consumer Services Oracle based application (DOCS) system and assigned to a staff person to read, analyze, respond to, investigate and/or initiate an enforcement action.

Complaint: Written correspondence or other contact with the Department alleging a dispute with a business entity, a violation of a consumer protection law, an unfair and deceptive trade practice, or any other perceived violation of a law.

Investigation: Systematic examination by the Department of facts, including a review of books and records, collection of evidence and other information to determine if a violation of law has occurred.

Administrative Complaint: an action initiated by the Department alleging a violation of a consumer protection law, pursuant to Chapter 120, F.S.

Regulated entity - Those businesses required to file with the Department, or be registered or licensed by the Department, pursuant to Florida Statutes (Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Travel Independent Agents, Commercial Telephone Sellers and their salespeople, Sellers of Business Opportunities, Health Studios, Dance Studios, Pawn Shops, operators of Game Promotions, Intrastate Moving companies and Brokers, and Professional Surveyors and Mappers).

Non-regulated entities: Business entities not specifically regulated by the Department; however, such entities are subject to the provisions of unfair and deceptive trade practice laws.

**Data Sources and Methodology**

The data sources for this measure are all complaints received by the Division of Consumer Protection. All complaints are entered into the DOCS (Division of Consumer Services Oracle based

application) system and assigned a unique case file number. The system has a number of required input criteria that must be met by the staff person assigned to the case each time an action is taken. The system automatically records the date action taken and the staff person performing the work. The staff member working the case must enter what action is taken as well as the status of the case. The system records this history in the creation of the record. This information can be accessed on the system at anytime, and a report is generated monthly.

Case information is analyzed by staff in conjunction with the appropriate statutory provisions to determine whether the person or entity is operating in compliance with consumer protection laws. If there is some indication that there was a violation of law or that a field visit is necessary, a complaint is referred to a Regulatory Investigator for further scrutiny. The Investigator accesses the case in the DOCS system and indicates that they are initiating an investigation. The measure of this output is the total of all complaints referred by the Division of Consumer Protection for regulatory investigation during the period. An investigation is included in the count of this measure at the time it is initiated.

Each quarter, staff generates a report to determine the number of Investigations.. The total for the Report Period is the number used for this measure.

File Name: Case Activity By Activity Type

Activity Type: Investigations Initiated By RIS (Regulatory Investigative Services)

**Validity**

The data for this measure is considered very reliable. Information pertaining to a complaint is entered into the database described herein and the footprint of all actions taken pertaining to the complaint become part of the record. The data collected requires factual reporting and not interpretations of the facts.

This measure does not indicate a level of compliance as all complaints are not referred for

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

regulatory investigation.

### **Reliability**

The provisions of Chapter 120, F.S., known as the Administrative Procedures Act, ensure the reliability of the procedure.

Anyone accessing the report reflected under “Data Sources and Methodology” would arrive at the same conclusion.

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 3**

**Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Agricultural Interdiction Station-** A fixed facility strategically located at all highway crossings of the natural boundaries of the Suwannee and St. Mary’s Rivers, where highway shipments of agricultural, horticultural, aquacultural and livestock commodities are inspected around the clock, 365 days per year to assure compliance with Federal-State Marketing Orders and various laws, rules and regulations designed to ensure the consuming public a safe, wholesome, quality food product and/or to prevent, control or eradicate specific plant and animal pests and diseases that could economically devastate segments of Florida’s agricultural industry.

**Vehicle –** Those vehicles subject to inspection under S. 570.15, F.S. and Chapter 5A-16, Florida Administrative Code (FAC). Motor vehicles, except private passenger automobiles with no trailer in tow, travel trailers, camping trailers, van conversions, and motor homes as defined in s. 320.01(1)(b), F.S. or pickup trucks not carrying agricultural, horticultural, or livestock products and which have visible access to the entire cargo area, or city, county, state, or federal vehicles; truck and motor vehicle trailers.

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Plant Pest –** Any living stage of any insects, mites, nematodes, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Plant Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or

indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Animal Pest –** Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Animal Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Data Sources and Methodology**

The traffic volume counts and number of interdictions are logged and recorded on various activity reporting forms by law enforcement officers of the Bureau of Uniform Services assigned to the agricultural interdiction stations. Each agricultural inspection is recorded on truck passing reports that identify the agricultural products, livestock, or commodities being transported.

Counts are determined in the following manner:

Remote or non-interstate stations conduct manual counts daily and enter those numbers in the automated Truck Summary Report.

Interstate stations prepare an inspection report for each vehicle they inspect that contains regulated commodities. A manual count is conducted daily and those numbers are entered in the automated Truck Summary Report. The number of empty trucks and those carrying non-regulated products are estimated. The estimate is based on an actual count conducted over 1 24-hour period each month. It is then multiplied by the number of days in the month and entered in the automated Truck Summary Report. Pre-pass

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

trucks are counted by the automated pre-pass system. At the end of the reporting period, PrePass queries the pre-pass system and generates a PrePass report at a glance, which indicates the number of pre-pass trucks that passed each interdiction station during the reporting period.

Staff at headquarters access the automated Truck Summary Report and print it monthly and annually to include with the performance measure documentation.

The traffic volume counts are continuously reviewed, monitored and audited by supervisory staff. Agriculturally laden vehicles are logged separately and carefully. Traffic volume counts have a long historical record and are often compared with Department of Transportation counts to ensure validity and accuracy.

This measure is determined by dividing the number of vehicles found to be free of any plant and animal diseases by the total number of vehicles transporting agricultural products and then multiplying that number by 100 to obtain the percent.

This methodology was used to compile the FY 2012-13 actual performance of this measure. Prior to FY 2007-08, manual counts were made daily at remote and interstate stations. The counts were automated and put into operation July 1, 2007.

### Validity

This measure reflects the workload of the agricultural interdiction stations as it indicates the total number of vehicles transporting regulated commodities that are inspected. Vehicles must be inspected to determine if they are transporting agricultural or regulated commodities (citrus, fruits and vegetables, tomatoes, horses, cattle, swine, poultry, nursery products, ornamental horticultural products, feed and fertilizers, pesticides, aquacultural products, dairy and forestry products). Vehicles transporting such commodities are given a more thorough inspection to determine and assure compliance with applicable statutes and regulations governing movement of such commodities. The total number of vehicles inspected is another performance measure.

This measure, when considered as a whole with other outcome and output measures, should serve as a comprehensive indication of the performance of the Agricultural Economic Development Program. It is also one of several measures that provide a comprehensive indicator of the performance of the law enforcement officers assigned to the agricultural interdiction stations as well as the overall effectiveness of the interdiction/inspection process.

### Reliability

The automated method now used to collect this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; therefore, other equally qualified law enforcement investigators, supervisors, analysts or auditors, would reach the same or similar conclusions. It is highly reliable.

#### Service/Budget Entity

*Agricultural Law Enforcement*

*(Code: 42010100)*

#### Program

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

#### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### Goal

*Conserve and steward the state's  
agricultural and natural resources.*

#### Primary Service Objective

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 4**

**Amount of revenue generated by bills of lading transmitted to the Department of Revenue from agricultural interdiction stations**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Agricultural Interdiction Station-** A fixed facility strategically located at all highway crossings of the natural boundaries of the Suwannee and St. Mary’s Rivers where highway shipments of agricultural, horticultural, aquacultural and livestock commodities are inspected around the clock, 365 days per year to assure compliance with Federal-State Marketing Orders and various laws, rules and regulations designed to ensure the consuming public that a safe, wholesome, quality food product and/or to prevent, control or eradicate specific plant and animal pests and diseases that could economically devastate segments of Florida’s agricultural industry.

**Revenue-** Use tax collected as a result of “bills of lading” pertaining to incoming shipments of specified commodities transmitted to the Florida Department of Revenue by the Florida Department of Agriculture and Consumer Services.

**Bill of Lading –** Document(s) that establish whether the carrier is shipping their own goods or is transporting the goods for someone else for hire; that identifies the consignor (usually the seller), consignee (usually the purchaser) and the transportation company, if different than the consignor, and describes the type of goods being transported.

**Direct Collections –** Revenue collections resulting from the initial shipment covered by a bill of lading.

**Residual Collections –** Revenue collections received during the 12 month period immediately following initial contact with person(s) or entity not familiar with Florida’s sales and use tax requirements, excluding any direct collection.

**Vehicle –** Those vehicles subject to inspection under S. 570.15, F.S. and Chapter 5A-16 FAC. Motor vehicles, except private passenger automobiles with no trailer in tow, travel trailers, camping trailers, van conversions, and motor homes as defined in s. 320.01(1)(b), F.S. or pickup trucks not carrying agricultural, horticultural, or livestock products and which have visible access to the entire cargo area, or city, county, state, or federal vehicles; truck and motor vehicle trailers.

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or

any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Plant Pest –** Any living stage of any insects, mites, nematodes, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Plant Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Animal Pest –** Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Animal Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Data Sources and Methodology**

Bills of lading are either photocopied or electronically captured through an imaging software system at the agricultural interdiction station by law enforcement officers of the Bureau of Uniform Services. These documents are transmitted to a server within the Department of

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*



Agriculture, where they are indexed for identification and transmitted to the Florida Department of Revenue. Document and image counts regarding the number of images supplied are maintained by the Agricultural Interdiction Stations and the Department of Revenue, as well as retained through the imaging software system. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

This methodology was used to compile the FY 2012-13 actual performance of this measure.

### **Validity**

The number of bills of lading, regardless of form, is easily verifiable by either the Department of Agriculture & Consumer Services or the Department of Revenue. The Department of Revenue generates a monthly report, which provides in detail the amount of workable/non-workable bills and the amount of revenue recovered. Document and image counts are also available through the imaging software system. The imaging system now has a management module for purposes of monitoring all bill of lading activity.

This measure, i.e., the amount of revenue generated by the Bill of Lading Program transmitted to the Department of Revenue from Agricultural Interdiction Stations, should serve as a comprehensive indicator of the Agricultural Economic Development Program since these measures are directly related to the amount of commercial traffic moving through the Agricultural

Interdiction Stations. It is also 1 of several measures that provide an immediate and comprehensive indicator of the performance and workload experienced by the law enforcement officers assigned to the agricultural interdiction stations. The measurement of the Bill of Lading Program is based primarily upon 2 factors: 1) the number of bills captured and transmitted; and 2) the tax dollars collected as a result of the captured documents.

Since the amount of revenue generated by this program is provided by the Department of Revenue, we are dependent upon them concerning the validity of the data. However, the new management module that allows us to monitor all Bill of Lading activity will help ensure the validity of the data.

### **Reliability**

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of over \$200,000,000 in tax revenue. The Bill of Lading Program currently averages \$32,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 5**

**Number of vehicles inspected at agricultural interdiction stations**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Agricultural Interdiction Station-** A fixed facility strategically located at all highway crossings of the natural boundaries of the Suwannee and St. Mary’s where highway shipments of agricultural, horticultural, aquacultural and livestock commodities are inspected around the clock, 365 days per year to assure compliance with Federal-State Marketing Orders and various laws, rules and regulations designed to ensure the consuming public a safe, wholesome, quality food product and/or to prevent, control or eradicate specific plant and animal pests and diseases that could economically devastate segments of Florida’s agricultural industry.

**Vehicle –** Those vehicles subject to inspection under S. 570.15, F.S. and Chapter 5A-16 FAC. Motor vehicles, except private passenger automobiles with no trailer in tow, travel trailers, camping trailers, van conversions, and motor homes as defined in s. 320.01(1)(b), F.S. or pickup trucks not carrying agricultural, horticultural, or livestock products and which have visible access to the entire cargo area, or city, county, state, or federal vehicles; truck and motor vehicle trailers.

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Plant Pest –** Any living stage of any insects, mites, nematodes, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Plant Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Animal Pest –** Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Animal Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Data Sources and Methodology**

The traffic volume counts and number of inspections are logged and recorded on various activity reporting forms by law enforcement officers of the Bureau of Uniform Services, assigned to the agricultural interdiction stations. Each agricultural inspection is recorded on truck passing reports that identify the agricultural products, livestock, or commodities being transported. This measure is determined from logs completed by law enforcement officers.

Counts are determined in the following manner:

Remote or non-interstate stations conduct manual counts daily and enter those numbers in the automated Truck Summary Reports

Interstate stations prepare an inspection report for each vehicle they inspect that contains regulated commodities. A manual count is conducted daily and those numbers are entered in the automated Truck Summary Report that is electronically stored and can be readily accessed. The number of empty trucks and those carrying non-regulated products are estimated. The estimate is based on an actual count conducted over 1 24-hour period each month. It is then multiplied by the number of days in the month and entered in the automated Truck Summary Report.

Pre-pass trucks are counted by the automated pre-pass system. At the end of the reporting period, PrePass queries the pre-pass system and

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

generates a PrePass report at a glance, which indicates the number of pre-pass trucks that passed during the reporting period. This information is forwarded to headquarters monthly.

Staff at headquarters access the Truck Summary Report and print it monthly and annually to include with the performance measure documentation located in the Bureau Chief's Office.

This methodology was used to compile the FY 2012-13 actual performance of this measure.

### **Validity**

The traffic volume counts are continuously reviewed, monitored and audited by supervisory personnel. Traffic volume counts have a long historical record and are often compared with Department of Transportation counts to ensure validity and accuracy.

This measure reflects the workload of the agricultural interdiction stations as it indicates the total number of vehicles that are inspected. Vehicles must be inspected to determine if they are transporting agricultural or regulated commodities (citrus, fruits and vegetables,

tomatoes, horses, cattle, swine, poultry, nursery products, ornamental horticultural products, feed and fertilizers, pesticides, aquacultural products, dairy and forestry products). Vehicles transporting such commodities are given a more thorough inspection. The number of vehicles inspected transporting agricultural or regulated commodities is another performance measure.

This measure, when considered as a whole with other outcome and output measures, should serve as a comprehensive indicator of the performance of the Agricultural Economic Development Program. It is also one of several measures that provide a comprehensive indication of the performance of the law enforcement officers at the agricultural interdiction stations as well as the overall effectiveness of the interdiction process.

### **Reliability**

The automated method now used to count this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; therefore, other equally qualified law enforcement investigators, supervisors, analysts or auditors, would reach the same or similar conclusions. It is highly reliable.

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 6**

**Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Agricultural Interdiction Station-** A fixed facility strategically located at all highway crossings of the natural boundaries of the Suwannee and St. Mary's where highway shipments of agricultural, horticultural, aquacultural and livestock commodities are inspected around the clock, 365 days per year to assure compliance with Federal-State Marketing Orders and various laws, rules and regulations designed to ensure the consuming public a safe, wholesome, quality food product and/or to prevent, control or eradicate specific plant and animal pests and diseases that could economically devastate segments of Florida's agricultural industry.

**Vehicle –** Those vehicles subject to inspection under S. 570.15, F.S. and Chapter 5A-16 FAC. Motor vehicles, except private passenger automobiles with no trailer in tow, travel trailers, camping trailers, van conversions, and motor homes as defined in s. 320.01(1)(b), F.S. or pickup trucks not carrying agricultural, horticultural, or livestock products and which have visible access to the entire cargo area, or city, county, state, or federal vehicles; truck and motor vehicle trailers.

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Plant Pest –** Any living stage of any insects, mites, nematodes, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Plant Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Animal Pest –** Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Animal Disease –** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Data Sources and Methodology**

The traffic volume counts and number of inspections are logged and recorded on various activity reporting forms by law enforcement officers of the Bureau of Uniform Services, assigned to the agricultural interdiction stations. Each agricultural inspection is recorded on truck passing reports that identify the agricultural products, livestock, or commodities being transported. This measure is determined from logs completed by law enforcement officers.

Counts are determined in the following manner:

Remote or non-interstate stations conduct manual counts daily and enter those numbers in the automated Truck Summary Reports

Interstate stations prepare an inspection report for each vehicle they inspect that contains regulated commodities. A manual count is conducted daily and those numbers are entered in the automated Truck Summary Reports located in each station. The number of empty trucks and those carrying non-regulated products are estimated. The estimate is based on an actual count conducted over 1 24-hour period each month. It is then multiplied by the number of days in the month and entered in (name of spreadsheet or log), which is forwarded to headquarters monthly.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

Pre-pass trucks are counted by the automated pre-pass system. At the end of the reporting period, PrePass queries the pre-pass system and generates a PrePass Report At A Glance, which indicates the number of pre-pass trucks that passed during the reporting period.

Staff at headquarters access the automated Truck Summary Report and print it monthly and annually to include with the performance measure documentation located in the Bureau Chief's Office.

This methodology was used to compile the FY 2012-13 actual performance of this measure.

### **Validity**

The traffic volume counts are continuously reviewed, monitored and audited by supervisory personnel. Traffic volume counts have a long historical record and are often compared with Department of Transportation counts to ensure validity and accuracy.

This measure reflects the workload of the agricultural interdiction stations as it indicates the total number of vehicles that are inspected. Vehicles must be inspected to determine if they are transporting agricultural or regulated commodities (citrus, fruits and vegetables,

tomatoes, horses, cattle, swine, poultry, nursery products, ornamental horticultural products, feed and fertilizers, pesticides, aquacultural products, dairy and forestry products). Vehicles transporting such commodities are given a more thorough inspection. The number of vehicles inspected transporting agricultural or regulated commodities is another performance measure.

This measure, when considered as a whole with other outcome and output measures, should serve as a comprehensive indicator of the performance of the Agricultural Economic Development Program. It is also one of several measures that provide a comprehensive indication of the performance of the law enforcement officers at the agricultural interdiction stations as well as the overall effectiveness of the interdiction process.

### **Reliability**

The automated method now used to count this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; therefore, other equally qualified law enforcement investigators, supervisors, analysts or auditors, would reach the same or similar conclusions. It is highly reliable.

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 7**

**Number of bills of lading transmitted to the Department of Revenue from agricultural interdiction stations**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Agricultural Interdiction Station-** A fixed facility strategically located at all highway crossings of the natural boundaries of the Suwannee and St. Mary's Rivers where highway shipments of agricultural, horticultural, aquacultural and livestock commodities are inspected around the clock, 365 days per year to assure compliance with Federal-State Marketing Orders and various laws, rules and regulations designed to ensure the consuming public that a safe, wholesome, quality food product and/or to prevent, control or eradicate specific plant and animal pests and diseases that could economically devastate segments of Florida's agricultural industry.

**Revenue-** Use tax collected as a result of "bills of lading" pertaining to incoming shipments of specified commodities transmitted to the Florida Department of Revenue by the Florida Department of Agriculture and Consumer Services.

**Bill of Lading – Document(s)** that establish whether the carrier is shipping their own goods or is transporting the goods for someone else for hire; that will identify the consignor (usually the seller), consignee (usually the purchaser) and the transportation company if it is different than the consignor; and that will describe the type of goods being transported.

**Direct Collections – Revenue collections** resulting from the initial shipment covered by a bill of lading.

**Residual Collections – Revenue collections** received during the 12 month period immediately following initial contact with person(s) or entity not familiar with Florida's sales and use tax requirements excluding any direct collection.

**Vehicle – Those vehicles** subject to inspection under S. 570.15, F.S. and Chapter 5A-16 FAC. Motor vehicles, except private passenger automobiles with no trailer in tow, travel trailers, camping trailers, van conversions, and motor homes as defined in s. 320.01(1)(b), F.S. or pickup trucks not carrying agricultural, horticultural, or livestock products and which have visible access to the entire cargo area, or city, county, state, or federal vehicles; truck and motor vehicle trailers.

**Regulated Commodity – All food, agricultural, horticultural, aquacultural or livestock products or**

any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Data Sources and Methodology**

Beginning in FY 2005-06, the Florida Department of Revenue began providing and periodically updating a list of companies in compliance with Florida tax laws and therefore, excluded from the Bill of Lading Program. When a truck enters an Agricultural Inspection Station, officers check the company name against the DOR list; if a company is not excluded from the Program, its bills of lading are either photocopied or electronically captured through an imaging software system. This change in methodology increases the efficiency of the program by allowing DACS to photocopy and transmit to DOR only bills of lading that are likely to result in revenue collection. This efficiency has decreased the number of documents imaged and transmitted to DOR without impacting the revenue generated by this program.

These documents are transmitted to a server within the Department of Agriculture, where they are indexed for identification and transmitted to the Florida Department of Revenue. Document and image counts regarding the number of images supplied are maintained by the Agricultural Inspection Stations and the Department of Revenue, as well as retained through the imaging software system. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

This methodology was used to compile the FY 2012-13 actual performance of this measure.

**Validity**

The number of bills of lading regardless of the form is easily verifiable by either the Department of Agriculture and Consumer Services or the Department of Revenue. The Department of Revenue generates a monthly report, which provides in detail, the amount of workable/non-workable bills and the amount of revenue recovered. Document and image counts are retained through the imaging software system.

This measure, i.e., the amount of revenue generated by the Bill of Lading Program

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

transmitted to the Department of Revenue from agricultural interdiction stations, should serve as a comprehensive indicator of the Agricultural Economic

Development Program since these measures are directly related to the amount of commercial traffic experienced by the agricultural interdiction stations. It is also one of several measures that provide an immediate and comprehensive indicator of the performance and workload experienced by personnel assigned to the agricultural interdiction stations. The measurement of the Bill of Lading Program is based primarily upon 2 factors: 1) the number of bills captured and transmitted; and 2) the tax dollars collected as a result of the captured document.

### **Reliability**

The Bill of Lading Program, a joint cooperative effort between 2 diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of more than \$200,000,000 in tax revenue. The Bill of Lading Program currently averages \$32,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

#### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

#### **Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Conserve and steward the state's  
agricultural and natural resources.*

#### **Primary Service Objective**

*Prevent the entry of potentially  
devastating plant and animal pests or  
disease into the state via highway  
transportation.*

**Performance Measure Number 8**

**Percent increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Best Management Practices (BMPs) - Science-based structural or nonstructural measures, adopted by the Department, that are designed to minimize the discharge of agricultural pollutants to ground or surface waters and/or conserve water resources.

Enrolled - An agricultural operation is enrolled in an FDACS BMP program on the date that the landowner, leaseholder, or authorized agent signs the Notice of Intent to implement the BMPs.

Notice of Intent (NOI) - A standardized form on which an agricultural producer submits information about the property on which BMPs will be implemented, accompanied by a checklist of the BMPs applicable to the property. NOIs for Office of Agricultural Water Policy (OAWP) BMP programs are located on the OAWP website.

Priority watersheds/basins - Rivers, river segments, ground water basins, or surface water basins statewide that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data.

**Data Sources and Methodology**

FDEP has divided the state into 29 priority watersheds, and has identified impaired waters in all of them. Consequently, all agricultural operations in the state are located in priority watersheds. The OAWP tracks and maintains NOIs received from landowners to implement BMPs in priority basins or watersheds throughout the state. The data received on each NOI includes number of acres enrolled, and is entered by BMP program and county into the Office of Agricultural Water Policy's automated "Best Management Practices Tracking System" (BMPTS). It is necessary to track program enrollments by county because property ownership information is not kept by basin or watershed and the primary property identifier on the NOI is the county tax parcel identification number. The requested standard for 2012-13 is the sum total of a 2 percent increase in enrolled acreage for FDACS

BMP Programs inside and outside of the Northern Everglades and Estuaries Protection areas.

**Validity**

The number of acres on which BMPs will be implemented on an operation is submitted on a standardized NOI. OAWP staff reviews the acreage and other information contained on the NOI and, if necessary, conducts follow up to verify or correct the information. Following a standard procedure, staff enters the NOI information into the BMPTS, and checks the entries against the NOIs. The data (acreage) collected are directly related to the performance measure. The method of collection and entry into the BMPTS provides an accurate count of acres newly enrolled in Office of Agricultural Water Policy (OAWP) BMPs in priority basins or watersheds statewide.

**Reliability**

An automated system, BMPTS, is being used to record, calculate, track, and maintain the data collected. The BMPTS is programmed to count (summarize) the amount of agricultural acreage reported on the standardized NOIs. The utilization of an automated system, with limited points of data entry, significantly reduces the chance for errors or discrepancies. Trained OAWP staff enter the data submitted on the NOIs into the automated system, checking their entries against the NOIs. The system totals the agricultural acreage enrolled in BMPs, both quarterly and annually, by county and BMP program. This information can be found by accessing several automated reports in BMPTS. Two of the reports are configured to report on performance measures 10 and 12, and include the counties/programs relevant to those measures.

The reliability of the system is checked quarterly to ensure that a re-run of the report run for the previous quarter produces the same acreage total. Annual report figures are checked against the acreage totals of the 4 quarters that fall within the reporting year. The probability is very high that the same results would be achieved repeatedly by others using the same procedures.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*



**Performance Measure Number 9**

**Number of acres in priority basins or watersheds outside the Northern Everglades and Estuaries Protection Program (NEEPP) area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices (BMPs) programs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Best Management Practices (BMPs) - Science-based structural or nonstructural measures, adopted by the Department, designed to minimize discharge of agricultural pollutants to ground or surface waters and/or conserve water resources.

Enrolled - An agricultural operation is enrolled in an FDACS BMP program on the date that the landowner, leaseholder, or authorized agent signs the Notice of Intent to implement the BMPs.

Notice of Intent (NOI) - A standardized form on which an agricultural producer submits information about the property on which BMPs will be implemented, accompanied by a checklist of the BMPs applicable to the property. NOIs for Office of Agricultural Water Policy (OAWP) BMP programs are located on the OAWP website.

Priority watersheds/basins - Rivers, river segments, ground water basins, or surface water basins identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data.

Northern Everglades and Estuaries Protection Program Area (NEEPP area) - The Lake Okeechobee Watershed, as defined by subsection 373.4595(2), Florida Statutes, and St. Lucie, Martin, Glades, Hendry, Charlotte, Lee, Highlands, Osceola, and Okeechobee counties.

The area used to report on this measure consists of the counties falling outside the NEEPP area as defined above.

**Data Sources and Methodology**

FDEP has divided the state into 29 priority watersheds, and has identified impaired waters in all of them. Consequently, all agricultural operations in the state are located in priority watersheds. The OAWP tracks and maintains NOIs received from landowners to implement BMPs in priority basins or watersheds throughout the state. The data received on each NOI includes number of acres enrolled, and is entered by BMP program and county into the Office of Agricultural Water Policy’s automated “Best Management Practices Tracking System” (BMPTS). It is necessary to track program enrollments by county

because property ownership information is not kept by basin or watershed and the primary property identifier on the NOI is the county tax parcel identification number.

**Validity**

The number of acres on which BMPs will be implemented on an operation is submitted on a standardized NOI. OAWP staff reviews the acreage and other information contained on the NOI and, if necessary, conducts follow up to verify or correct the information. Following a standard procedure, staff enters the NOI information into the BMPTS, and checks the entries against the NOIs. The data (acreage) collected are directly related to the performance measure. The method of collection and entry into the BMPTS provides an accurate count of acres newly enrolled in Office of Agricultural Water Policy (OAWP) BMPs in priority basins or watersheds outside of the NEEPP area during each quarter and annually.

**Reliability**

An automated system, BMPTS, is being used to record, calculate, track, and maintain the data collected. The BMPTS is programmed to count (summarize) the amount of agricultural acreage reported on the standardized NOIs. The utilization of an automated system, with limited points of data entry, significantly reduces the chance for errors or discrepancies. Trained OAWP staff enter the data submitted on the NOIs into the automated system, checking their entries against the NOIs. The system totals the agricultural acreage enrolled in BMPs, both quarterly and annually, by county and BMP program. This information can be found by accessing several automated reports in BMPTS. Two of the reports are configured to report on performance measures 10 and 12, and include the counties/programs relevant to those measures.

The reliability of the system is checked quarterly to ensure that a re-run of the report run for the previous quarter produces the same acreage total. Annual report figures are checked against the acreage totals of the 4 quarters that fall within the reporting year. The probability is very high that the same results would be achieved repeatedly by others using the same procedures.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

**Performance Measure Number 10**

**Number of water policy assists provided to agricultural interests**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Agricultural interest - Any individual, group, agency, or organization that needs information and/or assistance with regard to water resource-related agricultural issues.

Water Policy Assist - a contact with an agricultural interest regarding one or more of the programs that the Office of Agricultural Water Policy provides for the implementation of Best Management Practices (BMPs) adopted by Department rule for the purpose of improving water quality and conservation. Examples include providing information on OAWP programs, BMP development and implementation, on-farm technical assistance, assistance with regulatory exemptions determinations, and inter-agency coordination on water policy development.

