



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

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### LONG RANGE PROGRAM PLAN

Department of Agriculture and Consumer Services

Tallahassee, Florida

September 29, 2017

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Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of Agriculture and Consumer Services is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2018-19 through Fiscal Year 2022-23. The internet website that provides the link to the LRPP located on the Florida Fiscal Portal is <http://www.freshfromflorida.com/Forms-Publications/Publications>.

Sincerely,

Adam H. Putnam  
Commissioner of Agriculture

**Department of Agriculture and Consumer Services**

# **Long Range Program Plan**

**Fiscal Year 2018-19**

**through**

**Fiscal Year 2022-23**

**Adam H. Putnam**

**Commissioner**

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Our Mission

**SAFEGUARD THE PUBLIC AND SUPPORT AGRICULTURE**

Our Goals

***Strengthen Florida Agriculture to Meet the Needs  
of the World's Growing Population***

***Safeguard the Well-being of Florida Residents and  
Visitors***

***Manage Natural Resources to Support Florida's  
Quality of Life***

***Prevent and Respond to Pests, Disease and Disaster***

***Exceed Expectations in Service***

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Outcome	
<i>Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations.</i>	
Baseline/ FY 2014-15	85%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

Outcome	
<i>Percentage of processed citrus inspections meeting maturity</i>	
Baseline/ FY 2015-16	98%
FY 2018-19	98%
FY 2019-20	98%
FY 2020-21	98%
FY 2021-22	98%
FY 2022-23	98%

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Service**

*Aquaculture*

**Primary Service Objective**

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

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Service**

*Fruit and Vegetables Inspection and Enforcement*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida’s fruit and vegetable industries*

Outcome	
<i>Percentage of Fresh from Florida consumer exposures converted to engagements</i>	
Baseline/ FY 2017-18	1% (3.33 million engagements)
FY 2018-19	1% (3.33 million engagements)
FY 2019-20	1% (3.33 million engagements)
FY 2020-21	1% (3.33 million engagements)
FY 2021-22	1% (3.33 million engagements)
FY 2022-23	1% (3.33 million engagements)

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Service**

*Agricultural Products Marketing*

**Primary Service Objective**

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

Outcome	
<i>Percentage of food firms that receive a “met expectations” rating</i>	
Baseline/ FY 2017-18	90%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Service**

*Food Safety Inspection and Enforcement*

**Primary Service Objective**

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

Outcome	
<i>Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance</i>	
Baseline/ FY 2012-13	90%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Service**

*Agricultural Environmental Services*

**Primary Service Objective**

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



Outcome	
<i>Percentage of consumer complaints resolved through mediation which result in restitution to consumers</i>	
Baseline/ FY 2015-16	35%
FY 2018-19	35%
FY 2019-20	35%
FY 2020-21	35%
FY 2021-22	35%
FY 2022-23	35%

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Service**

*Consumer Protection*

**Primary Service Objective**

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

Outcome	
<i>Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases</i>	
Baseline/ FY 1998-99	98.0%
FY 2018-19	99.8%
FY 2019-20	99.8%
FY 2020-21	99.8%
FY 2021-22	99.8%
FY 2022-23	99.8%

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Service**

*Agricultural Law Enforcement*

**Primary Service Objective**

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

Outcome	
<i>Percentage increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs</i>	
Baseline/ FY 2010-11	315,000 acres
FY 2018-19	2% (321,300 acres)
FY 2019-20	2% (321,300 acres)
FY 2020-21	2% (321,300 acres)
FY 2021-22	2% (321,300 acres)
FY 2022-23	2% (321,300 acres)

**Goal**

*Manage natural resources to support Florida's quality of life*

**Service**

*Agricultural Water Policy Coordination*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

Outcome	
<i>Percentage of acres of protected forest and wild lands not burned by wildfires</i>	
Baseline/ FY 1996-97	99.4%
FY 2018-19	99.2%
FY 2019-20	99.2%
FY 2020-21	99.2%
FY 2021-22	99.2%
FY 2022-23	99.2%

**Goal**

*Manage natural resources to support Florida's quality of life*

**Service**

*Wildfire Prevention and Management*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires*

Outcome	
<i>Forest land as a percentage of Florida land mass</i>	
Baseline/ FY 2010-11	46%
FY 2018-19	46%
FY 2019-20	46%
FY 2020-21	46%
FY 2021-22	46%
FY 2022-23	46%

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Service**

*Land Management*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

Outcome	
<i>Percentage change in number of new harmful exotic organism detections</i>	
Baseline/ FY2006-07	21%
FY 2018-19	21%
FY 2019-20	21%
FY 2020-21	21%
FY 2021-22	21%
FY 2022-23	21%

Outcome	
<i>Field man-hours expended per animal inspected</i>	
Baseline/ FY 2016-17	0.05 hours
FY 2018-19	0.05 hours
FY 2019-20	0.05 hours
FY 2020-21	0.05 hours
FY 2021-22	0.05 hours
FY 2022-23	0.05 hours

**Goal**

*Prevent and respond to pests, disease and disaster*

**Service**

*Plant Pest and Disease Control*

**Primary Service Objective**

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

**Goal**

*Prevent and respond to pests, disease and disaster*

**Service**

*Animal Pest and Disease Control*

**Primary Service Objective**

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

Outcome	
<i>Percentage increase of Florida schools certified HUSSC over the prior fiscal year</i>	
Baseline/ FY 2016-17	15%
FY 2018-19	15%
FY 2019-20	15%
FY 2020-21	15%
FY 2021-22	15%
FY 2022-23	15%

**Goal**

*Exceed expectations in service*

**Service**

*Food, Nutrition,  
and Wellness*

**Primary Service Objective**

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

Outcome	
<i>Percentage of grants and financial incentive awards processed</i>	
Baseline/ FY 2013-14	100%
FY 2018-19	100%
FY 2019-20	100%
FY 2020-21	100%
FY 2021-22	100%
FY 2022-23	100%

**Goal**

*Exceed expectations in service*

**Service**

*Office of Energy*

**Primary Service Objective**

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

Outcome	
<i>Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of a complete application</i>	
Baseline/ FY 2010-11	90%
FY 2018-19	98.2%
FY 2019-20	98.4%
FY 2020-21	98.6%
FY 2021-22	98.8%
FY 2022-23	99.0%

**Goal**

*Exceed expectations in service*

**Service**

*Division of Licensing*

**Primary Service Objective**

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

# TRENDS AND CONDITIONS

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## Our Statutory Responsibilities -- What We Do

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

The department promotes Florida agricultural products nationally and internationally (§570.53, F.S.), while ensuring food quality and safety for goods and services produced or sold in Florida by enforcing standards, grading, and labeling requirements (§§500.02 and 570.48, F.S.). Additionally, the department creates, encourages, and fosters healthy lifestyles by administering effective child nutrition programs to Florida students (§595.404-§595.407 F.S.).

Fully developing and implementing Florida's energy policy and programs (§377.6015, F.S.) is one way the department responsibly stewards Florida's natural resources. Encouraging agricultural best management practices

(§§403.067(7)(c)(2), 373.4595, 570.074, 570.085, 576.045, and 570.93, F.S.) is one of the department's primary services and another way the department encourages responsible use of Florida's natural resources. Other responsibilities include: monitoring plants (§581.031, F.S.), animals (§570.36, F.S.), and wild land ecosystems (§570.548, F.S.), as well as ensuring the quality of feed, seed, pesticides, and fertilizers (§570.44, F.S.). Additionally, we designate and monitor shellfish production areas (Ch. 597, F.S.). The department also provides wildfire control programs (§590.01 and §590.42, F.S.) and forest management assistance (§589.04, F.S.) to forest landowners.

The department also ensures established quality, service, and accuracy standards are met by those offering certain products and services (Ch. 472, F.S.; Ch. 482, F.S.; Ch. 493, F.S.; §§501.601 - 501.626, F.S.; Ch. 507, F.S.; §§559.901 - 559.9221, F.S.; §§559.926 - 559.939, F.S.). Additionally, we inspect specified products and devices for quality and accuracy, including fertilizers (Ch. 576, F.S.), pesticides (Ch. 487, F.S.), commercial measuring devices and pricing scanners (Ch. 531, F.S.), fair ride safety (Ch. 616, F.S.), certain liquid fuels (Ch. 525, Ch. 527, and §§526.01 - 526.313, F.S.), and automotive fluids (§§526.50 - 526.56, F.S.).

## Trends and Conditions -- The World Around Us

In this "information age," the department responds to changing world conditions more rapidly than at any time in the past. Weather forecasts, commodity market reports, disease outbreaks, and international political conflicts are among the outside events requiring us to make constant course corrections while

remaining focused on our core purpose. An acute awareness of such trends and conditions, coupled with our overarching desire to protect consumers and support Florida agriculture has guided us as we have identified our priorities -- increasing the availability of wholesome food, encouraging responsible use of natural

*... a desire to protect*

*consumers and support*

*Florida agriculture ...*



resources, and protecting consumers -- to better accomplish our goals. The following discusses these priorities and how we will address them over the coming five years.

### Wholesome Food

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

Floridians are bombarded with information -- and often, misinformation -- about the safety, healthfulness, and nutritional value of food, presenting the department with an array of food nutrition, access, and safety awareness opportunities. By supporting local sponsors of school nutrition programs in Florida, the

department highlights nutrition as a component of a healthy economy. Our focus on nutrition and wellness is further highlighted as we promote expanded access to fresh fruits and vegetables by supporting local food banks and the food recovery initiatives. Promoting healthy diets, providing food assistance to the needy, marketing Florida agricultural products, and monitoring market conditions are all key to ensuring the availability of wholesome food to an expanding population.

### Natural Resources

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

Planning for Florida's current and future energy needs by promoting energy efficiency and conservation while fostering the development of new alternative and renewable energy technologies, is central to the vitality of Florida's economy. Therefore, the department will continue to work toward developing and implementing a comprehensive state energy policy to meet current demands and future projections related to production, conservation, use, and efficiency.

Florida's growing population creates intense demands on the same resources that are required for a dynamic agricultural industry. Despite these demands, current trends generally indicate total water consumption in Florida has held steady over the past 25 years through greater conservation by homeowners,

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industry, and agriculture. The department continues to encourage water use strategies tailored to the uniqueness of agricultural enterprises via cost-sharing programs that provide financial incentives to farmers that implement agricultural best management practice (“BMP”) systems. The future thrust of our agricultural water conservation programs will concentrate on assisting farmers, ranchers, and forest landowners with the maintenance of existing BMP systems and exploring ways to make BMP systems cost effective for agricultural enterprises where they do not presently exist.

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

As the lead agency in managing 37 state forests covering more than 1.13 million acres of land, we remain dedicated to prevention and suppression of wildfires. In addition, we are committed to the efficient management of Florida’s forest resources for the public’s benefit by taking advantage of revenue streams arising from use of natural resources while also encouraging greater use of public lands by

Florida’s residents and visitors. Our responsibility for land management currently faces a wildfire-friendly weather cycle and increased development in the urban-wildland interface. To manage the risks created by these conditions, the department continues to deploy personnel to preemptively assess and mitigate these risks and advise the public and local governments about wildfire prevention and mitigation techniques.

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

While most of the inland segments of Florida’s seafood and aquaculture industries remain viable, coastal aquaculture continues its recovery from the impacts of the 2010 Deep Water Horizon oil spill in the Gulf of Mexico, a turbulent economy and a public perception challenge. The department has proven to be a strong stabilizing force for the seafood industry during this period. Through sustained and intensified marketing and promotional activities, as well as the testing of seafood, the department helped reverse a twenty year period of eroding seafood sales. The

*... Florida's aquatic resources are a rich asset for recreation, food, and personal enjoyment. . .*

department remains a valuable resource for the seafood industry as they seek to expand market opportunities and awareness of Florida seafood products.

### Public Protection

Ever-changing technologies and economic conditions significantly impact the department's public protection and safety functions. As technologies increase the complexity of fair rides, scales, fuel pumps, and the composition of fuel itself, the department will respond by ensuring its inspection technicians are trained and knowledgeable in these areas. For instance, the department regularly educates staff regarding activities surrounding skimmers in gas pumps. Specifically, the department provides internal training, arranges guest speakers from industry, government, and law enforcement agencies, and participates in national discussions regarding the matter.

Additionally, as market driven changes in the nation's complex food distribution system and federally driven changes to the food safety system are developed, we will continue to implement improved food testing and agricultural commodity tracking systems to reduce the public's chances of contracting foodborne illnesses. Several systems implemented by the department at its interdiction stations use state-of-the-art data management and imaging technology. One such system tracks certain incoming high-risk products to their destination and creates a database of historical information allowing us to trace these products in emergency situations. Another system, in use since 2005, tracks vehicles passing through the stations using shipping container and vehicle tag information, allowing us to identify certain

container or tag numbers when these tags pass through any of the stations. This imaging technology is also helpful as we capture bill of lading information to ensure appropriate taxes are paid on cargo entering and leaving the state. To identify invasive species and harmful diseases – whether foodborne, hosted by plants, or hosted by animals – trained interdiction officers perform visual inspections of agricultural freight for symptoms or indicators of infestation or infection.

Demand for the department's consumer protection services is significant and continues to expand as we focus on creating an environment for lawful businesses to succeed and create a level playing field while removing bad actors. This year, the department worked closely with the legislature to modernize the licensure requirements for dealers in agricultural products, remove the expiration date for residents who place their phone number on the Do Not Call List, and create consistency in the type of insurance coverage required for Intrastate Movers. The department also worked with the legislature to further strengthen the laws surrounding unlawful skimming devices placed in gas pumps.

The department's Emergency Coordinating Officer coordinates all emergency response to natural disasters and other threats, including law enforcement activities, food safety, as well as animal and agriculture emergencies. The officer also works with public health agencies to coordinate response efforts for zoonotic diseases and mosquito control. Recent efforts included a coordinated effort to eradicate the New World Screw Worm in South Florida and the coordination of department-wide emergency response activities related to the

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Zika virus threat.

The Florida Department of Agriculture and Consumer Services is positioned at the intersection of the information age and the basic needs required for all human progress –

the availability of energy, wholesome food, and clean air and water. It is from this vantage point that the department, through improved service and innovation, will continue to safeguard the public and support Florida's agricultural economy.

### The Department's New and Revised Programs

In the 2017 - 2018 fiscal year (FY), the department remains dedicated to furthering its mission by embracing new responsibilities and activities.

The department's evolution toward developing and implementing the state's energy policies complements its existing knowledge base on related issues like food production and distribution, liquid fuel standards, water policy, and biomass fuel sources. A step forward in this evolution is the continued implementation of legislation enacted in 2013 providing rebates to government and commercial entities for the purchase or conversion of natural gas fuel fleet vehicles.

Streamlining its functions remains a priority for the department. This year, the department worked with the industry to standardize inspection procedures for LP Gas inspection, and increase the frequency of inspections while reducing duplication of inspector visits for thousands of facilities throughout the state. Additionally, the department worked with the fuel industry to implement the anti-skimmer security measures that were put in place in 2016. This helps accomplish our objective of increasing the protection of consumers and businesses in transactions by enforcing consumer protection laws and maintaining accuracy compliance for regulated entities, devices, and products.

Further, the department worked with the legislature to provide assistance to our returning veterans and their spouses by waiving the initial application fee in numerous programs regulated by the Division of Consumer Services. The goal is to allow returning veterans to more easily enter the business market. The veteran's fee waiver includes: Surveyors and Mappers, Telemarketers, Intrastate Movers, LP Gas licenses, Pawnbrokers, Motor Vehicle Repair Shops, and Sellers of Travel.

The Division of Licensing also contributed to assisting veterans in their reentry to the workforce. Starting in FY 2016-2017, the department waives the license and application fees for all individual licenses issued under Chapter 493, including private investigator, security officer and recovery agent licenses. This waiver is extended to veterans honorably discharged within twenty-four months of discharge. Additionally, rulemaking also enhanced the department's ability to accept substantially similar military training toward licensure of several Chapter 493 license types including Classes D, DI, C, MB, MA, M and G.

The department experienced unprecedented concealed weapon license (CWL) application volume in FY 2016-2017 as the 270,000 new applications received were 25,000 more than the highest year on record (FY 2015-2016) and more than eight times the 33,449 received

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thirteen years ago when the program came to the department. This enormous new application volume, in combination with the approximately 1.1 million CWL holders eligible to renew over the next five fiscal years will continue to exert pressure on the department's capacity to accommodate this demand, thereby driving increased capacity and efficiency initiatives. Additionally, commencing in FY 2017-2018, concealed weapon licensure and renewal fees will be reduced by \$5.00 per license.

At the end of FY 2016-2017, CWL holders are now able to walk into any of forty-four tax collector offices with their renewal notice and walk out with their renewed CWL. To further increase license holder convenience and manage the extraordinary office traffic, the department has initiated Concealed Weapon Renewal Express (CWREX) to allow CWL holders to renew online; this program was implemented in FY 2016-2017.

The highly successful tax collector partnership also resulted in nearly 160,000 new CWL applications being generated from tax collector offices since program inception over two years ago. In FY 2016-2017, the approximately 88,000 new CWL applications received represented one-third of all new CWL applications received. The program has expanded to include fifty tax collector offices from forty-four counties. Including the department's eight regional offices, there are now fifty-eight offices in which to apply for a new or renewal CWL.

Finally, in FY 2016-2017, the department successfully implemented the fingerprint

retention program whereby all new and renewal private investigator, security officer and recovery agent license applicants submitting required fingerprint background checks will have their fingerprints retained by the FDLE and FBI for notification to the department if/when an arrest occurs, whether in Florida or out of state.

The Office of Agricultural Law Enforcement created a new crime intelligence and analysis unit to determine trends and connect cases within and outside the agency. This unit provides support for possible cases by researching entities, people and their associations, as well as monitoring law enforcement information threads and bulletins to provide intelligence and increase officer safety.

Additionally, this year the department created a new consumer focused website, [www.FloridaConsumerHelp.com](http://www.FloridaConsumerHelp.com). The website allows consumers to quickly and easily find information that will aid them in making informed choices. The site includes the Check-A-Charity tool, which assists a donor when choosing to make a contribution to a charity. The site also includes the department's A to Z Resource Guide, the Business/Complaint Lookup and a wealth of information on scams and frauds.

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

*... The highly successful*

*tax collector*

*partnership also*

*resulted in nearly*

*160,000 new CWL*

*applications being*

*generated ...*

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

Our three priorities – increasing the availability of wholesome food, encouraging responsible use of natural resources, and protecting consumers – are reflected in our five goals, which provide a framework to achieve our mission and fulfill our statutory mandates. Strengthening Florida agriculture to meet the needs of the world's growing population is our first goal. Our second goal seeks to safeguard the well-being of Florida's residents and visitors. Through our third goal, we strive for the conservation and wise use of the state's agricultural and natural resources. Our fourth goal is preventing and responding to pests, disease and disaster. Our final goal is to exceed expectations in service. To further these goals, the department has identified a primary objective and associated key outcome measure for each service it provides. The outcome measures were identified as the best indicator of whether the desired objective or outcome was being achieved by a particular service and may not necessarily reflect all activities or outputs of the related service.

### Goal 1: Strengthen Florida agriculture to meet the needs of the world's growing population

To instill consumer confidence in Florida-grown and harvested shellfish, we issue permits to shellfish processing facilities and ensure their compliance with certain shellfish handling regulations with the joint objectives of increasing the sales of Florida shellfish products and ensuring compliance with food safety regulations (Fig. 1).

To this end, the best indicator of success in

Figure 1

Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	
Baseline/FY 2014-15	85%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

achieving these joint objectives is the percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations. Based on resources, historical data, and industry trends, a 90 percent standard is the best projected standard the department can reasonably meet. The demand and fiscal impacts of this service are anticipated to remain largely unchanged from prior year impacts.

We also seek to provide quality inspection services to Florida's fruit and vegetable industries. It follows that the best measure of whether we are achieving this objective is to ensure all fresh citrus meet minimum required maturity standards for processing (Fig. 2).

Figure 2

Percentage of processed citrus inspections meeting maturity	
Baseline/FY 2015-16	98%
FY 2018-19	98%
FY 2019-20	98%
FY 2020-21	98%
FY 2021-22	98%
FY 2022-23	98%

The citrus industry pays for inspection services performed by the division acting as an independent, third-party evaluator of the fruit delivered to processing plants. Data is

*... Strengthen Florida  
agriculture to meet the  
needs of the world's  
growing population...*

collected by inspectors to certify the quality and condition of citrus fruit for processing. Maturity is evaluated on the brix (sugar content), acid and juice content in fruit. Maturity standards are set by the Department of Citrus, to ensure fruit quality is acceptable for human consumption. Once farmers have produced a safe, quality product, the department assists them by increasing the market penetration of Florida agricultural products in national and international markets. From October to June, many Florida-grown commodities are harvested while most agricultural areas in the continental United States have not yet reached harvest times. During this period, Florida's unique production cycle also exposes our farmers to intensified international competition.

Marketing and promotional support are critical factors in overcoming parts of this highly competitive sales environment. The department determines program success from the increased number of potential buyers/consumers reached by Florida agricultural campaign messages as the best means of measuring this objective (Fig. 3).

Figure 3

Percentage of Fresh From Florida consumer exposures converted to engagements	
Baseline/FY 2017-18	1% (3.33 million engagements)
FY 2018-19	1% (3.33 million engagements)
FY 2019-20	1% (3.33 million engagements)
FY 2020-21	1% (3.33 million engagements)
FY 2021-22	1% (3.33 million engagements)
FY 2022-23	1% (3.33 million engagements)

The department targets a base of 1% of 330 million total estimated consumer exposures that are converted to engagements as a minimal platform for "Fresh From Florida"

program activities to reach with sales/messaging opportunities annually. Most of the exposures occurs out of state and in international markets. Thus, Florida agricultural products are provided marketing and intelligence support in many areas of the world. By establishing a goal that increases the baseline reach of Florida agricultural products, the department aims to establish, expand and enhance sales opportunities in national and international markets. Greater sales of Florida agricultural products strengthens Florida's economy and creates thousands of new employment opportunities annually.

Goal 2: Safeguard the well-being of Florida residents and visitors

The department strives to reduce the potential for foodborne illnesses associated with processing, storage, and handling of foods. Keeping adulterated or unsafe food from entering the food supply is crucial. To further this effort, the department seeks to decrease the number of food products which are adulterated, misrepresented, or hazardous. To this end, we inspect food retail and manufacturing firms to encourage compliance with food safety practices that mitigate the risks of foodborne illness. This excludes certain low risks products produced by a cottage food operation protected under the Florida Cottage Food Law.

Also, the department recently updated its inspection reporting system to enable the public to better understand the results of an inspection and more closely align its processes with other Florida agencies' food inspection reporting processes.

*... Safeguard the well-*

*being of Florida*

*residents and*

*visitors...*

Effective May 2017, the department updated its inspection report summaries as defined below.

- **Met Inspection Requirements**

An inspection that may have violations that must be corrected, but insufficient violations were found to require a check back or re-inspection by the department.

- **Met Inspection Requirements with Check-Back**

An inspection that contained a violation (s) which required an additional visit to ensure corrective actions were completed.

- **Re-Inspection Required**

An inspection where violations were cited that will require a re-inspection by the department.

The best measure of whether this service achieves our objective is the percentage of food firms inspected that receive a rating of “met expectations” or above when they are inspected (Fig. 4).

Figure 4

Percentage of food firms that receive a “met expectations” rating	
Baseline/FY 2017-18	90%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

Historical data, existing inspection trends, and current resources indicate a standard of 90 percent is realistic as an established standard for this measure. Actual demand and fiscal impacts for this service are likely to remain unchanged for fiscal year 2017 - 2018, although a perceived increase will continue as the combination of the inspection processes for the dairy industry are combined with

those of the department’s general food safety inspection functions.

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

By measuring the percentage of re-inspected entities found to be in compliance, where re-inspections are due to an initial finding of noncompliance (Fig. 5), the measure looks only to businesses and licensees most likely to be noncompliant, rather than at all businesses and licensees inspected.

*... The department strives  
to safeguard the public by  
monitoring regulated  
entities for compliance  
with laws ...*



Figure 5

Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of noncompliance	
Baseline/FY 2012-13	90%
FY 2018-19	90%
FY 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%

The results of consumer protection programs are gauged by the percentage of consumer complaints resolved through mediation resulting in restitution to consumers (Fig. 6).

Figure 6

Percentage of consumer complaints resolved through mediation which result in restitution to consumers	
Baseline/FY 2015-16	35%
FY 2018-19	35%
FY 2019-20	35%
FY 2020-21	35%
FY 2021-22	35%
FY 2022-23	35%

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

Underlying all of these efforts to safeguard

Floridians and visitors are our efforts to prevent the introduction of plant and animal pests and disease into the state through interdiction and enforcement. Our accredited law enforcement officers stationed at interdiction stations located on Interstate 10 immediately after crossing the state line into Florida, and at paved highway crossing points on the Suwannee and St. Mary's rivers, seek to decrease the entry of potentially devastating plant and animal pests or disease into the state via highway transportation to maintain the stability of Florida's agricultural economy (Fig. 7).

Figure 7

Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	
Baseline/FY 1998-99	98.0%
FY 2018-19	99.8%
FY 2019-20	99.8%
FY 2020-21	99.8%
FY 2021-22	99.8%
FY 2022-23	99.8%

In fiscal year 1998 - 1999, the department's law enforcement personnel achieved a 99.98 percent success rate for the percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases – the most meaningful indicator of whether the objective for this service is being achieved. For fiscal year 2016-17, that rate was 99.8 percent and we project maintaining this rate for the foreseeable five year span, given current trends and conditions. However, to continue to meet existing demand for these inspections and to maintain current rates of pest and disease detection, additional fiscal resources are necessary to replace our oldest and most unreliable vehicles.

*... Manage natural*

*resources to support*

*Florida's quality of life...*

Goal 3: Manage natural resources to support Florida's quality of life

The department seeks to increase water quality and conservation by improving irrigation efficiency and the quality of water flowing out of agricultural lands. As a measure of whether it is achieving this objective, the department tracks the percentage increase in the number of acres enrolled annually in Agricultural Water Policy Best Management Practices Programs (Fig. 8).

Figure 8

Percentage increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs	
Baseline/FY 2010-11	315,000 acres
FY 2018-19	2% (321,300 acres)
FY 2019-20	2% (321,300 acres)
FY 2020-21	2% (321,300 acres)
FY 2021-22	2% (321,300 acres)
FY 2022-23	2% (321,300 acres)

Historically, the department has increased enrollment in such programs by two percent annually and projects that trend to continue for the coming five years. Additionally, demand and fiscal impacts are expected to increase slightly in response to an expanded cooperative role with water management districts.

The department also works to increase the number of acres not burned by wildfires. Our forest analysts are able to directly track the acreage not burned by wildfire on protected forest and wild lands, making this one of the easier service objectives to measure (Fig. 9).

In recent years, we have been successful in our efforts to prevent or suppress such wildfires, giving reasonable confidence in our ability to achieve a rate of 99.2 percent for

such acreage not burned by wildfire. Demand for this service should stabilize at this high level as weather conditions conducive to wildfires are not anticipated to significantly

Figure 9

Percentage of acres of protected forest and wild lands not burned by wildfires	
Baseline/FY 1996-97	99.4%
FY 2018-19	99.2%
FY 2019-20	99.2%
FY 2020-21	99.2%
FY 2021-22	99.2%
FY 2022-23	99.2%

change in the foreseeable future, and fiscal impacts will remain elevated as a result of increased fire suppression expenses and equipment replacement needs arising from escalated firefighting activity.

While seeking to decrease wildfire risks, the department also seeks to maintain the amount of forest land acreage in Florida. Since 2010, forest land has fluctuated between covering 46 and 48 percent of Florida's land mass, excluding water bodies. The department's goal is to monitor these fluctuations and promote practices that help maintain forest land area at or above 46% (Fig. 10) as we continue to provide technical support to public and private landowners in the management of their forests.

Figure 10

Forest land as a percentage of Florida land mass	
Baseline/FY 2010-11	46%
FY 2018-19	46%
FY 2019-20	46%
FY 2020-21	46%
FY 2021-22	46%
FY 2022-23	46%

*... Prevent and respond*

*to pests, disease and*

*disaster...*

We anticipate demand for the department's land management services and the fiscal impact to the state to provide those services will remain unchanged.

*Goal 4: Prevent and respond to pests, disease and disaster*

Preventing exotic plant pests and diseases from being introduced into the state and reducing the number of animals infected with or exposed to dangerous transmissible diseases are achieved through vigorous inspections and testing of plants and animals. The best measure to determine whether we are accomplishing the objective of preventing the introduction of harmful plant pests and disease is the rate of increase in the number of such organisms we annually detect (Fig. 11). For the department's plant inspection functions, the projection is based on maintaining a certain percentage change from the baseline, taking into account Florida's position as a major importer of international cargo.

Figure 11

Percentage change in number of new harmful exotic organism detections	
Baseline/FY 2006-07	21%
FY 2018-19	21%
FY 2019-20	21%
FY 2020-21	21%
FY 2021-22	21%
FY 2022-23	21%

Similarly, the prime measure of determining our effectiveness in decreasing the number of animals infected with or exposed to dangerous transmissible diseases is to look at our rate of efficiency in performing inspections (Fig. 12).

Figure 12

Field man-hours expended per animal inspected	
Baseline/FY 2016-17	0.05 hours
FY 2018-19	0.05 hours
FY 2019-20	0.05 hours
FY 2020-21	0.05 hours
FY 2021-22	0.05 hours
FY 2022-23	0.05 hours

With a baseline of 0.05 hours per animal inspected, this projection is based on the efficiency of our field staff performing animal inspections in a timely manner. The goal is to maintain this baseline.

The demand and fiscal impacts of these programs is projected to remain steady relative to prior years, as Florida's general susceptibility to outbreaks from organisms harmful to plants and animals remains unchanged.

*Goal 5: Exceed expectations in service*

Building and strengthening relationships between producers and consumers throughout the world creates a positive business atmosphere for Florida's famers while contributing to healthier lifestyle choices for consumers. The department's coordination of certain child nutrition programs is an opportunity for building these producer-consumer relationships and helps Florida children establish healthy lifestyle habits at an early age. By providing training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is run in accordance with Federal and State law and provides a quality service, the department helps train a knowledgeable, frontline workforce capable of leading this effort. In order to foster an environment conducive to promoting good health for

*... Building and strengthening relationships between producers and consumers throughout the world creates a positive business atmosphere ...*

participants in federal nutrition programs, the Division of Food, Nutrition, and Wellness emphasizes nutrition goals and physical activity for schools participating in the National School Lunch Program. The USDA offers a voluntary certification for schools that meet or exceed the minimum established standards for physical activity, nutrition education, and health promotion called the Healthier US School Challenge: Smarter Lunchroom (HUSSC). One way to determine whether this objective is being achieved is to measure the percentage increase of Florida schools certified HUSSC over the prior fiscal year (Fig. 13).

Figure 13

Percentage increase of Florida schools certified HUSSC over the prior fiscal year	
Baseline/FY 2016-17	15%
FY 2018-19	15%
FY 2019-20	15%
FY 2020-21	15%
FY 2021-22	15%
FY 2022-23	15%

Because this service is funded through federal pass-through dollars, there is no fiscal impact to the State. Demand for this service varies and depends on fluctuations in student enrollment in Florida schools. The department aims to intensify training of school nutrition program sponsors in county school districts to equip them with skills and knowledge to yield healthier, more wholesome meals for school children. Through its Farm to School program, the department will also continue to break down barriers between Florida agricultural producers and school nutrition programs to increase the quantity and quality of Florida-produced fresh fruits and vegetables served in these programs.

We also encourage responsible use of natural resources by promoting energy efficiency, conservation, and renewable energy alternatives in Florida through a variety of programs. The department offers various grants and financial incentives to local and county governments, businesses, universities, and individuals willing to participate in these programs. To measure the efficiency of the department in providing opportunities for entities seeking higher energy efficiency and alternative energy sources, we measure the percentage of grants and financial incentives processed (Fig. 14).

Figure 14

Percentage of grants and financial incentive awards processed	
Baseline/FY 2013-14	100%
FY 2018-19	100%
FY 2019-20	100%
FY 2020-21	100%
FY 2021-22	100%
FY 2022-23	100%

Doing so allows us to determine that all funds available are being utilized in programs seeking higher energy efficiency and energy independence.

We also endeavor to more efficiently issue private security, investigative, recovery, and concealed weapons licenses to eligible individuals and businesses. To measure this objective, the department measures the percentage of such licenses issued within 90 days of receipt of an application (Fig. 15).

Presently, the department issues 98.2 percent of these license types in the 90 day time frame and is working to increase this percentage in coming years.

