FDLE

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LONG RANGE PROGRAM PLAN

Florida Department of Law Enforcement

Tallahassee

September 30, 2014

Cynthia Kelly, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

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House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

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Senate Committee on Appropriations
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, FS, our Long Range Program Plan for the Florida Department of Law Enforcement is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2015-16 through Fiscal Year 2019-20. The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is www.fdle.state.fl.us/Content/Publications/Publications.aspx. I approve its submission.

Sincerely,

Gerald M. Bailey
Commissioner

GMB/red

Florida Department of Law Enforcement

Long-Range Program Plan
FY 15-16 through 19-20

September 30, 2014
Gerald M. Bailey, Commissioner

AGENCY MISSION AND GOALS

Mission

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

Values

The Florida Department of Law Enforcement (FDLE) is dedicated to four basic values that drive the organization. All of FDLE's members are committed to the highest standards of:

- **SERVICE** to the law enforcement community and others we serve;
- **INTEGRITY** of the organization and the individual;
- **RESPECT** for each member as our most valuable asset; and
- **QUALITY** in everything we do.

It is this dedication that will continue to keep FDLE at the forefront of the state's and the nation's quality criminal justice agencies.

Goals

FDLE has identified four major goals to promote public safety:

Goal 1: Ensure the detection of crime, investigation of criminal activity and apprehension of suspected criminals;

Goal 2: Support the prosecution of criminal cases;

Goal 3: Prevent crime and promote public safety; and

Goal 4: Prevent and respond to threats against domestic security and other disasters.

AGENCY OBJECTIVES

Objective I: Conduct effective criminal investigations

Objective II: Provide timely and quality forensic and investigative assistance

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

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

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

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

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

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

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

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

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

AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTIONS TABLES

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

Objective I: Conduct effective criminal investigations

Outcome I.1: Maintain the number of criminal investigations

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
3,862 2009-10	2,000	2,000	2,000	2,000	2,000

Outcome I.2: Maintain percent of investigative resources dedicated to major investigative activities

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
70% 2013-14	70%	70%	70%	70%	70%

Objective II: Provide timely and quality forensic and investigative assistance

Outcome II.1: Decrease turnaround time for lab disciplines

	Baseline/ Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
Digital Evidence Recovery	123 Days 2000-01	90	90	89	89	88
Chemistry	35 Days 2000-01	30	30	29	29	28
Crime Scene	40 Days 2000-01	30	30	29	29	28
Firearms	135 Days 2000-01	60	60	59	59	58
Latents	65 Days 2000-01	80	80	79	79	78
Trace Evidence	118 Days 2000-01	150	150	149	149	148
Biology/DNA	111 Days 2000-01	100	100	99	99	98
Toxicology	44 Days 2000-01	40	40	39	39	38
Questioned Documents	35 Days 2015-16	35	35	34	34	33

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

Baseline/ Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
29,118 1997-98	75,000	75,000	77,250	77,250	79,568

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
99% 1996-97	99.5%	99.5%	99.5%	99.5%	99.5%

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
5,756,765 1996-97	26,500,000	26,500,000	27,295,000	27,295,000	28,113,850

GOAL 2: Support the prosecution of criminal cases

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
92% 1995-96	95%	95%	95%	95%	95%

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
2,000 2009-10	4,000	4,000	4,120	4,120	4,244

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
700,000 2009-10	1,150,000	1,150,000	1,184,500	1,184,500	1,220,035

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
5,756,765 1996-97	26,500,000	26,500,000	27,295,000	27,295,000	28,113,850

GOAL 3: Prevent crime and promote public safety

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
84% 1996-97	80%	80%	80%	80%	80%

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
24,828 1996-97	20,000	20,000	20,600	20,600	21,218

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
5,756,765 1996-97	26,500,000	26,500,000	27,295,000	27,295,000	28,113,850

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
99% 1996-97	99.5%	99.5%	99.5%	99.5%	99.5%

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
4,000 2009-10	4,300	4,300	4,429	4,429	4,562

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
1,238,690 1996-97	3,000,000	3,000,000	3,090,000	3,090,000	3,182,700

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
15,650 1998-99	72,396	75,996	79,596	83,196	86,796

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

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

Outcome X.1: Maintain the number of domestic security activities

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
30 2009-10	200	200	200	200	200

Outcome X.2: Maintain the number of intelligence products

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
2000 2015-16	2,000	2,000	2,000	2,000	2,000

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

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

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
7,489 2002-03	4,500	4,500	4,500	4,500	4,500

Outcome XI.2: Maintain rate of criminal incidents per 1, 000 employees

Baseline/Year	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20
9.38 2013-14	2	2	2	2	2

1. **IMPROVING EDUCATION**
    *   **World Class Education- N/A**

2. **Economic Development and Job Growth**
    *   **Focus on Job Growth and Retention**

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

        FDLE GOAL 2: Support the prosecution of criminal cases

        FDLE GOAL 3: Prevent crime and promote public safety

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

    *   **Reduce Taxes- N/A**

    *   **Regulatory Reform- N/A**

    *   **Phase out Florida's Corporate Income Tax- N/A**

3. **MAINTAINING AFFORDABLE COST OF LIVING IN FLORIDA**
    *   **Accountability Budgeting**

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

        FDLE GOAL 2: Support the prosecution of criminal cases

        FDLE GOAL 3: Prevent crime and promote public safety

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

    *   **Reduce Government Spending**

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

        FDLE GOAL 2: Support the prosecution of criminal cases

        FDLE GOAL 3: Prevent crime and promote public safety

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

    *   **Reduce Taxes- N/A**
    *   **Phase out Florida's Corporate income Tax- N/A**

TRENDS AND CONDITIONS STATEMENTS

The Florida Department of Law Enforcement's (FDLE) Long-Range Program Plan (LRPP) for FYs 15-16 through 19-20 is a goal-based, five-year planning document that identifies the agency's priorities, goals and objectives. The department reviewed and evaluated past, current and projected performance data on all services and activities within FDLE's five divisions: Investigations and Forensic Science Services, Criminal Justice Information Services, Criminal Justice Professionalism, Executive Director and Business Support and Florida Capitol Police. The performance data and trends were used to adjust goals and performance objectives where necessary. This document provides a strategic direction for the department to ensure criminal justice goals are attained and serves as a resource for policymakers, stakeholders and the citizens of Florida.

Statutory Authority

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

Agency Planning Approach

FDLE leaders regularly initiate workgroups to assess a unit's strengths, weaknesses, opportunities and threats. In addition, the department completed an agency-wide analysis in June 2014. The department routinely solicits the feedback of Florida's police chiefs, sheriffs and other criminal justice stakeholders. FDLE utilizes statewide crime data and trends, demand for services and performance data to determine where to place resources and what additional resources will be required over the next several years to ensure strategic goals and objectives are achieved.

This plan was developed based on careful consideration of the department's mission, capabilities and environment, and assists in the priority-based allocation of fiscal, human, technological, capital, and other resources. In developing the plan, the department reviewed and examined all divisions, services and activities funded in current year estimated expenditures.

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

Investigative Services
FDLE conducts protracted criminal investigations that target crime and criminal organizations whose illegal activities and/or associates cross jurisdictional boundaries,

include multiple victims, represent a major social or economic impact to Florida, and/or address a significant public safety concern. FDLE's investigative and intelligence resources primarily target five focus areas: Violent Crime, Economic Crime, Drug Crime, Public Integrity and Domestic Security. FDLE also commits investigative resources to initiatives that, while not protracted, address a statewide public safety priority and provides investigative expertise and assistance to Florida's law enforcement community.

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

Violent Crime (Murder, Forcible Sex Offenses, Robbery and Aggravated Assault)
According to the 2013 Uniform Crime Report, both the volume (number) and rate (number per 100,000 population) of crime declined in 2013, reaching its lowest point in 43 years. Despite the decline, there were still more than 90,000 violent crimes reported in Florida - one violent crime reported every six minutes. While the number of violent crimes decreased the past year, the number of reported murders had largest percentage decline in 2013; down 3.9 percent from the previous year. Guns continue to be the most common murder weapon, accounting for 72 percent of all reported homicides in the state.

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

In partnership with local law enforcement, FDLE has developed and implemented Electronic Surveillance Support Teams (ESST), which use advanced technologies, global positioning satellite and other computer technology to locate violent crime suspects. The ESSTs have enhanced law enforcement's capability to identify violent criminals and significantly improved the speed of locating and apprehending a criminal suspect. In FY 13-14, ESSTs conducted more than 6,900 requests for technical services statewide; a 30 percent increase in services provided over the previous year. Fifteen Special Agent positions are allocated to ESSTs throughout the state. The department will continue to expand this capability within the regions.

Cybercrime
More than 90 percent of American youth (ages 10-17) regularly access the Internet through computers, smart phones, portable music players and game consoles. Approximately one in five teenagers reported receiving unwanted sexual solicitations in the form of pressure to meet offline or to send explicit photographs. Social networking and mobile applications have become an increasingly popular way for sexual predators to

make contact with minors. These predators use applications and programs to locate and target their victims. According to the federal Internet Crimes Against Children Task Force, Florida ranks fourth in the nation in volume of child pornography.

Computers and the Internet have become integral parts of human activity—both legal and illegal—throughout most of the world. Cyber tools and techniques are now required to investigate a range of classic "physical" crimes, as well as new high-tech crimes. FDLE has established seven cyber/high-tech crime squads statewide. These squads investigate Internet crimes and child exploitation, as well as complex, multi-jurisdictional financial crimes and identity theft. Because of the growing demand to investigate cyber security threats within the state, FDLE will continue to expand the capability of these regional squads to investigate advanced cyber security crimes, such as network intrusions and denial of service attacks.

