



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 28, 2018

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201 Capitol  
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of Agriculture and Consumer Services is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2019-20 through Fiscal Year 2023-24. The internet website that provides the link to the LRPP located on the Florida Fiscal Portal is <http://www.freshfromflorida.com/Forms-Publications/Publications>. This submission has been approved by Adam H. Putnam, Commissioner.

Sincerely,

Adam H. Putnam  
Commissioner of Agriculture

# **Long Range Program Plan**

**Fiscal Year 2019-20**

**through**

**Fiscal Year 2023-24**

**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 2019-20	90%
FY 2020-21	90%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%

**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*

Outcome	
<i>Percent of Processed Citrus Inspections Meeting Maturity</i>	
Baseline/ FY 2015-16	98%
FY 2019-20	98%
FY 2020-21	98%
FY 2021-22	98%
FY 2022-23	98%
FY 2023-24	98%

**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>Percent of Fresh From Florida Consumer Exposures Converted to Engagements</i>	
Baseline/ FY 2017-18	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)
FY 2023-24	1% (3.33 million engagements)

**Goal**

*Strengthen Florida agriculture to meet 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 Meet Inspection Requirements</i>	
Baseline/ FY 2018-19	95%
FY 2019-20	95%
FY 2020-21	95%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%

**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 2019-20	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%
FY 2023-24	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 Addressed Within 10 Calendar Days of Being Entered into the Division of Consumer Services' System and Assigned to a Complaint Analyst</i>	
Baseline/ FY 2018-19	85%
FY 2019-20	85%
FY 2020-21	85%
FY 2021-22	85%
FY 2022-23	85%
FY 2023-24	85%

**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 2019-20	99.8%
FY 2020-21	99.8%
FY 2021-22	99.8%
FY 2022-23	99.8%
FY 2023-24	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 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)
FY 2023-24	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 2019-20	99.2%
FY 2020-21	99.2%
FY 2021-22	99.2%
FY 2022-23	99.2%
FY 2023-24	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 2019-20	46%
FY 2020-21	46%
FY 2021-22	46%
FY 2022-23	46%
FY 2023-24	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 2019-20	21%
FY 2020-21	21%
FY 2021-22	21%
FY 2022-23	21%
FY 2023-24	21%

**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*

Outcome	
<i>Field Man-Hours Expended per Animal Inspected</i>	
Baseline/ FY 2016-17	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
FY 2023-24	0.05 hours

**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 Over the FY 2018-2019 Baseline Standard of Pounds of Produce Recovered and Distributed</i>	
Baseline/ FY 2018-19	45,000,000
FY 2019-20	10%
FY 2020-21	10%
FY 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%

**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 2019-20	100%
FY 2020-21	100%
FY 2021-22	100%
FY 2022-23	100%
FY 2023-24	100%

**Goal**

*Exceed expectations in service*

**Service**

*Office of Energy*

**Primary Service Objective**

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

# Trends and Conditions

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## Statutory Responsibilities—The Department’s Role

Rooted in a desire to protect consumers and to support Florida agriculture, the Florida Department of Agriculture and Consumer Services (department) is led by the Commissioner of Agriculture, who is elected statewide. The department was created by Florida Statutes sections 20.14 and 570.01 and has evolved to touch the lives of Florida’s visitors, residents, and businesses on a daily basis. The department promotes the availability of wholesome food (i.e., safe and nutritious), encourages the responsible use of natural resources and protects consumers.

The department encourages the availability of wholesome foods by marketing Florida’s agricultural products across the world (§570.53, F.S.). The department is responsible for protecting the food supply through enforcing food safety standards, grading, and labeling requirements (§500.02 and §570.48, F.S.); as well as, creating, encouraging, and fostering healthy lifestyles by administering effective child nutrition programs for Florida’s students (§595.401–§595.701 F.S.).

As stewards for Florida’s precious natural resources the department responsibly develops and implements energy policies and programs (§377.6015, F.S.); fosters the development of agricultural best management practices (§403.067(7)(c)(2), §373.4595, §570.66, §570.93, §576.045, and §570.93, F.S.); monitors plants (§581.031, F.S.), animals (§570.36, F.S.), and wild land ecosystems (§570.548, F.S.); ensures that feed, seed, pesticides, and fertilizers (§570.44, F.S.) meet applicable standards; designates and monitors shellfish production areas (Ch. 597, F.S.); as well as, provides wildfire control programs (§590.01 and §590.42, F.S.) and forest management assistance (§589.04, F.S.) to other state agencies.

The department protects consumers by verifying that established quality, service, and accuracy standards are met by those offering products or services identified in the following chapters or statutes: Ch. 472, F.S., Ch. 482, F.S., Ch. 487, F.S., Ch. 493, F.S., §501.601–§501.626, F.S., Ch. 507, F.S., Ch. 525, F.S., Ch. 526, F.S., Ch. 527, F.S., Ch. 531, F.S., Ch. 576 F.S., §559.901–§559.9221 and §559.926–§559.939, F.S., and Ch. 616, F.S.

## Trends and Conditions—The External Environment

In this “information age,” the department responds to dynamic 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 the department to make constant course corrections while remaining focused on the department’s core purpose. An acute awareness of market trends and conditions,

coupled with the department’s overarching desire to protect consumers and to support Florida agriculture, has guided the department’s strategic planning, policy implementation and enforcement. The following sections discuss the department’s five-year plan to advance the availability of wholesome food, to encourage responsible use of natural resources and to protect consumers over the next five years.

*Wholesome Food*

***...A desire to protect consumers and support Florida agriculture...***

A substantial portion of the nations' food supply is efficiently produced on domestic farms; however, to bolster the abundant and affordable supply, some products are imported. The dynamic forces of bioterrorism and foodborne illness concerns; international marketplace pest and disease threats; the climate; and small agricultural operators have changed Florida's agricultural industry. To better respond to the evolutionary forces within the industry, the department will continue to shift towards risk-based evaluations that enable a balance between efficiently targeting vulnerable points in the food production, processing and distribution chain and maintaining a cultivation-friendly environment.

Given the considerable amount of information and, oftentimes, misinformation about the safety, healthfulness, and nutritional value of food, the department has an array of nutrition, access, and safety awareness educational opportunities. Believing that nutrition and wellness is a fundamental component of a healthy economy, the department supports local Florida school nutrition program sponsors and local food banks and food recovery initiatives that promote expanded access to fresh fruits and vegetables. Promoting healthy diets, providing food assistance to those in need, marketing Florida agricultural products, and monitoring market conditions are all key to ensuring wholesome food availability for the expanding population.

#### Natural Resources

The natural resource base underpinning Florida's rich food supply and energy opportunities are vital to the state's continued economic health. Moreover, it is essential to protect these resources for future generations.

Therefore, natural resource stewardship requires vigilance, as Florida's natural resource base is vulnerable due to the state's expanding population and tropical, pest-friendly climate.

Florida's economic performance is tethered to the development of new energy technologies and the promotion of energy efficiency. As such, the department strategically plans for Florida's current and future energy needs by refining the state's comprehensive energy policies to meet current and projected production, conservation, use, and efficiency demands.

Florida's growing population increases the demands on agricultural resources and those required to support cultivation. Despite these pressures, current trends generally indicate that total water consumption in Florida has remained flat over the past 25 years thanks to greater conservation by homeowners, firms, and agricultural enterprises. The department, through cost-sharing programs and financial incentives, continues to encourage the implementation of best management practice ("BMP") water use strategies tailored to the unique demands of agricultural enterprises. Future agricultural water conservation programs will concentrate on assisting farmers, ranchers, and forest landowners with maintaining existing BMP systems and exploring ways to make BMP systems cost effective for even more agricultural enterprises throughout the state.

Florida's forests continue to provide clean air and water, recreation, wildlife habitats, as well as, marketable forest products. Population growth and urban encroachment on forested lands creates land fragmentation, which negatively impacts land value and its effectiveness as wildlife habitats. Droughts, severe weather, and invasive pests are

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persistent dangers, which decrease forest habitat and increase the possibility of wildfires. In response to these issues, the department collaborates with others to facilitate the restoration of native forest communities, to reforest and to assist private landowners and local governments with green space, tree canopy and forest management issues.

As the lead agency responsible for managing 37 state forests (covering more than 1.13 million acres of land), the department remains dedicated to wildfire prevention and suppression, to the efficient management of Florida's forest resources for public benefit, and to the generation of multiple-use revenue to reinvest in conservation activities. The department currently faces increasing development in the urban-wildland interface areas; thereby, amplifying the risk of wildfire and lessening the buffer between wildlands and developed lands. To manage the risks created by these conditions, the department continues to deploy personnel to preemptively assess and to alleviate these risks, as well as, to advise the public and local governments on wildfire prevention and mitigation techniques.

Florida's aquatic resources are a rich asset for recreation, food, and personal enjoyment. Aquaculture, the cultivation of aquatic plants and animals, is one of Florida's most diverse agribusinesses, generating products primarily used for food and aquarium purposes. Native aquatic plant farming exemplifies Florida's aquatic diversity and can be used to mitigate 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 agricultural economy. In response, the department will direct its efforts toward risk-

based inspections and aquafarm technical assistance to ensure the product viability.

While most inland Florida seafood and aquaculture industries remain viable, coastal aquaculture, especially in the Gulf of Mexico, continues to recover from the 2010 Deepwater Horizon oil spill and associated public perception challenges related to this environmental accident. However, through sustained and intensified marketing and promotional activities, as well as, seafood testing, the department has helped reverse a 20-year seafood sales decline. The department has been a strong, stabilizing force for the Florida seafood products industry and remains a valuable resource for expanding awareness and market opportunities.

#### Public Protection

Ever-changing technologies and economic conditions significantly impact the department's public protection and safety functions. As technological complexity increases, more skills are required to inspect and to test equipment. One such technological advancement is the widespread use of credit card skimmers to defraud consumers. To combat this problem, the department provides internal training, trains retailers, disseminates information, sponsors industry, government, and law enforcement guest speakers, participates in national discussions on the topic and shares information with other agencies combating this ever-increasing problem. Criminal Investigations regarding the unlawful conveyance of fuel/ counterfeit credit card investigations are on the rise as well.

The department continues to respond proactively to changes in the nation's complex food distribution system and to revisions to federal laws to mitigate risks associated with

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

foodborne illness. In particular, the department implements various cutting-edge imaging, data management, testing and tracking methods at its interdiction stations. One such system tracks certain incoming high-risk products to their destination and creates a database of historical information allowing the department to trace these products in emergency situations. Another system, in use since 2005, monitors vehicles passing through the stations using shipping container and vehicle tag information, allowing the department to identify these container or tag numbers at subsequent stations. By capturing bill of lading information, this imaging technology also ensures that appropriate taxes are paid on cargo entering and leaving the state. To identify the array of diseases (e.g. foodborne, plant-hosted or animal-hosted), trained interdiction officers visually inspect agricultural freight for symptoms or indicators of infestation or infection.

As the department focuses on creating a fair environment for lawful businesses to succeed while removing bad actors, the significant demand for consumer protection services continues to expand. This year, the department worked closely with the legislature to improve hurricane resiliency, to strengthen consumer protections, to broaden statutory license fee waivers for individuals with qualifying military status, to realign state statutes to reflect recently created or updated federal laws and to revise petroleum inspector's authority to enhance skimmer detection and enforcement efforts.

The department's Emergency Coordinating Officer coordinates all emergency responses

(e.g. law enforcement activities, food safety, as well as, animal and agricultural interventions) to zoonotic diseases, mosquitoes, natural disasters and other threats.

In response to hurricane Irma, the department provided 1.4 million USDA meals, 1.3 million liters of water, 4.6 million pounds of ice, 107,437 food packages to families, and 66,600 food boxes to FEMA's Transitional Sheltering Assistance Program. The department also led the State Agricultural Response Team (SART) operations Emergency Support Function (ESF)-17 (Animal Protection), inspected 1,500 gas stations for water in storage tanks, conducted 5,172 food assessments to ensure that spoiled food was disposed of properly, managed fuel purchasing for emergency personnel through its ESF-12 responsibilities (Energy), coordinated the Mosquito Control Incident Response team to apply control substances to over 3 million acres by air and 3,600 miles by truck, and deployed 111 law enforcement officers to assist with search and rescue operations and to provide security. Additionally, the department deployed 496 Florida Forest Service personnel to assist with emergency operations during hurricane season.

The Florida Department of Agriculture and Consumer Services is positioned where the information age intersects the basic needs (the availability of energy, wholesome food, and access to clean air and water) required for all human progress. 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, as well as, the broader economy.

***...The Florida  
Department of  
Agriculture and  
Consumer Services is  
positioned where the  
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intersects the basic  
needs required for all  
human progress...***

## The Department's New and Revised Programs

For the 2019–2020 fiscal year (FY) and beyond, the department remains dedicated to furthering its mission by embracing new responsibilities and by continuing to improve operations. This past legislative session, the department collaborated with elected officials and stakeholders to meaningfully modify its statutory authority, and to comprehensively assess and improve its internal performance with respect to its goals of improving hurricane resiliency, strengthening consumer protections, broadening statutory license fee waivers for individuals with qualifying military status, and realigning state statutes to conform to changes in federal law.

### Hurricane Resiliency

The legislature, through the department's bill, established the SART, which is a multi-agency coordination group consisting of governmental and private entities dedicated to strengthening all-hazard (e.g. animal, agricultural and vector) disaster capabilities through partnerships. Florida SART is designed to support an effective and coordinated incident response for the animal and agricultural sectors in the state of Florida. SART is a codification of the emergency functions the department previously performed prior to the official structure created by the 2018 legislation. Collectively, SART and the Division of Emergency Management are responsible for supporting state response efforts and staffing ESF-17.

The bill also included provisions that extended agricultural property designations for lands

classified as such prior to the 2017 Hurricane Season and an exemption for screened agricultural enclosures from property tax consideration. Both measures will assist Florida producers in their post-hurricane recovery efforts.

### Consumer Protection Efforts

The department, in collaboration with the legislature, enhanced consumer protections by expanding the state's Do Not Call statute, renewing the weights and measures program and modifying the state's security freeze statutes. The legislature broadened the state's Do Not Call statute to explicitly define ringless, direct to voicemail transmissions (technological advancement that allows solicitors to dial directly into voicemails) as telephonic sales calls and to include business entities as a protected group. These amendments ensure that Florida is keeping pace with the rapid technological change taking place in the communications industry and consistently protecting all consumer groups.

The department administered weights and measures program, which ensures that scales used in transactions are accurate, was set to expire; therefore, the bill extended this vital function. The weights and measures program provides all parties with symmetrical price per unit of measure information.

The department worked with other groups to waive all security freeze fees for consumers, except for the lost password fee of \$10 or less. A security freeze allows a consumer to prevent

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individuals from establishing new lines of credit or companies from running one's credit, unless the consumer provides authorization to the credit reporting agency using a PIN of their choice. Prior to the legislative session, Florida consumers wishing to avail themselves of the identity theft protection measure had to pay a \$10 fee with each of the three credit reporting bureaus every time the consumer was to add, to temporarily lift or to permanently remove a credit security freeze.

The department and the legislature revised the statutes pertaining to: seizure of skimming devices; charitable fund record keeping and solicitation; and deceptive advertisements to aid in enforcement efforts. Previously, petroleum inspectors were required to wait at the scene for law enforcement personnel when skimmers were discovered. Since skimmers are a non-emergency call, department personnel frequently waited for hours to turn over the devices. Under the revised law, inspectors will be able to collect these skimmers and send them directly to the Florida Department of Law Enforcement. The amendment will free up inspectors to evaluate more pumps for these theft devices.

Florida's Solicitation of Funds statutes were revised to make it unlawful for entities to comeingle charitably solicited funds and non-charitable funds. Importantly, the statutory changes also explicitly require record keeping that delineates between the two types of funds. Both provisions will enhance the department's ability to audit financial records and to prevent fraud.

The department sought passage of the Government Impostor and Deceptive Advertising Act, which is designed to make it

unlawful to disseminate advertisements that misrepresent their status as official communications from governmental entities. Additionally, this legislation prohibits solicitors from charging for forms that are available for free or at a reduced cost from governmental entities, unless they provide a required disclaimer in a prominent font size.

#### **License Fee Waivers**

The legislature, with input from the department, expanded previous license fee waivers to more of its license categories and to more individuals affiliated with the military. The degree of existing fee waivers varied by license; however, the legislature expanded license fee waivers to include those issued by the Division of Licensing and the Division of Consumer Services.

#### **Statutory Realignments**

The department, with the legislature's support, updated the state's seed law, liquefied petroleum gas laws, and the Packers and Stockyards Act to reflect recent changes to corresponding federal legislation. These changes will provide for more uniform enforcement and decrease regulatory costs.

#### **Business Process Improvements**

The department continues to focus on efficient operations to provide the most cost-effective outcomes. In the past couple of years, the department has invested in technical infrastructure and equipment to provide for more data-driven decisions and to make it easier for individuals to interact with the department. The department has achieved these objectives by merging inspection units to decrease employee commuting time and emphasized staff development and training to enhance the skills

***...The department continues to focus on efficient operations to provide the most cost-effective outcomes...***

of department employees.

As the department embraces its new responsibilities and activities, it continues to

reasonably accommodate the needs of Florida's growing population and agricultural enterprises, while fulfilling its core mission to safeguard the public and to support agriculture.