*...The Florida*

*Department of*

*Agriculture and*

*Consumer Services is*

*committed to achieving*

*its mission and statutory*

*mandates...*

Figure 15

Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of a complete application	
Baseline/FY 2010-11	90%
FY 2018-19	98.2%
FY 2019-20	98.4%
FY 2020-21	98.6%
FY 2021-22	98.8%
FY 2022-23	99%

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

### Significant Potential Policy and Legislative Changes

In a desire to streamline the department's functions, our ongoing policy changes and legislative focus will continue to highlight the repeal of outdated programs and the

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

### Task Forces, Studies, and Related Activities

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

department is presently reviewing all of its councils, committees, and task forces to determine which are most effective. In fiscal year 2016 - 2017, the following councils, committees, and task forces were "in progress" in the department:

*...Connecting with*

*citizens through*

*public involvement...*

\* \* \* \*

**Agricultural Economic Development**

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

**Food Safety and Quality**

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

**Forestry and Natural Resources**

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

**Consumer and Public Protection**

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

# EXHIBIT II

  

## PERFORMANCE MEASURES AND STANDARDS

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FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	99.9%	99.82%	99.9%	99.9%
Number of law enforcement investigations initiated	880	796	880	880
Number of complaints investigated upon referral from the Division of Consumer Services	2,489	2,652	2,489	2,489
Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	\$12,478,348	\$12,267,722	\$12,478,348	\$12,478,348
Number of vehicles inspected at agricultural interdiction stations	9,143,311	11,477,070	9,143,311	9,143,311
Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities	1,607,642	2,185,838	1,607,642	1,607,642
Number of Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	66,544	57,989	66,544	66,544
Number of investigations performed (security, investigative, recovery complaint and agency-generated investigations)	1,550	2,075	1,550	1,550
Number of compliance inspections performed (security, investigative, and recovery licensee/new agency and random inspections)	3,000	1,899	3,000	1,900

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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



FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2% 321,300	178% 561,862	2% 321,300	2% 321,300
Number of acres in priority basins or watersheds outside the Northern Everglades and Estuaries Protection Program (NEEPP) area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices (BMPs) programs	175,000	370,452	175,000	175,000
Number of water policy assists provided to agricultural interests	480	3,192	480	2,100
Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs	140,000	191,410	140,000	140,000
Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs during the fiscal year	5.5 B	5.09B	Measure Deleted FY1718	Measure Deleted FY1718
Number of irrigation system evaluations performed for agricultural producers by participating Mobile Irrigation Labs (MIL) during the fiscal year	New Measure FY1718	New Measure FY1718	1,250	1,250

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage Natural Resources to Support Florida's Quality of Life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Administrative costs as a percentage of total agency costs	1.26%	1.26%	1.26%	1.26%
Administrative positions as a percentage of total agency positions	5.03%	5.12%	5.03%	5.03%

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of a complete application	96%	98.33%	96%	98%
Number of administrative actions generated	15,000	42,018	15,000	15,000
Number of new and renewal concealed weapon/firearm licenses issued	245,000	442,249	245,000	245,000
Number of new and renewal security, investigative, and recovery licenses Issued	84,000	94,482	84,000	84,000
Average wait time of calls answered by Public Inquiry Section	2:30 min.	5:40 min.	2:30 min.	2:30 min.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of grants and financial incentive awards processed	100%	100%	100%	100%
Number of grants and financial incentives processed	350	491	350	350
Number of natural gas fuel fleet vehicle rebates processed	300	576	Measure Deleted FY1718	Measure Deleted FY1718
Page views of the Florida Energy Clearinghouse	15,000	63,452	15,000	15,000

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Forest land as a percentage of Florida land mass	46%	47%	46%	46%
Percentage of acres of protected forest and wild lands not burned by wildfires	99%	99.2%	99%	99.2%
Percentage of acres of Florida Forest Service lands managed by the department	New Measure FY1718	New Measure FY1718	100%	100%
Number of hours spent providing forest-related technical assists to non-industrial private landowners	40,000	54,672	40,000	40,000
Number of hours spent providing forest-related technical assists to public land management agencies	16,000	18,023	16,000	16,000
Number of visitors to Florida Forest Service Lands	2,100,000	2,192,902	2,100,000	2,100,000
Number of wildfires caused by humans	3,000	3,035	3,000	3,000
Number of wildfires suppressed	3,800	3,764	3,800	3,800
Number of acres authorized to be burned through prescribed burning	2,100,000	2,080,580	2,100,000	2,100,000
Number of acres of wildlands protected from wildfires	26,679,830	26,679,830	26,679,830	26,679,830
Number of person-hours spent responding to emergency incidents other than wildfires	3,000	7,322	3,000	3,000

**Service/Budget Entity**

Florida Forest Service

(Code: 42110400)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Manage Natural Resources to Support Florida's Quality of Life

**Primary Service Objectives**

Maintain forest land acreage in Florida

Increase the number of acres not burned by wildfires

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of OATS Service Desk tickets addressed within one business day	90%	89.87%	90%	90%
Total number of help tickets received by the Service Desk	38,000	36,183	38,000	38,000

**Service/Budget Entity**

*Office of Agriculture Technology Services*

*(Code: 42120100)*

**Program**

*Office of Agriculture Technology Services*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of food firms that receive a rating of "fair" or above	90%	96.01%	Measure Deleted FY1718	Measure Deleted FY1718
Percentage of food firms that receive a "met expectations" rating	90%	96.01%	90%	90%
Number of inspections of food establishments and water vending machines	70,500	43,685	70,500	70,500
Number of food analyses conducted	43,955	24,108	43,955	43,955
Number of chemical residue analyses conducted	218,880	604,090	218,880	218,880
Number of analyses conducted on Florida Milk Regulatory Program samples	42,000	27,815	42,000	42,000

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance	90%	93%	90%	90%
Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	11,560	11,937	11,560	11,560
Number of pesticide products registered	13,335	17,065	13,335	13,335
Number of pest control businesses and applicators licensed	49,946	54,794	49,946	49,946

**Service/Budget Entity**

*Agricultural Environmental Services  
(Code: 42160100)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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



FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of consumer complaints resolved through mediation which result in restitution to consumers	35%	45.54%	35%	35%
Number of assists provided to consumers by the call center	318,350	322,354	318,350	318,350
Number of regulated entities registered by the Division of Consumer Services	114,000	139,285	114,000	114,000
Number of regulated devices, entities, and products that are inspected or tested for compliance	450,000	602,947	450,000	450,000

**Service/Budget Entity**

*Consumer Services  
(Code: 42160200)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of processed citrus inspections meeting maturity	98%	99.85%	98%	98%
Number of audits of farms and packinghouses completed annually	225	217	225	225
Number of tons of fruits and vegetables inspected	4,500,000	4,211,414	4,500,000	4,500,000

**Service/Budget Entity**

*Fruit & Vegetables Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of Fresh From Florida consumer exposures converted to engagements	New Measure FY1718	New Measure FY1718	1%	1%
Percentage variation from target number of buyers reached with agricultural promotion campaign messages	5%	108%	Measure Deleted FY1718	Measure Deleted FY1718
Total sales of agricultural and seafood products generated by tenants of State Farmers' Markets	\$526 million	\$460,030,404	\$526 million	\$276 million
Number of buyers reached with agricultural promotion campaign messages	50 million	104.19 million	Measure Deleted FY1718	Measure Deleted FY1718
Number of marketing assists provided to producers and businesses	500,000	328,164	500,000	500,000
Number of leased square feet at State Farmers' Markets	1,675,000	1,866,556	1,675,000	1,675,000
Amount of sales reported by participants at domestic and international trade events	New Measure FY1718	New Measure FY1718	\$75 million	\$75 million
Number of Fresh From Florida consumer exposures converted to engagements	New Measure FY1718	New Measure FY1718	3.33 million	3.33 million

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	85%	91.3%	85%	85%
Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews	379	1154	379	758
Number of acres tested	1,444,489	1,442,806	1,444,489	1,444,489
Number of submerged land leases	665	691	665	665
Cubic yards of cultch deposited to restore habitat on public oyster reefs	17,300	26,744.19	17,300	17,300
Number of aquaculture certifications issued to first time applicants or renewed	959	1152	959	959

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Field man-hours expended per animal inspected	.05	.046	.05	.05
Number of Animal Site Inspections performed	14,238	13,313	14,238	14,238
Total number of tests performed by the Bronson Animal Diagnostic Disease Laboratory	80,000	81,563	80,000	80,000
Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian	179	199	179	179
Number of employee hours spent on animal and agricultural emergency activities	7,954	16,598.25	7,954	7,954

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage change in number of new harmful exotic organism detections	21%	23.8%	21%	21%
Number of plant, fruit fly trap, and honeybee inspections performed	800,000	1,191,651	800,000	800,000
Number of commercial citrus acres surveyed for citrus diseases	150,000	264,846	150,000	150,000
Number of sterile med flies released	3.75 B	4.3 B	3.75 B	3.75 B
Number of plant, soil, insect, and other organism samples processed for identification or diagnosis	300,000	807,653	300,000	300,000
Number of cartons of fruit certified as fly-free for export	3,000,000	1,959,829	3,000,000	3,000,000

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

FY 2017/18 Approved Performance Measure	FY 16/17 Approved Standard	FY 16/17 Actual Performance	FY 17/18 Approved Standard	FY 18/19 Requested Standard
Percentage increase of Florida schools certified HUSSC over the prior fiscal year	15%	-17.9%	15%	15%
Number of trainings and technical assists provided to sponsors of the USDA Child Nutrition Programs	22,534	15,609	22,534	22,534
Pounds of produce recovered and distributed	70,000,000	79,354,842	70,000,000	45,000,000
Total number of meals provided to children in the Summer Food Service Program	15,000,000	15,861,153	15,000,000	15,000,000

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

# EXHIBIT III

## ASSESSMENT OF PERFORMANCE FOR APPROVED PERFORMANCE MEASURES

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**Performance Measure Number 2**

**Number of law enforcement investigations initiated**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
880	796	Under 84	-9.5%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify): Change in type of investigation

Explanation:

The Bureau is working more complex investigations. This decrease does not indicate a drop in workload and should not in any way reflect poorly on the Bureau of Investigative Services as the number of arrests has increased by 74%.

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

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other Monitor Standard / Actual Performance

Recommendations:

After FY 2017-18 Actual Performance is determined, we will look at the three-year average and determine if we need to request a reduction to the standard. At this time, the three-year average is still above the current standard.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 4**

**Amount of revenue generated by Bills of Lading Transmitted to the Department of Revenue from agricultural interdiction stations**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,478,348	12,267,722	Under 210,626	-1.7%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

**External Factors**

(check all that apply)

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

Explanation:

The amount of revenue brought in after we transmit suspect bills of lading to DOR is dependent upon DOR's findings and the extent of taxes that were not paid.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify): Monitor Standard / Actual Performance

Recommendations:

We will continue to monitor the revenue generated from this program, but expect some fluctuation.

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Safeguard the Well-being of Florida Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 7**

**Number of Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
66,544	57,989	Under 8,555	-12.9%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

**External Factors**

(check all that apply)

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

Explanation:

This was the first time in a while that we did not meet this standard and believe that it will swing back next year. The quality of images transmitted has not diminished and most months we were still at approximately 5,000 images scanned per month.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify): Monitor

Recommendations:

We will continue to monitor the quantity and quality of images transmitted and request an adjustment if necessary, but we expect that the numbers may be back up again next year.

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Safeguard the Well-being of Florida Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 9**

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

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,000	1,899	Under 1,101	-36.7%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify): Change in Management / Policy

Explanation:

This activity was moved to the Office of Agricultural Law Enforcement effective July 1, 2016. Since that time, we do not require compliance inspection on all newly licensed agencies, but rather complete them as time allows. They are not high-risk since they just went through the application process.

**External Factors**

(check all that apply)

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify): Modify Standard

Recommendations:

We will request a modification to the FY 2019-20 standard to better align with our new policy.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 14**

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

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5.50B	5.09B	Under 0.41B	-7.5%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

**External Factors**

(check all that apply)

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

Explanation:

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

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

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

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage Natural Resources to Support Florida's Quality of Life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 21**

**Average wait time of calls answered by Public Inquiry Section**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2:30 min.	5:40 min	3:10 min. over	127%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Staff Capacity: During FY 2016-17, the Division of Licensing experienced unprecedented levels of demand for concealed weapon licensing services. The number of calls received from applicants and licensees grew as well, and the staffing levels at that time were inadequate for handling the call volume.

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

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

Explanation:

Division of Licensing experienced unprecedented level of demand for concealed weapon licenses.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Division requested and received 47 FTEs and 27 OPS positions as appropriated during the 2017 Legislative Session.

**Service/Budget Entity**

Division of Licensing

(Code: 42010400)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

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

**Performance Measure Number 33**

**Number of acres authorized to be burned through prescribed burning**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,100,000	2,080,580	Under 19,420	-0.92%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation: Very active wildfire season requiring personnel to be used for wildfire suppression and not prescribed burning. Also many Field Units restricted burning because of high wildfire danger.

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

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

Explanation: Weather conditions were favorable for wildfires in the last six months of the fiscal year, which caused personnel and resources to be used for wildfire suppression.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Weather conditions dictate wildfire activity and prescribed burning activity. Prescribed burning must be done to meet management objectives and if the weather is not conducive to conducting a burn to meet those objectives, then the burn does not get done. The early start to high wildfire activity shut off a good portion of the dormant season burning to many areas of the state.

**Service/Budget Entity**

Florida Forest Service

(Code: 42110400)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Manage Natural Resources to Support Florida's Quality of Life

**Primary Service Objective**

Maintain forest land acreage in Florida

Increase the number of acres not burned by wildfires

**Performance Measure Number 36**

**Percentage of OATS Service Desk tickets addressed within one business day**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	89.9%	Under 0.1%	-0.1%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

**External Factors**

(check all that apply)

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

Explanation:

The variance is due to storm-related disruption of normal operations and offices closures.

**Service/Budget Entity**

Office of Agriculture Technology Services

(Code: 42120100)

**Program**

Office of Agriculture Technology Services

(Code: 42120000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to monitor performance and will adjust the standard in the future if necessary.



**Performance Measure Number 37**

**Total number of help tickets received by the Service Desk**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
38,000	36,183	Under 1,817	-4.8%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

**External Factors**

(check all that apply)

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

Explanation:

The variance is due to storm-related disruption of normal operations and offices closures.

**Service/Budget Entity**

*Office of Agriculture Technology Services*

(Code: 42120100)

**Program**

*Office of Agriculture Technology Services*

(Code: 42120000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to monitor performance and will adjust the standard in the future if necessary.

**Performance Measure Number 39**

**Number of inspections of food establishments and water vending machines**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
70,500	43,685	Under 26,815	-38%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

Due to ongoing budgetary constraints, the Division of Food Safety, Bureau of Food and Meat Inspection lost a total of 14 positions over the past several years. Retention of employees is a factor due to competing agencies, both state and federal. Due to changes in federal food safety programs, specific training and auditing is required to conduct manufactured food inspections. This training of inspectors has reduced productivity. Due to the implementation of a risk based inspection system and reporting format, the inspection process requires more time than the previous inspection process.

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

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The development of specified program areas and designation of staff for a specified inspection program will decrease the time spent training inspectors in multiple program areas which will increase productivity. Management will seek to gain the 14 positions lost over the past several years by requesting additional full-time equivalent positions.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 40**

**Number of food analyses conducted**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
43,955	24,108	Under 19,847	-45.2%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

The following factors decreased the total number of analyses conducted: 1) numerous positions vacancies, 2) competing priorities and regulatory program changes in response to emerging food safety issues, 3) level of inspector training, i.e., the laboratory depends heavily on food and meat inspectors for collecting samples, therefore any issues they have with their staff will affect the laboratory testing, and 4) laboratory equipment downtime. All of these factors reduced the total number of analyses conducted.

**External Factors**

(check all that apply)

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

Explanation:

The laboratory implemented two new information technology software applications during the past fiscal years. The resultant training and use of the new systems contributed to the decrease in the number of analyses conducted. Despite of involving another bureau (Chemical Residue Laboratory) to collect samples for the laboratory, our sample load did not increase rapidly due to adaptation period of the new partnership.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Management will fill position vacancies, apply for grants to replace obsolete laboratory equipment (to reduce downtime), monitor competing priorities/regulatory program changes to mitigate the loss of productivity, and continue to work with Bureau of Chemical Residue Laboratory. Training and familiarity with the information technology applications increased during last fiscal year which should continue and increase overall productivity for next year.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 42**

**Number of analyses conducted on Florida Milk Regulatory Program samples**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
42,000	27,815	Under 14,185	-33.8%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The Winter Haven dairy laboratory closed in January 2017 and the dairy laboratory sample testing activities were centralized to Tallahassee. As a result, the number of samples analyzed were significantly reduced.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The centralization of the dairy laboratory is now complete and management will resume routine laboratory sample activities.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 52**

**Number of audits of farms and packinghouses completed annually**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
225	217	Under 8	-3.56%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The Tomato Good Agricultural Practices audits were down this year as there were eight fewer registered tomato houses this year, which equates to -3.81% change from last year.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to watch trends in the industry and will adjust the standard in the future if necessary.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*

**Performance Measure Number 53**

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

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,500,000	4,211,414	Under 288,586	-6.41%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

Citrus production continues to decline, as the industry battles citrus greening and other diseases. Additionally, adverse weather conditions, market volatility, and continued agricultural acreage decline negatively impacted the volume of fruit and vegetables grown thus decreasing the number of tons of fruit and vegetables requiring inspection.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to watch trends in the industry and will adjust the standard in the future if necessary.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

(Code: 42170100)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*

**Performance Measure Number 54**

**Total sales of agricultural and seafood products generated by tenants of State Farmers' Markets**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$526,000,000	\$460,030,404	Under \$65,969,596	-12.5%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The Sanford Market was sold in January 2015 removing more than \$250 million in sales from potential performance results.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify): Reduce standard

Recommendations:

The division requested to reduce the standard by \$250 million to match the standard with resources. The recommended standard for future years is \$276 million.

**Service/Budget Entity**

*Agricultural Products Marketing*

(Code: 42170200)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

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

**Performance Measure Number 55**

**Number of marketing assists provided to producers and businesses**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
500,000	328,164	Under 171,836	-34.4%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

The division continues to strengthen staff training, building enhanced operations delivery methods and is augmenting capabilities with analytics and strategic market share commodity intelligence in 2017-18. These advancements are forecasted to increase performance and position the division to increase assists.

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

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

Explanation:

Investigative research into the effects of the North Atlantic Free Trade Agreement conducted in April 2017 indicate a significantly high level of Mexican agricultural exports into the United States during periods which adversely impact Florida agricultural production.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division is implementing operational and technical enhancements in 2017-18 to optimize the delivery of marketing operations and better target promotional support for an array of agricultural commodities. Competitive research analytics have been developed and introduced into operational planning processes stressing metrics driven decision making and accountability. Additionally, a series of actions have been undertaken to strengthen branding and product loyalty. Management is continuing to train staff to improve the conduct, reporting and measuring of the results of domestic and international marketing operations. Other supplemental efforts are being undertaken to identify and prepare action plans to help limit the effects of adverse weather events, fluctuations in supply positions, competitive challenges, and utilization of contractual partners to assist in portions of our Florida and Domestic Retail Marketing Operations.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

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



**Performance Measure Number 62**

**Number of acres tested**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,444,489	1,442,806	Under 1,683	-0.12%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

Some shellfish harvesting areas change classification throughout different seasons of the year and may not be sampled quarterly, therefore resulting in a lower number than the standard.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division will continue to monitor performance and will request to adjust the standard in the future if necessary.

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population

**Primary Service Objective**

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

**Performance Measure Number 66**

**Field man-hours expended per animal inspected**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
.05	.046	Under 0.004	-8%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

On September 30, 2016, the division was notified of the presence of a foreign animal pest, New World Screwworm, located in the Lower Florida Keys. A significant number of division inspectors and staff were deployed to the Lower Keys to begin the eradication effort. The division personnel worked continuously until April 24, 2017, when the last sterile fly was released in the eradication effort. If the division did not react and respond to combat this pest, it could have potentially devastated millions of dollars in Florida's livestock. Evidence of the emergency response is in Performance Measure "Number of employee hours spent on animal and agricultural emergency activities" more than doubled.

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

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

Explanation:

The introduction of this foreign animal pest in the Lower Florida Keys deployed a significant amount of division employees to respond to the eradication of New World Screwworm. Collaborating with the USDA, the division successfully eradicated the pest after the last sterile fly was released on April 24, 2017. Although it was difficult having a number of staff rotating in the Keys, the division was able to perform many of the routine functions and inspections throughout the state. Even with division staff working rotations in the Lower Florida Keys, the standard was marginally missed by eight percent.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

One of the primary functions of the division is emergency response, which often takes considerable resources. To allow for routine disease surveillance and animal inspections during significant emergency response efforts, the recommendation would be to obtain additional staffing, resources and funding.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

**Performance Measure Number 67**

**Number of animal site inspections performed**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
14,238	13,313	Under 925	-6.5%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

On September 30, 2016, the division was notified of the presence of a foreign animal pest, New World Screwworm, located in the Lower Florida Keys. A significant number of division inspectors and staff were deployed to the Lower Keys to begin the eradication effort. The division personnel worked continuously until April 24, 2017, when the last sterile fly was released in the eradication effort. If the division did not react and respond to combat this pest, it could have potentially devastated millions of dollars in Florida's livestock. Evidence of the emergency response in Performance Measure "Number of employee hours spent on animal and agricultural emergency activities" more than doubled.

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

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

Explanation:

The introduction of this foreign animal pest in the Lower Florida Keys deployed a significant amount of division employees to respond to the eradication of New World Screwworm. Collaborating with the USDA, the division successfully eradicated the pest after the last sterile fly was released on April 24, 2017. Although it was difficult having a number of staff rotating in the Keys, the division was able to perform many of the routine functions and inspections throughout the state. Even with division staff working rotations in the Lower Florida Keys, the standard was marginally missed by 6.5 percent.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

One of the primary functions of the division is emergency response, which often takes considerable resources. To allow for routine disease surveillance and animal inspections during significant emergency response efforts, the recommendation would be to obtain additional staffing, resources and funding.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

**Performance Measure Number 76**

**Number of cartons of fruit certified as fly-free for export**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,000,000	1,959,829	Under 1,040,171	-35%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

Plant diseases (citrus greening and citrus canker infestations) resulted in the destruction or abandonment of many citrus trees in the citrus production areas. Even citrus trees that remain viable are experiencing lower fruit yields. As these diseases have spread, the fresh fruit yield and consequently the number of cartons needing to be certified by the department for export have gone down each year. This trend is expected to continue.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

The division is recommending a reduction in the standard to 1,200,000 to better reflect the condition of fresh fruit yields in Florida citrus groves.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

**Performance Measure Number 77**

**Percentage increase of Florida schools certified HUSSC over the prior fiscal year**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
15%	-17.9%	Under by 32.9%	-219%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

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

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

Explanation:

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

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

Explanation:

The number of schools certified for HUSSC: SL at the end of the 2015-2016 fiscal year was 382. Once a HUSSC: SL designation is awarded it is valid for four (4) years. Several school certifications awarded in prior fiscal years' expired during the 2015-2016 year leading to a decrease in the overall number of schools certified HUSSC: SL.

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Additional staff resources have been allocated to this effort by the division. The number of HUSSC: SL applications submitted to USDA for approval during the 2016-2017 fiscal year was 167, and the total number of schools certified for HUSSC: SL by June 30, 2017 was 313. Although this is a decrease in the total number certified over the prior year due to expiration dates of previously certified schools, the number of applications submitted to USDA has increased by 289% during the 2016-2017 fiscal year. It is expected that the total number of HUSSC: SL certified schools will meet or exceed the approved standard for the performance measure for 2017-2018.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

(Code: 42170700)

**Program**

*Agriculture Economic Development*

(Code: 42160000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

**Performance Measure Number 78**

**Number of trainings and technical assists provided to sponsors of the USDA Child Nutrition Programs**

**ACTION**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22,534	15,609	Under 6,925	31%

**FACTORS ACCOUNTING FOR THE DIFFERENCE**

**Internal Factors**

(check all that apply)

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

Explanation:

The Division of Food, Nutrition and Wellness has historically worked with vendors through contractual service agreements to provide on-site training to sponsors of the USDA Child Nutrition Programs. Due to delays in procurement and contracting, the division experienced a delay in its ability to provide on-site training services to program sponsors which affected training and technical assistance performance results for the year.

**External Factors**

(check all that apply)

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

Explanation:

**MANAGEMENT EFFORTS TO ADDRESS DIFFERENCES/PROBLEMS**

(check all that apply)

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

A contract for on-site training services was executed on April 30, 2017. This contract is valid for two years and includes options for renewal. With this contract in place, the division does not anticipate additional interruptions in providing on-site training as requested by program sponsors. It is expected that the total number of trainings and technical assists provided to sponsors of the USDA Child Nutrition Programs will meet or exceed the approved standard for the performance measure for fiscal year 2017-2018.

**Service/Budget Entity**

Food, Nutrition and Wellness

(Code: 42170700)

**Program**

Agriculture Economic Development

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

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

# EXHIBIT IV

## PERFORMANCE MEASURE VALIDITY AND RELIABILITY

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**Performance Measure Number 1**

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

**Action**

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

**Glossary**

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

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

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

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

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

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

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

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

**Data Sources and Methodology**

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

Counts are determined in the following manner:

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

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

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**Program**

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*(Dept. No. 42)*

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



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

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

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure. Prior to FY 2007-08, manual counts were made daily at remote and interstate stations. The counts were automated and put into operation July 1, 2007.

### **Validity**

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

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

### **Reliability**

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

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**Performance Measure Number 2**

**Number of law enforcement investigations initiated**

**Action**

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

**Glossary**

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

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

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

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

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

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

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

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

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

Clearance - Final disposition or conclusion of an investigation.

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

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

**Data Sources and Methodology**

The number of investigations conducted and/or actions taken is collected and maintained by law enforcement investigators assigned to the Bureau

of Investigative Services of the Office of Agricultural Law Enforcement.

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

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

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure.

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Aquaculture and State Lands related investigations, as well as Background / Pre-employment investigations, were eliminated from the count beginning in FY 2012-13.

### **Validity**

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

### **Reliability**

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

Investigative Services. As a result of the methodical review process, the data is considered very reliable.

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

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

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**Performance Measure Number 3**

**Number of complaints investigated upon referral from Division of Consumer Services**

**Action**

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

**Glossary**

Consumer Protection Laws: any law relating to consumer protection.

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

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

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

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

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

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

**Data Sources and Methodology**

The data sources for this measure are all complaints received by the Division of Consumer Services. All complaints are entered into the DOCS (Division of Consumer Services Oracle based application) system and assigned a unique case file number. The system has a number of required input criteria that must be met by the staff person assigned to the case each time an action is taken. The system

automatically records the date action is taken and the staff person performing the work. The staff member working the case must enter what action is taken as well as the status of the case. The system records this history in the creation of the record. This information can be accessed on the system at any time, and a report is generated monthly.

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

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

File Name: Case Activity By Activity Type

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

**Validity**

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

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

**Reliability**

The provisions of Chapter 120, F.S., known as the Administrative Procedures Act, ensure the reliability of the procedure. Anyone accessing the report reflected under "Data Sources and Methodology" would arrive at the same conclusion.

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**Performance Measure Number 4**

**Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations**

**Action**

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

**Glossary**

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

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

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

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

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

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

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or any article or product with respect to which any

authority is conferred by law on the Department of Agriculture and Consumer Services.

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

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

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

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

**Data Sources and Methodology**

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure.

### **Validity**

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

This measure, i.e., the amount of revenue generated by the Bill of Lading Program transmitted to the Department of Revenue from Agricultural Interdiction Stations, should serve as a comprehensive indicator of the Agricultural Economic Development Program since these measures are directly related to the amount of commercial traffic moving through the Agricultural Interdiction Stations. It is also 1 of several

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

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

### **Reliability**

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of over \$265,000,000 in tax revenue. The Bill of Lading Program currently averages more than \$30,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

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**Performance Measure Number 5**

**Number of vehicles inspected at Agricultural Interdiction Stations**

**Action**

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

**Glossary**

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

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

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

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

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

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

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

**Data Sources and Methodology**

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

Counts are determined in the following manner:

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

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

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

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure.

### **Validity**

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

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

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

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

### **Reliability**

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

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**Performance Measure Number 6**

**Number of vehicles inspected at Agricultural Interdiction Stations transporting agricultural or regulated commodities**

**Action**

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

**Glossary**

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

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

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

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

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

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

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

**Data Sources and Methodology**

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

Counts are determined in the following manner:

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

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

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure.

### **Validity**

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

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

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

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

### **Reliability**

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

### **Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

### **Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Safeguard the well-being of Florida residents and visitors*

### **Primary Service Objective**

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

**Performance Measure Number 7**

**Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations**

**Action**

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

**Glossary**

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

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

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

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

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

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

**Regulated Commodity –** All food, agricultural, horticultural, aquacultural or livestock products or any article or product with respect to which any

authority is conferred by law on the Department of Agriculture and Consumer Services.

**Data Sources and Methodology**

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

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

This methodology was used to compile the FY 2016-17 actual performance of this measure.

**Validity**

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

This measure, i.e., number of bills of lading transmitted to the Department of Revenue from agricultural interdiction stations, should serve as a

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

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

### **Reliability**

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of more than \$265,000,000 in tax revenue. The Bill of Lading Program currently averages \$30,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

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

*Agricultural Law Enforcement*

*(Code: 42010100)*

#### **Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Safeguard the well-being of Florida residents and visitors*

#### **Primary Service Objective**

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

**Proposed Performance Measure Number 8**

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

**Action**

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

**Glossary**

Agency Generated – Origination of investigation initiated as the result of activities performed in the Division of Licensing, including employee action reports.

Complaint Generated – Origination of investigation initiated as the result of communication from sources outside the Department, including phone and written notification.

Department – The Florida Department of Agriculture and Consumer Services.

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

Investigative – Refers to private investigators, which are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

Recovery – Refers to repossession agents, who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

Security – Refers to security officers and agencies, which are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

**Data Sources and Methodology**

The number of investigations performed is collected by investigators assigned to the Bureau of Investigative Services in the Office of Agricultural Law Enforcement and maintained by the Division of Licensing. The Division of Licensing generates a report each month and forwards it to the Office of Agricultural Law Enforcement.

Our Investigators initiate a case by entering it into the Oracle Imaging and Process Management System. This data is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains the number of investigations performed. The name of the report created by this program is "CASE\_RPT\_FILE".

**Validity**

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

**Reliability**

The number of investigations performed is a reliable indicator of workload and can also serve as a barometer to determine the level of compliance by licensees. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2016-17* located in the office of the Bureau Chief of Support Services or the Director's Office.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Proposed Performance Measure Number 9**

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

**Action**

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

**Glossary**

Compliance Inspection – Type of inspection performed in order to assure that the regulated entities specified in this measure are in compliance with state statutes and rules.

Department – The Florida Department of Agriculture and Consumer Services.

Investigative – Refers to private investigators, who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

New Agency Inspections– Inspections initiated internally when a new license is issued to one of the regulated entities specified in this measure. (Security school inspections are mandated by statute. Therefore the Division of Licensing issues a temporary license until the inspection is performed and the application is approved.)

Random Inspections – Unsystematic or chance Inspections of individuals and entities specified in this measure, which have been issued licenses by the Division of Licensing.

Recovery – Refers to repossession agents, who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

Security – Refers to security officers and agencies, which are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

**Data Sources and Methodology**

The number of compliance inspections performed is collected by investigators assigned to the Bureau of Investigative Services in the Office of Agricultural

Law Enforcement and maintained by the Division of Licensing. The Division of Licensing generates a report each month and forwards it to the Office of Agricultural Law Enforcement.

Our Investigators initiate a case by entering it into the Oracle Imaging and Process Management System. This data is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains the number of investigations performed. The name of the report created by this program is "CASE\_RPT\_FILE".

**Validity**

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

**Reliability**

Inspections are opened and the case number is generated by the Licensing database. The number of inspections performed is an appropriate indicator of demand and can also serve as a barometer to determine the level of compliance by licensees. The Division performs randomly computer generated inspections to ensure licensees compliance. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2016-17* located in the office of the Bureau Chief of Support Services or the Director’s Office.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Deleted Performance Measure**

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

**Action**

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

**Glossary**

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

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

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

**Data Sources and Methodology**

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

**Validity**

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

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

**Reliability**

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

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

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

**Approved Measure Number 12**

*\*Fiscal Year 2016 - 2017*

**Measure Deleted**

*Fiscal Year 2017 - 2018*

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 10**

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

**Action**

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

**Glossary**

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

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

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

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

**Data Sources and Methodology**

FDEP has divided the state into 29 priority watersheds, and has identified impaired waters in all of them. Consequently, all agricultural operations in the state are located in priority watersheds. The OAWP tracks and maintains NOIs received from landowners to implement BMPs in priority basins or watersheds throughout the state. The data received on each NOI includes number of acres enrolled, and is entered by BMP program and county into the Office of Agricultural Water Policy's automated "Best Management Practices Tracking System" (BMPTS). It is necessary to track program enrollments by county because property ownership information is not kept by basin or watershed and the primary property identifier on the NOI is the county tax parcel identification number. The requested standard for 2015-16 is the sum total of a two

percent increase in enrolled acreage for FDACS BMP Programs inside and outside of the Northern Everglades and Estuaries Protection areas.

**Validity**

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

**Reliability**

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

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

**Service/Budget Entity**

*Agricultural Water Policy Coordination  
(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration  
(Code: 42010000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*



**Performance Measure Number 11**

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

**Action**

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

**Glossary**

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

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

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

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

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

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

**Data Sources and Methodology**

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

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

**Validity**

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

**Reliability**

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

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

**Service/Budget Entity**

*Agricultural Water Policy Coordination  
(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration  
(Code: 42010000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 12**

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

**Action**

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

**Glossary**

Water Policy Assist - a visit to an agricultural operation with the express purpose of enrolling the operation in one or more of the programs that the Office of Agricultural Water Policy provides for the implementation of Best Management Practices (BMPs) adopted by Department rule for the purpose of improving water quality and conservation, or a visit to an enrolled operation to verify implementation of BMPs.

**Data Sources and Methodology**

The Office of Agricultural Water Policy has clearly identified what constitutes an assist. Assists are defined as visits to agricultural operations for the purpose of BMP enrollment or implementation verification (referred to as Implementation Assurance, or IA) and are tracked in the Best Management Practices Tracking System (BMPTS2) database as part of the Notice of Intent (NOI) and IA records. Upon data entry of NOI and IA forms, the automated system can generate reports of the types and numbers of assists recorded and compute the total number of assists.

**Validity**

This measure is valid in that it represents the majority of the specific types of water policy assists that are provided by staff to agricultural interests. Staff may also assist producers and other stakeholders with information requests, technical assistance, cost-share programs, and similar requests, but the majority of assists are related to the core business of enrolling producers in BMPs and ensuring appropriate implementation of BMPs. Entries include staff name, record type, commodity/manual, producer name, and are searchable and reportable by all of the aforementioned parameters.

**Reliability**

The data is routinely entered into an automated tracking system. The information is summarized and reported at the end of each quarter. The reports are saved prohibiting data manipulation. BMPTS2 can be queried to report a total for each assist category and compute an overall total. The probability is high that the same results would be achieved repeatedly, since all calculations are derived from the BMPTS2.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 13**

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

**Action**

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

**Glossary**

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

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

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

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

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

**Data Sources and Methodology**

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

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

**Validity**

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

**Reliability**

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

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

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 14**

**Number irrigation system evaluations performed for agricultural producers by participating Mobile Irrigation Labs during the fiscal year**

**Action**

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

**Glossary**

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

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

Evaluations – on-site analysis of irrigation system operations and delivery of appropriate recommendations for improvement.

**Data Sources and Methodology**

The number of evaluations performed as both initial and follow-up evaluations is a performance measure in contracts for provision of MIL services. The standard methodology used by the MILs for conducting evaluation is contained in the *Mobile Irrigation Lab (MIL) Technical Handbook United States Department of Agriculture, Natural Resources Conservation Service and Florida Department of Agriculture and Consumer Services May 2017*. The numbers of evaluations are recorded as the primary contract deliverables for each MIL.

**Validity**

This measure is an accurate indication of the delivery of MIL services to agricultural producers using irrigation systems.

The number of evaluations to be performed by each MIL is specified in the respective service contracts, including the expectation for both initial evaluations and follow-up evaluations. Follow-up evaluations are those done after implementation of recommendations from the initial evaluation, and provide the basis for estimation of actual water savings resulting from implementation of the recommendations. Contract deliverables are the basis for payment by the Department for the services. Requests for payment are reviewed by OAWP project management and OAWP contract management.

**Reliability**

The MILs under contract with Florida Department of Agriculture and Consumer Services are required to document their performance of evaluations as a condition of payment under the respective contracts. The data received from all MILs is in a standard report format and is considered final.

Irrigation system performance data is also generated by the MILs. The MILs provide their data in standard electronic and hard-copy formats. The formats used are developed by FDACS and its partner agencies, and are reviewed and evaluated on an on-going basis. OAWP staff review, approve, and total the data as reported. All data received is entered into the OAWP MIL Information Management System (MILIMS).

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Number 15**

**Administrative cost as a percent of total agency costs**

**Action**

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

**Glossary**

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

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

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

**Data Sources and Methodology**

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

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

**Validity**

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

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

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report can be generated repeatedly, producing the same expenditure data. The Exhibit B report generated from the LAS/PBS System at the end of the fiscal year is maintained in a hard copy file along with the report specifications in the current year LRPP submittal file titled “Exhibit II – Performance Measures and Standards – Administration.”