Economic Crime (Retail Theft and Identity Theft)
The FBI and industry experts estimate organized retail theft is more than a $30 billion a year crime problem, accounting for more than burglary, larceny, robbery and auto theft combined. A survey conducted by the National Retail Federation found over 90 percent of retailers has been a victim of organized retail crime in the past three years. Besides the huge financial toll retail theft takes on the industry, which leads to higher consumer prices, there are also public safety issues. Some stolen products, including baby formula and pharmaceuticals, have a specific shelf life. The alteration of expiration dates before being resold may pose serious public health issues.

Criminals perpetrating schemes to defraud continue to become more sophisticated in nature. Illicit uses of alternative payment systems (e.g. debit, credit, prepaid access, virtual currency) pose new challenges in the investigation of economic crime. Anonymous modes of communication (e.g. VoIP, spoofing, the Internet) further complicate the identification of suspects and negatively impact the successful investigation and prosecution of criminal groups operating within Florida, as well as those perpetrating economic crime on the citizens of Florida from outside of the state.

With the growing number of social networking sites and personal information being used online, the need for identity protection has become increasingly important. According to the Department of Justice's Bureau of Justice Statistics, in 2012, approximately 16.6 million people in the United States were victims of identity theft, resulting in an estimated loss of over $24.7 billion. Identity theft can be defined as the fraudulent use of personal information, typically for financial gain. Repairing a person's credit once they have been a victim of identity theft may take years in some cases, causing unwanted stress and anxiety for all involved. In 2012, the Federal Trade Commission ranked Florida first in the nation for identity theft, with 70,000 complaints. FDLE will focus on identifying, investigating and dismantling major criminal organizations engaged in retail theft, identity theft and other fraud-related schemes.

Drug Crime (Manufacturing, Trafficking, Distribution, and Abuse)
For many years, Florida has been an integral part of the global drug trade. Due to its geographic versatility, Florida provides an entry point into the country for a variety of drugs such as cocaine, heroin and cannabis arriving through the Mexican and Caribbean Corridors. In addition, the domestic production of cannabis and methamphetamines, in conjunction with the diversion of pharmaceutical narcotics, has created an extremely diverse drug landscape statewide.

Recently, there has been a massive influx of illicit synthetic substances in the state, many of which are now controlled substances in Florida Statutes. These synthetic narcotics are generally classifiable as Synthetic Cannabinoids (spice), Cathinones (bath salts) and Phenethylamines and are abused because they are ostensibly legal and often times perceived as a safer alternative to illegal drugs. In many cases, synthetic narcotics have proven to be more dangerous. They are commonly available for purchase in specialty smoke shops, the Internet and convenience stores, making them easily obtained for abuse by children and young adults. Such abuse presents severe health risks, and an immediate danger and imminent hazard to the health, safety and welfare of Floridians. These substances continue to be an issue, especially of a public health concern, as the contents are unknown and largely target a youthful clientele.

Due to the success of Florida's enforcement related operations concerning pharmaceutical diversion, the void to fill and feed the addition of opioid addicted individuals creates a prime environment for the re-emergence of heroin. The correlation between a lack of availability of prescription opioid pharmaceuticals and the migration of addicts to heroin is being seen nationwide with a significant upwards trend within Florida. The four most harmful drugs found in more than 50 percent of the deaths in 2012 in which drugs were found, were heroin (92 percent), methadone (68 percent), fentanyl (54 percent) and oxycodone (52 percent). In 2012, occurrences of heroin increased 89 percent (108 deaths) and deaths caused by heroin increased 90 percent compared to 2011. Although that number trends low relative to where the state was pre-"pill mills", the potential for significant opportunity in both drug trafficking and addiction overdose cannot be overlooked. FDLE will focus on applying an integrated approach to identify, investigate and apprehend domestic and transnational drug organizations, which are perpetuating the abuse of traditional and nontraditional drugs in Florida.

The domestic manufacture of methamphetamine in Florida has been a concern for law enforcement and the public for many years. The waste products found at clandestine methamphetamine labs may include solvents, reagents, precursors, by-products and the drug products themselves. If disposed improperly, these wastes can contaminate ground water, cause respiratory/skin irritations and release toxins into the environment. In the worst case, they can explode, causing serious injury or death. According to the DEA, Florida seized more than 1,000 clandestine methamphetamine labs in 2013, a 19 percent

increase over the previous year. The National Drug Threat Assessment states that this trend was also observed throughout the country.

These illegal and volatile operations require dangerous and costly environmental cleanup. Approximately $1.5 million was spent in Florida last year. In 2012, FDLE entered into an agreement with the DEA to manage Florida's Authorized Central Storage (ACS) program. The ACS program was developed to assist local law enforcement in mitigating the cleanup costs associated with clandestine lab investigations. Since the implementation of the ACS program, 13 host container sites have been strategically placed around the state in Charlotte, Citrus, Clay, Columbia, Lake, Monroe, Nassau, Palm Beach, Putnam, Santa Rosa, Volusia, Wakulla and Walton counties. In addition to the host sites, which contain both a response trailer and container, FDLE and DEA have placed response trailers in Bay, Calhoun, Flagler, Highlands and Taylor counties. Placement of these containers and trailers will minimize cleanup costs for local law enforcement and help accurately track and report the occurrence of Florida labs. To date, ACS has certified approximately 400 law enforcement officers to handle the hazardous materials generated by clandestine methamphetamine labs.

Public Integrity
Corruption is a breach of trust by a federal, state, or local official, often with the help of a private sector accomplice for the purpose of financial gain. In 2013, the Department of Justice reported to Congress that Florida ranked third in the country in federal public corruption convictions from 2004 - 2013. A 2011 Associated Press survey found the public rates integrity as the most important factor in a government leader. Public corruption undermines the security and safety of our neighborhoods and cities, wastes billions of dollars annually and erodes public confidence in government.

Public confidence in the government demands unbiased investigation into incidents of corruption, official or police misconduct. FDLE has the autonomy and statewide jurisdiction required to investigate allegations of public corruption, official or police misconduct, police use of force, or similar cases involving the integrity of our public agencies and institutions. For example, FDLE and the Department of Corrections (DOC) have a Memorandum of Understanding requiring DOC to report all inmate deaths, deaths of persons other than inmates or life-threatening injuries to any person to the department. In 2014, it was revised, giving FDLE additional authority to investigate incidents in DOC institutions. According to DOC, 35,000 incidents were reported in FY 12-13, resulting in 1,100 criminal cases and 165 death investigations by its Office of Inspector General.

The department dedicates a significant amount of investigative resources to public integrity investigations. In FY 13-14, more than 89,000 hours were spent on these type of cases, representing 13 percent of the department's total case investigative hours. Because of the impact of public corruption on state and local economies, as well as security and safety of

Florida's citizens, FDLE will continue its commitment to conducting public integrity investigations.

Critical Information-Sharing Systems and Tools
One of the most important factors in crime detection, investigation, and apprehension is the rapid, complete and reliable exchange of crime-related information among criminal justice professionals at all levels – local, state and federal. FDLE's key information systems provide greater utility of Florida's criminal history information and enhance law enforcement's ability to track and arrest criminals and solve crimes:

- *Florida Crime Information Center (FCIC)* – contains information on wanted persons, missing persons, unidentified persons and stolen property and serves as the gateway to Florida and national criminal history records. This is Florida's law enforcement/criminal justice information system.
- *Computerized Criminal History System (CCH)* – contains all fingerprint-supported criminal history records in the state of Florida. Florida's central repository is the fourth largest criminal history system in the nation.
- *Biometric Identification (ID) System* – provides a fast, accurate method of fingerprint identification. It also allows for the storage and search of palm prints and the collection of images such as mug shots, scars, and tattoos.
- *Rapid ID* – allows users to biometrically identify a subject and run warrant and criminal history checks in moments, by simply capturing two fingerprints on a hand-held device. Law enforcement officers use these devices during roadside stops, in jails during intake, transport, and release, in courthouses to confirm identity at arraignment, by probation officers to confirm a probationer's identity and by sexual offender/predator units for re-registration. Additionally, the devices allow jail and courthouse personnel to determine whether an individual has previously submitted a sample to the DNA Database, thus eliminating duplicate samples at the time of conviction, reducing submission errors and improving the efficiency of the process. Florida's Rapid ID system interfaces with the FBI's quick ID system, the Repository for Individuals of Special Concern, allowing Florida's law enforcement officers to query this additional information source of known criminal subjects. This database contains nearly three million additional criminal records and allows Rapid ID users to better assess the threat level of a criminal subject.
- *FALCON Web Interface* – allows users to access FALCON's watch list feature where they may elect to receive notification when fingerprint activity, such as an arrest, is submitted for a criminal subject. The web application also provides users access to search and manage retained applicant fingerprints. The system provides reports and allows users to submit a record for a complete state and national fingerprint-based record check without having to re-fingerprint the employee or applicant.

FDLE maintains the Criminal Justice Network (CJNet) so Florida's criminal justice agencies have access to multiple online systems to assist in the prevention, detection and the solving of crimes. The following represent a sample of available systems:

- *DNA Database* – allows law enforcement agencies to search FDLE records for possible DNA matches when solving crimes.
- *Florida Fusion Center Network (FFCN)* – facilitates information exchange within regional and the State Fusion Centers.
- *Florida Law Enforcement eXchange* – the statewide law enforcement data sharing system that links the regional law enforcement data sharing systems (LInX, TBSN, FINDER, R-LEX, SmartShare) to provide criminal justice and investigative lead-generating information from local agencies' Records Management Systems, Jail Management System, Computer Aided Dispatch, and other databases.
- *CJNet* – provides access for maintenance (update and query) by criminal justice agencies for databases such as the Sex Offender / Predator registration system, the Missing Endangered Persons Information Clearinghouse (MEPIC) and Career Offender.