**Data Sources and Methodology**

The Office of Agricultural Water Policy has clearly identified what constitutes an assist. Staff is required to enter all assist activity, by appropriate category, into the Office of Agricultural Water Policy’s automated system, the “Journal of Water Policy Assists”. Upon data entry, the automated system can generate reports of the types and

numbers of assists recorded and compute the total number of assists.

**Validity**

This measure is valid in that it represents the specific types of water policy assists that are provided by staff to agricultural interests. The types of assists have been identified, clearly defined and automated, on-line, for data entry. Staff enters the data into the database “Journal of Water Policy Assists”. Entries include staff name, assist type, name of the person assisted or event attended, and funding source. This allows auditing as to the validity of the entries, if deemed necessary.

**Reliability**

The data is entered into an automated system, which locks in the number of assists reported at the end of each quarter, prohibiting data manipulation. The “Journal of Water Policy Assists” can be queried to report a total for each assist category and compute an overall total. The probability is high that the same results would be achieved repeatedly, since all calculations are derived from the “Journal of Water Policy Assists”.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

**Performance Measure Number 11**

**Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Best Management Practices (BMPs) - Science-based structural or nonstructural measures, adopted by the Department, that are designed to minimize the discharge of agricultural pollutants to ground or surface waters and/or conserve water resources.

Enrolled – An agricultural operation is enrolled in an FDACS BMP program on the date that the landowner, leaseholder, or authorized agent signs the Notice of Intent to implement the BMPs.

Notice of Intent (NOI) – A standardized form on which an agricultural producer submits information about the property on which BMPs will be implemented, accompanied by a checklist of the BMPs applicable to the property. NOIs for Office of Agricultural Water Policy (OAWP) BMP programs are located on the OAWP website.

Priority watersheds/basins - Rivers, river segments, ground water basins, or surface water basins that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data.

Northern Everglades and Estuaries Protection Program Area (NEEPP area) - The Lake Okeechobee Watershed, as defined by subsection 373.4595(2), Florida Statutes, and St. Lucie, Martin, Glades, Hendry, Charlotte, Lee, Highlands, Osceola ,and Okeechobee counties.

**Data Sources and Methodology**

FDEP has divided the state into 29 priority watersheds, and has identified impaired waters in all of them. Consequently, all agricultural operations in the state are located in priority watersheds. The OAWP tracks and maintains NOIs received from landowners to implement BMPs in priority basins or watersheds throughout the state. The data received on each NOI includes number of acres enrolled, and is entered by county and BMP program into the Office of Agricultural Water Policy’s automated “Best Management Practices Tracking System” (BMPTS). It is necessary to track program enrollments by county because property ownership information is

not kept by basin or watershed and the primary property identifier on the NOI is the county tax parcel identification number.

**Validity**

The number of acres on which BMPs will be implemented on an operation is submitted on a standardized NOI. OAWP staff reviews the acreage and other information contained on the NOI and, if necessary, conducts follow up to verify or correct the information. Following a standard procedure, staff enters the NOI information into the BMPTS, and checks the entries against the NOIs. The data (acreage) collected are directly related to the performance measure. The method of collection and entry into the BMPTS provides an accurate count of acres newly enrolled in Office of Agricultural Water Policy (OAWP) BMPs in priority basins or watersheds outside of the NEEPP area during each quarter and annually.

**Reliability**

An automated system, BMPTS, is being used to record, calculate, track, and maintain the data collected. The BMPTS is programmed to count (summarize) the amount of agricultural acreage reported on the standardized NOIs. The utilization of an automated system, with limited points of data entry, significantly reduces the chance for errors or discrepancies. Trained OAWP staff enters the data submitted on the NOIs into the automated system, checking their entries against the NOIs. The system totals the agricultural acreage enrolled in BMPs, both quarterly and annually, by county and BMP program. This information can be found by accessing several automated reports in BMPTS. Two of the reports are configured to report on performance measures 10 and 12, and include the counties/programs relevant to those measures.

The reliability of the system is checked quarterly to ensure that a re-run of the report run for the previous quarter produces the same acreage total. Annual report figures are checked against the acreage totals of the 4 quarters that fall within the reporting year. The probability is very high that the same results would be achieved repeatedly by others using the same procedures.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

**Performance Measure Number 12**

**Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs during the fiscal year**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Agricultural operations - any farm or nursery that uses an irrigation system to provide water to their crop or commodity.

Mobile Irrigation Lab (MIL) - a one- or two-person team, with expertise in analyzing irrigation systems and educating property owners that provides site-specific recommendations and assistance on improving irrigation water-use efficiencies in order to increase water conservation.

Gallons of water potentially conserved - an estimate of the amount of water that could be saved by implementing irrigation system modifications recommended through mobile irrigation laboratory evaluations.

**Data Sources and Methodology**

Gallons of water potentially conserved are derived by the MILs using a standard methodology contained in the *Mobile Irrigation Lab Handbook*, Natural Resources Conservation Service and Florida Department of Agriculture and Consumer Services, January 2013. The figures derived by each MIL are sent to the Office of Agricultural Water Policy’s (OAWP) Professional Engineer III for review, evaluation and storage in the Office of Agricultural Water Policy’s MIL Information Management System (MILIMS) and on the secure electronic I-drive, which is backed up on a daily basis.

**Validity**

This measure is an accurate indication of how much water could be saved by implementing MIL recommendations. It is based on written recommendations given pursuant to site-specific evaluations, and is calculated using a standard methodology. The process is approved by FDACS

in advance and is reviewed and evaluated periodically.

The MILs provide their data in standard electronic and hard-copy formats. The formats used are developed by FDACS and its partner agencies, and are reviewed and evaluated on an on-going basis. The Professional Engineer III reviews, approves, and totals the report data provided by each MIL for each quarter, and then enters the data into the OAWP MIL Information Management System (MILIMS) and on the secure electronic I-drive, which is backed up on a daily basis. A separate report is then generated by the Professional Engineer III, which provides an estimate of the total number of gallons of water potentially conserved for the quarter. Other than totaling the figures reported by the MILs, there is no data manipulation required.

**Reliability**

The MILs under contract with Florida Department of Agriculture and Consumer Services are required to enter the data in the OAWP MIL Information Management System (MILIMS) on a quarterly basis. Data from the MILs that are not under contract with FDACS is requested by FDACS on a quarterly basis, and provided by the MILs, if it is available. The data received from all MILs is in a standard report format and is considered final.

The Professional Engineer III reviews, approves, and totals the data as reported. All data received is entered into the OAWP MIL Information Management System (MILIMS) and on the secure electronic I-drive, which is backed up on a daily basis.

The data is reviewed and approved by the Professional Engineer III quarterly to ensure it is correct. The probability is high that the same standardized procedures used to collect, compile, report, review, total, and file the data could be repeated by others to achieve the same results.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

**Performance Measure Number 13**

**Administrative costs as a percentage of total agency costs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Exhibit B – A report generated from the State budget system (LAS/PBS) which reflects expenditures for the Department.

FLAIR – Florida Accounting Information Resource, which is the State’s accounting database

LAS/PBS – Legislative Appropriation System / Planning and Budgeting Subsystem, which is the State’s budgeting computer system

**Data Sources and Methodology**

The Division of Administration, Bureau of Finance and Accounting enters every financial transaction into the FLAIR System. At the end of each fiscal year, after a series of checks and balances, the Executive Office of the Governor uploads this information into LAS/PBS. Staff within the Department’s Office of Policy and Budget generates an “Exhibit B” from LAS/PBS, which reflects total actual expenditures, excluding fixed capital outlay, for the previous fiscal year, by budget entity.

Total actual expenditures (excluding fixed capital outlay) for the Executive Direction and Support Services (Administration) is then divided by the total actual expenditures (excluding fixed capital outlay) for the Department and multiplied by 100 to determine administrative costs, as a percent of total agency costs.

**Validity**

The measure is valid in that it provides an accurate percentage of Administrative Costs compared to Total Agency Costs. A series of checks and balances, both internal and external, are conducted to ensure that all transactions are entered into the FLAIR System.

This measure does not necessarily indicate how successful the agency is at keeping administrative costs down nor necessarily provide an accurate year-to-year comparison because a decrease in the agency’s overall budget could cause a substantial increase in the percent of administrative costs compared to total agency costs, without an actual increase in administrative costs.

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report can be generated repeatedly, producing the same expenditure data. The Exhibit B report generated from the LAS/PBS System at the end of the fiscal year is maintained in a hard copy file along with the report specifications in the current year LRPP submittal file titled “Exhibit II – Performance Measures and Standards - Administration”. At least 2 people compute the percentage and attach the adding machine tapes to the report. There is a high probability that the same conclusion (percentage) would be reached by anyone repeating the calculation.

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Performance Measure Number 14**

**Administrative positions as a percentage of total agency positions**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Exhibit B – A report generated from the State budget system (LAS/PBS) which reflects expenditures for the Department.

LAS/PBS – Legislative Appropriation System / Planning and Budgeting Subsystem, which is the State’s budgeting computer system

People First – The State personnel system/database

**Data Sources and Methodology**

Each year, the Florida Legislature appropriates positions to the Department by budget entity. The Bureau of Personnel Management, within the Division of Administration, maintains information regarding Department positions in the People First database. This information is reconciled internally and by the Executive Office of the Governor. Staff within the Department’s Office of Policy and Budget generates an “Exhibit B” from LAS/PBS, which reflects total positions for the previous fiscal year, by budget entity.

Total positions for the Executive Direction and Support Service is then divided by the total positions for the Department and multiplied by 100 to determine administrative positions, as a percent of total agency positions.

**Validity**

The measure is valid in that it provides an accurate percentage of Administrative Positions compared to Total Agency Positions. It does not necessarily indicate how successful the Agency is at keeping administrative positions down nor necessarily provide an accurate year-to-year comparison because a decrease in the number of positions within the agency as a whole could cause a substantial increase in the percent of administrative positions compared to total agency positions, without an actual increase.

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report can be generated repeatedly, producing the same figures. The Exhibit B report generated from the LAS/PBS System at the end of the fiscal year is maintained in a hard copy file along with the report specifications in the current year LRPP submittal file titled “Exhibit II – Performance Measures and Standards - Administration”. At least 2 people compute the percentage and attach the adding machine tapes to the report. There is a high probability that the same conclusion (percentage) would be reached by anyone repeating the calculation.

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Performance Measure Number 15****Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application****Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Data Sources and Methodology**

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains when an application was received, when the applicant's fingerprint information was submitted to the Florida Department of Law Enforcement (FDLE)/Federal Bureau of Investigation (FBI) for the criminal history record check to be performed and when the corresponding results were received, and when the application disposition was determined. The dates of these events are used to calculate the number of days to issue a license. The total number of licenses issued within 90 days of the Division's receipt of the application is divided by the total number of licenses issued to determine the percent of licenses issued within 90 days. The name of the report created by this program is Action\_Over\_90\_Days\_Rpt.

**Validity**

Until FY 2007-08, this measure was affected by the division's ability to coordinate with the FDLE and the FBI to reduce the lag time in receiving the results from the criminal history records checks

performed by those agencies. In mid-September 2007, the Division initiated a process whereby the applicant's fingerprint card or actual fingerprints are scanned with the fingerprints electronically submitted to the FDLE/FBI for the criminal history record check to be performed. The results are received electronically, usually within 48 hours.

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures For FY 2012-13* located in the office of the Bureau Chief of Support Services.

The event history database of the Licensing application records when the applicant's fingerprint information was submitted to the FDLE/FBI for the criminal history record check to be performed and when the corresponding results were received, and when the application disposition was determined.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

**Performance Measure Number 16\***

**Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains when an application was received, when the applicant's fingerprint information was submitted to the Florida Department of Law Enforcement (FDLE)/Federal Bureau of Investigation (FBI) for the criminal history record check to be performed and when the corresponding results were received, and when the application disposition was determined. The dates of these events are used to calculate the number of days to issue a license. The total number of licenses issued within 90 days of the Division's receipt of the application is divided by the total number of licenses issued to determine the percent of licenses issued within 90 days. The name of the report created by this program is Action\_Over\_90\_Days\_Rpt.

**Validity**

Until FY 2007-08, this measure was affected by the division's ability to coordinate with the FDLE and the FBI to reduce the lag time in receiving the results from the criminal history records checks

performed by those agencies. In mid-September 2007, the Division initiated a process whereby the applicant's fingerprint card or actual fingerprints are scanned with the fingerprints electronically submitted to the FDLE/FBI for the criminal history record check to be performed. The results are received electronically, usually within 48 hours.

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures For FY 2012-13* located in the office of the Bureau Chief of Support Services.

The event history database of the Licensing application records when the applicant's fingerprint information was submitted to the FDLE/FBI for the criminal history record check to be performed and when the corresponding results were received, and when the application disposition was determined.

**Approved Measure Number 16**

*\*Fiscal Year 2012 - 2013*

**Measure Deleted**

*Fiscal Year 2013 - 2014*

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*



**Performance Measure Number 17**

**Number of investigations performed (security, investigative, recovery, complaint and agency generated investigations)**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Data Sources and Methodology**

The data used to generate this report is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains the number of investigations performed. The name of the report created by this program is *case\_sum\_file*.

**Validity**

This measure is an adequate workload indicator. Validity of this measure is high because the

process by which an investigation is logged and opened is captured within the Licensing database.

**Reliability**

The number of investigations performed is a reliable indicator of workload and can also serve as a barometer to determine the level of compliance by licensees. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2012-13* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

**Performance Measure Number 18**

**Number of compliance inspections performed (security, investigative, and recovery licensees/new agency and random inspections)**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Data Sources and Methodology**

The data used to generate this report is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains number of inspections performed. The name of the report created by this program is *Case\_Sum\_File*

**Validity**

This measure is an adequate demand indicator. Validity of this measure is high because the process by which an inspection is logged and opened is captured within the Licensing database.

**Reliability**

Inspections are opened and the case number is generated by the Licensing database. The number of inspections performed is an appropriate indicator of demand and can also serve as a barometer to determine the level of compliance by licensees. The Division performs randomly computer generated inspections to ensure licensees compliance. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2012-13* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

**Performance Measure Number 19\***

**Number of telephone inquiries answered by division staff**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

The data used for this measure is generated from the AGILE telephone system using the Siemens phone system database maintained by the Department. Data collected pertains exclusively to the two sections within the Division receiving public inquiry phone calls; the Public Inquiry Section within the Bureau of License Issuance and the Compliance Section (legal section) which is not affiliated with a bureau. Division public inquiry phone calls are initially received by the Interactive Voice Response (IVR) system for automated answers and then transferred to staff within these two sections for answers from an individual. The telephone data is compiled by the AGILE system with reporting capability available via reporting software for the time period specified (most recent fiscal year of July 1<sup>st</sup> to June 30th). A report titled "PIS Queue Summary Report" is generated

with phone calls answered by an individual listed under the "Answered All" report heading. This report is separately generated for both sections.

**Validity**

This is a straightforward count of the phone calls answered by the staff in the Public Inquiry Section within the Bureau of License Issuance and the Compliance Section (legal staff).

**Reliability**

This measure is believed to be reliable as the data represents relatively straightforward phone call connection data. Fiscal year end data and other detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2011-12* located in the office of the Bureau Chief of Support Services.

**Approved Measure Number 19**

*\*Fiscal Year 2012 - 2013*

**Measure Deleted**

*Fiscal Year 2013 - 2014*

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 20**

**Number of administrative actions generated**

**Action**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Requesting Revision to Approved Measure  | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Data Sources and Methodology**

A computer program is executed that reads the Licensing database and selects administrative action records and creates a report named *performance\_print\_file.rpt* that contains the count of administrative actions by type.

**Validity**

This measure could be influenced by external factors beyond the control of the Division, including increases in the demand for licenses issued, complaints against licensees and investigations opened as well as an influx of private security, recovery, or investigative firms

requiring inspection activities which could also cause fluctuations. Overall, this measure is considered to be a valid indicator of productivity of the Division’s legal (Compliance) section.

**Reliability**

This measure is an indicator of production. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues can be evaluated. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2012-13* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.*

**Performance Measure Number 21**

**Number of new and renewal concealed weapon/firearm licenses issued**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. The total number of licenses issued is compiled and reflected on the report created by this program named *work\_load\_rpt*.

**Validity**

This is fundamental data collected and maintained since the Division’s inception to measure demand, assess productivity and identify trends.

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2011-12* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 22**

**Number of new and renewal security, investigative, and recovery licenses issued**

**Action**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Requesting Revision to Approved Measure  | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Data Sources and Methodology**

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. The total number of licenses issued is compiled and reflected on the report created by this program named *Work\_Load\_Rpt*.

**Validity**

This is fundamental data collected and maintained since the Division’s inception to measure demand, assess productivity and identify trends.

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2011-12* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 23**

**Average wait time for calls waiting to speak to a live person in Public Inquiry Section**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

The data used for this measure is generated from the AGILE “Open Scape” telephone system using the Siemens phone system database maintained by the Department. Data collected pertains exclusively to the “Public Inquiry Section” within the Division’s Bureau of License Issuance. Division public inquiry phone calls are initially received by the automated Interactive Voice Response (IVR) system for automated answers via touch tone phone entry with an option to be transferred to the Public Inquiry Section staff for answers from a live person. The telephone data is compiled by the AGILE system with reporting capability available via reporting software for the time period specified (most recent fiscal year of July 1<sup>st</sup> to June 30th). A report request is submitted for the actual waiting time for the specified time period, and a report is generated.

**Validity**

This is a straightforward measure of the waiting time for license applicants waiting to get answers

on the status of their license application or actual license. There are two types of waiting time measurements available; one measures the waiting time for all calls, including abandoned calls and the second measures the waiting time, excluding abandoned calls (captures waiting time for calls that were answered by a live person). Given that “abandoned” calls identified by the AGILE system include abandoned calls handled by the IVR, a substantial portion of which are calls providing the desired information, after which the caller hangs up, the only accurate call waiting time measurement is determined to be the call wait time for callers speaking to a live person.

**Reliability**

This measure is believed to be very reliable as the data represents straightforward phone call connection data. Fiscal year end data and other detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2013-14* located in the office of the Bureau Chief of Support Services.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

**Performance Measure Number 24**

**Percentage of grants and financial incentive awards processed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

None.

**Data Sources and Methodology**

This data is compiled and tracked internally as part of the administration of several programs. Each program administered by the Office of Energy has reporting requirements that assist in the processing and management of each program. These programs currently include the Florida Renewable Energy and Production Tax Incentive Programs, the Research and Development Bioenergy Grants, the USDA Rural Development Program, the Natural Gas Fuel Fleet Vehicle Rebate Program, the Multi-Family Housing Energy Efficiency Revolving Loan Fund, and various other state energy program grant and incentive programs.

To calculate the percentage of grants and financial incentives processed, both the number of grants and financial incentives processed (incentives processed) and the number of grants and financial incentives available based on funding (incentives available) are first tallied by the staff of the Office of Energy. The percentage of grants and financial incentives processed (percentage processed) is then calculated using the following equation:

$$\text{Percentage Processed} = \frac{\text{incentives processed}}{\text{incentives available}} \times 100$$

**Validity**

The percentage of incentives processed or managed is a valid indicator of the Office’s responsibilities. These programs are the core responsibility of the Office and they assist the Office in increasing energy efficiency and renewable energy production. Similarly, the percentage of grants and financial incentives processed serves as a measure of the Office’s efficiency in attaining its primary goal and service objective.

**Reliability**

Data regarding the various incentive programs is compiled internally as part of standard procedure. The methods for data collection are dictated by federal and state entities. In addition, the incentive programs prove to be successful. They are an output measure that is recorded under standard procedure as part of the administration of the incentive programs. In addition, these programs are audited at the state and federal level.

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*



**Performance Measure Number 25\***

**Percentage increase in annual energy savings (in kWh) through sponsored energy efficiency and conservation programs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Approved Measure Number 25**

*\*Fiscal Year 2012 - 2013*

**Measure Deleted**

*Fiscal Year 2013 - 2014*

**Glossary**

None.

specify the format, tools, and information required for reporting programmatic and energy metrics.

**Data Sources and Methodology**

With the enactment of the American Recovery and Reinvestment Act of 2009 (ARRA) the Office of Energy is implementing a host of new programs tailored to increase energy efficiency to reduce energy costs and consumption for consumers, businesses and government. Under the extensive reporting provisions of the ARRA, the Office is required to document and report energy savings associated with program expenditures. The terms and conditions of the ARRA funding agreement

**Validity**

ARRA monitoring and reporting requirements are developed by the U.S. Department of Energy and the Office of Management and Budget.

**Reliability**

ARRA programmatic and energy metrics are audited by federal and state entities.

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

**Performance Measure Number 26**

**Number of grants and financial incentives processed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

None.

**Data Sources and Methodology**

This data is compiled and tracked internally as part of the administration of several programs. Each program administered by the Office of Energy has reporting requirements that assist in the processing and management of each program. These programs currently include the Florida Renewable Energy and Production Tax Incentive Programs, the Research and Development Bioenergy Grants, the USDA Rural Development Program, the Natural Gas Fuel Fleet Vehicle Rebate Program, the Multi-Family Housing Energy Efficiency Revolving Loan Fund, and various other state energy program grant and incentive programs.

**Validity**

The number of incentives processed or managed is a valid indicator of the Office’s responsibilities. These programs are the core responsibility of the Office and they assist the Office in increasing energy efficiency and renewable energy production.

**Reliability**

Data regarding the various incentive programs is compiled internally as part of standard procedure. The methods for data collection are dictated by federal and state entities. In addition, the incentive programs prove to be successful. They are an output measure that is recorded under standard procedure as part of the administration of the incentive programs. In addition, these programs are audited at the state and federal level.

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

**Performance Measure Number 27**

**Number of energy program and policy stakeholder contacts**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

None.

maintenance of the Florida Energy Clearinghouse website.

**Data Sources and Methodology**

The Office of Energy has ongoing service evaluation activities that track and evaluate communication with constituents, stakeholders and other state and federal agencies. This data is compiled through various avenues which include meetings, letter correspondence, e-mail correspondence, conferences, phone calls, and number of visits to the Florida Energy Clearinghouse website. It supports the administration of a wide range of energy efficiency and renewable energy incentive programs and expresses the Office’s goal of facilitating energy efficiency and renewable energy. The Office is also responsible for disseminating information and the

**Validity**

The number of meetings, correspondence, conferences, phone calls and visits to the Florida Energy Clearinghouse website are a valid indicator of the Office’s commitment to communication with constituents, stakeholders and other state and federal agencies. This information is an integral part in the administration of the Office’s incentive programs

**Reliability**

As noted above, the data for this measure is recorded internally using existing tracking systems. It is an output measure that is executed and recorded under standard procedures.

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

**Performance Measure Number 28\***

**Number of energy and climate program contacts**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Approved Measure Number 28**

*\*Fiscal Year 2012 - 2013*

**Measure Deleted**

*Fiscal Year 2013 - 2014*

**Glossary**

None.

maintenance of the Florida Energy Clearinghouse website.

**Validity**

The number of meetings, correspondence, conferences, phone calls and visits to the Florida Energy Clearinghouse website are a valid indicator of the Office’s commitment to communication with constituents, stakeholders and other state and federal agencies. This information is an integral part in the administration of the Office’s incentive programs

**Reliability**

As noted above, the data for this measure is recorded internally using existing tracking systems. It is an output measure that is executed and recorded under standard procedures.

**Data Sources and Methodology**

The Office of Energy has ongoing service evaluation activities that track and evaluate communication with constituents, stakeholders and other state and federal agencies. This data is compiled through various avenues which include meetings, letter correspondence, e-mail correspondence, conferences, phone calls, and number of visits to the Florida Energy Clearinghouse website. It supports the administration of a wide range of energy efficiency and renewable energy incentive programs and expresses the Office’s goal of facilitating energy efficiency and renewable energy. The Office is also responsible for disseminating information and the

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

**Performance Measure Number 29**

**Number of Natural Gas Fuel Fleet Vehicle Rebates processed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

None.

greenhouse gas emissions while increasing energy independence.

**Reliability**

**Data Sources and Methodology**

This data is compiled and tracked internally as part of the administration of the Natural Gas Fuel Fleet Vehicle Rebate Program. This program has reporting requirements that assist in its processing and management.

Data regarding this program is compiled internally and recorded as an output as part of standard procedure to administer the Natural Gas Fuel Fleet Vehicle Rebate Program. The methods for data collection are dictated by state and departmental entities. In addition, these programs are audited at the state and department level.

**Validity**

The number of rebates processed is a valid indicator of the Office’s responsibilities. This rebate program assists the Office in decreasing

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*

**Performance Measure Number 30**

**Forest land as a percentage of Florida land mass**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Acre – 43,560 square feet.

Forest Inventory Analysis (FIA) program – A program of the USDA Forest Service that has been in continuous operation since 1930. This program collects, analyzes, and reports information on the status and trends of America’s forests: how much forest exists, where it exists, who owns it, and how it is changing, as well as how the trees and other forest vegetation are growing and how much has died or has been removed in recent years.

Forest Land - Land at least 10 percent stocked by forest trees of any size, including land that formerly had such tree cover and that will be naturally or artificially regenerated. The minimum area for classification of forest land is 1 acre.

Timber Stand – A contiguous management unit containing trees of similar enough size, age, species, etc., to make it distinct from adjacent areas.

Florida Land Mass - The total land mass of the State of Florida, exclusive of water bodies.

**Data Sources and Methodology**

Data is obtained from the Forest Inventory and Analysis, a U.S. Forest Service (USFS) forest inventory database. This database contains current level data for all forest lands in Florida.

This information is re-inventoried at least every 5 years at fixed plots throughout the state. The information is transferred to the USFS for their updating of the current timber situation in Florida.

**Validity**

This measure is a valid measure of performance of the Florida Forest Service (FFS) because it indicates the amount of forest land in Florida. However, forest land in Florida may increase or decrease each year due to factors such as mortality, growth, removals, and tree plantings. A decrease in the forest land is not necessarily indicative of declining performance by the FFS since many factors that could cause a decrease are not within the FFS’s control. Factors not within the FFS’s control that can decrease timber forest land include natural disasters, land ownership changes, industry activities, etc.

**Reliability**

This forest resource sampling methodology consistently produces accurate forest data, and has been used by the USFS throughout the nation for decades to help determine forest land. Forest land is monitored on an on-going basis and is reported during the fiscal year by the Forest Management Bureau for the Department.

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

**Performance Measure Number 31**

**Number of acres of State Forests managed by the Department**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Acre - 43,560 square feet (4,840 square yards)

**Data Sources and Methodology**

The Bureau of Forest Management, Policy and Budget Supervisor, maintains and updates a spreadsheet of State Forest parcels as parcels are acquired and assigned to the Florida Forest Service for management. The spreadsheet is named "State Forest Acres" and located on the Forest Service's "S" computer drive. The parcel acreage is obtained from boundary survey information on State Forest land parcels and the total acreage figures are adjusted as each new parcel is obtained or forest acreage is decreased.

**Validity**

This measure is a valid measure of performance because it indicates the current acreage of State

Forests managed by the Florida Forest Service. The acreage figures come directly from boundary survey information so they are as accurate as the survey. However, the measure does not provide any indication of how well the forests are managed.

**Reliability**

The acreage figures for State Forests are extremely accurate since they are based upon boundary survey information certified by professional surveyors. Anyone would arrive at the same total acreage figure looking at the spreadsheet maintained by staff. This acreage figure is monitored on an on-going basis and is reported during the fiscal year by the Forest Management Bureau for the Department. The data is compiled and reviewed prior to submission. The forest data is maintained on a routine basis by Forest Management Bureau staff.

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

**Performance Measure Number 32**

**Number of hours spent providing forest-related technical assists to non-industrial private landowners**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Forest-Related Technical Assist - Includes telephone calls, personal visits, conversations or work performed related to the implementation of management recommendations by a resource professional and supported by documentation either in electronic or "hard copy" format. Such documentation may include, but is not limited to, the following types: Forest Management Plan, Needs Determination Form (AD-862), Tree Planting Prescription, Prescribed Burn Plan, correspondence, etc.

Non-Industrial Private Landowner - The owner of private forestland, excluding forest industry land or forest industry-leased land.

**Data Sources and Methodology**

The Florida Forest Service maintains a custom software application which resides on the Service's internal server and hosted within the Department's Oracle database. This software named "TAARS" (Time Allocation and Accomplishment Reporting System) is available to Forest Service staff.