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Performance Measure Number 16**

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

**Action**

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

**Glossary**

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

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

People First – The State personnel system/database

**Data Sources and Methodology**

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

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

**Validity**

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

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report can be generated repeatedly, producing the same figures. The Exhibit B report generated from the LAS/PBS System at the end of the fiscal year is maintained in a hard copy file along with the report specifications in the current year LRPP submittal file titled “Exhibit II – Performance Measures and Standards - Administration”.

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Performance Measure Number 17**

**Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of a complete application**

**Action**

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

**Data Sources and Methodology**

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database that contains when an application was received, when the applicant’s fingerprint information was submitted to the Florida Department of Law Enforcement (FDLE)/Federal Bureau of Investigation (FBI) for the criminal history record check to be performed and when the corresponding results were received, and when the application disposition was determined. The dates of these events are used to calculate the number of days to issue a license. The total number of licenses issued within 90 days of the Division’s receipt of the application is divided by the total number of licenses issued to determine the percent of licenses issued within 90 days. The name of the report created by this program is “URP200ALL\_RPT”.

**Validity**

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

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

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures For FY 2013-14* located in the office of the Bureau Chief of Support Services or the Director’s Office.

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

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 18**

**Number of administrative actions generated**

**Action**

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

**Data Sources and Methodology**

A computer program is executed that reads the Licensing database and selects administrative action records and creates a report named "PERFORMANCE\_PRINT\_FILE.RPT" that contains the count of administrative actions by type.

**Validity**

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

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

**Reliability**

This measure is an indicator of production. Its primary purpose is to provide a benchmark against which changes in process, use of technology or privatization issues can be evaluated. The report generated at the end of the fiscal year, report specifications and detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2015-16* located in the office of the Bureau Chief of Support Services or the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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



**Performance Measure Number 19**

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

**Action**

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

**Data Sources and Methodology**

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

**Validity**

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

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2015-16* located in the office of the Bureau Chief of Support Services or the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 20**

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

**Action**

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

**Data Sources and Methodology**

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

**Validity**

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

**Reliability**

This measure is very reliable. The computer program that generates the result of this measure is completely documented and stored in change management software. The report can be run at any time and the results will be consistent. The report generated at the end of the fiscal year, report specifications, and detailed documentation about this performance measure are maintained in a notebook entitled *Performance Measures for FY 2015-16* located in the office of the Bureau Chief of Support Services or the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 21**

**Average wait time of calls answered by Public Inquiry Section**

**Action**

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

**Data Sources and Methodology**

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

**Validity**

This is a straightforward measure of the waiting time for license applicants waiting to get answers on the status of their license application or actual license. There are two types of waiting time measurements available; one measures the waiting time for all calls, including abandoned calls and the second measures the waiting time experienced by the caller after being handed off to speak to a live person. Given that “abandoned” calls identified by the AGILE system include abandoned calls handled by the IVR, a substantial portion of which are calls providing the desired information, after which the caller hangs up, the only accurate call waiting time measurement is determined to be the call wait time for callers speaking to a live person.

**Reliability**

This measure is believed to be very reliable as the data represents phone call connection. Fiscal year end data and other detailed documentation about this performance measure is maintained in a notebook entitled *Performance Measures for FY 2014-15* located in the office of the Bureau Chief of Support Services or the Director’s Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Deleted Performance Measure**

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

**Action**

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

**Data Sources and Methodology**

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

**Validity**

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

greenhouse gas emissions while increasing energy independence.

**Reliability**

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

**Approved Measure Number 25**

*\*Fiscal Year 2016 - 2017*

**Measure Deleted**

*Fiscal Year 2017 - 2018*

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 22**

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

**Action**

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

**Glossary**

A **Grant** is a sum of money awarded by an organization or government to carry out a particular purpose.

A **Financial Incentive** is a monetary benefit offered to consumers or organizations to encourage behavior or actions which otherwise would not take place.

**Incentive Processed** is the completion of the approval by department staff of an application to receive financial incentives.

A **Program** is a plan of action to accomplish a specified end.

A **Rebate** is a monetary benefit of the return of part of the original purchase price paid for some service or merchandise.

**Data Sources and Methodology**

This data is compiled and tracked internally as part of the administration of several programs. Each program administered by the Florida Department of Agriculture and Consumer Services Office of Energy (FDACS OOE) has reporting requirements that assist in the processing and management of each program. These programs currently include the Farm Renewable and Efficiency Demonstration Program, Research and Development Bioenergy Grants, Renewable Energy and Energy Efficient Grants Program, the Farm Energy and Water Efficiency Realization Program, and various other state energy program grant and incentive programs.

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

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

**Validity**

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

**Reliability**

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

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 23**

**Number of grants and financial incentives processed**

**Action**

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

**Glossary**

A **Grant** is a sum of money awarded by an organization or government to carry out a particular purpose.

A **Financial Incentive** is a monetary benefit offered to consumers or organizations to encourage behavior or actions which otherwise would not take place.

**Incentive Processed** is the completion of the approval by department staff of an application to receive financial incentives.

A **Program** is a plan of action to accomplish a specified end.

A **Rebate** is a monetary benefit of the return of part of the original purchase price paid for some service or merchandise.

**Data Sources and Methodology**

This data is compiled and tracked internally as part of the administration of several programs. Each program administered by the Florida Department of Agriculture and Consumer Services Office of

Energy (FDACS OOE) has reporting requirements that assist in the processing and management of each program. These programs currently include the Farm Renewable and Efficiency Demonstration Program, Research and Development Bioenergy Grants, Renewable Energy and Energy Efficient Grants Program, the Farm Energy and Water Efficiency Realization Program, and various other state energy program grant and incentive programs.

**Validity**

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

**Reliability**

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

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 24**

**Pageviews of the Florida Energy Clearinghouse**

**Action**

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

**Glossary**

The **Florida Energy Clearinghouse** is a web portal to compare energy saving technologies, learn more about renewable energy technologies and research being conducted in Florida, and learn more about energy usage and production. The clearinghouse assists residents, business, universities, and communities with any questions that they may have regarding all forms of energy as it relates to our state. The Florida Energy Clearinghouse is hosted by the Florida Department of Agriculture and Consumer Services Office of Agriculture Technology Services (FDACS OATS).

**My Florida Energy Projects** is a component of the Florida Energy Clearinghouse. It is a web-based interactive application accessed through the Florida Energy Clearinghouse that provides the public and policy makers with a set of tools to review the data collected from projects funded by the American Recovery and Reinvestment Act in the state of Florida. The dashboards, graphs, flowcharts, and reports found on this website are designed to provide state and local governments with the opportunity to determine which projects offer the best return on investment and may be worth pursuing in the future. This application was developed by and continues to be hosted by the University of Florida.

**My Florida Home Energy** is a component of the Florida Energy Clearinghouse. It is a web-based interactive application accessed through the Florida Energy Clearinghouse that provides a customized report which identifies energy efficient products, services and potential energy, and monetary savings for a Florida homeowner based on information provided by the homeowner, as well as publicly accessible data. This application was developed by and continues to be hosted by the University of Florida.

**ISO 27001** is a specification for an information security management system; an information security management system is a framework of policies and procedures that include all legal, physical and technical controls involved in an organization’s information risk management processes. ISO 27001 is one of the most widely recognized, internationally accepted independent security standards.

**Web analytics** is the measurement, collection, analysis and reporting of web data.

**Google Analytics** is a free web analytics service offered by Google that tracks and reports website traffic. Google Analytics is the most widely used web analytics service on the internet.

A **pageview** is an instance of a webpage being loaded (or reloaded) in a browser. Pageviews is a metric defined as the total number of webpages viewed.

**Data Sources and Methodology**

The Florida Department of Agriculture and Consumer Services Office of Energy (FDACS OOE) developed the Florida Energy Clearinghouse in order to address the requirements specified by the legislature in Sections 377.703 and 377.805, Florida Statutes.

Section 377.703 (2)(j), Florida Statutes, directs “the department [to] provide information to consumers regarding the anticipated energy-use and energy-saving characteristics of products and services in coordination with any federal, state, or local governmental agencies as may provide such information to consumers.”

Section 377.805, Florida Statutes, directs “the Office of Energy within the Department of Agriculture and Consumer Services, in consultation with the Public Service Commission, the Florida Building Commission, and the Florida Energy Systems Consortium, [to] develop a clearinghouse of information regarding cost savings associated with various energy efficiency and conservation measures. The Department of Agriculture and Consumer Services shall post the information on its website.”

The FDACS OOE continually reviews the web analytics for the Florida Energy Clearinghouse for purposes of understanding and optimizing web usage.

The FDACS OOE retrieves web analytics for the My Florida Home Energy and My Florida Energy Projects application components of the Florida Energy Clearinghouse directly from Google Analytics.

The FDACS OOE collects web analytics for the components of the Florida Energy Clearinghouse

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

hosted at the department through a request to FDACS OATS. FDACS OATS uses Google Analytics to retrieve the requested information.

### **Validity**

Measuring the number of pageviews for the Florida Energy Clearinghouse, My Florida Home Energy and My Florida Energy Projects is a good indicator of the website's popularity and usefulness to the citizens of the State of Florida.

The number of pageviews to the Florida Energy Clearinghouse, My Florida Home Energy and My Florida Energy Projects is verifiable by Google Analytics.

### **Reliability**

Google earned ISO 27001 certification for the systems, applications, people, technology, processes and data centers serving Analytics and Google Analytics 360. ISO 27001 is one of the most widely recognized, internationally accepted independent security standards.

Google's compliance with the ISO standard was certified by Ernst & Young CertifyPoint, an ISO certification body accredited by the Dutch Accreditation Council, a member of the International Accreditation Forum (IAF). Certificates issued by Ernst & Young CertifyPoint are recognized as valid certificates in all countries with an IAF member.

### **Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

### **Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Exceed expectations in service*

### **Primary Service Objective**

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



**Performance Measure Number 25**

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

**Action**

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

**Glossary**

Acre – 43,560 square feet.

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

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

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

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

**Data Sources and Methodology**

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

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

**Validity**

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

**Reliability**

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

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objectives**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 26**

**Percentage of acres of protected forest and wild lands not burned by wildfires**

**Action**

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

**Glossary**

Acres of Protected Forest and Wild lands - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

Wildfire - Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Report - A report that the Florida Forest Service firefighters complete to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services' Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

Wildfire data is collected on the Forest Service's Fire Report and entered into the Fire Management Information System (FMIS), which resides in the Department's Information Technology Section. The Fire Report is completed by the Florida Forest Service firefighters to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information. The report that is used to generate the number of acres burned is the "Statewide Summary Report", and the specifications for this report are stored in the FMIS documentation.

The Forest Protection Bureau determines the percent of acres of protected forest and wild lands

not burned by subtracting the total number of acres burned by wildfires in a given fiscal year from the total number of acres under protection, and dividing the result by the total number of acres under protection. The total number of acres under protection, 26,679,830 acres, is annually derived from a Geographic Information System-Based model to determine the protected acres within a county.

**Validity**

This measure is a valid measure of performance because it does provide the percentage of forest and wild lands protected by the Florida Forest Service that does not burn by wildfire, as the measure states. The Forest Service strives to effectively and efficiently prevent, detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. However, weather conditions and other factors over which the Forest Service has no control play a role in the percent of acres burned.

Each Unit Manager is responsible for ensuring the validity and accuracy of the Fire Report data that is entered into FMIS. Every report must be reviewed and approved before it becomes an official part of the record system in FMIS.

**Reliability**

FMIS is based on the old mainframe fire reporting system and for this reason does not require interpretation; therefore, the same conclusion could be reached by anyone. Over the years, this fire reporting system has proven to be consistently accurate.

This percent of forest and wild lands that does not burn by wildfires is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. Data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 27\***

**Percentage of acres of Florida Forest Service lands managed by the Department**

**Action**

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

**Glossary**

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

**Data Sources and Methodology**

The Bureau of Forest Management, Policy and Budget Supervisor, maintains and updates a spreadsheet of Florida Forest Service managed lands (State Forests and other lands like the Babcock Ranch Preserve) as parcels are acquired and assigned to the Florida Forest Service for conservation management. The spreadsheet is named "State Forest and Ranch Acres" and located on the Forest Service's "S" computer drive. The parcel acreage is obtained from boundary survey information on Florida Forest Service managed land parcels and the total acreage figures are adjusted as each new parcel is obtained or forest acreage is decreased per appropriate documentation.

**Validity**

This measure is a valid measure of performance because it indicates the current acreage of conservation lands managed by the Florida Forest Service. The acreage figures come directly from boundary survey information so they are as accurate as the survey. However, the measure does not provide any indication of how well the lands are managed.

**Reliability**

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

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objectives**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

\*Please note this measure was modified for FY1718 and was previously: Number of acres of Florida Forest Service lands managed by the department

**Performance Measure Number 28**

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

**Action**

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

**Glossary**

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

**Non-Industrial Private Landowner** - The owner of private forestland that may include private individuals, or entities, joint owners, non-profit organizations, or corporations that are not wood using industries, or have no publically traded stock.

**Data Sources and Methodology**

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

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

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

To determine how many hours are spent providing technical assists to non-industrial private landowners during a specific time period, a position in the Forest Service’s Forest Logistics and Support Bureau queries the TAARS database to obtain the number of hours spent providing activities that are identified as forest-related technical assists during a specific time period. An Excel report is generated from the query to obtain the sum of the number of hours spent providing assists to non-industrial landowners (both minority and non-minority landowners). This report is located on the Forest Service’s computer “I” Drive.

**Validity**

The number of hours spent providing forest-related technical assists to non-industrial private landowners is a legitimate measure of work performed by the Florida Forest Service. It reflects how much time is being spent throughout the fiscal year by service foresters and other Florida Forest Service employees giving verbal and written assistance promoting forestland stewardship, good forest management, and tree planting and care. What is counted in TAARS is actual hours spent by staff providing assistance, but not how many persons are benefiting from this assistance. While this measure indicates number of hours spent providing technical assistance, it does not indicate how well the Florida Forest Service assists landowners.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of hours spent providing technical assists to non-industrial private landowners is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print to review each employee’s data or their whole work unit’s TAARS data.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

### Reliability

The data used to arrive at the number of hours spent providing forest-related technical assists to non-industrial private landowners is generated from a computerized data recording system. The reliability of the data from this system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. In addition, reports created from this system must be generated correctly. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is placed on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly

addressed. All reports generated are also reviewed for accuracy by appropriate Forest Service staff prior to release.

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

The number of hours spent providing forest-related technical assists to non-industrial private landowners is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department.

#### Service/Budget Entity

*Florida Forest Service*

*(Code: 42110100)*

#### Program

*Forest and Resource Protection*

*(Code: 42110000)*

#### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### Goal

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

#### Primary Service Objective

*Maintain forest land acreage in Florida.*

**Performance Measure Number 29**

**Number of hours spent providing forest-related technical assists to public land management agencies**

**Action**

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

**Glossary**

Forest-related Technical Assist - Includes telephone calls, correspondence, personal visits or work performed related to the management of the forest resource owned by the public land management agency.

Public Land Management Agencies – Includes Florida Department of Environmental Protection, Fish and Wildlife Conservation Commission, Water Management Districts and municipalities.

**Data Sources and Methodology**

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

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

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

To determine how many hours are spent providing forest-related technical assists to public land management agencies, a position in the Forest Service’s Forest Logistics and Support Bureau queries the TAARS database to obtain the number of hours spent providing activities that are identified as forest-related technical assists to public land management agencies during a specific

time period. An Excel report is generated from this query to obtain the sum of the number of hours spent providing activities/assists to public land management agencies. This report is located on the Forest Service’s computer “I” Drive.

**Validity**

The number of hours spent providing forest-related technical assists to public land management agencies is a legitimate measure of work performed by the Florida Forest Service. It reflects how much time is being spent throughout the fiscal year fulfilling the requirements of Sections 253.036 and 589.04, Florida Statutes, which indicates the Florida Forest Service shall provide to other agencies having land management responsibilities, technical guidance and management plan development for managing the forest resources on State-owned lands. Beginning in Fiscal Year 2008-09, assistance to counties and municipalities is included in the count for assistance to public land management agencies. Previously, TAARS did not include counties and municipalities as public land management agencies, rather as local governments, so hours providing assistance to these entities were not included in the count. Further, while this measure indicates number of hours spent providing assistance, it does not indicate how well the Florida Forest Service assists public land management agencies.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of hours spent providing technical assists to public land management agencies is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print to review each employee’s data or their whole work unit’s TAARS data.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*  
  
*Increase the number of acres not burned by wildfires*

### Reliability

The data used to arrive at the number of hours spent providing forest-related technical assists to public land management agencies is generated from a computerized data recording system. The reliability of the data from this system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. In addition, reports created from this system must be generated correctly. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is placed on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly

addressed. All reports generated are also reviewed for accuracy by appropriate Forest Service staff prior to release.

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

This number of hours spent providing forest-related technical assists to public land management agencies is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department. .

#### Service/Budget Entity

*Florida Forest Service*

*(Code: 42110400)*

#### Program

*Forest and Resource Protection*

*(Code: 42110000)*

#### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### Goal

*Manage natural resources to support Florida's quality of life*

#### Primary Service Objective

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 30**

**Number of visitors to Florida Forest Service Lands**

**Action**

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

**Glossary**

Visitors to Florida Forest Service Lands - The number of people that visit Florida Forest Service Lands from July 1 to June 30 of the next year.

**Data Sources and Methodology**

The number of visitors to Florida Forest Service Lands is a compilation of both actual and estimated counts. Actual counts comprise 35 percent of this figure while 65 percent is estimated. Florida Forest Service Lands have been provided direction, via the Florida Forest Service’s internal policy and procedure Chapter 520, to develop Individual Attendance Worksheets. These worksheets are to be reviewed and updated monthly and annually, they include narrative that incorporates the methods to be used in determining visitors to Florida Forest Service managed lands. Actual counts include, but are not limited to, those recorded by campsite g visitors , honor fee stations (camping and day use), and State Forest Use Permits. Estimated counts are taken by forestry personnel on random patrol of trail heads and recreation areas on given days of the week that represent a typical operational period. Traffic counters are also used to estimate visitors by road, trail, or area. This visitor count information is located on the State Forest Accomplishment Reports completed by staff of each of the Florida Forest Service managed lands, and are submitted monthly to the Forest Management Bureau. A spreadsheet is used to compile this data.

A secondary number is a combination of actual and an estimate of the number of hunters utilizing Florida Forest Service lands during a scheduled hunt. This estimate is provided to the Florida Forest Service by the Florida Fish and Wildlife Conservation Commission and is utilized by the State Lands Section to help estimate visitors to Florida Forest Service lands.

**Validity**

This measure is a valid measure of performance for the Florida Forest Service to the extent that it gauges the number of visitors to lands managed by the Florida Forest Service. It does not indicate the level of satisfaction of visitors with the Forest Service lands they visit.

The Forest Service seeks to provide outdoor resources-based recreational opportunities for visitors. The character of Florida Forest Service land recreation is a dispersed resource based activity. Located in remote settings with large tracts of land, detailed accounting for visitor use is challenging. The appropriateness of the measuring instrument can be increased through the use of an accepted recreational standard where each automobile represents 2.5 users. This would improve the validity of the estimated counts.

**Reliability**

As actual visitor counts currently comprise 35 percent of the number of visitors on Florida Forest Service managed lands reported, while 65 percent of the number is estimated, the reliability of the entire counting methodology is relatively low. However, each Florida Forest Service managed land develops an annual worksheet that describes the methods they will use to conduct actual and estimated counts, because each parcel of land has unique points of entry or access. The most important aspect in determining the number of visitors is to select the best method(s) and be consistent in the methodology. The number reported can be determined by anyone using the same information available to Forest Management Bureau staff. The number of visitors is frequently monitored and reported annually, on a fiscal year basis, by the Forest Management Bureau. The data is compiled and reviewed prior to submission. The visitor data is maintained on a routine basis by Forest Management Bureau staff.

**Service/Budget Entity**

*Florida Forest Service  
(Code: 42110400)*

**Program**

*Forest and Resource Protection  
(Code: 42110000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objectives**

*Maintain forest land acreage in Florida  
Increase the number of acres not burned by wildfires*



**Performance Measure Number 31**

**Number of wildfires caused by humans**

**Action**

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

**Glossary**

Wildfire - Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Management Information System (FMIS) - A computer database residing within the Department’s Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

Wildfire cause data is entered directly into the Fire Management Information System (FMIS) which resides within the Department’s Information Technology Section. The fire data information combines both human-caused and natural-caused wildfires that can be summarized on both a fiscal and calendar year basis. The report that is used to generate the number of wildfires caused by humans is the “Fires by Fire Causes” report of the Forest Protection Bureau, and the specifications for this report are stored in the FMIS documentation. The number of human-caused fires is the total number of fires minus the number of lightning fires.

**Validity**

Measuring the number of wildfires caused by humans is a valid measure of the Florida Forest Service’s (as well as the U.S. Forest Service’s) ability to prevent wildfires in Florida. The Forest Service strives to effectively and efficiently prevent wildfires by accomplishing such tasks as issuing burning authorizations and wildfire prevention activities. Each Unit Manager is responsible for ensuring the validity and accuracy of the fire report data that is entered into FMIS. However, the number of wildfires can increase due to conditions beyond our control and despite our best effort to prevent them.

**Reliability**

FMIS is based on the previous fire reporting system. Over the years, the fire reporting system has proven to be consistently accurate. FMIS creates reports that do not require interpretation; therefore, data queried from the database system will return the same numbers for the same time period each time a report is generated.

This number of wildfires caused by humans is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 32**

**Number of wildfires suppressed**

**Action**

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

**Glossary**

Wildfire - any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Fire Report - A report that the Florida Forest Service firefighters complete to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services' Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

**Data Sources and Methodology**

The number of wildfires is entered into the Fire Management Information System (FMIS) database, which resides within the Department's Information Technology Section. The fire data can be summarized on both a fiscal and calendar year basis. The data recorded in FMIS includes those fires the Service detects and suppresses and some of the more significant fires that we know about that are suppressed by Structural Fire Departments. The report that is used to generate the number of wildfires suppressed is the "Fire Activity" report of the Forest Protection Bureau, and the specifications for this report are stored in the FMIS documentation. This Fire Activity report allows for staff to make queries by setting parameters such as where and when wildfires were suppressed.

**Validity**

This measure is a valid measure of performance as it indicates the workload of the Florida Forest Service in terms of wildfires suppressed as well as the more significant fires suppressed by fire departments. The Forest Service strives to effectively and efficiently detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. The Forest Service is also attempting to keep statewide statistics on wild land fire activity, so it includes fire reports concerning more significant fires detected and suppressed by fire departments.

Each Unit Manager is responsible for ensuring the completeness and accuracy of their units' fire reports and the timely submission of the reports into FMIS. This process ensures the best possible validity and accuracy of the fire report data. In addition, the Forest Protection Bureau audits fire reports during field unit reviews to help ensure the validity and accuracy of the fire report information.

**Reliability**

FMIS creates reports that do not require interpretation; therefore, the same conclusions would be reached by anyone because data queried will return the same results for the same time period each time a report is generated. Over the years, the fire reporting system has proven to be consistently accurate.

This number of wildfires figure is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 33**

**Number of acres authorized to be burned through prescribed burning**

**Action**

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

**Glossary**

Open Burning Authorization Program - A centralized computer database residing within the Department’s Information Technology Section on the Fire Management Information System (FMIS), that stores and processes information related to the issuance of burning authorizations.

Fire Management Information System - A computer database residing within the Department of Agriculture and Consumer Services’ Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

**Data Sources and Methodology**

The Duty Officers within each Forest Service District issue burn authorizations and put this information into the Fire Management Information System (FMIS) formatted to collect the name of the person requesting authorization, location, type of burn and number of acres. This data represents the sum of all prescribed burning acres from authorizations issued by the Florida Forest Service. This system is used by the Forest Protection Bureau to determine the number of authorized prescribed fires in Florida by running summary reports of prescribed burns in all the Districts within the FMIS program. This data can be calculated on a fiscal or calendar year basis. Personnel that need this information can specify reporting parameters such as date and location to generate the number of acres authorized to be burned through prescribed burning via the “Open Burn Authorization Summary” of the FMIS reporting section, and the specifications for this report are stored in the FMIS documentation.

**Validity**

Measuring the number of acres authorized to be prescribed burned is a valid measurement of efforts being accomplished to minimize the impacts of wildfire as well as effectively manage those forest areas such as Long Leaf Pine Tree stands that are enhanced by burning. A 10-year plus history of utilizing this data collection system, and the FMIS program which was based on the mainframe program, has proven to be quite accurate in measuring the increase or decrease in number of acres authorized to be prescribed burned in Florida each year.

However, a lower number for this measure may be the result of a decreased need for prescribed burns during a specific time period and is therefore, not necessarily indicative of Forest Service performance. For example, a recent wildfire that impacts a large area would result in that area not needing prescribed burning for some period of time. Another example of a justified decrease in the number of acres prescribed burned would be dry conditions, which could cause the Forest Service to deny requests for burn authorizations due to safety and wildfire concerns.

**Reliability**

The FMIS Open Burning Authorization Program does not require interpretation; therefore, the same conclusions would be reached by anyone generating a report on the data. Data queried at various times for the same date ranges has returned the same numbers. Reports are self-explanatory.

The number of acres authorized to be prescribed burned is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 34**

**Number of acres of wildlands protected from wildfires**

**Action**

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

**Glossary**

Forestland protected - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

Cooperative County Fire Protection Agreements – Agreements between the Department of Agriculture and Consumer Services, Florida Forest Service, and a Board of County Commissioners for the establishment and maintenance of countywide fire protection of all forest and wild lands within said county.

Wild land - any public or private managed or unmanaged forest, urban/interface, pasture or range land, recreation lands, or any other land at risk of wildfire.

**Data Sources and Methodology**

The Forest Service has completed and validated a Geographic Information System (GIS) for providing data for this measure. The Protected Areas report generated from this system by the Forest Protection Bureau determines which areas of a Florida county will need assistance in protection from wildfires by the Florida Forest Service. Areas in counties excluded from protection are those areas managed by federal, state, or local government, as well as impervious areas that would not normally be considered burnable and permanent water bodies.

The most current data from the following sources are used in the GIS to identify the number of acres of forestland protected from wildfires:

State/Federal/Local lands = Florida State University Florida Natural Areas Inventory

County Boundaries = Florida Department of Environmental Protection

Hydrography = U. S. Geological Survey

Impervious Areas = U.S. Geological Survey National land Cover Database

This data is input into the GIS which clips all the data together that is to be excluded (federal land, state land, water bodies, urban areas) to each county boundary. What results after excluding all the various land areas and water bodies in Florida is the number of acres of forestland in Florida protected from wildfires. This number of protected acres figure can be updated annually as the number of acres will change as the data from the various sources is updated.

**Validity**

This measure is a valid measure of the amount of land in Florida that the Florida Forest Service is charged with protecting from wildfire. The Forest Service strives to effectively and efficiently prevent, detect, suppress and extinguish wildfires by accomplishing such tasks as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and Volunteer Fire assistance. The validity/accuracy of the figure the Forest Service reports as “acres of forestland protected” is dependent upon the accuracy of those outside data sources from which the Service’s data is obtained.

**Reliability**

The Forest Service’s GIS can be used by anyone familiar with GIS/Spatial imaging tools to reproduce the protected forestland acreage figures the Service reports. This is the most accurate and up-to-date methodology to determine this figure at this time.

The number of acres of forestland protected from wildfires is monitored and reported during the fiscal year by the Forest Protection Bureau for the Department. The data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida’s quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Performance Measure Number 35**

**Number of person-hours spent responding to emergency incidents other than wildfires**

**Action**

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

**Glossary**

Person-hours - The number of employees times the number of work hours performed on non-fire emergencies.

Emergency incidents other than wildfires - Are such emergencies as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

**Data Sources and Methodology**

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

The Forest Service's Application Support Section maintains the software application code, verifies the authenticated forestry users with access permissions to database information, and follows Department Information Technology Change Management Rules for program updates and documentation of the procedures required to produce needed reports. The Service's Application Support Section is responsible for setting-up the pay period access and running queries and other summaries as requested.

Forest Service staff report or track all hours worked during each pay period and allocate them to 1 of several activities. Personnel record their work activities, as well as hours spent performing the activity, directly into TAARS via a browser based data collection screen choosing the correct activity code for the measure's description. Any employee that has spent time responding to emergency incidents other than wildfires should record that activity and indicate how much time they spent doing the activity.

To determine how many hours are spent responding to emergency incidents other than wildfires, the TAARS database is queried by a Planner in the Forest Service's Forest Logistics and Support Bureau to obtain the number of hours reported by the Service on non-fire emergencies during a specific time period. An Excel report is generated from this query to obtain the sum of the number of hours spent responding to

emergency incidents other than wildfires. This report is located on the Service's computer "I" Drive.

**Validity**

This measure reflects how much time is being spent throughout the fiscal year by staff on non-Forestry related activities. It does not specifically measure what work is performed or how well we perform it. An increase or decrease in this measure is not indicative of how well we perform our job because the number of hours spent responding to emergencies is dictated by such things as demand and management decision-making.

TAARS is an automated web-based data recording application that serves as the bank where the data concerning the number of person-hours spent responding to emergency incidents other than wildfires is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data on-line or can screen print for review, each employee's data, or their whole work unit's TAARS data.

**Reliability**

The reliability of the data from the TAARS system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is placed on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly addressed. All reports generated are also reviewed for accuracy by appropriate Forest Service staff prior to release.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

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

This number of hours spent responding to emergency incidents other than wildfires is monitored and reported during the fiscal year by the Forest Logistics and Support Bureau for the Department. Data is compiled and reviewed prior to submission.

**Service/Budget Entity**

*Florida Forest Service*

*(Code: 42110400)*

**Program**

*Forest and Resource Protection*

*(Code: 42110000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage natural resources to support Florida's quality of life*

**Primary Service Objective**

*Maintain forest land acreage in Florida*

*Increase the number of acres not burned by wildfires*

**Proposed Performance Measure 36**

**Percentage of OATS Service Desk tickets addressed within one business day**

**Action**

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

**Glossary**

**Service Desk:** is a primary IT function within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both end users and IT staff.

**Remedy Ticket Tracking System:** is a software package that manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used in an organization's IT Service Desk to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

**Data Sources and Methodology**

The data used to generate the report for this measure is captured in the FDACS Remedy ticket tracking system. All calls received by the Service Desk are tracked to ensure expedient and proper resolution. The methodology for this measure is to resolve customer issues as quickly as possible to minimize the time in which a customer is impacted.

**Validity**

This measure is an adequate workload indicator and is based on Mean time to resolve (MTTR) is a service-level metric for desktop support that measures the average elapsed time from when an incident is reported until the incident is resolved.

**Reliability**

This measure is very reliable. The Remedy system that generates the result of this measure is completely documented and stored in an Oracle Database. Reports can be run at any time and the results are consistent and measurable.

**Service/Budget Entity**

*Office of Agriculture Technology Services*

*(Code: 42120100)*

**Program**

*Office of Agriculture Technology Services*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Proposed Performance Measure 37**

**Total number of help tickets received by the Service Desk**

**Action**

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

**Glossary**

**Service Desk:** is a primary IT function within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both end users and IT staff.

**Remedy Ticket Tracking System:** is a software package that manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used in an organization's IT Service Desk to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

**Data Sources and Methodology**

The data used to generate the report for this measure is captured in the FDACS Remedy ticket tracking system. All help tickets received by the Service Desk are tracked to ensure expedient and proper resolution. The methodology for this measure is to resolve customer issues as quickly as possible, to minimize the time in which a customer is impacted and the number of IT staff the customer must work with.

**Validity**

While external factors can influence the volume of help tickets received by the Service Desk, this measure is a valid indicator of the work being performed by the Office of Agriculture Technology Services.

**Reliability**

This measure is very reliable. The Remedy system that generates the result of this measure is completely documented and stored in an Oracle Database. Reports can be run at any time and the results are consistent and measurable.

**Service/Budget Entity**

*Office of Agriculture Technology Services*

*(Code: 42120100)*

**Program**

*Office of Agriculture Technology Services*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*



**Deleted Performance Measure**

**Percentage of food firms that receive a “fair” rating or above**

**Action**

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

**Glossary**

Food firm - Those food firms including water vending machines (WVM) regulated under authority of Chapter 500, Florida Statutes. Grade A Plants, Farms, Single Service Plants, Cheese Plants and Frozen Dessert Plants regulated under authority of Chapters 502, Florida Statutes. For the purposes of this measure, only those firms receiving a rated sanitation inspection during the period are considered.

Inspection of food firm - Visit by an authorized agent of the department to food firm during which a review of conditions is made that results in an inspection rating.

Failure to meet food safety and sanitation requirements - An inspection of a food firm that results in a score of 84 or below or an unsatisfactory rating within a specified quarter or food firm which receives a rating of “fail” within the performance reporting period. (Quarters are defined as follows: 07/01/XX – 09/30/XX, 10/01/XX – 12/31/XX, 01/01/XX – 03/31/XX, 04/01/XX – 06/30/XX or an inspection of a food firm with a sanitation inspection rating of poor.)

Food firms that meet food safety and sanitation standards - Those food firms that meet food safety and sanitation standards during all inspections within the performance reporting period.

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of food firms maintained in the Food Inspection Management System database, which houses all inspection data on food establishments, or Regulatory Information Management System, which houses all inspection data on dairy establishments.

I. Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the Food Inspection Management System database on a daily basis. Food firm information is maintained on a server platform.

Computation methodology is based on electronic query of database records to obtain

- (a) The total number of firms inspected during the year, and

(b) The number of food firms that met sanitation requirements (during each inspection of that firm conducted during the year).

**Data Computations**

A= number of food firms with one or more inspections (during the period) – derived from Food Inspection Management System

B= number of food firms which meet food safety and sanitation requirements (during each inspection within the period) – derived from the Food Inspection Management System

II. Additionally, the methodology for obtaining measure information is a result of electronic searches of database records to obtain number of inspections and to identify firms with a score of 84 or below or an “unsatisfactory” score in a specified quarter. (Instructions for requesting access to Regulatory Information Management System (RIMS) and performing the electronic searches can be found on the Division’s H-drive, which is access-restricted to key management.)

Data sources for this measure include Agency records of food firm inspections which are recorded in official records for the program area.

**Data Computations**

D= number of food firms which meet standards (derived from RIMS Database)

C= number of food firms (derived from RIMS Database)

$$\text{Percent of food firms which meet standards} = \frac{B + D}{A + C} \times 100$$

**Validity**

This measure is directly related to program performance through a strong intuitive correlation of firms that meet sanitation requirements during each inspection with decreased food safety risks to the public.

Inspection of food firms is one of the primary agency activities required by the Chapters 500 and 502, Florida Statutes and the national standards of the Grade A Pasteurized Milk Ordinance published by the Food and Drug Administration’s Public Health Service.

**Approved Measure Number 37**

\*Fiscal Year 2016 - 2017

**Measure Deleted**

Fiscal Year 2017 - 2018

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

(Code: 42150200)

**Program**

*Food Safety and Quality*

(Code: 42150000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

Regular sanitation inspections of food firms reduce the public's food safety risks so the percent of compliance (food firms who receive a "pass" rating or above) provides a reasonable assurance of the measure's expected success. Data for this measure are taken directly from program records and provides a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it directly reflects a primary outcome of the priority activity and is derived directly from program records. Changes in the total number of inspections conducted may influence the pass/fail percentage. In addition to inspection activities, the rate of passing/ failing firms may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with improved training programs.