### The Department's Priorities, Goals, and Objectives

The department's three priorities—increasing the availability of wholesome food, encouraging responsible use of natural resources and protecting consumers—are reflected in our five goals. The departmental goals (in rank order based on its Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis) of strengthening Florida agriculture to meet the needs of the world's growing population; safeguarding the well-being of Florida residents and visitors; managing natural resources to support Florida's quality of life; preventing and responding to pests, disease and disaster; and exceeding expectations in service provide the framework to achieving the mission and to fulfilling statutory obligations. To implement these goals, the department has identified a primary objective and associated key outcome measures for each service it provides. The department staff determined that outcome measures were the best indicator of whether the desired objective or outcome was achieved by a particular service; however, these outcomes 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 achieve the department's top priority of strengthening Florida agriculture to meet the needs of the world's growing population, the department metrics focus on the following three programs: the percentage of inspected shellfish

facilities in significant compliance with permit and food safety regulations; the percentage of inspected processed citrus fruit meeting maturity standards; and the number of leased square feet at state farmers markets.

To instill consumer confidence in Florida-grown and harvested shellfish, to increase the sales of Florida products and to ensure compliance with food safety regulations, the department issues permits to shellfish processing facilities and verifies their compliance with certain shellfish handling regulations.

The best metric for measuring success in achieving these interrelated objectives is the percentage of inspected shellfish facilities in significant compliance with permit and food safety regulations. Based on department resources, historical data, and industry trends, a 90% rate is a reasonable and justifiable standard for the relevant service (Fig 1). Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2018–2019.

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

Baseline/ FY 2014–15	85%
FY 2019–20	90%
FY 2020–21	90%
FY 2021–22	95%
FY 2022–23	95%
FY 2023–24	95%

The department also seeks to provide quality inspection services to Florida’s fruit and vegetable industries. It follows that the best measure for department performance is to ensure all fresh citrus meet minimum required maturity standards for processing.

The division acts as an independent third-party evaluator for citrus processing plants and is compensated for its services. Inspectors collect data to certify the quality and condition of citrus fruit bound for processing (Fig 2). The Department of Citrus’s standards for brix (sugar content), acid and juice content determine maturity and whether the fruit is safe for human consumption.

Historically, 98% of fruit has met or exceeded these standards and the department believes this standard is reasonable and justifiable for the relevant service. Moreover, the department expects these results to remain constant over the five-year projection period. Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/ FY 2015–16	98%
FY 2019–20	98%
FY 2020–21	98%
FY 2021–22	98%
FY 2022–23	98%
FY 2023–24	98%

Once farmers have produced a safe and a quality product, the department assists in marketing Florida agricultural products in national and international markets. Unlike many other agricultural regions in the United States, Florida’s producers harvest their agricultural commodities from October to June; this non-traditional season means that Florida growers must compete with international growers, especially those in the Southern Hemisphere.

Strategically positioning Florida agricultural products in this highly competitive sales environment requires effective marketing and promotional support. Therefore, the department measures its performance based on its ability to convert “Fresh from Florida” marketing campaign exposures to engagements (Fig. 3).

The department targets a conversion rate of 1% from the total estimated “Fresh from Florida” sales/messaging consumer exposures, which number approximately 3.3 million annually (Fig 3). The department expects these results to remain constant over the five-year projection period and believes this standard is reasonable and justifiable for the relevant service.

Most of these consumer exposures occur out of state and in international markets; therefore, Florida agricultural producers receive marketing and intelligence across the globe. By

***...The department  
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and international  
markets...***

establishing a goal that increases the baseline reach of Florida agricultural products, the department aims to establish, to expand and to enhance sales opportunities in both national and international markets. As sales of Florida agricultural products increase, the Florida economy strengthens, resulting in the potential for thousands of new employment opportunities across the state annually.

Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/ FY 2017–18	1% (3.3 million engagements)
FY 2019–20	1% (3.3 million engagements)
FY 2020–21	1% (3.3 million engagements)
FY 2021–22	1% (3.3 million engagements)
FY 2022–23	1% (3.3 million engagements)
FY 2023–24	1% (3.3 million engagements)

**Goal 2: Safeguard the Well-Being of Florida Residents and Visitors**

To evaluate departmental effectiveness in safeguarding the well-being of Florida residents and visitors, the staff measures the percentage of food firms that meet inspection requirements rating; the percentage of re-inspected entities found to be in compliance (where re-inspections are due to initial finding of non-compliance); the percentage of consumer complaints resolved through mediation which result in restitution to consumers; and 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 department strives to reduce the potential for foodborne illnesses associated with food processing, storage, and handling. Critically, disease prevention requires keeping adulterated, misrepresented or hazardous consumables from entering the food supply. Therefore, the department inspects food retail and manufacturing firms (excluding certain low-risk products produced by a cottage food operation protected under the Florida Cottage Food Law) to encourage compliance with food safety practices that mitigate the risks of foodborne illness. The departmental metric for food safety is the percentages of food firms inspected that receive a rating of “met expectations” or above.

To further these regulatory and compliance objectives, the department updated its inspection reporting system (effective May 2017) to enable the public to better understand the results and to more closely align its findings with other state agency inspection systems.

Historical data, existing inspection trends, and current resources indicate a standard of 95% of establishments meet expectations is reasonable and justifiable for the relevant service (Fig 4). Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

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

Baseline/ FY 2018–19	95%
FY 2019–20	95%
FY 2020–21	95%
FY 2021–22	95%
FY 2022–23	95%
FY 2023–24	95%

Safeguarding the residents and visitors of Florida requires the department to monitor regulated entities for a wide range of regulatory compliance issues (e.g. the accuracy of weighing and measuring devices and scanners, responsible handling of potentially harmful substances, etc.). The department's regulatory services are designed to create an environment where lawful businesses can thrive and consumers can feel confident.

The staff achieves these regulatory objectives by increasing protection of consumers and businesses in transactions, by enforcing consumer protection laws and by maintaining accuracy compliance for regulated entities, devices and products. When it comes to potentially harmful chemicals, the department strives to reduce the number of pesticides, pest control, fertilizer, feed and seed products that are unsafe or unlawful, as well as, to decrease the number of pesticide, pest control, fertilizer, feed and seed licensees that act unsafely, unethically or unlawfully.

By determining the percentage of re-inspected entities found to be in compliance, where re-inspections are due to an initial finding of non-compliance, the departmental measure targets the businesses and licensees most likely to be non-compliant and, therefore, focuses

regulatory efforts and resources where they are likely to bear the most results.

Historical data, existing inspection trends and current resources indicate a standard of 90% of establishments meet expectations is reasonable and justifiable for the relevant service (Fig 5). Given that the current consumer protection service evolved from two prior and smaller service entities, the overall scope of activities performed by this functional area is expected to increase. Therefore, the fiscal impacts are not anticipated to change from prior levels; however, the demand for these services is predicted to rise.

Baseline/ FY 2012–13	90%
FY 2019–20	90%
FY 2020–21	90%
FY 2021–22	90%
FY 2022–23	90%
FY 2023–24	90%

By measuring quantifiable results, the department can ascertain the effectiveness of its consumer protection programs and Florida business compliance with consumer protection laws. Therefore, the department tracks the percentage of consumer complaints addressed within 10 calendar days of being entered into the Division of Consumer Services' system and assigned to a complaint analyst.

Based on this background and historical trends, an 85% rating for this outcome is reasonable and justifiable for the relevant service (Fig 6). Given that the current consumer protection service evolved from two prior and smaller service entities, the overall scope of activities

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



performed by this functional area is expected to increase. Therefore, the fiscal impacts are not anticipated to change from prior levels; however, the demand for these services is predicted to rise.

Baseline/ FY 2015–16	85%
FY 2019–20	85%
FY 2020–21	85%
FY 2021–22	85%
FY 2022–23	85%
FY 2023–24	85%

The department's interdiction and enforcement efforts to combat plant and animal pests, as well as, diseases are essential to maintaining the stability of Florida's agricultural economy and to safeguarding Floridians and visitors. The department stations accredited law enforcement officers at interdiction points along Interstate 10, at paved highway crossing points and at other Florida locations to limit the entry of potentially devastating plant and animal pests or diseases.

The most meaningful indicator of whether the objective for this service is being achieved is the percentage of agricultural product carrying vehicles found to be free of potentially devastating plant and animal pests and diseases. The department's law enforcement personnel achieved a 99.9% success rate in FY 2017-2018.

Therefore, for the foreseeable five-year horizon, given current trends and conditions, maintaining this degree of effectiveness is both reasonable and justifiable (Fig. 7).

Baseline/ FY 1998–99	98.0%
FY 2019–20	99.8%
FY 2020–21	99.8%
FY 2021–22	99.8%
FY 2022–23	99.8%
FY 2023–24	99.8%

**Goal 3: Manage Natural Resources to Support Florida's Quality of Life**

The department developed the following three metrics to measure its effectiveness in managing natural resources to support Florida's quality of life: the percentage increase over the FY 10/11 baseline in number of acres enrolled annually in agricultural water policy best management practices (BMP) programs; the percentage of acres of protected forest and wild lands not burned by wildfires; and the forest land as a percentage of Florida land mass.

The department seeks to increase water quality and conservation by improving irrigation efficiency and by reducing the excess nutrient accumulation in the state's groundwater. To measure the effectiveness of these programs, the department tracks the percentage increase in the number of acres enrolled annually in Agricultural Water Policy BMP programs.

Historically, the department has increased enrollment in such programs by two percent over the baseline annually. Therefore, projecting this trend to continue is both reasonable and justifiable over the five-year horizon contemplated by this long-range plan (Fig. 8).

Program demand and the resulting fiscal impact

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

is expected to increase slightly in response to the department's expanded role. However, absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/ FY 2010–11	315,000 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)
FY 2023–24	2% (321,300 acres)

The department seeks to increase the number of acres spared from wildfires through use of a computer system that facilitates such measurement.

Based on historical trends, the department is reasonably confident that 99.2% of protected forest wildlands will not be burned by wildfire and justified this assumption based on its past protection efforts (Fig 9). Weather conditions conducive to wildfires fluctuate and, therefore, demand for this service should stabilize. However, the fiscal impacts will remain elevated as a result of increased equipment needs and fire suppression expenses related to the high operations tempo of departmental firefighting and mitigating activities.

Baseline/ FY 1996–97	99.4%
FY 2019–20	99.2%
FY 2020–21	99.2%
FY 2021–22	99.2%
FY 2022–23	99.2%
FY 2023–24	99.2%

Consistent with its wildfire mitigation efforts, the department seeks to increase the amount of acreage set aside as forest land. Departmental preservation efforts rely on providing technical support to landowners, both public and private, in the management of their forests. The department has been successful in this endeavor with forest land covering between 46% and 48% of Florida's land mass (excluding water bodies) since 2010. The department's goal is to monitor these fluctuations and to promote practices that help maintain forest coverage at or above 46% of Florida's land mass, a target that is both reasonable and justifiable based on historical trends and current conditions (Fig. 10).

Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/FY 2010–11	46%
FY 2019–20	46%
FY 2020–21	46%
FY 2021–22	46%
FY 2022–23	46%
FY 2023–24	46%

Goal 4: Prevent and Respond to Pests, Disease and Disaster

***...Prevent and respond to pests, disease and disaster...***

In the area of preventing and responding to pests, disease and disaster, the department tracks its effectiveness by measuring the percentage change in number of new harmful exotic organisms detected and the field man-hours expended per animal inspected.

The department prevents exotic plants and diseases from being introduced into the state and reduces the number of animals infected or exposed to dangerous transmissible diseases by vigorously testing and inspecting plants and animals. Departmental performance is benchmarked against the rate of increase in the number of such organisms detected annually.

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.

Similarly, the prime measure of determining departmental effectiveness in decreasing the number of animals infected with or exposed to dangerous transmissible diseases is to evaluate the inspection efficiency rate as measured by the percentage change in number of new harmful exotic organism detections per year.

Historical data, existing inspection trends, and current resources indicate a standard of 21% is both reasonable and justifiable for the relevant service (Fig. 11). Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/ FY 2006–07	21%
FY 2019–20	21%
FY 2020–21	21%
FY 2021–22	21%
FY 2022–23	21%
FY 2023–24	21%

Field staff efficiency in conducting animal inspections in a timely manner has remained stable over time. Therefore, historical data, existing inspection trends, and current resources indicate a standard of 0.05 hours (or three minutes) per animal inspected is both a reasonable and a justifiable standard for the relevant service (Fig. 12).

Since Florida's general susceptibility to outbreaks from organisms harmful to plants and animals has increased due to outbreaks related to oriental fruit flies, giant African land snails, citrus greening, zika virus, and screwworm, the demand and fiscal impacts of these programs is projected to increase.

Baseline/ FY 2016–17	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
FY 2023–24	0.05 hours

**Goal 5: Exceed Expectations in Service**

By sampling customer service outcomes across a wide and diverse array of programs (school lunch, energy conservation and licensure), the

***...The Florida  
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department seeks to measure the degree to which it exceeds service expectations. The department selected the following two measures for that purpose: the percentage increase over the FY 18-19 baseline of pounds of produce recovered and distributed and the percentage of grants and financial incentives processed.

Building and strengthening relationships between producers and consumers throughout the world creates a positive business atmosphere for Florida's farmers, while contributing to healthier lifestyle choices for consumers. An example of this synergy is the department's involvement with certain food recovery programs, which provide an opportunity for building these producer-consumer relationships.

The department is responsible for providing training and technical assistance to sponsors of the National School Lunch Program to ensure that Florida programs run in accordance with federal and state law and that the frontline workforce is both knowledgeable and capable of leading this effort. To achieve these objectives, the Division of Food, Nutrition and Wellness emphasizes nutrition and physical activity goals for schools participating in the National School Lunch Program and works with food recovery agencies to ensure that perishable products are not wasted and to increase fresh food availability.

By measuring the percentage increase over the FY 18-19 baseline of pounds of produce recovered and distributed, the department can track its effectiveness in exceeding customer service expectations. Historical data, existing trends, and current resources indicate a standard of 10% is both reasonable and

justifiable for the relevant service (Fig. 13).

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 of Florida student enrollment. The department plans to intensify county training efforts to promote healthier, more wholesome meal choices for Florida students. 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.

Baseline/ FY 2018-19	45,000,000
FY 2019-20	10%
FY 2020-21	10%
FY 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%

Evaluating the effectiveness of programs that encourage responsible use of natural resources is another measure of departmental customer service standards. Departmental efforts promote energy efficiency, conservation, and use and development of renewable energy alternatives. To achieve these objectives, the department offers various grants and financial incentives to local and to county governments, to businesses and to universities.

Measuring the percentage of grants and financial incentives for entities seeking higher energy efficiency and alternative energy sources processed in a timely manner is a means of determining the department's customer service effectiveness. Historical data, existing trends and

***...The department plans to intensify county training efforts to promote healthier, more wholesome meal choices for Florida students...***

current resources indicate that the department should be able to maintain its impressive 100% on time standard across the five-year projection period, a standard that is both reasonable and justifiable for the relevant service (Fig. 14). Maintaining this exceptional level of service ensures that all funds available are being utilized in programs seeking higher energy efficiency and energy independence.

Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2019–2020.

Baseline/ FY 2013–14	100%
FY 2019–20	100%
FY 2020–21	100%
FY 2021–22	100%
FY 2022–23	100%
FY 2023–24	100%

The department will continue to focus on

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

streamlining its functions through legislative and policy changes that repeal outdated programs, consolidate existing services and enhance programs to continue to add to the quality of life in Florida.

***...The Florida Department of Agriculture and Consumer Services is committed to achieving its mission and statutory mandates...***

### Task Forces, Studies, and Related Activities

Public involvement is vital to a dynamic, successful democracy. The department, through its varied programs, provides numerous opportunities for the public to participate in the department’s functions. Public participation presents the department with valuable insights and information to 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 FY 2017–2018, the following councils, committees, and task forces were “in progress” in the department:

**Agricultural Economic Development**

- Florida State Fair Authority
- Florida Agriculture Center and Horse Park Authority
- Florida 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 2018/19 Approved Performance Measure	FY 17/18 Approved Standard	FY 17/18 Actual Performance	FY 18/19 Approved Standard	FY 19/20 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%	99.9%	99.9%	99.9%
Number of Law Enforcement Investigations Initiated	880	708	880	880
Number of Complaints Investigated upon Referral from the Division of Consumer Services	2,489	2,693	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	\$10,447,042	\$12,478,348	\$12,478,348
Number of Vehicles Inspected at Agricultural Interdiction Stations	9,143,311	10,700,170	9,143,311	9,143,311
Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities	1,607,642	1,890,762	1,607,642	1,607,642
Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	66,544	58,163	66,544	66,544
Number of Investigations Performed (Security, Investigative, Recovery Complaint and Agency-generated Investigations)	1,550	2,995	1,550	1,550
Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	3,000	2,075	1,900	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*

*(Department Number 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*



<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage Increase over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2%	58%	2%	2%
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	175,000	332,616	175,000	175,000
Number of Water Policy Assists Provided to Agricultural Interests	480	1,856	2,100	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	166,067	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 Billion	7.6 Billion	Measure Deleted Effective FY 18-19	Measure Deleted Effective FY 18-19
Number of Irrigation System Evaluations Performed for Agricultural Producers by Participating Mobile Irrigation Labs (MIL) During the Fiscal Year	New Measure Effective FY 18-19	New Measure Effective FY 18-19	1,250	1,250

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

*Increase agricultural water quality and conservation*

FY 2018/19 Approved Performance Measure	FY 17/18 Approved Standard	FY 17/18 Actual Performance	FY 18/19 Approved Standard	FY 19/20 Requested Standard
Administrative Cost as a Percent of Total Agency Costs	1.26%	1.05%	1.26%	1.26%
Administrative Positions as a Percent of Total Agency Positions	5.03%	5.10%	5.03%	5.03%

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

FY 2018/19 Approved Performance Measure	FY 17/18 Approved Standard	FY 17/18 Actual Performance	FY 18/19 Approved Standard	FY 19/20 Requested Standard
Percentage of Private Security, Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Receipt of a Complete Application	96%	98.7%	98%	98%
Number of Administrative Actions Generated	15,000	39,566	15,000	15,000
Number of New and Renewal Concealed Weapon/Firearm Licenses Issued	245,000	351,436	245,000	245,000
Number of New and Renewal Security, Investigative, and Recovery Licenses Issued	84,000	89,580	84,000	84,000
Average Wait Time of Calls Answered by Public Inquiry Section	2:30 min.	1:41 min.	2:30 min.	2:30 min.