FDLE also maintains an Internet presence that provides criminal justice information services to the public through the following systems:

- *Sex Offender / Predator System* – provides information and mapping services related to registered sexual offenders and predators.
- *FCIC Public Access System* – provides information on wanted or missing persons, and stolen vehicles, parts, licenses or other articles.
- *MEPIC* - the central repository of information regarding missing endangered persons in Florida. MEPIC assists law enforcement agencies and Florida's citizens in finding missing persons by providing analytical services and engaging the public in the search and is responsible for issuing all AMBER, Missing Child and Silver Alerts in Florida.

Additional federal initiatives will influence information services. Beginning in 2014, the FBI will implement the Next Generation Identification (NGI) Rap Back Service. The service will allow states to enroll civil applicant fingerprints and receive notification of out of state/federal arrests, warrants, sex offender registry updates as well as death notices. The NGI Rap Back Service will also allow criminal justice agencies use of the service for investigations and persons on supervision (watch list). FDLE is reviewing and gathering the requirements for participation and making modifications to the Civil Workflow Control System and FALCON. FDLE anticipates participating in the NGI Rap Back Service for non-criminal justice use in January 2015 and for criminal justice use during summer 2015. Also in 2014, the FBI will implement a national facial recognition system. In preparation, FDLE is working with local agencies to submit booking mugshots.

FDLE has received multi-year funding under the National Instant Criminal Background Check System (NICS) Act Record Improvement Program to improve data completeness

and sharing. It also addresses the gap in information available to NICS regarding prohibiting factors, such as mental health adjudications and commitments used to make determinations of eligibility for individuals wishing to purchase a firearm. Several projects are being implemented to address the completeness of records and improve timeliness and accuracy of information between FDLE and Florida's criminal justice and law enforcement agencies. The following are examples of federally-funded initiatives:

- The eWarrants project includes creation of an electronic warrant exchange interface pilot with several Florida counties to address the inconsistency of the warrant entry process and to ensure warrant information is entered and exchanged in a timely manner. The new system will potentially allow all warrants to be entered into the system as opposed to prioritizing the most egregious offenses. Updated warrant information will better allow the department to make firearm purchase decisions.
- The Firearm Eligibility System (FES) automated the process of handling firearm purchase requests for criminal history checks from firearm dealers. The system improves service to authorized dealers and purchasers of firearms and meets requirements established by NICS and the Bureau of Alcohol, Tobacco, Firearms and Explosives. It was designed to perform 432,000 gun record checks in a 24-hour period to ensure its ability to handle future growth. Historically, the number of firearm transfer transactions grows by an average of 12 percent annually. In 2014, FES was expanded to include a module for automating the NICS portion of the concealed weapon and firearm license background checks.
- In partnership with Florida's clerks of court and law enforcement agencies, FDLE is updating missing court dispositions, arrest records, and historic (pre-2007) civil mental health records, which could result in domestic violence convictions and other firearm purchase disqualifiers. A significant portion of funding is being passed to local agencies for research and retrieval of data and programming efforts. Since the project began, over 1.8 million new dispositions have been added and more than 6.4 million records have been updated. In addition, 180,000 civil mental health records added to the state's Mental Competency Database are now available for NICS firearm purchase decisions.
- FDLE received funding during the 2014 state legislative session to purchase a commercial product to replace the current Computerized Criminal History (CCH) system. An updated system will allow Florida to address data quality and completeness, as well as data display issues that currently cause additional manual work for staff. The current database contains arrests on more than six million people originating from Florida law enforcement agencies. Today, over 96 percent of the records are submitted electronically through the Biometric ID System and a network of livescan stations located in local criminal justice agencies. In FY 13-14, FDLE received 788,000 arrest records from state law enforcement agencies for processing. Modernizing CCH will improve efficiency and accuracy and save time and resources. The department continues using federal funds to improve the business processes associated with criminal history record information.

GOAL 2: SUPPORT THE PROSECUTION OF CRIMINAL CASES

Forensic Services

FDLE's six crime laboratories provide scientific analysis of evidence as requested by local, state and federal criminal justice agencies with jurisdiction in this state. FDLE offers forensic services and expert witness testimony in Biology/DNA, Chemistry, Digital Evidence, Crime Scene, Firearms, Latent Prints/Impression Evidence, Questioned Documents, Trace Evidence and Toxicology. Timeliness in the delivery of all forensic services is critical to law enforcement agencies and prosecutors and to the resolution and successful prosecution of criminal cases. Turnaround standards were established for each discipline based on that discipline's unique characteristics.

The large number of crimes in Florida results in a heavy demand for forensic services. In FY 13-14, FDLE's crime laboratories received more than 75,000 submissions from law enforcement contributors, approximately 320 incoming service requests for every FDLE crime laboratory analyst. Over the past five years, more than 100 crime laboratory analysts and supervisors have separated from the department, 44 percent for better pay. The volume of incoming requests and high turnover combined with lengthy training periods for new crime laboratory analysts (up to two years in some disciplines), have resulted in longer turnaround times for contributors and growing pending service requests.

In addition, advances in technology have expanded lab analyses. For instance, systems that now are able to search palm prints and match poor quality fingerprints have improved latent prints hits by 108 percent. Similarly, technology advances have contributed to a 25 percent increase in the volume (measured in gigabytes) of digital evidence analyzed over the past five years. While this is a positive for public safety, it also adds to turnaround times and more pending requests.

The number of submissions to Florida's DNA Database continues to grow, contributing to its value in solving crime. In FY 13-14, more than 72,000 submissions of qualifying offenders were added to the database. Since its inception in 1990, the database has collected and analyzed more than 1 million samples, resulting in more than 31,000 hits and assisted over 94,000 investigations. Florida's DNA Database represents approximately 9 percent of the total national offender profiles.

In 2009, the Legislature amended Section 943.325, FS, expanding conviction-based collections to require collection of DNA from all persons arrested for a felony offense (murder, assault, sexual battery and lewd/lascivious acts). Beginning January 1, 2013, DNA arrest-based collections were expanded to include any person arrested for burglary, theft and robbery. Through June 2014, this additional collection requirement has resulted in a contribution of over 75,400 samples to the DNA Database. In January 2015, the next wave of collected samples will include those arrested for kidnapping and firearms offenses.

In addition to the increasing volume of submissions to the DNA Database, the Biology/DNA service requests have steadily increased over the last four years. Last year, the department received 23,000 service requests, an increase of 2,000 requests over the previous year. In FY 13-14, the department received legislative funding for 12 analyst positions that have been distributed statewide to increase productive capacity. FDLE will continue to monitor workload and attrition in all of its laboratory disciplines maximizing the placement of resources in the areas of highest demand to reduce backlog and maintain optimum laboratory productivity.

Another vital area of responsibility is the Biometric Identification (ID) System, which was built from arrest fingerprints submitted by booking facilities and interfaces with the FBI's database as an additional resource for solving crimes. Florida's Biometric ID System contains approximately 6.4 million subjects and compares latent prints developed from crime scenes and physical evidence to previous identified finger and palm prints contained in the database. Potential matches are analyzed to see if identification can be made. Unidentified latent prints are added to an unresolved latent database for search against incoming records.

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

FDLE's forensic science services are currently accredited through various national accrediting organizations. The department will seek accreditation through the American Society of Crime Lab Directors/Laboratory Accreditation Board as a calibration laboratory to enhance the alcohol testing program. The accreditation process will provide outside accountability, strengthen the program, and assist in defusing some legal challenges. FDLE expects to apply for this accreditation in 2016.

GOAL 3: PREVENT CRIME AND PROMOTE PUBLIC SAFETY

Changing Population, Empowering Floridians
Since 2000, Florida's population has grown 23 percent, surpassing 19 million residents, making it one of the fastest growing states in the nation. Florida now ranks as the fourth

largest state in the country. By 2030, the elderly population is projected to increase to 25 percent. The juvenile population is expected to grow by nearly 28 percent. These projected changes in the age distribution of the citizens in Florida will continue to have an impact on the types and volume of crimes committed. As these special populations increase, so will the special types of crimes that prey on these vulnerable citizens.

FDLE has placed a high priority on empowering citizens with information to help them protect themselves and their families. The National Child Protection Act authorizes record checks for employees and volunteers working with children, the disabled and the elderly. These checks are conducted under FDLE's Volunteer and Employee Criminal History System (VECHS).

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

FDLE also retains fingerprints from applicant criminal history record checks as authorized by statute. Incoming arrest fingerprints are searched against the retained fingerprints, and when there is a match, licensing or employing agencies are informed of the Florida arrest. Preventing criminals from being placed in positions of trust or responsibility is a valuable crime prevention measure. FDLE is focused on customer service and has established performance standards to ensure prompt processing of criminal history requests. Understanding the importance of timely responses to customers needing criminal history information to support sensitive hiring and licensing decisions is critical.