The Forest Service's Information Technology Section/Application Support Group maintains the software application code, verifies the authenticated forestry users with access permissions to database information, follows Department Information Technology Change Management Rules for program updates, documents the procedures required to produce needed reports, creates the pay period access, runs queries and other reports as requested.

Forest Service staff report or track all hours worked during each pay period and allocate them to one of several activities. Personnel record their work activities, as well as hours spent performing the activity, directly into TAARS via a browser based data collection screen, choosing the correct activity codes for the measure's description. Any employee that has provided an assist to a non-industrial private landowner (either minority or non-minority landowner) will record that activity and how much time they spent doing the activity.

To determine how many hours are spent providing technical assists to non-industrial private

landowners during a specific time period, the TAARS database is queried by a Planner in the Forest Service's Forest Logistics and Support Bureau to obtain the number of hours spent providing activities that are identified as forest-related technical assists during a specific time period. An Excel report is generated from the query to obtain the sum of the number of hours spent providing assists to non-industrial landowners (both minority and non-minority landowners). This report is located on the Forest Service's computer "I" Drive.

**Validity**

The number of hours spent providing forest-related technical assists to non-industrial private landowners is a legitimate measure of work performed by the Florida Forest Service. It reflects how much time is being spent throughout the fiscal year by service foresters and rangers giving verbal and written assistance promoting forestland stewardship, good forest management, and tree planting and care. Unfortunately, what is counted in TAARS is actual hours spent by staff providing assistance, but not how many persons are benefiting from this assistance. For example, providing a 1 hour presentation on tree planting and care to 100 people is counted as 1 hour of technical assistance rather than 100 hours of technical assistance. A decision was made in the past to count hours of assistance rather than number of assists because an assist can take anywhere from 10 minutes to numerous hours. However, a way to measure assistance provided at the same time to numerous individuals is being contemplated. Further, while this measure indicates number of hours spent providing technical assistance, it does not indicate how well the Forest Service assists landowners.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of hours spent providing technical assists to non-industrial private landowners is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also have access to a web-based document which explains how to

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*



associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print to review each employee's data or their whole work unit's TAARS data.

### **Reliability**

The data used to arrive at the number of hours spent providing forest-related technical assists to non-industrial private landowners is generated from a computerized data recording system. The reliability of the data from this system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. In addition, reports created from this system must be generated correctly. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a

drop-down box selection format to reduce input errors. Management emphasis is place on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly addressed. All reports generated are also reviewed for accuracy by appropriate Forest Service staff prior to release.

The Forest Service's Information Technology Section/Application Support Group maintains information technology documentation on the procedures required to produce the reports. The procedures are stored in the Information Technology Application Support \ Applications \ TAARS \ TAARS Reports \ Performance Measures in the TAARS data folder with the Information Technology Section of the Forest Logistics and Support Bureau.

The number of hours spent providing forest-related technical assists to non-industrial private landowners is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department.

### **Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

### **Program**

*Forest and Resource Protection*

*(Code: 42110000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's agricultural and natural resources.*

### **Primary Service Objective**

*Maintain forest land acreage in Florida.*

**Performance Measure Number 33**

**Number of hours spent providing forest-related technical assists to public land management agencies**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Forest-related Technical Assist - Includes telephone calls, correspondence, personal visits or work performed related to the management of the forest resource owned by the public land management agency.

Public Land Management Agencies – Includes Florida Department of Environmental Protection, Fish and Wildlife Conservation Commission, Water Management Districts and municipalities.

**Data Sources and Methodology**

The Florida Forest Service maintains a custom software application which resides on the Service’s internal server and utilizes data hosted within the Department’s Oracle database. This software named “TAARS” (Time Allocation and Accomplishment Reporting System) is available to Forest Service staff.

The Forest Service’s Information Technology Section/Application Support Group maintains the software application code, verifies the authenticated forestry users with access permissions to database information, follows Department Information Technology Change Management Rules for program updates, documents the procedures required to produce needed reports, creates the pay period access, runs queries and other reports as requested.

Forest Service staff report or track all hours worked during each pay period and allocate them to one of several activities. Personnel record their work activities, as well as hours spent performing the activity, directly into TAARS via a browser based data collection screen choosing the correct activity t codes for the measure’s description. Any employee that has provided an assist to a public land management agency will record that activity and how much time they spent doing the activity.

To determine how many hours are spent providing forest-related technical assists to public land management agencies, the TAARS database is queried by a Planner in the Forest Service’s Forest Logistics and Support Bureau to obtain the number of hours spent providing activities that are identified as forest-related technical assists to public land management agencies during a specific

time period. An Excel report is generated from this query to obtain the sum of the number of hours spent providing activities/assists to public land management agencies. This report is located on the Forest Service’s computer “I” Drive.

**Validity**

The number of hours spent providing forest-related technical assists to public land management agencies is a legitimate measure of work performed by the Florida Forest Service. It reflects how much time is being spent throughout the fiscal year fulfilling the requirements of Sections 253.036 and 589.04(3), Florida Statutes, which indicates the Forest service shall provide to other agencies having land management responsibilities, technical guidance and management plan development for managing the forest resources on State-owned lands. Beginning in Fiscal Year 2008-09, assistance to counties and municipalities is included in the count for assistance to public land management agencies. Previously, TAARS did not include counties and municipalities as public land management agencies, rather as local governments, so hours providing assistance to these entities were not included in the count. Further, while this measure indicates number of hours spent providing assistance, it does not indicate how well the Forest Service assists public land management agencies.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of hours spent providing technical assists to public land management agencies is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print to review each employee’s data or their whole work unit’s TAARS data.

**Reliability**

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

The data used to arrive at the number of hours spent providing forest-related technical assists to public land management agencies is generated from a computerized data recording system. The reliability of the data from this system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. In addition, reports created from this system must be generated correctly. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is place on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly addressed. All reports generated are also

reviewed for accuracy by appropriate Forest Service staff prior to release.

The Forest Service's Information technology Section/Application Support Group maintains information technology documentation on the procedures required to produce the reports. The procedures are stored in the Information Technology Application Support \ Applications \ TAARS \ TAARS Reports \ Performance Measures in the TAARS data folder with the Information Technology Section of the Forest Logistics and Support Bureau.

This number of hours spent providing forest-related technical assists to public land management agencies is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department. .

### **Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

### **Program**

*Forest and Resource Protection*

*(Code: 42110000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Conserve and steward the state's agricultural and natural resources.*

### **Primary Service Objective**

*Maintain forest land acreage in Florida.*

**Performance Measure Number 34**

**Number of State Forest visitors**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

State Forest Visitors - The number of people that visit State Forests from July 1 to June 30 of the next year.

**Data Sources and Methodology**

The number of State Forest visitors is a compilation of both actual and estimated counts. Actual counts comprise 35 percent of this figure while 65 percent is estimated. State forests have been provided direction, via the Florida Forest Service’s internal policy and procedure Chapter 520, to develop Individual State Forest Attendance Worksheets. These worksheets, are to be reviewed and updated annually, they include narrative that incorporates the methods to be used in determining state forest visitors. Actual counts include, but are not limited to, those recorded by camping registrations, honor fee stations (camping and day use), and State Forest Use Permits. Estimated counts are taken by forestry personnel on random patrol of trail heads and recreation areas on given days of the week that represent a typical operational period. Traffic counters are also used to estimate visitors by road, trail, or area. This visitor count information is located on the State Forest Accomplishment Reports completed by staff of each State Forest, and are submitted monthly to the Forest Management Bureau. A spreadsheet is used to compile this data.

A secondary number is a combination of actual and an estimate of the number of hunters utilizing a State Forest during a scheduled hunt. This estimate is provided to the Florida Forest Service by the Florida Fish and Wildlife Conservation Commission and is utilized by the State Lands Section to help estimate visitors to State Forests.

**Validity**

This measure is a valid measure of performance for the Florida Forest Service to the extent that it gauges the number of visitors to each State Forest. It does not indicate the level of satisfaction of visitors with the State Forests they visit.

The Forest Service seeks to provide outdoor resources-based recreational opportunities for visitors. The character of State Forest recreation is a dispersed resource based activity. Located in primitive settings with large tracts of land, detailed accounting for state forest visitor use is challenging. The appropriateness of the measuring instrument can be increased through the use of an accepted recreational standard where each automobile represents 2.5 users. This would improve the validity of the estimated counts.

Current operational plans include installation of traffic counters, and honor fee stations in non-staffed areas to generate a higher, more reliable, percentage of actual counts for State Forest visitors. The traffic counters are being installed at this time and this ongoing project will eventually establish them at all key areas of the State Forest System.

**Reliability**

As actual visitor counts currently comprise 35 percent of the number of State Forest visitors reported, while 65 percent of the number is estimated, the reliability of the entire counting methodology is relatively low. However, each State Forest develops an annual worksheet that describes the methods they will use to conduct actual and estimated counts, because each forest has unique points of entry or access. The most important aspect in determining the number of visitors is to select the best method(s) and be consistent in the methodology. The number reported can be determined by most anyone using the same information available to Forest Management Bureau staff. The number of visitors figure is monitored on a frequent basis and is reported during the fiscal year by the Forest Management Bureau for the Department. The data is compiled and reviewed prior to submission. The visitor data is maintained on a routine basis by Forest Management Bureau staff.

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

**Performance Measure Number 35**

**Percentage of acres of protected forest and wild lands not burned by wildfires**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Acres of Protected Forest and Wild lands - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or State Parks under 590.02(1)(f), F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

Wildfire - Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Report - A report that the Florida Forest Service firefighters complete to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services' Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

Wildfire data is collected on the Forest Service's Fire Report and entered into the Fire Management Information System (FMIS), which resides in the Department's Information Technology Section. The Fire Report is completed by the Florida Forest Service firefighters to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information. The report that is used to generate the number of acres burned is the "Fire Activity" report, and the specifications for this report are stored in the FMIS documentation.

The Forest Protection Bureau determines the percent of acres of protected forest and wild lands

not burned by subtracting the total number of acres burned by wildfires in a given fiscal year from the total number of acres under protection, and dividing the result by the total number of acres under protection. The total number of acres under protection, 26,329,082 acres, is annually derived from a Geographic Information System-Based model to determine the protected acres within a county.

**Validity**

This measure is a valid measure of performance because it does provide the percentage of forest and wild lands protected by the Florida Forest Service that does not burn by wildfire, as the measure states. The Forest Service strives to effectively and efficiently prevent, detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. However, weather conditions and other factors over which the Forest Service has no control play a role in the percent of acres burned.

Each Unit Manager is responsible for ensuring the validity and accuracy of the Fire Report data that is entered into FMIS. Every report must be reviewed and approved before it becomes an official part of the record system in FMIS.

**Reliability**

FMIS has been structured-based on the old mainframe fire reporting system and for this reason does not require interpretation; therefore, the same conclusion could be reached by anyone. Over the years, this fire reporting system has proven to be consistently accurate.

This percent of forest and wild lands that does not burn by wildfires is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. Data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

**Performance Measure Number 36**

**Number of wildfires caused by humans**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Wildfire - Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Management Information System (FMIS) - A computer database residing within the Department’s Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

Wildfire cause data is taken from the Forest Service’s Fire Report and entered directly into the Fire Management Information System (FMIS) which resides within the Department’s Information Technology Section. The fire data information combines both human-caused and natural-caused wildfires that can be summarized on both a fiscal and calendar year basis. The report that is used to generate the number of wildfires caused by humans is the “Fires by Fire Causes” report of the Forest Protection Bureau, and the specifications for this report are stored in the FMIS documentation. The number of human-caused fires is the total number of fires minus the number of lightning fires.

**Validity**

Measuring the number of wildfires caused by humans is a valid measure of the Florida Forest Service’s (as well as the U.S. Forest Service’s) ability to prevent wildfires in Florida. The Forest Service strives to effectively and efficiently prevent wildfires by accomplishing such tasks as issuing burning authorizations and wildfire prevention activities. Each Unit Manager is responsible for ensuring the validity and accuracy of the fire report data that is entered into FMIS. However, the number of wildfires can increase due to conditions beyond our control and despite our best effort to prevent them.

**Reliability**

FMIS was developed based on the previous fire reporting system. Over the years, the fire reporting system has proven to be consistently accurate. FMIS creates reports that do not require interpretation; therefore, data queried from the database system will return the same numbers for the same time period each time a report is generated.

This number of wildfires caused by humans is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

**Performance Measure Number 37**

**Number of wildfires suppressed**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Wildfire - any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Report - A report that the Florida Forest Service firefighters complete to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services' Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

The number of wildfires is collected from the Forest Service's Fire Report and is entered into the Fire Management Information System (FMIS) database, which resides within the Department's Information Technology Section. The fire data can be summarized on both a fiscal and calendar year basis. The data recorded in FMIS includes those fires the Service detects and suppresses and some of the more significant fires that we know about that are suppressed by Structural Fire Departments. The report that is used to generate the number of wildfires suppressed is the "Fire Activity" report of the Forest Protection Bureau, and the specifications for this report are stored in the FMIS documentation. This Fire Activity report allows for staff to make queries by setting parameters such as where and when wildfires were suppressed.

**Validity**

This measure is a valid measure of performance as it indicates the workload of the Florida Forest Service in terms of wildfires suppressed as well as the more significant fires suppressed by fire departments. The Forest Service strives to effectively and efficiently detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. The Forest Service is also attempting to keep statewide statistics on wild land fire activity, so it includes fire reports concerning more significant fires detected and suppressed by fire departments.

Each Unit Manager is responsible for ensuring the completeness and accuracy of their units' fire reports and the timely submission of the reports into FMIS. This process ensures the best possible validity and accuracy of the fire report data. In addition, the Forest Protection Bureau has a Quality Assurance Coordinator that audits fire reports during field unit reviews to help ensure the validity and accuracy of the fire report information.

**Reliability**

FMIS creates reports that do not require interpretation; therefore, the same conclusions would be reached by anyone because data queried will return the same results for the same time period each time a report is generated. Over the years, the fire reporting system has proven to be consistently accurate.

This number of wildfires figure is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

**Performance Measure Number 38**

**Number of acres authorized to be burned through prescribed burning**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Open Burning Authorization Program - a centralized computer database residing within the Department’s Information Technology Section on the Fire Management Information System (FMIS), that stores and processes information related to the issuance of burning authorizations.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services’ Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

**Data Sources and Methodology**

The Duty Officers within each Forest Service District issue burn authorizations and put this information into the Fire Management Information System (FMIS) formatted to collect the name of the person requesting authorization, location, type of burn and number of acres. This data represents the sum of all prescribed burning acres from authorizations issued by the Florida Forest Service. This system is used by the Forest Protection Bureau to determine the number of authorized prescribed fires in Florida by running summary reports of prescribed burns in all the Districts within the FMIS program. This data can be calculated on a fiscal or calendar year basis. Personnel that need this information can specify reporting parameters such as date and location to generate the number of acres authorized to be burned through prescribed burning via the “Open Burn Authorization Summary” of the FMIS reporting section, and the specifications for this report are stored in the FMIS documentation.

**Validity**

Measuring the number of acres authorized to be prescribed burned is a valid measurement of efforts being accomplished to minimize the impacts of wildfire as well as effectively manage those forest areas such as Long Leaf Pine Tree stands that are enhanced by burning. A 10-year plus history of utilizing this data collection system, and the FMIS program which was based on the mainframe program, has proven to be quite accurate in measuring the increase or decrease in number of acres authorized to be prescribed burned in Florida each year.

However, a lower number for this measure may be the result of a decreased need for prescribed burns during a specific time period and is therefore, not necessarily indicative of Forest Service performance. For example, a recent wildfire that impacts a large area would result in that area not needing prescribed burning for some period of time. Another example of a justified decrease in the number of acres prescribed burned would be dry conditions, which could cause the Forest Service to deny requests for burn authorizations due to safety and wildfire concerns.

**Reliability**

The FMIS Open Burning Authorization Program does not require interpretation; therefore, the same conclusions would be reached by anyone generating a report on the data. Data queried at various times for the same date ranges has returned the same numbers. Reports are self-explanatory.

The number of acres authorized to be prescribed burned is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*



**Performance Measure Number 39**

**Number of acres of forest land protected from wildfires**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Forestland protected - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or State Parks under 590.02(1)(f), F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

Cooperative County Fire Protection Agreements – Agreements between the Department of Agriculture and Consumer Services, Florida Forest Service, and a Board of County Commissioners for the establishment and maintenance of countywide fire protection of all forest and wild lands within said county assessed at .07 per acre.

"Wild land" means any public or private managed or unmanaged forest, urban/interface, pasture or range land, recreation lands, or any other land at risk of wildfire.

**Data Sources and Methodology**

The Forest Service has completed and validated a Geographic Information System (GIS) for providing data for this measure. The Protected Areas report generated from this system by the Forest Protection Bureau determines which areas of a Florida county will need assistance in protection from wildfires by the Florida Forest Service. Areas in counties excluded from protection are those areas managed by federal, state, or local government, as well as impervious areas that would not normally be considered burnable and permanent water bodies.

The most current data from the following sources are used in the GIS to identify the number of acres of forestland protected from wildfires:

State/Federal/Local lands = Florida State University Florida Natural Areas Inventory

County Boundaries = Florida Department of Environmental Protection

Hydrography = U. S. Geological Survey

Impervious Areas = U.S. Geological Survey National land Cover Database

This data is input into the GIS which clips all the data together that is to be excluded (federal land, state land, water bodies, urban areas) to each county boundary. What results after excluding all the various land areas and water bodies in Florida is the number of acres of forestland in Florida protected from wildfires. This number of protected acres figure can be updated annually as the number of acres will change as the data from the various sources is updated.

**Validity**

This measure is a valid measure of the amount of land in Florida that the Florida Forest Service is charged with protecting from wildfire. The Forest Service strives to effectively and efficiently prevent, detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. The validity/accuracy of the figure the Forest Service reports as "acres of forestland protected" is dependent upon the accuracy of those outside data sources from which the Service's data is obtained.

**Reliability**

The Forest Service's GIS can be used by anyone familiar with GIS/Spatial imaging tools to reproduce the protected forestland acreage figures the Service reports. This is the most accurate and up-to-date methodology to determine this figure at this time.

The number of acres of forestland protected from wildfires is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

**Performance Measure Number 40**

**Number of person-hours spent responding to emergency incidents other than wildfires**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Person-hours - The number of employees times the number of work hours performed on non-fire emergencies.

Emergency incidents other than wildfires - Are such emergencies as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

**Data Sources and Methodology**

The Florida Forest Service maintains a custom software application which resides on the Service’s internal server and utilizes data hosted within the Department’s Oracle database. This software named “TAARS” (Time Allocation and Accomplishment Reporting System) is available to Forest Service staff.

The Forest Service’s Application Support Section maintains the software application code, verifies the authenticated forestry users with access permissions to database information, and follows Department Information Technology Change Management Rules for program updates and documentation of the procedures required to produce needed reports. The Service’s Application Support Section is responsible for setting-up the pay period access and running queries and other summaries as requested.

Forest Service staff report or track all hours worked during each pay period and allocate them to 1 of several activities. Personnel record their work activities , as well as hours spent performing the activity, directly into TAARS via a browser based data collection screen choosing the correct activity code for the measure’s description. Any employee that has spent time responding to emergency incidents other than wildfires should record that activity and indicate how much time they spent doing the activity.

To determine how many hours are spent responding to emergency incidents other than wildfires, the TAARS database is queried by a Planner in the Forest Service’s Forest Logistics and Support Bureau to obtain the number of hours reported by the Service on non-fire emergencies during a specific time period. An Excel report is generated from this query to obtain the sum of the number of hours spent responding to

emergency incidents other than wildfires. This report is located on the Service’s computer “I” Drive.

**Validity**

This measure is valid in that we do count what the measure states we are counting, the number of person hours spent responding to emergency incidents other than wildfires. It reflects how much time is being spent throughout the fiscal year by staff on non-Forestry related activities. It does not specifically measure what work is performed or how well we perform it. An increase or decrease in this measure is not indicative of how well we perform our job because the number of hours spent responding to emergencies is dictated by such things as demand and management decision-making.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of person-hours spent responding to emergency incidents other than wildfires is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print for review, each employee’s data, or their whole work unit’s TAARS data.

**Reliability**

The reliability of the data from the TAARS system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is placed on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly addressed. All

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

reports generated are also reviewed for accuracy by appropriate Forest Service staff prior to release.

The Forest Service’s Application Support Section maintains Information Technology documentation on the procedures required to produce the reports. The procedures are stored in the Information Technology Application Support \ Applications \ TAARS \ TAARS Reports \ Performance Measures in the TAARS data folder

with the Information Technology Section of the Forest Logistics and Support Bureau.

This number of hours spent responding to emergency incidents other than wildfires is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department. Data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state’s agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

**Performance Measure Number 41**

**Percentage of food firms that receive a rating of “fair” or above**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Food firm - Those food firms including water vending machines (WVM) regulated under authority of Chapter 500, Florida Statutes. Grade A Plants, Farms, Single Service Plants, Cheese Plants and Frozen Dessert Plants regulated under authority of Chapters 502, Florida Statutes. For the purposes of this measure, only those firms receiving a rated sanitation inspection during the period are considered.

Inspection of food firm - Visit by an authorized agent of the department to food firm during which a review of conditions is made that results in an inspection rating.

Failure to meet food safety and sanitation requirements - An inspection of a food firm that results in a score of 84 or below or an unsatisfactory rating within a specified quarter or food firm which receives a rating of “poor” within the performance reporting period. (Quarters are defined as follows: 07/01/XX – 09/30/XX, 10/01/XX – 12/31/XX, 01/01/XX – 03/31/XX, 04/01/XX – 06/30/XX or an inspection of a food firm with a sanitation inspection rating of poor.)

Food firms that meet food safety and sanitation standards - Those food firms that meet food safety and sanitation standards during all inspections within the performance reporting period.

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of food firms maintained in an Oracle® database or Regulatory Information Management System.

I. Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the Oracle® database on a daily basis. Food firm information is maintained on a server platform.

Computation methodology is based on electronic query of database records to obtain

- (a) The total number of firms inspected during the year, and
- (b) The number of food firms that met sanitation requirements (during each inspection of that firm conducted during the year).

**Data Computations**

A= number of food firms with one or more inspections (during the period) – derived from Food Safety Oracle Database

B= number of food firms which meet food safety and sanitation requirements (during each inspection within the period) – derived from Food Safety Oracle Database

$$\text{Percent of food firms which meet standards} = \frac{B \times 100}{A}$$

II. Additionally, the methodology for obtaining measure information is a result of electronic searches of database records to obtain number of inspections and to identify firms with a score of 84 or below or an “unsatisfactory” score in a specified quarter. (Instructions for requesting access to RIMS and performing the electronic searches can be found on the Division’s H-drive, which is access-restricted to key management.)

Data sources for this measure include Agency records of food firm inspections which are recorded in official records for the program area.

Through Fiscal Year 2010-11, inspection records have been continuously updated by manual input into the division’s Regulatory Information Management System (RIMS).

**Data Computations**

D= number of food firms which meet standards (derived from RIMS Database)

A= number of food firms (derived from RIMS Database)

$$\text{Percent of food firms which meet standards} = \frac{D \times 100}{A}$$

The resultant percentage obtained from the above described data calculations are then added together and divided by two in order to obtain the overall percentage of firms receiving a “fair” rating or above.

**Validity**

This measure is directly related to program performance through a strong intuitive correlation of firms that meet sanitation requirements during

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

each inspection with decreased food safety risks to the public.

Inspection of food firms is one of the primary agency activities required by the Chapters 500 and 502, Florida Statutes and the national standards of the Grade A Pasteurized Milk Ordinance published by the Food and Drug Administration's Public Health Service.

Regular sanitation inspections of food firms reduce the public's food safety risks so the percent of compliance (food firms who receive a "fair" rating or above) provides a reasonable assurance of the measure's expected success. Data for this measure are taken directly from program records and provides a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it directly reflects a primary outcome of the priority activity and is derived directly from program records. Changes in the total number of inspections conducted may influence the pass/fail percentage. In addition to inspection activities, the rate of passing/ failing firms may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with improved training programs.

### Reliability

All food firm inspectors receive ongoing training to accomplish uniformity of inspection decisions. They also undergo standardization by an FDA-certified standardization officer upon employment and again every 3 years. All inspection findings are subject to review by supervisors to further assure reliability of inspections. A program of systematic quality assurance inspections to evaluate the inspection conclusions is also in use. These checks and balances are designed to best assure consistency and reliability of inspection conclusions.

Inspection findings are entered in laptop computers at completion of each inspection and a printed report of findings is discussed with the food firm manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented, and is highly reproducible since the data set is maintained within a secure database platform.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

### Service/Budget Entity

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

### Program

*Food Safety and Quality*

*(Code: 42150000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Ensure the safety and wholesomeness of foods and other consumer products.*

### Primary Service Objective

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 42**

**Number of inspections of food establishments and water vending machines**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Inspection of food establishment – Visit of an authorized agent of the Department to a food establishment during which a review of conditions is made that results in an inspection rating.

Inspection of water vending machine - Comprehensive review of sanitation of a water vending machine, which results in a written report stating an inspection rating.

Hazard Analysis Critical Control Point (HACCP) records inspection - Comprehensive review of certain food establishments to determine compliance with HACCP requirements, as documented by completing specific fields of an inspection report form.

Note: Inspections as defined for this output measure does not include activities such as visits to establishments for complaint investigations, administrative purposes, sample collection, follow-up on actions such as placement or removal of stop sale or stop use orders.

**Data Sources and Methodology**

Data sources are Division of Food Safety records of inspections of food establishments, water vending machines and HACCP records, maintained in an Oracle® database.

Food Inspection personnel electronically transfer inspection results to a central database on a daily basis. Food establishment, water vending machine and HACCP review information is maintained on a server platform.

Computation methodology is based on electronic query of database records to obtain (a) total number of food establishment inspections,(b) total number of water vending machine inspections, and (c) total number of inspections to determine HACCP compliance.

**Data Computations:**

Derive number of each type of inspection from Food Safety Oracle® Database:

A = number of food establishment sanitation inspections

B = number of water vending machine sanitation inspections

C = number of HACCP records inspections

Number of inspections = A + B + C

**Validity**

Inspections of food establishments, water vending machines, and HACCP records are a primary agency activity in carrying out the Florida Food Safety Act (Chapter 500, F.S.).

This measure is an appropriate measuring instrument since the number of sanitation inspections of food establishments provides an indication of agency efforts to reduce the public’s food safety risks. Data for this measure is taken directly from program records and provides a valid measure of actual program performance. The actual number of inspections performed each year will be influenced by other activities that may divert inspectors’ time from establishment inspections, but such variation should not detract from validity of this output. Inspectors spend approximately 50-60 percent of their work time doing on-site inspections, with other projects and activities such as training, complaint investigations, travel, sample collections and administrative activities accounting for other time. The output can vary with the level of these other activities and with the number of active establishments.

**Reliability**

The output data is highly reliable since it involves counts of the number of official food establishment, water vending machine, and HACCP review inspection records that have been electronically transferred to Food Safety Oracle® database. Only inspections that result in assignment of a sanitation rating or document HACCP record review are included in this measure. Inspection activities are reviewed by program supervisors.

Inspection findings are entered in laptop computers at completion of each inspection and a report is printed and discussed with the food establishment manager. The finding is electronically transmitted with security through DMS or broadband upload. The query to produce the measure is documented, and is highly reproducible since the data set does not change.

Queries for information which directly support/generate this GAA/PBB measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Related Output Measure**

The percent of food establishments meeting food safety and sanitation requirements is an outcome measure that is related to this output.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 43**

**Number of food analyses conducted**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Food product analyzed - Food product samples submitted to Food Laboratory, where the analysis for one or several components, contaminants or other pertinent properties or characteristics of the product is completed. (For purposes of this measure all samples analyzed by the Food Laboratory are included.)

Analysis (plural analyses) - Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established chemical, microbiological, biochemical, molecular, or physical methods of evaluation.

**Data Sources and Methodology**

Data source is the Laboratory Information Management System (LIMS) of the Division of Food Safety/Food Laboratory. Products analyzed include food samples submitted for regulatory food safety testing; those collected to obtain data for the national Microbiological Data Program (MDP), managed by the USDA; samples tested to assess risks or other properties, and a small number of samples analyzed to assist other program areas.

Information on number of analyses conducted during the process of sample evaluation in the laboratory is entered into the LIMS as results are obtained. Laboratory managers review records of analyses to determine if each result meets applicable quality assurance standards. The number of analyses completed per sample is variable.