**Service/Budget Entity**

*Division of Licensing  
(Code: 42010400)*

**Program**

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

**Department**

*Agriculture and Consumer Services  
(Department Number 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*

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage of Grants and Financial Incentive Awards Processed	100%	100%	100%	100%
Number of Grants and Financial Incentives Processed	350	60	350	350
Number of Natural Gas Fuel Fleet Vehicle Rebates Processed	300	0	Measure Deleted Effective FY 18-19	Measure Deleted Effective FY 18-19
Page Views of the Florida Energy Clearinghouse	15,000	79,642	15,000	15,000

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
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	99.0%	99.6%	99.2%	99.2%
Percentage of Acres of Florida Forest Service Lands Managed by the Department	New Measure Effective FY 18-19	New Measure Effective FY 18-19	100%	100%
Number of Acres of Florida Forest Service Lands Managed by the Department	1,136,200	1,149,383	Measure Deleted Effective FY 18-19	Measure Deleted Effective FY 18-19
Number of Hours Spent Providing Forest-Related Technical Assists to Non-Industrial Private Landowners	40,000	59,033	40,000	40,000
Number of Hours Spent Providing Forest-Related Technical Assists to Public Land Management Agencies	16,000	17,561	16,000	16,000
Number of Visitors to Florida Forest Service Lands	1,200,000	2,399,945	2,100,000	2,100,000
Number of Wildfires Caused by Humans	3,000	1,806	3,000	3,000
Number of Wildfires Suppressed	3,800	2,075	3,800	3,800
Number of Acres Authorized to Be Burned Through Prescribed Burning	2,100,000	2,580,415	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	45,564	3,000	3,000

**Service/Budget Entity**

Florida Forest Service  
(Code: 42110400)

**Program**

Forest and Resource Protection  
(Code: 42110000)

**Department**

Agriculture and Consumer Services  
(Department Number 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

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage of OATS Service Desk Tickets Addressed within One Business Day	90%	94%	90%	90%
Total Number of Help Tickets Received by the Service Desk	38,000	40,216	38,000	38,000

**Service/Budget Entity**

*Office of Agriculture Technology Services*

*(Code: 42120100)*

**Program**

*Agriculture Management Information Center*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

FY 2018/19 Approved Performance Measure	FY 17/18 Approved Standard	FY 17/18 Actual Performance	FY 18/19 Approved Standard	FY 19/20 Requested Standard
Percentage of Food Firms That Receive a "Pass" Rating	90%	96.4%	Measure Modified Effective FY 18-19	Measure Modified Effective FY 18-19
Percentage of Food Firms That Receive a "Met Expectations" Rating	Measure Modified Effective FY 18-19	Measure Modified Effective FY 18-19	90%	Measure Modified Effective FY 19-20
Number of Inspections of Food Establishments and Water Vending Machines	70,500	31,884	70,500	Measure Modified Effective FY 19-20
Number of Food Analyses Conducted	43,955	34,165	43,955	Measure Modified Effective FY 19-20
Number of Chemical Residue Analyses Conducted	218,880	861,891	218,880	Measure Deleted Effective FY 19-20
Number of Analyses Conducted on Florida Milk Regulatory Program Samples	42,000	20,307	42,000	Measure Modified Effective FY 19-20
Number of Dairy Establishment Inspections	1,550	1,689	Measure Deleted Effective FY 18-19	1,550
Percentage of Dairy Establishments That Are in Compliance	New Measure Effective FY 19-20	New Measure Effective FY 19-20	New Measure Effective FY 19-20	96%
Number of Dairy Samples Collected for Analysis	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	6,500
Number of Food Firm Inspections	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	43,000
Percentage of Food Firms That Meet Inspection Requirements	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	95%
Number of Food Samples Collected for Analysis	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	10,000

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service Objective**

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

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage of Re-Inspected Entities Found to be in Compliance, Where Re-Inspections Are Due to Initial Finding of Non-Compliance	90%	90%	90%	90%
Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	11,560	13,582	11,560	11,560
Number of Pesticide Products Registered	13,335	16,407	13,335	13,335
Number of Pest Control Businesses and Applicators Licensed	49,946	52,285	49,946	49,946

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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*



<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage of Consumer Complaints Addressed Within 10 Calendar Days of Being Entered into the Division of Consumer Services' System and Assigned to a Complaint Analyst	35%	17.4%	35%	85%
Number of Assists Provided to Consumers by the Call Center	318,350	473,711	318,350	318,350
Number of Regulated Entities Registered by the Division of Consumer Services	114,000	129,015	114,000	114,000
Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	450,000	716,296	450,000	450,000

**Service/Budget Entity**

*Consumer Protection  
(Code: 42160200)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percent of Processed Citrus Inspections Meeting Maturity	98%	99.9%	98%	98%
Number of Audits of Farms and Packinghouses Completed Annually	225	231	225	225
Number of Tons of Fruits and Vegetables Inspected	4,500,000	2,858,179	4,500,000	4,000,000

**Service/Budget Entity**

*Fruit and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percent Variation from Target Number of Buyers/Consumers Reached with Agricultural Promotion Campaign Messages	5%	41%	Measure Deleted Effective FY 18-19	Measure Deleted Effective FY 18-19
Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets	\$526 million	\$413,964,639	\$276 million	\$276 million
Number of Buyers Reached with Agricultural Promotion Campaign Messages	50 million	70,394,602	Measure Deleted Effective FY 18-19	Measure Deleted Effective FY 18-19
Number of Marketing Assists Provided to Producers and Businesses	500,000	287,376	500,000	500,000
Number of Leased Square Feet at State Farmers' Markets	1,675,000	1,860,000	1,675,000	1,675,000
Amount of Sales Reported by Participants at Domestic and International Trade Events	New Measure Effective FY 18-19	New Measure Effective FY 18-19	\$75 million	\$75 million
Number of Fresh From Florida Consumer Exposures Converted to Engagements	New Measure Effective FY 18-19	New Measure Effective FY 18-19	3.33 million	3.33 million
Percent of Fresh From Florida Consumer Exposures Converted to Engagements	New Measure Effective FY 18-19	New Measure Effective FY 18-19	1%	1%

**Service/Budget Entity**

*Agricultural Products Marketing  
(Code: 42170200)*

**Program**

*Agricultural Economic Development  
(Code: 42170000)*

**Department**

*Agriculture and Consumer Services  
(Department Number 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*

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	85%	97%	85%	90%
Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	379	1,354	758	758
Number of Acres Tested	1,444,489	1,352,798	1,444,489	1,323,906
Number of Submerged Land Leases	665	712	665	665
Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	17,300	98,201	17,300	17,300
Number of Aquaculture Certifications Issued to First Time Applicants or Renewed	959	1,075	959	959

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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*

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Field Man Hours Expended per Animal Inspected	New Measure Effective FY 18-19	New Measure Effective FY 18-19	0.05	0.05
Number of Animal Site Inspections Performed	14,238	12,384	14,238	14,238
Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	80,000	76,078	80,000	80,000
Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	179	194	179	179
Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	7,954	12,936	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  
(Department Number 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*

<b>FY 2018/19 Approved Performance Measure</b>	<b>FY 17/18 Approved Standard</b>	<b>FY 17/18 Actual Performance</b>	<b>FY 18/19 Approved Standard</b>	<b>FY 19/20 Requested Standard</b>
Percentage Change in Number of New Harmful Exotic Organism Detections	21%	33%	21%	21%
Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed	800,000	961,031	800,000	800,000
Number of Commercial Citrus Acres Surveyed for Citrus Diseases	150,000	210,996	150,000	150,000
Number of Sterile Med Flies Released	3.75 B	4.14 B	3.75 B	3.75 B
Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	300,000	596,981	300,000	300,000
Number of Cartons of Fruit Certified as Fly-Free for Export	3,000,000	896,590	3,000,000	1,000,000

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 2018/19 Approved Performance Measure	FY 17/18 Approved Standard	FY 17/18 Actual Performance	FY 18/19 Approved Standard	FY 19/20 Requested Standard
Percentage Increase of Florida Schools Certified HUSSC over the Prior Fiscal Year	15%	60%	15%	Measure Deleted Effective FY 19-20
Percentage Increase over the FY 2018-2019 Baseline Standard of Pounds of Produce Recovered and Distributed	New Measure Effective FY 19-20	New Measure Effective FY 19-20	New Measure Effective FY 19-20	10%
Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	22,534	16,390	22,534	22,534
Pounds of Food Recovered and Distributed	70,000,000	76,071,932	45,000,000	Measure Modified Effective FY 18-19
Pounds of Produce Recovered and Distributed	Measure Modified Effective FY 18-19	Measure Modified Effective FY 18-19	45,000,000	45,000,000
Total Number of Meals Provided to Children in the Summer Food Service Program	15,000,000	15,220,868	15,000,000	15,000,000

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

# Exhibit III

## Assessment of Performance for Approved Performance Measures

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**Performance Measure Number 2**

**Number of Law Enforcement Investigations Initiated**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
880	708	-172	-19.5%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Change in Investigation Complexity	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:  The Bureau is working fewer and more complex investigations, which has increased the number of arrests by 74% in FY 16-17 and 11% in FY 17-18 when compared to the preceeding year. Investigating and collecting sufficient evidence to arrest an individual requires significantly more time than an administrative action and, therefore, is not indicative of decreased departmental performance.	Explanation:  N/A

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Monitor Statistics
Recommendations:  The strategic revisions may mean that tracking arrests would be a more appropriate standard of departmental performance. The department will continue to assess the efficacy of both directives.	

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$12,478,348	\$10,447,042	-\$2,031,306	-16.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: During and immediately following Hurricane Irma, many transportation restrictions were suspended to enable people, animals, and products to flow expeditiously across the state. As a result of emergency efforts and rules, the department did not perform typical bill of lading operations during and immediately following the storm, meaning that there was a reduced revenue and bill collection period. Given the widespread impacts, it is likely that greater than average trucking activities occurred during the temporary suspension. Meeting the standard would require the department to collect approximately 1,280 bills per week; however, actual bill of lading collections trail the standard by only 16 bills per week after adjusting for the shortened collection period.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Natural Disaster
Recommendations: Hurricane Irma was unprecedented in its nearly statewide impact, and the department is unable to predict with any certainty if a storm of this magnitude will impact its operations in the near future. Therefore, the department cannot plan for this operational challenge other than to be ready to use its sworn law enforcement officers to assist residents and visitors during and after storms.	

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
66,544	58,163	-8,381	-12.6%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: During and immediately following Hurricane Irma, many transportation restrictions were suspended to enable people, animals, and products to flow expeditiously across the state. As a result of emergency efforts and rules, the department did not perform typical bill of lading operations during and immediately following the storm, meaning that there was a reduced collection period. Given the widespread impacts, it is likely that greater than average trucking activities occurred during the temporary suspension. Meeting the standard would require the department to collect approximately 1,280 bills per week; however, actual bill of lading collections trail the standard by only 16 bills per week after adjusting for the shortened collection period.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Natural Disaster
Recommendations: Hurricane Irma was unprecedented in its nearly statewide impact, and the department is unable to predict with any certainty if a storm of this magnitude will impact its operations in the near future. Therefore, the division cannot plan for this operational challenge other than to be ready to use its sworn law enforcement officers to assist residents and visitors during and after storms.	

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,000	2,075	-925	-30.8%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Operational Revisions	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
<p>Explanation:</p> <p>This activity moved to the Office of Agricultural Law Enforcement effective July 1, 2016 at which time new agencies went through a comprehensive review process. Additionally, new applicants are reviewed at the time of application eliminating the need for a second repetitive review during the first year. Since the new agencies just went through a comprehensive vetting process, the department no longer requires compliance inspections on all newly licensed agencies. The policy change has considerably reduced the number of inspections and allowed the division to focus on other inspection activities.</p>	<p>Explanation:</p> <p>N/A</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Modified Standard
<p>Recommendations:</p> <p>Due to the policy revision, the department revised the standard to align with its current operations effective for FY 18-19.</p>	

**Service/Budget Entity**

Agricultural Law Enforcement

(Code: 42010100)

**Program**

Office of the Commissioner and Division of Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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 16**

**Administrative Positions as a Percent of Total Agency Positions**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5.03%	5.10%	.07%	1.39%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input checked="" type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
<p>Explanation:</p> <p>The department continues to effectively use taxpayer's funds by centralizing operations in the Division of Administration to streamline the agency's processes. Construction management staff have been transferred and additional grant managers and construction staff have been added to the Division of Administration. As the department continues to receive additional federal funds, grant management staffing levels have risen in conjunction with the additional oversight activities. Construction staff transfers, position reductions, and additional grant managers have shifted the budget distribution causing the Division of Administration to slightly exceed the standard. Importantly, staff transfers do not represent a change in total agency expenditures.</p>	<p>Explanation:</p> <p>Legislatively authorized pay raises have shifted the concentration of funds by division. Divisions with more full time equivalent employees and/or with a higher concentration of earners under \$40,000.00 experienced a greater overall increase in their salary and benefits budgets.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Strategic Business Portfolio Assessment
<p>Recommendations:</p> <p>The department will continue to strategically assess its footprint to provide the best and the most cost effective outcomes for Florida's resident and consumers.</p>	

**Service/Budget Entity**

*Executive Direction and Support Services*

(Code: 42010300)

**Program**

*Office of the Commissioner and Administration*

(Code: 42010000)

**Department**

*Agriculture and Consumer Services*

(Department Number 42)

**Performance Measure Number 23**

**Number of Grants and Financial Incentives Processed**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
350	60	-290	-82.9%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input checked="" type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: Funding was not appropriated to the Natural Gas Fuel Fleet Rebate program during fiscal year 17-18, the final year of the program, which is a primary driver for the number of financial awards processed.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training <input type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input checked="" type="checkbox"/> Other (Identify): Identify Alternative Source of Funding
Recommendations: The department will continue to evaluate grant opportunities and will adjust the performance measure accordingly in the future.	

**Service/Budget Entity**

Office of Energy

(Code: 42010600)

**Program**

Office of the Commissioner and Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Exceed Expectation in Service

**Primary Service Objective**

Increase annual energy savings through conservation, and renewable energy sources

**Performance Measure Number 26**

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

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
300	0	-300	-100%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input checked="" type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: The Natural Gas Fuel Fleet Rebate program was not funded during fiscal year 17-18 and, therefore, no funds were available for distribution.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Delete Measure
Recommendations: The measure will not be included in next year's report and has been approved for deletion effective fiscal year 18-19.	

**Service/Budget Entity**

Office of Energy

(Code: 42010600)

**Program**

Office of the Commissioner and Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

Increase annual energy savings through conservation, and renewable energy sources

**Performance Measure Number 32**

**Number of Wildfires Suppressed**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,800	2,075	1,725	-45.4%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): External Factors Significantly Impact Outcomes
Explanation: N/A	Explanation: The department uses the measure to track its extinguishing activities; however, environmental factors such as ground moisture levels and human factors like accidental ignitions are not directly controlled by the department and greatly affect outcomes. The department continues to provide information to reduce wildfires and prepares lands to lessen the impact of fires if they occur.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training <input type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input checked="" type="checkbox"/> Other (Identify): External Factors Significantly Impact Outcomes
Recommendations: The department will continue to prepare lands to reduce the severity of fires and to educate the public on best practices to avoid accidental ignition to reduce wildfire prevalence. Given the plurality of external factors, the department is unsure how many wildfires it will extinguish every year and cannot greatly control outcomes.	