### **Reliability**

All food firm inspectors receive ongoing training to accomplish uniformity of inspection decisions. They also undergo standardization by an FDA-certified standardization officer upon employment and again every 3 years. All inspection findings are

subject to review by supervisors to further assure reliability of inspections. A program of systematic quality assurance inspections to evaluate the inspection conclusions is also in use. These checks and balances are designed to best assure consistency and reliability of inspection conclusions.

Inspection findings are entered in laptop computers at completion of each inspection and a printed report of findings is discussed with the food firm manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented, and is highly reproducible since the data set is maintained within a secure database platform.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

### **Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

### **Program**

*Food Safety and Quality*

*(Code: 42150000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Safeguard the well-being of Florida residents and visitors*

### **Primary Service Objective**

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

**Performance Measure Number 38**

**Percentage of food firms that receive a “met expectations” rating or above**

**Action**

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

**Glossary**

Food firm - Those food firms including water vending machines (WVM) regulated under authority of Chapter 500, Florida Statutes. Grade A Plants, Farms, Single Service Plants, Cheese Plants and Frozen Dessert Plants regulated under authority of Chapters 502, Florida Statutes. For the purposes of this measure, only those firms receiving a rated sanitation inspection during the period are considered.

Inspection of food firm - Visit by an authorized agent of the department to food firm during which a review of conditions is made that results in an inspection rating.

Failure to meet food safety and sanitation requirements - An inspection of a food firm that results in a score of 84 or below or an unsatisfactory rating within a specified quarter or food firm which receives a rating of “fail” within the performance reporting period. (Quarters are defined as follows: 07/01/XX – 09/30/XX, 10/01/XX – 12/31/XX, 01/01/XX – 03/31/XX, 04/01/XX – 06/30/XX or an inspection of a food firm with a sanitation inspection rating of poor.)

Food firms that meet food safety and sanitation standards - Those food firms that meet food safety and sanitation standards during all inspections within the performance reporting period.

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of food firms maintained in the Food Inspection Management System database, which houses all inspection data on food establishments, or Regulatory Information Management System, which houses all inspection data on dairy establishments.

I. Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the Food Inspection Management System database on a daily basis. Food firm information is maintained on a server platform.

Computation methodology is based on electronic query of database records to obtain

- (a) The total number of firms inspected during the year, and

(b) The number of food firms that met sanitation requirements (during each inspection of that firm conducted during the year).

**Data Computations**

A= number of food firms with one or more inspections (during the period) – derived from Food Inspection Management System

B= number of food firms which meet food safety and sanitation requirements (during each inspection within the period) – derived from the Food Inspection Management System

II. Additionally, the methodology for obtaining measure information is a result of electronic searches of database records to obtain number of inspections and to identify firms with a score of 84 or below or an “unsatisfactory” score in a specified quarter. (Instructions for requesting access to Regulatory Information Management System (RIMS) and performing the electronic searches can be found on the Division’s H-drive, which is access-restricted to key management.)

Data sources for this measure include Agency records of food firm inspections which are recorded in official records for the program area.

**Data Computations**

D= number of food firms which meet standards (derived from RIMS Database)

C= number of food firms (derived from RIMS Database)

$$\text{Percent of food firms which meet standards} = \frac{B + D}{A + C} \times 100$$

**Validity**

This measure is directly related to program performance through a strong intuitive correlation of firms that meet sanitation requirements during each inspection with decreased food safety risks to the public.

Inspection of food firms is one of the primary agency activities required by the Chapters 500 and 502, Florida Statutes and the national standards of the Grade A Pasteurized Milk Ordinance published by the Food and Drug Administration’s Public Health Service.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

Regular sanitation inspections of food firms reduce the public's food safety risks so the percent of compliance (food firms who receive a "met expectations" rating or above) provides a reasonable assurance of the measure's expected success. Data for this measure are taken directly from program records and provides a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it directly reflects a primary outcome of the priority activity and is derived directly from program records. Changes in the total number of inspections conducted may influence the pass/fail percentage. In addition to inspection activities, the rate of passing/ failing firms may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with improved training programs.

### **Reliability**

All food firm inspectors receive ongoing training to accomplish uniformity of inspection decisions. They also undergo standardization by an FDA-certified standardization officer upon employment

and again every 3 years. All inspection findings are subject to review by supervisors to further assure reliability of inspections. A program of systematic quality assurance inspections to evaluate the inspection conclusions is also in use. These checks and balances are designed to best assure consistency and reliability of inspection conclusions.

Inspection findings are entered in laptop computers at completion of each inspection and a printed report of findings is discussed with the food firm manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented, and is highly reproducible since the data set is maintained within a secure database platform.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

### **Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

### **Program**

*Food Safety and Quality*

*(Code: 42150000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Safeguard the well-being of Florida residents and visitors*

### **Primary Service Objective**

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

**Performance Measure Number 39**

**Number of inspections of food establishments and water vending machines**

**Action**

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

**Glossary**

Inspection of food establishment – Visit of an authorized agent of the Department to a food establishment during which a review of conditions is made that results in an inspection rating.

Inspection of water vending machine - Comprehensive review of sanitation of a water vending machine, which results in a written report stating an inspection rating.

Hazard Analysis Critical Control Point (HACCP) records inspection - Comprehensive review of certain food establishments to determine compliance with HACCP requirements, as documented by completing specific fields of an inspection report form.

Note: Inspections as defined for this output measure does not include activities such as visits to establishments for complaint investigations, administrative purposes, sample collection, follow-up on actions such as placement or removal of stop sale or stop use orders.

**Data Sources and Methodology**

Data sources are Division of Food Safety records of inspections of food establishments, water vending machines and HACCP records, maintained in an Oracle® database.

Food Inspection personnel electronically transfer inspection results to a central database on a daily basis. Food establishment, water vending machine and HACCP review information is maintained on a server platform.

Computation methodology is based on electronic query of database records to obtain (a) total number of food establishment inspections,(b) total number of water vending machine inspections, and (c) total number of inspections to determine HACCP compliance.

**Data Computations:**

Derive number of each type of inspection from Food Safety Oracle® Database:

A = number of food establishment sanitation inspections

B = number of water vending machine sanitation inspections

C = number of HACCP records inspections

Number of inspections = A + B + C

**Validity**

Inspections of food establishments, water vending machines, and HACCP records are a primary agency activity in carrying out the Florida Food Safety Act (Chapter 500, F.S.). This measure is an appropriate measuring instrument since the number of sanitation inspections of food establishments provides an indication of agency efforts to reduce the public’s food safety risks. Data for this measure is taken directly from program records and provides a valid measure of actual program performance. The actual number of inspections performed each year will be influenced by other activities that may divert inspectors’ time from establishment inspections, but such variation should not detract from validity of this output. Inspectors spend approximately 50-60 percent of their work time doing on-site inspections, with other projects and activities such as training, complaint investigations, travel, sample collections and administrative activities accounting for other time. The output can vary with the level of these other activities and with the number of active establishments.

**Reliability**

The output data is highly reliable since it involves counts of the number of official food establishment, water vending machine, and HACCP review inspection records that have been electronically transferred to Food Inspection Management System. Only inspections that result in assignment of a sanitation rating or document HACCP record review are included in this measure. Inspection activities are reviewed by program supervisors. Inspection findings are entered in laptop computers at completion of each inspection and a report is printed and discussed with the food establishment manager. The finding is electronically transmitted with security through DMS or broadband upload. The query to produce the measure is documented, and is highly reproducible since the data set does not change. Queries for information which directly support/generate this GAA/PBB measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

**Related Output Measure**

The percent of food establishments meeting food safety and sanitation requirements is an outcome measure that is related to this output.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 40**

**Number of food analyses conducted**

**Action**

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

**Glossary**

Food product analyzed - Food product samples submitted to Food Laboratory, where the analysis for one or several components, contaminants or other pertinent properties or characteristics of the product is completed. (For purposes of this measure all samples analyzed by the Food Laboratory are included.)

Analysis (plural analyses) - Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established chemical, microbiological, biochemical, molecular, or physical methods of evaluation.

**Data Sources and Methodology**

Data source is the Food Safety Laboratory Information Management System (FSLIMS) of the Division of Food Safety/Food Laboratory. Products analyzed include food samples submitted for regulatory food safety testing; those collected to obtain data for the national Microbiological Data Program (MDP), managed by the USDA; samples tested to assess risks or other properties, and a small number of samples analyzed to assist other program areas.

Information on number of analyses conducted during the process of sample evaluation in the laboratory is entered into the FSLIMS as results are obtained. Laboratory managers review records of analyses to determine if each result meets applicable quality assurance standards. The number of analyses completed per sample is variable.

Computation methodology is based on a standard electronic query of database records to obtain the total number of unique analyses completed during the year.

**Data Computations:**

A = number of analyses is determined by a FSLIMS query to count total analyses conducted on samples completed within specified period, and includes regulatory samples, samples collected under MDP statistical protocols, samples undergoing risk assessments, and samples for which the analysis is reported to another laboratory/agency for possible action.

**Validity**

The number of analyses conducted is a valid measure of the output of the Food Laboratory. This output reflects the number of different components, contaminants or other property of interest for which analyses are conducted and a value obtained, recorded and reported on a laboratory analysis report. The analyses may be conducted by chemical, microbiological, instrumental, physical or other analytical procedures. An official label review is also an analysis. Each analysis reflects a food safety or quality parameter for which a standard has been established. This measure will be inclusive of a large number of different types of analyses performed during the year on a wide variety of products. However, every component of each sample is not tested. Targeted analyses better contribute to the objective of decreasing the number of food products that are adulterated or otherwise unsafe.

This measure is an appropriate measuring instrument since it is an indicator of laboratory output toward identifying food safety violations resulting from contamination, adulteration, or mislabeling. Most of the products analyzed are submitted by the Bureau of Food and Meat Inspection and originate from food establishments throughout the state. Other possible sources of samples include, by contract with the United States Food and Drug Administration (FDA), under cooperative agreement with the United States Department of Agriculture, and from within the agency or from other agencies to provide information they request. Since products tested and food safety priorities vary from one year to the next, some annual variation in this measure is to be expected.

**Reliability**

The data is highly reliable for this output since documented records of all analyses are maintained by the Food Laboratory's FSLIMS. Results of each analysis are reviewed by the analyst, and then independently validated by the supervisor and laboratory managers.

The query to produce the measure is documented, and is highly reproducible since the result is derived from the entire data set of food analyses.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Related Output Measure**

The percent of food products analyzed that meet standards is a related outcome measure, since (1) food analyses are performed on the same population of samples from which this measure is derived, and (2) performing fewer or greater number of analyses on a given sample may

increase or decrease the possibility of a finding that the sample meets standards.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location, which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Performance Measure Number 41**

**Number of chemical residue analyses conducted**

**Action**

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

**Glossary**

Product analyzed for chemical residues or pesticide data - Produce or other food sample submitted to Chemical Residue Laboratory, whereupon analyses are completed to determine the amount or absence of one or more pesticides or other chemical compounds of concern.

Chemical residue analysis (plural analyses) - An official determination of the presence, amount or absence of a specific pesticide or other chemical component in produce or other food products, by use of valid analytical methodology.

**Data Sources and Methodology**

Data source is a dedicated Food Safety Laboratory Information System (FSLIMS) application. This application includes all regulatory samples, samples for the Pesticide Data Program (PDP), and samples which may be analyzed for other reasons.

Each sample submitted for analysis undergoes a series of analytical processes to determine the presence, amount or absence of designated pesticides or other chemical compounds. As the analytical processes are completed, results for each analysis are entered or uploaded into the FSLIMS or spreadsheet report. Laboratory managers review records of analyses to ascertain that each analysis result meets applicable quality assurance standards. The number of analyses conducted on each sample is determined by circumstances under investigation, and may vary from 1 to over 100.

Computation methodology is based on a standard electronic query of FSLIMS records to obtain the total number of unique analyses completed during the year (component A) on all samples analyzed for the regulatory pesticide and antibiotic residue programs.

**Data Computations:**

A = number of analyses for chemical residues, as determined by a FSLIMS query to count total analyses conducted on all samples completed within a specified period. Samples include regulatory/consumer protection samples, samples completed under terms of federal contracts, and other non-regulatory or risk-assessment samples.

**Validity**

The number of analyses conducted is a valid measure of the output of the Chemical Residue Laboratory. This output reflects the overall number of different pesticides or other chemicals for which analyses with appropriate quality assurance controls are conducted. The amount or other indication (such as none detected, below quantitation limit, etc.) is recorded for each chemical analyzed, and reported on a laboratory analysis report. The analyses may be conducted by multiple instrumental or other analytical procedures. This measure includes a large number of different validated chemical compounds for which analyses are performed on a wide variety of products.

This measure is an appropriate measuring instrument since it indicates laboratory output toward identifying chemical residue violations and other significant pesticide-related data. Products analyzed originate from farms, packinghouses and food warehouses or markets throughout the state. Some products analyzed are part of the statistically based national Pesticide Data Program, and may have originated from other participating states of this program.

**Reliability**

The data is highly reliable since the FSLIMS contains records of each chemical residue analysis and is maintained electronically in the Chemical Residue Laboratory. Results of each analysis are reviewed by the analyst, and then independently approved by the supervisor, the quality assurance officer and the laboratory manager before the results are validated.

The query to produce the measure is documented, and is highly reproducible since the result is derived from an entire data set of chemical residue and pesticide data analyses, including results reported for the PDP, within the time period of interest.

Note: A database change to permit storage of PDP sample information in a manner similar to regulatory samples was implemented during FY 2004-05. This eliminated the need for a separate query for PDP samples.

Queries for information which directly support/generate this GAA/LRPP measure are

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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



stored on the Chemical Residue Server, TLHRES002 in a subdirectory which is restricted to key management and IT staff. These queries interact directly with this mission critical support application.

### **Related Output Measure**

The percent of produce or other food products analyzed that meet chemical residue standards” is a directly related outcome measure, since those analyses are performed on a population of samples included in the samples from which this measure is derived, and number of analyses on a given sample may increase or decrease the possibility of a finding that the sample meets standards.

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

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

#### **Program**

*Food Safety and Quality*

*(Code: 42150000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Safeguard the well-being of Florida residents and visitors*

#### **Primary Service Objective**

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

**Performance Measure Number 42**

**Number of analyses conducted on Florida Milk Regulatory Program Samples**

**Action**

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

**Glossary**

Analyses - Laboratory procedures performed on Florida Milk Regulatory Program Samples as regulated by Chapters 502, Florida Statutes.

NOTE: Analyses which are reported in the General Laboratory category and analyses reported as Sample Temperature Controls are not included in determining this measure. These analyses are performed on control samples, which are required to maintain the Central Dairy Laboratory's federal certification.

**Data Sources and Methodology**

The data source for this output is agency records of dairy laboratory activity, which are maintained as an agency custom desktop application.

Through Fiscal Year 2015-2016, sample analysis records have been compiled on a biweekly basis into a spreadsheet located on the Division's I-drive, which is access-restricted to key management. Sample analysis records were manually entered into both the current system and the Regulatory Information Management System (RIMS). Until reports for RIMS can be developed, the current system will remain the official reporting method.

Methodology is based on spreadsheet compilation of laboratory activity records to obtain the number of analyses of milk and milk products that are performed and the number of milk and milk products analyzed. Instructions for using the spreadsheet can be found on the Division's H-drive, which is access-restricted to key management.

Development of a server-based data management program has been 99 percent completed and is currently being used to issue all permits, entry of all inspections and entry of all sample analysis results. Reports for RIMS have not been finalized yet and no

documentation is available. This program will be used to compile dairy establishment inspections, sample collection and sample analysis totals.

Data Computations
Number of Analyses conducted on Florida Milk Regulatory Program Samples (derived from laboratory activity records)

**Validity**

This measure reflects actual program performance since it is taken directly from program records and represents milk and milk products consumed in Florida. It is a good indicator of the workload for the analyses activity. The chemical, physical, bacteriological and organoleptical analyses performed, as standards for products, are appropriate food safety and quality requirements. Maturation of the program may require that different parameters be examined in the future.

**Reliability**

The laboratory activity reports are required to be completed biweekly and are reviewed by division office personnel. The number of Florida Milk Regulatory Program Samples collected and the analyses performed on them is fully accounted for by the records of the laboratories involved. During each quarter of the fiscal year, the spreadsheet is reviewed for accuracy by management personnel. After the final review, the spreadsheet is locked and password protected to prevent any unauthorized changes. All laboratory technicians and the biological scientist are required to be certified by the Food and Drug Administration's Laboratory Quality Assurance Team.

The spreadsheet used to produce the measure is documented and is highly reproducible.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 43**

**Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance**

**Action**

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

**Glossary**

Regulated entities subject to re-inspection: fertilizer, feed, and seed producers and distributors; pesticide applicators, pesticide dealers, pest control licensees, certified operators, identification card holders, and limited certificate holders, and any person using a pesticide.

Re-inspection: **a.** an inspection conducted after an initial inspection where the initial inspection found evidence of a violation of applicable law or regulation, **b.** an inspection where the initial inspection resulted in the issuance of a field advisory notice (FAN). **c.** follow-up activities conducted after the issuance of a stop sale, stop use, or hold order (SSUHO) to determine compliance with the order or issuance of a release for shipment back to manufacturer.

Compliance: The absence of observed violations after re-inspection or after a corrective action has been taken on an initial inspection and observed by a Department inspector.

**Data Sources and Methodology**

The Division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, and pesticide applicators and pest control businesses and applicators. These regulated entities are subject to inspection and investigation of complaints against them, and their products may be sampled and analyzed to ensure that they are in compliance with applicable regulations. Inspection case files are the primary data collected and evaluated by Program staff. These case files include standardized descriptive information regarding regulated entities as well as specific information about the investigation or complaint. From this data, it can be determined whether regulated entities are in compliance.

Once case files are reviewed, a determination is made as to whether the regulated entity is in compliance. If non-compliance is determined, administrative action or a financial penalty may be assessed. Once non-compliance is determined, a re-inspection may be scheduled to determine if the regulated entity has come into compliance. Corrective action to come into compliance can also be determined on-site by inspectors in some cases. The Division has implemented "Field Advisory

Notices" (FANs) to document minor violations that can be corrected during a field inspection. These include such minor violations as failure to secure pesticides in a vehicle, failure to display a license, failure to wear personal protective equipment (PPE) during pesticide handling, and failure to post required safety information. When a FAN is issued, a record is made and a copy of the FAN sent to the compliance managers, but no formal case review is conducted and no administrative action is issued. The percentage of re-inspected entities that are in compliance in a quarter or fiscal year is calculated by dividing the number of re-inspected entities found to be in compliance by the total number of re-inspections conducted in a quarter or a fiscal year. The following categories of re-inspections are included in this calculation:

- FANs issued by the Bureau of Inspection and Incident Response.
- Re-inspections of entities for which administrative actions have been issued by the Bureau of Licensing and Enforcement.
- Re-inspections of entities, or follow-up investigations, where SSUHOs have been issued.
- Entities that have obtained licensure or registration after being found to be operating without licensing or registration during an inspection.

**Validity**

This measure is valid in that we are counting what the measure says we are counting. The field inspection process and compliance review process is standardized and the data collected relates directly to the measure.

**Reliability**

The records and case files collected during inspections and investigations are maintained by the Bureau of Licensing and Enforcement. The numbers of cases for which re-inspections have been made, the numbers of FANs issued, the numbers of entities that have obtained licenses or registration after being found to be operating without licenses or registration, and the numbers of SSUHOs are all available and can be reviewed by multiple reviewers.

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Performance Measure Number 44**

**Number of pest control, feed, seed, and fertilizer and pesticide inspections conducted**

**Action**

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

**Glossary**

Fertilizer Inspection

Fertilizer Sample Inspection - An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a fertilizer product to assess compliance with state laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #6-9 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports and the Bureau of Licensing and Enforcement Quarterly Summary Reports; and are reported under activity #16 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of fertilizer laboratory analysis reports. Supporting documentation includes fertilizer sample collection data, any associated product documentation, and penalty letters (for violation samples).

MKP - (Marketplace Inspection) - An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of a visual evaluation and documentation of a fertilizer product to determine compliance with state fertilizer laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Fertilizer Section personnel. The product labeling and guarantor data are maintained on the I:Drive at I:\DAES\BLE\FERTILIZER\_ENFORCEMENT. Applicable data is reported under activity #17 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of fertilizer marketplace inspection reports. Supporting documentation includes any associated product documentation and warning letters (for violation samples).

Feed Inspection

Feed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a feed product to assess compliance with state and federal feed laws and regulations. These inspections do not include routine “registrant-submitted” compliance sample evaluations conducted by Department

certified laboratories. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are filed and maintained electronically and are reported under activity #1 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of laboratory analysis reports and associated documentation (e.g. product label, photos, etc.).

Feed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a feed product to determine compliance with state and federal feed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Feed Section personnel. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #2 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of feed marketplace inspection reports.

Feed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of animal feed to determine the firm’s level of compliance with state and federal feed laws and regulations. In general these include, but are not limited to, BSE, Medicated Feed, and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by Feed Section personnel and are reported under activity #3 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda.

Seed Inspection

Seed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a seed product to assess compliance with state and federal seed laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #13-18 on the Bureau of Agricultural Environmental Laboratories Quarterly

Service/Budget Entity

*Agricultural Environmental Services*

*(Code: 42160100)*

Program

*Consumer Protection*

*(Code: 42160000)*

Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

Goal

*Safeguard the well-being of Florida residents and visitors*

Primary Service Objective

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

Summary Reports. Source documentation consists of seed laboratory analysis reports.

Seed Sample Inspection data is maintained by the Bureau of Agricultural Environmental Laboratories. The source data consists of seed laboratory analysis reports. Supporting documentation includes seed sample collection data, any associated product documentation, and correspondence (for violation samples). The Environmental Manager of the Seed Compliance Section generates standard reports from the LIMS database and the number of inspections are reported under activity #9 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Electronic copies of documentation for all samples reported as legal are filed on the SANS drive and maintained by the Bureau of Agricultural Environmental Laboratories. Electronic copies of documentation for all samples reported as illegal or mislabeled are filed on the SANS drive and maintained by the Environmental Manager of the Seed Compliance Section.

Seed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a seed product to determine compliance with state and federal seed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #10 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of seed marketplace inspection reports.

Seed Marketplace Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of seed marketplace inspection reports. Supporting documentation includes associated product documentation, and warning letters (for violation samples). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

Seed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of seed (intended for planting purposes) to determine the firm's level of compliance with state and federal seed laws and regulations. In general these include, but are not limited to, seed complaint and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports and associated documentation are scanned and maintained electronically, and are reported under activity #11 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of applicable inspection forms.

Seed Establishment Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of applicable inspection forms. Supporting documentation includes associated documentation, and warning letters (for violation inspections). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

#### Pesticide Inspection

UAF – (Agricultural Use for Cause Investigation) An investigation conducted by the Department at an establishment involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include but are not limited to farms, forests, nurseries, and greenhouses.

UAG – (Agricultural Use Inspection) An inspection conducted by the Department at an establishment involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

WPS – (Worker Protection Standard Inspection) An inspection conducted by the Department during an agricultural use inspection/investigation at a farm, forest, nursery, or greenhouse to determine compliance with the Worker Protection Standard. If a farm, forest, nursery, or greenhouse uses a WPS labeled pesticide for the production of agricultural plants within 30 days of having agricultural workers and/or handlers present at the firm, then the firm falls under the scope of WPS.

UNF – (Non-Agricultural Use For Cause Investigation) An investigation conducted by the Department at an establishment that is not involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include, but are not limited to right-of-way applicators, aquatic applicators, and golf courses.

UNA – (Non-Agricultural Use Inspection) An inspection conducted by the Department at an establishment that is not involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

EUP – (Experimental Use Permit Inspection) An inspection conducted by the Department at either an agricultural or non-agricultural establishment (a/k/a a cooperator) to determine if the use of a pesticide, which was granted an experimental use permit, was used in accordance with the conditions stated in the permit.

CAR – (Certified Applicator Records Inspection) An inspection conducted by the Department during all use inspections/investigations involves the review of pesticide applicator records for pesticide applicators licensed under Chapter 487, Florida Statutes (F.S.). The records may contain applications of general use pesticides, but applications of all restricted use pesticides must be recorded by each licensed applicator.

### Service/Budget Entity

*Agricultural Environmental Services*

*(Code: 42160100)*

### Program

*Consumer Protection*

*(Code: 42160000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Safeguard the well-being of Florida residents and visitors*

### Primary Service Objective

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

GW –(Ground Water Inspection) An inspection conducted by the Department that involves review of pesticide use to assure measures are taken to prevent groundwater contamination.

PEI – (Producer Establishment Inspection) An inspection conducted by the Department at a facility that produces, formulates, re-formulates, packages or repackages pesticides or pesticidal devices. In general, these establishments include pool supply stores where bulk chlorine is repackaged into smaller containers and chemical supply stores that manufacture pesticides.

MKP – (Marketplace Inspection) An inspection conducted by the Department at a facility that sells general use pesticides. In general, these facilities are retail stores that sell pesticides such as Home Depot, Lowe’s, and Wal-Mart.

DLR – (Pesticide Dealer Inspection) An inspection conducted by the Department at a facility that sells restricted-use pesticides as well as general use pesticides. These establishments are licensed by the Department to sell and distribute restricted-use pesticides. In general, these establishments include retail agro/industrial chemical suppliers such as UAP, Lesco, and Helena Chemical Company.

IMP/EXP – (Import and/or Export Inspection) – An inspection conducted by the Department, usually at a port of entry into Florida or at a warehouse, to determine compliance with the federal pesticide regulations concerning the importation or exportation of pesticides into and out of the United States.

### Data Sources and Methodology

Department field staff performs routine marketplace inspections to measure on-going compliance with feed, seed and fertilizer laws, and routine and complaint-based inspections of pesticide applicators and pest control businesses. Data from these inspections is derived directly from files. No data manipulation is necessary.

#### Protocol:

1. Non-structural pesticide and pest control inspection data is entered into the Compliance DB30.accdb and CopyCATS.accdb databases, respectively. Complaint investigations and inspections involving suspected or documented compliance deficiencies are received and processed by pesticide enforcement staff in the Bureau of Licensing and Enforcement. Inspections identified as compliant are received and processed by staff in the Bureau of Inspection and Incident Response. Case intake staff in the Bureau of Licensing and Enforcement and Bureau of Inspection and Incident Response assigning case received dates and for initial case data entry. Case processing staff in BLE evaluate the case file documentation, complete additional data entry, and prepare inspectional findings. Completed case files are archived to the network drive “\\tlhaessan01” according to the calendar year during which the inspection was performed. The Regulatory Specialist II of the

Pesticide Enforcement Section usually generates reports associated with program outputs, however, as part of their initial training, Case Processors are shown how to run queries and generate reports in the Compliance DB30.accdb and CopyCATS.accdb databases.

The data from the Feed, Seed Fertilizer and Pesticide Inspections is entered directly from inspection reports into various network-based database applications including, LIMS, BSE Inspection, and Compliance DB30.accdb and CopyCATS.accdb databases; the data for this measure is a combined value of inspection outputs from multiple programs in the division.

### Validity

Data is derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This measure is a good indicator of our performance because it is a direct count of the number of inspections conducted.

### Reliability

Data is a direct tabulation of the actual number of pest control, pesticide applicator, feed, seed and fertilizer inspections conducted. Data is not interpreted; thus, no ambiguity in reporting exists.

There is a high probability that the same conclusion would be reached by anyone repeating the calculation because the parameters and the queries used are consistent from one calculation to the next.

### Service/Budget Entity

*Agricultural Environmental Services*

*(Code: 42160100)*

### Program

*Consumer Protection*

*(Code: 42160000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Safeguard the well-being of Florida residents and visitors*

### Primary Service Objective

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

**Performance Measure Number 45**

**Number of pesticide products registered**

**Action**

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

**Data Sources and Methodology**

Data source is Bureau of Licensing and Enforcement database records of pesticide products registered. The computation and report methodology are described in each Section’s LRPP Reporting Standard Operating Procedure (SOP).

The data from the pesticide registration application and the emergency exemption action data (Section 18) are entered into the Registration Tracking System (RTS).

RTS is located in FDACS DOA (ORAPROD1) server and the Section 18 data is located in the: File Server in Conner Complex (TLES\_Share on 'tlhadm010')/REG/PREC directory. The report generated is the Quarterly Registration Section Activity Report.

Information is in the Section’s LRPP Reporting SOP.

**Validity**

Data are derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

The measure is a good indication of performance to the extent that it indicates the ability of the

program to process all incoming registration applications. However, beyond the capacity to process registrations, the program is not in direct control of the numbers and types of pesticide product brands registered. Rather, these variables are dictated predominately by market conditions and the indirect effects of federal regulations.

**Reliability**

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of registrations issued.

There is a high probability that the same conclusion would be reached by repeat calculation. The data are entered into a secured database where the level of permission is granted based on business needs with a historical tracking of product registration status. The report generated is based on queries against the RTS database. In addition, the tracking of the Section 18 action data are reviewed by the Section Administrator and verified by either the Bureau’s Environmental Manager and/or Bureau Chief. These reports are stored in the ‘TLES\_Share on 'File Server in Conner Complex (TLES\_Share on 'tlhadm010')/REG/ Registration Activity Reports directory.

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Performance Measure Number 46**

**Number of pest control businesses and applicators licensed**

**Action**

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

**Data Sources and Methodology**

Records of pest control businesses and applicators that apply for and are granted licensure are maintained and used to determine the number of pest control businesses and applicators licensed.

Data are entered into a licensing database. The database is known as the Suntrack Program which is maintained on the DOA production server maintained by OATS and supported by Division IT staff. There is no dedicated program for statistical reporting.

The Bureau of Licensing and Enforcement issues several different license types which are consolidated for a final reporting total. The types include; Business license, Certified Operator certificates, Special Fumigation ID Card certificates, Employee Identification Cards, Limited Private Applicator, Limited Commercial Fertilizer Applicator, Limited Wildlife Control, and Limited Commercial Landscape licenses.

The current methodology relies on several SQL scripts, specifically designed by Division IT staff, that run against the database to extract the report data. The report is reproducible although the potential exists of modified data created during audit review causing unacceptable variance.

**Validity**

Data are derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This is an accurate measure of licensing performance. It relates directly to the number of documents processed (workload) by the Pest Control Licensing Section of the Bureau. The measure accurately reflects licensing trends in both good and bad economic times.

**Reliability**

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of licenses issued.

The Office of Inspector General performed an audit in 09-10 on the 08-09 data, and determined that the original query was faulty. As a result, the Bureau modified the query and worked closely with the Division’s IT staff, to design the specific SQL queries that extract the specific license type transactions from the program’s process tables using date parameters resulting in data that is more consistently reproduced and the reported values are accurate and replicable.

**Service/Budget Entity**

*Agricultural Environment Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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



**Performance Measure Number 47**

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

**Action**

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

**Glossary**

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

Product/Item received – Something in exchange for the item complained about or the exact item purchased by the consumer.

Restitution – Those complaints that seek a dollar amount by complete refund or services offered.

**Data Sources and Methodology**

The measure has 3 elements: (1) the number of complaints requesting restitution at any time during the period reported; (2) the number of complaints with restitution recovered; and (3) the resulting percentage of consumer complaints resolved through mediation. The percent of restitution received is calculated by dividing element 2 by element 1 and multiplying that result by 100.

When a complaint is filed and the consumer requests the Division take into consideration the request for restitution from a business, complaints that obtain a complete refund or services offered are considered successful and are recorded as refund received.

The following may be used for calculating restitution:

1. Complete or partial refund of monies that were paid;
2. Authorized services/Contractual Obligations rendered – The business conducted the service that they were contracted to perform; or
3. Future Discount/Service Offered –
  - a. Warranty work
  - b. In kind services
  - c. Future discounts

Complaints are entered into the Division’s Oracle based application (DOCS) with specific fields to indicate whether the complainant has requested restitution. Applicable fields are queried to calculate the percentage.

The DOCS Oracle database automatically generates the report “Refunds Received (Bond Claims/Consumer Requested)”. This report is properly documented and can be changed to reflect data for the time period being reported. The number of complaints requesting restitution and the number of complaints receiving restitution is based on complaint cases with a status of closed regardless of closing code.

**Validity**

The measure is valid insofar as it provides a highly accurate measure of resolution to consumers through mediation. There are certain types of complaint closing that identify a consumer that has not provided the division a means to determine if restitution is being requested. Additionally, there are certain types of complaints that have no monetary value and therefore cannot be calculated. The result of this measure does not necessarily reflect the effectiveness of the mediation program.

The DOCS system has a case tracking application which requires certain criteria be met for input and a footprint of all entries become a part of the record.

**Reliability**

All complaints are input into the DOCS Oracle system and form the basis for determining the restitution requested and the restitution received. Each complaint is coded based on the industry that is involved in the complaint. Regardless of industry, all complaints that seek restitution are mediated unless governed by another agency. Those complaints that seek a dollar amount are recorded as refund requested. When restitution is received either by complete refund or future services offered for the consumer, the case is considered successful and is recorded as a refund received.

There is a historic footprint in the DOCS system of each data entry into the system, including the person performing each update. Reports can also be generated repeatedly for given time periods.

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

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Performance Measure Number 48**

**Number of assists provided to consumers by the call center**

**Action**

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

**Glossary**

Assists to consumers – Information and assistance provided to consumers by the Division of Consumer Services.

Call Center - Calls that are handled by the Division’s Call Center staff, including calls to the “800 Spanish Hotline.” Call Center staff responds to telephone inquiries from consumers and businesses answering questions, providing information to callers from the Oracle database, and mailing information as requested, including complaint forms, registration packages and consumer educational brochures.

**Data Sources and Methodology**

The first input for this activity is the number of calls handled by the Call Center, which are all incoming calls on the 800 hotline, messages in Phone Mail, calls that are directed to the regulated program areas, the No Sales program, and the Spanish hotline. Each call that comes into the Call Center is tracked by Siemens HiPath Procenter Agile system, the telephone system software package. This software constantly monitors Call Center phone activity and maintains this information in the system for up to 45 days.

The second input for this activity is the amount of correspondence sent to consumers by Call Center staff. The Call Center sends correspondence such as brochures, complaint forms, and registration forms to consumers.

The third input for this activity is the Survey Cards Statistics that are generated from the returned Survey Cards for the month. At the end of each month, the system generates four reports reflecting telephone activity dating back to the first day of the month. The reports used from the Siemens HiPath Procenter Agile system are the Monthly Group, Queue, Destination, and User Historical Reports. These source documents are stored in office 145, the Rhodes building. For the Call Center consumer correspondence, two reports are automatically generated from the DOCS system. The reports generated are the Call Center Correspondence Statistics Report and all DOCS Call Center Activity Reports. These reports track the amount and type of correspondence that is sent from the Call Center to consumers. These statistics are maintained in the DOCS system under

DOCS/Reports/Call Center/Correspondence Statistics. The Survey Cards Statistics are generated from the returned Survey Cards for the month. The source documents are stored in office 145, the Rhodes Building. A three page Excel report is created using the reports generated from the Siemens HiPath ProCenter Agile system, DOCS Oracle Database and the Returned Survey Cards. This report is printed on a monthly basis, and the information in this report is typed into this Excel spreadsheet located on the Division’s drive. Standard reports are run on a monthly basis and ad hoc reports on demand.