FDLE also helps ensure public safety during each transfer of a firearm by a licensed dealer through the Firearm Purchase Program. The established time frame to ensure the purchaser does not have disqualifying information, which would prohibit him or her from possessing a firearm, is four minutes or less. Staff checks to determine if the purchaser has a felony conviction, a misdemeanor conviction that it is domestic-violence related, a qualifying domestic violence injunction, an active warrant, or any other state and/or federal disqualifier. The department also maintains the Mental Competency Database (MECOM) which is used to receive and store information on Florida persons who are disqualified due to mental competency-related court orders. MECOM information is forwarded to the FBI for

inclusion into the National Instant Criminal Background Checks System (NICS) Index. This Index is used nationally for firearm purchase checks. In FY 13-14, the total number of record checks for VECHS, applicant/licensure, public records and firearm purchase purposes exceeded three million.

Since the implementation of the Jessica Lunsford Act in 2005, the Sexual Predator/Offender Registry continues to provide new enhancements to the re-registration process and analytical tracking of absconders. Additionally, the registry continues to provide training to local law enforcement agencies regarding new enhancements and procedures and continually modifies systems to provide identity and arrest notification of high-risk sexual offenders. Since being established in 1997, it has grown in both size and demand for service.

Last year, analysts maintained the records of over 64,000 registered offenders and predators, a four percent increase over the previous year, and assisted in the successful location of nearly 600 absconded offenders. The Florida Offender Alert System distributed nearly 12 million address and registrant change notifications to citizens since its inception and currently has 209,000 subscribers. The 2013 Florida Legislature allocated funding to create a "University / Campus Search" as part of Florida's existing sexual offender and predator website. Florida's registration law requires sex offenders and predators to report higher education enrollment, employment, or vocational activities to local sheriffs' offices. The search feature is available on FDLE's website and allows citizens to search for sex offenders who are working, living, or attending school on college campuses and institutions of higher learning throughout Florida.

The Missing Endangered Persons Information Clearinghouse (MEPIC) is a liaison to citizens, private organizations and law enforcement officials regarding missing endangered persons. Law enforcement agencies must enter a missing child/adult report into Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) within two hours of receiving a report of a missing person. Florida's Silver Alert Plan provides a coordinated response between local and state law enforcement to quickly broadcast important information to citizens to assist law enforcement in the rescue of elders with dementia or other cognitive impairment and return them home safely. MEPIC activates these standardized message alerts and provides information regarding the missing endangered elderly person to the public electronically, including using highway message signs, which improve the chances of a safe recovery in cases involving a motor vehicle. The department continues to work with its partner agencies to ensure all alerts remain an effective public safety tool.

To more effectively coordinate with local, state and federal agencies regarding the apprehension of absconded sex and career offenders, the department recently consolidated MEPIC and the Florida Offender Registration and Tracking Services, along with three regional inspectors, into the Enforcement and Investigative Support Unit. The

inspectors will also serve as additional regional resources regarding missing children and AMBER Alert notifications.

Safety through Technology

Almost all major businesses and more than 80 percent of small businesses have an online presence. This prevalence in computer technology, especially in mobile communications, offers both challenges and opportunities to the criminal justice community. Because criminals always find ways to exploit every new technology, it is the responsibility of law enforcement to adapt to these changes and master the necessary tools and expertise to investigate these crimes. To ensure timely and efficient responses to cyber-attacks, Florida Fusion Center coordinates and maintains Florida's Cyber Incident Response Team. In addition, FDLE provides training through its CyberSecurity Awareness for Everyone program. Information to protect citizens and their families from online dangers is available via www.secureflorida.org.

Promoting Professionalism

Criminal justice is an ever-changing profession. Legislative changes, court decisions, technology, demographics and society are in a constant state of change. Today's criminal justice officer must be able to respond and react in a competent and capable manner to complex crimes. Florida's law enforcement and corrections community is a reflection of the responsiveness and high standards set for training and certification. Standards ensure officers are kept abreast of their field, thereby better serving our citizens and communities. The department promotes and facilitates the competency and professional conduct of Florida's criminal justice officers and delivers training to FDLE members and Florida's criminal justice community.

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

FDLE develops and maintains the basic recruit training programs required for completion by individuals seeking to become certified law enforcement, corrections, and correctional probation officers in Florida. The programs are established through an instructional systems design process and updated annually to capture legislative revisions and current trends. These programs are standardized for delivery by CJSTC-certified training schools through the development of textbooks and instructor guides that are accessible to the schools and students at a fraction of normal cost.

Individuals seeking to become officers must also pass a certification examination. The department develops and administers approximately 6,500 State Officer Certification Examinations (SOCE) annually to basic recruits seeking to become certified correctional officers, correctional probation officers and law enforcement officers. Since 1993, the SOCE had been delivered in a paper and pencil format. Beginning July 1, 2014, the exam was transitioned to computer-based testing via a private vendor. The electronic SOCE is available at 31 of the state's 40 CJSTC-certified training schools and 21 vendor sites across the state. It allows greater efficiency in the exam for applicants and the state, resulting in substantial cost savings.

The department designs, develops and maintains CJSTC advanced, specialized and career development training programs. A comprehensive post-basic needs assessment is in progress to identify current and future training needs and prioritize courses to be developed, maintained or removed. Studies conducted on critical topics impacting officers in the performance of their duties, such as physical fitness standards, use of electronic control devices and sudden in-custody deaths, will assist in providing accurate and up-to-date training. Through statewide conferences and specialized training, the department will continue to conduct training in support of moving some CJSTC courses to a distance learning platform. All of these efforts will help ensure training is appropriately designed to improve officer safety and performance.

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

Florida is recognized as a national leader in addressing officer discipline issues. Performed in conjunction with the CJSTC, the department provides a valuable public service that helps ensure the ethical behavior of officers. It is important to note that while officers committing infractions that result in state-imposed disciplinary penalties are a serious concern, the prevalence of such incidents has historically been less than one percent of the workforce. To assist employing agencies to ensure officers meet and maintain the standards required by statute and rule, FDLE monitors and maintains an online, automated system of officer training, certification and employment records. The department regularly evaluates the system for enhancements, using advanced technologies in an ongoing effort to meet the needs of the growing number of Florida criminal justice personnel. Additionally,

FDLE conducts annual audits of CJSTC-certified training centers related to class requirements and the use of Criminal Justice Standards and Training Trust Fund dollars.

The Commission for Florida Law Enforcement Accreditation (CFA) promotes professionalism in Florida through agency participation in the accreditation process. Since 1994, CFA has accredited more than 35 percent of Florida's law enforcement agencies and enjoys the support of the Florida Police Chiefs and Sheriffs Associations, as well as the Florida League of Cities and Association of Counties. CFA also offers agencies an opportunity to pursue accreditation for the Inspectors General investigative function. Training and support provided to local law enforcement continues to be the most valuable products provided by CFA.

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

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

Since 2001, more than $2 billion in state and federal funds have been allocated to support the plan. At least 80 percent of these funds directly benefit local counties and municipalities to equip and train Florida's first responders, public health and emergency workers, improve information/intelligence sharing and secure the state's air and land.

Fundamental to the implementation of Florida's Domestic Security Strategic Plan is integration, coordination and cooperation within and among each of the seven Regional Domestic Security Task Forces (RDSTFs). Each task force is co-chaired by an FDLE Special Agent in Charge and a Florida sheriff or police chief and includes representatives from law enforcement, fire/rescue, emergency management, health, private sector, education and local community representatives. As the foundation of Florida's integrated efforts for domestic security, the task forces facilitate multi-disciplinary partnerships, coordinate the collection and dissemination of information and intelligence and ensure quick access to Florida's domestic security assets throughout the state. Florida will continue to maintain the capabilities it has built, strategically applying funding in a way to maximize effectiveness with a strong focus on prevention and protection efforts.

Intelligence
FDLE and the RDSTFs created a statewide criminal information and intelligence sharing strategy for Florida, including implementation of a statewide data sharing system.

Consistent with this strategy, more than 100 agencies and 130 data sources are participating in the Florida Law Enforcement eXchange (FLEX). It provides law enforcement across the state the ability to quickly and easily access and analyze thousands of records found in individual city, county and state law enforcement agencies records and jail management systems. FDLE will continue developing FLEX and regional data sharing projects in all seven regions, including the Regional Law Enforcement Exchange (R-Lex), to ensure connectivity.

The need to identify, prevent, monitor and respond to terrorist and criminal activities remains a significant challenge for the domestic security and criminal justice community. In order to address these issues, the creation of state and regional fusion centers has been a national priority. The Florida Fusion Center (FFC), housed at FDLE headquarters, brings together partners from across the public safety community to share data, information and intelligence as appropriate. FFC provides meaningful, actionable intelligence analyses that are shared with state, local, federal and tribal partners. Interoperability and collaboration between FFC and regional fusion centers remains a top priority.

The Florida Fusion Center Network (FFCN) is an information sharing platform connecting Florida's eight fusion centers to provide a collaborative web-based software system that allows them to track situational awareness, intelligence products and alerts. The network also provides non-law enforcement partners with the ability to share information and collaborate at the non-law enforcement government and private partner levels. FFC led the development and adoption of a statewide Concept of Operations (CONOPS) to define the roles and responsibilities of each regional fusion center, formalize efforts to avoid duplication of effort and increase collaboration to help identify and resolve information gaps. CONOPS allows fusion centers to share assets and resources that would not otherwise be available in every regional fusion center. FDLE will continue to build-out the fusion center network enhancing information-sharing throughout the state.

FDLE's continues to share threat information with members of the business community/private sector. In support of Presidential Policy Directive 21, BusinesSafe merged with Secure Florida to provide a situational awareness capability that includes integrated actionable information about emerging trends, imminent threats and the status of incidents that may have a physical or cyber impact to critical infrastructure. Through BusinesSafe/Secure Florida, businesses receive timely and important domestic security-related information. In partnership with the Department of Homeland Security, FDLE has expanded outreach efforts to include the "*If You See Something, Say Something*" campaign, which encourages citizens to report suspicious activities and threats to local or state law enforcement via a toll free telephone number or online website.