**Service/Budget Entity**

Florida Forest Service

(Code: 42110400)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Department Number 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 41**

**Number of Inspections of Food Establishments and Water Vending Machines**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
70,500	31,884	-38,616	-54.8%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Risk-Based Evaluation Approach	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
<p>Explanation:</p> <p>The division's conversion to a risk-based approach has decreased the number of inspections conducted. This more targeted approach allows the department to obtain similar results and leads to more efficient management of laboratory output. Employee retention issues and revised federal training requirements have impacted the department's inspection capabilities. Retention issues persist because of an increasingly competitive employment market. Changes at the federal level required the department to increase the number of training and auditing hours while staffing remained relatively flat thereby decreasing the average number of inspections performed by each employee.</p>	<p>Explanation:</p> <p>N/A</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
<p>Recommendations:</p> <p>Increasing inspector specialization will reduce the total number of training hours and allow the department to inspect more facilities.</p>	

**Service/Budget Entity**

Food Safety Inspection and Enforcement

(Code: 42150200)

**Program**

Food Safety and Quality

(Code: 42150000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida's Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 42**

**Number of Food Analyses Conducted**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
43,955	34,165	-9,790	-22.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input checked="" type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Risk-Based Evaluation Approach and Dairy Testing Program Revisions	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input checked="" type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
<p>Explanation:</p> <p>The division's conversion to a risk-based approach has decreased the number of analyses conducted. This more targeted approach allows the department to obtain similar results and leads to more efficient management of laboratory output. The following other internal factors decreased the total number of analyses conducted: 1) turnover in analytical staff positions, 2) increased training due to increased turnover, 3) transition of the Central Dairy Laboratory from Winter Haven to Tallahassee in 2017, and 4) a temporary reduction of samples submitted to the laboratory for testing. While the actual performance measure improved from the previous fiscal year, all of these factors reduced the total number of analyses conducted.</p>	<p>Explanation:</p> <p>The transition of the Central Dairy Laboratory from Winter Haven to Tallahassee in 2017 significantly impacted the Food Safety Laboratory Information Management System (FSLIMS). Additional fields, reports, and procedures were required to support the data needed and to maintain the Dairy Program. These required changes to FSLIMS consumed significant resources by requiring staff to identify the necessary changes and to implement the new procedures.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input checked="" type="checkbox"/> Training	<input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
<p>Recommendations:</p> <p>Management will fill position vacancies and continue to create efficiencies with the samplers and inspectors to increase productivity. Most of the changes needed in FSLIMS to accommodate the Central Dairy Laboratory reporting have been completed and should not be a factor in the next fiscal year.</p>	

**Service/Budget Entity**

Food Safety Inspection and Enforcement

(Code: 42150200)

**Program**

Food Safety and Quality

(Code: 42150000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida's Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 43**

**Number of Analyses Conducted on Florida Milk Regulatory Program Samples**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
42,000	20,307	-21,693	-51.7%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Change in Testing Focus	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Minor Fluctuations
Explanation:  Laboratory tests that were not required by the Pasteurized Milk Ordinance were eliminated during this evaluation period.	Explanation:  The dairy industry continues to consolidate lessening the number of establishments and the number of samples collected.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Standard and Measure Revision
Recommendations:  The department requested changes to its performance measures and standards to reflect the revised approach.	

**Service/Budget Entity**

Food Safety Inspection and Enforcement

(Code: 42150200)

**Program**

Food Safety and Quality

(Code: 42150000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida's Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 47**

**Percentage of Consumer Complaints Resolved Through Mediation Which Result in Restitution to Consumers**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
35%	17.4%	-17.6%	-50.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Level of Authority	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: The division has intermediary and not arbitrary authority; therefore, the division is only able to strongly encourage compliance, unless they are licensed by the department. Because of the operating environment, the department has requested to modify the measure in its budget amendment request.	Explanation: N/A

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Measure Modification
Recommendations: The department requested to modify this measure effective FY 19-20.	

**Service/Budget Entity**

Consumer Protection

(Code: 42160200)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 54**

**Number of Tons of Fruits and Vegetables Inspected**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,500,000	2,858,179	-1,641,821	-36.5%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Disease / Weather / Markets
Explanation: N/A	Explanation: Citrus production continues to decline, as the industry battles citrus greening and other diseases. This past growing season, Hurricane Irma brought destruction and devastation to all agricultural commodities, including citrus, which historically makes up 85% to 90% of the total number of tons of fruits and vegetables inspected. Additionally, market volatility, and continued agricultural acreage decline negatively impacted the volume of fruit and vegetables grown; thereby, decreasing the tonnage requiring inspection.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Measure Modification
Recommendations: This measure's standard has been requested to be modified to 4,000,000 effective fiscal year 19-20.	

**Service/Budget Entity**

*Fruit and Vegetable Inspection and Enforcement*

(Code: 42170100)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Department Number 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 55**

**Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$526 million	\$413,964,639	-\$112,035,361	-21.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input checked="" type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: During fiscal year 17-18, Hurricane Irma and product availability significantly disrupted planned marketing operations. Strategic Development estimated that Florida farmers lost more than \$250 million. The department's Chief Economist estimates were even higher. Suppliers and retail buyers were unsure when Florida products would re-enter the marketplace allowing Florida's primary competitor to gain greater market share and to saturate the market.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify):
Recommendations: Natural causes such as hurricanes are out of our control and there are no recommendations to account for or to offset them. Regarding the intrusion of imports that supplanted what normally would have been Florida product, it is imperative that department remain vigilant in monitoring federal trade regulations to ensure they do not unfairly impact Florida growers.	

**Service/Budget Entity**

*Agricultural Products Marketing*

(Code: 42170200)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Department Number 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 Marketing Assists Provided to Producers and Businesses**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
500,000	287,376	212,624	-43%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input checked="" type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	Explanation: During fiscal year 17-18, Hurricane Irma destroyed vast amounts of crops, which interrupted the supply chain. Limited product availability prevented the division from providing the typical number of assists; in all, roughly 45 percent the department's promotional and sales windows for fiscal year 17-18 were impacted. Strategic Development estimated that more than \$250 million in losses occurred for Florida farmers and the Department's Chief Economist estimates were even higher. Combined, these two events severely restricted our marketing and promotional operations and our ability to reach our 500,000 assists standard.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify):
Recommendations: Natural causes such as hurricanes are out of our control and there are no recommendations to account for or to offset them. Regarding the intrusion of imports that supplanted what normally would have been Florida product, it is imperative that department remain vigilant in monitoring federal trade regulations to ensure they do not unfairly impact Florida growers.	

**Service/Budget Entity**

Agricultural Products Marketing

(Code: 42170200)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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 63**

**Number of Acres Tested**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,444,489	1,352,798	-91,691	-6.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Reclassified Areas
Explanation: N/A	Explanation: Shellfish Harvesting Areas were reclassified after the approved standard lead to an increase in acreage. Importantly, the department still tested the same percentage of acres.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify):
Recommendations: The department will continue to update the figure when acreage changes to provide accurate figures.	

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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 68**

**Number of Animal Site Inspections Performed**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
14,238	12,384	-1,854	-13%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input checked="" type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
<p>Explanation:</p> <p>Hurricane Irma impacted nearly all corners of Florida and devastated the state's agriculture. The division's staff serve the state's Emergency Operation Center (EOC) and lead Emergency Support Function 17 (ESF-17). The division had to focus its efforts on Hurricane response and recovery, which impacted ordinary operations. The magnitude of the emergency response is indicated by the number of employee hours spent on animal and agricultural emergency activities, which was almost twice the expectation.</p>	<p>Explanation:</p> <p>Hurricane Irma's path through the center of the state, devastated Florida's agriculture. The Division of Animal Industry is required by statute to lead the ESF-17 for the State Emergency Operations Center. Although it was difficult to continue operations, the division was able to perform many of the routine functions and inspections throughout the state.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Continued Preparation
<p>Recommendations:</p> <p>One of the functions of the division is emergency response, which often takes considerable resources. The department will continue to perform normal operations and to protect the public, including during natural disasters.</p>	

**Service/Budget Entity**

*Animal Pest and Disease Control*

(Code: 42170500)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Department Number 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 69**

**Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80,000	76,078	3,922	-4.9%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Lean Processes	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Disease Prevalence Reduction
<p>Explanation:</p> <p>The Bronson Animal Disease Diagnostic Laboratory (BADDL) has implemented several lean processes to improve testing efficiency. The laboratory has moved from individual testing on some samples to pooled testing (testing multiple submissions in one test) and has also purchased better technology to improve diagnostics. With the implementation of the lean processes, revenue generated at the BADDL has increased by greater than 19 percent in the past fiscal year.</p>	<p>Explanation:</p> <p>In addition to improving efficiency, suspect animal diseases were not as prevalent this fiscal year. For example, in 2016 the Zika Virus was detected in South Florida, and the laboratory tested more than 78,000 mosquitoes. Zika testing submissions dropped by more than 1,000 because of prevalence reduction.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Additional Process and Product Improvements
<p>Recommendations:</p> <p>The BADDL will continue to improve processes, to create efficiencies and to expand the testing products offered to the animal industry.</p>	

**Service/Budget Entity**

Animal Pest and Disease Control

(Code: 42170500)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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 77**

**Number of Cartons of Fruit Certified as Fly-Free for Export**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,000,000	896,590	-2,103,410	70.1%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input checked="" type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation: N/A	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. In addition, the citrus industry was significantly impacted by hurricane damage during the past year.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Standard Modification
Recommendations: The department requested a modification of the standard to 1,000,000 to reflect fresh fruit yields in Florida.	

**Service/Budget Entity**

*Plant Pest and Disease Control*

(Code: 42170600)

**Program**

*Agricultural Economic Development*

(Code: 42170000)

**Department**

*Agriculture and Consumer Services*

(Department Number 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 79**

**Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22,534	16,390	-6,144	-27.3%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): New Contract	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:  The Division of Food, Nutrition and Wellness executed a new contract with a vendor for onsite training services. To increase knowledge retention and to provide more effective and hands-on training, courses were limited to 40 participants at most. Previously, large auditorium style presentations were conducted, which were deemed less effective.	Explanation:  N/A

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input checked="" type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations:  For fiscal year 18-19, the division is increasing training opportunities at both the staff and director levels using onsite and digital (relaunching on a new platform in January) training options in all program areas. Training activities will now be tracked at the bureau level, as well as, the division level. Based on the revision, the division expects to meet or exceed its performance measure for fiscal year 18-19.	

**Service/Budget Entity**

Food, Nutrition and Wellness

(Code: 42170700)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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 in accordance with federal and state laws

# 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**

<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**

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

Inspection counts are determined in the following manner:

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

Interstate stations prepare agricultural inspection reports for each vehicle they inspect that contains regulated commodities. A manual count is conducted daily and these 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. The results of the count are then multiplied by the number of days in the month and entered in the automated Truck Summary Report. PrePass trucks are counted by the automated PrePass system. At the end of the reporting period, PrePass queries the PrePass system and generates a PrePass report, which indicates the number of PrePass 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. 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 2017-18 actual performance of this measure.

**Validity**

This measure reflects agricultural interdiction station workload 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). 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 Office of Agricultural Law Enforcement's performance. 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 and inspection process.

**Reliability**

The department continues to utilize automated infrastructure to replace the manual and the production simulation methodologies used to calculate a portion of the total. The current procedures are based on existing capabilities and closely approximate the actual number; however, different estimation methodology may yield slightly different results.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 2**

**Number of Law Enforcement Investigations Initiated**

**ACTION**

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

**Data Sources and Methodology**

The number of investigations conducted and/or actions taken are collected and maintained by law enforcement investigators assigned to the Bureau of Investigative Services of the Office of Agricultural Law Enforcement.

The bureau provides both civil and criminal investigative support to all divisions of the department and works closely with local, state, and federal agencies on issues where the department has jurisdiction. .

General categories of events documented and incidents investigated include: animal and/or livestock related, bomb threat and/or destructive devices, Burglary and/or Trespass, Interdiction Station bypassing , dignitary and/or protective operations, drug and/or 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 (ACIS). The system automatically assigns a case number and enables us to track our progress. Information regarding an investigation or action is entered into ACIS, 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 ACIS, which provides the number of cases opened during the reporting period.

This methodology was used to compile the FY 2017-18 actual performance of this measure. 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 five Law Enforcement Lieutenants, two 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 ACIS Case Management System. Information is data which is input by investigating officers. Once a case is closed, the information remains static. The system allows for a variety of reports to be run to include actual investigative reports, analysis reports, persons and property reports. Due to the varying types of reports which can be provided, the same type of report must be requested in order to duplicate information on the original report.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 3**

**Number of Complaints Investigated Upon Referral from the Division of Consumer Services**

**ACTION**

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

**Data Sources and Methodology**

The data 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.

**Reliability**

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

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

<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**

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 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 2017-18 actual performance of this measure.

**Validity**

The number of bills of lading, regardless of 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 also available through the imaging software system.

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 one 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 two factors: 1) the number of bills captured and transmitted; and 2) the tax dollars collected as a result of the captured documents.

Since the revenue tabulations are performed by the Department of Revenue, the department must rely on the accuracy of their processes.

**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 work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that may 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 \$281,495,000 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.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 5**

**Number of Vehicles Inspected at Agricultural Interdiction Stations**

**ACTION**

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

**Data Sources and Methodology**

The 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.

PrePass trucks are counted by the automated PrePass system. At the end of the reporting period, PrePass queries the PrePass system and generates a PrePass report at a glance, which indicates the number of PrePass 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 2017-18 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). 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 department continues to utilize automated infrastructure to replace the manual and the production simulation methodologies used to calculate a portion of the total. The current procedures are based on existing capabilities and closely approximate the actual number; however, different estimation methodology may yield slightly different results.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 6**

**Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities**

**ACTION**

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

**Data Sources and Methodology**

The 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.

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 2017-18 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 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). 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 Office of Agricultural Law Enforcement. 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 department continues to utilize automated infrastructure to replace the manual and the production simulation methodologies used to calculate a portion of the total. The current procedures are based on existing capabilities and closely approximate the actual number; however, different estimation methodology may yield slightly different results.

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

<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**

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 significantly 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 2017-18 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 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 provides 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 workforce costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that may 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 \$281,495,000 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*

*(Department Number 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 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

**Data Sources and Methodology**

Case totals for investigations performed by the Office of Agricultural Law Enforcement Bureau of Investigative Services Regulatory Investigations Section (RIS) are maintained by the DOL. DOL Information Technology (IT) staff generates and supplies a report of the weekly and monthly investigative case totals to the Office of Agricultural Law Enforcement.

Cases are initiated by both DOL staff and RIS investigators who enter case information into the DOL Case Tracking and Reporting System which then produces a case package in the Oracle Imaging and Process Management System where investigators prepare and store their casework documents for later submission to a supervisor for review. This data is stored in an Oracle RDB database named *Licensing*. A computer program is executed weekly and monthly by the DOL IT staff who extracts 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 a workload indicator. Validity of this measure is high because the case process by which an inspection is opened, closed, tracked, and stored is accurately captured within the DOL maintained CTR and IPM databases.

**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 18-19* 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*

*(Department Number 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**

<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**

Case totals for inspections performed by the Office of Agricultural Law Enforcement Bureau of Investigative Services Regulatory Investigations Section (RIS) is maintained by the DOL. DOL Information Technology (IT) staff generates and supplies a report of the weekly and monthly inspection case totals to the Office of Agricultural Law Enforcement.

Cases are initiated by both DOL staff and RIS investigators who enter case information into the DOL Case Tracking and Reporting System (CTR) which then produces a case package in the Oracle Imaging and Process Management System (IPM) where investigators prepare and store their casework documents for later submission to a supervisor for review. This data is stored in an Oracle RDB database named Licensing. A computer program is executed on a weekly and monthly basis by the DOL IT staff who extracts data from this database that contains the

number of inspections performed. The name of the report created by this program is "CASE\_RPT\_FILE".

**Validity**

This measure is a demand indicator. Validity of this measure is high because the case process by which an inspection is opened, closed, tracked, and stored is accurately captured within the DOL maintained CTR and IPM databases.

**Reliability**

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 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 2018-19* 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*

*(Department Number 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 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**

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

**Data Sources and Methodology**

The Florida Department of Environmental Protection has divided the state into 29 priority watersheds. 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. Each NOI includes the 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). Program enrollments are tracked 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 2019-2020 includes BMP acreage inside and outside of the Northern Everglades and Estuaries Protection areas.

**Validity**

The department tracks BMP acreage enrollments at the project level based on submitted and standardized NOIs. OAWP staff review the acreage and other information contained on the NOI and, if necessary, follow up to verify or to correct the information. The staff follow a standard procedure and enter the NOI information into the BMPTS and verify the entries

against the NOIs. The acreage data collected is directly related to the performance measure. Collection and entry methods into the BMPTS provide an accurate count of newly enrolled acres in Office of Agricultural Water Policy's (OAWP) BMPs in priority basins or watersheds statewide.

**Reliability**

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

System reliability is checked quarterly to ensure that a rerun report yields the same acreage total. Annual report figures are checked against the acreage totals for the four quarters that fall within the reporting year. The probability is very high that the same results would be achieved by others using the same procedures.

**Service/Budget Entity**

*Agricultural Water Policy  
Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and  
Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer  
Services*

*(Department Number 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 (BMP) Programs**

**ACTION**

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

**Data Sources and Methodology**

The Florida Department of Environmental Protection has divided the state into 29 priority watersheds. 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 the 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). Program enrollments are tracked 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 department tracks BMP acreage enrollments at the project level based on submitted standardized NOIs. OAWP staff reviews the acreage and other information contained on the NOI and, if necessary, follows up to verify or to correct the information. The staff follow a standardized procedure and enter the NOI information into the BMPTS and verify the entries against the NOIs. The acreage data collected is directly related to the performance measure. Collection and

entry methods into the BMPTS provide an accurate count of newly enrolled acres in Office of Agricultural Water Policy (OAWP) BMPs in priority basins or watersheds outside of the NEEPP area during each quarter and annually.

**Reliability**

BMPTS, an automated system, is being used to record, to calculate, to track, and to maintain the collected data. The BMPTS is programmed to count (summarize) the amount of agricultural acreage reported on the standardized NOIs. Automated system utilization, with limited points of data entry, significantly reduces the chance for errors or discrepancies. Trained OAWP staff enter submitted NOI data into the automated system and check 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 the BMPTS. System reliability is checked quarterly to ensure that a rerun report yields the same acreage total. Annual report figures are checked against the acreage totals for the four quarters that fall within the reporting year. The probability is very high that the same results would be achieved by others using the same procedures.

**Service/Budget Entity**

*Agricultural Water Policy  
Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and  
Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer  
Services*

*(Department Number 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 type="checkbox"/> Change in Data Sources or Measurement Methodologies	<input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

Assists are defined as visits to agricultural operation for 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. Once NOI and IA forms are input, the automated system can generate reports that contain the numbers, the types of assists provided and the total for the reporting period.