**Validity**

This is an appropriate measure of performance because it indicates the workload of the unit. However, calls and correspondence are dictated by demand and a lower number of calls and correspondence is not indicative of decreased efforts, but of decreased demand. The Siemens HiPath Procenter Agile system ensures an accurate count of calls received by the Call Center through the 800 hotline (which exceeds 300,000 calls annually). However, the measure does not include the assists provided to consumers by program staff that receives consumer calls on their direct line.

**Reliability**

The data sources are standardized reports from the Siemens Telephone Reporting System with detailed reports providing additional supporting documentation regarding telephone volume. These records are considered reliable; however, they cannot be maintained historically. Therefore, the information is maintained on the Excel spreadsheet which is printed out and hardcopy kept in the Supervisor’s office in the Call Center, as well as placed on the Division’s drive. The number of inputs is based on consumer demand, and the monthly demand is accurately counted by the Siemens reporting system. The Correspondence Statistics information is entered into the DOCS Oracle application system without interpretation. Input onto formatted screens that are stored on the DOCS Oracle application system is considered reliable and the information can be retrieved upon demand. Anyone accessing the documents and spreadsheet reflected under “Data Sources and Methodology” would arrive at the same conclusion.

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 49**

**Number of regulated entities registered by the Division of Consumer Services**

**Action**

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

**Glossary**

Consumer Protection Laws – Laws designed to safeguard Florida consumers against unlawful acts perpetrated by business entities selling goods and/or services to consumers.

File – the procedure followed by those business entities to document their activities with the Division as required by Florida Statute.

Licensed – the procedure followed by those business entities to be licensed or registered with the Division as provided by Florida Statute.

Registered entities – Any regulated business that is currently permitted, filed or licensed with the Division.

Regulated Devices – Amusement rides, commercial weighing and measuring devices are considered regulated devices

Regulated entities – Businesses, devices, and products required to file, register, license or be permitted by the Department pursuant to Florida Statutes. Regulated businesses include Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawn Shops, operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers and Liquefied Petroleum Gas. Devices required to be permitted are amusement rides and commercial weighing and measure devices within the state of Florida. Products required to be registered with the state of Florida are antifreeze and brake fluid.

Regulated Products – Items included in regulated products are gasoline, diesel, kerosene, alternative fuels, fuel oil, brake fluid and antifreeze.

**Data Sources and Methodology**

This measure is a tabulation of the total number of regulated entities, including Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawnshops, operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers, Liquefied Petroleum Gas, Amusement Rides, Commercial Weighing and Measure devices, and Antifreeze and Brake Fluid products within the state of Florida during a period of time. This includes any business that is currently registered, licensed, permitted or has filed (where applicable)

with the Division. The registration information for Motor Vehicle repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawnshops, operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers and commercial weighing and measuring devices are input into the Division’s DOCS Oracle application by staff. When a new filing is input, a unique firm number (DTN) is established for that business, and a footprint of the registration and/or filing process creates a history of the filing in the system. The licenses issued to the Liquefied Petroleum Gas industry are input into the Division’s LP Gas data base by staff. This LP Gas data base is an Oracle application which is housed on a department server. Permits for amusement rides are input by staff into the Division’s Fair Rides Access data base. This Access data base is housed on a department server. The permits issued for antifreeze and brake fluid products are input into the LIMS data base by staff. The LIMS data base is an Oracle application on a department server. There are established criteria within each program that must be met before a registration certificate, license, permit or filing is complete. Upon completion of the required elements, a registration certificate, permit, license or letter of acceptance is generated and the process is complete for the designated period.

**Validity**

The measure is a valid representation of the number of regulated entities that file and/or register with the Department; however, there is no reliable way to identify the number of entities that should file and do not.

**Reliability**

The primary source document for registration is the registration and/or filing form, which is completed by the applicant and received by the Department. Upon receipt by the Department, the information is input into the applicable Oracle application system. In the case of renewals, the computer screen may already be populated with information; therefore, input is an update function. The system creates an historic record of all activities taken with respect to the registration therefore; records can be recreated upon demand. Statistics are captured on monthly reports which are put in PDF format.

**Service/Budget Entity**

*Consumer Services  
(Code: 42160200)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

**Performance Measure Number 50**

**Number of regulated devices, entities, and products that are inspected or tested for compliance**

**Action**

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

**Glossary**

Businesses with scanners - wholesale or retail businesses that utilize electronic means to charge prices to consumers such as Universal Product Code (UPC) scanners, Price Look-Up (PLU) codes, and Stock-Keeping Unit (SKU) codes.

Calibration comparison between measurements – A measurement of known magnitude and accuracy made or established with one device and another measurement made in an identical way with a second device. The second measurement is then compared the first to determine the accuracy of the second device.

Consumer Vehicles -- vehicles owned by citizens or businesses that operate using petroleum fuels or alternative fuels.

Deficiencies -- Conditions found on an amusement ride at the time of inspection that are a violation of our standards and, if not corrected, would prevent the ride from operating for public use.

Inspection report -- A form which is used to record administrative information and information on the condition of an amusement ride each time it is inspected.

Inspections of petroleum dispensers -- test for measurement accuracy and general maintenance and use. The measurement accuracy test consists of pumping a specified volume of petroleum fuel through a dispenser into a calibrated test measure. The volume of the pumped fuel is then measured to ensure the dispenser is accurate within specified tolerances. General maintenance inspections ensure that hoses are safe, price and volume indicators are operating properly, valves are not leaking, quality fuel is being delivered, pricing practices are adhered to, required alternate electricity generation equipment has been installed, etc. In addition, the design of the device is inspected to ensure that petroleum fuels cannot be fraudulently diverted or that the device is being used improperly.

LP Gas Facility Inspection -- an inspection conducted to ensure compliance with safety codes and laws pertaining to equipment condition, use and maintenance, qualification of LP Gas practitioners, facility licensing, compliance with

insurance requirements, facility installation, procedures, etc.

LP Gas Facility Re-Inspection -- a follow-up to a routine inspection to determine whether or not deficiencies identified in a prior inspection have been corrected.

LP gas storage and handling facility -- any location where liquefied petroleum gas is stored in containers for future sale or use, distributed through pipelines or by vehicle, dispensed to the public, or offered for sale in containers.

Packages -- commodities in containers or wrapped in any manner for sale in which the measurement of the commodity takes place before the time of sale. Packages are tested in lots, which consist of multiple packages of the same or similar commodity, brand, lot code, etc. Statistical samples are taken from each lot tested and the disposition of the entire lot is based on the results of tests performed on the representative samples.

Petroleum Dispensers -- the devices at retail gasoline stations open to the general public that consumers use to meter a volume of petroleum fuel. Note: Although inspections are conducted by request at private facilities such as military bases, municipality fueling stations, and fleet fueling stations, the vast majority of inspections are conducted at those stations open to the general public or engaging in petroleum fuel distribution. This also includes the evaluation of petroleum fuels on-site and testing at department testing laboratories of said fuels contained in facility or terminal storage tanks.

Petroleum fuel measuring devices -- petroleum meters that are used in commerce to dispense or deliver petroleum fuel.

Petroleum Fuels -- gasoline, diesel fuel, alternative fuels, kerosene, fuel oil or similar fuels as defined in Chapter 525, F.S.

Quality Analyses -- established test methods and performance standards that are used to evaluate petroleum fuels and vehicular fluids. The test methods and performance standards have been adopted into rule from ASTM International, a consensus standards writing organization and from USDOT Motor Vehicle Safety Standard No. 116.

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the well-being of Florida residents and visitors*

**Primary Service Objective**

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

Regulated Devices -- Amusement rides and commercial weighing and measuring devices.

Regulated Entities -- Liquefied Petroleum Gas Facilities and businesses.

Regulated Products -- Petroleum fuels as defined in Chapter 525, F.S., and brake fluid and antifreeze Products as defined in Chapter 526, Part II, F.S., and Chapter 501, Part V, F.S. respectively.

Regulated weighing -- measuring devices, instruments or equipment used to measure commodities. Examples include scales, motor fuel dispensers (gas pumps), taximeters, timing devices, grain moisture meters, etc.

Retail Facilities -- gasoline stations, grocery, department, convenience and other retail stores that sell commodities and/or services to the public.

Standard -- device with known or assigned and accepted parameters such as mass, volume or length.

Temporary amusement rides -- Those rides that are regularly relocated with or without disassembly.

Wholesale Terminals -- facilities generally located in ports for storage of large volumes of petroleum fuels destined for further distribution to other wholesale locations or retail gas stations.

### Data Sources and Methodology

This measure is comprised of statistical information derived from the Department's Standards' (petroleum and weights and measures) Inspection program, Liquefied Petroleum Gas Inspection program, and the Fair Rides Inspection Program. The statistical information collected is the number of Standards field inspections conducted, the number of petroleum and vehicular fluids tests performed, the number of standards testing and calibrations conducted, the number of liquefied petroleum gas (LP) facility safety inspections and re-inspections conducted and the number of amusement ride safety inspections conducted.

Standards field inspections refer to all inspections performed by the Bureau of Standards' inspectors on measuring devices, packages and scanners that are used to buy and sell commodities and services in Florida. Inspections also include product and pricing practice evaluations and alternate electricity generation equipment inspections. Additionally, these inspections include conducting device inspections (examining devices for suitability and maintenance, inspecting security seals and calibration), conducting package testing (evaluating labels and testing products to determine net content), and conducting price verification testing. These inspections conducted throughout the state are recorded by field inspectors into an Oracle database through laptops. The information is stored in an Oracle database housed on a department server.

Statistical information for Standards' inspections is derived from this database.

Petroleum and vehicular tests performed refer to all tests of petroleum fuels, including gasoline, diesel, kerosene, alternative fuels, and fuel oil, and vehicular fluid products such as brake fluid and antifreeze; all compared against adopted quality standards. Petroleum fuel samples are collected at wholesale terminals and retail facilities by Standards' inspectors, and information pertinent to the collection of the sample is recorded on standardized sample collection forms. Various analytical tests are performed on the samples at one of two petroleum laboratories to ensure compliance. Vehicular fluid products are collected at any establishment selling packaged products or providing bulk services (e.g. oil change service stations, etc.) and tested in a department laboratory to ensure compliance. Testing information is stored in an Oracle database housed on a department server. Statistical information for petroleum and vehicular fluid testing is derived from this database.

Liquefied Petroleum (LP) Gas facility inspections and re-inspections refer to all facility inspections and re-inspections conducted by LP gas inspectors. These inspectors perform safety inspections at LP gas storage and handling facilities, which include bulk storage, dispensing units, cylinder exchange units, bulk trucks, transports, pipeline systems and consumer systems. When a determination of a safety violation is made at a facility, the facility is either red-tagged and placed out of service until repairs are completed or a time frame is given for correction. At the end of the time frame or removal of the red tag, a re-inspection is conducted to determine compliance. Inspection information is recorded by field inspectors into laptops. The information is stored in an Oracle database housed on a department server. Statistical information for facility inspections are derived from this database.

Standards testing and calibrations refer to all testing and calibrations performed on all weighing and measuring devices used in commerce. These are performed at regulated entities to ensure regulatory compliance as well as at non-regulated companies to ensure standards that are accurate and traceable. Such locations include environmental laboratories, petroleum distribution facilities (retail and wholesale), manufacturers and other entities operating in Florida. The Bureau of Standards metrology laboratory also performs mass and volume (space an object displaces) calibrations.

The testing, inspection and calibration information is stored primarily in an Oracle database housed on a department server. Statistical information for Standards testing and calibrations are derived from this database.

Amusement ride safety inspection refers to all inspections performed by the Bureau of Fair Rides. This data is derived by using all inspection results

### Service/Budget Entity

*Consumer Services*

*(Code: 42160200)*

### Program

*Consumer Protection*

*(Code: 42160000)*

### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### Goal

*Safeguard the well-being of Florida residents and visitors*

### Primary Service Objective

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

for the amusement rides inspected in the state. Permanent amusement rides are inspected twice annually, and temporary amusement rides are inspected each time they are moved or set up. An inspection report is completed for each amusement device inspection by the field inspectors and sent to the home office in Tallahassee. Each inspection report is entered into and compiled on the Access Database, and a hard copy of the inspection report is retained for three years.

### **Validity**

One of the goals for the Standards' inspection program is to assure consumers that the petroleum dispensers are properly calibrated and function in a mechanically sound and safe manner. To achieve that goal, an objective of inspecting pumps at least once every year and a half (on average) was previously established. The frequency at which a given facility is inspected is based upon a calculated risk factor, which is calculated by a formula incorporating the number and type of deficiencies found at a facility during a scheduled inspection and factoring in the duration between scheduled inspections. The risk factor number is calculated by the database, after the inspector enters data from inspections. Facilities with a higher risk factor require more frequent inspections than facilities with a lower risk factor. Additionally, consumer complaints also prompt visits to facilities and the results are subsequently entered into the Oracle database. Nationally recognized test methods are used for testing petroleum dispensers and nationally recognized tolerances are used for judging the accuracy of petroleum fuel dispensers.

Petroleum fuel and vehicular tests and output provide a valid measure for the workload of the petroleum and vehicular fluid testing laboratories as well as an assessment of the fuel quality offered for distribution in this state. Historical information provides information to compute the efficiency effectiveness of sample testing protocols and strategies. Further, sample unit costs provide comparison information regarding privatization.

Compliance re-inspections of liquefied petroleum gas facilities are necessary in order to ensure public safety. The number of re-inspections conducted is a direct indication of increased public safety, since re-inspections serve to make certain that facilities are brought into compliance with codes and standards designed to provide a safe product for use by consumers, industry and the public. The number of re-inspections may vary slightly from year-to-year for various reasons, including where violations are found during facility inspections conducted prior to the end of a fiscal year that are not scheduled for re-inspection until after the start of the next fiscal year or due to changes in applicable codes, laws or regulations, or as a result of other external or internal factors. Additionally, an increase in the number of facilities found in compliance with safety violations at the

time of routine inspection will affect the need for re-inspections.

Another goal for the Standards' inspection program is to assure consumers that other weighing and measuring devices used in commerce are properly calibrated and function in a mechanically sound manner. The program also uses standardized national procedures for the accuracy testing and inspection of other measuring devices, packages and businesses utilizing scanners. Results are entered directly into a database from which compliance calculations are performed. These inspections provides the level of accuracy compliance for devices, packages, and pricing practices found at regulated businesses and indicates the probability that consumers are getting fair measures in transactions in all areas of commerce.

Standards testing and calibrations performed by the Metrology laboratory are used to maintain the state's primary standards of mass and volume and to provide traceability to the national and international standards for measurements as part of the national measurement system. Standards testing and calibrations testing equipment is periodically recalibrated by the National Institute for Standards and Technology in order to ensure accurate results when performing tests in the laboratory.

The number of inspections of amusement rides is an accurate indicator of the need for those inspections. The frequency of these inspections also serves as an excellent indicator of the workload of the amusement ride inspection program. The inspections measure compliance by the industry with the standards, rules and statutory requirements for amusement devices and indicate trends for compliance. Deficiencies that are noted by the field inspectors when inspecting an amusement device may constitute a danger to the public and must be repaired prior to the ride being allowed to open for public use. This is a component of the total effort in the enforcement of law, rules and standards in administering this program. All other functions of the Bureau of Fair Ride Inspections are for the support of these amusement ride inspections.

### **Reliability**

Several methods are implemented to ensure reliability in this measure. Inspection procedures are standardized and reviewed periodically to ensure uniformity. In addition close field supervision ensures inspections are conducted properly and data is entered into computers correctly. This data is continually reviewed at different levels of all inspection processes to ensure consistency and accuracy. Inspection information is input primarily into an Oracle database, which collects and maintains inspection histories for Standards' inspections and LP gas facility inspections. Amusement ride inspection information is input into an Access database which collects and maintains inspection histories for

### **Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

### **Program**

*Consumer Protection*

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### **Department**

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*(Dept. No. 42)*

### **Goal**

*Safeguard the well-being of Florida residents and visitors*

### **Primary Service Objective**

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

amusement ride inspections. The reliability of the information is maintained in detailed reports from these databases that are produced for staff and management verification and review.

To ensure reliability of testing procedures for petroleum products and vehicular fluids, quality control samples within the laboratories, amongst the laboratories, and with various private laboratories are exchanged to ensure consistency and reliability with reported information. Individual laboratory results are reviewed by each laboratory manager and in the event of non-conforming issues or violations, further reviewed by the laboratory administrator. Information for gasoline, diesel fuel, alternative fuels, kerosene,

antifreeze and brake fluid products, etc. is input into an Oracle database housed on a Department server. Statistics are reviewed frequently for consistency and conformance with quality control parameters. In order to ensure reliability of testing procedures for standards tests and calibrations, the Bureau of Standards' metrology laboratory periodically has its standards recalibrated by the National Institute for Standards and Technology, participates in round robin quality assurance activities, and train metrology staff in the use of statistical calculations necessary for calibration as well as maintains associated documents regarding these testing activities.

### **Service/Budget Entity**

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### **Department**

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*(Dept. No. 42)*

### **Goal**

*Safeguard the well-being of Florida residents and visitors*

### **Primary Service Objective**

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

**Performance Measure Number 51**

**Percentage of processed citrus inspections meeting maturity**

**Action**

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

**Glossary**

Brix - A measure of quality of a juice sample, defined as a measurement of total dissolved solids with sugar being the main component; also known as total soluble solids.

Brix Acid Unit (BAU) - A device used to automatically evaluate percent acid and brix determinations of a provided juice sample.

Certificates - Federal certification form.

Maturity - when various fruit types are deemed acceptable to be utilized based on their variety, utilization (fresh or processed), time of year, brix, acid, brix to acid ratio and juice content

Pounds-solids – the product of pounds of juice x percentage total soluble solids, usually expressed on a per box basis.

**Data Sources and Methodology**

The data is collected by inspectors as a result of certifying the quality and condition of citrus fruit for processing. The data is automatically collected through the BAU on each load of fruit. The data is stored in a database (CitraNet).

Data fields stored in the database:

- Load Date - date the load was processed
- Supplier ID number - number used to identify supplier
- Load ID - identifier of the load
- Trailer No - identification number of the trailer
- Ramp No - designates which ramp
- Variety No - designates particular variety of citrus
- Sample weight
- Juice weight
- Pounds of juice per box
- Acid
- Brix
- Ratio (BRIX / ACID = RATIO)
- Pounds solids of juice per box (JLBSBOX \* BRIX/100 = SOLIDSBOX)

Any supplier or hauler of fruit who requests access to the database is provided login credentials that

limit access to only those loads identified by that supplier number.

The data is summarized on a daily, weekly and annual basis (August through July) and made available to various citrus participants for statistical reporting.

This measure includes:

- Number of loads of citrus fruit inspected
- Number of failed loads
- Divide (1-number of failed loads) by number of total loads

**Validity**

The measure is valid because it is an actual account of all inspections performed by the inspector through the Brix Acid Unit at the citrus processing plants. The quality of the data is attested to by the fact that the citrus industry is willing to pay for inspection services, performed by the division as an independent, third-party evaluator of the fruit delivered to processing plants. This juice evaluation on each load of fruit establishes the base from which growers are paid for fruit, which is usually total pounds-solids. The data collected from this activity is summarized and supplied to various parties, such as the Department of Citrus, for statistical reporting. Each of these entities/activities monitors actual production information against estimates throughout the year.

**Reliability**

As mentioned above, the data receives considerable scrutiny throughout the year. In addition, all certificates are sequentially numbered and accounted for at the end of each collection year. Inspectors are required to attend annual training sessions, an element of which covers the use and accuracy of inspection documents and BAU operation refresher training. Documents received from the processing plants are checked for accuracy and completeness in the Bartow office.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*



**Performance Measure Number 52**

**Number of audits of farms and packinghouses completed annually**

**Action**

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

**Glossary**

Audit certificate – Federal or State certification form.

Global Food Safety Initiative (GFSI) audit – voluntary audit verifying adherence to best practices recommended by the industry-driven global collaborative governing body supported by the Consumer Foods Forum.

Good Agricultural Practices (GAP) audit – voluntary audit verifying adherence to best agricultural practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

Good Handling Practices (GHP) audit – voluntary audit focused on best handling practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

Tomato Good Agricultural Practices (T-GAP) program – inspection procedures and best management practices designed to enhance the safety of fresh tomatoes grown, packed or repacked in Florida.

**Data Sources and Methodology**

The data source for this measure is each audit performed on a farm or packinghouse. Each audit request is tracked and scheduled through the Inspection Bureau on a spreadsheet. Upon successful completion of the audit, the supervisor (GFSI authoritative body, USDA or Division of Fruit and Vegetables bureau management) reviews the audit checklist, comments and audit report for accuracy and, upon passing, approves issuance of an audit certificate.

This measure includes:

- Number of GFSI audits performed
- Number of USDA GHP-GAP, Harmonized, Tomato Protocol audits performed
- Number of T-GAP audits performed

**Validity**

Audits are performed to ensure entities follow “best agricultural practices to verify that fruits and vegetables are produced, packed, handled, and stored in the safest manner possible to minimize risks of microbial food safety hazards” (www.ams.usda.gov/services/auditing/gap-ghp). The division performs several types of audits, including the United States Department of Agriculture Good Handling Practices / Good Agricultural Practices (USDA GHP/GAP), Harmonized and Tomato Protocol audits. Additionally, the division, with the tomato industry, developed a Florida based Tomato-Good Agriculture Practices (T-GAP) program, which “establishes inspection procedures and best management practices to enhance the safety of fresh tomatoes grown, packed or repacked in Florida, as provided by Chapters 500 and 570, F.S.”.

The measure is valid because it is an actual count of all audits completed by an auditor. This measure counts all audits performed regardless of the pass/fail results of the audit.

**Reliability**

This output data is highly reliable as it is an actual count of all audits performed.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida’s fruit and vegetable industries*

**Performance Measure Number 53**

**Number of tons of fruit and vegetables inspected**

**Action**

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

**Glossary**

Certificates - Federal certification form.

Fresh Shipment Reports - Reports of all Fruit and Vegetable Shipments for domestic and international markets.

Manifest - Bill of Lading.

**Data Sources and Methodology**

The data is collected by inspectors as a result of certifying the quality and condition of fruit and vegetables. The data is collected daily on inspection certificates and manifests. The data is summarized on an annual basis (August through July for citrus) on certified Fresh Shipment Reports and is distributed to industry representatives. The data is available on a statewide and production area basis.

This measure includes a count of:

- Number of tons of citrus inspected
- Number of tons of vegetables inspected
- Number of tons of fruit and vegetables inspected at terminal markets

Due to the drastic decline in the citrus industry, the department has requested to lower this standard by 1.5 million tons.

**Validity**

The measure is valid because it is an actual account of all inspections made. The quality of the data is attested to by the fact that it is the vehicle used to collect inspection fees, revenue of the Department of Citrus as well as several smaller activities. Each of these entities/activities monitor revenues received against estimates throughout the year.

**Reliability**

As mentioned above, the data receives considerable scrutiny throughout the year. In addition, all data documents are sequentially numbered and accounted for at the end of each collection year. Inspectors are required to attend annual training sessions, an element of which covers the use and accuracy of inspection documents. Documents received from the field are checked for completeness in the Bartow office.

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

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**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*

**Deleted Performance Measure**

**Percent variation from target number of buyers reached with agricultural promotion campaign messages**

**Action**

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

**Data Sources and Methodology**

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television.
- Editor and Publisher Yearbook for newspapers.
- Magazine Publishers of America (MPA) for magazines.
- Florida Outdoor Advertising Federation for outdoor advertising.
- Program sponsors for trade shows, exhibitions, meetings and other similar venues.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Food Marketing Institute (FMI) annual publication on retail traffic.

The television, radio, print, digital and outdoor advertising industries all depend upon independent monitors to determine their audiences. This information is available, because it is the authority by which they establish their advertising rates. Division of Marketing and Development staff obtain this media data directly from the outlets that create or use the FAPC and related agricultural promotional materials or as a deliverable required from contracted providers. Trade shows, exhibitions, etc., track the specific number of participants at these events and a standard formula is applied to identify the range of possible assists dependent upon staffing and probability analysis created by the Bureau of Strategic Development. The information is then provided to project managers, entered into a shared database (Salesforce) and used to identify reportable numbers.

Once the number of “Core Buyers/Consumers Reached” is determined (the output for “Number of buyers reached with agricultural promotion campaign messages”) for the fiscal year, this number will be reduced by the 50 Million minimal target level and then divided by the 50 Million minimal target level and multiplied by 100 to determine if the measurement was achieved.

$$\text{Percent Variation} = \frac{\text{Core Buyers/Consumer Reached}-50 \text{ Million Core}}{50 \text{ Million Core}} \times 100$$

**Validity**

The use of independent monitors by the media ensures the validity of that portion of the measure. The methodology used for non-media core buyers/consumers reached is reflective of core measurements required to calculate total impressions (multiple message views) created by a media promotional event and this in keeping with standard practices of promotional and educational entities. Whereby industry utilizes total impressions, the Division will use the “Core Buyers/Consumers Reached” regardless of whether the message was viewed once or multiple times.

Measuring efforts as they relate to the number of consumers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. It is the most suitable methodology for the Division of Marketing and Development because the FAPC and related agricultural campaigns constitute only a part of the overall advertising and promotional effort of Florida's commodity groups.

Furthermore, this measure is a good indicator of the Division’s achievement of the primary service objective, increasing the market penetration of Florida agricultural products in national and international markets.

**Reliability**

Department staff develops and analyzes ROI Reports. A Division wide automated, standardized form has been developed. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as well, to monitor “customer satisfaction” regarding our representation of their respective industry.

The probability that someone else calculating the ROI results would end up with the same number we provide is high so long as they use the same formulas that we use. There are multiple ways consumers are reached with messages, each requiring a unique formula because we cannot assume every TV viewer watching a particular

**Approved Measure Number 54**

*\*Fiscal Year 2016 - 2017*

**Measure Deleted**

*Fiscal Year 2017 - 2018*

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

channel, or every reader of a magazine actually views our ad on the channel or in the publication. Our data as to which media was used and the "viewership" of each media leave no room for discrepancy whether it is the Department or

someone else making the calculations. But making that "raw" data relevant to our campaigns requires adjustments that have to be applied identically by whoever is making the calculations.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

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

**Deleted Performance Measure**

**Number of buyers reached with agricultural promotion campaign messages**

**Action**

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

**Data Sources and Methodology**

Sources of the data are:

- Arbitron, Inc. and Nielsen provide ratings for radio and television.
- Editor and Publisher Yearbook for newspapers.
- Magazine Publishers of America (MPA) for magazines.
- Florida Outdoor Advertising Federation for outdoor advertising.
- Program sponsors for trade shows, exhibitions, meetings and other similar venues.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Florida Department of Health for the number of WIC recipients receiving Farmers Market Nutrition Program coupons good for fresh fruits and vegetables at local farmer’s markets.
- Individual in-store sales flyer distribution counts, newspaper inserts, store traffic information and corporate customer data supplied by retail markets participating in Division marketing initiatives.

The television, radio, print, digital and outdoor advertising industries all depend upon independent monitors to determine their audiences. This information is available, because it is the authority by which they establish their advertising rates. Division of Marketing and Development staff obtain this media data directly from the outlets that create or use the FAPC and related agricultural promotional materials or as a deliverable required from contracted providers. Trade shows, exhibitions, etc., charge participants on the basis of foot traffic at the event, and a standard formula is applied to identify the range of possible assists dependent upon staffing and probability analysis created by the Bureau of Strategic Development. The information is then provided to project managers, entered into a shared database (Salesforce) and used to identify reportable numbers.

The Division internally records the distribution of materials that go directly to individuals and groups, and uses Internet-based software to determine “hits” to its websites.

Immediately following conclusion of the campaign/event, data is calculated using the technique described above to determine the actual ROI. Quarterly benchmark reports are prepared to measure results of all campaigns/projects for the period as well as year-to-date.

**Validity**

The use of independent monitors by the media ensures the validity of that portion of the measure. The methodology used for non-media consumer contacts is in keeping with standard practices of promotional and educational entities.

Measuring efforts as they relate to the number of buyers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. It is the most suitable methodology for the Division of Marketing and Development because the FAPC and related agricultural campaigns constitute only a part of the overall advertising and promotional effort of Florida's commodity groups.

This measure is a good indicator of the level of service provided on behalf of Florida’s agricultural industry. We perform *on behalf of* an entire industry, but the industry does not make sales – businesses do. That information is closely guarded in most cases because businesses don’t want competitors to have that information and it becomes public when we obtain it. Short of having sales data, the next best thing is consumers reached, because every consumer reached becomes a potential buyer. The Division does document actual sales whenever possible and the information is used in its decisions regarding continuation of specific campaigns.

**Reliability**

Department staff develops and analyzes ROI Reports. A Division wide automated, standardized form has been developed. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as

**Approved Measure Number 56**

\*Fiscal Year 2016 - 2017

**Measure Deleted**

Fiscal Year 2017 - 2018

**Service/Budget Entity**

*Agricultural Products Marketing*

(Code: 42170200)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Dept. No. 42)

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

well, to monitor “customer satisfaction” regarding our representation of their respective industry.

The probability that someone else calculating the ROI results would end up with the same number we provide is high so long as they use the same formulas that we use. There are multiple ways consumers are reached with messages, each requiring a unique formula because we cannot assume every TV viewer watching a particular

channel, or every reader of a magazine actually views our ad on the channel or in the publication. Our data as to which media was used and the “viewership” of each media leave no room for discrepancy whether it is us or someone else making the calculations. But making that “raw” data relevant to our campaigns requires adjustments that have to be applied identically by whoever is making the calculations.

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

*Agricultural Products Marketing*

*(Code: 42170200)*

#### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

#### **Primary Service Objective**

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

**Performance Measure Number 54**

**Total sales of agricultural and seafood products generated by tenants of State Farmers Markets**

**Action**

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

**Glossary**

Tenant – a person, real or corporate, operating a business and occupying space at a State Farmers’ Market under the terms of an executed lease agreement.

Total Sales of agricultural and seafood products – Dollar value of agricultural and seafood products sold by tenants and reported to the state farmers’ market offices where their leases reside. Note: Tenants are required to report only those agricultural products sold due to its affiliation with the state farmers’ market location. Corporate sales made from other locations are not included in this requirement. The Bureau’s Operations Manual and individual tenant leases provide specific details regarding this requirement.

Agricultural and seafood product – Any fresh or processed horticultural, aquacultural, viticultural, fish or seafood, dairy, poultry, apicultural, or other farm or garden product. Note: A tenant dealing in one or more of these commodities may be exempt from this reporting measure depending on the nature of its activities at the market (i.e., activity is limited to parking). The sale of products not included in this definition (i.e., fertilizer), while beneficial to the local economy in general, are not included in this performance measure which aims to capture the market’s direct financial impact of agricultural producers.

**Data Sources and Methodology**

The Division of Marketing receives this data from the tenants who lease facilities on the state farmers’ markets. Lease agreements with tenants who qualify for this requirement contain specific language indicating what must be reported, when the report is due and to whom it should be provided. Certain leaseholders are exempt because they either sell agricultural products at the retail level or do not sell products (i.e., food recovery tenants who collect agricultural products and donate them to food distribution agencies). Truck brokers, who lease space on markets for the convenience of close contact with their clients but who do not make direct sales of products, and administrative leaseholders (i.e., food inspectors) are also exempt from the requirement. Each

contract spells out whether the leaseholder is required to provide sales data. Once data is collected at the local market, it is forwarded to the Bureau of State Farmers’ Markets Administrative Office each month and calculated by the bureau on an annual basis. Concise instructions regarding data collection, including types of agricultural products, which tenants are required to report, and when the reports are due are also included in the Bureau’s Operations Manual, the full text of which follows:” Tenants who handle wholesale agricultural products on the state-owned farmers’ markets must provide commodity reports as declared in Section 13b, Inspection of Records, of the standard lease agreement to the market office. “Lessee shall make available to the Market Manager a monthly commodity report showing the number of units and value of commodities handled through said leased premises.”

Completed commodity reports should include the following: commodity name, units of measurement, number of unit’s sold, average price, and the gross sales for the period.

The commodity report must be completed and submitted to the Bureau Office by the 15<sup>th</sup> day of each month. The original form is to be initialed by the Market Manager and forwarded to the Bureau Office, with one copy to Florida Ag Statistics Services (FASS) in Orlando, and the original remains in the Market’s office file.

Note: Commodity reports are due from markets every month regardless of activity. In the months with no reported activity, the Market Manager is still required to submit a commodity report marked “No Activity” for the monthly portion of the report.”

All new leases executed since FY 09-10, and renewal leases since FY 2010-11 contain specific language regarding reporting requirements.

Our methodology involves entering data into internal automated spreadsheets for statistical compilation, analysis and reporting. “Sales

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*Agricultural Products Marketing*

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**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

generated on the markets” is calculated in a spreadsheet called “FY num qtr market numbers” where “FY” is the fiscal year designated as “xxxx-xxxx” and “num” is the quarter number from monthly reports generated at the markets from commodity reports given them by tenants. The spreadsheet resides on a PC in the Administrative Office.

### **Validity**

The movement of Florida grown and produced products is the very essence of the State Farmers’ Market (SFM) system. The measure is the best identifier of the value of the SFM system, and is an outstanding indicator of the rise and fall of the state’s agricultural industry.

The Division of Marketing’s goal is to provide distribution facilities around the state which facilitate the sale and movement of Florida-grown commodities, which in turn generates economic benefits to the communities they’re serving. Distributing agricultural commodities requires manpower and resources, both of which contribute to the economies of the place they’re occurring. It stands to reason that tracking the volume of sales that occur on these markets serves as a monitor of the use of local manpower and resources, while also providing a barometer of the economic value agriculture generates in the communities.

### **Reliability**

The reliability of the data is high because our tenants are subject to audits by the State, the IRS and other agencies that regulate trade.

The information is submitted to the market manager by the tenant at each state farmers’ market and is a requirement of each leaseholder that qualifies by the above definitions. The information is collected monthly at each market and compiled into a market report that shows the value of commodities by commodity type, monthly and year-to-date. Once the report is received in the Bureau’s Administrative office, monthly totals are entered into an Excel Spreadsheet and a second individual verifies a print out of the data in comparison with the original reports from the markets. The PC does the computations, so anyone running the program will get the same results.

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#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

#### **Primary Service Objective**

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



**Performance Measure Number 55**

**Number of marketing assists provided to producers and businesses**

**Action**

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

**Glossary**

Marketing Assist – An activity by the Division of Marketing on behalf of one or more producers or businesses which has a high probability of increasing sales of the producers’ or business’ agricultural product(s). The representative list of activities for this measure follows. The list is not all inclusive:

Circular ads: Identification and/or promotion of Florida agricultural products in the circulars, sale papers, web advertisements, and other materials provided by retailers to their customers. One assist is counted per retail location where one of these items appears per week. Example: A weekly circular ad appearing at one location which features both Florida sweet corn and Florida bell peppers produces two assists. An identical circular the next week would produce two additional assists.

Sampling events – Events of short duration (usually one or two days) during which customers in retail stores are offered samples of Florida agricultural products. One assist is counted per retail location where a sampling event occurs per day. Example: A two-day peach sampling event occurring at one retail location produces two assists. A one-day event at another location would produce one additional assist.