Computation methodology is based on a standard electronic query of database records to obtain the total number of unique analyses completed during the year.

**Data Computations:**

A = number of analyses is determined by a LIMS query to count total analyses conducted on samples completed within specified period, and includes regulatory samples, samples collected under MDP statistical protocols, samples undergoing risk assessments, and samples for which the analysis is reported to another laboratory/agency for possible action.

Number of food analyses conducted = A

**Validity**

The number of analyses conducted is a valid measure of the output of the Food Laboratory. This output reflects the number of different components, contaminants or other property of interest for which analyses are conducted and a value obtained, recorded and reported on a laboratory analysis report. The analyses may be conducted by chemical, microbiological, instrumental, physical or other analytical procedures. An official label review is also an analysis. Each analysis reflects a food safety or quality parameter for which a standard has been established. This measure will be inclusive of a large number of different types of analyses performed during the year on a wide variety of products. However, every component of each sample is not tested. Targeted analyses better contribute to the objective of decreasing the number of food products that are adulterated or otherwise unsafe.

This measure is an appropriate measuring instrument since it is an indicator of laboratory output toward identifying food safety violations resulting from contamination, adulteration, or mislabeling. Most of the products analyzed are submitted by the Bureau of Food and Meat Inspection and originate from food establishments throughout the state. Other possible sources of samples include, by contract with the FDA, under cooperative agreement with the USDA, and from within the agency or from other agencies to provide information they request. Since products tested and food safety priorities vary from one year to the next, some annual variation in this measure is to be expected.

**Reliability**

The data is highly reliable for this output since documented records of all analyses are maintained by the Food Laboratory's LIMS. Results of each analysis are reviewed by the analyst, and then independently validated by the supervisor and laboratory managers.

The query to produce the measure is documented, and is highly reproducible since the result is derived from the entire data set of food analyses.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*



**Related Output Measure**

The percent of food products analyzed that meet standards is a related outcome measure, since (1) food analyses are performed on the same population of samples from which this measure is derived, and (2) performing fewer or greater number of analyses on a given sample may

increase or decrease the possibility of a finding that the sample meets standards.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location, which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 44**

**Number of chemical residue analyses conducted**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Product analyzed for chemical residues or pesticide data - Produce or other food sample submitted to Chemical Residue Laboratory, whereupon analyses are completed to determine the amount or absence of one or more pesticides or other chemical compounds of concern.

Chemical residue analysis (plural analyses) - An official determination of the presence, amount or absence of a specific pesticide or other chemical component in produce or other food products, by use of valid analytical methodology.

**Data Sources and Methodology**

Data source is a dedicated Access® database application, designed and maintained by the Chemical Residue Laboratory staff. This application includes all regulatory samples, samples for the Pesticide Data Program (PDP), and samples which may be analyzed for other reasons.

Each sample submitted for analysis undergoes a series of analytical processes to determine the presence, amount or absence of designated pesticides or other chemical compounds. As the analytical processes are completed, results for each analysis are entered or uploaded into the database or spreadsheet report. Laboratory managers review records of analyses to ascertain that each analysis result meets applicable quality assurance standards. The number of analyses conducted on each sample is determined by circumstances under investigation, and may vary from 1 to over 100.

Computation methodology is based on a standard electronic query of database records to obtain the total number of unique analyses completed during the year (component A) on all samples analyzed for the regulatory pesticide and antibiotic residue programs.

**Data Computations:**

A = number of analyses for chemical residues, as determined by a database query to count total analyses conducted on all samples completed within a specified period. Samples include regulatory/consumer protection samples, samples completed under terms of Federal contracts, and other non-regulatory or risk-assessment samples.

# of chemical residue analyses conducted = A

**Validity**

The number of analyses conducted is a valid measure of the output of the Chemical Residue Laboratory. This output reflects the overall number of different pesticides or other chemicals for which analyses with appropriate quality assurance controls are conducted. The amount or other indication (such as none detected, below quantitation limit, etc.) is recorded for each chemical analyzed, and reported on a laboratory analysis report. The analyses may be conducted by multiple instrumental or other analytical procedures. This measure includes a large number of different validated chemical compounds for which analyses are performed on a wide variety of products.

This measure is an appropriate measuring instrument since it indicates laboratory output toward identifying chemical residue violations and other significant pesticide-related data. Products analyzed originate from farms, packinghouses and food warehouses or markets throughout the state. Some products analyzed are part of the statistically based national Pesticide Data Program, and may have originated from other participating states of this program.

**Reliability**

The data is highly reliable since a database of records of each chemical residue analysis is maintained electronically in the Chemical Residue Laboratory. Results of each analysis are reviewed by the analyst, and then independently approved by the supervisor, the quality assurance officer and the laboratory manager before the results are validated.

The query to produce the measure is documented, and is highly reproducible since the result is derived from an entire data set of chemical residue and pesticide data analyses, including results reported for the PDP, within the time period of interest.

Note: A database change to permit storage of PDP sample information in a manner similar to regulatory samples was implemented during FY 2004-05. This eliminated the need for a separate query for PDP samples.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

Queries for information which directly support/generate this GAA/LRPP measure are stored on the Chemical Residue Server, TLHRES002 in a subdirectory which is restricted to key management and IT staff. These queries interact directly with this mission critical support application.

### **Related Output Measure**

The percent of produce or other food products analyzed that meet chemical residue standards” is a directly related outcome measure, since those analyses are performed on a population of samples included in the samples from which this measure is derived, and number of analyses on a given sample may increase or decrease the possibility of a finding that the sample meets standards.

#### **Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

#### **Program**

*Food Safety and Quality*

*(Code: 42150000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

#### **Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 45**

**Number of analyses conducted on Florida Milk Regulatory Program Samples**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Analyses - Laboratory procedures performed on Florida Milk Regulatory Program Samples as regulated by Chapters 502 and 503, Florida Statutes.

NOTE: Analyses which are reported in the General Laboratory category and analyses reported as Sample Temperature Controls are not included in determining this measure. These analyses are performed on control samples, which are required to maintain the Central Dairy Laboratory’s federal certification.

**Data Sources and Methodology**

The data source for this output is agency records of dairy laboratory activity, which are maintained as an agency custom desktop application.

Through Fiscal Year 2012-13, sample analysis records have been compiled on a biweekly basis into a spreadsheet located on the Division’s I-drive, which is access-restricted to key management. Sample analysis records were manually entered into both the current system and the Regulatory Information Management System (RIMS). Until reports for RIMS can be developed, the current system will remain the official reporting method.

Methodology is based on spreadsheet compilation of laboratory activity records to obtain the number of analyses of milk and milk products that are performed and the number of milk and milk products analyzed. Instructions for using the spreadsheet can be found on the Division’s H-drive, which is access-restricted to key management.

Development of a server-based data management program has been 99 percent completed and is currently being used to issue all permits, entry of

all inspections and entry of all sample analysis results. Reports for RIMS have not been finalized yet and no documentation is available. This program will be used to compile dairy establishment inspections, sample collection and sample analysis totals.

**Data Computations**

Number of Analyses conducted on Florida Milk Regulatory Program Samples (derived from laboratory activity records)

**Validity**

This measure reflects actual program performance since it is taken directly from program records and represents milk and milk products consumed in Florida. It is a good indicator of the workload for the analyses activity. The chemical, physical, bacteriological and organoleptical analyses performed, as standards for products, are appropriate food safety and quality requirements. Maturation of the program may require that different parameters be examined in the future.

**Reliability**

The laboratory activity reports are required to be completed biweekly and are reviewed by division office personnel. The number of Florida Milk Regulatory Program Samples collected and the analyses performed on them is fully accounted for by the records of the laboratories involved. During each quarter of the fiscal year, the spreadsheet is reviewed for accuracy by management personnel. After the final review, the spreadsheet is locked and password protected to prevent any unauthorized changes. All laboratory technicians and the biological scientist are required to be certified by the Food and Drug Administration’s Laboratory Quality Assurance Team.

The spreadsheet used to produce the measure is documented and is highly reproducible.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 46**

**Number of dairy establishment inspections**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Inspection of a Dairy Establishment - Comprehensive review of a Milk Processing Plant, Farm, Single Service Plant, Cheese Plant, Distributor, Wash Station, Depot, Receiving Station, Transfer Station or Frozen Dessert Plant, which results in an inspection report (includes weight checks of product).

NOTE: Inspections as defined for this output measure only include inspections wherein an inspection report or equipment check report results and does not include activities such as visits to establishments for complaint investigations or administrative purposes.

**Data Sources and Methodology**

Data sources for this output are Agency records of inspections of dairy establishments as recorded in official records for the program area.

Through Fiscal Year 2012-13, inspection records have been continuously updated by manual input into the division's Regulatory Information Management System (RIMS).

Methodology for obtaining the measure is electronic searches of database records to obtain number of inspections. Instructions for requesting access to RIMS and performing the electronic searches can be found on the Division's H-drive, which is access-restricted to key management. Development of a server-based data management program has been 99 percent completed and is currently being used to issue all permits, entry of all inspections and entry of all sample analysis results. Reports for RIMS have not been finalized yet and no documentation is available. This program will be used to compile dairy establishment inspections, sample collection and sample analysis totals.

<b>Data Computations</b>
Number of Inspections = Element A

**Validity**

Inspections are one of the primary agency activities required by the Florida Milk and Milk Products Law (Chapter 502, F.S.), the Frozen Desserts Law (Chapter 503, F.S.) and the national standards of the Grade A Pasteurized Milk Ordinance published by the Food and Drug Administration's Public Health Service. Regular sanitation inspections of dairy establishments reduce the public's food safety risks so the number of inspections provides an indication of agency efforts to implement the program. Data for this measure is taken directly from program records and provides a valid measure of workload.

The actual number of inspections performed each year will be influenced by other ongoing activities and unanticipated factors which divert inspectors' time from establishment inspections, but such variation should not detract from validity of this output. Inspectors spend 40-45 percent of their work time actually performing inspections, 30-35 percent collecting samples, with training, complaint investigations and administrative activities accounting for other time. The number will vary with the level of these other activities, the number of products offered for sale and the number of active establishments.

**Reliability**

The output data is highly reliable since it involves actual counts of the number of dairy establishment inspections. Records of all dairy establishment inspections are forwarded to Tallahassee headquarters for database entry. All records are regularly reviewed by program inspectors and program supervisors for accuracy and completeness.

The query to produce the measure is documented and is highly reproducible since the data set does not change.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

**Performance Measure Number 47**

**Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Regulated entities subject to re-inspection: fertilizer, feed, and seed producers and distributors; pesticide applicators, pesticide dealers, pest control licensees, certified operators, identification card holders, and limited certificate holders, and any person using a pesticide.

Re-inspection: **a.** an inspection conducted after an initial inspection where the initial inspection found evidence of a violation of applicable law or regulation, **b.** an inspection where the initial inspection resulted in the issuance of a field advisory notice (FAN). The FANs include marketplace and producer establishment inspections, sampling and analysis of fertilizer after a producer has been placed on probation, and follow-up after the issuance of a stop-sale, use, or removal order (SSURO) to determine compliance with the order or issuance of a release for shipment back to manufacturer.

Compliance: The absence of observed violations after re-inspection or after a corrective action has been taken on an initial inspection and observed by a Department inspector.

**Data Sources and Methodology**

The Division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, and pesticide applicators and pest control businesses and applicators. These regulated entities are subject to inspection and investigation of complaints against them, and their products may be sampled and analyzed to ensure that they are in compliance with applicable regulations.

Inspection case files are the primary data collected and evaluated by Program staff. These case files include standardized descriptive information regarding regulated entities as well as specific information about the investigation or complaint. From this data, it can be determined whether regulated entities are in compliance.

Once case files are reviewed, a determination is made as to whether the regulated entity is in compliance. If non-compliance is determined, administrative action or a financial penalty may be assessed. Once non-compliance is determined, a re-inspection may be scheduled to determine if

the regulated entity has come into compliance. For fertilizer manufacturers, non-compliance is defined by the nutrient deficiency index percent, which is based on the number of nutrients guaranteed that are found deficient and the tonnage represented by each sample. A licensee may be placed on probation when the nutrient deficiency index for all official samples of the licensee’s product, analyzed during a calendar quarter, equals or exceeds 12.5 percent. These manufacturers are termed to be “on probation” and additional sampling is initiated. Once the deficiency index rate declines below 12.5 percent, the companies are no longer on probation, and are considered to be in compliance.

Corrective action to come into compliance can also be determined on-site by inspectors in some cases. The Division has implemented “Field Advisory Notices” (FANs) to document minor violations that can be corrected during a field inspection. These include such minor violations as failure to secure pesticides in a vehicle, failure to display a license, failure to wear personal protective equipment (PPE) during pesticide handling, and failure to post required safety information. When a FAN is issued, a record is made and a copy of the FAN sent to the compliance managers, but no formal case review is conducted and no administrative action is issued.

The percentage of re-inspected entities that are in compliance in a quarter or fiscal year is calculated by dividing the number found to be in compliance with the total number of re-inspections conducted in a quarter or a fiscal year.

The following categories of re-inspections are included in this calculation:

- FANs issued by the Bureau of Compliance Monitoring and the Bureau of Entomology and Pest Control
- Re-inspections of entities for which administrative actions have been issued by either Bureau.
- Re-inspections of entities, or follow-up investigations, where SSUROs have been issued.
- Entities that have obtained licensure or registration after being found to be operating

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

without licensing or registration during an inspection.

- Fertilizer distributors placed on probation when the nutrient deficiency index for all official samples of the licensee's product, analyzed during a calendar quarter, equals or exceeds 12.5 percent.

### **Validity**

This measure is valid in that we are counting what the measure says we are counting. The field inspection process and compliance review process is standardized and the data collected relates directly to the measure.

### **Reliability**

The records and case files collected during inspections and investigations are maintained by the Bureau of Entomology and Pest Control and Compliance Monitoring. The numbers of cases for which re-inspections have been made, the numbers of FANs issued, the numbers of entities that have obtained licenses or registration after being found to operating without licenses or registration, the numbers of SSUROs, and the numbers of fertilizer manufacturers on probation, are all available and can be reviewed by multiple reviewers.

### **Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

### **Program**

*Consumer Protection*

*(Code: 42160000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### **Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

**Performance Measure Number 48**

**Number of pest control, feed, seed, and fertilizer and pesticide inspections conducted**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Fertilizer Inspection

Fertilizer Sample Inspection - An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a fertilizer product to assess compliance with state laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #6-9 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports and the Compliance Monitoring Quarterly Summary Reports; and are reported under activity #16 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Source documentation consists of fertilizer laboratory analysis reports. Supporting documentation includes fertilizer sample collection data, any associated product documentation, and penalty letters (for violative samples).

MKP - (Marketplace Inspection) - An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of a visual evaluation and documentation of a fertilizer product to determine compliance with state fertilizer laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Fertilizer Section personnel. The product labeling and guarantor data are maintained on the Environmental Manager's PC and on the I:Drive at I:\BCM Office. Applicable data is reported under activity #17 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Source documentation consists of fertilizer marketplace inspection reports. Supporting documentation includes any associated product documentation and warning letters (for violative samples).

Feed Inspection

Feed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a feed product to assess compliance with state and federal feed laws and regulations. These inspections do not include routine “registrant-submitted” compliance sample evaluations

conducted by Department certified laboratories. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are filed and maintained electronically and are reported under activity #1 on the Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Source documentation consists of laboratory analysis reports and associated documentation (e.g. product label, photos, etc.).

Feed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a feed product to determine compliance with state and federal feed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Feed Section personnel. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #2 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Source documentation consists of feed marketplace inspection reports.

Feed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of animal feed to determine the firm’s level of compliance with state and federal feed laws and regulations. In general these include, but are not limited to, BSE, Medicated Feed, and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by Feed Section personnel and are reported under activity #3 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda.

Seed Inspection

Seed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a seed product to assess compliance with state and federal seed laws and regulations (= “number of seed inspections conducted” component of LRPP Measure #59). The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*



the LIMS Database and are reported under activities #13-18 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports. Source documentation consists of seed laboratory analysis reports.

Seed Sample Inspection data is maintained by the Bureau of Agricultural Environmental Laboratories. The source data consists of seed laboratory analysis reports. Supporting documentation includes seed sample collection data, any associated product documentation, and correspondence (for violative samples). The Environmental Manager of the Seed Compliance Section generates standard reports from the LIMS database and the number of inspections are reported under activity #9 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Electronic copies of documentation for all samples reported as legal are filed on the SANS drive and maintained by the Bureau of Agricultural Environmental Laboratories. Electronic copies of documentation for all samples reported as illegal or mislabeled are filed on the SANS drive and maintained by the Environmental Manager of the Seed Compliance Section.

Seed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a seed product to determine compliance with state and federal seed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #10 on Bureau of Compliance Monitoring, Quarterly Activity Memoranda. Source documentation consists of seed marketplace inspection reports.

Seed Marketplace Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of seed marketplace inspection reports. Supporting documentation includes associated product documentation, and warning letters (for violative samples). Hard copies of inspection forms and supporting documentation are scanned for long term record retention

Seed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of seed (intended for planting purposes) to determine the firm's level of compliance with state and federal seed laws and regulations. In general these include, but are not limited to, seed complaint and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports and associated documentation are scanned and maintained electronically, and are reported under activity #11 on Bureau of Compliance Monitoring,

Quarterly Activity Memoranda. Source documentation consists of applicable inspection forms.

Seed Establishment Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of applicable inspection forms. Supporting documentation includes associated documentation, and warning letters (for violative inspections). Hard copies of inspection forms and supporting documentation are scanned for long term record retention

#### Pesticide Inspection

UAF – (Agricultural Use for Cause Investigation) An investigation conducted by the Department at an establishment involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include but are not limited to farms, forests, nurseries, and greenhouses.

UAG – (Agricultural Use Inspection) An inspection conducted by the Department at an establishment involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

WPS – (Worker Protection Standard Inspection) An inspection conducted by the Department during an agricultural use inspection/investigation at a farm, forest, nursery, or greenhouse to determine compliance with the Worker Protection Standard. If a farm, forest, nursery, or greenhouse uses a WPS labeled pesticide for the production of agricultural plants within 30 days of having agricultural workers and/or handlers present at the firm, then the firm falls under the scope of WPS.

UNF – (Non-Agricultural Use For Cause Investigation) An investigation conducted by the Department at an establishment that is not involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include, but are not limited to right-of-way applicators, aquatic applicators, and golf courses.

UNA – (Non-Agricultural Use Inspection) An inspection conducted by the Department at an establishment that is not involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

EUP – (Experimental Use Permit Inspection) An inspection conducted by the Department at either an agricultural or non-agricultural establishment (a/k/a a cooperator) to determine if the use of a pesticide, which was granted an experimental use permit, was used in accordance with the conditions stated in the permit.

CAR – (Certified Applicator Records Inspection) An inspection conducted by the Department during all use inspections/investigations involves the review of pesticide applicator records for pesticide

### Service/Budget Entity

*Agricultural Environmental Services*

*(Code: 42160100)*

### Program

*Consumer Protection*

*(Code: 42160000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### Primary Service Objective

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

applicators licensed under Chapter 487, Florida Statutes (F.S.). The records may contain applications of general use pesticides, but applications of all restricted use pesticides must be recorded by each licensed applicator.

GW –(Ground Water Inspection) An inspection conducted by the Department that involves review of pesticide use to assure measures are taken to prevent groundwater contamination.

PEI – (Producer Establishment Inspection) An inspection conducted by the Department at a facility that produces, formulates, re-formulates, packages or repackages pesticides or pesticidal devices. In general, these establishments include pool supply stores where bulk chlorine is repackaged into smaller containers and chemical supply stores that manufacture pesticides.

MKP – (Marketplace Inspection) An inspection conducted by the Department at a facility that sells general use pesticides. In general, these facilities are retail stores that sell pesticides such as Home Depot, Lowe’s, and Wal-Mart.

DLR – (Pesticide Dealer Inspection) An inspection conducted by the Department at a facility that sells restricted-use pesticides as well as general use pesticides. These establishments are licensed by the Department to sell and distribute restricted-use pesticides. In general, these establishments include retail agro/industrial chemical suppliers such as UAP, Lesco, and Helena Chemical Company.

IMP/EXP – (Import and/or Export Inspection) – An inspection conducted by the Department, usually at a port of entry into Florida or at a warehouse, to determine compliance with the federal pesticide regulations concerning the importation or exportation of pesticides into and out of the United States.

### **Data Sources and Methodology**

Department field staff performs routine marketplace inspections to measure on-going compliance with feed, seed and fertilizer laws, and routine and complaint-based inspections of pesticide applicators and pest control businesses. Data from these inspections is derived directly from files. No data manipulation is necessary.

#### Protocol:

1. Inspection data is entered into the Compliance DB30.mdb database by the four Field Supervisors and Pesticide Compliance staff, which consists of four Case Processors and a Senior Clerk. The Field Supervisors and Case Processors are responsible for determining whether the information provided by the Inspectors count as an inspection. This is usually determined by verifying that the inspection forms filled out by the Inspector are complete and accurate.
2. The Environmental Manager of the Pesticide Compliance Section usually generates reports associated with program outputs, however, as part

of their initial training, Case Processors are shown how to run queries and generate reports in the Compliance DB30.mdb database.

The data from the Feed, Seed Fertilizer and Pesticide Inspections is entered directly from inspection reports into various network-based database applications including, LIMS, BSE Inspection, and Compliance DB30.mdb. Pest Control data is entered into the EPC Tracking System; the data for this measure is a combined measure adding all the programs across bureaus in the division.

The information for the Pest Control data is entered into the EPC Tracking System.

### **Validity**

Data is derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This measure is a good indicator of our performance because it is a direct count of the number of inspections conducted.

### **Reliability**

Data is a direct tabulation of the actual number of pest control, pesticide applicator, feed, seed and fertilizer inspections conducted. Data is not interpreted; thus, no ambiguity in reporting exists.

There is a high probability that the same conclusion would be reached by anyone repeating the calculation because the parameters and the queries used are consistent from one calculation to the next.

### **Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

### **Program**

*Consumer Protection*

*(Code: 42160000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### **Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

**Performance Measure Number 49**

**Number of pesticide products registered**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

N/A

**Data Sources and Methodology**

Data source is Bureau of Pesticides database records of pesticide products registered. The computation and report methodology are described in each Section’s LRPP Reporting Standard Operating Procedure (SOP)

The data from the pesticide registration application are entered into the Registration Tracking System (RTS) and the emergency exemption action data (Section 18) are entered into a paradox database. We plan to incorporate the Section 18 data into RTS in the future.

RTS is located in FDACS DOA (ORAPROD1) server and the Section 18 data is located in the: File Server in Conner Complex (TLES\_Share on 'tlhadm010')/REG/RegPREC directory. The report generated is the Quarterly Registration Section Activity Report.

Information is in the Section’s LRPP Reporting SOP.

**Validity**

Data are derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

The measure is a good indication of performance to the extent that it indicates the ability of the program to process all incoming registration applications. However, beyond the capacity to process registrations, the program is not in direct control of the numbers and types of pesticide product brands registered. Rather, these variables are dictated predominately by market conditions and the indirect effects of federal regulations.

**Reliability**

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of registrations issued.

There is a high probability that the same conclusion would be reached by repeat calculation. The data are entered into a secured database where the level of permission is granted based on business needs with a historical tracking of product registration status. The report generated is based on queries against the RTS database. In addition, the tracking of the Section 18 action data are reviewed by the Section Administrator and verified by either the Bureau’s Environmental Manager and/or Bureau Chief. These reports are stored in the 'TLES\_Share on 'File Server in Conner Complex (TLES\_Share on 'tlhadm010')/REG/ Registration Activity Reports directory.

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

**Performance Measure Number 50**

**Number of pest control businesses and applicators licensed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

N/A

**Data Sources and Methodology**

Records of pest control businesses and applicators that apply for and are granted licensure are maintained and used to determine the number of pest control businesses and applicators licensed.

Data are entered into a licensing database. The database is known as the Suntrack Program which is maintained on the DOA production server maintained by AGMIC and supported by Division IT staff. There is no dedicated program for statistical reporting.

The Bureau issues several different license types which are consolidated for a final reporting total. The types include; Business license, Certified Operator certificates, Special Fumigation ID Card certificates, Employee Identification Cards, Limited Private Applicator, Limited Commercial Fertilizer Applicator, Limited Wildlife Control, and Limited Commercial Landscape licenses.

The current methodology relies on several SQL scripts, specifically designed by Division IT staff, that run against the database to extract the report data. The report is reproducible although the potential exists of modified data created during audit review causing unacceptable variance.

**Validity**

Data are derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This is an accurate measure of licensing performance. It relates directly to the number of documents processed (workload) by the Document Issuance section of the Bureau. The measure accurately reflects licensing trends in both good and bad economic times.

**Reliability**

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of licenses issued.

The Office of Inspector General performed an audit in 09-10 on the 08-09 data, and determined that the original query was faulty. As a result, the Bureau modified the query and worked closely with the Division's IT staff, to design the specific SQL queries that extract the specific license type transactions from the program's process tables using date parameters resulting in data that is more consistently reproduced and the reported values are accurate and replicable.

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

**Performance Measure Number 51**

**Percentage of consumer complaints resolved through mediation which result in restitution to consumers**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Complaint – Written correspondence or other contact with the Department alleging a dispute with a business entity, a violation of a consumer protection law, an unfair and deceptive trade practice, or any other perceived violation of a law.

Product/Item received – Something in exchange for the item complained about or the exact item purchased by the consumer.

Restitution – Those complaints that seek a dollar amount by complete refund or services offered.

**Data Sources and Methodology**

The measure has 3 elements: (1) the number of complaints requesting restitution at any time during the period reported; (2) the number of complaints with restitution recovered; and (3) the resulting percentage of consumer complaints resolved through mediation. The percent of restitution received is calculated by dividing element 2 by element 1 and multiplying that result by 100.

When a complaint is filed and the consumer requests the Division take into consideration the request for restitution from a business, complaints that seek a dollar amount by complete refund or services offered is considered successful and is recorded as refund received.

The following may be used for calculating restitution:

1. Complete or partial refund of monies that were paid;
2. Authorized services/Contractual Obligations rendered – The business conducted the service that they were contracted to perform; or
3. Future Discount/Service Offered –
  - a. Warranty work
  - b. In kind services
  - c. Future discounts

Complaints are entered into the Division’s Oracle based application (DOCS) with specific fields to indicate whether the complainant has requested restitution. Applicable fields are queried to calculate the percentage.

The DOCS Oracle database automatically generates the report “Refunds Received (Bond Claims/Consumer Requested)”. This report is properly documented and can be changed to reflect data for the time period being reported. The number of complaints requesting restitution and the number of complaints receiving restitution is based on complaint cases with a status of closed regardless of closing code.

**Validity**

The measure is valid insofar as it provides a highly accurate measure of resolution to consumers through mediation. There are certain types of complaint closing that identify a consumer that has not provided the division a means to determine if restitution is being requested. Additionally, there are certain types of complaints that have no monetary value and therefore cannot be calculated. The result of this measure does not necessarily reflect the effectiveness of the mediation program.

The DOCS system has a case tracking application which requires certain criteria be met for input and a footprint of all entries become a part of the record.

**Reliability**

All complaints are input into the DOCS Oracle system and form the basis for determining the restitution requested and the restitution received. Each complaint is coded based on the industry that is involved in the complaint. Regardless of industry, all complaints that seek restitution are mediated unless governed by another agency. Those complaints that seek a dollar amount are recorded as refund requested. When restitution is received either by complete refund or future services offered for the consumer, the case is considered successful and is recorded as a refund received.

There is a historic footprint in the DOCS system of each data entry into the system, including the person performing each update. Reports can also be generated repeatedly for given time periods.

Anyone accessing the reports reflected under “Data Sources and Methodology” would arrive at the same conclusion.

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

**Performance Measure Number 52**

**Number of assists provided to consumers by the call center**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Assists to consumers – Information and assistance provided to consumers by the Division of Consumer Services.

Call Center - Calls that are handled by the Division’s Call Center staff, including calls to the “800 Spanish Hotline.” Call Center staff responds to telephone inquiries from consumers and businesses answering questions, providing information to callers from the Oracle database, and mailing information as requested, including complaint forms, registration packages and consumer educational brochures.

**Data Sources and Methodology**

The first input for this activity is the number of calls handled by the Call Center, which are all incoming calls on the 800 hotline, messages in Phone Mail, calls that are directed to the regulated program areas, the No Sales program, and the Spanish hotline. Each call that comes into the Call Center is tracked by Siemens HiPath Procenter Agile system, the telephone system software package. This software constantly monitors Call Center phone activity and maintains this information in the system for up to 45 days.