Interoperable communications continues to be a critical domestic security concern. During an emergency, communication among first responders from multiple agencies and disciplines is essential for effective response. FDLE has acquired the necessary

equipment to establish satellite communications in areas where network communications and infrastructure as necessary. Through the State Working Group Interoperable Communications Committee, FDLE supports sustainment of the Florida Interoperability Network, improving mutual aid communications systems and channels and establishing and maintaining network control centers. The committee recently conducted an assessment of Florida's communication capabilities resulting in updates to the Statewide Communications Interoperability Plan and recommendations to the Domestic Security Oversight Council to improve communication efforts.

FDLE is also working with its statewide partners to collect data using the Communication Assets and Survey Mapping tool as the standard collection repository for emergency response agencies to store and visually display data about public safety communications assets. The information will be used to maintain and improve interoperable communications networks throughout the state.

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

Further, Section 943.68, FS, authorizes Capitol Police to provide and maintain the security of the Governor, the Governor's immediate family, the Governor's office and the Governor's mansion and grounds. The department employs squads of agents statewide who have authority to bear arms and make arrests, with or without warrant, for violations of any of the criminal laws of the state. These squads are also often called upon to provide security to visiting dignitaries and governors of other states and their families when such services are in the best interest of the state. In FY 13-14, Capitol Police performed 58 protective details statewide.

LRPP Exhibit II - Performance Measures and Standards

Department:	FLORIDA DEPARTMENT OF LAW ENFORCEMENT	Department No.: 71000000

Program: Capitol Police	Code: 71550000
Service/Budget Entity: Capitol Police Services	Code: 71550100

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Rate of criminal incidents per 1,000 employees	9.38	2.26	9.38	2
Number of calls for Capitol Police service	4,500	3,433	4,500	4,500

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

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Percent of lab service requests completed	95%	100.20%	95%	95%
Number of lab service requests completed	78,000	75,422	78,000	78,000
Delete Measure- Average number of days to complete lab service requests by discipline: All Disciplines	63	64	63	N/A
Delete Measure- Average number of days to complete lab service requests by discipline: BIS (Biometric Identification System)	45	136	60	N/A
Revised Measure- Average number of days to complete lab service requests by discipline: Digital Evidence	70	84	70	90
Average number of days to complete lab service requests by discipline: Chemistry	30	38	30	30
Average number of days to complete lab service requests by discipline: Crime Scene	30	22	30	30
Average number of days to complete lab service requests by discipline: Firearms	80	47	80	60
Average number of days to complete lab service requests by discipline: Latent Prints	60	84	60	80
Average number of days to complete lab service requests by discipline: Trace Evidence	115	187	115	150
Revised Measure- Average number of days to complete lab service requests by discipline: Biology/DNA	111	81	111	100
Average number of days to complete lab service requests by discipline: Toxicology	40	47	40	40
New Measure- Average number of days to complete lab service requests by discipline: Questioned Documents	N/A	N/A	N/A	35
	2,000	4,401	2,000	4,000
	90,000	73,835	90,000	75,000
Number of hits, samples added and total samples in DNA Database	700,000	992,741	700,000	1,150,000

Service/Budget Entity: Investigative Services	Code: 71600200

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Percent of investigative resources dedicated to major investigative activites	70%	73%	70%	70%
Number of criminal investigations	2,000	2,156	2,000	2,000
Revised Measure- Number of domestic security activities	30	14	30	200
Revised Measure- Number of intelligence products	700	700	700	2,000

Program: Criminal Justice Information	Code: 71700000
Service/Budget Entity: Information Network Services	Code: 71700100

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Percent of time FCIC is accessible	99.50%	100%	99.50%	99.50%
Number of arrest records created and maintained	24 million	25.3 million	25,250,000	26,500,000

Service/Budget Entity: Prevention and Crime Information Services	Code: 71700200

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** **Standard** **(Numbers)**
Percent of responses to criminal history record background check customers within defined timeframe(s)	96%	100%	96%	98%
Revised Measure- Number of criminal history record background checks processed	2.5 million	3 million	2.75 million	3 million
Number of registered sexual predators / offenders added and total identified to the public	3,000 62000	3,968 64,252	3,600 68,796	3,600 72,396
Number of missing persons cases: Missing Child Alerts activated / Amber Alerts activated / Silver Alerts activated	4,250 6 5 50	4,299 38 7 188	4,250 6 5 50	4,300 40 4 200

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

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Revised Measure- Percent of training center audit criteria in compliance with established administrative and financial standards	80%	66%	80%	80%
Number of criminal justice officer disciplinary actions	452	684	452	700

Service/Budget Entity: Law Enforcement Training Certification Services	Code: 71800200

Approved Performance Measures for FY 2013-14 (Words)	Approved **Prior** Year Standard **FY 2013-14** (Numbers)	**Prior** Year Actual **FY 2013-14** (Numbers)	**Approved** Standards for **FY 2014-15** (Numbers)	**Requested** **FY 2015-16** Standard (Numbers)
Delete Measure- Average reliability of the state officer certification examination	0.9	0.9	0.9	N/A
Percent of individuals who pass the basic professional certification examination	80%	80%	80%	80%
Number of individuals who pass the basic professional certification examination	6,400	5,850	6,400	6,400
Number of professional law enforcement certificates issued	20,000	17,259	20,000	20,000

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of Outcome Measure   ☐ Revision of Measure
☒ Performance Assessment of Output Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,500	3,433	1,067 under	-23.7%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect
☒ Other (Identify)

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

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
78,000	75,422	2,578 over	-3.3%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☒ Personnel Factors   ☐ Staff Capacity
☒ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   ☐ Other (Identify)
Explanation: Scientist turnover and increasing caseloads have impacted turnaround time and the Department is focusing efforts on backlog reduction.

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)
Recommendations: The department will continue to focus efforts on backlog reduction and completing requests. FDLE has implemented strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☒ Performance Assessment of <u>Outcome</u> Measure ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure ☒ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
63	64	1 over	+1.6%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☒ Personnel Factors   ☐ Staff Capacity
☒ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect ☒ Other (Identify)
Explanation: FDLE crime lab continues to experience turnover issues laboratory wide. While positions can be filled relatively quickly, replacing the productivity of a trained lab analyst could take up to two years in some disciplines. Additionally, in some disciplines such as latent prints, chemistry, and digital evidence, work load issues contribute to a high number of pending service requests, which contribute to an increase in the length of time it takes to complete service requests system wide.

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)
Recommendations: FDLE requests deletion of this measure. FDLE will continue to address backlogs through strategies to increase productivity and control incoming volume through application of case acceptance guidelines. A significant number of new analysts will complete training this fiscal year, so productive capacity within the laboratory system is expected to increase, helping to reduce the number of pending service requests.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☒ Performance Assessment of <u>Outcome</u> Measure ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure ☒ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
60	136	76 over	+126.7%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☒ Personnel Factors ☒ Staff Capacity
☐ Competing Priorities ☐ Level of Training
☐ Previous Estimate Incorrect ☒ Other (Identify)
Explanation: Scientist turnover and increasing caseloads have impacted turnaround time and the department is focusing efforts on backlog reduction. Much of the BIS casework must first be processed by the Latent discipline before being forwarded to the BIS section. Additionally, the enhanced Biometric Identification System is now more sensitive and returns more information and potential matches for the analysts to review for each service request. FDLE requests deletion of this measure because it is actually a task within the discipline of Latent Prints, which is being reported as a separate performance measure.

External Factors (check all that apply):
☐ Resources Unavailable ☐ Technological Problems
☐ Legal/Legislative Change ☐ Natural Disaster
☐ Target Population Change ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training ☐ Technology
☐ Personnel ☒ Other (Identify)
Recommendations: FDLE requests deletion of this measure because it is actually a task within the discipline of Latent Prints, which is being reported as a separate performance measure.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:

☒ Performance Assessment of <u>Outcome</u> Measure   ☒ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☒ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
70	84	14 over	+20%

Factors Accounting for the Difference:
Internal Factors (check all that apply):

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

Explanation: Computer Evidence Recovery, now called Digital Evidence Analysis has experienced a 36% increase in the number of service requests and a 25% increase in the volume of data analyzed (measured in gigabytes) over the past five years, without any increase in staffing.

External Factors (check all that apply):

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

Explanation:

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

☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations: FDLE will revise the title of the measure to Digital Evidence Analysis. The department requests an increase in the standard for number of days to complete this service from 70 to 90 days. FDLE is planning strategies to increase staffing for this discipline.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:

☒ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☒ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
115	187	72 over	+62.6%

Factors Accounting for the Difference:
Internal Factors (check all that apply):

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

Explanation: Trace Evidence is the last stop through the laboratory for evidence that needs to be analyzed by multiple disciplines, because the process of Trace Analysis can render evidence unusable for testing by other disciplines. Laboratory staff has made recent changes in protocol that will separate evidence from its container so that tests can be done by different disciplines simultaneously, which should improve waiting delays. Additionally, scientist turnover and increasing caseloads have impacted turnaround time and the department is focusing efforts on backlog reduction.