“Fresh From Florida” branded packaging – Consumer packaging which incorporates the “Fresh From Florida” logo and which is visible to consumers in at least one retail location. One assist is counted per retail location where the product appears per fiscal year. Example: One producer’s branded strawberry clamshells which appear in 50 retail locations will produce 50 assists for that fiscal year. A second strawberry producer who uses branded clamshells in the same 50 stores during the same fiscal year would produce an additional 50 assists.

Coupons / rebates – Offers which reduce the price of Florida agricultural commodities made either directly to consumers or indirectly via rebates to retailers. Coupons and rebates are of limited time and quantity, and will benefit all producers of the target commodity equally. One assist per week will be counted for each retail location where a rebated product is offered or where a coupon is redeemable. Example: A coupon for \$0.50 off Florida blueberry pint packages which is redeemable at 25 retail locations for 2 weeks

produces 50 assists.

Product Displays – Special, time-limited merchandising of Florida agricultural products in a location within a retail outlet which is more favorable than the product’s typical display location. One assist is counted per retail location using such a display for each week the display remains in the store. Example: A grocery store stocking Florida oranges in a branded bin at the entrance to its produce aisle for one week produces one assist. A similarly positioned bin in the same store containing both oranges and grapefruit produces two assists.

Online retail positioning – Occurs when online retailers or grocery delivery services offer favorable positioning, identification, or promotion of Florida agricultural products which increase sales. This activity is distinct from online advertising in that the consumer has an immediate opportunity to purchase the featured Florida product. One assist per week will be counted for each delivery area whose customers are exposed to improved positioning of Florida agricultural products. Example: Preferential placement of Florida tomatoes appearing on the produce page of a grocery delivery service which has delivery areas in both Brooklyn and Queens, NY for one week would produce two assists.

**Data Sources and Methodology**

The data for this measure is collected by staff persons in the Bureaus of Strategic Development and Seafood and Agriculture, and representatives of the Trade Development section.

The methodology for collecting the information will be assembled uniformly in a shared database (Salesforce). Staff members and partners verify delivery of promotional and merchandising services region-by-region for participating retailers and record key performance indicators for these activities in the Division’s Salesforce database for consolidated reporting.

**Validity**

The Department is mandated by statute to provide multi-faceted assistance to the industries it serves. This measure documents the extent to which the Department fulfills that mandate in terms of providing sales and marketing assistance. The validity of this measure is very high because it is based on meaningful assists provided to agri-

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*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

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**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

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**Primary Service Objective**

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

business, including Florida's seafood industry. Each activity contributing assists includes an immediate opportunity for the consumer reached to purchase one or more Florida agricultural products, and leverages the "Fresh From Florida" brand to increase the likelihood and size of that purchase. Each of the activities defined in the glossary has been tested and shown to produce significant sales lift for the featured product.

Based on research conducted by the Food Marketing Institute, each assist is equivalent to reaching approximately 6,700 consumers (updated annually Food Market Institute) with a promotional incentive or call to action at the point of sale. It is this immediacy and the actionable nature of the message which distinguishes assists from simple advertising.

### Reliability

The information is first-hand in that our staff compiles, analyzes and produces reports. Documentation supporting the decision to count each assist included in the total is gathered and maintained by the Division within its Salesforce database, and the integrity of the data is maintained by the Bureau of Strategic Development, which has no direct role in conducting the marketing activities. We utilize internal teams to verify non-automated information via periodical random audits. Industry groups are frequently surveyed to monitor "customer satisfaction" regarding our representation of their respective industry.

It is reasonable to believe that anyone spending a substantial amount of time in one of the bureaus contributing to the measure would compute the same result as is currently computed.

#### Service/Budget Entity

*Agricultural Products Marketing*

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#### Program

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#### Department

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### Goal

*Strengthen Florida agriculture to meet the needs of the world's growing population*

#### Primary Service Objective

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

**Performance Measure Number 56**

**Number of leased square feet at State Farmers’ Markets**

**Action**

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

**Data Sources and Methodology**

The source of this data is in-house records of the Bureau of State Farmers’ Markets. Square-footage data for each leasable area (i.e., office, warehouse, cooler, etc.) is periodically measured at each market by staff and reported to the Bureau’s Administrative Office. Market lease agreements are maintained on an automated database (the “State Markets Lease Management” database). In conjunction with database reports and linked spreadsheets, the Bureau is able to calculate the total square footage available and leased at any given time. The figure that is used as the criteria for this measure is the number of square feet of market space that was under lease on June 30 each year.

“Square feet available for leasing” and “actual square feet leased” measures are computed by the “State Markets Lease Management” database.

**Validity**

As is the case with any entity that leases property, unoccupied space is an indicator of one of three things: lack of demand for that type property, the property isn’t competitively priced, or tenant recruitment is ineffective. The use of this measure ensures that the activity is needed, that it fills a void that private industry isn’t satisfying and that

the Division of Marketing and Development is maximizing its performance. With that in mind, the measure is a viable reflection of the scope of one service provided to the state’s agricultural community – cost-effective, specialized business infrastructure.

However, a lesser amount of leased square feet does not necessarily mean that performance has dropped, but could be caused by other factors, such as poor condition of the facilities, for example, which is controlled by funding availability.

**Reliability**

The Department must maintain tenant records in order to satisfy required state audits. By having an automated system that both tracks the details of each lease and calculates the output measure, it makes for not only a reliable indicator, but also an efficient one. The major shortcoming of the system is that the information is dynamic, changing virtually daily, and has no method of producing a history report. Lease data therefore is available on any given day, but data cannot be precisely calculated for any specific previous day.

The name of the Microsoft Access database which generates this information is: “State Markets Lease Management.mdb”.

**Service/Budget Entity**

*Agricultural Products Marketing*

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*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

**Performance Measure Number 57**

**Amount of sales reported by participants at domestic and international trade events**

**Action**

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

**Data Sources and Methodology**

Sources of the data are:

- Direct data collection by the Bureau of Strategic Development and pre-post event surveys.
- Independent contractor surveys of event participants when applicable.
- Direct data entry by staff into internal database (salesforce) and reporting verification (wave analytics platform) by independent staff.
- Program sponsors for trade shows, exhibitors, meetings, and other similar venues.

Trade Event analysis utilizes pre and post operations surveying, which can include direct information gathering by the Bureau of Strategic Development using neutral staff members tasked to examine and gather information and/or indirect surveying of participants. In addition, neutral staff researchers may engage independent contractors to gather pre and post information from participants, examine secondary information provided by organizations, event sponsors, domestic and international reports, and other information to ensure reporting remains accurate and reasonable. Division of Marketing and Development staff (Trade Development Team) enters verified data into a shared database (Salesforce-Industry Sales) which is utilized by the Bureau of Strategic Development to create reports in real time in analytics platform and other means (dashboards and reports) to determine impacts and cost-benefits ratios. Domestic and International Trade Events are continuously updated and finalized within 30 days of ending by Trade Development staff. Analytics are available throughout the process to determine status, inputs, timelines, outputs and closely monitor overall objectives. These are compiled and utilized to make adjustments, recommendations and conduct comparative analysis.

**Validity**

The use of independent, neutral internal staff and contractors when applicable to ensure the validity of this portion of the measure.

Measuring sales by participants of domestic and international trade events is a recognized practice of the industry used for evaluating the effectiveness and value for current and future participants.

This measure is reflective of 570.07; Department of Agriculture functions as it relates to Line Item (7) To extend in every practicable way the distribution and sale of Florida agricultural products throughout the markets of the world. Domestic and International trade events, when properly organized and executed offer a direct means for Florida producers to market their commodities efficiently, access new markets, maintain, and increase sales and conduct business in a centralized Florida pavilion that optimizes B2B exposure to their agricultural products and prospective customers.

**Reliability**

Department staff from the Bureau of Strategic Development develops and analyzes data, accuracy, inputs, and outputs to ensure a high degree of accuracy is maintained. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as well, to monitor “customer satisfaction” regarding our representation of their industries.

The probability that someone else calculating the ROI results would end up with the same number we provide is high

**Service/Budget Entity**

*Agricultural Products Marketing*

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**Program**

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**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

**Performance Measure Number 58**

**Number of Fresh From Florida consumer exposures converted to engagements**

**Action**

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

**Data Sources and Methodology**

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Facebook Metrics Analytics and/or Social Studio Metrics
- Google Analytics
- Bureau of Strategic Development independent recall on social platforms
- Salesforce Analytics

Engagement target is a percentage of total exposures achieved through distribution of content to include Recipes, Videos, Live Demonstrations, Seasonality Information, Events, Consumer Generated Content, Sampling Information, and Industry Highlights. This conversion will enable the Department to collect, disseminate, and create content based on consumer demand.

Advertising industries utilize independent data and business sources to validate audiences and reach. Division of Marketing and Development obtains information from these same sources to establish

measurements. The information is provided to project managers, entered into a shared database (Salesforce) and used to identify reportable numbers.

**Validity**

Measuring efforts as they relate to the number of consumers exposed to and aware of the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. Engagement is defined as an action taken by the consumer following exposure to the message.

Furthermore, this measure is a good indicator of the Division’s achievement of the primary service objective, increasing the market penetration of Florida agricultural products in national and international markets.

**Reliability**

Department staff analyzes the following platforms: Salesforce Sales Cloud, Salesforce marketing cloud, Salesforce Social Studio and Salesforce Wave Analytics. A team of internal staff verifies the information in periodical random audits. The probability that someone else calculating the results would end up with the same number we provide is high.

**Service/Budget Entity**

*Agricultural Products Marketing  
(Code: 42170200)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

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**Primary Service Objective**

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

**Performance Measure Number 59**

**Percentage of Fresh From Florida consumer exposures converted to engagements**

**Action**

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

**Glossary**

Consumer Exposure - The number of consumers reached or “exposed” to a particular message through mass media, as well as the amount of impressions gained.

Engagement - The actions taken by consumers following exposure to the message. This includes visiting a website, viewing a video, liking, sharing and/or commenting on a post.

Engagement Target - Percentage of total exposures, or consumers reached, achieved through distribution of content. This involves recipes, videos, live demonstrations, seasonality information, events, consumer generated content, sampling information and industry highlights.

**Data Sources and Methodology**

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Facebook Metrics Analytics and/or Social Studio Metrics
- Google Analytics
- Bureau of Strategic Development independent recall on social platforms
- Salesforce Analytics

Engagement target is a percentage of total exposures achieved through distribution of content to include Recipes, Videos, Live Demonstrations, Seasonality Information, Events, Consumer Generated Content, Sampling Information, and

Industry Highlights. This conversion will enable the Department to collect, disseminate, and create content based on consumer demand.

Advertising industries utilize independent data and business sources to validate audiences and reach. Division of Marketing and Development obtains information from these same sources to establish measurements. The information is provided to project managers, entered in a shared database (Salesforce) and used to identify reportable numbers.

This measure is calculated by dividing the number of engagements by the total number of consumer exposures and multiplying by 100.

$$\text{Percent} = \frac{\text{engagements}}{\text{consumer exposures}} \times 100$$

**Validity**

Measuring efforts as they relate to the number of consumers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. Engagement is defined as an action taken by the consumer following exposure to the message.

Furthermore, this measure is a good indicator of the Division’s achievement of the primary service objective, increasing the market penetration of Florida agricultural products in national and international markets.

**Reliability**

Department staff analyzes the following platforms: Salesforce Sales Cloud, Salesforce marketing cloud, Salesforce Social Studio and Salesforce Wave Analytics. A team of internal staff verifies the information in periodical random audits. The probability that someone else calculating the ROI results would end up with the same number we provide is high.

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**Primary Service Objective**

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

**Performance Measure Number 60**

**Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations**

**Action**

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

**Glossary**

Inspected Shellfish Facilities - Shellfish processing plants that hold a valid certification license from the Florida Department of Agriculture and Consumer Services – Division of Aquaculture during the reporting period, and receiving an inspection by the Division of Aquaculture during the reporting period.

Out of Compliance – A shellfish processing facility is out of compliance if a), in an inspection, it receives 3 or more key violations, or 1 critical violation; or b) over the course of multiple inspections it receives repeated key violations. The meanings of the terms “key violation” and “critical violation” shall be as defined in Rule 5L, Florida Administrative Code.

**Data Sources and Methodology**

Florida Department of Agriculture and Consumer Services shellfish processing plant inspection reports are the source of the data. FDACS inspectors are required to conduct periodic shellfish processing plant inspections. Administrative staff enters inspection results into a Microsoft Access database. Environmental Administrator queries the data to determine the total number of shellfish facilities and the number of shellfish facilities that were found to be ‘out of compliance’ during the reporting period. To prevent double counting, no facility will be counted as ‘out of compliance’ more than one time during any reporting period.

The percent of shellfish facilities in significant compliance is calculated by the following formula:

$$\frac{(A - B) \times 100}{A}$$

- A = number of shellfish facilities inspected
- B = number of shellfish facilities inspected, but found to not be in compliance

**Validity**

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

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

**Performance Measure Number 61**

**Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews**

**Action**

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

**Glossary**

Inspection Forms - Processing Plant Inspection Forms

Processing Plant Inspection Reports - Inspection Forms

HACCP – Hazard Analysis Critical Control Point – Requires: identifying hazards likely to occur; establishing critical limits for the identified hazards; taking corrective actions when critical limits are exceeded; and keeping detailed record documentation.

**Data Sources and Methodology**

The data source is the Department of Agriculture and Consumer Services processing plant inspection reports (FDACS inspection forms). FDACS inspectors are required to conduct periodic, comprehensive shellfish processing plant inspections, a component of which is a HACCP records review. Administrative staff, using a Microsoft Access database program, tabulates the number of inspections.

The number of inspections are tabulated quarterly.

The total number of inspections performed each quarter is the number used to report this performance measure.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source

of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

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



**Performance Measure Number 62**

**Number of acres tested**

**Action**

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

**Glossary**

Fecal Coliform-A facultatively anaerobic, gram negative, nonspore forming, rod shaped bacteria that ferments lactose to form green to green/yellow colonies on mTEC agar when incubated for 2 hours at 35 C then transferred to a water bath at 44.5 C for 22 hours.

Reclassified - Shellfish harvesting areas are defined as being reclassified when the status changes between any of the following: Approved, Conditionally Approved, Restricted, Conditionally Restricted, Prohibited, or Unclassified.

**Data Sources and Methodology**

The Division of Aquaculture tests and classifies coastal waters for shellfish harvesting based upon public health criteria in Florida Statute and Agency Rules. Once classified, areas must be routinely tested to ensure that the public health is being protected.

Three external data sources are used to determine the number of acres tested. The Florida Fish and Wildlife Conservation Commission, the Florida Department of Transportation, and the U.S. Coast Guard provide shoreline, roads and railroads and channel marker data respectively in an electronic format. The Division of Aquaculture uses this data to create maps, which are used to calculate the number of acres tested.

Field Environmental Specialists of the Shellfish Harvesting Area Classification Program supply the Division of Aquaculture’s Technical Resource Center with the classification boundary lines drawn on a paper map by email, The boundaries of classification polygons are digitized in ArcGIS software. ArcGIS is the software used to calculate the number of acres in classification polygons.. ESII staff then verify classification polygons using the polygon’s legal description. The field ESII or Division’s IT personnel provide the Environmental Administrator of the Shellfish Harvest Area Classification Program. with acres by area number. The Environmental Administrator enters the acres into Microsoft Word tables and compiles and reports results.

Field Environmental Specialists II’s monitor the water quality of shellfish areas for fecal coliform bacteria. Testing is accomplished when at least one fecal coliform water sample is analyzed. The field

Environmental Specialist II communicates areas tested to the Environmental Administrator of the Shellfish Harvest Area Classification Program . The Environmental Administrator of the Shellfish Harvest Area Classification Program determines the number of acres tested.

When a shellfish area is reclassified, acres are recalculated, compiled and reported.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure’s description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

**Performance Measure Number 63**

**Number of submerged land leases**

**Action**

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

**Glossary**

Aquaculture - The culture of aquatic organisms.

Submerged Land Lease - Parcel of sovereignty (state owned) submerged land that is leased from the Board of Trustees under Chapter 253, F.S. or former Chapter 370, F.S., for conducting aquacultural activities.

**Data Sources and Methodology**

Data is collected and maintained in the Aquaculture Lease Database.

The number of submerged land leases with a valid lease agreement with the Board of Trustees listed in the Aquaculture Lease Database during the Fiscal Year are counted and reported.

**Validity**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure’s description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

**Performance Measure Number 64**

**Cubic yards of cultch deposited to restore habitat on public oyster reefs**

**Action**

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

**Glossary**

Cubic yard - Volumetric measurement used to determine the amount of cultch deposited.

Public Oyster Reef - A functional ecological assemblage of oysters and other fauna which is located in the waters of the state.

Resource Development Projects - Program activities to restore, enhance, enlarge oyster resources in the waters of the state.

Shellfish Processor - Facility that processes (shucks) oysters, clams, or scallops and discards the shell as a byproduct of the process.

**Data Sources and Methodology**

Data sources for this measure are:

- Oyster Resource Development Projects, Contracts, Invoices, and Payments

The program involves cooperative resource development projects where FDACS contracts with businesses and associations to plant suitable substrate materials for oyster settlement. The volume of suitable material planted is calculated and payments are made to the contractor based on the terms and conditions specified in a contract. Contracts, invoices, receipts, and payments are maintained for program audits.

The methods used have been practiced by oyster resource managers for more than 50 years, and are proven methods for restoring oyster resources. A formula has been established that converts the volume deposited to the number of acres restored; the formula is dependent upon the level of restoration required on specific reefs.

Calculations: The Senior Management Analyst maintains a daily log of cultch material planted. At the end of each month, the Senior Management Analyst is responsible for adding the daily totals and forwarding the monthly total to the Administrative Assistant. The monthly total is entered into the division month-end report.

**Validity**

The methodology is based on the assessment contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure. Also, we examined the appropriateness of the measure in regard to the program purpose.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data. Due to time constraints in the budget process, verification of procedure and data testing could not be conducted prior to the budget submission.

Based on our assessment methodology, there is a high probability that this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system structure and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

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

**Performance Measure Number 65**

**Number of aquaculture certifications issued to first time applicants or renewed**

**Action**

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

**Glossary**

Aquaculture - The culture of aquatic organisms.  
 Aquaculture Certificate of Registration – A certificate issued pursuant to Chapter 597, F.S. and 5L-3 F.A.C.

**Data Sources and Methodology**

Pursuant to Chapter 597, F.S. and 5L-3, F.A.C., Aquaculture Certifications are issued upon request and with the approval of field staff following an on-farm site visit. Certificate renewals are completed annually on July 1<sup>st</sup>.

Aquaculture Certification data is collected and maintained in the Aquaculture Certification Database.

**Validity**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. We also determined the degree to which a logical relation exists between the name of the measure, the definitions, and the formula used to calculate the measure.

Based on our assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculations are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

**Reliability**

The methodology is based on the assessment program contained in the OIG PB2 Assessment Blueprint. We interviewed program staff and reviewed documentation for the purpose of analyzing the measure’s description of the reporting system structure. We determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, we examined calibration records for any instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable subject to verification of procedures and data testing results. The measure definition, the description of the reporting system, and the data definition have been implemented. The program has a clear and specific description of the procedure for collecting data, reporting, and tabulating the measure.

**Service/Budget Entity**

*Aquaculture  
 (Code: 42170300)*

**Program**

*Agricultural Economic Development  
 (Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
 (Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world’s growing population*

**Primary Service Objective**

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

**Proposed Performance Measure 66**

**Field man hours expended per animal inspected**

**Action**

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

**Glossary**

Animal site or premises - Any location where animals have been, are, or may be maintained.

Inspections - Examination of animals for detection and prevention of diseases and/or evaluation of premises to ensure compliance with state and federal regulations within the Division of Animal Industry's (DAI) jurisdiction.

The rate of field man hours expended per animal inspected is calculated by the following formula:

$$X = \frac{A}{B}$$

A = Number of field man hours spent inspecting the animals

B = Number of animals inspected

**Data Sources and Methodology**

The data source is the DAI Daily Activity Report (DAR) database software application. The monthly DAR provides a summary of the animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. Multiple inspections can occur at a single site (multiple programs/activities may be conducted on single premises). The DAR is utilized to define the codes used to produce the monthly activity report. The annual report will be calculated based on the compilation of monthly activity reports within the state fiscal year. Based on the OIG Audit in 2005, the data from previous years cannot be compared to the current and future years' information as the methodology used to capture the data has been modified.

**Validity**

The measure is appropriate because site inspections are the keystone to detection and prevention of diseases and evaluation of premises.

**Reliability**

This data is reliable due to the implementation of an electronic DAR (7/2006) with precise activity codes. A random sampling of DARs is reviewed monthly by each district supervisor to ensure accurate data entry. The data can be accurately reproduced on an annual basis and the same report can be generated upon demand. This data is backed up daily by the Office of Agriculture Technology Services.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, diseases and disaster*

**Primary Service Objective**

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

**Performance Measure Number 67**

**Number of animal site inspections performed**

**Action**

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

**Glossary**

Animal site or premises - Any location where animals have been, are, or may be maintained.

Inspections - Examination of animals for detection and prevention of diseases and/or evaluation of premises to ensure compliance with state and federal regulations within the Division of Animal Industry's (DAI) jurisdiction.

**Data Sources and Methodology**

The data source is the DAI Daily Activity Report database software application. The monthly DAI Activity Report provides the summary of the animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. Multiple inspections can occur at a single site (multiple programs/activities may be conducted on single premises). The DAI Activity Code Report is utilized to define the codes used to produce the monthly activity report. The annual report will be calculated based on the compilation of monthly activity reports within the state fiscal year. Based on the OIG Audit in 2005,

the data from the previous years cannot be compared to the current and future years information as the methodology used to capture the data has been modified.

**Validity**

The measure is appropriate because site inspections are the keystone to detection and prevention of diseases and evaluation of premises.

**Reliability**

This data is reliable due to the implementation of an electronic daily activity report (7/2006) with precise activity codes. A random sampling of daily activity reports is reviewed monthly by each district supervisor to ensure accurate data entry. The data can be accurately reproduced on an annual basis and the same report can be generated upon demand. This data is backed up daily by the Office of Agriculture Technology Services.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, diseases and disasters*

**Primary Service Objective**

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

**Proposed Performance Measure 68**

**Total number of tests performed by the Bronson Animal Disease Diagnostic Laboratory**

**Action**

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

**Glossary**

Tests - Any test performed to assist in the detection of an infectious or contagious agent or to assist in the diagnosis of any diseases or cause of death in an animal.

**Data Sources and Methodology**

Division of Animal Industry utilizes the program software USALIMS. USALIMS is a Microsoft-based "smart client" application designed to provide comprehensive support for all administrative workflow in animal laboratories. It manages all data related to specimens, accessions, test results, etc. All tests conducted are inputted and maintained in the USALIMS database. USALIMS can be queried and can report results on number and types of tests conducted and all animal diseases detected. A report is generated from the USALIMS system and reported monthly, by year and by month.

**Validity**

This measure is appropriate because testing for contagious and infectious diseases is a key instrument in the surveillance, detection and control of livestock diseases. The mission of the Division of Animal Industry is the prevention, eradication and control of animal diseases.

**Reliability**

The program managers have documented procedures for data access and compilation of reports from USALIMS.

Program managers are audited randomly throughout the year by their supervisor and are required to generate a report within a specified time frame that reproduces previously reported numbers. Their data access and compilation procedures are also reviewed during these random audits.

Laboratory procedures, forms, audits, and assets are recorded and tracked in a Quality Management System software Q-Pulse.

USALIMS and Q-Pulse are enterprise database systems that are backed up nightly and have a disaster recovery plan.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, diseases and disasters*

**Primary Service Objective**

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

**Performance Measure Number 69****Number of reports of suspected or positive dangerous, transmissible diseases received by the state veterinarian****Action**

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

**Glossary**

Report – Notification of the State Veterinarian of a suspected or positive dangerous, transmissible disease by any person who has knowledge of, or suspects, the existence of any of the diseases or pests listed in 5C-20, F.A.C. in the state. That person is required to immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com).

Any person who has knowledge of, or suspects, the existence of any other unusual animal disease or pest in the state which may be a foreign or a newly-emerging disease that might result in unusually high animal loss, economic damage, or is suspected of causing human disease, should immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com).

Dangerous, transmissible disease - Each of the following pests or diseases is declared to be a dangerous, transmissible pest or disease of animals (Rule 5C-20, F.A.C.) and to constitute an animal and/or public health risk.

- (1) African Horse Sickness.
- (2) African Swine Fever.
- (3) Anthrax.
- (4) Avian Influenza.
- (5) Bont Tick infestation (Amblyomma).
- (6) Bovine Piroplasmiasis (Cattle Tick Fever).
- (7) Bovine Spongiform Encephalopathy.
- (8) Brucellosis (B. abortus, B. suis).
- (9) Southern Cattle Tick infestation (Boophilus).
- (10) Chlamydiosis (Psittacosis, Ornithosis).
- (11) Classical Swine Fever.
- (12) Chronic Wasting Disease.
- (13) Contagious Bovine or Caprine Pleuropneumonia.
- (14) Contagious Equine Metritis.
- (15) Dourine.
- (16) Equine Encephalitis (Eastern, Western, Venezuelan, or West Nile Virus).
- (17) Equine Herpes Virus (Neurological Disease).
- (18) Equine Infectious Anemia.
- (19) Equine Piroplasmiasis (Horse Tick Fever).
- (20) Equine Viral Arteritis.
- (21) Exotic Newcastle Disease.
- (22) Foot and Mouth Disease.
- (23) Glanders.
- (24) Heartwater.
- (25) Infectious Bronchitis.
- (26) Infectious Laryngotracheitis.
- (27) Lumpy skin disease.
- (28) Mycoplasmosis (poultry).
- (29) Peste des Petits Ruminants.
- (30) Pseudorabies (Aujeszky's Disease).
- (31) Pullorum Disease.
- (32) Rabies.
- (33) Rift Valley Fever.
- (34) Rinderpest.
- (35) Salmonella enteritidis.
- (36) Scabies (sheep or cattle).
- (37) Scrapie (sheep or goats).
- (38) Screwworm infestation.
- (39) Sheep and Goat Pox.
- (40) Strangles (Equine).
- (41) Spring Viremia of Carp.
- (42) Swine Vesicular Disease.
- (43) Tropical Horse Tick Infestation (Demacentor nitens).
- (44) Tuberculosis.
- (45) Vesicular Exanthema.
- (46) Vesicular Stomatitis.

**Data Sources and Methodology**

The State Veterinarian or authorized representative receives reports of suspected or positive dangerous, transmissible diseases from private veterinarians, animal owners and anyone suspecting the presence of such disease in the state of Florida via telephone, facsimile or e-mail. These diseases are designated Dangerous Transmissible Diseases by Statute (585.15, 18, and 19, F.S) and Rule (5C-20 F.A.C.). These diseases are foreign or emerging diseases that seriously threaten animals and/or public health. All reports

**Service/Budget Entity***Animal Pest and Disease Control**(Code: 42170500)***Program***Agricultural Economic Development**(Code: 42170000)***Department***Agriculture and Consumer Services**(Dept. No. 42)***Goal***Prevent and respond to pests, diseases and disasters***Primary Service Objective***Decrease the number of animals infected with or exposed to dangerous transmissible diseases*



received are entered into the division's Reportable Animal Disease Database (RADD) and are monitored and characterized. Often further testing and evaluation may rule out the suspected disease but positive cases will require initiation of control or eradication measures. Follow-up work generally involves investigation, sample collection, incremental laboratory diagnostic testing, and epidemiological evaluation. Careful analysis is required to assess the potential threat to animal and/or public health.

### **Validity**

This measure is appropriate because the State Veterinarian is established via statute as the contact point for the reporting of these diseases.

The mission of the Division of Animal Industry is the prevention, eradication and control of animal diseases.

### **Reliability**

The State Veterinarian and designated staff have documented procedures for data input, access and compilation. Program managers are audited randomly throughout the year by their supervisor and are required to generate a report within a specified timeframe that reproduces previously reported numbers. Their data input, access and compilation procedures are also reviewed during these random audits. The RADD was developed utilizing ISDM standards. All RADD information is maintained and backed up daily by OATS.

### **Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

### **Goal**

*Prevent and respond to pests, diseases and disasters*

### **Primary Service Objective**

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

**Performance Measure Number 70**

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

**Action**

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

**Glossary**

Activity – Employee hours spent in response to a declared or undeclared agricultural emergency as identified on field Daily Activity Reports (DAR’s) and Emergency Operations Center (EOC) – Emergency Support Function (ESF)-17 and/or Incident Command Post (ICP) activations logs. Employee hours spent on emergency training, preparation and planning for animal and agricultural emergencies (declared and undeclared) as identified on the field DAR’s, activation logs, and division training records.

Animal Emergency - A declared or non-declared emergency due to an animal disease or pest occurrence which has a significant animal and/or public health impact which could result in a negative economic impact to the affected industries or citizens of the State of Florida.

Agricultural Emergency – A declared or non-declared emergency which could result in a negative economic impact to the affected agricultural and/or animal industries or citizens of the State of Florida.

Declared Agricultural Emergency – An agricultural emergency declared by one or more of the following: President of the United States; Secretary of Agriculture, United States Department of Agriculture (USDA); Governor of Florida, Florida Commissioner of Agriculture.

Designee – Assistant Director, Division of Animal Industry; Chief, Bureau of Animal Disease Control; Emergency Support Function 17 (ESF-17) Coordinator; or Emergency Veterinary Program Manager.

Division Training Record – Document utilized by the Division of Animal Industry (DAI) to capture employee training hours. Training hours are compiled internally by the Division Training Coordinator (Position number 05293).

Emergency Support Function 17 (ESF 17) - An entity that is identified as an Emergency Support Function (ESF) in the State Comprehensive Emergency Management Plan. The purpose of this ESF is to plan and coordinate support agencies’ response actions relating to animal and agricultural concerns that may arise as part of a natural or man-made disaster.

Employee – DAI Full Time Equivalent (FTE). Two FTEs are currently designated with 100 percent

emergency related activities duties (Position numbers 1012, and 1197). Six positions are designated with 20 percent emergency related activities (Position number 1018, 0955, 0975, 0978, 1004, 1207, 5249). Any DAI FTE could be involved in emergency related activities and/or responses. All hours coded 1000, 1016 or 1017 are counted for the two 100 percent FTEs.

Undeclared Agricultural Emergency – Foreign Animal Disease (FAD) response and/or other emerging animal disease or agricultural concern response not declared by one or more of the following: President of the United States; Secretary of Agriculture, USDA; Governor of Florida; Florida Commissioner of Agriculture.

**Data Sources and Methodology**

Division Emergency Management staff utilize activation logs, training logs/reports and Daily Activity Reports (DARs) to compile the employee hours spent responding, training, preparing and planning for animal and agricultural emergencies. Designated staff compile and report these hours annually. The State Veterinarian/Division Director or designee determines if an animal disease emergency is an emerging animal disease or a FAD and warrants response or if an undeclared agricultural concern warrants response. The DAR is modified to capture detailed response hours when directed by the State Veterinarian/designee. Field staff are notified via e-mail of the DAR category/code modification and the need to record hours appropriately. The new DAR category code is added to the Performance Measure report formula for calculation of emergency hours. Emergency training hours are captured on the individual Division Training Report and included in the Performance Measure report formula.

**Performance Measure Report Formula**

Hours for emergency training, planning and preparation as coded on the DAR’s ESF-17 activities + hours for emergency training ,planning and preparation as captured on the division training form for staff who do not utilize a DAR or are one of the nine positions assigned full or part time to ESF-17 activities = T/P hours.

Hours spent on declared agricultural emergencies as coded on the DAR’s (Code specific) and Emergency Operations Center (EOC) ESF-17 and/or

**Service/Budget Entity**

*Animal Pest and Disease Control  
(Code: 42170500)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, diseases and disasters*

**Primary Service Objective**

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

Incident Command Post (ICP) activation logs. (Hours recorded on the EOC ESF-17 and/or ICP activation logs for any of the four positions assigned full or part time to ESF-17 activities and employees who fill out a DAR are not counted as their hours are already captured) = Declared emergency hours.

Hours spent on undeclared agricultural emergencies as coded on the DAR's (Code specific) and EOC ESF-17 and/or ICP activation logs (Hours recorded on the EOC ESF-17 and/or ICP activation logs for any of the four positions assigned full or part time to ESF-17 activities and employees who fill out a DAR are not counted as their hours are already captured) = Undeclared emergency hours.

Number of employee hours spent on animal and agricultural emergency activities = (Quarterly ER personnel hours) plus (T/P Hours) plus (Declared emergency hours) plus (Undeclared emergency hours).

### **Validity**

This measure is appropriate as the Department of Agriculture and Consumer Services/Division of Animal Industry is designated as the lead agency/division for Emergency Support Function 17 in the State Comprehensive Emergency Management Plan (CEMP).

### **Reliability**

The Division of Animal Industry, Emergency Response staff has documented standard operating procedures (SOPs) for the compilation of employee hours spent on animal and agricultural emergency activities and for supervisory oversight and validation of the emergency activity hours entered on the DARs via random audits conducted within specific timeframes that verify previously reported numbers. The reported numbers for this performance measure are verified by the Assistant Division Director.

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

*Animal Pest and Disease Control*

*(Code: 42170500)*

#### **Program**

*Agricultural Economic Development*

*(Code: 42170000)*

#### **Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

#### **Goal**

*Prevent and respond to pests, diseases and disasters*

#### **Primary Service Objective**

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

**Performance Measure Number 71**

**Percentage change in number of new harmful exotic organism detections**

**Action**

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

**Glossary**

Harmful Exotic Organism – Non-native arthropod, fungus, bacteria, virus, nematode or other organism, which adversely affects a commercially produced or native plant or plant product.

New Record - Insect, disease or other organism not known to be established in Florida and/or the United States

**Data Sources and Methodology**

The total number of new records of harmful exotic organisms is obtained from the Division’s Bureau of Entomology, Nematology and Plant Pathology Databases. These figures are input by the bureau into a share-drive spreadsheet for performance measures. The baseline figure of 21 new pest records is taken from a ten-year performance average (FY03-04 through FY12-13) of new harmful exotic organisms. For a given fiscal year, the percentage is calculated by subtracting the established baseline number from the number of new records of harmful exotic organisms for that fiscal year, and then dividing that difference by the established baseline to obtain the percentage increase or decrease. Expressed as an equation, the formula to calculate the percentage change in number of new harmful exotic organism detections is:

$$\frac{X - N}{N}$$

X = Number of New Records of Harmful Exotic Organisms (for a given fiscal year)

N = Baseline of Annual Harmful Exotic Organisms

**Validity**

The majority of the responsibility for keeping plant and apiary pests and diseases out of Florida falls to the United States Department of Agriculture – Animal and Plant Health Inspection Service and Department of Homeland Security - Customs and Border Protection as these agencies are charged with regulating interstate and international trade and tourism compliance. Inasmuch as the Department cannot control those pest and disease pathways, it is vital that the Division employ a robust and dynamic detection network. The number of new records of harmful exotic organisms detected is a product of the efforts of all Division bureaus and sections. Calculating the margin of change of new pest and disease detections from year to year is a valid measure against which to compare and assess the accomplishment of the Division’s goals and objectives.