The second input for this activity is the amount of correspondence sent to consumers by Call Center staff. The Call Center sends correspondence such as brochures, complaint forms, and registration forms to consumers.

The third input for this activity is the Survey Cards Statistics that are generated from the returned Survey Cards for the month.

At the end of each month, the system generates four reports reflecting telephone activity dating back to the first day of the month. The reports used from the Siemens HiPath Procenter Agile system are the Monthly Group, Queue, Destination, and User Historical Reports. These source documents are stored in office 145, the Rhodes building.

For the Call Center consumer correspondence, two reports are automatically generated from the DOCS system. The reports generated are the Call Center Correspondence Statistics Report and all DOCS Call Center Activity Reports. These reports track the amount and type of correspondence that is sent from the Call Center to consumers.

These statistics are maintained in the DOCS system under DOCS/Reports/Call Center/Correspondence Statistics.

The Survey Cards Statistics are generated from the returned Survey Cards for the month. The source documents are stored in office 145, the Rhodes Building.

A three page Excel report is created using the reports generated from the Siemens HiPath ProCenter Agile system, DOCS Oracle Database and the Returned Survey Cards. This report is printed on a monthly basis, and the information in this report is typed into this Excel spreadsheet located on the Division’s drive. Standard reports are run on a monthly basis and ad hoc reports on demand.

**Validity**

This is an appropriate measure of performance because it indicates the workload of the unit. However, calls and correspondence are dictated by demand and a lower number of calls and correspondence is not indicative of decreased efforts, but of decreased demand. The Siemens HiPath Procenter Agile system ensures an accurate count of calls received by the Call Center through the 800 hotline (which exceeds 300,000 calls annually). However, the measure does not include the assists provided to consumers by program staff that receives consumer calls on their direct line.

**Reliability**

The data sources are standardized reports from the Siemens Telephone Reporting System with detailed reports providing additional supporting documentation regarding telephone volume. These records are considered reliable; however, they cannot be maintained historically. Therefore, the information is maintained on the Excel spreadsheet which is printed out and hardcopy kept in the Supervisor’s office in the Call Center, as well as placed on the Division’s drive. The number of inputs is based on consumer demand, and the monthly demand is accurately counted by the Siemens reporting system.

The Correspondence Statistics information is entered into the DOCS Oracle application system without interpretation. Input onto formatted screens that are stored on the DOCS Oracle

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

application system is considered reliable and the information can be retrieved upon demand.

Anyone accessing the documents and spreadsheet reflected under "Data Sources and Methodology" would arrive at the same conclusion.

This method of accounting for No Sales subscriptions produces data to compile the

quarterly list for telemarketers. The database also calculates those consumers who have paid for multiple years, showing the fees that are deferred to future years. The DOCS system maintains historic records of No Sales subscriptions and quarterly reports. Deleted file name and path

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

**Performance Measure Number 53**

**Number of regulated entities registered by the Division of Consumer Services**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Consumer Protection Laws – Laws designed to safeguard Florida consumers against unlawful acts perpetrated by business entities selling goods and/or services to consumers.

File – the procedure followed by those business entities to document their activities with the Division as required by Florida Statute.

Licensed – the procedure followed by those business entities to be licensed or registered with the Division as provided by Florida Statute.

Registered entities - Any regulated business that is currently permitted, filed or licensed with the Division.

Regulated Devices – Amusement rides, commercial weighing and measuring devices are considered regulated devices

Regulated entities – Businesses, devices, and products required to file, register, license or be permitted by the Department pursuant to Florida Statutes. Regulated businesses include Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Dance Studios, Pawn Shops, operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers and Liquefied Petroleum Gas. Devices required to be permitted are amusement rides and commercial weighing and measure devices within the state of Florida. Products required to be registered with the state of Florida are antifreeze and brake fluid.

Regulated Products- Items included in regulated products are gasoline, diesel, kerosene, alternative fuels, fuel oil, brake fluid and antifreeze.

**Data Sources and Methodology**

This measure is a tabulation of the total number of regulated entities, including Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Dance Studios, Pawnshops, operators of Game Promotions, Intrastate Moving companies Professional Surveyors and Mappers, Liquefied Petroleum Gas, Amusement Rides, Commercial Weighing and Measure devices, and Antifreeze and Brake Fluid products within the state of

Florida during a period of time. This includes any business that is currently registered, licensed, permitted or has filed (where applicable) with the Division. The registration information for Motor Vehicle repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Dance Studios, Pawnshops, operators of Game Promotions, Intrastate Moving companies, and Professional Surveyors and Mappers are input into the Division’s DOCS Oracle application by staff. When a new filing is input, a unique firm number (DTN) is established for that business, and a footprint of the registration and/or filing process creates a history of the filing in the system. The licenses issued to the Liquefied Petroleum Gas industry are input into the Division’s LP Gas data base by staff. This LP Gas data base is an Oracle application which is housed on a department server. Permits for amusement rides are input by staff into the Division’s Fair Rides Access data base. This Access data base is housed on a department server.

The permits issued for commercial weighing and measuring devices are input into the WAM billing and permitting data base by staff. The WAM data base is an Oracle application on a department server. The permits issued for antifreeze and brake fluid products are input into the LIMS data base by staff. The LIMS data base is an Oracle application on a department server. There are established criteria within each program that must be met before a registration certificate, license, permit or filing is complete. Upon completion of the required elements, a registration certificate, permit, license or letter of acceptance is generated and the process is complete for the designated period.

**Validity**

The measure is a valid representation of the number of regulated entities that file and/or register with the Department; however, there is no reliable way to identify the number of entities that should file and do not.

**Reliability**

The primary source document for registration is the registration and/or filing form, which is completed by the applicant and received by the Department. Upon receipt by the Department,

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*



the information is input into the applicable Oracle application system. In the case of renewals, the computer screen may already be populated with information; therefore, input is an update function. The system creates an historic record of

all activities taken with respect to the registration therefore; records can be recreated upon demand. Statistics are captured on monthly reports which are put in PDF format.

### **Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

### **Program**

*Consumer Protection*

*(Code: 42160000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### **Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

**Performance Measure Number 54**

**Number of regulated devices, entities, and products that are inspected or tested for compliance**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Businesses with scanners - wholesale or retail businesses that utilize electronic means to charge prices to consumers such as Universal Product Code (UPC) scanners, Price Look-Up (PLU) codes, and Stock-Keeping Unit (SKU) codes.

Calibration comparison between measurements – A measurement of known magnitude and accuracy made or established with one device and another measurement made in an identical way with a second device. The second measurement is then compared to the first to determine the accuracy of the second device.

Consumer Vehicles -- vehicles owned by citizens or businesses that operate using petroleum fuels or alternative fuels.

Deficiencies -- Conditions found on an amusement ride at the time of inspection that are a violation of our standards and, if not corrected, would prevent the ride from operating for public use.

Inspection report -- A form which is used to record administrative information and information on the condition of an amusement ride each time it is inspected.

Inspections of petroleum dispensers -- test for measurement accuracy and general maintenance and use. The measurement accuracy test consists of pumping a specified volume of petroleum fuel through a dispenser into a calibrated test measure. The volume of the pumped fuel is then measured to ensure the dispenser is accurate within specified tolerances. General maintenance inspections ensure that hoses are safe, price and volume indicators are operating properly, valves are not leaking, quality fuel is being delivered, pricing practices are adhered to, required alternate electricity generation equipment has been installed, etc. In addition, the design of the device is inspected to ensure that petroleum fuels cannot be fraudulently diverted or that the device is being used improperly

LP Gas Facility Inspection -- an inspection conducted to ensure compliance with safety codes and laws pertaining to equipment condition, use and maintenance, qualification of LP Gas practitioners, facility licensing, compliance with

insurance requirements, facility installation, procedures, etc.

LP Gas Facility Re-Inspection -- a follow-up to a routine inspection to determine whether or not deficiencies identified in a prior inspection have been corrected.

LP gas storage and handling facility -- any location where liquefied petroleum gas is stored in containers for future sale or use, distributed through pipelines or by vehicle, dispensed to the public, or offered for sale in containers.

Packages -- commodities in containers or wrapped in any manner for sale in which the measurement of the commodity takes place before the time of sale. Packages are tested in lots, which consist of multiple packages of the same or similar commodity, brand, lot code, etc. Statistical samples are taken from each lot tested and the disposition of the entire lot is based on the results of tests performed on the representative samples.

Petroleum Dispensers -- the devices at retail gasoline stations open to the general public that consumers use to meter a volume of petroleum fuel Note: Although inspections are conducted by request at private facilities such as military bases, municipality fueling stations, and fleet fueling stations, the vast majority of inspections are conducted at those stations open to the general public or engaging in petroleum fuel distribution. This also includes the evaluation of petroleum fuels on-site and testing at department testing laboratories of said fuels contained in facility or terminal storage tanks.

Petroleum fuel measuring devices -- petroleum meters that are used in commerce to dispense or deliver petroleum fuel.

Petroleum Fuels -- gasoline, diesel fuel, alternative fuels, kerosene, fuel oil or similar fuels as defined in Chapter 525, F.S.

Quality Analyses -- established test methods and performance standards that are used to evaluate petroleum fuels and vehicular fluids. The test methods and performance standards have been adopted into rule from ASTM International, a consensus standards writing organization and from USDOT Motor Vehicle Safety Standard No. 116.

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

Regulated Devices -- Amusement rides and commercial weighing and measuring devices

Regulated Entities -- Liquefied Petroleum Gas Facilities and businesses.

Regulated Products -- Petroleum fuels as defined in Chapter 525, F.S., and brake fluid and antifreeze Products as defined in Chapter 526, Part II, F.S., and Chapter 501, Part V, F.S. respectively.

Regulated weighing -- measuring devices instruments or equipment used to measure commodities. Examples include scales, motor fuel dispensers (gas pumps), taximeters, timing devices, grain moisture meters, etc.

Retail Facilities -- gasoline stations, grocery, department, convenience and other retail stores that sell commodities and/or services to the public.

Standard - -device with known or assigned and accepted parameters such as mass, volume or length.

Temporary amusement rides -- Those rides that are regularly relocated with or without disassembly.

Wholesale Terminals -- facilities generally located in ports for storage of large volumes of petroleum fuels destined for further distribution to other wholesale locations or retail gas stations

### Data Sources and Methodology

This measure is comprised of statistical information derived from the Department's Standards' (petroleum and weights and measures) Inspection program, Liquefied Petroleum Gas Inspection program, and the Fair Rides Inspection Program. The statistical information collected is the number of Standards field inspections conducted, the number of petroleum and vehicular fluids tests performed, the number of standards testing and calibrations conducted, the number of liquefied petroleum gas (LP) facility safety inspections and re-inspections conducted and the number of amusement ride safety inspections conducted.

Standards field inspections refer to all inspections performed by the Bureau of Standards' inspectors on measuring devices, packages and scanners that are used to buy and sell commodities and services in Florida. Inspections also include product and pricing practice evaluations and alternate electricity generation equipment inspections. Additionally, these inspections include conducting device inspections (examining devices for suitability and maintenance, inspecting security seals and calibration), conducting package testing (evaluating labels and testing products to determine net content), and conducting price verification testing. These inspections conducted throughout the state are recorded by field inspectors into an Oracle database through laptops. The information is stored in an Oracle database housed on a department server.

Statistical information for Standards' inspections is derived from this database.

Petroleum and vehicular tests performed refer to all tests of petroleum fuels, including gasoline, diesel, kerosene, alternative fuels, and fuel oil, and vehicular fluid products such as brake fluid and antifreeze; all compared against adopted quality standards. Petroleum fuel samples are collected at wholesale terminals and retail facilities by Standards' inspectors, and information pertinent to the collection of the sample is recorded on standardized sample collection forms. Various analytical tests are performed on the samples at one of two petroleum laboratories to ensure compliance. Vehicular fluid products are collected at any establishment selling packaged products or providing bulk services (e.g. oil change service stations, etc.) and tested in a department laboratory to ensure compliance.. Testing information is stored in an Oracle database housed on a department server. Statistical information for petroleum and vehicular fluid testing is derived from this database.

Liquefied Petroleum (LP) Gas facility inspections and re-inspections refer to all facility inspections and re-inspections conducted by LP gas inspectors. These inspectors perform safety inspections at LP gas storage and handling facilities, which include bulk storage, dispensing units, cylinder exchange units, bulk trucks, transports, pipeline systems and consumer systems. When a determination of a safety violation is made at a facility, the facility is either red- tagged and placed out- ofservice until repairs are completed or a time frame is given for correction. At the end of the time frame or removal of the red tag, a re-inspection is conducted to determine compliance. Inspection information is recorded by field inspectors into laptops. The information is stored in an Oracle database housed on a department server. Statistical information for facility inspections are derived from this database.

Standards testing and calibrations refer to all testing and calibrations performed on all weighing and measuring devices used in commerce. These are performed at regulated entities to ensure regulatory compliance as well as at non-regulated companies to ensure standards that are accurate and traceable. Such locations include environmental laboratories, petroleum distribution facilities (retail and wholesale), manufacturers and other entities operating in Florida. The Bureau of Standards metrology laboratory also performs mass and volume (space an object displaces) calibrations.

The testing, inspection and calibration information is stored primarily in an Oracle database housed on a department server. Statistical information for Standards testing and calibrations are derived from this database.

Amusement ride safety inspection refers to all inspections performed by the Bureau of Fair Rides. This data is derived by using all inspection results

### Service/Budget Entity

*Consumer Services*

*(Code: 42160200)*

### Program

*Consumer Protection*

*(Code: 42160000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### Primary Service Objective

*Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

for the amusement rides inspected in the state. Permanent amusement rides are inspected twice annually, and temporary amusement rides are inspected each time they are moved or set up. An inspection report is completed for each amusement device inspection by the field inspectors and sent to the home office in Tallahassee. Each inspection report is entered into and compiled on the Access Database, and a hard copy of the inspection report is retained for three years.

### **Validity**

One of the goals for the Standards' inspection program is to assure consumers that the petroleum dispensers are properly calibrated and function in a mechanically sound and safe manner. To achieve that goal, an objective of inspecting pumps at least once every year and a half (on average) was previously established. The frequency at which a given facility is inspected is based upon a calculated risk factor, which is calculated by a formula incorporating the number and type of deficiencies found at a facility during a scheduled inspection and factoring in the duration between scheduled inspections. The risk factor number is calculated by the database, after the inspector enters data from inspections. Facilities with a higher risk factor require more frequent inspections than facilities with a lower risk factor. Additionally, consumer complaints also prompt visits to facilities and the results are subsequently entered into the Oracle database. Nationally recognized test methods are used for testing petroleum dispensers and nationally recognized tolerances are used for judging the accuracy of petroleum fuel dispensers.

Petroleum fuel and vehicular tests and output provide a valid measure for the workload of the petroleum and vehicular fluid testing laboratories as well as an assessment of the fuel quality offered for distribution in this state. Historical information provides information to compute the efficiency effectiveness of sample testing protocols and strategies. Further, sample unit costs provide comparison information regarding privatization.

Compliance re-inspections of liquefied petroleum gas facilities are necessary in order to ensure public safety. The number of re-inspections conducted is a direct indication of increased public safety, since re-inspections serve to make certain that facilities are brought into compliance with codes and standards designed to provide a safe product for use by consumers, industry and the public. The number of re-inspections may vary slightly from year-to-year for various reasons, including where violations are found during facility inspections conducted prior to the end of a fiscal year that are not scheduled for re-inspection until after the start of the next fiscal year or due to changes in applicable codes, laws or regulations, or as a result of other external or internal factors. Additionally, an increase in the number of facilities found in compliance with safety violations at the

time of routine inspection will affect the need for re-inspections.

Another goal for the Standards' inspection program is to assure consumers that other weighing and measuring devices used in commerce are properly calibrated and function in a mechanically sound manner. The program also uses standardized national procedures for the accuracy testing and inspection of other measuring devices, packages and businesses utilizing scanners. Results are entered directly into a database from which compliance calculations are performed. These inspections provides the level of accuracy compliance for devices, packages, and pricing practices found at regulated businesses and indicates what probability that consumers are getting fair measures in transactions in all areas of commerce.

Standards testing and calibrations performed by the Metrology laboratory are used to maintain the state's primary standards of mass and volume and to provide traceability to the national and international standards for measurements as part of the national measurement system. Standards testing and calibrations testing equipment is periodically recalibrated by the National Institute for Standards and Technology in order to ensure accurate results when performing tests in the laboratory

The number of inspections of amusement rides is an accurate indicator of the need for those inspections. The frequency of these inspections also serves as an excellent indicator of the workload of the amusement ride inspection program. The inspections measure compliance by the industry with the standards, rules and statutory requirements for amusement devices and indicate trends for compliance. Deficiencies that are noted by the field inspectors when inspecting an amusement device may constitute a danger to the public and must be repaired prior to the ride being allowed to open for public use. This is a component of the total effort in the enforcement of law, rules and standards in administering this program. All other functions of the Bureau of Fair Ride Inspections are for the support of these amusement ride inspections.

### **Reliability**

Several methods are implemented to ensure reliability in this measure. Inspection procedures are standardized and reviewed periodically to ensure uniformity. In addition close field supervision ensures inspections are conducted properly and data is entered into computers correctly. This data is continually reviewed at different levels of all inspection processes to ensure consistency and accuracy. Inspection information is input primarily into an Oracle database, which collects and maintains inspection histories for Standards' inspections and LP gas facility inspections. Amusement ride inspection information is input into an Access database which collects and maintains inspection histories for

### **Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

### **Program**

*Consumer Protection*

*(Code: 42160000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### **Primary Service Objective**

*Increase the protection of consumers and businesses in commercial transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

amusement ride inspections. The reliability of the information is maintained in detailed reports from these databases that are produced for staff and management verification and review.

To ensure reliability of testing procedures for petroleum products and vehicular fluids, quality control samples within the laboratories, amongst the laboratories, and with various private laboratories are exchanged to ensure consistency and reliability with reported information. Individual laboratory results are reviewed by each laboratory manager and in the event of non-conforming issues or violations, further reviewed by the laboratory administrator. Information for gasoline, diesel fuel, alternative fuels, kerosene,

antifreeze and brake fluid products, etc. is input into an Oracle database housed on a Department server. Statistics are reviewed frequently for consistency and conformance with quality control parameters. In order to ensure reliability of testing procedures for standards tests and calibrations, the Bureau of Standards' metrology laboratory periodically has its standards recalibrated by the National Institute for Standards and Technology, participates in round robin quality assurance activities, and train metrology staff in the use of statistical calculations necessary for calibration as well as maintains associated documents regarding these testing activities.

### **Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

### **Program**

*Consumer Protection*

*(Code: 42160000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

### **Primary Service Objective**

*Increase the protection of consumers and businesses in commercial transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.*

**Performance Measure Number 55**

**Percentage increase in the average per unit inspection fee over the prior year  
average per unit inspection fee**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Per unit inspection fee - the fee established to perform inspection services for each box of citrus fruit following the release of the United States of Department of Agriculture October forecasted citrus crop size, exclusive of extraordinary items, such as system upgrade and programming costs, which are non-recurring types of expenses. Anticipated non-recurring items are not included in the fee.

Prior year average per unit inspection fee— this average is calculated by dividing the sum of budgeted expenditures by forecasted crop and uses normal, recurring operating expenses. It does not include extraordinary items, such as system upgrade and programming costs, which are non-recurring types of expenses. All non-recurring items are deducted from total expenditures prior to calculating the average.

**Data Sources and Methodology**

The Citrus Production Forecast publication from the USDA’s National Agricultural Statistics Services is an annual report on forecasted number of citrus boxes expected to be produced during the coming crop year. The production forecast for oranges is defined by law as speculative because it is traded on commodity markets. Early access to this information would have an obvious advantage in trading. The report is presented in printed and electronic form to the waiting public and press, adhering to a schedule announced at the beginning of the year. The citrus report has traditionally been published in October and is based on citrus tree count surveys completed during the summer.

The per unit inspection fee charged to industry is the total cost expected to be incurred by the Department of Agriculture and Consumer Services’, Bureau of Citrus Inspection to perform inspection services, divided by the forecast number of boxes of citrus provided by the USDA Citrus Production Forecast. The total cost to the Department is calculated using a combination of budgeted expenditures, historical financial data, the crop forecast, and assumptions on box utilization. The Division expenditures and estimate of fees are reviewed with the citrus industry prior to setting the inspection fees at the release of the NASS crop forecast.

**Validity**

The purpose of this measure is to identify the impact that the Division of Fruit & Vegetables has on Florida’s agriculture industry by maintaining a low cost for inspection services. The method to measure this impact is by comparing the proposed fee per unit against the previous year. By maintaining relatively stable fees to perform inspection services and/or by developing alternative inspection programs, the Division retains its value to the industry.

**Reliability**

The crop estimate is generated by the National Agricultural Statistical Service. No unauthorized person has access to the data or analysis of a report before it is issued. The data generated is part of a national program using established and standardized sampling and statistical procedures for crops defined as speculative because they are traded on commodity markets.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida’s fruit and vegetable industries at the lowest possible cost.*

**Performance Measure Number 56**

**Dollar value of fruit and vegetables that are shipped to other states or countries that are subject to mandatory inspection**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Shipped to other states or countries – Florida agricultural products that are sold and transported to a destination other than within the State of Florida.

Subject to mandatory inspection – certain fruit and vegetables are regulated under marketing orders and agreements to ensure quality and standardized packaging.

**Data Sources and Methodology**

The Farm Cash Receipts and Expenditures publication from the USDA’s National Agricultural Statistics Services is an annual report on receipts of Florida agricultural products published in the fall for the previous Calendar Year receipts. From this report, the commodities covered under Federal Marketing Orders (citrus, avocados, tomatoes and peanuts) and Canadian import requirements (potatoes) are added together for a total dollar value of farm products that are subject to mandatory inspection.

**Validity**

The purpose of this measure is to identify the impact that the Division of Fruit & Vegetables has

on Florida’s economy through the inspection for compliance with quality standards of certain agricultural products. The best way to measure this impact is by comparing the revenue generated from the sale of the products (which is reported in the Florida Cash Receipts publication by NASS) that require inspection, either by marketing order or agreement, year to year for consistency in total value. High dollar value of fruit and vegetables proves the inspection program is effective and still desired by the industries the Division serves.

**Reliability**

The basic data is generated by the Agricultural Statistical Service in cooperation with the USDA’s Agricultural Marketing Service and National Agricultural Statistics Service. The data generated is part of a national program using established and standardized sampling and statistical procedures for all states. This is the best data available.

Note – the Florida Cash Receipts and Expenditures publication reports all sales of Florida agricultural products. Currently there are no statistics available that report the receipts of Florida agricultural products that remain in the State or are not subject to mandatory inspection.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida’s fruit and vegetable industries at the lowest possible cost.*

**Performance Measure Number 57**

**Number of tons of fruit and vegetables inspected**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Certificates - Federal certification form

Fresh Shipment Reports - Reports of all Fruit and Vegetable Shipments for domestic and international markets

Manifest - Bill of Lading

**Data Sources and Methodology**

The data is collected by inspectors as a result of certifying the quality and condition of fruit and vegetables. The data is collected daily on inspection certificates and manifests. The data is summarized on an annual basis (August through July for citrus) on certified Fresh Shipment Reports and is distributed to industry representatives. The data is available on a statewide and production area basis.

This measure includes a count of:

- Number of tons of citrus inspected
- Number of tons of vegetables inspected
- Number of tons of fruit and vegetables inspected at terminal markets

**Validity**

The measure is valid because it is an actual account of all inspections made. The quality of the data is attested to by the fact that it is the vehicle used to collect inspection fees, revenue of the Department of Citrus as well as several smaller activities. Each of these entities/activities monitor revenues received against estimates throughout the year.

**Reliability**

As mentioned above, the data receives considerable scrutiny throughout the year. In addition, all data documents are sequentially numbered and accounted for at the end of each collection year. Inspectors are required to attend annual training sessions, an element of which covers the use and accuracy of inspection documents. Documents received from the field are checked for completeness in the Winter Haven office.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost.*



**Performance Measure Number 58**

**Percent Increase in the total number of consumers exposed to Florida agricultural promotion campaign messages**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

None

**Data Sources and Methodology**

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television
- Editor and Publisher Yearbook for newspapers
- Magazine Publishers of America (MPA) for magazines
- Florida Outdoor Advertising Federation for outdoor advertising
- Program sponsors for trade shows, exhibitions, meetings and other similar venues
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups
- Florida Department of Health for the number of WIC recipients receiving Farmers Market Nutrition Program coupons good for fresh fruits and vegetables at local farmer’s markets
- Food Marketing Institute (FMI) annual publication on retail traffic.

The television, radio, print, digital and outdoor advertising industries all depend upon independent monitors to determine their audiences. This information is available, because it is the authority by which they establish their advertising rates. Division of Marketing and Development staff obtain this media data directly from the outlets that create or use the FAPC and related agricultural promotional materials. Trade shows, exhibitions, etc., charge participants on the basis of foot traffic at the event, and this data is provided to the participants following the event.

The Division internally records the distribution of materials that go directly to individuals and groups, and uses Internet-based software to determine “hits” to its websites. The WIC – FMNP program is one in which the federal and state governments share the cost to provide WIC recipients with an opportunity to get fresh fruits and vegetables at no cost to them from local

farmer’s markets. It is administered by the Bureau of Food Distribution and the Bureau of State Farmers Markets within the Department of Agriculture and Consumer Services. The Department of Health hands out coupons worth a total of \$20 per recipient, which can be redeemed at local farmers markets from producers who have been reviewed by the Department of Agriculture and Consumer Services to verify their product is Florida-grown. The recipients are also provided literature explaining the value of including fresh fruits and vegetables in their diets. The Department of Health provides data to the Department of Agriculture regarding the number of recipients who receive coupons. Each recipient is counted as a “consumer” reached by the FAPC Campaign message.

To calculate the percent increase in the total number of consumers exposed to Florida agricultural promotional campaigns, the Division first creates a list of the number of consumers reached by each type of advertising campaign using the methodology described above. Addition of the numbers of consumers reached by each campaign yields the total number of consumers reached.

Once the number of consumers reached in the current fiscal year (Cons. in CFY) is calculated, the percent increase can be calculated using the number of consumers reached in the previous fiscal year (Cons. in PFY) using the following equation:

$$\text{Percent Increase} = \frac{(\text{Cons. in CFY} - \text{Cons. in PFY})}{\text{Cons. in PFY}} \times 100$$

**Validity**

The use of independent monitors by the media ensures the validity of that portion of the measure. The methodology used for non-media consumer contacts is in keeping with standard practices of promotional and educational entities.

Measuring efforts as they relate to the number of consumers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. It is the most suitable methodology for the Division of Marketing and Development because the FAPC and related

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

agricultural campaigns constitute only a part of the overall advertising and promotional effort of Florida's commodity groups.

Furthermore, this measure is a good indicator of the Division's achievement of the primary service objective, increasing the market penetration of Florida agricultural products in national and international markets.

### **Reliability**

Department staff develops and analyzes ROI Reports. A Division wide automated, standardized form is currently being developed. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as well, to monitor "customer satisfaction" regarding our representation of their respective industry.

The probability that someone else calculating the ROI results would end up with the same number we provide is high so long as they use the same formulas that we use. There are multiple ways consumers are reached with messages, each requiring a unique formula because we cannot assume every TV viewer watching a particular channel, or every reader of a magazine actually views our ad on the channel or in the publication. Our data as to which media was used and the "viewership" of each media leave no room for discrepancy whether it is the Department or someone else making the calculations. But making that "raw" data relevant to our campaigns requires adjustments that have to be applied identically by whoever is making the calculations.

### **Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Increase production and sale of Florida's agricultural products.*

### **Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 59\***

**Florida agricultural products as a percentage of the national market**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Approved Measure Number 59**

*\*Fiscal Year 2012 - 2013*

**Measure Deleted**

*Fiscal Year 2013 - 2014*

**Glossary**

None

**Data Sources and Methodology**

The U.S. Department of Agriculture collects this data annually nationwide through its National Ag Statistics Service. It relies on state-federal offices such as the Florida Ag Statistics Service to collect and analyze the information at the state level and it then compiles national statistics. Preliminary data is obtained via email from the USDA in mid-summer, before the data is posted to the following USDA website: <http://www.ers.usda.gov/Data/farmincome/FinfidmuXls.htm> (use the "Annual Cash Receipts, 1924 – 2xxx lookup table). Final data is posted each year in November.