External Factors (check all that apply):

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

Explanation:

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

☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations: FDLE requests an increase in the standard for number of days to complete this service from 115 to 150 days. FDLE has implemented a strategy to reduce the incoming volume of service requests through a more selective process of evidence submission. This effort requires concentration to be placed on working the oldest cases first, which contributes to the turnaround of incoming cases. FDLE has evaluated the needs of our customers and has shifted personnel and increased the number of analysts in the discipline. Once their training is completed, the turnaround time for this discipline should decrease.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:

☒ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
30	38	8 over	+26.7%

Factors Accounting for the Difference:
Internal Factors (check all that apply):

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

Explanation: FDLE has implemented improved laboratory security measures that require random re-testing of each crime laboratory analyst's cases each month. This measure is an important part of security protocols, but significantly increases the monthly workload in chemistry sections and affects the section's turnaround time. Additionally, Chemistry sections have experienced a 21% loss in personnel due to retirement or resignation. Scientist turnover and increasing caseloads have impacted turnaround time and the department is focusing efforts on backlog reduction.

External Factors (check all that apply):

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

Explanation:

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

☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations: FDLE has implemented strategies for reducing the incoming volume of service requests through a more selective process of evidence submission and increasing laboratory output through greater use of automation and overtime. This effort requires prioritization to be placed on working older cases, which contributes to the section's average turnaround time. The laboratories have transferred cases between the regions to increase efficiency and assist with the backlog. Backlogs and turnaround times should improve as new analysts complete their training and begin case work.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☒ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☒ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
60	84	24 over	+40%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☒ Personnel Factors   ☒ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   ☐ Other (Identify)

Explanation: Improved capability to analyze palm prints and poorer quality fingerprints have added to the time required for analysis, but have produced a 108% increase in BIS hits, a major public safety improvement. Scientist turnover and increasing caseloads have impacted turnaround time and the department is focusing efforts on backlog reduction.

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission
Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations: FDLE requests an increase in the standard for number of days to complete this service from 60 to 80 days. FDLE plans to add staffing to the Latent Prints sections to handle the increased work load caused by the improved capability. New analysts are anticipated to complete training, which will add to the case work capacity.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:

☒ Performance Assessment of <u>Outcome</u> Measure ☐ Revision of Measure
☐ Performance Assessment of <u>Output</u> Measure ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
40	47	7 over	+17.5%

Factors Accounting for the Difference:
Internal Factors (check all that apply):

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

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

External Factors (check all that apply):

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

Explanation:

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

☐ Training ☒ Technology
☐ Personnel ☒ Other (Identify)

Recommendations: FDLE has implemented strategies for reducing the incoming volume of service requests through a more selective process of evidence submission and increasing laboratory output through greater use of automation and overtime. This effort requires prioritization to be placed on working older cases, which contributes to the section's average turnaround time. FDLE's Toxicology sections have experienced a 45% loss in personnel due to promotional opportunities and resignations. The laboratories have been aggressive in hiring and training new personnel and we should see the average turnaround time fall into compliance in the next few months. Additionally, the agency is seeking to replace older analytical equipment with newer, more sensitive, and more efficient systems.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☒ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90,000	73,835	16,165 under	-18%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☒ Previous Estimate Incorrect   ☐ Other (Identify)
Explanation:

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☒ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

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

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☐ Other (Identify)

Recommendations: FDLE recommends modifying the standards for FY 15-16 to: hits/4,000; samples added/75,000; and total samples in DNA Database/1,150,000.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☒ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☒ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
30	14	16 under	-53.3%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   ☒ Other (Identify)

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

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☐ Other (Identify)
☐ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☐ Other (Identify)

Recommendations: FDLE recommends this measure be revised "Number of Domestic Security Activities" and the methodology revised to more accurately reflect the department's role in coordinating and responding to potential terror threats and the standard be changed to 200.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
6,400	5,850	550 under	-8.6%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   ☐ Other (Identify)
Explanation:

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☐ Target Population Change   ☒ Other (Identify)
☒ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

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

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☐ Other (Identify)
Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Florida Department of Law Enforcement
Program: Criminal Justice Professionalism
Service/Budget Entity: Law Enforcement Training Certification Services
Measure: Percent of training centers in compliance with established administrative and financial standards

Action:

☐ Performance Assessment of <u>Outcome</u> Measure   ☒ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80%	66%	14% under	-17.5%

Factors Accounting for the Difference:
Internal Factors (check all that apply):

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

Explanation: This measure is comprised of three parts: inspections of school facilities, training courses and regional audits of financial records and class files in connection with expenditure of trust fund dollars at Criminal Justice Standards and Training Commission certified training schools. The level of compliance for each component is calculated separately from the other two, and has equal weight in the overall metric. The trust fund audits in compliance have the greatest influence on the metric, because only a few audits are reported on each month.

External Factors (check all that apply):

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

Explanation:

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

☒ Training   ☐ Technology
☐ Personnel   ☒ Other (Identify)

Recommendations: The department will revise the title and methodology of this measure to more accurately capture training center compliance. Centers are given regular reminders of the requirements for operation that are codified in the Florida Administrative Code. FDLE staff will continue to perform these inspections and audits and report on the level of compliance, because such inspections and audits serve to identify training deficiencies, delineate necessary corrective actions, and are instrumental in helping the training schools to achieve 100% compliance.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

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

Action:
☐ Performance Assessment of <u>Outcome</u> Measure   ☐ Revision of Measure
☒ Performance Assessment of <u>Output</u> Measure   ☐ Deletion of Measure
☐ Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
20,000	17,259	2,741 under	-13.7%

Factors Accounting for the Difference:
Internal Factors (check all that apply):
☐ Personnel Factors   ☐ Staff Capacity
☐ Competing Priorities   ☐ Level of Training
☐ Previous Estimate Incorrect   ☐ Other (Identify)
Explanation:

External Factors (check all that apply):
☐ Resources Unavailable   ☐ Technological Problems
☐ Legal/Legislative Change   ☐ Natural Disaster
☒ Target Population Change   ☐ Other (Identify)
☒ This Program/Service Cannot Fix The Problem
☐ Current Laws Are Working Against The Agency Mission

Explanation: The number of law enforcement certificates issued in any year is dependent on the number of persons seeking certification who meet the requirements for certification. Over the last few years, the number of certified officers in Florida has declined – from 86,985 in June 2010, to 85,659 in June 2011, 83,218 in June 2012, and 82,046 in June 2013. These declines are a reflection of decreasing public sector employment, which is outside the department's control. The total officer count increased slightly (by 0.37 percent) to 82,350 by June 2014. Continued increases over the next few years are expected to be modest as public sector employment mirrors the gradual improvements in the economy as a whole.

Management Efforts to Address Differences/Problems (check all that apply):
☐ Training   ☐ Technology
☐ Personnel   ☐ Other (Identify)

Recommendations:

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Capitol Police Program
Service/Budget Entity: Capitol Police Services
Measure: Rate of criminal incidents per 1,000 employees

Action (check one):

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

Data Sources and Methodology: Investigative Report in the Automated Investigative Management System and Computer Aided Dispatch System. The incident reports are written by the officer at or near the time of the actual occurrence. The incident reports information is entered into AIMS, which records the incident information in a near real time manner and is retrieved each month by the Special Operations Government Analyst for the month in which data is being reported. This data is delivered to the Special Operations Lieutenant for determination of the number of criminal incidents for the month in which the data is being reported. The Government Analyst takes the total number of criminal incidents and divides it by the number of employees (full time equivalent "FTE") occupying office space that the Capitol Police is responsible for securing. FTE data is obtained from data extracted from the Florida State-Owned Lands and Records Information System (FL-SOLARIS), by a member of FDLE's Office of General Services Purchasing Section. The result is multiplied by 1,000. This data is then verified by a member of Command Staff prior to its entry onto the PAMS monthly report.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

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

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Information Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a report from LIMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an EXCEL formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total. The percentage is determined by dividing the number of service requests, received during the same period, into the number of service requests completed.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Information Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a report from LIMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an EXCEL formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Laboratory Evidence Management System (LIMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into LIMS concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into LIMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in LIMS. The Program Office generates a monthly report from LIMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

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

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

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

State and local agencies submit DNA samples to FDLE. Appropriate data concerning each sample is entered into the DNA Investigative Support Database. Information from the submission forms concerning the qualifying offenders from whom the samples were obtained is entered into the DNA Database Sample Tracking and Control System (STaCS). A unique identification number and barcode is assigned to each sample and is used to track the sample through processing, storage, and analysis. Upon completion of analysis of the sample, the Crime Laboratory Analyst enters the sample results into CODIS. The Program Office conducts quality control checks through its inspection of monthly reports.

The Hit Confirmation database is accessed, and a statistical report is generated. This report provides a summary of hits for the selected period. Samples added and Total Samples in DNA Database: STaCS is accessed, and the submission statistics are queried from the system for the desired period. These statistics are forwarded to the Program Office for reporting purposes. Monthly data is totaled to calculate the YTD figure.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Investigations and Forensic Science Program
Service/Budget Entity: Investigative Services
Measure: Percent of investigative resources dedicated to major investigative activities

Action (check one):

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

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

The percentage of investigative resources will be calculated by dividing the total number of investigative hours worked on major investigative activities by the total number of investigative hours worked.

To determine the number of investigative hours worked in a reporting period, a member of the IFS Program Office will run a management report in AIM to generate a listing of all cases and associated hours worked during the specified reporting period. All non-investigative activity, such as training or leave, will be deleted from the data.

To determine the number of investigative hours worked on major investigative activities, the Program Office member will filter the above described report of investigative hours worked to include only cases with case type "Major" or "Special Projects."