**Validity**

This measure is valid because it records the number of assists provided based on the current definition of

water policy assist. 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 and the information is summarized and reported at the end of each quarter. The reports are saved to prohibit data manipulation. BMPTS2 can be queried to report assist category totals and to 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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

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

**Data Sources and Methodology**

The Florida Department of Environmental Protection has divided the state into 29 priority watersheds. 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 the 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, follow up to verify or to correct entries the information. Following a standard procedure, staff enter the NOI information into the BMPTS, and check 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 inside the NEEPP area during each quarter and annually.

**Reliability**

An automated system, BMPTS, is being used to record, to calculate, to track, and to 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 discrepancies. Trained OAWP staff enter the data submitted on the NOIs into the automated system and check 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 the BMPTS. The reliability of the system is checked quarterly to ensure that a rerun report produces the same acreage total. Annual report figures are checked against the acreage totals for 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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

*Increase agricultural water quality and conservation*

**Performance Measure Deleted Effective FY 18-19**

**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**

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

**Data Sources and Methodology**

The number of gallons saved are a performance measure in MIL contracts. The standard methodology used by the MILs for conducting evaluations that are used to reduce water usage are contained in the *Mobile Irrigation Lab (MIL) Technical Handbook United States Department of Agriculture*, the Natural Resources Conservation Service and the Florida Department of Agriculture and Consumer Services May 2017. Participating MILs must perform both initial and follow up evaluations and analyze the incremental change in water usage after recommended changes have been implemented to calculate potential annual savings.

**Validity**

This measure is a valid indication of the delivery of MIL services. 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 estimating actual water savings resulting from implementing recommendations. Contract deliverables are the basis for payment by the department for these services. Requests for payment are reviewed by OAWP project management and OAWP contract management staff.

**Reliability**

The MILs under contract with Florida Department of Agriculture and Consumer Services are required to document their evaluations as a condition of payment under their respective contracts. The data received from all MILs is in a standard report format and is considered final. The MILs provide their data in standard electronic and hard-copy formats. The formats used are developed by the FDACS and its partner agencies and are reviewed and evaluated continuously. OAWP staff review, approve, and total the data as reported. All data received is entered into the OAWP MIL Information Management System (MILIMS) and is considered reliable.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and 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 of Irrigation System Evaluations Performed for Agricultural Producers by Participating Mobile Irrigation Labs (MIL) During the Fiscal Year**

**ACTION**

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

**Data Sources and Methodology**

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

**Validity**

This measure is a valid 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 estimating actual water savings resulting from

implementing recommendations. Contract deliverables are the basis for payment by the department for these services. Requests for payment are reviewed by OAWP project management and OAWP contract management staff.

**Reliability**

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

The MILs provide their data in standard electronic and hard-copy formats. The formats used are developed by the FDACS and its partner agencies and are reviewed and evaluated continuously. OAWP staff review, approve, and total the data as reported. All data received is entered into the OAWP MIL Information Management System (MILIMS) and is considered reliable.

**Service/Budget Entity**

*Agricultural Water Policy Coordination*

*(Code: 42010200)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

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

**Data Sources and Methodology**

The Division of Administration's 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 percentage of total agency costs.

**Validity**

The measure is valid in that it provides an accurate administrative costs percentage compared to total actual expenditures (excluding fixed capital outlay). 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 provide for year-to-year comparisons because a significant decrease in the agency's budget could substantially increase the administrative cost percentage when compared to total agency costs without administrative costs increasing.

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report can be generated repeatedly that produces the same expenditure data. The Exhibit B report generated from the LAS/PBS System at the end of the fiscal year is maintained as a hard copy 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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 16**

**Administrative Positions as a Percent of Total Agency Positions**

**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**

Each year, the Florida Legislature appropriates positions to the department by budget entity. The Bureau of Personnel Management, within the Division of Administration, maintains department position information 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 Executive Direction and Support Services are then divided by the total positions for the department and then multiplied by 100 to determine administrative positions as a percentage of total agency positions.

**Validity**

The measure is valid in that it provides an accurate administrative position percentage compared to total agency positions. If there is a significant increase or decrease in department positions, the percentage may not be able to be compared year over year because the percentage could change considerably.

**Reliability**

Historical files are maintained in LAS/PBS and an Exhibit B report that produces the same results can be generated repeatedly. 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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 17**

**Percentage of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses Issued Within 90 Days of Receipt of a Complete Application**

**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**

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 2017-18* located in 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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

<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**

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 2017-18* located in the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

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

**Data Sources and Methodology**

The data used to generate 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 2017-18* located in the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

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

**Data Sources and Methodology**

The data used to generate 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 2017-18* located in the Director's Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

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

**Data Sources and Methodology**

The data used 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 2017-18* located in the Director’s Office.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 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 type="checkbox"/> Change in Data Sources or Measurement Methodologies	<input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

This data is compiled and tracked internally to administer several programs. Each program administered by the Florida Department of Agriculture and Consumer Services' Office of Energy (FDACS OOE) has reporting requirements to ensure proper oversight and to allow the public to track program successes. 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 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 counted by FDACS OOE staff. 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 and managed are a valid indicator of the FDACS OOE's responsibilities. These programs are core FDACS OOE responsibilities 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. Data collection methods conform to all applicable federal and state laws; the programs are audited at both the state and/or the federal levels depending on the funding source.

**Service/Budget Entity**

Office of Energy

(Code: 42010600)

**Program**

Office of the Commissioner and Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

<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**

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 grant and incentive programs. Division staff count and total the number of financial incentives processed or managed by state fiscal year.

**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 Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

Increase annual energy savings through conservation, and renewable energy sources

**Performance Measure Number 24**

**Page Views of the Florida Energy Clearinghouse**

**ACTION**

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

**Data Sources and Methodology**

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

Section 377.703 (2)(j), F. S., 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, F. S., 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 to understand and to optimize 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 hosted at the department through a request to the FDACS OATS. FDACS OATS uses Google Analytics to retrieve the requested information.

**Validity**

Measuring the number of page views 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 residents and visitors.

The number of page views 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 its systems, applications, people, technology, processes and data centers serving Analytics and Google Analytics 360. ISO 27001 is one of the most widely recognized and 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 Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

<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 is obtained from the FIA database. This database contains current data for all forest lands in Florida. This information is re-inventoried at least every five years at fixed plots throughout the state. The information is transferred to the United States Forest Service (USFS). The USFS is responsible for updating the timber data.

**Validity**

This measure is a valid indicator of performance of the Florida Forest Service (FFS) because it illustrates the amount of forestland in Florida. However, forestland in Florida may increase or decrease each year due to internal factors (such as prescribed burning) or

external factors (such as mortality, growth, removals, and natural disasters). A decrease in forestland is not necessarily indicative of declining FFS performance since many factors that could cause a decrease are not within the FFS's control.

**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 measure forestland. Forest landmass is monitored constantly and recorded by the department's Forest Management Bureau.

**Service/Budget Entity**

Florida Forest Service

(Code: 42110400)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Department Number 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 26**

**Percentage of Acres of Protected Forest and Wild Lands Not Burned by Wildfires**

**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**

Wildfire data is collected on the Forest Service’s Fire Report and entered into the 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 measures the percentage of acres of protected forest and wildlands not burned by subtracting the total number of acres burned by wildfires in each 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 provides the percentage of forest and wildlands 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 presuppression 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 not controlled by the forest service influence the percentage of acres burned.

Each unit manager is responsible for verifying 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 an electronic system that does not require interpretation; therefore, the same conclusion should be reached by anyone. Since inception, the system has been very accurate because of the comprehensive internal controls.

After the data is input by unit managers, it is monitored and aggregated 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

(Department Number 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**

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

**Data Sources and Methodology**

The Bureau of Forest Management state lands supervisor maintains and updates a spreadsheet of lands managed (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 is located on the forest service's "S" computer drive. Parcels are added by appropriate documentation and are maintained in the Forest Management Bureau file room. 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 percentage of acreage of conservation lands managed by the Florida Forest Service. The acreage figures come directly from boundary survey, by appropriate documentation. However, the measure does not provide any indication of how well the lands are managed.

**Reliability**

The percentage figures for Florida Forest Service conservation lands are extremely accurate since they are based upon boundary survey information certified by professional surveyors, as added by appropriate documentation. Anyone would arrive at the same total acreage figure looking at the spreadsheet maintained by staff. This percentage and acreage figure is monitored on an ongoing 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

(Department Number 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 28**

**Number of Hours Spent Providing Forest-Related Technical Assists to Non-Industrial Private Landowners**

**ACTION**

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

**Data Sources and Methodology**

The 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, monitors the authenticated user lits, 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 and choose the correct activity codes for the measure’s description. Any employee who has provided an assist to a nonindustrial private landowner (either a minority or a nonminority landowner) will record that activity and time spent.

To determine how many hours are spent providing technical assists to nonindustrial private landowners during a specific period, an individual in the Forest Service’s Forest Logistics and Support Bureau queries the TAARS database to obtain an excel report hours tabulation (for both minority and nonminority 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 nonindustrial private landowners measures the time spent giving verbal and written assistance promoting forestland stewardship, good forest management, and tree planting and care. The TAARS system counts actual hours spent, but not the number of individuals directly benefiting from the assistance or the quality results achieved through this assistance.

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 nonindustrial private landowners is recorded and stored. Data is validated by each employee, by the individual viewing the records they

enter prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also have access to a web-based training manual which explains how to associate specific work tasks to the correct activity code and how to use the online system. Supervisors are responsible for ensuring that their employees provide accurate data. Supervisors can view employee data online and their whole work unit’s TAARS data.

**Reliability**

The data used to arrive at the number of hours spent providing forest-related technical assists to nonindustrial private landowners is generated from a computerized data reporting system. System data reliability is dependent upon the accuracy of the supervisor audited data submitted by employees. Employees receive comprehensive database training and select from predefined fields to ensure that all data is reported properly. Database discrepancies are addressed promptly by staff and are reviewed by appropriate staff prior to being reported.

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 hours spent providing forest-related technical assists to nonindustrial private landowners are 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

(Department Number 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 29**

**Number of Hours Spent Providing Forest-Related Technical Assists to Public Land Management Agencies**

**ACTION**

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

**Data Sources and Methodology**

The Florida Forest Service (FFS) 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 FFS. It reflects how much time is being spent throughout the fiscal year fulfilling the requirements of s. 253.036 and 589.04, F.S., which indicates the FFS 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 FFS 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 online or can screen print to review each employee’s data or their whole work unit’s TAARS data.

**Reliability**

The data used to arrive at the number of hours spent providing forest-related technical assists to 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

(Department Number 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**

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

**Data Sources and Methodology**

The number of Visitors to Florida Forest Service (FFS) lands is a compilation of both actual and estimated counts. Actual counts comprise approximately 35 percent of this figure while approximately 65 percent are estimated. FFS lands have been provided direction, via the FFS’s internal policy and procedures, to develop individual attendance worksheets. Worksheets are reviewed and updated monthly and annually and they direct centers on how to tabulate visitor data. Actual counts include, but are not limited to, those recorded by: campsite visitors, honor fee stations (camping and day use), and state forest use permits. Estimated counts are taken by forestry personnel patrolling trail heads and recreation areas on days that are representative of typical traffic. Traffic counters estimate visitors by road, trail, or area. These visitor counts are submitted on state forest accomplishment reports monthly to the Forest Management Bureau. A spreadsheet is used to compile this data.

Hunters utilizing FFS lands during a scheduled hunt are counted with a combination of detailed estimates and actual visitors by the Florida Fish and Wildlife Conservation Commission. The number is reported to the Florida Department of Agriculture and Consumer Services (FDACS) state lands section.

**Validity**

This measure is a valid measure of performance for the FFS to the extent that it gauges the number of visitors to lands managed by the FFS. The measure does not

track subjective observations like the quality of the visitor's experience.

The forest service provides outdoor resources-based recreational opportunities for visitors, which vary by the features of the property. Detailed visitor tracking on large remote tracks of land is challenging. The appropriateness of the measuring instrument can be increased using 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 approximately 35 percent of the number of visitors on FFS managed lands reported, while approximately 65 percent of the number is estimated, different estimation methodology may yield different results. However, each FFS 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 FDACS selects best method(s) for each site and is consistent in the methodology. The number reported can be recalculated by anyone using the same information and methodology as the 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

(Department Number 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 31**

**Number of Wildfires Caused by Humans**

**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**

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 "Fires by Fire Causes" report of the Forest Protection Bureau is used to generate the number of wildfires caused by humans. 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 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

(Department Number 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**

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

**Data Sources and Methodology**

The 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 presuppression 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 wildland 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 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

(Department Number 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**

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

**Data Sources and Methodology**

The 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 managing forest areas such as longleaf 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

(Department Number 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**

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

**Data Sources and Methodology**

The 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 (FFS). 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 FFS 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 presuppression 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

(Department Number 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**

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

**Data Sources and Methodology**

The 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 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 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 online 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. 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. The 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

(Department Number 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**

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

**Data Sources and Methodology**

The data used to generate 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), which 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**

*Agriculture Management Information Center*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Performance Measure Number 37**

**Total Number of Help Tickets Received by the Service Desk**

**ACTION**

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

**Data Sources and Methodology**

The data used to generate 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**

*Agriculture Management Information Center*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Performance Measure Modified Effective FY 19-20**

**Percentage of Food Firms That Receive a “Met Expectations” Rating**

**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 sources are the Division of Food Safety’s records which, include all inspections of food firms maintained in: The Food Inspection Management System database;(which houses all inspection data on food establishments), the 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 daily. Food firm information is maintained on a server platform.

Computation methodology is based on an 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. Access to the system is restricted to key management.

Data sources for this measure include department records of food firm inspections.

**Data Computations**

C = Number of food firms (derived from RIMS Database)

D = Number of food firms which meet standards (derived from RIMS Database)

$$\text{Percentage of food firms which meet standards} = \frac{B + D}{A + C} \times 100$$

**Validity**

This measure is directly related to program performance through a strong correlation between firms that meet sanitation requirements during each inspection and decreased food safety risks to the public.

Inspection of food firms is one of the primary agency activities required by the Chapters 500 and 502, Florida Statutes, and the national standards of the Grade A Pasteurized Milk Ordinance published by the Food and Drug Administration’s Public Health Service.

Regular sanitation inspections of food firms reduce the public’s food safety risks. Data for this measure is 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.

**Reliability**

All food firm inspectors receive ongoing training to provide for uniform inspection results. Inspectors also undergo standardization training by an FDA-certified standardization officer upon employment and again every three years. All inspection findings are subject to review by supervisors to further assure reliability of inspections. systematic quality assurance inspections are in place to evaluate the inspection conclusions. These checks and balances are designed to best assure consistent and reliable inspection conclusions.

Inspection findings are entered in laptop computers upon 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 the Department of Management Services (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 that 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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida’s 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 Meet Inspection Requirements**

**ACTION**

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

**Data Sources and Methodology**

Data sources are the Division of Food Safety records which include all food firm inspection records maintained in the Food Inspection Management System database.

I. Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the appropriate database. 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 food firms inspected during the year, and

(b) The number of food firms that are "in compliance."

**Data Computations**

A = Number of food firms with one or more inspections (during the period) are derived from the appropriate database

B = Number of food firms which were determined to be "in compliance" are derived from the appropriate database

Compliance rate (percentage) = (B/A) x 100II. Electronic records are queried to identify the number of inspection and the number of reinspection required.

Data sources for this measure include department food firm inspection record,

The above compliance rate is calculated for food firms.

**Validity**

Inspection of food firms is one of the primary agency activities required by the Chapter 500, Florida Statutes. Regular inspections of food firms reduces the risk of food safety violations. Data for this measure is taken directly from program records and provided a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it reflects a primary outcome of the priority activity and is derived directly from program records. However, factors out of the control of the program may affect the compliance percentage.

**Reliability**

All food firm inspectors receive ongoing training to provide for uniform inspection results. Inspectors also undergo standardization training by an FDA-certified standardization officer upon employment and receive continued training throughout employment. All inspection findings are subject to review by supervisors to help further assure reliability and consistency of inspections. Systematic quality assurance inspections are in place to evaluate the inspection conclusions. These checks and balances are designed to best assure consistent and reliable inspection conclusions.

Inspection findings for food firms are entered in laptop computers upon 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 the Department of Management Services (DMS) or approved broadband upload. The query to produce the measure is documented and is 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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 39**

**Percentage of Dairy Establishments That are in Compliance**

**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 type="checkbox"/> Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of dairy establishments maintained in the Regulatory Information Management System.

Computation methodology is based on an electronic query of database records to obtain:

- (c) The total number of dairy establishments inspected during the year, and
- (d) The number of dairy establishments that are "in compliance."

**Data Computations**

A = Number of dairy establishments that received one or more inspections (during the period) is derived from the appropriate database

B = Number of dairy establishments which were determined to be "in compliance" is derived from the appropriate database

Compliance rate (percentage) = (B/A) x 100

II. Inspection records are electronically queried to obtain the number of inspections and to identify the firms with a score of 84 or below or a "reinspection required" rating.

The above compliance rate is calculated for dairy establishments.

**Validity**

Inspection of dairy establishments is one of the agency activities required by Chapter 502, Florida Statutes, respectively.

Regular inspections of dairy establishments reduce the risk of food safety violations. Data for this measure is taken directly from program records and provides a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it reflects a primary outcome of the priority activity and is derived directly from program records. However, factors out of the control of the program may affect the compliance percentage.

**Reliability**

All dairy establishment inspectors receive ongoing training to provide for uniform inspection results. Inspectors also undergo standardization by an FDA-certified standardization officer upon employment and receive continued training throughout employment. All inspection findings are subject to review by supervisors to ensure reliable and consistent inspections. Systematic quality assurance inspections are in use to evaluate the inspection conclusions. These checks and balances are designed to best assure consistency and reliability of inspection conclusions.