**Reliability**

The data indicating the number of new records of harmful exotic organisms detected is very reliable, and it can be easily verified since a laboratory specimen slip that identifies the specific pest detected is required before control action can be taken. The Bureau of Entomology, Nematology and Plant Pathology reports these records bimonthly in Tri-ology. The percentage change figure will represent a year-to-year comparison of the total new records of harmful exotic organisms.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

**Performance Measure Number 72**

**Number of plant, fruit fly trap, and honeybee inspections performed**

**Action**

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

**Glossary**

Exotic fruit fly – a tephritid fly that does not occur in Florida that is considered a pest of fruits and vegetables. These include Mediterranean fruit fly, Oriental fruit fly, Mexican fruit fly and several other species.

Inspection - A visual observation made by a Department’s authorized representative to determine whether or not the plant, fruit fly trap, or honeybee is free of the target pest.

Trap – a deltoid trap baited with a sex attractant or a glass bell-shaped trap baited with a food attractant capable of attracting and catching exotic fruit flies.

Serviced – examined to determine if one of the target flies is present and re-baited if scheduled.

**Data Sources and Methodology**

Data is manually collected from daily or weekly inspection reports or collected on a daily basis electronically from individual inspectors indicating the type of inspection. It is compiled into weekly or quarterly summaries by the various bureaus or programs. The citrus canker and citrus greening inspection statistics are obtained from the Pest Incident Control System (PICS) database and generated by the contractor who designed the database.

The number of plant inspections performed, the number of exotic fruit fly traps serviced, the certification of nurseries as imported fire ant (IFA) free, the registration of citrus budwood and the number of honeybee inspections performed are sub-categories of the number of plant, fruit fly trap and honeybee inspections performed. The number of plant inspections performed is a total of the following subcategories:

- number of plant inspections from the Bureau of Plant and Apiary Inspection

- certification of nurseries as IFA-free
- number of citrus budwood registrations
- number of Citrus Health Response Program property inspections
- Number of Citrus Health Response Program regulatory inspections.

Both the numbers generated from PICS and manual counts of inspection reports are entered in our spreadsheet for performance measures. Each section inputs the number of inspections conducted into the share drive spread sheet for performance measures.

**Validity**

Inspections are an integral component of all division programs. The number of plant and honeybee pests prevented from becoming introduced or spread throughout the state is directly related to the number of inspections conducted; therefore measuring this output is very important. A noteworthy point to consider is that a single inspection may include an entire nursery or a single plant. Also, the number of inspections can vary greatly depending on plant pest situations.

**Reliability**

Each person responsible for entering data into the performance measure spreadsheet only has access to change their own data. And, although the data is collected by hand, much of it can be reconciled with receipts for service fees or quality control activities. Also, date inputting in the field is progressing to greater use of electronic input/storage devices. Therefore, it is considered to be very reliable.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

**Performance Measure Number 73**

**Number of commercial citrus acres surveyed for citrus diseases**

**Action**

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

**Glossary**

**Survey** - A visual inspection made by a Department’s authorized representative to determine whether or not a commercial citrus grove is free of citrus canker, citrus greening or other diseases.

**Commercial Citrus** - A solid planting of 40 or more citrus trees (including grapefruit, oranges and tangerines).

**Data Sources and Methodology**

Data is collected from individual inspector’s daily inspection reports or electronically and entered daily into the Pest Incident Control System (PICS) Data Base maintained by the Citrus Health Response Program. The management staff of the Bureau of Pest Eradication and Control is responsible for generating reports from the PICS database that reflect counts of acres surveyed. This data is then input on a share-drive spreadsheet for performance measures.

**Validity**

Surveys are an integral component of the Citrus Health Response Program. They are necessary to verify that commercial groves are free of citrus canker and citrus greening so that the fruit will be eligible for shipment to other states and countries. The number of acres surveyed is a good indication of workload for this activity.

**Reliability**

Although some of the data is collected by hand, inspection crews work in teams and supervisors or special quality control staff closely monitor their work and conduct targeted follow-up inspections to insure that the inspections are conducted as reported. Therefore, it is considered to be very reliable.

The same conclusion would be reached by anyone accessing the spreadsheet for performance measures.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

**Performance Measure Number 74**

**Number of sterile Medflies released**

**Action**

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

**Glossary**

Mediterranean fruit fly (Medfly) - A fruit fly in the family Tephritidae commonly known as the Medfly. These flies damage fruit by laying eggs in fruit. The eggs hatch into maggots that feed on the fruit pulp making it unacceptable for the fresh fruit market.

Eclosion or eclosion - The fruit fly development stage where the adult fly emerges from the pupal case similar to a butterfly emerging from a cocoon.

**Data Sources and Methodology**

Data on the number of flies released is calculated on daily flights by the United States Department of Agriculture – Animal and Plant Health Inspection Service – Plant Protection and Quarantine (USDA-APHIS-PPQ) from the number of pounds of flies released in each box on each flight/release date. This number is derived from average weight of flies from a particular pupae shipment date. The data is compiled by USDA and entered monthly into a spreadsheet maintained by the Bureau of Methods Development and Biological Control. This data is then input on a share drive spreadsheet for performance measures.

**Validity**

Mediterranean fruit fly is one of the most destructive pests known, attacking over 250 different fruits and vegetables such as oranges,

grapefruit, tangerines, tomatoes, bell peppers, peaches, avocado, mango and many other fruits and vegetables. Releasing sterile Medflies as a preventative measure in high-risk areas of introduction of the state can prevent fertile Medflies from becoming established.

The more sterile flies we release, the less likely we are to have a Medfly outbreak. And where wild Medflies are found the combination of sterile fly release with our ground control efforts significantly improves our ability to achieve eradication. This strategy was instrumental in successfully eradicating the Boca Raton 2010 Medfly infestation. In fact, no Medfly infestation has taken place in areas of sterile fly release since 1998. The Boca Raton and Pompano Beach infestations were just to the north of our sterile fly release area. The measure also provides a good indication of workload for this activity.

**Reliability**

Detailed records are maintained by the Medfly eclosion facility in Sarasota. A separate quality control section in the facility tests the quality of the flies and records the numbers received and released. This can be verified by shipping records and bills from the rearing facility in Guatemala. Therefore, this data is considered to be very reliable.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

**Performance Measure Number 75**

**Number of plant, soil, insect and other organism samples processed for identification or diagnosis**

**Action**

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

**Glossary**

Sample Processed - Sample logged in; separated into subunits as appropriate; prepared through slide-making, culturing, pinning and other laboratory manipulations as necessary; identification or diagnosis made by taxonomic expert; and report prepared for recipients. If one sample is separated into sub units it is still counted as one sample.

**Data Sources and Methodology**

This measurement is obtained from the Entomology, Nematology and Plant Pathology databases. An individual specimen report is completed for each sample and maintained in the appropriate section database. This information is subsequently input into the share drive spreadsheet for performance measures.

**Validity**

This measurement is valid since the specimens collected as part of inspection activities must be properly identified in order that appropriate control action can be taken. The measure is a direct reflection of the amount of work being done by our inspectors since they are collecting specimens for identification.

**Reliability**

This data is very reliable since it can be readily reconciled by comparing samples logged into the system with those processed as maintained in the computer data base and as reported on individual specimen identification slips.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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



**Performance Measure Number 76**

**Number of cartons of fruit certified fly-free for export**

**Action**

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

**Glossary**

Carton - A 4/5-bushel cardboard or plastic container used to package fresh fruit (citrus, carambola, stone fruit, etc.).

Certified Pest-free - Fruit that is free of Caribbean fruit fly and other pests of quarantine significance regulated by the importing country as verified on a plant health certificate.

**Data Sources and Methodology**

Data is uploaded from the fruit shippers. Uploads (certified shipping information) are “uploaded” into Freshnet via the CitraNet web site. The Division of Fruits and Vegetables retrieves the data from the FAVR (Fruit and Vegetable Realm), which is an Oracle database system. Copies of the numbered certificates (manifests) are collected and include the number of 4/5 bushel equivalent cartons shipped on an annual basis by country and commodity. The data is obtained from the Division of Fruit and Vegetable Inspection. This data is

then input on a share drive spreadsheet for performance measures.

**Validity**

The measurement is valid since the actual number of cartons is listed on each certificate (manifest) that indicates workload and progress towards goals of expanded export markets for Florida fresh fruit. However, this figure can fluctuate due to market or production changes that are beyond the division’s control.

**Reliability**

The data is compiled by hand; however, it can be reconciled by comparison with the manifests and voided certificates (manifests). Thus it is viewed as very accurate. The same conclusion would be reached by anyone accessing the spreadsheet for performance measures. In addition, only the designated person can change the information that they input.

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

**Proposed Performance Measure 77**

**Percentage Increase of Florida schools certified HUSSC over the prior fiscal year**

**Action**

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

**Glossary**

The Healthier US School Challenge: Smarter Lunchrooms (HUSSC: SL) – A certification initiative recognizing schools that have created healthier school environments through promotion of nutrition and physical activity.

**Data Sources and Methodology**

The division provides technical assistance for schools interested in pursuing the HUSSC: SL designation. The number of actively certified HUSSC: SL schools is tracked by division staff in an electronic spreadsheet.

**Validity**

The measure is valid in that it provides an accurate count of the number HUSSC: SL certified schools in Florida. The number of HUSSC: SL certified schools may fluctuate annually based on expanded outreach efforts and/or the expiration of a HUSSC: SL certified school’s designation. Once the HUSSC: SL designation is awarded it is valid for four (4) years.

**Reliability**

The reliability of the data from the electronic spreadsheet is dependent on the division staff entering the data into the program. Once division staff confirms that the required conditions for a school’s HUSSC: SL certification is met, the school’s application is forwarded to the United States Department of Agriculture for review and approval. The timing of the approval depends on the number of applications the USDA receives for that school year.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 78**

**Number of trainings and technical assists provided to sponsors of the USDA Child Nutrition Program**

**Action**

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

**Glossary**

National School Lunch Program – A federally assisted free or reduced-price school lunch program offered to eligible students, based on family income levels.

Program Sponsors – The governing body which is responsible for the administration of one or more schools; and has the legal authority to operate the Program.

**Data Sources and Methodology**

Throughout the year, the Division of Food, Nutrition and Wellness provides training and technical assistance on the National School Lunch Program administered by the Florida Department of Agriculture and Consumer Services to the program sponsors.

The training and technical assistance is tracked by person upon completion of the training or technical assistance. This data has been tracked in an excel spreadsheet based on the training session or technical assistance provided.

In addition to tracking the data in excel, data will also be collected for the new online training system based on the individual signing in and taking the online class.

**Validity**

The measure is valid in that it provides an accurate count of the training and technical assistance provided to each person throughout the year.

**Reliability**

Historical files, both paper and electronic, are maintained to support the trainings and technical assistance offered in person.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 79**

**Pounds of produce recovered and distributed**

**Action**

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

**Glossary**

Recovered produce: These are produce items donated to a network of non-profit organizations and food relief agencies, for distribution to citizens in need as set forth in 595.420, Florida Statutes. For produce items, farmers donate primarily items that are cosmetically blemished or are not sized properly for commercial sales, and items that have been over-produced and cannot be profitably sold.

**Data Sources and Methodology**

Data regarding recovered produce is supplied by non-profit organizations and food relief agencies, the state’s partner in this program. These agencies, collect the food, distribute it, and maintain auditable records of the process. The poundage of each donation is recorded as it’s received from the

farmer, retailer, or packing house. The entity is provided a receipt for each donation, and monthly receives a statement of their total donation for the tax purposes. The program data is then provided to the Department of Agriculture on a monthly basis. The information relates only to the pounds of recovered produce distributed.

**Validity**

The measure is a valid in calculating the amount of produce recovered and distributed.

**Reliability**

Reliability is high in that the food recovery program is rigorously audited for accuracy of the information provided.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

**Performance Measure Number 80**

**Total number of meals provided to children in the Summer Food Service Program**

**Action**

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

**Glossary**

Meals – Food which is served to children at a food service site and which meets the nutritional requirements set out in this part.

Summer Food Service Program – A federally assisted meal program established to ensure that low-income children receive nutritious meals when school is not in session.

Program payments –financial assistance in the form of start-up payments, advance payments, or reimbursement paid to sponsors for operating and administrative costs.

Program Sponsors – A public or private nonprofit school food authority, a public or private nonprofit residential summer camp, a unit of local, municipal, county or State government, a public or private nonprofit college or university currently participating in the National Youth Sports Program (NYSP), or a private nonprofit organization which develops a special summer or other school vacation program providing food service similar to that made available to children during the school year under the National School Lunch and School Breakfast Programs and which is approved to participate in the program.

Site – A physical location at which a program sponsor provides a food service for children and at which children consume meals in a supervised setting.

Sponsors submit a claim for meals served on a monthly basis through the financial management system.

**Data Sources and Methodology**

The data for this activity is input by Program Sponsors of the Summer Food Service Program (SFSP) into the Division’s Child Nutrition Program Financial Management System, which resides and is hosted within the Department’s Information Technology Section. Program Sponsors submit monthly reports on the total number of meals served by meal type at each SFSP feeding site. The total number of meals claimed by site are validated by Division staff and approved for program payment.

**Validity**

The measure is valid in that it provides an accurate count of the number new sites participating in SFSP. However, the meals may increase or decrease annually based on expanded outreach efforts and/or the number of participating sponsors. A decrease in the number meals served is not necessarily indicative of declining performance by the Division since many factors that could cause a decrease are not within the control of the Division, such as administrative responsibilities, staff turnover, financial capability, etc. This measure of the number of meals served directly links to the number of children fed during the program year.

**Reliability**

Over the years, the sponsor reporting module of the Financial Management System has proven to be consistently accurate identifying the number of meals claimed for reimbursement. However, the reliability of the data from the Financial Management System is dependent on the Program Sponsors entering the data into the system as well as the staff reviewing the data entered into the system. Program regulations require sponsors submitting claims for reimbursement to certify that the information submitted on these forms is true and correct and that the sponsor is aware that deliberate misrepresentation or withholding of information may result in prosecution under applicable State and Federal statutes. In addition, claims for reimbursement may only be made for the type or types of meals specified in the agreement and served without charge to children at approved sites during the approved meal service time. Once Division program specialists confirm that the regulatory conditions for meal reimbursement have been met, a program payment is made for each meal served. The Financial Management System generates reports of the data source, which are maintained historically.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agriculture Economic Development*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed expectations in service*

**Primary Service Objective**

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

# EXHIBIT V

## ASSOCIATED ACTIVITIES CONTRIBUTING TO PERFORMANCE MEASURES

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FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
1	Percentage of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	ACT2020	Agricultural state law enforcement - commodity interdiction
2	Number of law enforcement investigations initiated	ACT2005	Conduct law enforcement investigations
3	Number of complaints investigated upon referral from the Division of Consumer Services	ACT2000	Conduct regulatory investigations
4	Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	ACT2025	Capture Bills of Lading
5	Number of vehicles inspected at agricultural interdiction stations	ACT2020	Agricultural state law enforcement - commodity interdiction
6	Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities	ACT2020	Agricultural state law enforcement - commodity interdiction
7	Number of Bills of Lading transmitted to the Department of Revenue from agricultural interdiction stations	ACT2025	Capture Bills of Lading
8	Number of investigations performed (security, investigative, recovery complaint and agency-generated investigations)	ACT2030	Inspect and investigate security officers and agencies, private investigators and recovery/ repossession agents
9	Number of compliance inspections performed (security, investigative, and recovery licensee/new agency and random inspections)	ACT2030	Inspect and investigate security officers and agencies, private investigators and recovery/ repossession agents

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
10	Percentage increase over the FY 10/11 baseline in number of acres enrolled annually in Agricultural Water Policy Best Management Practices (BMP) programs	ACT2055	Assist implementation of 1999 Watershed Restoration Act
11	Number of acres in priority basins or watersheds outside the Northern Everglades and Estuaries Protection Program (NEEPP) area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices (BMP) programs	ACT2055	Assist implementation of 1999 Watershed Restoration Act
12	Number of water policy assists provided to agricultural interests	ACT2060	Develop water policy
13	Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs	ACT2050	Develop and implement Best Management Practices (BMP's) for agricultural industry
FY 16/17 Measure Deleted Effective FY 17/18	Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs during the fiscal year	ACT2065	Assist mobile irrigation laboratory conservation programs
14 – New Measure Effective FY 17/18	Number of irrigation system evaluations performed for agricultural producers by participating Mobile Irrigation Labs (MIL) during the fiscal year	ACT2065	Assist mobile irrigation laboratory conservation programs

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Manage Natural Resources to Support Florida's Quality of Life*

**Primary Service Objective**

*Increase agricultural water quality and conservation*



FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
15	Administrative cost as a percentage of total agency costs	ACT0010	Executive Direction
16	Administrative positions as a percentage of total agency positions	ACT0010	Executive Direction

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
17	Percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of receipt of a complete application	ACT1200	Licensing
18	Number of administrative actions generated	ACT1215	Compliance Section
19	Number of new and renewal concealed weapon/firearm licenses Issued	ACT1200	Regional Offices
20	Number of new and renewal security, investigative, and recovery licenses Issued	ACT1200	Licensing
21	Average wait time of calls answered by Public Inquiry Section	ACT1200	Licensing

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
22	Percentage of grants and financial incentive awards processed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
23	Number of grants and financial incentives processed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
Measure Deleted Effective FY 17/18	Number of Natural Gas Fuel Fleet Vehicle Rebates Processed	ACT1535	Natural Gas Fuel Fleet Vehicle Rebates
24	Page views of the Florida Energy Clearinghouse	ACT1540	Energy & Climate Program Coordination

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
25	Forest land as a percentage of Florida land mass	ACT1130	Provide technical assists to non-industrial forest landowners
26	Percentage of acres of protected forest and wild lands not burned by wildfires	ACT1180	Protect acres of wildlands from wildfires
27 – New Measure Effective FY 17/18	Percentage of acres of Florida Forest Service lands managed by the department	ACT1120	Florida Forest Service lands resource management
28	Number of hours spent providing forest-related technical assists to non-industrial private landowners	ACT1130	Provide technical assists to non-industrial forest landowners
29	Number of hours spent providing forest-related technical assists to public land management agencies	ACT1160	Provide land management assistance to other agencies
30	Number of visitors to Florida Forest Service Lands	ACT1140	Visitor service / recreation
31	Number of wildfires caused by humans	ACT1180	Protect acres of wildlands from wildfires
32	Number of wildfires suppressed	ACT1180	Protect acres of wildlands from wildfires
33	Number of acres authorized to be burned through prescribed burning	ACT1180	Protect acres of wildlands from wildfires
34	Number of acres of wildlands protected from wildfires	ACT1180	Protect acres of wildlands from wildfires
35	Number of person-hours spent responding to emergency incidents other than wildfires	ACT1180	Protect acres of wildlands from wildfires

**Service/Budget Entity**

Florida Forest Service  
(Code: 42110400)

**Program**

Forest and Resource Protection  
(Code: 42110000)

**Department**

Agriculture and Consumer Services  
(Dept. No. 42)

**Goal**

Manage Natural Resources to Support Florida's Quality of Life

**Primary Service Objectives**

Maintain forest land acreage in Florida  
Increase the number of acres not burned by wildfires

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
36	Percentage of OATS Service Desk tickets addressed within one business day	ACT1035	Customer Support Services
37	Total number of help tickets received by the Service Desk	ACT1035	Customer Support Services

**Service/Budget Entity**

*Office of Agriculture Technology Services*

*(Code: 42120100)*

**Program**

*Office of Agriculture Technology Services*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
FY 16/17 Measure Deleted Effective FY17/18	Percentage of food firms that receive a rating of "fair" or above	ACT1420	Conduct food establishment inspections
38	Percentage of food firms that receive a "met expectations" rating	ACT1420	Conduct food establishment inspections
39	Number of inspections of food establishments and water vending machines	ACT1420	Conduct food establishment inspections
40	Number of food analyses conducted	ACT1430	Perform analyses of food samples
41	Number of chemical residue analyses conducted	ACT1440	Perform analyses for chemical residues
42	Number of analyses conducted on Florida Milk Regulatory Program samples	ACT5020	Perform sample analyses

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
43	Percentage of re-inspected entities found to be in compliance, where re-inspections are due to initial finding of non-compliance	ACT1335	Inspect pest control businesses and applicators
44	Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	ACT1350	Regulate fertilizer companies
45	Number of pesticide products registered	ACT1320	Register pesticide products
46	Number of pest control businesses and applicators licensed	ACT1340	License pest control businesses and applicators

**Service/Budget Entity**

*Agricultural Environment Services  
(Code: 42160100)*

**Program**

*Agricultural Economic Development  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
47	Percentage of consumer complaints resolved through mediation which result in restitution to consumers	ACT1065	Enforce consumer protection laws
48	Number of assists provided to consumers by the call center	ACT1060	Provide assists to consumers (Call Center)
49	Number of regulated entities registered by the Division of Consumer Services	ACT1097	Register, license, or permit department regulated entities
50	Number of regulated devices, entities, and products that are inspected or tested for compliance	ACT1096	Conduct petroleum field, liquefied petroleum gas facilities, weight & measure devices, and amusement ride inspections – test and analyze petroleum products

**Service/Budget Entity**

*Consumer Services*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Safeguard the Well-being of Florida Residents and Visitors*

**Primary Service Objective**

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



FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
51	Percentage of processed citrus inspections meeting maturity	ACT7010	Conduct citrus packinghouse and processing plant inspections
52	Number of audits of farms and packinghouses completed annually	ACT7020	Conduct shipping and receiving point vegetable inspections and regulate imports in applicable areas upon request
53	Number of tons of fruits and vegetables inspected	ACT7020	Conduct shipping and receiving point vegetable inspections and regulate imports in applicable areas upon request

**Service/Budget Entity**

*Fruit & Vegetable Inspection & Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida agriculture to meet the needs of the world's growing population*

**Primary Service Objective**

*Maintain quality audit and inspection services to Florida's fruit and vegetable industries*

<b>FY 17/18 Measure Number</b>	<b>FY 17/18 Approved Performance Measure</b>	<b>FY 17/18 Activity Code</b>	<b>FY 17/18 Activity Title</b>
FY 16/17 Measure Deleted Effective FY 17/18	Percent variation from target number of buyers/consumers reached with agricultural promotion campaign messages	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
54 – New Measure Effective FY 17/18	Total sales of agricultural and seafood products generated by tenants of State Farmers’ Markets	ACT6040	Conduct State Farmers' Market Program
FY 16/17 Measure Deleted Effective FY 17/18	Number of buyers reached with agricultural promotion campaign messages	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
55	Number of marketing assists provided to producers and businesses	ACT6050	Conduct agricultural/seafood/aquaculture assists
56	Number of leased square feet at State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
57 – New Measure Effective FY 17/18	Amount of sales reported by participants at domestic and international trade events	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
58 – New Measure Effective FY 17/18	Number of Fresh From Florida consumer exposures converted to engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities
59 – New Measure Effective FY 17/18	Percentage of Fresh From Florida consumer exposures converted to engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and related promotional activities

**Service/Budget Entity**

*Agricultural Products Marketing  
(Code: 42170200)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World’s Growing Population*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
60	Percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations	ACT1710	Inspect shellfish processing plants
61	Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews	ACT1710	Inspect shellfish processing plants
62	Number of acres tested	ACT1720	Test water quality
63	Number of submerged land leases	ACT1740	Administer Aquaculture lease program
64	Cubic yards of cultch deposited to restore habitat on public oyster reefs	ACT1750	Conduct oyster planting activities
65	Number of aquaculture certifications issued to first time applicants or renewed	ACT 1730	Administer Aquaculture certification program

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Strengthen Florida Agriculture to Meet the Needs of the World's Growing Population*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
66	Field-man hours expended per animal inspected	ACT9030	Inspect livestock on farms/ranches for sanitary/humane conditions
67	Number of animal site inspections performed	ACT9030	Inspect livestock on farms/ranches for sanitary/humane conditions
68	Total number of tests performed by the Bronson Animal Disease Diagnostic Laboratory	ACT9010	Prevent, control, and eradicate animal diseases
69	Number of reports of suspected or positive dangerous, transmissible diseases received by the State Veterinarian	ACT9010	Prevent, control, and eradicate animal diseases
70	Number of employee hours spent on animal and agricultural emergency activities	ACT9010	Prevent, control, and eradicate animal diseases

**Service/Budget Entity**

*Animal Pest and Disease Control  
(Code: 42170500)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Dept. No. 42)*

**Goal**

*Prevent and respond to pests, disease and disaster*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
71	Percentage change in number of new harmful exotic organism detections	ACT8011	Inspect plants for plant pests, diseases or grade and service exotic fruit fly traps
72	Number of plant, fruit fly trap, and honeybee inspections performed	ACT8011	Inspect plants for plant pests, diseases or grade and service exotic fruit fly traps
73	Number of commercial citrus acres surveyed for citrus diseases	ACT8040	Inspect citrus trees for crop forecast and pest detection
74	Number of sterile med flies released	ACT8100	Release sterile fruit flies
75	Number of plant, soil, insect, and other organism samples processed for identification or diagnosis	ACT8060	Identify plant pests
76	Number of cartons of fruit certified as fly-free for export	ACT8070	Certify fruit fly-free

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

FY 17/18 Measure Number	FY 17/18 Approved Performance Measure	FY 17/18 Activity Code	FY 17/18 Activity Title
77	Percentage increase of Florida schools certified HUSSC over the prior fiscal year	ACT2001	Training and technical assistance provided to sponsors of the National School Lunch Program
78	Number of trainings and technical assists provided to sponsors of the USDA Child Nutrition Programs	ACT2001	Training and technical assistance provided to sponsors of the National School Lunch Program
79	Pounds of produce recovered and distributed	ACT6060	Pass-through funds to food distribution agencies to distribute federal commodities to the needy
80	Total number of meals provided to children in the Summer Food Service Program	ACT2003	Summer Food Service Program

**Service/Budget Entity**

*Food Nutrition and Wellness*

*(Code: 42170700 )*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Dept. No. 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

# **EXHIBIT VI**

## **AGENCY LEVEL UNIT COST SUMMARY**

AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF, AND		FISCAL YEAR 2016-17			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			1,655,990,997	102,015,283	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			26,558,635	-7,065,474	
FINAL BUDGET FOR AGENCY			1,682,549,632	94,929,809	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					48,582,937
Provide Assists To Consumers (call Center) * Number of assists provided to consumers by the call center		322,384	5.55	1,787,866	
Conduct Petrol Field, Liquefied Petrol Gas Facilities, And Amusement Ride Safety Inspections Test And Analyze Petrol Production * Number of regulated devices, entities, and products that are inspected or tested for compliance		602,947	23.10	13,929,163	
Register, License, Or Permit Department Regulated Entities * Number of regulated entities registered by the Division of Consumer Services		139,285	30.18	4,203,265	
State Forest Resource Management *		1,138,388	21.67	24,671,121	
Provide Technical Assists To Non-industrial Forest Landowners * Number of hours spent providing forest-related technical assists to non-industrial private landowners		54,672	61.40	3,356,694	
Visitor Service / Recreation * The number of State Forest visitors		2,192,902	1.58	3,467,281	
Capital Improvements * Number of hours spent on capital improvement projects		196,241	95.00	18,642,113	
Provide Land Management Assistance To Other Agencies * Number of hours spent providing forest-related technical assists to public land management agencies		18,023	84.80	1,528,403	
Protect Acres Of Forest Land From Wildfires * Number of acres of wildlands protected from wildfires		26,679,830	2.90	77,431,010	
Licensing * NA		442,249	49.34	21,821,916	
Compliance Section * Number of Administrative Actions		42,018	72.78	3,058,008	
Regional Offices * Number of new and renewal concealed weapon/firearm licenses issued		94,482	91.37	8,632,650	
Inspect Pesticide Applicators And Dealers * Number of pesticide inspections conducted		1,893	1,370.52	2,594,402	
License Pesticide Applicators And Dealers * Number of pesticide applicators and dealers licensed		12,282	35.35	434,172	
Evaluate And Manage Pesticide Products * Number of pesticide products registered		373	2,082.26	776,694	
Register Pesticide Products * Number of pesticide products registered		17,065	39.93	681,360	
Analyze Pesticide Products * Number of pesticide sample determinations performed		160,620	9.96	1,600,483	
Inspect Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		6,016	606.75	3,650,185	
License Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		54,794	20.37	1,116,285	
Regulate Mosquito Control Programs * Number of people served by mosquito control activities		59	47,618.47	2,809,490	
Regulate Fertilizer Companies * Number of fertilizer inspections conducted		2,217	693.36	1,537,188	
Analyze Fertilizer Products * Number of fertilizer sample determinations		106,008	11.18	1,185,003	
Analyze Seed Companies * Number of official seed sample determinations performed		87,544	5.28	461,805	
Regulate Seed Companies * Number of seed inspections conducted		1,986	265.51	527,308	
License Feed Companies * Number of feed companies licensed		1,029	856.81	881,661	
Analyze Feed Products * Number of official feed samples collected by feed manufacturers and analyzed by certified labs for regulatory purposes		1,918	149.41	286,577	
Conduct Food Establishment Inspections * Number of inspections of food establishments and water vending machines		43,685	351.57	15,358,187	
Perform Analyses Of Food Samples * Number of food analyses conducted		24,108	164.13	3,956,862	
Perform Analyses For Chemical Residues And Pesticide Data * Number of chemical residue analyses conducted		604,090	7.57	4,575,952	
Perform Grade Evaluations On Poultry And Eggs * Tons of poultry and shell eggs graded		201,783	8.29	1,673,346	
Energy Efficiency And Renewable Energy Grants And Incentives * NUMBER OF GRANTS AND FINANCIAL INCENTIVES PROCESSED		491	5,911.83	2,902,709	1,350,000
Fuel Fleet Vehicle Rebates * Number of Natural Gas Fuel Fleet Vehicle Rebates Processed		576	10,751.59	6,192,914	
Energy And Climate Program Coordination * NUMBER OF PAGEVIEWS OF THE FLORIDA ENERGY CLEARINGHOUSE		63,452	13.11	831,580	
Inspect Shellfish Processing Plants * Number of shellfish processing plants inspections and HACCP (Hazard Analysis Critical Control Point) records reviews		1,154	557.94	643,858	
Test Water Quality * Number of acres tested		1,442,806	1.08	1,556,468	
Administer Aquaculture Certification Program * Number of certifications issued to first-time applicants or renewed		1,152	493.60	568,626	
Administer Shellfish Lease Program * Number of Submerged Land Leases		691	120.81	83,480	
Conduct Oyster Planting Activities * Cubic yards of cultch deposited to restore habitat on public oyster reefs		26,744	70.36	1,861,615	4,680,000
Conduct Regulatory Investigations * Number of complaints investigated upon referral from the Division of Consumer Protection		2,652	1,377.81	3,653,939	
Increase In Number Of New Sites Providing Free Meals In The Summer Food Service Program * Increase in the number of sites serving meals and the number of meals served to children in the Summer Food Service Program		15,861,153	2.63	41,768,052	
Conduct Law Enforcement Investigations * Number of law enforcement investigations initiated		796	4,154.92	3,307,317	
Agriculture State Law Enforcement - Commodity Interdiction * Number of vehicles inspected at agricultural interdiction stations		11,477,070	1.42	16,278,706	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		57,989	47.35	2,745,968	
Develop And Implement Best Management Practices (bmp's) For Agricultural Industry * Number of acres in the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs		191,410	76.07	14,559,974	15,000,000
Assist Implementation Of 1999 Watershed Restoration Act * Number of acres outside the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs		370,452	69.55	25,765,363	5,103,856
Develop Water Policy * Number of water policy assists provided to agricultural interests		3,192	143.33	457,503	
Assist Mobile Irrigation Laboratory Conservation Programs * Number of gallons of water potentially conserved annually by agricultural operations pursuant to site-specific recommendations provided by participating Mobile Irrigation Labs		5,100,000,000	0.00	285,940	
Assist Soil And Water Conservation Districts * Number of soil and water conservation districts assisted		63	3,630.97	228,751	
Inspect Dairy Establishments And Collect Samples * Number of dairy establishment inspections and samples collected.		1,162	942.45	1,095,131	
Perform Sample Analyses * Number of analyses conducted on Florida Milk Regulatory Program samples		27,815	18.10	503,334	
Inspect Dairy Tankers And Evaluate Bulk Milk Sample Collectors * Number of dairy tankers inspected and bulk milk sample collectors evaluated		513	177.25	90,931	
Conduct Florida Agriculture Promotion Campaign (facp) And Related Promotional Activities * Number of buyers reached with agricultural promotion campaign messages		56,813,168	0.15	8,674,233	
Provide Education & Communications * Number of media items produced for promotional and educational purposes		1,089	1,240.94	1,351,380	
Conduct State Farmers Market Program * Number of leased square feet at state farmers' markets		1,866,556	2.10	3,915,729	1,042,000
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of marketing assists provided to producers and businesses		328,164	26.43	8,674,234	
Conduct Citrus Packing House And Processing Inspections * Number of tons of citrus inspected		3,463,877	1.25	4,334,641	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of tons of vegetables inspected		696,399	4.31	2,999,791	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers * Number of tons of fruits and vegetables inspected		51,138	33.54	1,714,921	
Inspect Plants For Plant Pests, Disease Or Grade And Service Exotic Fruit Fly Traps * Number of plant, fruit fly trap, and honeybee inspections performed		856,434	38.89	33,267,933	
Identify Plant Pests * Number of plant, soil, insect and other organism samples processed for identification or diagnosis		807,653	4.64	3,745,538	
Certify Citrus Fly-free * Number of cartons of citrus certified as fly-free for export		1,959,829	0.83	1,627,738	
Develop Control Methods And Rear Biocontrol Agents * NA		5,381,059	0.51	2,730,839	
Release Sterile Fruit Flies * Number of sterile med flies released		4,354,695,831	0.00	1,171,750	
Inspect Citrus Trees For Crop Forecast And Pest Detection * Number of commercial citrus acres surveyed for citrus diseases		264,846	1.04	274,924	
Inspect Apiaries * Number of honey bee inspections performed		587,500	1.80	1,057,476	2,000,000
Register Citrus Budwood * NA		11,658	107.26	1,250,383	510,000
Certify Nurseries As Imported Fire Ant Free * NA		3,657	35.97	131,543	
Prevent, Control And Eradicate Animal Diseases * Number of animal tests and/or vaccinations performed on animals		81,563	94.71	7,724,896	7,358,016
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of animal site inspections performed		13,313	191.80	2,553,427	
Identify The Origin And Health Status Of Imported Animals * Number of animals covered by health certificates		199	4,072.84	810,494	
TOTAL				440,050,439	85,626,809
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				1,158,604,732	9,303,000
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				2,067,584	
REVERSIONS				81,827,053	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,682,549,808	94,929,809

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

- Some activity unit costs may be overstated due to the allocation of double budgeted items.
- 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.
- Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- Final Budget for Agency and Total Budget for Agency may not equal due to rounding.



# **GLOSSARY OF TERMS AND ACRONYMS**

## ***Glossary of Terms and Acronyms***

**Acre** - 43,560 square feet.

**Acres of Protected Forest and Wild lands** - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

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

**Activity** - A unit of work that has identifiable starting and ending points, consumes resources, and produces outputs. Unit cost information is determined using the outputs of activities.