The percent is determined by dividing Florida's dollar value by the national dollar value and multiplying that amount by 100.

**Validity**

The measure is a valid comparison of how well the Florida agricultural industry is performing compared with the industry nationwide. However, while the measure accurately reflects and compares Florida's position to the national composite, it should not be used to gauge or measure the overall effectiveness of marketing initiatives. Nor can the national market

comparisons be used to speculate regarding economic performance of the state's agricultural industry without marketing, advertising and promotional initiatives. It doesn't necessarily indicate how successful the Department's campaigns have been because there are many factors outside the Department that can impact the outcome measure (weather, foreign competition, over-production, etc.).

Still, favorable weather, prudent international trade strategies on the federal level, and repetitive exposure of Florida's marketing messages are all necessary for the state to retain its position as a national agricultural leader.

**Reliability**

The information is very reliable in that it utilizes data that has been successfully collected for decades using basically the same methodology. And, it's done nationwide using these same techniques. All states use the information to gauge its production against the other states.

Calculations are maintained in the Bureau of Development and Information. Because it is well documented, there is a high probability that anyone performing the calculation would reach the same conclusion or percent.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 60**

**Total sales of agricultural and seafood products generated by tenants of State Farmers Markets**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Tenant – a person, real or corporate, operating a business and occupying space at a State Farmers’ Market under the terms of an executed lease agreement.

Total Sales of agricultural and seafood products – Dollar value of agricultural and seafood products sold by tenants and reported to the state farmers’ market offices where their leases reside. Note: Tenants are required to report only those agricultural products sold due to its affiliation with the state farmers’ market location. Corporate sales made from other locations are not included in this requirement. The Bureau’s Operations Manual and individual tenant leases provide specific details regarding this requirement.

Agricultural and seafood product – Any fresh or processed horticultural, aquacultural, viticultural, fish or seafood, dairy, poultry, apicultural, or other farm or garden product. Note: A tenant dealing in one or more of these commodities may be exempt from this reporting measure depending on the nature of its activities at the market (i.e., activity is limited to parking). The sale of products not included in this definition (i.e., fertilizer), while beneficial to the local economy in general, are not included in this performance measure which aims to capture the market’s direct financial impact of agricultural producers.

**Data Sources and Methodology**

The Division of Marketing receives this data from the tenants who lease facilities on the state farmers’ markets. Lease agreements with tenants who qualify for this requirement contain specific language indicating what must be reported, when the report is due and to whom it should be provided. Certain leaseholders are exempt because they do not sell products (i.e., food recovery tenants who collect agricultural products and donate them to food distribution agencies). Truck brokers, who lease space on markets for the convenience of close contact with their clients but who do not make direct sales of products, and administrative leaseholders (i.e., food inspectors) are also exempt from the requirement. Each contract spells out whether the leaseholder is required to provide sales data. Once data is collected at the local market, it is forwarded to the

Bureau of State Farmers’ Markets Administrative Office each month and calculated by the bureau on an annual basis. Concise instructions regarding data collection, including types of agricultural products, which tenants are required to report, and when the reports are due are also included in the Bureau’s Operations Manual. All new leases executed since FY 09-10, and renewal leases since FY 2010-11 contain specific language regarding reporting requirements.

Our methodology involves entering data into internal automated spreadsheets for statistical compilation, analysis and reporting. “Sales generated on the markets” is calculated in a spreadsheet called “FY num qtr market numbers” where “FY” is the fiscal year designated as “xxxx-xxxx” and “num” is the quarter number from monthly reports generated at the markets from commodity reports given them by tenants. The spreadsheet resides on a PC in the Administrative Office.

**Validity**

The movement of Florida grown and produced products is the very essence of the State Farmers’ Market (SFM) system. The measure is the best identifier of the value of the SFM system, and is an outstanding indicator of the rise and fall of the state’s agricultural industry.

The Division of Marketing’s goal is to provide distribution facilities around the state which facilitate the sale and movement of Florida-grown commodities, which in turn generates economic benefits to the communities they’re serving. Distributing agricultural commodities requires manpower and resources, both of which contribute to the economies of the place they’re occurring. It stands to reason that tracking the volume of sales that occur on these markets serves as a monitor of the use of local manpower and resources, while also providing a barometer of the economic value agriculture generates in the communities.

**Reliability**

The reliability of the data is high because our tenants are subject to audits by the State (Bureau of Ag Dealer’s Licenses), the IRS and other agencies that regulate trade.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

The information is submitted to the market manager by the tenant at each state farmers' market and is a requirement of each leaseholder that qualifies by the above definitions. The information is collected monthly at each market and compiled into a market report that shows the value of commodities by commodity type, monthly and year-to-date. Once the report is received in

the Bureau's Administrative office, monthly totals are entered into an Excel Spreadsheet and a second individual verifies a print out of the data in comparison with the original reports from the markets. The PC does the computations, so anyone running the program will get the same results.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 61**

**Number of buyers reached with agricultural promotion campaign messages**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

None

**Data Sources and Methodology**

Sources of the data are:

- Arbitron Company and Nielsen Media Research ratings for radio and television
- Editor and Publisher Yearbook for newspapers
- Magazine Publishers of America (MPA) for magazines
- Florida Outdoor Advertising Federation for outdoor advertising
- Program sponsors for trade shows, exhibitions, meetings and other similar venues
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups
- Florida Department of Health for the number of WIC recipients receiving Farmers Market Nutrition Program coupons good for fresh fruits and vegetables at local farmer’s markets
- Individual in-store sales flyer distribution counts, store traffic information and corporate customer data supplied by retail markets participating in Division marketing initiatives.

The television, radio, print and outdoor advertising industries all depend upon independent monitors to determine their audiences. This information is readily available, because it is the authority by which they establish their advertising rates. Division of Marketing and Development staff obtain this media data directly from the outlets that create or use the FAPC and related agricultural promotional materials. Trade shows, exhibitions, etc., charge participants on the basis of foot traffic at the event, and this data is provided to the participants following the event.

The Division internally records the distribution of materials that go directly to individuals and groups, and uses Internet-based software to determine “hits” to its websites. The WIC – FMNP program is 1 in which the federal and state governments share the cost to provide WIC recipients with an opportunity to get fresh fruits and vegetables at no cost to them from local

farmer’s markets. It is administered by the Bureau of Food Distribution and the Bureau of State Farmers Markets within the Department of Agriculture and Consumer Services. The Department of Health hands out coupons worth a total of \$20 per recipient, which can be redeemed at local farmers markets from producers who have been reviewed by the Department of Agriculture and Consumer Services to verify their product is Florida-grown. The recipients are also provided literature explaining the value of including fresh fruits and vegetables in their diets. The Department of Health provides data to the Department of Agriculture regarding the number of recipients who receive coupons. Each recipient is counted as a “buyer” reached by the FAPC Campaign message.

Prior to the start of major promotional or education campaigns, return on the anticipated investment is estimated in order to determine its viability. Immediately following conclusion of the campaign/event, data is calculated again using the technique described above to determine the actual ROI. Quarterly benchmark reports are prepared to measure results of all campaigns/projects for the period as well as year-to-date.

The following formula is used to determine funding for this activity:

**Bureau of Seafood & Aquaculture Promotion**

General Inspection TF	60%
Saltwater Products Promotion TF	60%
Market Trade Show TF	60%
FAPC Trust Fund	60%

**Bureau of Development & Information**

General Revenue	85%
Ag Emergency Eradication TF	
Salaries	85%
Expenses	85%
Special Category (FAPC)	100%
General Inspection	
TF Salaries	85%
Market Trade Show TF	85%
FAPC TF	85%

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

### Validity

The use of independent monitors by the media ensures the validity of that portion of the measure. The methodology used for non-media consumer contacts is in keeping with standard practices of promotional and educational entities.

Measuring efforts as they relate to the number of buyers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. It is the most suitable methodology for the Division of Marketing and Development because the FAPC and related agricultural campaigns constitute only a part of the overall advertising and promotional effort of Florida's commodity groups.

A formula using estimations is necessary to capture funding information for this activity because of its relationship with another activity in the Department "Number of marketing assists provided to producers and businesses".

Routinely, promotional or educational campaigns conducted by the Department on behalf of agricultural commodity groups contain some components designed to increase profits for the group by influencing consumers, and others that increase profitability by helping the commodity group operate more efficiently. Attempting to capture exact costs of such initiatives into "consumer" and "industry assists" categories are not practical because all of the components are developed simultaneously and by the same personnel; often using common resources.

The Department has closely evaluated the two activities, however, and feels that the Bureau of Development and Information directs approximately 85 percent of its time and expenditures towards consumers and 15 percent for direct industry assistance, while in the Bureau of Seafood and Aquaculture Promotion, the ratio is about 60 percent toward consumers and 40 percent directly toward industry. There are two exceptions (as can be noted in the funding tables: 100 percent of the funds in Special Category 100131 (FAPC) allocated by the Legislature for the FAPC campaign are included in this activity's funding; conversely, 100 percent of the OPS funds allocated in the Agricultural Emergency Eradication Trust Fund is used for administering ag

research projects and is included in the activity entitled "Assists provided to agricultural and seafood producers".

While not accurate to the dollar in either of the two independent activities, collectively all funds expended by the Department in an effort to increase profitability for the agriculture sector are captured and the formula provides an accurate reflection of its initiatives.

This measure is a good indicator of the level of service provided on behalf of Florida's agricultural industry. We perform *on behalf of* an entire industry, but the industry does not make sales – businesses do. That information is closely guarded in most cases because businesses don't want competitors to have that information and it becomes public when we obtain it. Short of having sales data, the next best thing is consumer impressions made, because frequency of exposure is the number one way to sell a product. The Division does document actual sales whenever possible and the information is used in its decisions regarding continuation of specific campaigns.

### Reliability

Department staff develops and analyzes ROI Reports. A Division wide automated, standardized form is currently being developed. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as well, to monitor "customer satisfaction" regarding our representation of their respective industry.

The probability that someone else calculating the ROI results would end up with the same number we provide is high so long as they use the same formulas that we use. There are multiple ways consumers are reached with messages, each requiring a unique formula because we cannot assume every TV viewer watching a particular channel, or every reader of a magazine actually views our ad on the channel or in the publication. Our data as to which media was used and the "viewership" of each media leave no room for discrepancy whether it is us or someone else making the calculations. But making that "raw" data relevant to our campaigns requires adjustments that have to be applied identically by whoever is making the calculations.

#### Service/Budget Entity

*Agricultural Products Marketing*

*(Code: 42170200)*

#### Program

*Agricultural Economic Development*

*(Code: 42170000)*

#### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### Goal

*Increase production and sale of Florida's agricultural products.*

#### Primary Service Objective

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 62**

**Number of marketing assists provided to producers and businesses**

**Action**

- |   |   |
|---|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure                        | <input type="checkbox"/> Requesting New Measure                                       |
| <input checked="" type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Marketing Assist – An exchange of information provided to a specific producer or business that could enable the business or producer to improve performance, increase sales, or reduce job-related risks (physical or financial); or the production of materials to achieve such an exchange. The representative list of activities for this measure follows. The list is not all inclusive:

Industry calls – meetings or telephone contacts with agri-businesses. Each company receiving a call – either in person or via telephone – may be counted as a recipient of an agriculturally related assist. This activity is associated with the Bureaus of Development and Information and Seafood and Aquaculture.

Trade leads – Data regarding potential large-scale purchase of Florida agricultural products and commodities that is provided to sellers of products grown or harvested in Florida. Each company receiving a trade lead is counted as a recipient of an agriculturally related assist each time such data is provided.

Trade missions – An event designed to bring Florida exporters together with potential buyers. Each participating company in such events is counted as a recipient of an agriculturally related assist. This activity is associated with the Bureaus of Development and Information and Seafood and Aquaculture. Data is captured manually following each event.

FMNP / WIC Nutrition Program – A cooperative program between the Florida Department of Agriculture and Consumer Services, Florida Department of Health and the U.S. Department of Agriculture in which WIC eligible individuals are given coupons which can be redeemed at local farmers markets for fresh fruits and vegetables grown in Florida. Each farmer participating in sales that are a part of this program is assessed for eligibility and provided materials that are used in conducting their activities. Each farmer receiving this service is counted as a recipient of an agriculturally related assist. The Department enters into agreements with participating farmers and these agreements are the source for collecting the data. This activity is associated with the Bureaus of Food Distribution and State Farmers Markets. Recipients of the food receive printed information about Florida’s agricultural industry,

and specifically information about the value of adding fresh fruits and vegetables to their diets. Thus, each recipient of food through this program is also counted as a consumer reached with promotional campaign materials under another of the Division’s measures (“Buyers reached with Florida Agricultural Promotion Campaign messages”).

Fairs Registration – The Bureau of State Farmers Markets has statutory responsibility to regulate agricultural fairs and exhibitions in Florida by issuance of permits that verify compliance to Florida Statutes for such events. Each fair receiving this service is counted as a recipient of an agriculturally related assist. The permit records are used to collect this data.

Market Facilities – The Bureau of State Farmers Markets operates 13 State Farmers Markets within Florida. Tenants of the markets are included in this issue as each having received an agriculturally related assist because the markets provide the service of putting growers and buyers in a centralized location, thereby facilitating sales of Florida agricultural products. The Bureau’s lease database is used to collect this data.

Media Items Produced – The Bureau of Education and Communication produces, among other things, graphics, publications, audio-visual productions and web-based elements on behalf of the agriculture industry. These items can be informational, educational and promotional in nature. Each item produced is considered an assist. The Florida Market Bulletin classified ads, an online advertising forum for agriculture-related items, are updated monthly. Each monthly update is considered a media item and thus an agriculture-related assist. Each monthly ad is considered an agriculture-related assist because it helps a producer or business sell an item. The Division website is a multifaceted source of information for both industry and consumers. To measure the website’s usage by industry and consumers, the bureau collects monthly data showing the number of website visits and page views.

Ag Dealer’s Licenses Activities – Assistance is provided to agricultural producers by the Bureau of Ag Dealer’s Licenses (formerly named the Bureau of License and Bond) through activities associated with the issuance of dealer licenses and bond certification to businesses and individuals

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*



who purchase and re-sell commodities grown in Florida. Activities include: Issuing licenses, conducting field contacts and bond audits, issuing prospect letters, notices of deficiencies and denials and renewal and delinquent renewal notices, processing complaints, speaking to industry groups (growers and dealers), participation in trade shows (distributing information on how the licensing process aids in assuring that fair trading practices are conducted in the purchase and resale of agricultural products), and conducting enforcement actions. The license records are used to determine the number of licenses distributed, while the other activities listed are manually collected by staff members assigned to the program.

Telephone Assists – Calls made or received by reps – during which an exchange of information occurs which qualifies to be counted as an assist – The Bureau of Seafood and Aquaculture tracks individual calls while the Bureau of Development and Information collects its data via sampling, by logging calls periodically and then extrapolating the test period data over the full year. Each telephone contact is not an assist, however, only those which result in the passing of helpful information as described in the Marketing Assist definition are counted. The number is computed quarterly. The telephone assists activity is primarily associated with the Bureaus of Development and Information and Seafood and Aquaculture.

Specific Publications – Issues of the following list of specific publications (FAPC Magazine, and Source Directories), are produced hardcopy or electronic versions in scheduled times by the Bureaus of Development and Information and Seafood and Aquaculture. Each hardcopy distributed, and electronic copies accessed on the Internet, are counted as marketing assists. Distribution lists are maintained for hardcopy distribution, while electronic “hits” are collected via special software from the Division’s Internet homepage.

Presentations/Training – As opportunities arise, the Division conducts presentation or training sessions during which specific data is dispensed to provide assistance to recipients. Each attendee of such sessions is counted as a marketing assist.

Statistical Reports – The Florida Agricultural Statistical Service (FASS) does field surveys of Florida commodities – primarily citrus, but also livestock – and produces statistical reports that are used in various ways by various industry segments. A preponderance of their field work and ensuing reports are related to Florida’s citrus industry. Each report prepared by FASS is considered an industry assist because it provides data that the citrus industry and other agricultural sectors use in making planting and marketing decisions.

**Data Sources and Methodology**

The data for this measure is collected by staff persons in the Bureaus of Development and

Information, Seafood and Aquaculture, State Farmers’ Markets, Education and Communications, , Florida Agricultural Statistics Service and Ag Dealer’s Licenses.

The methodology for collecting the information varies by bureau. The Bureau of Development and Information uses a shared database to track missions and events. This data is used to capture return on investment profiles and generate reports on programs.

The Bureau of State Farmers Markets maintains spreadsheets on its network server. The fair permits are tracked on the L-Drive in the “Permits” folder. The Promotional Awards are also tracked on the L-Drive in the “Premiums” folder. An Access database on the L-Drive in the “FMNP” folder is used to track farmers participating in the Farmer’s Market Nutrition /WIC program; and designated staff provides business services (business plan writing, incorporating guidelines, promotional materials design, etc.) and tracks them with email documentation.

The Bureau of Education and Communication uses a monthly projects tracking spreadsheet to generate a report titled “Bureau of Education and Communication Activity Measure Summary” to calculate the number of media items, industry assists, and website usage.

FASS maintains copies of each statistical report produced to document its assists.

The Bureau of Ag Dealer’s Licenses uses an Oracle database and Excel spreadsheets to maintain information and compile reports. The database contains licensing data which is used to track the agricultural dealers licenses issued, the number of businesses bonded and other pertinent data. The Excel spreadsheets are maintained on the bureau’s shared drive, the N-Drive.

The following formula is used to determine funding for this activity:

**Bureau of Seafood and Aquaculture Promotion**

General Inspection TF	50%
Saltwater Products Promotion TF	50%
Market Trade Show TF	50%
FAPC Trust Fund	50%
Ag Emergency Eradication TF	50%

**Bureau of Development and Information**

General Revenue	
Expenses	15%
OPS	15%
Contracted Services	15%
Ag Emergency Eradication TF	
Salaries	15%
Expenses	15%
OPS	100%
General Inspection	15%

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

Market Trade Show TF	15%
FAPC TF	15%

**Validity**

The Department is mandated by statute to provide multi-faceted assistance to the industries it serves. This measure documents the extent to which the Department fulfills that mandate in terms of providing financial, production or marketing assistance. The validity of this measure is very high because it is based on meaningful assists provided to agri-business, including Florida’s seafood industry. However, the measure doesn’t give any indication of the results of the assist that are provided. Furthermore, the measure makes no distinction between assists that take minutes to complete or others that requires months of work. Nor does it distinguish between an assist that results in a small financial gain by an organization and one that could result in sales valued in the millions.

A formula using estimations is necessary to capture funding information for this activity because of its relationship with another activity in the Department “Total number of consumers exposed to Florida agricultural promotion campaign messages”.

Routinely, promotional or educational campaigns conducted by the Department on behalf of agricultural commodity groups contain some components designed to increase profits for the group by influencing consumers, and others that increase profitability by helping the commodity group operate more efficiently. Attempting to capture exact costs of such initiatives into “consumer” and “industry assists” categories are not practical because all of the components are developed simultaneously and by the same personnel; often using common resources.

The Department has closely evaluated the two activities, however, and feels that the Bureau of Development and Information directs

approximately 85 percent of its time and expenditures towards consumers and 15 percent for direct industry assistance, while in the Bureau of Seafood and Aquaculture Promotion, the ratio is about 50 percent toward consumers and 50 percent directly toward industry. There are two exceptions (as can be noted in the funding tables: 100 percent of the funds in Special Category 100131 (FAPC) allocated by the Legislature for the FAPC campaign in the Agricultural Emergency Eradication Trust Fund are included in the activity entitled “Total number of consumers exposed to Florida agricultural promotion campaign messages”; conversely, 100 percent of the OPS funds allocated in the Agricultural Emergency Eradication Trust Fund is used for administering ag projects and is included in this activity.

While not accurate to the dollar in either of the two independent activities, collectively all funds expended by the Department in an effort to increase profitability for the agriculture sector are captured and the formula provides an accurate reflection of its initiatives.

**Reliability**

The information is first-hand in that our staff compiles, analyzes and produces reports. We also utilize internal teams to verify non-automated information via periodical random audits. Industry groups are frequently surveyed to monitor “customer satisfaction” regarding our representation of their respective industry.

Because of the complexity of this measure (numerous contributors counting multiple types of assists in 6 bureaus), it would be difficult – though not improbable – for an outsider to step in and successfully duplicate these calculations without intimate insight into the bureaus. It would be reasonable to believe, however, that anyone spending realistic time in 1 of the bureaus contributing to the measure would compute the same result as was currently computed.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 63**

**Number of leased square feet at State Farmers’ Markets**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

None

**Data Sources and Methodology**

The source of this data is in-house records of the Bureau of State Farmers’ Markets. Square-footage data for each leasable area (i.e., office, warehouse, cooler, etc.) is periodically measured at each market by staff and reported to the Bureau’s Administrative Office. Market lease agreements are maintained on an automated database (the “State Markets Lease Management” database). In conjunction with database reports and linked spreadsheets, the Bureau is able to calculate the total square footage available and leased at any given time. The figure that is used as the criteria for this measure is the number of square feet of market space that was under lease on June 30 each year.

“Square feet available for leasing” and “actual square feet leased” measures are computed by the “State Markets Lease Management” database.

**Validity**

As is the case with any entity that leases property, unoccupied space is an indicator of one of three things: lack of demand for that type property, the property isn’t competitively priced, or tenant recruitment is ineffective. The use of this measure

ensures that the activity is needed, that it fills a void that private industry isn’t satisfying and that the Division of Marketing and Development is maximizing its performance. With that in mind, the measure is a viable reflection of the scope of one service provided to the state’s agricultural community – cost-effective, specialized business infrastructure.

However, a lesser amount of leased square feet does not necessarily mean that performance has dropped, but could be caused by other factors, such as poor condition of the facilities, for example, which is controlled by funding availability.

**Reliability**

The Department must maintain tenant records in order to satisfy required state audits. By having an automated system that both tracks the details of each lease and calculates the output measure, it makes for not only a reliable indicator, but also an efficient one. The major shortcoming of the system is that the information is dynamic, changing virtually daily, and has no method of producing a history report. Lease data therefore is available on any given day, but data cannot be precisely calculated for any specific previous day.

The name of the Microsoft Access database which generates this information is: “State Markets Lease Management.mdb”.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

**Performance Measure Number 64**

**Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Inspected Shellfish Facilities - Shellfish processing plants that hold a valid certification license from the Florida Department of Agriculture and Consumer Services – Division of Aquaculture during the reporting period, and receiving an inspection by the Division of Aquaculture during the reporting period.

Out of Compliance – A shellfish processing facility is out of compliance if a), in an inspection, it receives 3 or more key violations, or 1 critical violation; or b) over the course of multiple inspections it receives repeated key violations. The meanings of the terms “key violation” and “critical violation” shall be as defined in Rule 5L, Florida Administrative Code.

**Data Sources and Methodology**

Florida Department of Agriculture and Consumer Services shellfish processing plant inspection reports are the source of the data. DACS inspectors are required to conduct periodic shellfish processing plant inspections. Administrative staff enters inspection results into a Microsoft Access database. Environmental Administrator queries the data to determine the total number of shellfish facilities and the number of shellfish facilities that were found to be ‘out of compliance’ during the reporting period. To prevent double counting, no facility will be counted as ‘out of compliance’ more than one time during any reporting period.

The percent of shellfish facilities in significant compliance is calculated by the following formula:

$$\frac{(A - B) \times 100}{A}$$

- A = number of shellfish facilities inspected
- B = number of shellfish facilities inspected, but found to not be in compliance

**Validity**

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 65**

**Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Inspection Forms - Processing Plant Inspection Forms

Processing Plant Inspection Reports - Inspection Forms

HACCP – Hazard Analysis Critical Control Point – Requires: identifying hazards likely to occur; establishing critical limits for the identified hazards; taking corrective actions when critical limits are exceeded; and keeping detailed record documentation.

**Data Sources and Methodology**

The data source is the Department of Agriculture and Consumer Services processing plant inspection reports (DACS inspection forms). DACS inspectors are required to conduct periodic, comprehensive shellfish processing plant inspections, a component of which is a HACCP records review. Administrative staff, using a Microsoft Access database program, tabulates the number of inspections.

The number of inspections are tabulated quarterly.

The total number of inspections performed each quarter is the number used to report this performance measure.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source

of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 66**

**Number of acres tested**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Fecal Coliform - All aerobic and anaerobic, gram-negative, nonspore-forming rod-shaped bacteria that ferment lactose with gas formation when incubated for 3 hours at 35 C then transferred to a water bath at 44.5 C for 21 hours.

Reclassified - Shellfish harvesting areas are defined as being reclassified when the status changes between any of the following: Approved, Conditionally Approved, Restricted, Conditionally Restricted, Prohibited, or Unclassified.

**Data Sources and Methodology**

The Division of Aquaculture tests and classifies coastal waters for shellfish harvesting based upon public health criteria in Florida Statute and Agency Rules. Once classified, areas must be routinely tested to ensure that the public health is being protected.

Three external data sources are used to determine the number of acres tested. The Florida Fish and Wildlife Conservation Commission, the Florida Department of Transportation, and the U.S. Coast Guard provide shoreline, roads and railroads and channel marker data respectively in an electronic format. The division of Aquaculture uses this data to create maps, which are used to calculate the number of acres tested.

Field Environmental Specialist's of the Bureau of Aquaculture Environmental Services supply the Division of Aquaculture's Technical Resource Center with the classification boundary lines drawn on a paper map by FAX, mail, or hard copy. The boundaries of classification polygons are digitized in ArcInfo software. ArcView is the software used to calculate the number of acres in classification polygons. The conversion from square meters to acres is achieved by multiplying square meters by 0.0002471054. The field ESII or Technical Resource Center provide the Environmental Administrator of the Shellfish Environmental Assessment Section with acres by area number. The Environmental Administrator enters the acres into Microsoft Word tables and compiles and reports results.

Field Environmental Specialists II's monitor the water quality of shellfish areas for fecal coliform bacteria. Testing is accomplished when at least

one fecal coliform water sample is analyzed. The field Environmental Specialist II communicates areas tested to the EA of the Shellfish Environmental Assessment Section. The Environmental Administrator of the Shellfish Environmental Assessment Section determines the number of acres tested.

When a shellfish area is reclassified, acres are recalculated, compiled and reported.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 67**

**Number of Aquaculture Leases**

**Action**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Requesting Revision to Approved Measure  | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Aquaculture - The culture of aquatic organisms.

Aquaculture Lease - Parcel of sovereignty (state owned) submerged land that is leased from the Board of Trustees under Chapter 253, F.S., for conducting aquacultural activities.

**Data Sources and Methodology**

Data is collected and maintained in the Aquaculture Lease Database.

The number of Aquaculture leases with a valid lease agreement with the Board of Trustees listed in the Aquaculture Lease Database during the Fiscal Year are counted and reported.

**Validity**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure’s description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 68**

**Number of bushels of processed shell and live oysters deposited to restore oyster habitat on public oyster reefs**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Bushel - Volumetric measurement used to determine the amount of oyster shell or live oysters collected or deposited.

Public Oyster Reef - A functional ecological assemblage of oysters and other fauna which is located in the waters of the state.

Resource Development Projects - Program activities to restore, enhance, enlarge oyster resources in the waters of the state.

Shellfish Processor - Facility that processes (shucks) oysters, clams, or scallops and discards the shell as a byproduct of the process.

Transplanting - Activity that involves harvesting, transporting, and depositing of live oysters from one location to another.

**Data Sources and Methodology**

Data sources for this measure are:

- Oyster Shell Collection and Deposition Logs and Reports
- Oyster Resource Development Projects, Contracts, Invoices, and Payments

Data is collected during each program component to account for each bushel collected and planted. The program includes collecting oyster and scallop shell from shellfish processors, transporting the shell to a stockpile, and depositing the shell on public oyster reefs. The number of bushels collected and planted, and the date of the action is recorded. Logs are maintained when shell is collected from processors and when they are deposited on reefs.

Additionally, the program includes cooperative resource development projects where local oyster associations provide participants to transplant live oysters. The number of bushels of oysters planted is counted and payments are made to the associations based on an amount per bushel specified in a contract. Contracts, invoices, receipts, and payments are maintained for program audits.

The methods used have been practiced by oyster resource managers for more than 50 years, and are proven methods for restoring oyster resources. A formula has been established that

converts the number of bushels deposited to the number of acres restored; the formula is dependent upon the level of restoration required on specific reefs.