Inspection findings for dairy establishments are entered into a database and provided to each establishment and the findings are discussed with the appropriate establishment personnel.

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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 40**  
**Number of Dairy Establishment Inspections**

**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 type="checkbox"/> Backup for Performance Outcome and Output Measure

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of dairy establishments maintained in Regulatory Information Management System.

Computation methodology is based on electronic query of database records to obtain the total number of dairy establishments inspected during the year.

**Data Computations**

Number of inspections = number of dairy establishments with one or more inspections (during the period) – derived from the appropriate database

**Validity**

This measure is related to program performance through a correlation of the presence in firms identifying areas and aspects that do not meet adopted specifications; however, it should be noted that the department does not have control over business operations, so the department cannot guarantee compliance regardless of the resources allocated.

Inspection of dairy establishments is one of the primary agency activities required by the Chapter 502, Florida Statutes.

Regular inspections of dairy establishments reduces the risk of food safety violations. As a result, the number of businesses inspected provides a reasonable assurance of the measure’s expected success, which is displayed in the percentage of dairy establishments determined to be “in compliance.” 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 reflects a primary input of the priority activity and is derived directly from program records. However, factors out of the control of the program may affect the compliance percentage. In addition to inspection activities, the number of firms and establishments inspected may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with staff turnover.

**Reliability**

All food dairy inspectors receive ongoing training to accomplish uniformity of inspection decisions. They also undergo standardization by an FDA-certified standardization officer upon employment and receive continued training throughout employment. All inspection findings are subject to review by supervisors to help further assure reliability and consistency 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 for dairy establishments are entered in laptop computers at completion of each inspection and a printed report of findings is discussed with the facility manager. The finding is then electronically transmitted to the central database, with security, through the Department of Management Services (DMS) or approved broadband upload. The query to produce the measure is documented and is 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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida’s Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure 41**

**Number of Food Firm Inspections**

**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

**Data Sources and Methodology**

Data sources are Division of Food Safety records which include all inspections of food firms maintained in a Food Inspection Management System database.

Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the appropriate data 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 the total number of food firms inspected during the year.

**Data Computations**

Number of inspections = number of food firms with one or more inspections (during the period) – derived from the appropriate database

**Validity**

This measure is related to program performance through a correlation of the presence in firms identifying areas and aspects that do not meet adopted specifications; however, it should be noted that the department does not have control over business operations so the department cannot guarantee compliance regardless of the resources allocated.

Inspection of food firms is one of the primary agency activities required by the Chapter 500, Florida Statutes. Regular inspections of food firms reduces the risk of food safety violations. As a result, the number of businesses inspected provides a reasonable assurance of the measure’s expected success, which is displayed in the percentage of food firms determined to be “in compliance.” Data for this measure is taken directly from program records and provides a valid measure of actual program performance.

Note: This measure is an appropriate measuring instrument since it reflects a primary input of the priority activity and is derived directly from program records. However, factors out of the control of the program may affect the compliance percentage. In addition to inspection activities, the number of firms and establishments inspected may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with staff turnover.

**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 receive continued training throughout employment. All inspection findings are subject to review by supervisors to help further assure reliability and consistency 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 for food firms 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 the Department of Management Services (DMS) or approved broadband upload. The query to produce the measure is documented and is 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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida’s Residents and Visitors*

**Primary Service Objective**

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



**Performance Measure Deleted Effective FY 19-20**

**Number of Chemical Residue Analyses Conducted**

**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 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 nonregulatory 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 PDP, 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 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 percentage 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

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida's Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Deleted Effective FY 19-20**

**Number of Food Analyses Conducted**

**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 sources are Division of Food Safety records which include all inspections of food firms maintained in a Food Inspection Management System database.

Inspection personnel enter inspection results into a portable computer as each inspection is completed, and electronically transfer all results to the appropriate data 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 the total number of food firms inspected during the year.

**Data Computations**

Number of inspections = number of food firms with one or more inspections (during the period) – derived from the appropriate database

**Validity**

This measure is related to program performance through a correlation of the presence in firms identifying areas and aspects that do not meet adopted specifications; however, it should be noted that the department does not have control over business operations so the department cannot guarantee compliance regardless of the resources allocated.

Inspection of food firms is one of the primary agency activities required by the Chapter 500, Florida Statutes. Regular inspections of food firms reduces the risk of food safety violations. As a result, the number of businesses inspected provides a reasonable assurance of the measure’s expected success, which is displayed in the percentage of food firms determined to be “in compliance.” 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 reflects a primary input of the priority activity and is derived directly from program records. However, factors out of the control of the program may affect the compliance percentage. In addition to inspection activities, the number of firms

and establishments inspected may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with staff turnover.

**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 receive continued training throughout employment. All inspection findings are subject to review by supervisors to help further assure reliability and consistency 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 for food firms 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 the Department of Management Services (DMS) or approved broadband upload. The query to produce the measure is documented and is 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.

**Related Output Measure**

The percentage 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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida’s Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 42**

**Number of Food Samples Collected for Analysis**

**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 the Food Safety Laboratory Information Management System (FSLIMS) or spreadsheet report of the Division of Food Safety Laboratory. Products analyzed include food samples submitted for regulatory food safety testing; samples for the Pesticide Data Program (PDP), samples tested to assess risks or other properties, and samples analyzed to assist other program areas.

Each sample submitted for analysis undergoes a series of analytical processes to determine the presence, quantity, or absence of one or more analytes. 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 verify that each analytical result generated meets applicable quality assurance standards.

Computation methodology is based on a standard electronic query of FSLIMS records to obtain the total number of unique samples collected for analysis each year.

**Data Computations**

A = number of samples, as determined by a FSLIMS query to count total samples collected within a specified period. Samples include regulatory samples, samples completed under conditions contained in federal contracts, and samples for which the analysis is reported to another governmental agency for possible action.

**Validity**

The number of food samples collected for analysis is a valid measure of the output of the laboratory. This

output reflects the number of food product samples that were evaluated for hazards, adulterants and/or misrepresentation. The samples may be analyzed for chemical, biological, and/or physical content or properties. Each analysis reflects a food safety parameter for which a standard has been established. Each food product sample is analyzed for one or more analytes, as determined by the purpose of the food sample. Determination of the analytes is determined by the field inspection program with input from the food safety laboratory. The division looks to use a risk-based approach in all applicable facets, including laboratory testing, to accomplish its mission of removing adulterated or contaminated food products from the market.

Most of the products analyzed are submitted by the Bureau of Food Inspection and originate from food establishments throughout the state. Other possible sources of samples include, through contracts 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 requesting laboratory assistance. Since products tested and food safety targets can vary from one year to the next, some annual variation in this measure is to be expected.

**Reliability**

The data is reliable for this output since documented records of all samples are maintained by the laboratory's FSLIMS and/or other information technology sources. Results of each sample 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 reproducible.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 43**

**Number of Dairy Samples Collected for Analysis**

**ACTION**

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

**Data Sources and Methodology**

Data source is the Food Safety Laboratory Information Management System (FSLIMS) or spreadsheet report of the Division of Food Safety Laboratory. Grade "A" milk products analyzed include dairy samples submitted for regulatory food safety testing, samples tested to assess risks or other properties, and samples analyzed to assist other program areas.

Each sample submitted for analysis undergoes a series of analytical processes to determine the presence, quantity, or absence of one or more analytes. Grade "A" milk products have specified analytes and frequency for collection as prescribed by the Grade "A" milk program. 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 verify that each analytical result generated meets applicable quality assurance standards.

Computation methodology is based on a standard electronic query of FSLIMS records to obtain the total number of unique samples collected for analysis each year.

A = number of samples, as determined by a FSLIMS query to count total samples collected within a specified period. Samples include regulatory samples, samples completed under conditions contained in federal contracts, and samples for which the analysis is reported to another governmental agency for possible action.

**Validity**

The number of dairy samples collected for analysis is a valid measure of the output of the laboratory. This output reflects the number of dairy product samples that were evaluated for hazards, adulterants and/or misrepresentation. The samples may be analyzed for chemical, biological, and/or physical content or properties. Each analysis reflects a food safety parameter for which a standard has been established. Each food product sample is analyzed for one or more analytes, as determined by the purpose of the dairy sample. Determination of the analytes is determined by the field inspection program with input from the food safety laboratory. The division looks to use a risk-based approach in all applicable facets, including laboratory testing, to accomplish its mission of removing adulterated or contaminated dairy products from the market.

Most of the products analyzed are submitted by the Bureau of Dairy Inspection and originate from dairy farms and cooperatives throughout the state.

**Reliability**

The data is reliable for this output since documented records of all samples are maintained by the laboratory's FSLIMS and/or other information technology sources. Results of each sample 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 reproducible.

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service Objective**

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

**Performance Measure Number 44**

**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

**Data Sources and Methodology**

The division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, pesticide applicators, and pest control businesses. Regulated entities are subject to inspection, complaint investigation and product sampling 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 complaint investigation information where applicable. Case files are sufficient to determine if regulated entities are in compliance. Once case files are reviewed, a compliance determination is made. If the entities are non-compliant, administrative action or a financial penalty may be assessed. If the entity is non-compliant, a reinspection 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. When a FAN is issued, a record is made and a copy of the FAN is sent to the compliance managers, but no formal case review is conducted and no administrative action is issued. The percentage of reinspected entities that comply in a quarter or fiscal year is calculated by dividing the number of reinspected entities found to be in

compliance by the total number of reinspections conducted in the same period.

The following categories of reinspections are included in this calculation:

- FANs issued by the Bureau of Inspection and Incident Response.
- Reinspections of entities for which administrative actions have been issued by the Bureau of Licensing and Enforcement.
- Reinspections 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 because the department is measuring all components that affect performance. The field inspection process and the compliance review process are standardized and the data collected relates directly to the measure.

**Reliability**

The Bureau of Licensing and Enforcement maintains the records and the case files collected during inspections and investigations. The number of: reinspections FANs issued, previously unlicensed or unregistered entities operating without that have obtained licenses or registrations, and the numbers of SSUHOs are available and can be audited.

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted**

**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**

Department field staff perform routine marketplace inspections to measure compliance with feed, seed and fertilizer laws, and routine complaint-based pesticide applicator or pest control business inspections. Data from these inspections is derived directly from files and no manipulation is necessary.

Protocol:

Non-structural pesticide and pest control inspection data are 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 (BLE). 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 the Bureau of Inspection and Incident Response assign case received dates and perform initial data entry and for initial case data entry. Case processing staff in the BLE evaluate the documentation, enter additional data, and summarize inspection findings. Completed case files are archived to the network drive "\\t\haessan01" according to the calendar year during which the inspection was performed.

Pesticide Enforcement Section staff usually generate reports associated with program outputs; however, as part of their initial training, case processors are shown

how to run queries and how to generate reports in the Compliance DB30.accdb and CopyCATS.accdb databases.

Feed, seed fertilizer and pesticide inspection data is entered directly from inspection reports into various network-based database applications, including LIMS, BSE Inspection, Compliance DB30.accdb and CopyCATS.accdb databases; the data for this measure is the 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 directly tabulated from the actual number of pest control, pesticide applicator, feed, seed and fertilizer inspections conducted. Data is not interpreted, and 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 consistently applied.

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 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**

The Bureau of Scientific Evaluation and Technical Assistance provides a pesticide product registration database. The pesticide registration applications and the emergency exemption action data (Section 18) are entered into the Registration Tracking System (RTS). RTS is located on the ORAPROD1 server, and the Section 18 data is located on a department network drive. The report generated is the Quarterly Registration Section Activity Report.

**Validity**

Data is derived directly from internal files and there are no known external factors materially affecting 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 incoming registration applications. However, the program does not control the numbers and the types of pesticide product brands

registered. Rather, these variables are dictated by market forces.

**Reliability**

The measure is a direct tabulation of actual registrations issued and no interpretation is required. There is a high probability that recalculation would yield the same conclusions. The data is entered into a secured database where permissions are granted based on business needs and historical products registered are tracked. The report generated is based on queries against the RTS database. In addition, the tracking of the Section 18 action data is reviewed by the Section Administrator and verified by either the bureau's Environmental Manager and/or the Bureau Chief. These reports are stored in the 'TLES\_Share on File Server in the Conner Complex's (TLES\_Share on 'tlhadm010')/REG/ Registration Activity Reports directory.

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

**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**

Pest control businesses and applicators records are used to determine the number of pest control businesses and applicators licensed.

Data is entered into a licensing database known as the Suntrack Program, which is maintained on the Office of Agriculture Technology Services server and supported by division IT staff.

The Bureau of Licensing and Enforcement issues several different license types which are consolidated for a final report total. License types and/or certificate types include Pest Control Business, Certified Pest Control Operators, Limited Governmental Pesticide Applicators, Limited Private Applicators, Limited Commercial Fertilizer Applicators, Limited Commercial Wildlife Control, and Limited Commercial Landscape. Additionally, both Special Fumigation and Employee identification cards are included in the measure.

The current methodology relies on several SQL scripts, specifically designed by division IT staff, that extract and report data from the database. The report is reproducible although subsequent revisions could potentially change the figure.

**Validity**

Data is derived directly from internal files and there are no known external factors materially affecting validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This is an accurate measure of licensing performance because it relates directly to the number of licenses processed (workload) by the Pest Control Licensing Section of the Bureau. The measure accurately reflects licensing trends during periods of industry consolidation and expansion.

**Reliability**

The measure is a direct tabulation of actual registrations issued.

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 48**

**Percentage of consumer complaints addressed within 10 calendar days of being entered into the Division of Consumer Services' System and assigned to a complaint analyst**

**ACTION**

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

**Data Sources and Methodology**

The measure has three elements based on the case: (1) Non-Regulated, (2) Referrals, and (3) Regulated Complaints. Days zero through ten for each activity are totaled and then divided by the total number of complaints received.

When the complaint is received by the division, it is entered into our department specific database (DOCS) and assigned a unique case number. The employees then address the complaints by (1) identifying the nature of the complaint and selecting the appropriate preestablished (subject) codes (this coding system allows the division to easily report data for specific complaints) and (2) determining if the complaint needs to be presented to a specific business or referred to the appropriate regulatory agency.

The division receives approximately 40,000 consumer complaints per year.

The DOCS database automatically generates the report "Case Activity Intervals (First Response Only)." This database is properly documented and can be queried to reflect data for the period being reported.

**Validity**

The measure is accurate it provides an accurate measure of the case division's ability to respond to consumer complaints. All activities have a start date and complete date; all activities are resolved before the case is closed

The DOCS database has a case tracking application that requires certain that criteria be met before an input is accepted.

**Reliability**

All complaints are input into the DOCS database; the database tracks input dates. Reports can be generated from the system that provide consistent results.

**Service/Budget Entity**

Consumer Protection  
(Code: 42160200)

**Program**

Consumer Protection  
(Code: 42160000)

**Department**

Agriculture and Consumer Services  
(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 49**

**Number of Assists Provided to Consumers by the Call Center**

**ACTION**

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

**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 to the 800 Hotline, to messages in Phone Mail, to other regulated program areas, to the No Sales program, and to 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.

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 Card 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 the Rhodes building.

For 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 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 monthly, and the information in this report is in an Excel spreadsheet located on the division's drive. Standard reports are run monthly and ad hoc reports are run 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. 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 additional assists provided to consumers by program staff that receive 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, the data is only stored in the system for 45 days and, therefore, the information is maintained on the Excel spreadsheet, which is printed out and the hardcopy kept in the supervisor's office in the Call Center, as well as, stored 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 Protection*

*(Code: 42160200)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 50**

**Number of Regulated Entities Registered by the Division of Consumer Services**

**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**

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 Operators, Amusement Rides, Commercial Weighing and Measuring devices, and Antifreeze and Brake Fluid products within the state of Florida during a specific period. This includes any business that is currently registered, licensed, permitted or has filed (where applicable) with the division. The registration information for regulated entities 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 database by staff. This LP Gas database 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 database 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 issued.

**Validity**

The measure is a valid representation of the number of regulated entities that file and/or register with the department; however, a select few entities may not register when they are required to and some of these entities will correspondence from the department based on departmental investigative activities.

**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. For renewals, the computer screen may already be populated with information; therefore, input is an update function. The system creates a historical record of all activities taken with respect to registration. Therefore, records can be retrieved upon demand. Statistics are captured on monthly reports which are put in PDF format.

**Service/Budget Entity**

Consumer Protection

(Code: 42160200)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida Residents and Visitors

**Primary Service Objective**

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

**Performance Measure Number 51**

**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

**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 (LP) gas facility safety inspections and reinspections 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 various inspection programs 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 are performed throughout and recorded by field inspectors into an Oracle database through laptops. The information is stored in an Oracle database housed on a department’s 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 products are 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. Testing information is stored on an Oracle database housed on a department server. Statistical information for petroleum and vehicular fluid testing is derived from this database.

LP gas facility inspections and reinspections refer to all these activities conducted by LP gas inspectors. These inspectors perform safety checks 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 safety violation occurs at a facility, the facility is either red tagged and placed out of service until repairs are completed or a completion period is provided. At the end of the time frame or removal of the red tag, a reinspection is conducted to determine compliance. Inspection information is recorded by field inspectors on laptops. The information is stored in an Oracle database housed on a department server. Statistical information for facility inspections is derived from this database.

Standards’ testing and calibrations refer to all testing and calibrations performed on weighing and measuring devices used in commerce. These are performed at a regulated entities facility to ensure regulatory compliance, as well as, at non-regulated companies to ensure that standards 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 inspection results for the amusement rides inspected in the state. 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.