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

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

**Agency Generated** - Origination of investigation initiated as the result of activities performed in the Division of Licensing, including employee action reports.

**Agricultural and Seafood Product** - Any fresh or processed horticultural, aquacultural, viticultural, fish or seafood, dairy, poultry, apicultural, or other farm or garden product.  
Note: A tenant dealing in one or more of these commodities may be exempt from this reporting measure depending on the nature of its activities at the market (i.e., activity is limited to parking). The sale of products not included in this definition (i.e., fertilizer), while beneficial to the local economy in general, are not included in this performance measure which aims to capture the market's direct financial impact of agricultural producers.

**Agricultural Commodities** - All items such as fruits, vegetables, plants, potting soil, etc.

**Agricultural Emergency** - A declared or non-declared emergency which could result in a negative economic impact to the affected agricultural and/or animal industries or citizens of the State of Florida.

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

**Agricultural Operations** - Any farm or nursery that uses an irrigation system to provide water to their crop or commodity.

**Analysis** - Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established chemical, microbiological, biochemical, molecular, or physical methods of evaluation.

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

**Animal Emergency** - A declared or non-declared emergency due to an animal disease or pest occurrence which has a significant animal and/or public health impact which could result in a negative economic impact to the affected industries or citizens of the State of Florida.

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

**Animal Site or Premises** - Any location where animals have been, are, or may be maintained.

**Aquaculture** - The culture of aquatic organisms.

**Aquaculture Certificate of Registration** - A certificate issued pursuant to Chapter 597, F.S. and 5L-3 F.A.C.

**Aquaculture Products** - Aquatic organisms and any product derived from aquatic organisms that are owned and propagated, grown, or produced under controlled conditions.

**Assists to Consumers** - Information and assistance provided to consumers by the Division of Consumer Services.

**Audit Certificate** - Federal or State certification form.

**Baseline Data** - Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

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

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

**Brix** - A measure of quality of a juice sample, defined as a measurement of total dissolved solids with sugar being the main component; also known as total soluble solids.

**Brix Acid Unit (BAU)** - A device used to automatically evaluate percent acid and brix determinations of a provided juice sample.

**Budget Entity** - A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

**Businesses with Scanners** - Wholesale or retail businesses that utilize electronic means to charge prices to consumers such as Universal Product Code (UPC) scanners, Price Look-Up (PLU) codes, and Stock-Keeping Unit (SKU) codes.

**Calibration Comparison between Measurements** - A measurement of known magnitude and accuracy made or established with one device and another measurement made in an identical way with a second device. The second

measurement is then compared the first to determine the accuracy of the second device.

**Call Center** - Calls that are handled by the Division's Call Center staff, including calls to the "800 Spanish Hotline." Call Center staff responds to telephone inquiries from consumers and businesses answering questions, providing information to callers from the Oracle database, and mailing information as requested, including complaint forms, registration packages and consumer educational brochures.

**CAR (Certified Applicator Records Inspection)** - An inspection conducted by the Department during all use inspections/investigations involves the review of pesticide applicator records for pesticide applicators licensed under Chapter 487, Florida Statutes (F.S.). The records may contain applications of general use pesticides, but applications of all restricted use pesticides must be recorded by each licensed applicator.

**Carton** - A 4/5-bushel cardboard or plastic container used to package fresh fruit (citrus, carambola, stone fruit, etc.).

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

**Certificates** - Federal certification form.

**Certified Pest-free** - Fruit that is free of Caribbean fruit fly and other pests of quarantine significance regulated by the importing country as verified on a plant health certificate.

**Chemical residue analysis** - An official determination of the presence, amount or absence of a specific pesticide or other chemical component in produce or other food products, by use of valid analytical methodology.

**Circular Ads** - Identification and/or promotion of Florida agricultural products in the circulars, sale papers, web advertisements, and other materials provided by retailers to their customers. One assist is counted per retail location where one of these items appears per week. Example: A weekly circular ad appearing at one location which features both Florida sweet corn and Florida bell peppers produces two assists. An identical circular the next week would produce two additional assists.

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

**Clearance** - Final disposition or conclusion of an investigation.

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

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

**Commercial Citrus** - A solid planting of 40 or more citrus trees (including grapefruit, oranges and tangerines).

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

**Complaint Generated** - Origination of investigation initiated as the result of communication from sources outside the Department, including phone and written notification.

**Compliance** - The absence of observed violations after re-inspection or after a corrective action has been taken on an initial inspection and observed by a Department inspector.

**Compliance Inspection** - Type of inspection performed in order to assure that the regulated entities specified in this measure are in compliance with state statutes and rules.

**Consumer Exposure** - The number of consumers reached or "exposed" to a particular message through mass media, as well as the amount of impressions gained.

**Consumer Protection Laws** - Any law relating to consumer protection.

**Consumer Vehicles** - Vehicles owned by citizens or businesses that operate using petroleum fuels or alternative fuels.

**Cooperative County Fire Protection Agreements** - Agreements between the Department of Agriculture and Consumer Services, Florida Forest Service, and a Board of County Commissioners for the establishment and maintenance of countywide fire protection of all forest and wild lands within said county.

**Coupons / Rebates** - Offers which reduce the price of Florida agricultural commodities made either directly to consumers or indirectly via rebates to retailers. Coupons and rebates are of limited time and quantity, and will benefit all

producers of the target commodity equally. One assist per week will be counted for each retail location where a rebated product is offered or where a coupon is redeemable. Example: A coupon for \$0.50 off Florida blueberry pint packages which is redeemable at 25 retail locations for 2 weeks produces 50 assists.

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

**Cubic yard** - Volumetric measurement used to determine the amount of cultch deposited.

**Dangerous, Transmissible Disease** - A harmful, contagious disease wherein the pathogen is transmissible from one host to another.

**Declared Agricultural Emergency** - An agricultural emergency declared by one or more of the following: President of the United States; Secretary of Agriculture, United States Department of Agriculture (USDA); Governor of Florida, Florida Commissioner of Agriculture.

**Deficiencies** - Conditions found on an amusement ride at the time of inspection that are a violation of our standards and, if not corrected, would prevent the ride from operating for public use.

**Demand** - The number of output units which are eligible to benefit from a service or activity.

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

**Designee** - Assistant Director, Division of Animal Industry; Chief, Bureau of Animal Disease Control; Emergency Support Function 17 (ESF-17) Coordinator; or Emergency Veterinary Program Manager.

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

**Division Training Record** - Document utilized by the Division of Animal Industry (DAI) to capture employee training hours.

**DLR (Pesticide Dealer Inspection)** - An inspection conducted by the Department at a facility that sells restricted-use pesticides as well as general use pesticides. These establishments are licensed by the Department to sell and distribute restricted-use pesticides. In general, these establishments include retail agro/industrial chemical suppliers such as UAP, Lescro, and Helena Chemical Company.

**Eclose or Eclasion** - The fruit fly development stage where the adult fly emerges from the pupal case similar to a butterfly emerging from a cocoon.

**Emergency Incidents other than Wildfires** - Emergencies such as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

**Emergency Support Function 17 (ESF 17)** - An entity that is identified as an Emergency Support Function (ESF) in the State Comprehensive Emergency Management Plan. The purpose of this ESF is to plan and coordinate support agencies' response actions relating to animal and agricultural concerns that may arise as part of a natural or man-made disaster.

**Employee** - DAI Full Time Equivalent (FTE). Two FTEs are currently designated with 100 percent emergency related activities duties (Position numbers 1012, and 1197). Six positions are designated with 20 percent emergency related activities (Position number 1018, 0955, 0975, 0978, 1004, 1207, 5249). Any DAI FTE could be involved in emergency related activities and/or responses. All hours coded 1000, 1016 or 1017 are counted for the two 100 percent FTEs.

**Endangered Plant** - A plant classified as endangered in Rule Chapter 5B-40, Florida Administrative Code.

**Engagement** - The actions taken by consumers following exposure to the message. This includes visiting a website, viewing a video, liking, sharing and/or commenting on a post.

**Engagement Target** - Percentage of total exposures, or consumers reached, achieved through distribution of content. This involves recipes, videos, live demonstrations, seasonality information, events, consumer generated content, sampling information and industry highlights.

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

**EOG** - Executive Office of the Governor.

**Estimated Expenditures** - Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

**EUP (Experimental Use Permit Inspection)** - An inspection conducted by the Department at either an agricultural or non-agricultural

establishment to determine if the use of a pesticide, which was granted an experimental use permit, was used in accordance with the conditions stated in the permit.

**Evaluations** - On-site analysis of irrigation system operations and delivery of appropriate recommendations for improvement.

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

**Exotic fruit fly** - A tephritid fly that does not occur in Florida that is considered a pest of fruits and vegetables. These include Mediterranean fruit fly, Oriental fruit fly, Mexican fruit fly and several other species.

**Failure to meet Food Safety and Sanitation Requirements** - An inspection of a food firm that results in a score of 84 or below or an unsatisfactory rating within a specified quarter or food firm which receives a rating of "fail" within the performance reporting period. (Quarters are defined as follows: 07/01/XX – 09/30/XX, 10/01/XX – 12/31/XX, 01/01/XX – 03/31/XX, 04/01/XX – 06/30/XX or an inspection of a food firm with a sanitation inspection rating of poor).

**FCO** - Fixed Capital Outlay.

**Fecal Coliform** - A facultatively anaerobic, gram negative, nonspore forming, rod shaped bacteria that ferments lactose to form green to green/yellow colonies on mTEC agar when incubated for 2 hours at 35 C then transferred to a water bath at 44.5 C for 22 hours.

**Feed Establishment Inspection** - An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of animal feed to determine the firm's level of compliance with state and federal feed laws and regulations. In general, these include, but are not limited to, BSE, Medicated Feed, and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by Feed Section personnel and are reported under activity #3 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda.

**Feed Marketplace Inspection** - An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a feed product to determine compliance with state and federal feed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is

reviewed and recorded by Feed Section personnel. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #2 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of feed marketplace inspection reports.

**Feed Sample Inspection** - An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a feed product to assess compliance with state and federal feed laws and regulations. These inspections do not include routine "registrant-submitted" compliance sample evaluations conducted by Department certified laboratories. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are filed and maintained electronically and are reported under activity #1 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of laboratory analysis reports and associated documentation (e.g. product label, photos, etc.).

**Fertilizer Sample Inspection** - An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a fertilizer product to assess compliance with state laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #6-9 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports and the Bureau of Licensing and Enforcement Quarterly Summary Reports; and are reported under activity #16 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of fertilizer laboratory analysis reports. Supporting documentation includes fertilizer sample collection data, any associated product documentation, and penalty letters (for violation samples).

**File** - The procedure followed by those business entities to document their activities with the Division as required by Florida Statute.

**Financial Incentive** - A monetary benefit offered to consumers or organizations to encourage behavior or actions which otherwise would not take place.

**Fire Management Information System (FMIS)** - A computer database residing within the Department's Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

**Fire Report** - A report that the Florida Forest Service firefighters complete to record the details of a wildfire. The report includes fire cause and origin, weather, fire location, fire resources used and time information.

**Fixed Capital Outlay** - Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property that materially extended its useful life or materially improve or change its functional use. Includes furniture and equipment necessary to furnish and operate a new or improved facility.

**FLAIR** - Florida Accounting Information Resource, which is the State's accounting database.

**Florida Energy Clearinghouse** - A web portal to compare energy saving technologies, learn more about renewable energy technologies and research being conducted in Florida, and learn more about energy usage and production. The clearinghouse assists residents, businesses, universities, and communities with any questions that they may have regarding all forms of energy as it relates to our state. The Florida Energy Clearinghouse is hosted by the Florida Department of Agriculture and Consumer Services Office of Agriculture Technology Services (FDACS OATS).

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

**Food Establishment** - Those food establishments (including water vending machines, WVM) regulated under authority of Chapter 500, F.S.

**Food Firm** - Those food firms including water vending machines (WVM) regulated under authority of Chapter 500, Florida Statutes. Grade A Plants, Farms, Single Service Plants, Cheese Plants and Frozen Dessert Plants regulated under authority of Chapter 502, Florida Statutes. For the purposes of this measure, only those firms receiving a rated sanitation inspection during the period are considered.

**Food Firms that meet Food Safety and Sanitation Standards** - Those food firms that meet food safety and sanitation standards during all inspections within the performance reporting period.

**Food Product Analyzed** - Food product samples submitted to Food Laboratory, where the analysis for one or several components, contaminants or other pertinent properties or characteristics of the product is completed. (For purposes of this measure all samples analyzed by the Food Laboratory are included).

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

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

**Forest Land Protected** - All wild lands in Florida that are either under Cooperative County Fire Protection Agreements with the Department of Agriculture and Consumer Services/Florida Forest Service as authorized by 125.27, F.S. or other Federal, State and local governments lands for which fire protection is provided for by the Florida Forest Service.

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

**'Fresh From Florida' Branded Packaging** - Consumer packaging which incorporates the "Fresh From Florida" logo and which is visible to consumers in at least one retail location. One assist is counted per retail location where the product appears per fiscal year. Example: One producer's branded strawberry clamshells which appear in 50 retail locations will produce 50 assists for that fiscal year. A second strawberry producer who uses branded clamshells in the same 50 stores during the same fiscal year would produce an additional 50 assists.

**Fresh Shipment Reports** - Reports of all Fruit and Vegetable Shipments for domestic and international markets.

**F.S.** - Florida Statutes.

**GAA** - General Appropriations Act.

**Global Food Safety Initiative (GFSI) Audit** - Voluntary audit verifying adherence to best practices recommended by the industry-driven

global collaborative governing body supported by the Consumer Foods Forum.

**Good Agricultural Practices (GAP) Audit** - Voluntary audit verifying adherence to best agricultural practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

**Good Handling Practices (GHP) audit** - Voluntary audit focused on best handling practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

**Google Analytics** - A free web analytics service offered by Google that tracks and reports website traffic. Google Analytics is the most widely used web analytics service on the internet.

**Grant** - A sum of money awarded by an organization or government to carry out a particular purpose.

**GW (Ground Water Inspection)** - An inspection conducted by the Department that involves review of pesticide use to assure measures are taken to prevent groundwater contamination.

**Harmful Exotic Organism** - Non-native arthropod, fungus, bacteria, virus, nematode or other organism, which adversely affects a commercially produced or native plant or plant product.

**Hazard Analysis Critical Control Point (HACCP)** - Requires identifying hazards likely to occur; establishing critical limits for the identified hazards; taking corrective actions when critical limits are exceeded; and keeping detailed record documentation.

**Hazard Analysis Critical Control Point (HACCP) Records Inspection** - Comprehensive review of certain food establishments to determine compliance with HACCP requirements, as documented by completing specific fields of an inspection report form.

**IMP/EXP (Import and/or Export Inspection)** - An inspection conducted by the Department, usually at a port of entry into Florida or at a warehouse, to determine compliance with the federal pesticide regulations concerning the importation or exportation of pesticides into and out of the United States.

**Incentive Processed** - The completion of the approval by department staff of an application to receive financial incentives.

**Indicator** - A single quantitative or qualitative statement that reports information about the

nature of a condition, entity or activity. This term is used commonly as a synonym for the word “measure”.

Input - See Performance Measure.

Inspected Shellfish Facilities - Shellfish processing plants that hold a valid certification license from the Florida Department of Agriculture and Consumer Services – Division of Aquaculture during the reporting period, and receiving an inspection by the Division of Aquaculture during the reporting period.

Inspection - A visual observation made by a Department’s authorized representative.

Inspection Forms - Processing Plant Inspection Forms.

Inspection of Food Firm - Visit by an authorized agent of the department to food firm during which a review of conditions is made that results in an inspection rating.

Inspection of Water Vending Machine - Comprehensive review of sanitation of a water vending machine, which results in a written report stating an inspection rating.

Inspection Report - A form which is used to record administrative information and information on the condition of an amusement ride each time it is inspected.

Inspections of Petroleum Dispensers - Test for measurement accuracy and general maintenance and use. The measurement accuracy test consists of pumping a specified volume of petroleum fuel through a dispenser into a calibrated test measure. The volume of the pumped fuel is then measured to ensure the dispenser is accurate within specified tolerances. General maintenance inspections ensure that hoses are safe, price and volume indicators are operating properly, valves are not leaking, quality fuel is being delivered, pricing practices are adhered to, required alternate electricity generation equipment has been installed, etc. In addition, the design of the device is inspected to ensure that petroleum fuels cannot be fraudulently diverted or that the device is being used improperly.

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

IOE - Itemization of Expenditure.

ISO 27001 - A specification for an information security management system; an information security management system is a framework of policies and procedures that include all legal,

physical and technical controls involved in an organization’s information risk management processes. ISO 27001 is one of the most widely recognized, internationally accepted independent security standards.

Judicial Branch - All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications.

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

LBR - Legislative Budget Request.

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 is authorized, or which it is requesting authorization by law, to perform.

Licensed - The procedure followed by those business entities to be licensed or registered with the Division as provided by Florida Statute.

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

LP Gas Facility Inspection - An inspection conducted to ensure compliance with safety codes and laws pertaining to equipment condition, use and maintenance, qualification of LP Gas practitioners, facility licensing, compliance with insurance requirements, facility installation, procedures, etc.

LP Gas Facility Re-Inspection - A follow-up to a routine inspection to determine whether or not deficiencies identified in a prior inspection have been corrected.

LP Gas Storage and Handling Facility - Any location where liquefied petroleum (LP) gas is stored in containers for future sale or use, distributed through pipelines or by vehicle, dispensed to the public, or offered for sale in containers.



**LRPP** - Long Range Program Plan.

**Manifest** - Bill of Lading.

**Marketing Assist** - A significant exchange of information provided to a specific producer or business that could enable the business or producer to improve performance, increase sales, or reduce job-related risks (physical or financial); or the production of materials to achieve such an exchange.

**Marketplace Inspection (MKP)** - An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of a visual evaluation and documentation of a fertilizer product to determine compliance with state fertilizer laws and regulations.

**Maturity** - When various fruit types are deemed acceptable to be utilized based on their variety, utilization (fresh or processed), time of year, brix, acid, brix to acid ratio and juice content.

**Meals** - Food which is served to children at a food service site and which meets the nutritional requirements set out in this part.

**Mediterranean Fruit Fly (Medfly)** - A fruit fly in the family Tephritidae commonly known as the Medfly. These flies damage fruit by laying eggs in fruit. The eggs hatch into maggots that feed on the fruit pulp making it unacceptable for the fresh fruit market.

**Milk and Milk Products Analyzed** - Those items regulated by Chapter 502 Florida Statutes, of which samples are submitted to the State Dairy Laboratories for testing to insure requirements are being met.

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

**My Florida Energy Projects** - A component of the Florida Energy Clearinghouse. It is a web-based interactive application accessed through the Florida Energy Clearinghouse that provides the public and policy makers with a set of tools to review the data collected from projects funded by the American Recovery and Reinvestment Act in the state of Florida. The dashboards, graphs, flowcharts, and reports found on this website are designed to provide state and local governments with the opportunity to determine which projects offer the best return on investment and may be worth pursuing in the future. This application was developed by and continues to be hosted by the University of Florida.

**My Florida Home Energy** - A component of the Florida Energy Clearinghouse. It is a web-based interactive application accessed through the Florida Energy Clearinghouse that provides a customized report which identifies energy efficient products, services and potential energy, and monetary savings for a Florida homeowner based on information provided by the homeowner, as well as publicly accessible data. This application was developed by and continues to be hosted by the University of Florida.

**Narrative** - Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

**National School Lunch Program** - A federally assisted free or reduced-price school lunch program offered to eligible students, based on family income levels.

**New Agency Inspections** - Inspections initiated internally when a new license is issued to one of the regulated entities specified in this measure. (Security school inspections are mandated by statute. Therefore, the Division of Licensing issues a temporary license until the inspection is performed and the application is approved).

**New Record** - Insect, disease or other organism not known to be established in Florida and/or the United States.

**Non-Industrial Private Landowner** - The owner of private forestland that may include private individuals, or entities, joint owners, non-profit organizations, or corporations that are not wood using industries, or have no publicly traded stock.

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

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

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

**Online Retail Positioning** - Occurs when online retailers or grocery delivery services offer favorable positioning, identification, or promotion of Florida agricultural products which increase sales. This activity is distinct from online advertising in that the consumer has an immediate opportunity to purchase the featured Florida product. One assist per week will be counted for each delivery area whose customers are exposed to improved positioning of Florida agricultural products. Example: Preferential placement of Florida tomatoes appearing on the produce page of a grocery delivery service which has delivery areas in both Brooklyn and Queens, NY for one week would produce two assists.

**OPB** - Office of Policy and Budget, Executive Office of the Governor.

**Open Burning Authorization Program** - A centralized computer database residing within the Department's Information Technology Section on the Fire Management Information System (FMIS), that stores and processes information related to the issuance of burning authorizations.

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

**Out of Compliance** - A shellfish processing facility is out of compliance if a) in an inspection, it receives 3 or more key violations, or 1 critical violation; or b) over the course of multiple inspections it receives repeated key violations. The meanings of the terms "key violation" and "critical violation" shall be as defined in Rule 5L, Florida Administrative Code.

**Outcome** - See Performance Measure.

**Output** - See Performance Measure.

**Packages** - Commodities in containers or wrapped in any manner for sale in which the measurement of the commodity takes place before the time of sale. Packages are tested in lots, which consist of multiple packages of the same or similar commodity, brand, lot code, etc. Statistical samples are taken from each lot tested and the disposition of the entire lot is based on the results of tests performed on the representative samples.

**Pageview** - An instance of a webpage being loaded (or reloaded) in a browser. Pageviews is a metric defined as the total number of webpages viewed.

**Pass Through** - Funds the state distributes directly to other entities, e.g., local governments, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion

regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level.

**People First** - The State personnel system/database.

**Performance Measure** - A quantitative or qualitative indicator used to assess state agency performance.

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

**Person-Hours** - The number of employees times the number of work hours performed on non-fire emergencies.

**Pesticide** - Any substance or mixture or substances intended for preventing, destroying, repelling or mitigating any insect, rodents, nematodes, fungi, weeds or other forms of plant or animal life or viruses, except viruses, bacteria or fungi on or in living man or other animals which the Department by rule declares to be a pest and any substance or mixture of substances intended for use as a plant regulator, defoliant or desiccant.

**Petroleum Dispensers** - The devices at retail gasoline stations open to the general public that consumers use to meter a volume of petroleum fuel. Note: Although inspections are conducted by request at private facilities such as military bases, municipality fueling stations, and fleet fueling stations, the vast majority of inspections are conducted at those stations open to the general public or engaging in petroleum fuel distribution. This also includes the evaluation of petroleum fuels on-site and testing at department testing laboratories of said fuels contained in facility or terminal storage tanks.

**Petroleum Fuel Measuring Devices** - Petroleum meters that are used in commerce to dispense or deliver petroleum fuel.

**Petroleum Fuels** - Gasoline, diesel fuel, alternative fuels, kerosene, fuel oil or similar fuels as defined in Chapter 525, F.S.

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

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

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

Pounds-Solids - The product of pounds of juice multiplied by the percentage of total soluble solids, usually expressed on a per box basis.

Primary Service Outcome Measure - The service outcome measure which is approved as the performance measure that best reflects and measures the intended outcome of a service. Generally, there is only one primary service outcome measure for each agency service.

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

Producer Establishment Inspection (PEI) - An inspection conducted by the Department at a facility that produces, formulates, re-formulates, packages or repackages pesticides or pesticidal devices. In general, these establishments include pool supply stores where bulk chlorine is repackaged into smaller containers and chemical supply stores that manufacture pesticides.

Product Analyzed for Chemical Residues or Pesticide Data - Produce or other food sample submitted to Chemical Residue Laboratory, whereupon analyses are completed to determine the amount or absence of one or more pesticides or other chemical compounds of concern.

Product Displays - Special, time-limited merchandising of Florida agricultural products in a location within a retail outlet which is more favorable than the product's typical display location. One assist is counted per retail location using such a display for each week the display remains in the store. Example: A grocery store stocking Florida oranges in a branded bin at the entrance to its produce aisle for one week produces one assist. A similarly positioned bin in the same store containing both oranges and grapefruit produces two assists.

Product/Item Received - Something in exchange for the item complained about or the exact item purchased by the consumer.

Program - A set of services and activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances, a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the Long Range Program Plan.

Program Component - An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Program Payments - Financial assistance in the form of start-up payments, advance payments, or reimbursement paid to sponsors for operating and administrative costs.

Program Sponsors - The governing body which is responsible for the administration of one or more Programs; and has the legal authority to operate the Program.

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

Public Land Management Agencies - Includes Florida Department of Environmental Protection, Fish and Wildlife Conservation Commission, Water Management Districts and municipalities.

Public Oyster Reef - A functional ecological assemblage of oysters and other fauna which is located in the waters of the state.

Quality Analyses - Established test methods and performance standards that are used to evaluate petroleum fuels and vehicular fluids. The test methods and performance standards have been adopted into rule from ASTM International, a consensus standards writing organization and from USDOT Motor Vehicle Safety Standard No. 116.

Random Inspections - Unsystematic or chance inspections of individuals and entities specified in this measure, which have been issued licenses by the Division of Licensing.

**Rebate** - A monetary benefit of the return of part of the original purchase price paid for some service or merchandise.

**Reclassified** - Shellfish harvesting areas are defined as being reclassified when the status changes between any of the following: Approved, Conditionally Approved, Restricted, Conditionally Restricted, Prohibited, or Unclassified.

**Recovered produce** - These are produce items donated to a network of non-profit organizations and food relief agencies, for distribution to citizens in need as set forth in 595.420, Florida Statutes. For produce items, farmers donate primarily items that are cosmetically blemished or are not sized properly for commercial sales, and items that have been over-produced and cannot be profitably sold.

**Recovery** - Refers to repossession agents, who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

**Registered Entities** - Any regulated business that is currently permitted, filed or licensed with the Division.

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

**Regulated Devices** - Amusement rides and commercial weighing and measuring devices.

**Regulated Entities** - Those businesses required to file with the Department, or be registered or licensed by the Department, pursuant to Florida Statutes (Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Sellers of Business Opportunities, Health Studios, Dance Studios, Pawn Shops, operators of Game Promotions and Intra-state Moving companies).

**Regulated Entities Subject to Re-Inspection** - Fertilizer, feed, and seed producers and distributors; pesticide applicators, pesticide dealers, pest control licensees, certified operators, identification card holders, and limited certificate holders, and any person using a pesticide.

**Regulated Products** - Petroleum fuels as defined in Chapter 525, F.S., and brake fluid and antifreeze Products as defined in Chapter 526, Part II, F.S., and Chapter 501, Part V, F.S. respectively.

**Regulated Weighing** - Measuring devices are devices used in measuring commodities for

commercial sale such as scales, motor fuel dispensers (gas pumps at retail stations), taximeters, timing devices, grain moisture meters, etc.

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

**Re-Inspection** - a. An inspection conducted after an initial inspection where the initial inspection found evidence of a violation of applicable law or regulation, b. An inspection where the initial inspection resulted in the issuance of a field advisory notice (FAN). c. Follow-up activities conducted after the issuance of a stop sale, stop use, or hold order (SSUHO) to determine compliance with the order or issuance of a release for shipment back to manufacturer.

**Reliability** - The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

**Remedy Ticket Tracking System** - A software package that manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used in an organization's IT Service Desk to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

**Report** - Notification of the State Veterinarian of a suspected or positive dangerous, transmissible disease by any person who has knowledge of, or suspects, the existence of any of the diseases or pests listed in 5C-20, F.A.C. in the state. That person is required to immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com).

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

**Resource Development Projects** - Program activities to restore, enhance, enlarge oyster resources in the waters of the state.

**Restitution** - Those complaints that seek a dollar amount by complete refund or services offered.

**Retail Facilities** - Gasoline stations, grocery, department, convenience and other retail stores that sell commodities and/or services to the public.

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

**Sample Processed** - Sample logged in; separated into subunits as appropriate; prepared through slide-making, culturing, pinning and other laboratory manipulations as necessary; identification or diagnosis made by taxonomic expert; and report prepared for recipients. If one sample is separated into subunits, it is still counted as one sample.

**Sampling Events** - Events of short duration (usually one or two days) during which customers in retail stores are offered samples of Florida agricultural products. One assist is counted per retail location where a sampling event occurs per day. Example: A two-day peach sampling event occurring at one retail location produces two assists. A one-day event at another location would produce one additional assist.

**Security** - Refers to security officers and agencies, which are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

**Seed Establishment Inspection** - An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of seed (intended for planting purposes) to determine the firm’s level of compliance with state and federal seed laws and regulations. In general, these include, but are not limited to, seed complaint and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports and associated documentation are scanned and maintained electronically, and are reported under activity #11 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of applicable inspection forms.

**Seed Establishment Inspection Data** - Data maintained by the Environmental Manager of the Seed Section. The source data consists of applicable inspection forms. Supporting documentation includes associated documentation, and warning letters (for violation inspections). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

**Seed Marketplace Inspection** - An inspection conducted by the Department at a

manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a seed product to determine compliance with state and federal seed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #10 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of seed marketplace inspection reports.

**Seed Marketplace Inspection Data** - Data maintained by the Environmental Manager of the Seed Section. The source data consists of seed marketplace inspection reports. Supporting documentation includes associated product documentation, and warning letters (for violation samples). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

**Seed Sample Inspection** - An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a seed product to assess compliance with state and federal seed laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #13-18 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports. Source documentation consists of seed laboratory analysis reports.

**Seed Sample Inspection Data** - Data maintained by the Bureau of Agricultural Environmental Laboratories. The source data consists of seed laboratory analysis reports. Supporting documentation includes seed sample collection data, any associated product documentation, and correspondence (for violation samples). The Environmental Manager of the Seed Compliance Section generates standard reports from the LIMS database and the number of inspections are reported under activity #9 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Electronic copies of documentation for all samples reported as legal are filed on the SANS drive and maintained by the Bureau of Agricultural Environmental Laboratories. Electronic copies of documentation for all samples reported as illegal or mislabeled are filed on the SANS drive and maintained by the Environmental Manager of the Seed Compliance Section.

Service - See Budget Entity.

Service Desk - A primary IT function within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both end users and IT staff.

Serviced - Examined to determine if one of the target flies is present and re-baited if scheduled.

Shellfish Processor - Facility that processes (shucks) oysters, clams, or scallops and discards the shell as a byproduct of the process.

Site - A physical location at which a program sponsor provides a food service for children and at which children consume meals in a supervised setting.

Standard - The level of performance of an outcome or output.

Submerged Land Lease - Parcel of sovereignty (state owned) submerged land that is leased from the Board of Trustees under Chapter 253, F.S. or former Chapter 370, F.S., for conducting aquacultural activities.

Summer Food Service Program - A federally assisted meal program established to ensure that low-income children receive nutritious meals when school is not in session.

Survey - A visual inspection made by a Department's authorized representative to determine whether or not a commercial citrus grove is free of citrus canker, citrus greening or other diseases.

SWOT - Strengths, Weaknesses, Opportunities and Threats.

TCS - Trends and Conditions Statement.

Temporary amusement rides - Those rides that are regularly relocated with or without disassembly.

Tenant - A person, real or corporate, operating a business and occupying space at a State Farmers' Market under the terms of an executed lease agreement.

Tests - Any test performed to assist in the detection of an infectious or contagious agent or to assist in the diagnosis of any diseases or cause of death in an animal.

The Healthier US School Challenge: Smarter Lunchrooms (HUSC: SL) - A certification initiative recognizing schools that have created healthier school environments through promotion of nutrition and physical activity.

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

Tomato Good Agricultural Practices (T-GAP) Program - Inspection procedures and best management practices designed to enhance the safety of fresh tomatoes grown, packed or repacked in Florida.

Total Sales of Agricultural and Seafood Products - Dollar value of agricultural and seafood products sold by tenants and reported to the state farmers' market offices where their leases reside. Note: Tenants are required to report only those agricultural products sold due to its affiliation with the state farmers' market location. Corporate sales made from other locations are not included in this requirement. The Bureau's Operations Manual and individual tenant leases provide specific details regarding this requirement.

Trap - A deltoid trap baited with a sex attractant or a glass bell-shaped trap baited with a food attractant capable of attracting and catching exotic fruit flies.

UAF (Agricultural Use for Cause Investigation) - An investigation conducted by the Department at an establishment involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include but are not limited to farms, forests, nurseries, and greenhouses.

UAG (Agricultural Use Inspection) - An inspection conducted by the Department at an establishment involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

UNA (Non-Agricultural Use Inspection) - An inspection conducted by the Department at an establishment that is not involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

Undeclared Agricultural Emergency - Foreign Animal Disease (FAD) response and/or other emerging animal disease or agricultural concern response not declared by one or more of the following: President of the United States; Secretary of Agriculture, USDA; Governor of Florida; Florida Commissioner of Agriculture.

UNF (Non-Agricultural Use For Cause Investigation) - An investigation conducted by the Department at an establishment that is not involved in the production of an agricultural

commodity in response to a report that pesticides have been misused. In general, these establishments include, but are not limited to right-of-way applicators, aquatic applicators, and golf courses.

Unit Cost - The average total cost of producing a single unit of output - goods and services for a specific agency activity.

Unit Manager - A Florida Forest Service District or Center Manager.

Validity - The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

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

Visitors to Florida Forest Service Lands - The number of people that visit Florida Forest Service Lands from July 1 to June 30 of the next year.

Water Conservation Programs - Programs are designed to improve irrigation system efficiency, facilitate better management of irrigation methods to match crop needs and plan long-term capital improvements to implement new technologies.

Water Policy Assist - A visit to an agricultural operation with the express purpose of enrolling the operation in one or more of the programs that the Office of Agricultural Water Policy provides for the implementation of Best Management Practices (BMPs) adopted by Department rule for the purpose of improving water quality and conservation, or a visit to an

enrolled operation to verify implementation of BMPs.

Web Analytics - The measurement, collection, analysis and reporting of web data.

Weighing and Measuring Devices - Include commercial scales of all sizes from prescription balances up to motor vehicle scales, taximeters, grain moisture meters at grain elevators, tanks on dairies used to measure milk sold to processors, parking meters and other commercial devices used in determining measure in commerce.

Wholesale Terminals - Facilities generally located in ports for storage of large volumes of petroleum fuels destined for further distribution to other wholesale locations or retail gas stations.

Wildfire - Any wild land fire of either natural or man-caused origin that is or has become uncontrolled (e.g., an escaped control burn becomes a wildfire when it is no longer controlled).

Wildfire Reporting System - A computer database residing on the Department of Agriculture and Consumer Services' mainframe computer that stores and processes information related to wildfires responded to by the Division of Forestry.

Wild Land - Any public or private managed or unmanaged forest, urban/interface pasture or range land, recreation lands, or any other land at risk of wildfire.

WPS (Worker Protection Standard Inspection) - An inspection conducted by the Department during an agricultural use inspection/investigation at a farm, forest, nursery, or greenhouse to determine compliance with the Worker Protection Standard. If a farm, forest, nursery, or greenhouse uses a WPS labeled pesticide for the production of agricultural plants within 30 days of having agricultural workers and/or handlers present at the firm, then the firm falls under the scope of WPS.