Calculations: The Marine Captain maintains a daily log of processed shell planted. At the end of each month, the Captain is responsible for adding the daily totals and forwarding the monthly total to the Administrative Assistant. The monthly total is entered into the Bureau’s internal month-end report and into an excel spread sheet located at I/BAD/reports/shells-oysters collected-planted; Click on *Shell tab*.

The Administrative Assistant calculates the number of live oysters deposited on public reefs by running an Access Report (I/BAD/BAD database/Oyster Relay/Reports; select *Oyster Relay Summary*; enter starting and ending dates). The monthly total is entered into the Bureau’s internal month-end report and into an excel spread sheet.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure. Due to time constraints in the budget process, data testing could not be conducted prior to budget submission. Data testing would be necessary to fully assess the validity of the measure. Also, we examined the appropriateness of the measure in regard to the program purpose.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment

Service/Budget Entity

*Aquaculture*

*(Code: 42170300)*

Program

*Agricultural Economic Development*

*(Code: 42170000)*

Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

Goal

*Increase production and sale of Florida’s agricultural products.*

Primary Service Objective

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*



Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data. Due to time constraints in the budget process, verification of procedure and data testing could not be conducted prior to the budget

submission. Data testing would be necessary to fully assess the reliability of the measure.

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

### **Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Increase production and sale of Florida's agricultural products.*

### **Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 69**

**Number of aquaculture certifications issued to first time applicants or renewed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Aquaculture - The culture of aquatic organisms.

Aquaculture Certificate of Registration – A certificate issued pursuant to Chapter 597, F.S. and 5L-3 F.A.C.

**Data Sources and Methodology**

Pursuant to Chapter 597, F.S. and 5L-3, F.A.C., Aquaculture Certifications are issued upon request and with the approved by staff following an on-farm site visit. Certificate renewals are completed annually on July 1<sup>st</sup>.

Aquaculture Certification data is collected and maintained in the Aquaculture Certification Database.

**Validity**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure’s description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*

**Performance Measure Number 70**

**Number of employee hours spent on animal and agricultural emergency activities**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Activity – Employee hours spent in response to a declared or undeclared agricultural emergency as identified on field Daily Activity Reports (DAR’s) and Emergency Operations Center (EOC) – Emergency Support Function (ESF)-17 and/or Incident Command Post (ICP) activations logs. Employee hours spent on emergency training, preparation and planning for animal and agricultural emergencies (declared and undeclared) as identified on the field DAR’s, activation logs, and division training records.

Animal Emergency - A declared or non-declared emergency due to an animal disease or pest occurrence which has a significant animal and/or public health impact which could result in a negative economic impact to the affected industries or citizens of the State of Florida.

Agricultural Emergency – A declared or non-declared emergency which could result in a negative economic impact to the affected agricultural and/or animal industries or citizens of the State of Florida.

Declared Agricultural Emergency – An agricultural emergency declared by one or more of the following: President of the United States; Secretary of Agriculture, United States Department of Agriculture (USDA); Governor of Florida, Florida Commissioner of Agriculture.

Designee – Assistant Director, Division of Animal Industry; Chief, Bureau of Animal Disease Control; Emergency Support Function 17 (ESF-17) Coordinator; or Emergency Veterinary Program Manager.

Division Training Record – Document utilized by the Division of Animal Industry (DAI) to capture employee training hours. Training hours are compiled internally by the Division Training Coordinator (Position number 05293).

Emergency Support Function 17 (ESF 17) - An entity that is identified as an Emergency Support Function (ESF) in the State Comprehensive Emergency Management Plan. The purpose of this ESF is to plan and coordinate support agencies’ response actions relating to animal and agricultural concerns that may arise as part of a natural or manmade disaster.

Employee – DAI Full Time Equivalent (FTE). Three FTE’s are currently designated with 100 percent

emergency related activities duties (Position numbers 1012, 1002 and 1197). One position is designated with 60 percent emergency related activities duties (Position number 3318). One position is designated with 20 percent emergency related activities (Position number 0922). Any DAI FTE could be involved in emergency related activities and/or responses. All hours coded 1000, 1016 or 1017 are counted for the 3 100 percent FTE’s.

Undeclared agricultural emergency – Foreign Animal Disease (FAD) response and/or other emerging animal disease or agricultural concern response not declared by one or more of the following: President of the United States; Secretary of Agriculture, USDA; Governor of Florida; Florida Commissioner of Agriculture.

**Data Sources and Methodology**

Division Emergency Management staff utilize activation logs, training logs/reports and Daily Activity Reports (DAR’s) to compile the employee hours spent responding, training, preparing and planning for animal and agricultural emergencies. Designated staff compile and report these hours annually. The State Veterinarian/Division Director or designee determines if an animal disease emergency is an emerging animal disease or a FAD and warrants response or if an undeclared agricultural concern warrants response. The DAR is modified to capture detailed response hours when directed by the State Veterinarian/Designee. Field staff are notified via e-mail of the DAR category/code modification and the need to record hours appropriately. The new DAR category code is added to the Performance Measure report formula for calculation of emergency hours. Emergency training hours are captured on the individual Division Training Report and included in the Performance Measure report formula.

**Performance Measure Report Formula**

Quarterly hours for designated full time emergency response FTE’s coded 1000, 1016 and 1017 + 60 percent emergency response FTE (312 hours per quarter) + hours for 20 percent emergency response FTE (104 hours per quarter) = Quarterly ER personnel hours.

Hours for emergency training, planning and preparation as coded on the DAR’s ESF-17

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

activities + hours for emergency training ,planning and preparation as captured on the division training form for staff who do not utilize a DAR or are one of the 5 positions assigned full or part time to ESF-17 activities = T/P hours.

Hours spent on declared agricultural emergencies as coded on the DAR's (Code specific) and Emergency Operations Center (EOC) ESF-17 and/or Incident Command Post (ICP) activation logs. (Hours recorded on the EOC ESF-17 and/or ICP activation logs for any of the 5 positions assigned full or part time to ESF-17 activities and employees who fill out a DAR are not counted as their hours are already captured) = Declared emergency hours.

Hours spent on undeclared agricultural emergencies as coded on the DAR's (Code specific) and EOC ESF-17 and/or ICP activation logs (Hours recorded on the EOC ESF-17 and/or ICP activation logs for any of the 5 positions assigned full or part time to ESF-17 activities and employees who fill out a DAR are not counted as their hours are already captured) = Undeclared emergency hours.

Number of employee hours spent on animal and agricultural emergency activities = (Quarterly ER personnel hours) + (T/P Hours) + (Declared

emergency hours) + (Undeclared emergency hours).

### **Validity**

This measure is appropriate as the Department of Agriculture and Consumer Services/Division of Animal Industry was designated as the lead agency/division for Emergency Support Function 17 in the State Comprehensive Emergency Management Plan (CEMP).

### **Reliability**

The Division of Animal Industry, Emergency Response staff has documented standard operating procedures (SOP's) for the compilation of employee hours spent on animal and agricultural emergency activities and for supervisory oversight and validation of the emergency activity hours entered on the DAR's via random audits conducted within specific timeframes that verify previously reported numbers. The reported quarterly numbers for this performance measure are verified by the Assistant Division Director.

### **Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Increase production and sale of Florida's agricultural products.*

### **Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 71**

**Percentage of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling, and eradication activities are established**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Test – Any test performed on an animal to detect any of the diseases listed on the List of Division of Animal Industry Diseases and Tests Report (LDAIDTR).

**Data Sources and Methodology**

Division of Animal Industry program managers receive laboratory reports from a variety of sources (Division laboratories, private laboratories, USDA, etc.) that routinely report results on the diseases in the LDAIDTR. The majority of the test results are derived from USDA databases and the data accuracy in those databases is the responsibility of the USDA. The program managers have documented procedures for data access and compilation which allows for accurate reproduction of the data. The formula for calculation of the percentage of positive test

results is: Number of positive tests/Total number of tests X 100.

**Validity**

This measure is appropriate because testing is necessary to detect these diseases. The mission of the Division of Animal Industry is the prevention, eradication and control of animal diseases.

**Reliability**

The program managers have documented procedures for data access and compilation.

Program managers are audited randomly throughout the year by their supervisor and are required to regenerate a report within a specified timeframe that reproduces previously reported numbers. Their data access and compilation procedures are also reviewed during these random audits.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 72**

**Number of animal site inspections performed**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Animal site or premises - Any location where animals have been, are, or may be maintained.

Inspections - Examination of animals for detection and prevention of diseases and/or evaluation of premises to ensure compliance with state and federal regulations within the Division of Animal Industry's (DAI) jurisdiction.

**Data Sources and Methodology**

The data source is the DAI Daily Activity Report database software application. The monthly DAI Activity Report provides the summary of the animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. Multiple inspections can occur at a single site (multiple programs/activities may be conducted on single premises). The DAI Activity Code Report is utilized to define the codes used to produce the monthly activity report. The annual report will be calculated based on the

compilation of monthly activity reports within the state fiscal year. Based on the OIG Audit in 2005, the data from the previous years cannot be compared to the current and future years information as the methodology used to capture the data has been modified.

**Validity**

The measure is appropriate because site inspections are the keystone to detection and prevention of diseases and evaluation of premises.

**Reliability**

This data is reliable due to the implementation of an electronic daily activity report (7/2006) with precise activity codes. A random sampling of daily activity reports is reviewed monthly by each district supervisor to ensure accurate data entry. The data can be accurately reproduced on an annual basis and the same report can be generated upon demand. This data is backed up daily by AGMIC.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 73**

**Number of tests and/or vaccinations performed on animals**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Animals - Any animal that is tested for a disease as defined on the List of Division of Animal Industry Diseases and Tests Report (LDAIDTR) and any animal vaccinated with Brucella abortus (RB51) vaccine.

Tests - Any test performed on an animal to detect any of the diseases listed on the LDAIDTR.

Vaccination - Immunization of cattle with Brucella abortus (RB51) vaccine as authorized by cooperative USDA-State program guidelines.

**Data Sources and Methodology**

Division of Animal Industry program managers receive laboratory reports from a variety of sources (Division laboratories, private laboratories, USDA, etc.) that routinely report results on the diseases in the LDAIDTR. The majority of the test results are derived from USDA databases and the data accuracy in those databases is the responsibility of the USDA. The program managers have documented procedures for data access and compilation which allow for accurate reproduction of the data.

Animal vaccinations relate to the injection of brucella abortus vaccine into cattle by accredited veterinarians. Data is received from field

personnel, along with information provided from veterinary practitioners, and reports are forwarded to the USDA office for entry into the USDA GDB database system.

Data is compiled in an Excel spreadsheet on the Bureau of Animal Disease "I" Drive/ Monthly report, listed by year and month.

**Validity**

This measure is appropriate because testing is necessary to detect and control these diseases. The mission of the Division of Animal Industry is the prevention, eradication and control of animal diseases.

**Reliability**

The program managers have documented procedures for data access and compilation.

Program managers are audited randomly throughout the year by their supervisor and are required to regenerate a report within a specified timeframe that reproduces previously reported numbers. Their data access and compilation procedures are also reviewed during these random audits.

**Service/Budget Entity**

*Animal Pest and Disease Control  
(Code: 42170500)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 74**

**Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

**Report** – Notification of the State Veterinarian of a suspected or positive dangerous, transmissible disease by any person who has knowledge of, or suspects, the existence of any of the diseases or pests listed in 5C-20, F.A.C. in the state. That person is required to immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@doacs.state.fl.us).

Any person who has knowledge of, or suspects, the existence of any other unusual animal disease or pest in the state which may be a foreign or a newly-emerging disease that might result in unusually high animal loss, economic damage, or is suspected of causing human disease, should immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@doacs.state.fl.us).

**Dangerous, transmissible disease** - Each of the following pests or diseases is declared to be a dangerous, transmissible pest or disease of animals (Rule 5C-20, F.A.C.) and to constitute an animal and/or public health risk.

- (1) African Horse Sickness.
- (2) African Swine Fever.
- (3) Anthrax.
- (4) Avian Influenza.
- (5) Bont Tick infestation (Amblyomma).
- (6) Bovine Piroplasmiasis (Cattle Tick Fever).
- (7) Bovine Spongiform Encephalopathy.
- (8) Brucellosis (B. abortus, B. suis).
- (9) Southern Cattle Tick infestation (Boophilus).
- (10) Chlamydiosis (Psittacosis, Ornithosis).
- (11) Classical Swine Fever.
- (12) Chronic Wasting Disease.
- (13) Contagious Bovine or Caprine Pleuropneumonia.
- (14) Contagious Equine Metritis.
- (15) Dourine.
- (16) Equine Encephalitis (Eastern, Western, Venezuelan, or West Nile Virus).
- (17) Equine Herpes Virus (Neurological Disease).
- (18) Equine Infectious Anemia.
- (19) Equine Piroplasmiasis (Horse Tick Fever).
- (20) Equine Viral Arteritis.
- (21) Exotic Newcastle Disease.
- (22) Foot and Mouth Disease.
- (23) Glanders.
- (24) Heartwater.
- (25) Infectious Bronchitis.
- (26) Infectious Laryngotracheitis.
- (27) Lumpy skin disease.
- (28) Mycoplasmosis (poultry).
- (29) Peste des Petits Ruminants.
- (30) Pseudorabies (Aujeszky's Disease).
- (31) Pullorum Disease.
- (32) Rabies.
- (33) Rift Valley Fever.
- (34) Rinderpest.
- (35) Salmonella enteritidis.
- (36) Scabies (sheep or cattle).
- (37) Scrapie (sheep or goats).
- (38) Screwworm infestation.
- (39) Sheep and Goat Pox.
- (40) Strangles (Equine).
- (41) Spring Viremia of Carp.
- (42) Swine Vesicular Disease.
- (43) Tropical Horse Tick Infestation (Demacentor nitens).
- (44) Tuberculosis.
- (45) Vesicular Exanthema.
- (46) Vesicular Stomatitis.

**Data Sources and Methodology**

The State Veterinarian or authorized representative receives reports of suspected or positive dangerous, transmissible diseases from private veterinarians, animal owners and anyone suspecting the presence of such disease in the State of Florida via telephone, facsimile or e-mail. These diseases are designated Dangerous Transmissible Diseases by Statute (585.15, 18, and 19, F.S) and Rule (5C-20 F.A.C.). These diseases are foreign or emerging diseases that seriously threaten animals and/or public health. All reports

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*



received are entered into the division's Reportable Animal Disease Database (RADD) and are monitored and characterized. Often further testing and evaluation may rule out the suspected disease but positive cases will require initiation of control or eradication measures. Follow-up work generally involves investigation, sample collection, incremental laboratory diagnostic testing, and epidemiological evaluation. Careful analysis is required to assess the potential threat to animal and/or public health.

### **Validity**

This measure is appropriate because the State Veterinarian is established via statute as the contact point for the reporting of these diseases. The mission of the Division of Animal Industry is

the prevention, eradication and control of animal diseases.

### **Reliability**

The State Veterinarian and designated staff have documented procedures for data input, access and compilation. Program managers are audited randomly throughout the year by their supervisor and are required to regenerate a report within a specified timeframe that reproduces previously reported numbers. Their data input, access and compilation procedures are also reviewed during these random audits. The Reportable Animal Disease Database (RADD) was developed utilizing ISDM standards as required by AGMIC. All RADD information is maintained and backed up daily by AGMIC.

### **Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Increase production and sale of Florida's agricultural products.*

### **Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

**Performance Measure Number 75**

**Percentage change in number of new harmful exotic organism detections**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Harmful Exotic Organism – Non-native arthropod, fungus, bacteria, virus, nematode or other organism, which adversely affects a commercially produced or native plant or plant product.

New Record - Insect, disease or other organism not known to be established in Florida and/or the United States

**Data Sources and Methodology**

The total number of new records of harmful exotic organisms is obtained from the Division’s Bureau of Entomology, Nematology and Plant Pathology Databases. These figures are input by the bureau into a share-drive spreadsheet for performance measures. The baseline figure of 21 new pest records is taken from a ten-year performance average (FY03-04 through FY12-13) of new harmful exotic organisms. For a given fiscal year, the percentage is calculated by subtracting the established baseline number from the number of new records of harmful exotic organisms for that fiscal year, and then dividing that difference by the established baseline to obtain the percentage increase or decrease. Expressed as an equation, the formula to calculate the percentage change in number of new harmful exotic organism detections is:

$$\frac{X - N}{N}$$

X = Number of New Records of Harmful Exotic Organisms (for a given fiscal year)

N = Baseline of Annual Harmful Exotic Organisms

**Validity**

The majority of the responsibility for keeping plant and apiary pests and diseases out of Florida falls to the United States Department of Agriculture – Animal and Plant Health Inspection Service and Department of Homeland Security - Customs and Border Protection as these agencies are charged with regulating interstate and international trade and tourism compliance. Inasmuch as the Department cannot control those pest and disease pathways, it is vital that the Division employ a robust and dynamic detection network. The number of new records of harmful exotic organisms detected is a product of the efforts of all Division bureaus and sections. Calculating the margin of change of new pest and disease detections from year to year is a valid measure against which to compare and assess the accomplishment of the Division’s goals and objectives.

**Reliability**

The data indicating the number of new records of harmful exotic organisms detected is very reliable, and it can be easily verified since a laboratory specimen slip that identifies the specific pest detected is required before control action can be taken. The Bureau of Entomology, Nematology and Plant Pathology reports these records bimonthly in Tri-ology. The percentage change figure will represent a year-to-year comparison of the total new records of harmful exotic organisms.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 76**

**Number of plant, fruit fly trap, and honeybee inspections performed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Exotic fruit fly – a tephritid fly that does not occur in Florida that is considered a pest of fruits and vegetables. These include Mediterranean fruit fly, Oriental fruit fly, Mexican fruit fly and several other species.

Inspection - A visual observation made by a Department’s authorized representative to determine whether or not the plant, fruit fly trap, or honeybee is free of the target pest.

Trap – a deltoid trap baited with a sex attractant or a glass bell-shaped trap baited with a food attractant capable of attracting and catching exotic fruit flies.

Serviced – examined to determine if one of the target flies is present and re-baited if scheduled.

**Data Sources and Methodology**

Data is manually collected from daily or weekly inspection reports or collected on a daily basis electronically from personal data assistants from individual inspectors indicating the type of inspection. It is compiled into weekly or quarterly summaries by the various bureaus or programs. The citrus canker and citrus greening inspection statistics are obtained from the Pest Incident Control System (PICS) database and generated by the contractor who designed the database.

The number of plant inspections performed, the number of exotic fruit fly traps serviced, the certification of nurseries as imported fire ant (IFA) free, the registration of citrus budwood and the number of honeybee inspections performed are sub-categories of the number of plant, fruit fly trap and honeybee inspections performed. The number of plant inspections performed is a total of the following subcategories:

- number of plant inspections from the Bureau of Plant and Apiary Inspection

- certification of nurseries as IFA-free
- number of citrus budwood registrations
- number of Citrus Health Response Program property inspections
- Number of Citrus Health Response Program regulatory inspections.

Both the numbers generated from PICS and manual counts of inspection reports are entered in our spreadsheet for performance measures. Each section inputs the number of inspections conducted into the share drive spread sheet for performance measures.

**Validity**

Inspections are an integral component of all division programs. The number of plant and honeybee pests prevented from becoming introduced or spread throughout the state is directly related to the number of inspections conducted; therefore measuring this output is very important. A noteworthy point to consider is that a single inspection may include an entire nursery or a single plant. Also, the number of inspections can vary greatly depending on plant pest situations.

**Reliability**

Each person responsible for entering data into the performance measure spreadsheet only has access to change their own data. And, although the data is collected by hand, much of it can be reconciled with receipts for service fees or quality control activities. Also, date inputting in the field is progressing to greater use of electronic input/storage devices. Therefore, it is considered to be very reliable.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 77**

**Number of commercial citrus acres surveyed for citrus diseases**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Survey - A visual inspection made by a Department’s authorized representative to determine whether or not a commercial citrus grove is free of citrus canker, citrus greening or other diseases.

Commercial Citrus - A solid planting of 40 or more citrus trees (including grapefruit, oranges and tangerines).

**Data Sources and Methodology**

Data is collected from individual inspector’s daily inspection reports or from personal data assistants and entered daily into the Pest Incident Control System (PICS) Data Base maintained by the Citrus Health Response Program. The contractor who designed the PICS system is responsible for generating reports from the PICS database that reflect counts of acres surveyed. This data is then input on a share-drive spreadsheet for performance measures.

**Validity**

Surveys are an integral component of the Citrus Health Response Program. They are necessary to verify that commercial groves are free of citrus canker and citrus greening so that the fruit will be eligible for shipment to other states and countries. The number of acres surveyed is a good indication of workload for this activity.

**Reliability**

Although some of the data is collected by hand, inspection crews work in teams and supervisors or special quality control staff closely monitor their work and conduct targeted follow-up inspections to insure that the inspections are conducted as reported. Therefore, it is considered to be very reliable.

The same conclusion would be reached by anyone accessing the spreadsheet for performance measures.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 78**

**Number of sterile Medflies released**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Mediterranean fruit fly (Medfly) - A fruit fly in the family Tephritidae commonly known as the Medfly. These flies damage fruit by laying eggs in fruit. The eggs hatch into maggots that feed on the fruit pulp making it unacceptable for the fresh fruit market.

Eclosion or eclosion - The fruit fly development stage where the adult fly emerges from the pupal case similar to a butterfly emerging from a cocoon.

**Data Sources and Methodology**

Data on the number of flies released is calculated on daily flights by the United States Department of Agriculture – Animal and Plant Health Inspection Service – Plant Protection and Quarantine (USDA-APHIS-PPQ) from the number of pounds of flies released in each box on each flight/release date. This number is derived from average weight of flies from a particular pupae shipment date. The data is compiled by USDA and entered monthly into a spreadsheet maintained by the Bureau of Methods Development and Biological Control. This data is then input on a share drive spreadsheet for performance measures.

**Validity**

Mediterranean fruit fly is one of the most destructive pests known, attacking over 250 different fruits and vegetables such as oranges,

grapefruit, tangerines, tomatoes, bell peppers, peaches, avocado, mango and many other fruits and vegetables. Releasing sterile Medflies as a preventative measure in high-risk areas of introduction of the state can prevent fertile Medflies from becoming established.

The more sterile flies we release, the less likely we are to have a Medfly outbreak. And where wild Medflies are found the combination of sterile fly release with our ground control efforts significantly improves our ability to achieve eradication. This strategy was instrumental in successfully eradicating the Boca Raton 2010 Medfly infestation. In fact, no Medfly infestation has taken place in areas of sterile fly release since 1998. The Boca Raton and Pompano Beach infestations were just to the north of our sterile fly release area. The measure also provides a good indication of workload for this activity.

**Reliability**

Detailed records are maintained by the Medfly eclosion facility in Sarasota. A separate quality control section in the facility tests the quality of the flies and records the numbers received and released. This can be verified by shipping records and bills from the rearing facility in Guatemala. Therefore, this data is considered to be very reliable.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 79**

**Number of plant, soil, insect and other organism samples processed for identification or diagnosis**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Sample Processed - Sample logged in; separated into subunits as appropriate; prepared through slide-making, culturing, pinning and other laboratory manipulations as necessary; identification or diagnosis made by taxonomic expert; and report prepared for recipients. If one sample is separated into sub units it is still counted as one sample.

**Data Sources and Methodology**

This measurement is obtained from the Entomology, Nematology and Plant Pathology databases. An individual specimen report is completed for each sample and maintained in the appropriate section database. This information is subsequently input into the share drive spreadsheet for performance measures.

**Validity**

This measurement is valid since the specimens collected as part of inspection activities must be properly identified in order that appropriate control action can be taken. The measure is a direct reflection of the amount of work being done by our inspectors since they are collecting specimens for identification.

**Reliability**

This data is very reliable since it can be readily reconciled by comparing samples logged into the system with those processed as maintained in the computer data base and as reported on individual specimen identification slips.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 80**

**Number of cartons of citrus certified fly-free for export**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Carton - A 4/5-bushel cardboard or plastic container used to package fresh citrus fruit.

Certified Pest-free - Citrus fruit that is free of Caribbean fruit fly and other pests of quarantine significance regulated by the importing country as verified on a plant health certificate.

**Data Sources and Methodology**

Data is uploaded from the citrus shippers. Uploads (certified citrus shipping information) are "uploaded" into Freshnet via the CitraNet web site. The Division of Fruits and Vegetables retrieves the data from the FAVR (Fruit and Vegetable Realm), which is an Oracle database system. Copies of the numbered certificates (manifests) are collected and include the number of 4/5 bushel equivalent cartons shipped on an annual basis by country and commodity. The data is obtained from the Division of Fruit and Vegetable

Inspection. This data is then input on a share drive spreadsheet for performance measures.

**Validity**

The measurement is valid since the actual number of cartons is listed on each certificate (manifest) that indicates workload and progress towards goals of expanded export markets for Florida citrus. However, this figure can fluctuate due to market or production changes that are beyond the division's control.

**Reliability**

The data is compiled by hand; however, it can be reconciled by comparison with the manifests and voided certificates (manifests). Thus it is viewed as very accurate. The same conclusion would be reached by anyone accessing the spreadsheet for performance measures. In addition, only the designated person can change the information that they input.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

**Performance Measure Number 81**

**Percentage increase over baseline of number of new sites providing meals to children in the Summer Food Service Program**

**Action**

- Requesting Revision to Approved Measure
- Change in Data Sources or Measurement Methodologies
- Requesting New Measure
- Backup for Performance Outcome and Output Measure

**Glossary**

Summer Food Service Program – A federally assisted meal program established to ensure that low-income children receive nutritious meals when school is not in session.

Program Sponsors – A public or private nonprofit school food authority, a public or private nonprofit residential summer camp, a unit of local, municipal, county or State government, a public or private nonprofit college or university currently participating in the National Youth Sports Program (NYSP), or a private nonprofit organization which develops a special summer or other school vacation program providing food service similar to that made available to children during the school year under the National School Lunch and School Breakfast Programs and which is approved to participate in the program.

Site – A physical location at which a program sponsor provides a food service for children and at which children consume meals in a supervised setting.

New Site – A site which did not participate in the Summer Food Service Program in the prior year, or, as determined by the State agency, a site which has experienced significant staff turnover from the prior year.

School Food Authority – The governing body which is responsible for the administration of one or more schools; and has the legal authority to operate the Program.

**Data Sources and Methodology**

The data for this activity is input by Program Sponsors of the Summer Food Service Program (SFSP) into the Division’s Child Nutrition Program (CNP) System, which resides and is hosted within the Department’s Information Technology Section. Program Sponsors manage their own SFSP feeding sites. Each new site added by a Program Sponsor must be evaluated and approved by a program specialist within the Division to ensure that it meets program requirements.

**Validity**

The measure is valid in that it provides an accurate count of the number new sites participating in SFSP. However, the number of new sites may increase or decrease annually based on expanded outreach efforts and/or the number of participating sponsors. A decrease in the number of new SFSP sites is not necessarily indicative of declining performance by the Division since many factors that could cause a decrease are not within the control of the Division, such as administrative responsibilities, staff turnover, financial capability, etc.

**Reliability**

Over the years, the sponsor reporting module of the CNP System has proven to be consistently accurate. However, the reliability of the data from the CNP System is dependent on the Program Sponsors entering the data into the system as well as the staff reviewing the data entered into the system. Program regulations require that all sites serve areas where the following conditions exist: at least 50 percent of the children are eligible for free or reduced-price school meals under the National School Lunch and School Breakfast Programs; the site is not or will not be served in part or in whole by another site unless certain circumstances are present; and the site serve no more than the number of children for which its facilities are adequate. Once Division program specialists confirm that the regulatory conditions for site approval are met, new sites are approved in the CNP System to begin program operations. The CNP System generates reports of the data source, which are maintained historically.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Provide increased access to nutritious meals for children in low-income communities through the Summer Food Service Program.*



**Performance Measure Number 82**

**Pounds of federal commodities and recovered food distributed**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input type="checkbox"/> Requesting New Measure                                       |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Federal commodities: These are food products purchased by the U.S. Department of Agriculture for distribution to schools and needy citizens on a state-by-state basis, utilizing a network of distributors including food banks, soup kitchens and similar charitable organizations.

Recovered food: These are fresh fruits and vegetables donated to Florida Farm Share, Inc., for distribution to needy citizens. Farmers donate primarily items that are cosmetically blemished or are not sized properly for commercial sales, and items that have been over-produced and cannot be profitably sold.