Monthly data are totaled to calculate the YTD figure.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Automated Investigative Management System (AIM). The AIM system is an automated case management system in which data concerning the opening and closing of each FDLE criminal investigative case is maintained. The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member in the Program Office selects the appropriate date range and case type (major and investigative assistance) and runs the "Criminal Investigations Worked" report from the Management Reports Module. The report only generates cases with time attributed to them. The report is printed and the figures for major and investigative assistance cases are added together to obtain the statewide total. Major and investigative assistance cases with a domestic security focus will be subtracted from the total number of cases.

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

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology:
Florida Statute 943.0312 establishes Regional Domestic Security Task Forces (RDSTF) to coordinate counter terrorism (s. 775.30) efforts among local, state, and federal resources to ensure that such efforts are not fragmented or duplicated; coordinate counter terrorism training, and coordinate the collection and dissemination of counter terrorism investigative and intelligence information. Each RDSTF shall take into account the variety of conditions and resources present within the region. This measure will be defined as a total number of suspicious incidents response, special security events, domestic security training and exercises. The total number will be derived by each RDSTF tracking their activity and reporting the number of specified activities on a spreadsheet. The spreadsheet will be posted on the Domestic Security information sharing portal. Regional numbers will be aggregated by personnel in the HQ Office of Domestic Security Preparedness and reported to the IFS PAMS administrator on a monthly basis

Validity/Reliability: The Office of Inspector General (OIG) will review the validity and reliability of the revised data collection methodology for this measure before the department reports this data in July 2015. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the department's Performance Measure Guide.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Investigations and Forensic Science Program
Service/Budget Entity: Investigative Services
Measure: Number of intelligence products

Action (check one):

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

Data Sources and Methodology: The Florida Fusion Center (FFC) serves as the statewide intelligence hub for the Florida Department of Law Enforcement. The FFC coordinates collection and analysis of all crimes information and intelligence received from a variety of sources and appropriately disseminates that information to local, state, and federal domestic security partners with a need and right to know the information. Information developed and disseminated is documented in a number of intelligence products including intelligence and domestic security briefs and reports, alerts, assessments; and Terrorist Identities Datamart Environment (TIDE) record matches; as well as cyber newsletters, and cyber network security advisories. Documentation for these products is stored and tracked in FDLE's Automated Information Management System (AIMS), the Florida Fusion Center Network (FFCN) secure portal, cyber standalone database, and the FFC Product Identification Log. The measure will be defined as a total number of intelligence products as derived by counting the number of investigative reports in designated case numbers that have been flagged in the AIMS system with a highlight of intelligence performance measure, plus the number of network security advisories from the stand alone cyber database; number of cyber security newsletters from the FFCN secure portal; and the number cyber intelligence presentations from the FFC Product Identification log.

The YTD data is equal to data reported in the most current quarter.

Validity/Reliability: The Office of Inspector General (OIG) will review the validity and reliability of the revised data collection methodology for this measure before the department reports this data in July 2015. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the department's Performance Measure Guide.

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Information Network Services
Measure: Percent of time FCIC is accessible

Action (check one):

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

Data Sources and Methodology: Florida Crime Information Center (FCIC). The Daily Downtime Report is e-mailed to the Manager of the Customer Support Center who generates a Support Magic Ticket for any downtime. The downtime (including ticket number) is reported at the daily operations meeting (previous 24-hour period -inclusive of weekends and holidays). This information is forwarded via e-mail to the Government Analyst II by the Information Systems and Services Administrator. The IRM Government Analyst II compiles the daily totals into a monthly report using an EXCEL spreadsheet titled "downtime." The percentage is calculated against the total amount of time the system should be operating. The Information Systems and Services Administrator reviews the data before the totals are forwarded to the Government Operations Consultant in the CJIS Director's Office. The Senior Management Analyst Supervisor for Business Services verifies the percentage before it is officially submitted.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Information Network Services
Measure: Number of arrest records created and maintained

Action (check one):

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

Data Sources and Methodology: Computerized Criminal History (CCH) database. The number for the total of all criminal history records (adult and juvenile) is obtained by Information Technology Services (ITS) personnel running a monthly mainframe report titled "CCH Monthly Stats." The number is found on page six of the report on the line titled "Total Arrest Records". The Government Operations Consultant in the CJIS Director's Office reports this number directly from the report. The Senior Management Analyst Supervisor for Business Services verifies the number before it is officially submitted.

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

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Prevention and Crime Information Services
Measure: Percent of responses to criminal history record background check customers within defined timeframe(s)

Action (check one):

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

Data Sources and Methodology: Automated Call Distribution (ACD) System (Siemens telephone system); Criminal History Services request documents and the SHIELD database; Civil Workflow Control System (CWCS) database.

FDLE provides criminal identification screening services to criminal justice and non-criminal justice agencies and private citizens to identify persons with criminal warrants, domestic violence injunctions, arrests, and convictions or no record. These persons may be applicants for jobs, volunteer participation, or licenses for certain professions, potential gun purchases, or the subject of public record requests.

Calls from licensed firearm dealers are received through the Siemens telephone Automated Call Distribution (ACD) System. Public records requests received through the automated SHIELD application are time marked when received and when the results are available to the customer. Public records requests received through correspondence are date/time stamped by Criminal History Service (CHS) staff upon receipt. All electronically submitted fingerprint requests are programmatically marked within the Civil Workflow Control System (CWCS), per request, with the date/time received and data/time completed.

Firearm Purchase Program (FPP) statistics are obtained daily, weekly, and monthly by FPP staff, from the above-referenced ACD System, using Business Composer software and a report titled, "Group Time Report." The report provides the daily, weekly, and monthly average duration and monthly average hold (in seconds) of all calls received by FPP through the ACD System during the applicable week and month. A maximum turnaround time is 240 seconds for the sum of the average duration and the average hold of calls within FPP. FPP staff monitors the duration and hold times throughout the day. FPP requests submitted via the internet are not included in this measure but are responded to in less time than the requests called in.

For public records automated requests using the SHIELD application, CHS staff monitor all pending requests throughout the day and retrieve any requests which are taking longer than one to one and one-half days, processing them quickly to meet the two-day defined timeframe. If requests begin taking more than two days, the CHS staff is informed and the turnaround for these batches is noted as over the defined turnaround time for that day in the

CHS Section turnaround time log. For hard copy correspondence requests, pending requests are checked throughout the day , by viewing the date stamp on the request that reflects the date the request was received by CHS. If the date on the request is more than five business days before the date the request is being checked, the request is over the required turnaround time and logged as such in the section's turnaround log. The only exceptions are when customers submit requests that are incomplete ("deficient"), such as not sending the required payment, not including required information, not including a return address, etc.

For electronic fingerprint requests, e-Government Criminal History Services staff monitor the status of requests throughout the day. Any requests experiencing a delay in the workflow are checked to ensure they are completed within the defined timeframe of three business days. . Utilizing the established standards, bureau staff perform and record these reviews and calculations on a daily, weekly, and/or monthly basis, as noted above.

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

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

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Prevention and Crime Information Services
Measure: Number of criminal history record background checks processed

Action (check one):

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

Data Sources and Methodology: The SHIELD database, Civil Workflow Control System (CWCS) database, and the Firearm Eligibility System (FES) database.

Firearm Purchase Program (FPP) statistics are obtained on a daily, weekly, and monthly basis, by a FPP Government Analyst, by accessing the FES database, using a report titled, "Statistics Report". Statistics for public records correspondence and automated requests through the SHIELD application are obtained by Criminal History Services (CHS) staff, by accessing actual records processed through the SHIELD database and performing calculations for weekly and monthly totals. Public records CCH on the Internet (CCHInet) statistics are obtained on a monthly basis, with weekly and monthly totals, directly from the CCHInet database. Bureau staff obtains the weekly total of electronic fingerprint requests received by the CWCS database using a report produced via Crystal Reports Software and titled, "CWCS DB Total Submissions by Date". All reports are compiled by bureau staff, verified by the Bureau Chief or designee, and submitted to the Government Operations Consultant in the CJIS Director's Office. The Senior Management Analyst Supervisor for Business Services verifies the number before it is officially submitted.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Prevention and Crime Information Services
Measure: Number of registered sexual predators/offenders added and total identified to the public

Action (check one):

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

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

A Government Analyst I in FORTS obtains the number for the measure by accessing the Internet web page via the offender database. A search is requested of all registered sexual predators/offenders contained in the database. (Accessing the web page via the offender database will not permit the "visit" to be counted.) The number is recorded, reviewed by the Senior Management Analyst Supervisor, and forwarded to the Government Operations Consultant in the CJIS Director's Office. The Senior Management Analyst Supervisor for Business Services verifies the number before it is officially submitted.

Validity/Reliability: The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's

annual audit process. Any recommended validity or reliability improvements were implemented and documented in the department's Performance Measure Guide.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Information
Service/Budget Entity: Prevention and Crime Information Services
Measure: Number of missing persons cases (Missing Children Alerts activated, Amber Alerts activated and Silver Alerts activated)

Action (check one):

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

Clearinghouse analysts enter information into the Missing Endangered Persons Information Clearinghouse (MEPIC) database, which contains information on all open and closed cases. An open case requires that the child is entered into FCIC/NCIC as missing by a local law enforcement agency and that the parent/guardian or law enforcement agency requests assistance from the MEPIC. A closed case is defined as: 1) the person has been located and 2) the person's FCIC/NCIC entry as missing is removed from the system.

A Missing Child, Amber, or Silver Alert is activated after it meets criteria and authorized by FDLE.   Clearinghouse analysts will verify all criteria has been met for the alert and pertinent information is entered into the MEPIC database. From the database, other forms are created to complete the activation. An alert is kept active until the person is located with the exception of Department of Transportation road signs, which have limitations on activation. An alert is cancelled once the person has been located and/or recovered, and all respective agencies are notified.