**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 a safe manner. The frequency at which a given facility is inspected is based upon a calculated risk factor. 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.

**Service/Budget Entity**

Consumer Protection  
(Code: 42160200)

**Program**

Consumer Protection  
(Code: 42160000)

**Department**

Agriculture and Consumer Services  
(Department Number 42)

**Goal**

Safeguard the Well-Being of Florida Residents and Visitors

**Primary Service Objective**

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

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 allows the division to compute the effectiveness of sample testing protocols and strategies. Further, sample unit costs provide comparison information for privatization cost analyses.

Compliance reinspections of liquefied petroleum gas facilities are necessary in order to ensure public safety. The number of reinspections may vary slightly from year-to-year.

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 provide 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 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 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 laws, rules and standards in administering this program. All other functions of the Bureau of Fair Ride Inspections support 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 that inspections are conducted properly and that data is entered into computers correctly. This data is continually reviewed at different levels of 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 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, results are reviewed further 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 conformity 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 roundtable quality assurance activities, and trains metrology staff in the use of statistical calculations necessary for calibration, as well as, maintains associated documents regarding these testing activities.

**Service/Budget Entity**

*Consumer Protection  
(Code: 42160200)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer Services  
(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 52**

**Percent 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

**Data Sources and Methodology**

The data is collected by inspectors to certify the quality and the 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 (BRX / ACID = RATIO)
- Pounds solids of juice per box (JLBSBOX \* BRX/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
- The number of loads meeting maturity (1-number of failed loads) by number of total loads equals the percent of processed fruit meeting maturity.

**Validity**

The measure is valid because it is an actual account of all inspections performed by inspectors through the Brix Acid Unit at the citrus processing plants. 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 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 and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 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

**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 audits the report for accuracy and, upon passing the audit, 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 that 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 and 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.

**Reliability**

This output data is highly reliable as it is an actual count of all audits performed.

**Service/Budget Entity**

*Fruit and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

**Number of Tons of Fruits 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

**Data Sources and Methodology**

The data was collected by inspectors when they certified the quality and the condition of fruit and vegetables. The data is collected daily on inspection certificates and manifests and summarized on an annual basis on certified Fresh Shipment Reports. The data is available on a statewide and production area basis.

This measure includes a count of:

- Number of tons of citrus inspected
- Number of tons of vegetables inspected
- Number of tons of fruit and vegetables inspected at terminal markets

**Validity**

The measure is valid because it is an actual account of all inspections made.

**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 and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 55**

**Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets**

**ACTION**

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

**Data Sources and Methodology**

The 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 units 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 2009-10, and renewal leases since FY 2010-11 contain specific language regarding reporting requirements. Our methodology involves entering data into internal automated spreadsheets for statistical compilation, analysis and reporting. “Sales generated on the markets” is calculated in a spreadsheet called “FY num qtr market numbers” where “FY” is the fiscal year designated as “xxxx-xxxx” and “num” is the quarter number from monthly reports generated at the markets from commodity reports given them by tenants. The spreadsheet resides on a PC in the Administrative Office.

**Validity**

The movement of Florida grown and produced products is the very essence of the State Farmers’ Market (SFM) system. The measure is the best identifier of the value of the SFM system, and is an outstanding indicator of the rise and fall of the state’s agricultural industry. The Division of Marketing’s goal is to provide distribution facilities around the state which facilitate the sale and movement of Florida-grown commodities, which in turn generates economic benefits to the communities they’re serving. Distributing agricultural commodities requires manpower and resources, both of which contribute to the economies of the place they’re occurring. It stands to reason that tracking the volume of sales that occur on these markets serves as a monitor of the use of local manpower and resources, while also providing a barometer of the economic value agriculture generates in the communities.

**Reliability**

The reliability of the data is high because our tenants are subject to audits by the state, 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.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 Marketing Assists Provided to Producers and Businesses**

**ACTION**

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

**Data Sources and Methodology**

The data 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 multifaceted 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-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.

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 nonautomated 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*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

**Number of Leased Square Feet at State Farmers’ Markets**

**ACTION**

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

**Data Sources and Methodology**

The 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: demand is lacking for that type property, the property is not 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 is not 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 to satisfy required state audits. By having an automated system that both tracks the details of each lease and calculates the output measure, it makes for not only a reliable indicator, but also an efficient one. The major shortcoming of the system is that the information is dynamic, changing virtually daily, and has no method of producing a history report. Lease data therefore is available on any given day, but data cannot be precisely calculated for any specific previous day. The name of the Microsoft Access database which generates this information is: “State Markets Lease Management.mdb”.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

**Amount of Sales Reported by Participants at Domestic and International Trade Events**

**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**

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 division uses 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 s. 570.07(7), F.S.; Department of Agriculture functions as it relates to extending 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 business-to-business 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 return on investment 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*

*(Department Number 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 59**

**Number of Fresh From Florida Consumer Exposures Converted to Engagements**

**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**

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*

*(Department Number 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 60**

**Percent of Fresh From Florida Consumer Exposures Converted to Engagements**

**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**

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.

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 61**

**Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations**

**ACTION**

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

**Data Sources and Methodology**

The Florida Department of Agriculture and Consumer Services (FDACS) shellfish processing plant inspection reports are the source of the data. FDACS inspectors are required to conduct periodic shellfish processing plant inspections. Administrative staff enter inspection results into the Healthspace database. The 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 percentage of shellfish facilities in significant compliance is calculated using the following formula:

$$\frac{(A - B) \times 100}{A}$$

A = Number of shellfish facilities inspected

B = Number of shellfish facilities inspected that are not in compliance

**Validity**

Based on our assessment methodology, there is a high probability that this measure is valid measure of the division's output. The measure and data elements are well defined.

**Reliability**

Based on our assessment methodology, there is a high probability that this measure is reliable. Clear procedures for collecting, reporting, and tabulating the measure are used to maintain accuracy.

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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 Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews**

**ACTION**

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

**Data Sources and Methodology**

The data source is the Florida Department of Agriculture and Consumer Services' processing plant inspection reports (FDACS inspection forms). The FDACS inspectors are required to conduct periodic and comprehensive shellfish processing plant inspections, which are a component of HACCP records review. Administrative staff, using a Healthspace database program, tabulate inspection numbers. 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**

Based on this methodology, there is a high probability that this measure is valid. The measure and data elements are well defined.

**Reliability**

Division staff interviewed program staff and reviewed documentation to analyze the measure's description of the reporting system structure. Division staff determined that the measure definition, formula, and reporting system structure have been uniformly implemented. Division staff continuously review records and verify that inspection equipment is functioning properly.

Based on our assessment methodology, there is a high probability that this measure is reliable. The program maintains a clear and specific description of the procedures for collecting data and reporting and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 Acres Tested**

**ACTION**

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

**Data Sources and Methodology**

The Division of Aquaculture tests and classifies coastal waters for shellfish harvesting based upon public health criteria in Florida Statute and the Florida Administrative Code. Once classified, areas must be routinely tested to ensure that 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. The Division of Aquaculture uses this data to create maps. The maps are subsequently used in conjunction with statewide sampling areas 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 map by email. The boundaries of the classification polygons are digitized in ArcGIS software. ArcGIS is the software used to calculate the number of acres in the classification polygons. Staff then verify classification polygons using the polygon’s legal description. The field staff or the division’s IT personnel provide the Environmental Administrator of the Shellfish Harvest Area Classification Program with acres by area number. The Environmental Administrator compiles and reports results.

Field Environmental Specialists II’s monitor the water quality of shellfish areas for contaminants. 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**

Based on our assessment methodology, there is a high probability that this measure is a valid indicator of department performance in this program area. The measure and data elements are well defined.

**Reliability**

Division staff interviewed program staff and reviewed documentation to analyze the reporting system structure. The division determined that the measure definition, formula, and reporting system structure have been uniformly implemented; division staff examined calibration records for instrumentation used to collect data.

Based on our methodology assessment, there is a high probability that this measure is reliable. 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 and reporting and tabulating the measure.

**Service/Budget Entity**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Department Number 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**

**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

**Data Sources and Methodology**

Data is collected and maintained in the Aquaculture Lease Database. The number of current submerged land leases listed in the Aquaculture Lease Database during the fiscal year are counted and reported.

**Validity**

Based on our assessment methodology, there is a high probability that this measure is valid. The measure and data elements are well defined.

**Reliability**

Division staff interviewed other program staff and reviewed documentation to analyze the reporting

system structure. Division staff determined that the measure definition, formula, and reporting system structure have been uniformly implemented. Staff examined calibration records for instrumentation used to collect data. Based on our assessment of methodology, there is a high probability this measure is reliable. 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 procedures for collecting data and reporting and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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**

**Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs**

**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 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**

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**

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

(Department Number 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**

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

**ACTION**

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

**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**

Based on our assessment methodology, there is a high probability that this measure is a valid measure of division output. The measure and data elements are well defined.

**Reliability**

Division staff interviewed program staff and reviewed documentation to analyze the reporting system structure. Division staff determined that the measure definition, formula, and reporting system structure have been uniformly implemented. Division staff examined calibration records for instrumentation used in the process of collecting data.

Based on our assessment of methodology, there is a high probability this measure is reliable. The program has a clear and a specific description of the procedure for collecting data and reporting and tabulating the measure.

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 67**

**Field Man Hours Expended Per Animal 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

**Data Sources and Methodology**

The data source is the DAI Daily Activity Report (DAR) database software application. The monthly DAR provides a summary of animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. The DAR is utilized to define monthly reporting parameters for activity reports. The annual reports are calculated based on monthly report compilations during the state fiscal year.

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 animals

B = Number of animals inspected

**Validity**

The measure is appropriate because site inspections are a crucial disease detection and prevention tool; preventing and managing animal disease outbreaks are a primary responsibility of the DAI.

**Reliability**

This data is reliable because the department uses an electronic system to track entries; random sampling of entries are conducted monthly by district supervisors to ensure that the data is accurate. The division can generate the reports numerous times and the results will be the same; 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*

*(Department Number 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 68**

**Number of Animal Site 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

**Data Sources and Methodology**

The data source is the DAI Daily Activity Report database software application. The monthly DAR provides a summary of animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. The DAR is utilized to define for the monthly reporting parameters for activity reports. The annual reports are calculated based on monthly report compilations during the state fiscal year.

**Validity**

The measure is appropriate because site inspections are a crucial disease detection and prevention tool;

preventing and managing animal disease outbreaks are a primary responsibility of the DAI. the keystone to detection and prevention of diseases and evaluation of premises.

**Reliability**

This data is reliable due because the department uses an electronic system to track entries; random sampling of entries is conducted monthly by district supervisors to ensure that the data is accurate. The division can generate the reports numerous times and the results will be the same; 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*

*(Department Number 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 69**

**Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory**

**ACTION**

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

**Data Sources and Methodology**

The Division of Animal Industry utilizes the USALIMS software. USALIMS is a Microsoft-based “smart client” application designed to provide comprehensive support for all administrative workflow in animal laboratories. It manages all specimen and test result data. All tests conducted and the corresponding results are inputted and maintained in the USALIMS database. USALIMS can be queried by types of tests, numbers of each type of test, and all animal diseases detected. Monthly and annual reports are generated from the USALIMS system.

**Validity**

This measure is appropriate because contagious and infectious disease testing is a key instrument to control and to eradicate animal diseases.

**Reliability**

Program managers have documented procedures for data access and report compilation. Program managers are audited randomly throughout the year by their supervisors and are required to generate a report within a specific period that reproduces previously reported numbers. Program managers 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*

*(Department Number 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 70**

**Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian**

**ACTION**

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

**Data Sources and Methodology**

The State Veterinarian or an authorized representative receives reports of suspected or positive dangerous, transmissible diseases from private veterinarians, animal owners and any other community members via telephone, or written correspondence. These diseases are designated Dangerous Transmissible Diseases by Statute (s. 585.15, 18, and 19, F.S) and Rule (5C-20 F.A.C.), including but not limited to, foreign or emerging diseases that seriously threaten animals and/or public health. All reports received are entered into the division's Reportable Animal Disease Database (RADD) and are monitored, characterized and tested. If a disease is detected, staff investigate, collect samples, conduct incremental laboratory diagnostic testing, and epidemiological evaluation. Careful analysis is required to assess the potential threat to animal and/or to public health.

**Validity**

This measure is appropriate because the State Veterinarian's position is established via statute as the contact point for reporting these diseases. The mission of the Division of Animal Industry is to prevent, to eradicate and to animal diseases.

**Reliability**

The State Veterinarian and designated staff have documented procedures for inputting, accessing, and compiling the data. Program managers are audited randomly throughout the year by their supervisors and are required to generate a report within a specific period that reproduces previously reported numbers. Program manager data input, access and compilation procedures are reviewed during these random audits. The RADD was developed utilizing Information Systems Developmental Methodology standards. All RADD information is maintained and backed up daily by the department's 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*

*(Department Number 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 71**

**Number of Employee Hours Spent on Animal and Agricultural Emergency Activities**

**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**

Division Emergency Management staff utilize activation logs, training logs and/or 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 division director or designee determines if an animal disease emergency is an emerging animal disease or an FAD and in consultation with staff determine what response is warranted.

**Performance Measure Report Formula**

Hours spent training, planning, and preparing are recorded on DARs or division training forms and represent T/P hours. The division's nine part or full time ESF-17 staff hours are recorded here. Hours spent on declared agricultural emergencies are coded on the DARs (Code specific) and/or Incident Command Post (ICP) activation logs excluding the hours worked by ESF-17 staff because these hours are recorded under the T/P portion. Hours spent on undeclared agricultural emergencies as coded on the DARs (Code specific) and/or ICP activation logs.

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). The data is audited to ensure that staff hours are not double counted.

**Validity**

This measure is appropriate as the Department of Agriculture and Consumer Services' Division of Animal Industry is designated as the lead division for ESF-17 in the state Comprehensive Emergency Management Plan (CEMP).

**Reliability**

The Division of Animal Industry, Emergency Response staff has documented standard operating procedures (SOPs) used to compile employee hours spent on animal and agricultural emergency activities and to audit the entries emergency activity hours entered on the DARs via random audits conducted within specific periods to 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*

*(Department Number 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 72**

**Percentage Change in Number of New Harmful Exotic Organism Detections**

**ACTION**

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

**Data Sources and Methodology**

The 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 (FY 03-04 through FY 12-13) 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*

*(Department Number 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 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

**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 subcategories 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 spreadsheet 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, data 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*

*(Department Number 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 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

**Data Sources and Methodology**

Data is collected from individual inspector’s daily inspection reports electronically and entered daily into the Pest Incident Control System (PICS) Database 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 quality control staff closely monitor their work and conduct targeted follow-up inspections to ensure 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*

*(Department Number 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 Sterile Med Flies 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

**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*

*(Department Number 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 Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis**

**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**

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 database 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*

*(Department Number 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**

**Number of Cartons of Fruit Certified as 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

**Data Sources and Methodology**

Data is uploaded from the fruit shippers. Uploads (certified shipping information) are “uploaded” into Freshnet via the CitraNet website. The Division of Fruit 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 Vegetables 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*

*(Department Number 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 Deleted Effective FY 19-20**

**Percentage Increase of Florida Schools Certified HUSSC Over the Prior Fiscal Year**

**ACTION**

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

**Data Sources and Methodology**

The division provides technical assistance to schools interested in pursuing the HUSSC: designation. The number of actively certified HUSSC 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 certified schools in Florida. The number of HUSSC certified schools may fluctuate annually based on expanded outreach efforts and/or the expiration of a HUSSC certified school's designation. Once the HUSSC: designation is awarded it is valid for four years.

**Reliability**

Once division staff confirms that the required conditions for a school's HUSSC certification are 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**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*



**Performance Measure Number 78**

**Percentage Increase Over the FY 2018-2019 Baseline Standard of Pounds of Produce Recovered and Distributed**

**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 type="checkbox"/> Backup for Performance Outcome and Output Measure

**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 and distribute the food and maintain auditable records of the process. The poundage of each donation is recorded as it is received from the farmer, retailer, or packinghouse. The entity is provided a receipt for each donation, and monthly, receives a statement of their total donation for 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 valid in calculating the percentage increase in the pounds 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**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

**Performance Measure Number 79**

**Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs**

**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**

Throughout the year, the Division of Food, Nutrition and Wellness provides training and technical assistance to the Sponsors of the National School Lunch Program administered by the Florida Department of Agriculture and Consumer Services. The training and technical assistance is tracked by person upon completion of the training or technical assistance program. This data is 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 when the individual signs in and takes online classes.