**Data Sources and Methodology**

The source of the data regarding federal commodities is the United States Department of Agriculture. The Bureau of Food Distribution is linked by computer to the USDA Food Distribution office. The federal office tracks the purchase, movement, and value of all food distributed by this program throughout the U.S. and we have the ability to access that information at all times.

Data regarding recovered food is supplied by Florida Farm Share, Inc., the state’s partner in this program. Farm Share, Inc., actually collects the food, distributes it and maintains auditable records of the process. The poundage of each donation is recorded as it’s received from the farmer. The farmer is provided a receipt for each

donation, and monthly he receives a statement of his total donation for the month for tax purposes. The program data is then provided to the Department of Agriculture on a monthly basis.

Farm Share provides this information monthly when they submit their invoice for payment. Their information relates only to the pounds of recovered foods distributed. Data regarding pounds of federal commodities distributed is taken directly from the USDA’s web based supply chain management (WBSCM) system. The report is called the “Commodity Code Outlays Report”. This online system can only be accessed by password.

**Validity**

The measure is a valid gauge of the worth of the program because it clearly defines the impact it has on solving the social problem of hunger among the state’s needy citizens.

**Reliability**

Reliability is high in that both the USDA program and the Florida Farm Share program are rigorously audited for accuracy of this very information. The probability is high that anyone calculating the data provided by Florida Farm Share and the USDA would arrive at an identical number to which we arrive because the Food Recovery calculation is a simple addition of monthly totals, and the USDA calculation is simply taking a number off a federally-operated (and audited) database.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Provide training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law.*

**Performance Measure Number 83**

**Increase in the number of new sites providing meals to children in the Summer Food Service Program**

**Action**

- |  |   |
|--|---|
| <input type="checkbox"/> Requesting Revision to Approved Measure             | <input checked="" type="checkbox"/> Requesting New Measure                            |
| <input type="checkbox"/> Change in Data Sources or Measurement Methodologies | <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure |

**Glossary**

Summer Food Service Program – A federally assisted meal program established to ensure that low-income children receive nutritious meals when school is not in session.

Program Sponsors – A public or private nonprofit school food authority, a public or private nonprofit residential summer camp, a unit of local, municipal, county or State government, a public or private nonprofit college or university currently participating in the National Youth Sports Program (NYSP), or a private nonprofit organization which develops a special summer or other school vacation program providing food service similar to that made available to children during the school year under the National School Lunch and School Breakfast Programs and which is approved to participate in the program.

Site – A physical location at which a program sponsor provides a food service for children and at which children consume meals in a supervised setting.

New Site – A site which did not participate in the Summer Food Service Program in the prior year, or, as determined by the State agency, a site which has experienced significant staff turnover from the prior year.

School Food Authority – The governing body which is responsible for the administration of one or more schools; and has the legal authority to operate the Program.

**Data Sources and Methodology**

The data for this activity is input by Program Sponsors of the Summer Food Service Program (SFSP) into the Division’s Child Nutrition Program (CNP) System, which resides and is hosted within the Department’s Information Technology Section. Program Sponsors manage their own SFSP feeding sites. Each new site added by a Program Sponsor must be evaluated and approved by a program specialist within the Division to ensure that it meets program requirements.

**Validity**

The measure is valid in that it provides an accurate count of the number new sites participating in SFSP. However, the number of new sites may increase or decrease annually based on expanded outreach efforts and/or the number of participating sponsors. A decrease in the number of new SFSP sites is not necessarily indicative of declining performance by the Division since many factors that could cause a decrease are not within the control of the Division, such as administrative responsibilities, staff turnover, financial capability, etc.

**Reliability**

Over the years, the sponsor reporting module of the CNP System has proven to be consistently accurate. However, the reliability of the data from the CNP System is dependent on the Program Sponsors entering the data into the system as well as the staff reviewing the data entered into the system. Program regulations require that all sites serve areas where the following conditions exist: at least 50 percent of the children are eligible for free or reduced-price school meals under the National School Lunch and School Breakfast Programs; the site is not or will not be served in part or in whole by another site unless certain circumstances are present; and the site serve no more than the number of children for which its facilities are adequate. Once Division program specialists confirm that the regulatory conditions for site approval are met, new sites are approved in the CNP System to begin program operations. The CNP System generates reports of the data source, which are maintained historically.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida’s agricultural products.*

**Primary Service Objective**

*Provide increased access to nutritious meals for children in low-income communities through the Summer Food Service Program.*

# EXHIBIT V

## ASSOCIATED ACTIVITIES CONTRIBUTING TO PERFORMANCE MEASURES

### Section Contents

- Agricultural  
Law Enforcement ..... 180
- Agricultural Water Policy  
Coordination ..... 181
- Executive Direction and  
Support Services..... 182
- Division of Licensing ..... 183
- Office of Energy..... 184
- Consumer Services ..... 185
- Land Management ..... 186
- Wildfire Prevention  
and Management ..... 187
- Food Safety Inspection  
and Enforcement..... 188
- Agricultural  
Environmental Services ..... 189
- Fruit and Vegetable ..... 190
- Agricultural  
Products Marketing ..... 191
- Aquaculture..... 192
- Animal Pest  
and Disease Control ..... 193
- Plant Pest  
and Disease Control ..... 194
- Food, Nutrition  
And Wellness..... 195

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
1	Number of law enforcement investigations initiated	ACT2005	Conduct law enforcement investigations
2	Number of complaints investigated upon referral from the Division of Consumer Protection	ACT2030	Conduct regulatory investigations
3	Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	ACT2020	Agricultural state law enforcement - commodity interdiction
4	Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	ACT2025	Capture Bills of Lading
5	Number of vehicles inspected at agricultural interdiction stations	ACT2020	Agricultural state law enforcement - commodity interdiction
6	Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities	ACT2020	Agricultural state law enforcement - commodity interdiction
7	Number of Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	ACT2025	Capture Bills of Lading

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Prevent the entry of potentially devastating plant and animal pests or disease into the state via highway transportation.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
8	Percent increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMPs) programs	ACT2055	Assist implementation of 1999 Watershed Restoration Act
9	Number of acres in priority basins or watersheds outside the Northern Everglades and Estuaries Protection Program (NEEPP) area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices (BMP) programs	ACT2055	Assist implementation of 1999 Watershed Restoration Act
10	Number of water policy assists provided to agricultural interests	ACT2060	Develop water policy
11	Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs	ACT2050	Develop and implement Best Management Practices (BMP's) for agricultural industry
12	Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs during the fiscal year	ACT2065	Assist mobile irrigation laboratory conservation programs

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase agricultural water quality and conservation.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
13	Administrative costs as a percentage of total agency costs	ACT0010	Executive Direction
14	Administrative positions as a percentage of total agency positions	ACT0010	Executive Direction

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
15	Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of an application.	ACT1200	Licensing
16	Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.	ACT1200	Licensing
17	Number of investigations performed (security, investigative, recovery complaint and agency-generated investigations)	ACT1225	Regional Offices
18	Number of compliance inspections performed (security, investigative, and recovery, licensee/new agency and random inspections)	ACT1225	Regional Offices
19-FY 12/13 Performance Measure Number Deleted Effective FY 13/14	Number of telephone inquiries answered by division staff	ACT1200	Licensing
20	Number of administrative actions generated	ACT1215	Compliance Section
21	Number of new and renewal concealed weapon/firearm licenses Issued	ACT1200	Licensing
22	Number of new and renewal security, investigative, and recovery licenses Issued	ACT1200	Licensing
23	Average wait time of calls answered by Public Inquiry Section	ACT1200	Licensing

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Increase the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 65 days of receipt of an application.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
24	Percentage of grants and financial incentive awards processed.	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
25-FY 12/13 Performance Measure Number Deleted Effective FY 13/14	Percentage Increase in annual energy savings (in KWH) through sponsored energy efficiency and conservation programs.	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
26	Number of grants and financial incentives processed.	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
27	Number of energy program and policy stakeholder contacts	ACT1540	Energy & Climate Program Coordination
28-FY 12/13 Performance Measure Number Deleted Effective FY 13/14	Number of energy and climate program contacts.	ACT1540	Energy and Climate Program Coordination
29	Number of Natural Gas Fuel Fleet Vehicle Rebates Processed	ACT1535	Natural Gas Fuel Fleet Vehicle Rebates

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase annual energy savings through conservation, and renewable energy sources.*



FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
30	Forest land as a percentage of Florida land mass	ACT1120	State Forest Resource Management
31	Number of acres of state forests managed by the Department	ACT1120	State Forest Resource Management
32	Number of hours spent providing forest-related technical assists to non-industrial private landowners	ACT1130	Provide technical assists to non-industrial forest landowners
33	Number of hours spent providing forest-related technical assists to public land management agencies	ACT1160	Provide land management assistance to other agencies
34	Number of state forest visitors	ACT1140	Visitor service / recreation

**Service/Budget Entity**

*Land Management*

*(Code: 42110100)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Maintain forest land acreage in Florida.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
35	Percentage of acres of protected forest and wild lands not burned by wildfires	ACT1180	Protect acres of forest land from wildfires
36	Number of wildfires caused by humans	ACT1180	Protect acres of forest land from wildfires
37	Number of wildfires suppressed	ACT1180	Protect acres of forest land from wildfires
38	Number of acres authorized to be burned through prescribed burning	ACT1180	Protect acres of forest land from wildfires
39	Number of acres of forest land protected from wildfires	ACT1180	Protect acres of forest land from wildfires
40	Number of person-hours spent responding to emergency incidents other than wildfires	ACT1180	Protect acres of forest land from wildfires

**Service/Budget Entity**

*Wildfire Prevention and Management*

*(Code: 42110200)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Conserve and steward the state's agricultural and natural resources.*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
41	Percentage of food firms that receive a rating of "fair" or above	ACT1420	Conduct food establishment inspections
42	Number of inspections of food establishments and water vending machines	ACT1420	Conduct food establishment inspections
43	Number of food analyses conducted	ACT1430	Perform analyses of food samples
44	Number of chemical residue analyses conducted	ACT1440	Perform analyses for chemical residues
45	Number of analyses conducted on Florida Milk Regulatory Program samples	ACT5020	Perform sample analyses
46	Number of dairy establishment inspections	ACT5010	Inspect dairy establishments and collect samples

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Ensure the safety and wholesomeness of foods and other consumer products.*

**Primary Service Objective**

*Decrease the number of adulterated, misrepresented, or hazardous food products.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
47	Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance	ACT1335	Inspect pest control businesses and applicators
48	Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	ACT1350	Regulate fertilizer companies
49	Number of pesticide products registered	ACT1320	Register pesticide products
50	Number of pest control businesses and applicators licensed	ACT1340	License pest control businesses and applicators

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Agricultural Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Protect consumers from potential health and financial risks and unfair and deceptive business practices.*

**Primary Service Objective**

*Decrease the number of pesticide, pest control, fertilizer, feed, and seed licensees and products that are unlawful, unsafe, or unethical.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
51	Percentage of consumer complaints resolved through mediation which result in restitution to consumers	ACT1065	Enforce consumer protection laws
52	Number of assists provided to consumers by the call center	ACT1060	Provide assists to consumers (Call Center)
53	Number of regulated entities registered by the Division of Consumer Services	ACT1097	Register, license, or permit Department regulated entities
54	Number of regulated devices, entities, and products that are inspected or tested for compliance	ACT1096	Conduct petrol field, liquefied petrol gas facilities, and amusement ride inspections – test and analyze petrol production

**Service/Budget Entity**

Consumer Services  
(Code: 42160200)

**Program**

Consumer Protection  
(Code: 42160000)

**Department**

Agriculture and Consumer Services  
(Dept. No. 42)

**Goal**

Protect consumers from potential health and financial risks and unfair and deceptive business practices.

**Primary Service Objective**

Increase the protection of consumers and businesses in transactions by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices, and products.

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
55	Percentage increase in the average per unit inspection fee over the prior year average per unit inspection fee	ACT7020	Conduct shipping and receiving point vegetable inspections and regulate imports in applicable areas upon request
56	Dollar value of fruit and vegetables that are shipped to other states or countries that are subject to mandatory inspection	ACT7020	Conduct shipping and receiving point vegetable inspections and regulate imports in applicable areas upon request
57	Number of tons of fruits and vegetables inspected	ACT7020	Conduct shipping and receiving point vegetable inspections and regulate imports in applicable areas upon request

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Maintain quality inspection services to Florida's fruit and vegetable industries at the lowest possible cost*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
58	Percent increase in the number of buyers reached with agricultural promotion campaign messages	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
59-FY 12/13 Performance Measure Number Deleted Effective FY 13/14	Florida agricultural products as a percentage of the national market	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
60	Total sales of agricultural and seafood products generated by tenants of state farmers markets	ACT6040	Conduct State Farmers' Market Program
61	Number of buyers reached with agricultural promotion campaign messages	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
62	Number of marketing assists provided to producers and businesses	ACT6050	Conduct agricultural/seafood/aquaculture assists
63	Number of leased square feet at State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program

**Service/Budget Entity**

Agricultural Products Marketing  
(Code: 42170200)

**Program**

Agricultural Economic Development  
(Code: 42170000)

**Department**

Agriculture and Consumer Services  
(Dept. No. 42)

**Goal**

Increase production and sale of Florida's agricultural products.

**Primary Service Objective**

Increase the market penetration of Florida agricultural products in national and international markets.

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
64	Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	ACT1710	Inspect shellfish processing plants
65	Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews	ACT1710	Inspect shellfish processing plants
66	Number of acres tested	ACT1720	Test water quality
67	Number of aquaculture leases	ACT1740	Administer shellfish lease program
68	Number of bushels of processed shell and live oysters deposited to restore habitat on public oyster reefs	ACT1750	Conduct oyster planting activities
69	Number of certifications issued to first time applicants or renewed.	ACT 1730	Administer Aquaculture certification program

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Increase sales of Florida aquaculture products by assisting producers and ensuring compliance with food safety regulations.*



FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
70	Percentage of positive test results from livestock and poultry tested for specific diseases for which monitoring, controlling and eradication activities are established	ACT9010	Prevent, control, and eradicate animal diseases
71	Number of animal site inspections performed	ACT9030	Inspect livestock on farms/ranches for sanitary/humane conditions
72	Number of tests and/or vaccinations performed on animals	ACT9010	Prevent, control, and eradicate animal diseases
73	Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian	ACT9010	Prevent, control, and eradicate animal diseases
74	Number of employee hours spent on animal and agricultural emergency activities	ACT9010	Prevent, control, and eradicate animal diseases

**Service/Budget Entity**

*Animal Pest and Disease Control  
(Code: 42170500)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Decrease the number of animals infected with or exposed to dangerous transmissible diseases.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
75	Percentage change in number of new harmful exotic organism detections	ACT8011	Inspect plants for plant pests, diseases or grade and service exotic fruit fly traps
76	Number of plant, fruit fly trap, and honeybee inspections performed	ACT8011	Inspect plants for plant pests, diseases or grade and service exotic fruit fly traps
77	Number of commercial citrus acres surveyed for citrus diseases	ACT8040	Inspect citrus trees for crop forecast and pest detection
78	Number of sterile med flies released	ACT8100	Release sterile fruit flies
79	Number of plant, soil, insect, and other organism samples processed for identification or diagnosis	ACT8060	Identify plant pests
80	Number of cartons of citrus certified as fly-free for export	ACT8080	Certify citrus fly-free

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Increase production and sale of Florida's agricultural products.*

**Primary Service Objective**

*Prevent exotic plant pests and diseases from being introduced or established in Florida.*

FY 13/14 Measure Number	FY 13/14 Approved Performance Measure	FY 13/14 Activity Code	FY 13/14 Activity Title
81	Percentage Increase over baseline of training and technical assistance provided to sponsors of the National School Lunch Program	ACT2001	Training and technical assistance provided to sponsors of the National School Lunch Program
82	Pounds of federal commodities and recovered food distributed	ACT2003	Pass-through funds to food distribution agencies to distribute federal commodities to the needy.
83	Increase in the number of sites providing meals to children in the Summer Food Service Program	ACT2004	Increase the number of new sites providing free meals in the Summer Food Service Program

**Service/Budget Entity**

*Food Nutrition and Wellness  
(Code: 42170700)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Provide training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law.*

**Primary Service Objective**

*Increase the market penetration of Florida agricultural products in national and international markets.*

# **EXHIBIT VI**

## **AGENCY LEVEL UNIT COST SUMMARY**

AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF, AND		FISCAL YEAR 2012-13			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,435,994,796		4,783,192	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		6,599,305		54,049,323	
FINAL BUDGET FOR AGENCY		1,442,594,101		58,832,515	
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>					1,041,902
Provide Assists To Consumers (call Center) * Number of assists provided to consumers by the call center		346,100	4.00	1,384,885	
Conduct Petrol Field, Liquefied Petrol Gas Facilities, And Amusement Ride Safety Inspections Test And Analyze Petrol Production * Number of regulated devices, entities, and products that are inspected or tested for compliance		452,743	25.51	11,547,336	
Register, License, Or Permit Department Regulated Entities * Number of regulated entities registered by the Division of Consumer Services		118,709	21.14	2,509,181	
State Forest Resource Management * The number of acres of State Forests managed by the Department		1,060,556	17.76	18,834,605	
Provide Technical Assists To Non-Industrial Forest Landowners * Number of hours spent providing forest-related technical assists to non-industrial private landowners		31,459	56.88	1,789,343	
Visitor Service / Recreation * The number of State Forest visitors		2,183,110	1.30	2,835,640	
Capital Improvements * Number of hours spent on capital improvement projects		296,103	33.78	10,001,638	
Provide Land Management Assistance To Other Agencies * Number of hours spent providing forest-related technical assists to public land management agencies		14,586	20.49	298,890	
Supervise Workcamp Inmates * Number of inmate hours worked on Florida Forest Service Programs		161,801	5.72	925,604	
Protect Acres Of Forest Land From Wildfires * Number of acres of forest land protected from wildfires		26,329,082	2.33	61,276,245	
Licensing * NA		251,882	56.87	14,324,898	
Public Inquiry * NA		255,011	2.86	728,269	
Compliance Section * Number of Administrative Actions		14,998	110.44	1,656,325	
Regional Offices *		4,696	1,585.29	7,444,527	
Inspect Pesticide Applicators And Dealers * Number of pesticide inspections conducted		3,515	523.56	1,840,318	
License Pesticide Applicators And Dealers * Number of pesticide applicators and dealers licensed		11,988	91.86	1,101,242	
Evaluate And Manage Pesticide Products * Number of pesticide products registered		144	4,387.36	631,780	
Register Pesticide Products * Number of pesticide products registered		14,511	58.85	853,965	
Analyze Pesticide Products * Number of pesticide sample determinations performed		111,515	12.01	1,339,756	
Inspect Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		3,360	756.39	2,541,460	
License Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		49,722	12.65	629,203	
Regulate Mosquito Control Programs * Number of people served by mosquito control activities		57	22,337.37	1,273,230	
Regulate Fertilizer Companies * Number of fertilizer inspections conducted		2,385	489.14	1,166,598	
Analyze Fertilizer Products * Number of fertilizer sample determinations		120,904	7.63	923,089	
Analyze Seed Companies * Number of official seed sample determinations performed		63,616	4.99	317,516	
Regulate Seed Companies * Number of seed inspections conducted		2,512	179.11	449,912	
License Feed Companies * Number of feed companies licensed		813	477.52	388,225	
Analyze Feed Products * Number of official feed samples collected by feed manufacturers and analyzed by certified labs for regulatory purposes		1,610	216.25	348,161	
Conduct Food Establishment Inspections * Number of inspections of food establishments and water vending machines		58,638	225.33	13,213,135	
Perform Analyses Of Food Samples * Number of food analyses conducted		20,688	175.38	3,628,318	
Perform Analyses For Chemical Residues And Pesticide Data * Number of chemical residue analyses conducted		487,350	10.65	5,187,918	
Perform Grade Evaluations On Poultry And Eggs * Tons of poultry and shell eggs graded		355,478	4.14	1,471,403	
Energy And Climate Program Coordination * NUMBER OF ENERGY AND CLIMATE PROGRAM CONTACTS		5,276	252.36	1,331,435	
Inspect Shellfish Processing Plants * Number of shellfish processing plants inspections and HACCP (Hazard Analysis Critical Control Point) records reviews		626	633.18	396,368	
Test Water Quality * Number of acres tested		1,454,180	0.83	1,208,234	
Administer Aquaculture Certification Program * Number of certifications issued to first-time applicants or renewed		726	756.90	549,513	
Administer Shellfish Lease Program * Number of Aquaculture Leases		597	114.88	68,586	
Conduct Oyster Planting Activities * Number of bushels of processed shell and live oysters deposited to restore habitat on public oyster reefs		219,804	5.89	1,295,026	
Conduct Regulatory Investigations * Number of complaints investigated upon referral from the Division of Consumer Protection		2,110	392.72	828,631	
Conduct Law Enforcement Investigations * Number of law enforcement investigations initiated		660	3,873.23	2,556,334	
Agriculture State Law Enforcement - Commodity Interdiction * Number of vehicles inspected at agricultural interdiction stations		8,045,679	1.53	12,336,384	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		49,810	42.94	2,138,648	
Develop And Implement Best Management Practices (bmp's) For Agricultural Industry * Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs		176,617	48.75	8,610,429	
Assist Implementation Of 1999 Watershed Restoration Act * Number of acres outside the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs		256,764	36.37	9,388,135	
Develop Water Policy * Number of water policy assists provided to agricultural interests		643	449.35	288,932	
Assist Mobile Irrigation Laboratory Conservation Programs * Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs		4,350,000,000	0.00	191,926	
Assist Soil And Water Conservation Districts * Number of soil and water conservation districts assisted		63	3,046.44	191,926	
Inspect Dairy Establishments And Collect Samples *		9,335	109.91	1,025,970	
Perform Sample Analyses *		40,118	10.00	401,292	
Inspect Dairy Tankers And Evaluate Bulk Milk Sample Collectors *		1,180	48.38	57,084	
Conduct Florida Agriculture Promotion Campaign (tapp) And Related Promotional Activities * Number of buyers reached with agricultural promotion campaign messages		15,427,497,572	0.00	9,924,467	
Conduct State Farmers Market Program * Number of leased square feet at state farmers' markets		1,694,210	2.07	3,509,726	1,802,000
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of marketing assists provided to producers and businesses		638,237	19.10	12,189,735	
Issue, Inspect And Review Licenses And Bond Program * Number of agricultural dealer licenses issued		5,066	246.11	1,246,796	
Conduct Citrus Crop/Maturity Estimates For The Citrus Industry * Number of agricultural production observations conducted		713,739	3.01	2,149,858	
Conduct Citrus Packing House And Processing Inspections * Number of tons of citrus inspected		6,893,371	0.49	3,356,338	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of tons of vegetables inspected		803,945	3.06	2,457,094	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers *		56,176	37.19	2,089,252	54,899,323
Inspect Plants For Plant Pests, Disease Or Grade And Service Exotic Fruit Fly Traps * Number of plant, fruit fly trap, and honeybee inspections performed		1,084,627	22.11	23,982,227	229,325
Identify Plant Pests * Number of plant, soil, insect and other organism samples processed for identification or diagnosis		380,864	14.72	5,607,986	458,648
Certify Citrus Fly-free * Number of acres trapped for caribfly		4,207,762	0.28	1,197,959	
Develop Control Methods And Rear Biocontrol Agents * Number of bio-control agents reared		76,252,634	0.03	2,105,836	343,986
Release Sterile Fruit Flies * Billions of sterile medflies released		4,421,553,755	0.00	12,640	
Inspect Citrus Trees For Crop Forecast And Pest Detection * Number of commercial acres surveyed for citrus diseases		69,594	4.32	300,846	
Inspect Apiaries * Number of honey bee inspections performed		358,190	2.76	987,746	22,932
Register Citrus Budwood * Number of citrus budwood trees registered		10,788	96.26	1,038,416	
Certify Nurseries As Imported Fire Ant Free * Number of inspections conducted for imported fire ants		3,887	86.24	335,203	34,399
Prevent, Control And Eradicate Animal Diseases * Number of animals tests and/or vaccinations performed on animals		352,676	9.03	3,183,211	
Conduct Animal-related Diagnostic Laboratory Procedures * Number of animal-related diagnostic laboratory procedures performed		331,601	10.15	3,364,876	
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of animal site inspections performed		14,220	121.81	1,732,104	
Identify The Origin And Health Status Of Imported Animals * Number of animals covered by health certificates		28,439,399	0.02	707,739	
TOTAL				297,157,523	58,832,515
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				940,054,285	
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				12,351,755	
REVERSIONS				193,030,609	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,442,594,172	58,832,515

### 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**

## *Glossary of Terms and Acronyms*

**Activity:** A set of transactions within a budget entity that translates inputs into outputs using resources in response to a business requirement. Sequences of activities in logical combinations form services. Unit cost information is determined using the outputs of activities.

**Agricultural Commodities:** All items such as fruits, vegetables, plants, potting soil, etc.

**Animal Disease:** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

**Animal Pest:** Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products

**Aquaculture:** The culture of aquatic organisms.

**Aquaculture Products:** Aquatic organisms and any product derived from aquatic organisms that are owned and propagated, grown, or produced under controlled conditions.

**BMPs:** Best Management Practices

**Baseline Data:** Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

**Consumer Protection laws:** Any law relating to consumer protection.

**Demand:** The number of output units which are eligible to benefit from a service or activity.

**Department:** Means the Florida Department of Agriculture and Consumer Services.

**Endangered Plant:** A plant classified as endangered in Rule Chapter 5B-40, Florida Administrative Code.

**F.S. - Florida Statutes**

**Food establishment:** Those food establishments (including water vending machines, WVM) regulated under authority of Chapter 500, F.S. For the purpose of this measure, only those

establishments receiving a rated sanitation inspection during the period are considered.

**Marketing Assist:** A significant exchange of information provided to a specific producer or business that could enable the business or producer to improve performance, increase sales, or reduce job-related risks (physical or financial); or the production of materials to achieve such an exchange.

**Milk and Milk Products Analyzed:** Those items regulated by Chapters 502 and 503, Florida Statutes, of which samples are submitted to the State Dairy Laboratories for testing to insure requirements are being met.

**Pesticide:** Any substance or mixture or substances intended for preventing, destroying, repelling or mitigating any insect, rodents, nematodes, fungi, weeds or other forms of plant or animal life or viruses, except viruses, bacteria or fungi on or in living man or other animals which the Department by rule declares to be a pest and any substance or mixture of substances intended for use as a plant regulator, defoliant or desiccant.

**Plant Disease:** Any living stage of any bacteria, fungi or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Plant Pest:** Any living stage of any insects, mites, nematodes, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, or viruses, or any organisms similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any plants or plant parts or any processed, manufactured, or other plant products.

**Program:** A set of activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the LRPP.

**Regulated Commodity:** All food, agricultural, horticultural, and aquacultural or livestock products or any article or product with respect to which any authority is conferred by law on the Department of Agriculture and Consumer Services.

**Regulated Entities:** Those businesses required to file with the Department, or be registered or licensed by the Department, pursuant to Florida Statutes (Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Sellers of Business Opportunities, Health Studios, Dance Studios, Pawn Shops, operators of Game Promotions and—Intrastate Moving companies).

**Regulated Weighing:** Measuring devices are devices used in measuring commodities for commercial sale such as scales, motor fuel dispensers (gas pumps at retail stations), taximeters, timing devices, grain moisture meters, etc.

**Regulatory:** To control or direct according to rule, principle, or law as it relates to the mission of the Department and regulated community.

**Reliability:** The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

**Standard:** The level of performance of an outcome or output.

**Water Conservation Programs:** Programs are designed to improve irrigation system efficiency, facilitate better management of irrigation methods to match crop needs and plan long-term capital improvements to implement new technologies.

**Weighing and Measuring Devices:** Include commercial scales of all sizes from prescription balances up to motor vehicle scales, taximeters, grain moisture meters at grain elevators, tanks on dairies used to measure milk sold to processors, parking meters and other commercial devices used in determining measure in commerce.

**Wildfire:** Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

**Wildfire Reporting System:** A computer database residing on the Department of Agriculture and Consumer Services' mainframe computer that stores and processes information related to wildfires responded to by the Division of Forestry.

**Wild land:** Any public or private managed or unmanaged forest, urban/interface pasture or range land, recreation lands, or any other land at risk of wildfire.