The Administrative Assistant or MEPIC Analyst calculates this number each month by querying the MEPIC database for the number of cases opened during the reported month. The number of cases opened is combined with the number of cases year-to-date brought forward from the previous month in order to get the total number of cases worked year-to-date for the month being reported. These figures are maintained by the Administrative Assistant in a Word document titled "PBB measure." The YTD data is equal to data reported in the most current month. The calculations are reviewed by the Senior Management Analyst Supervisor, and then forwarded to the Government Operations Consultant in the CJIS Director's Office. The Senior Management Analyst Supervisor for Business Services verifies the number before it is officially submitted.

Alerts are logged manually in a ledger by the analyst who activated the alert at the time of activation and tallied by an analyst at the end of the month. Figures are submitted to the Senior Management Analyst Supervisor for verification before being officially submitted. Monthly data is totaled to calculate the YTD figure. Data is provided to the Government Operations Consultant in the CJIS Director's Office. The Senior Management Analyst Supervisor for Business Services verifies the number before it is officially submitted.

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

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Professionalism
Service/Budget Entity: Law Enforcement Standards Compliance Services
Measure: Percent of training center audit criteria in compliance with established administrative and financial standards

Action (check one):

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

Data Sources and Methodology: Field Specialists conduct inspections and audits of training courses and school facilities at Criminal Justice Standards and Training Commission certified training schools throughout the year. Field Specialists complete and enter detailed data onto EXCEL forms, which are then electronically submitted to support staff in the Bureau of Standards. The actual hardcopy and audit forms are mailed to the Field Services Section. The Section's Training and Research Manager reviews the Weekly Activity Reports in order to obtain a count of the number of inspections and audits of training courses, and inspections of facilities conducted during a specified period of time.Trust Fund staff conducts regional audits of training centers, examining financial records and class files in connection with expenditure of trust fund money. Audit findings are submitted, reviewed and approved by the Section's Training and Research Manager.

The specific components for this measure are eighteen audit criteria contained in three categories: Criminal Justice Trust Fund, Records and Procedures Review, and Instruction and Facility Evaluation. Failure to meet the established standard for any of the criteria results in an audit criticism. The data from these audits are averaged to determine the overall percentage of criteria in compliance with Commission standards. Data are reported monthly. Monthly data are averaged to calculate the YTD figure.

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

Reliability: The Office of Inspector General (OIG) will review the validity and reliability of the revised data collection methodology for this measure before the department reports this data in July 2015. The reliability of this measure is expected to be high as several controls are in place. Program staff is carefully trained and follows a standard set of procedures when inspecting and auditing entities. Furthermore, the standards with which the regulated entities must comply are codified in the Florida Administrative Code, eliminating ambiguity and arbitrary evaluation.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Florida Department of Law Enforcement
Program: Criminal Justice Professionalism Program
Service/Budget Entity: Law Enforcement Standards Compliance Services
Measure: Number of criminal justice officer disciplinary actions

Action (check one):

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

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

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

Data Sources and Methodology: Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the OCETS, where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were accurately imported. OCETS contains all applicant information, applicant grades, and examination keys. Security measures are taken to assure the integrity of the exam data and applicant information. Once exam data for a specified period have been entered into OCETS, a representative of the Examination Section runs a standard report using information in the OCETS database. For a given time period, this report counts the total number of persons taking an exam, the number of persons passing the exam and then calculates the percentage of persons that passed. This information is grouped and subtotaled by the individual exam disciplines. The report was created by a member of the programming staff of the Office of Information Resource Management (IRM), and an independent programmer within IRM verified that the report is logically correct for the information requested.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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☐ Requesting new measure.
☒ Backup for performance measure.

Data Sources and Methodology: Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the Officers Certification Examination Tracking System (OCETS), where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were accurately imported. OCETS contains all applicant information, applicant grades, and examination keys. Security measures are taken to assure the integrity of the exam data and applicant information. Once exam data for a specified period have been entered into OCETS, a representative of the Examination Section runs a standard report using information in the OCETS database. For a given time period, this report counts the total number of persons taking an exam, the number of persons passing the exam and then calculates the percentage of persons that passed. This information is grouped and subtotaled by the individual exam disciplines. The report was created by a member of the programming staff of the Office of Information Resource Management (IRM), and an independent programmer within IRM verified that the report is logically correct for the information requested.

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

Office of Policy and Budget – July 2014

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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

Action (check one):

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

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

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

	LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
Measure Number	Approved Performance Measures for FY 2014-15 (Words)		Associated Activities Title
1	Number of calls for Capitol Police Services		Capitol Complex Security
2	Number of Criminal incidents per 1,000 employees		Capitol Complex Security
3	Percent of lab service requests completed		Laboratory Services
4	Number of laboratory service requests completed		Laboratory Services
5	Average number of days to complete lab service requests by lab discipline: All Disciplines		Laboratory Services
6	Average number of days to complete lab service requests by lab discipline: Toxicology		Laboratory Services
7	Average number of days to complete lab service requests by lab discipline: Chemistry		Laboratory Services
8	Average number of days to complete lab service requests by lab discipline: Crime Scene		Laboratory Services
9	Average number of days to complete lab service requests by lab discipline: Firearms		Laboratory Services
10	Average number of days to complete lab service requests by lab discipline: Biometric Identification System (BIS)		Laboratory Services
11	Average number of days to complete lab service requests by lab discipline: Latents		Laboratory Services
12	Average number of days to complete lab service requests by lab discipline: Serology/DNA		Laboratory Services
13	Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery		Laboratory Services
14	Average number of days to complete lab service requests by lab discipline: Trace Evidence		Laboratory Services
15	Number of hits, samples added and total samples in DNA Database		DNA Database
16	Number of criminal investigations		Investigative Services

17	Percent of investigative resources dedicated to conducting major criminal investigations		Investigative Services
18	Number of domestic security cases		Domestic Security
19	Number of intelligence initiatives		Intelligence Initiatives
20	Percentage of time FCIC is accessible		Criminal History Information
21	Number of criminal history record checks processed		Criminal History Information
22	Percent response to criminal history record check customers within defined time frames		Criminal History Information
23	Number of registered sexual predators/offenders added and total identified to the public		Sexual Predator Tracking and Information
24	Number of missing persons cases (Missing Children Alerts, Amber Alerts and Silver Alerts activated)		Missing Persons
25	Number of arrest records created and maintained		Criminal History Creation and Maintenance
26	Number of criminal justice officer disciplinary actions		Officer Compliance
27	Percent of training schools in compliance with established administrative and financial standards		Criminal Justice Training
28	Percent of individuals who pass the basic professional certification examination		Criminal Justice Training
29	Number of Individuals who pass the basic professional certification examination		Criminal Justice Training
30	Number of professional law enforcement certificates issued		Officer Records Management
31	Average reliability of the state officer certification examination		Officer Records Management

LAW ENFORCEMENT, DEPARTMENT OF	FISCAL YEAR 2013-14		
SECTION I: BUDGET	**OPERATING**		**FIXED CAPITAL OUTLAY**
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		236,237,602	0
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		39,562,528	0
FINAL BUDGET FOR AGENCY		275,800,130	0

SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				0
Capitol Complex Security * **Number of calls for Capitol Police service**	3,433	2,362.15	8,109,255	
Dna Database * **Number of DNA samples added to the DNA database**	73,835	44.22	3,265,285	
Crime Laboratory Services * **Number of lab service requests completed**	73,835	690.85	51,009,153	
Investigative Services * **Number of criminal investigations**	2,156	29,692.53	64,017,104	
Domestic Security * **Number of domestic security cases**	14	689,389.79	9,651,457	
Intelligence Initiatives * **Number of intelligence initiatives**	700	5,557.46	3,890,223	
Missing Persons * **Number of missing persons cases**	4,299	371.78	1,598,300	
Sexual Predator Tracking And Information * **Number of registered sexual predators/offenders identified to the public**	64,252	38.82	2,494,485	
Criminal History Information * **Number of criminal history record checks processed**	3,000,000	4.00	11,995,486	
Criminal History Creation And Maintenance * **Number of arrest records created and maintained**	25,300,000	0.35	8,918,989	
Officer Compliance * **Number of criminal justice officer disciplinary actions**	684	5,648.27	3,863,420	
Officer Records Management * **Number of professional law enforcement certificates issued**	17,259	73.62	1,270,629	
Criminal Justice Training * **Number of individuals who pass the basic professional certifications examination**	5,850	952.56	5,572,464	
TOTAL			175,656,250	

SECTION III: RECONCILIATION TO BUDGET			
PASS THROUGHS			
TRANSFER - STATE AGENCIES			
AID TO LOCAL GOVERNMENTS			
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS			
OTHER		30,372,249	
REVERSIONS		69,771,628	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)		275,800,127	

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

BIS - Biometric Identification System

CCH - Computerized Criminal History System

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

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

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

DNA Database – Dioxyribonucleic Acid Database

FCIC- Florida Crime Information Center

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

FDLE - Florida Department of Law Enforcement

FIPC - Florida Infrastructure Protection Center

F.S. - Florida Statutes

GAA - General Appropriations Act

GR - General Revenue Fund

ICHS – Integrated Criminal History System

IT - Information Technology

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

LBR - Legislative Budget Request: A request to the Legislature, filed pursuant to section 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

LRPP - Long-Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating programs and agency performance.

RDSTF - Regional Domestic Security Task Forces

SWOT - Strengths, Weaknesses, Opportunities and Threats

TF - Trust Fund