**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 record the trainings and technical assistance offered in person.

**Service/Budget Entity**

*Food, Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

**Performance Measure Number 80**

**Pounds of Produce Recovered and Distributed**

**ACTION**

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

**Data Sources and Methodology**

Data regarding recovered produce is supplied by nonprofit organizations and food relief agencies, the state’s partner in this program. These agencies collect and distribute the food and maintain auditable records of the process. The poundage of each donation is recorded as it is received from the farmer, retailer, or packinghouse. The entity is provided a receipt for each donation, and monthly receives a statement of their total donation for 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 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**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

**Performance Measure Number 81**

**Total Number of Meals Provided to Children in the Summer Food Service Program**

**ACTION**

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

**Data Sources and Methodology**

The data 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 of 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 of 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**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

# Exhibit V

## Associated Activities Contributing to Performance Measures

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FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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)	ACT2000	Conduct Regulatory Investigations
9	Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	ACT2000	Conduct Regulatory Investigations

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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
14	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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

*Increase Agricultural Water Quality and Conservation*

FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 Activity Title
15	Administrative Cost as a Percent of Total Agency Costs	ACT0010	Executive Direction
16	Administrative Positions as a Percent of Total Agency Positions	ACT0010	Executive Direction

**Service/Budget Entity**

*Executive Direction and Support Services*

*(Code: 42010300)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*



FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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	ACT1225	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 Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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
24	Page Views of the Florida Energy Clearinghouse	ACT1540	Energy and Climate Program Coordination

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Exceed Expectation in Service*

**Primary Service**

**Objective**

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

<b>FY 18/19 Measure Number</b>	<b>FY 18/19 Approved Performance Measure</b>	<b>FY 18/19 Activity Code</b>	<b>FY 18/19 Activity Title</b>
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 Wildlands Not Burned by Wildfires	ACT1180	Protect Acres of Forest Land from Wildfires
27	Percentage of Acres of Florida Forest Service Lands Managed by the department	ACT1120	State Forest 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 Forest Land from Wildfires
32	Number of Wildfires Suppressed	ACT1180	Protect Acres of Forest Land from Wildfires
33	Number of Acres Authorized to be Burned Through Prescribed Burning	ACT1180	Protect Acres of Forest Land from Wildfires
34	Number of Acres of Wildlands Protected from Wildfires	ACT1180	Protect Acres of Forest Land from Wildfires
35	Number of Person-Hours Spent Responding to Emergency Incidents Other Than Wildfires	ACT1180	Protect Acres of Forest Land from Wildfires

**Service/Budget Entity**

Florida Forest Service  
(Code: 42110400)

**Program**

Forest and Resource Protection  
(Code: 42110000)

**Department**

Agriculture and Consumer Services  
(Department Number 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

FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 Activity Title
36	Percentage of OATS Service Desk Tickets Addressed Within One Business Day	ACT0350	Desktop Support Services
37	Total Number of Help Tickets Received by the Service Desk	ACT0350	Desktop Support Services

**Service/Budget Entity**

*Office of Agriculture  
Technology Services*

*(Code: 42120100)*

**Program**

*Agriculture Management  
Information Center*

*(Code: 42120000)*

**Department**

*Agriculture and Consumer  
Services*

*(Department Number 42)*

FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 Activity Title
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 and Pesticide Data
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*

*(Department Number 42)*

**Goal**

*Safeguard the Well-Being of Florida's Residents and Visitors*

**Primary Service**

**Objective**

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

FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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 Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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 Petrol Field, Liquified Petrol Gas Facilities, and Amusement Ride Safety Inspections Test and Analyze Petrol Production

**Service/Budget Entity**

Consumer Protection  
(Code: 42160200)

**Program**

Consumer Protection  
(Code: 42160000)

**Department**

Agriculture and Consumer Services  
(Department Number 42)

**Goal**

Safeguard the well-being of Florida Residents and Visitors

**Primary Service**

**Objective**

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

FY 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 Activity Title
51	Percent of Processed Citrus Inspections Meeting Maturity	ACT7010	Conduct Citrus Packinghouse and Processing 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 and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 18/19 Measure Number</b>	<b>FY 18/19 Approved Performance Measure</b>	<b>FY 18/19 Activity Code</b>	<b>FY 18/19 Activity Title</b>
54	Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets	ACT6040	Conduct State Farmers' Market Program
55	Number of Marketing Assists Provided to Producers and Businesses	ACT6050	Conduct Agriculture/Seafood/ Aquaculture Assists
56	Number of Leased Square Feet at State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
57	Amount of Sales Reported by Participants at Domestic and International Trade Events	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
58	Number of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
59	Percent 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*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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 Shellfish 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

(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 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	ACT8120	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	ACT8080	Certify Citrus Fly-Free

**Service/Budget Entity**

*Plant Pest and Disease Control*

*(Code: 42170600)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 18/19 Measure Number	FY 18/19 Approved Performance Measure	FY 18/19 Activity Code	FY 18/19 Activity Title
77	Percentage Increase of Florida Schools Certified HUSSC over the Prior Fiscal Year	ACT2001	Training and Technical Assistance
78	Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	ACT2001	Training and Technical Assistance
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	ACT2004	Increase in Number of New Sites Providing Free Meals in the Summer Food Service Program

**Service/Budget Entity**

*Food Nutrition and Wellness*

*(Code: 42170700)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 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 in accordance with federal and state laws*

# **Exhibit VI**

## **Agency Level Unit Cost Summary**

AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF, AND		FISCAL YEAR 2017-18			
SECTION I: BUDGET		OPERATING	FIXED CAPITAL OUTLAY		
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,763,416,455	30,312,348		
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		929,206	701,622		
FINAL BUDGET FOR AGENCY		1,764,345,661	31,013,970		
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					21,702,833
Provide Assists To Consumers (call Center) * Number of assists provided to consumers by the call center		473,711	3.72	1,760,601	
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		716,296	18.99	13,602,612	
Register, License, Or Permit Department Regulated Entities * Number of regulated entities registered by the Division of Consumer Services		129,015	31.19	4,024,436	
State Forest Resource Management *		1,149,383	21.51	24,728,364	
Provide Technical Assists To Non-industrial Forest Landowners * Number of hours spent providing forest-related technical assists to non-industrial private landowners		59,033	55.53	3,278,066	
Visitor Service / Recreation * The number of State Forest visitors		2,399,945	1.36	3,269,117	
Capital Improvements * Number of hours spent on capital improvement projects		205,690	105.15	21,629,122	
Provide Land Management Assistance To Other Agencies * Number of hours spent providing forest-related technical assists to public land management agencies		17,561	85.46	1,500,727	
Protect Acres Of Forest Land From Wildfires * Number of acres of wildlands protected from wildfires		26,679,830	2.80	74,675,355	
Licensing * NA		351,436	67.58	23,749,701	
Compliance Section * Number of Administrative Actions		39,566	92.31	3,652,159	
Regional Offices * Number of new and renewal concealed weapon/firearm licenses Issued		89,580	93.50	8,375,721	
Inspect Pesticide Applicators And Dealers * Number of pesticide inspections conducted		2,219	1,129.09	2,505,440	
License Pesticide Applicators And Dealers * Number of pesticide applicators and dealers licensed		12,421	42.01	521,746	
Evaluate And Manage Pesticide Products * Number of pesticide products registered		226	3,353.36	757,859	
Register Pesticide Products * Number of pesticide products registered		16,705	48.95	817,712	
Analyze Pesticide Products * Number of pesticide sample determinations performed		145,259	10.88	1,579,788	
Inspect Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		5,046	709.82	3,581,766	
License Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		51,922	23.28	1,208,798	
Regulate Mosquito Control Programs * Number of people served by mosquito control activities		61	145,391.67	8,868,892	
Regulate Fertilizer Companies * Number of fertilizer inspections conducted		2,843	491.64	1,391,727	
Analyze Fertilizer Products * Number of fertilizer sample determinations		137,704	8.53	1,173,961	
Analyze Seed Companies * Number of official seed sample determinations performed		93,242	5.02	468,268	
Regulate Seed Companies * Number of seed inspections conducted		2,261	199.29	450,592	
License Feed Companies * Number of feed companies licensed		1,285	652.97	839,063	
Analyze Feed Products * Number of official feed samples collected by feed manufacturers and analyzed by certified labs for regulatory purposes		2,310	100.84	232,946	
Conduct Food Establishment Inspections * Number of inspections of food establishments and water vending machines		31,884	488.59	15,578,269	
Perform Analyses Of Food Samples * Number of food analyses conducted		34,165	124.72	4,261,210	
Perform Analyses For Chemical Residues And Pesticide Data * Number of chemical residue analyses conducted		2,591	1,589.58	4,118,594	
Energy Efficiency And Renewable Energy Grants And Incentives * NUMBER OF GRANTS AND FINANCIAL INCENTIVES PROCESSED		60	36,447.00	2,186,820	850,000
Energy And Climate Program Coordination * NUMBER OF PAGEVIEWS OF THE FLORIDA ENERGY CLEARINGHOUSE		79,642	11.75	935,999	
Inspect Shellfish Processing Plants * Number of shellfish processing plants inspections and HACCP (Hazard Analysis Critical Control Point) records reviews		1,354	439.86	595,568	
Test Water Quality * Number of acres tested		1,352,798	1.13	1,531,337	
Administer Aquaculture Certification Program * Number of certifications issued to first-time applicants or renewed		1,075	561.23	603,322	
Administer Shellfish Lease Program * Number of Submerged Land Leases		712	117.28	83,502	
Conduct Oyster Planting Activities * Cubic yards of cultch deposited to restore habitat on public oyster reefs		98,201	2.99	293,764	
Conduct Regulatory Investigations * Number of complaints investigated upon referral from the Division of Consumer Protection		2,693	1,282.78	3,454,532	
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		15,220,868	3.05	46,428,909	
Conduct Law Enforcement Investigations * Number of law enforcement investigations initiated		708	4,951.13	3,505,401	
Agriculture State Law Enforcement - Commodity Interdiction * Number of vehicles inspected at agricultural interdiction stations		10,700,170	1.58	16,891,205	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		58,163	49.15	2,858,813	
Develop And Implement Best Management Practices (bmps) 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		166,067	90.12	14,966,670	5,500,000
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		332,616	77.73	25,855,254	
Develop Water Policy * Number of water policy assists provided to agricultural interests		1,856	187.09	347,233	
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		7,600,000,000	0.00	289,095	
Assist Soil And Water Conservation Districts * Number of soil and water conservation districts assisted		58	4,984.40	289,095	
Inspect Dairy Establishments And Collect Samples * Number of dairy establishment inspections and samples collected		1,689	674.40	1,139,067	
Perform Sample Analyses * Number of analyses conducted on Florida Milk Regulatory Program samples		20,307	16.95	344,274	
Inspect Dairy Tankers And Evaluate Bulk Milk Sample Collectors * Number of dairy tankers inspected and bulk milk sample collectors evaluated		1,331	60.95	81,125	
Conduct Florida Agriculture Promotion Campaign (fapc) And Related Promotional Activities * Number of buyers reached with agricultural promotion campaign messages		70,394,602	0.07	4,988,443	
Provide Education & Communications * Number of media items produced for promotional and educational purposes		1,156	1,254.26	1,449,220	
Conduct State Farmers Market Program * Number of leased square feet at state farmers' markets		1,860,000	2.16	4,012,726	941,000
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of marketing assists provided to producers and businesses		287,376	17.36	4,988,436	
Conduct Citrus Packing House And Processing Inspections * Number of tons of citrus inspected		2,199,251	1.41	3,090,052	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of tons of vegetables inspected		605,139	4.63	2,803,126	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers * Number of tons of fruits and vegetables inspected		53,789	29.60	1,592,025	
Inspect Plants For Plant Pests, Disease Or Grade And Service Exotic Fruit Fly Traps * Number of plant, fruit fly trap, and honeybee inspections performed		909,914	31.25	28,435,712	
Identify Plant Pests * Number of plant, soil, insect and other organism samples processed for identification or diagnosis		595,495	6.95	4,136,473	
Certify Citrus Fly-free * Number of cartons of citrus certified as fly-free for export		896,590	1.62	1,449,391	
Develop Control Methods And Rear Biocontrol Agents * NA		3,382,573	0.66	2,236,621	
Release Sterile Fruit Flies * Number of sterile med flies released		4,147,962,620	0.00	1,202,793	
Inspect Apiaries * Number of honey bee inspections performed		353,392	3.07	1,084,116	
Register Citrus Budwood * NA		57,684	23.39	1,349,063	
Certify Nurseries As Imported Fire Ant Free * NA		3,175	21.00	66,684	
Distribute Endangered Plant Grant Money To Qualified Applicants To Preserve Native Plants * NA		4	60,000.00	240,000	
Prevent, Control And Eradicate Animal Diseases * Number of animal tests and/or vaccinations performed on animals		89,208	72.26	6,446,216	
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of animal site inspections performed		12,384	377.44	4,674,264	
TOTAL				429,535,664	28,993,833
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				1,226,084,181	1,726,262
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER					
REVERSIONS				108,725,967	293,875
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,764,345,812	31,013,970

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

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

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

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

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

# **Glossary of Terms and Acronyms**



## **Glossary of Terms and Acronyms**

Acre: 43,560 square feet.

Acres of Protected Forest Wildlands: All wildlands 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 s. 125.27, F.S. or other federal, state and local government lands for which fire protection is provided for by the Florida Forest Service.

Activity: Employee hours spent in response to a declared or undeclared agricultural emergency as identified on field Daily Activity Reports (DARs) and Emergency Operations Center (EOC) – Emergency Support Function (ESF)-17 and/or Incident Command Post (ICP) activation logs. Employee hours spent on emergency training, preparation and planning for animal and agricultural emergencies (declared and undeclared) as identified on the field DARs, activation logs, and division training records.

Administrative Complaint: An action initiated by the department that alleges a violation of a consumer protection law.

Administrative Violation: A violation of a law or rule that regulates or prohibits a specific activity.

Agency Generated: Investigations initiated because of licensing and enforcement activities performed by the Division of Licensing (DOL).

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 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 Stations: Strategically located fixed facilities used by department LEO to inspect agricultural, horticultural, and livestock shipments to assure compliance with marketing orders, various laws, rules and regulations. These laws and rules are designed to protect the public and to prevent or limit the transmission of certain plant and animal diseases.

Agricultural Operations: Any farm or nursery that uses an irrigation system to water their crops or commodities.

Agricultural Use for Cause Investigation (UAF): 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.

Agricultural Use Inspection (UAG): 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.

Analytical Test: Determination of the presence, quantity, or absence of an analyte in a food product sample through the use of established chemical, biological or physical methods of evaluation.

Animal Disease: Any living stage of bacteria, fungi viruses, or any organisms similar to or allied with any previous item that can injure, transmit disease or damage 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 insects, mites, slugs, snails, protozoa, other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, viruses, or any organisms, similar to or allied with any previous item, that can injure, transmit disease or damage animal products.

Animal Site or Premises: Any location where animals have been, are, or may be maintained.

Aquaculture Certificate of Registration: A certificate issued pursuant to Chapter 597, F.S. and 5L-3 F.A.C.

Aquaculture: The culture of aquatic organisms.

Assist to Consumer (Consumer Assists): Information and assistance provided to consumers by the Division of Consumer Services.

Audit Certificate: Federal or state certification forms.

**Best Management Practices (BMPs):** Science-based structural or nonstructural measures, adopted by the department, designed to minimize a discharge and/or to conserve water resources.

**Brix Acid Unit (BAU):** A device used to automatically evaluate percent acid and brix determinations of a provided juice sample.

**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.

**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 respond 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.

**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' (DOCS) system and assigned to a staff person to read, to analyze, to respond, to investigate and/or to initiate an enforcement action.

**Certificates:** Federal certification form.

**Certified Applicator Records Inspection (CAR):** 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.

**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 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.

**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:** A non-criminal act punishable by 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 total number of closed cases divided by the total number of cases.

**Commercial Citrus:** A solid planting of 40 or more citrus trees (including grapefruit, oranges and tangerines).

**Complaint Generated:** Investigations initiated because of information received by the department from an external party or parties.

**Complaint:** Correspondence with the department indicating that a violation of the law may have occurred.

**Compliance Inspection:** Inspections performed to assure that regulated entities and individuals are in compliance with applicable laws.

**Compliance:** The absence of observed violations after reinspection or after a corrective action has been taken on an initial inspection and observed by a department inspector.

**Consumer Exposures:** The number of consumers reached or "exposed" to a message through mass media, as well as the amount of impressions gained.

**Consumer Protection Laws:** Any laws that protect consumers from deceptive commercial practices.

**Consumer Protection Laws:** Laws designed to safeguard Florida consumers against unlawful acts perpetrated by business entities selling goods and/or services to consumers.

**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 wildlands 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:** A breach of a criminal statute.

**Cubic Yard:** Volumetric measurement used to determine the amount of cultch deposited.

**Dairy Establishment Inspection:** Inspection of a dairy establishment means a visit by an authorized agent of the department to the place of business during which a review of conditions is made that results in an inspection rating for a dairy establishment.

**Dairy Establishment:** All Grade "A" Plants, Farms, Single Service Plants, Cheese Plants, Bulk Milk Tankers, Equipment Tests, and Frozen Dessert Plants included under Chapters 502, Florida Statutes.

**Dairy Establishments "In Compliance":** An inspection of a dairy establishment that results in a score of above 84 shall be considered "in compliance."

**Dairy Establishments "Out of Compliance":** An inspection of a dairy establishment that results in a score of 84 or below shall be considered "out of compliance."

**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.

**Department:** Unless noted otherwise represents the Florida Department of Agriculture and Consumer Services.

**Designee:** Assistant Director, Division of Animal Industry; Chief, Bureau of Animal Disease Control; ESF-17 Coordinator; or Emergency Veterinary Program Manager.

**Direct Collections:** Revenue collections resulting from initial shipments covered by bills of lading.

**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 5293).

**Eclosion or Eclose:** 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:** Are such emergencies as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

**Employee DAI Full-Time Equivalent (FTE):** Two FTEs are currently designated with 100 percent emergency related activity duties (position numbers 1012 and 1197). Seven positions are designated with 20 percent emergency related activities (position numbers 1018, 0955, 0975, 0978, 1004, 1207, and 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.

**Engagement Target:** Percentage of total exposures or consumers reached and achieved through distribution of content. This involves recipes, videos, live demonstrations, seasonality information, events, consumer generated content, sampling information and industry highlights.

**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.

**Enrolled:** An agricultural operation is enrolled in an FDACS BMP program on the date that the owner(s) or authorized agent(s) sign the NOIs to implement the BMPs.

**ESF17:** An entity that is identified as an 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.

Evaluations: On-site irrigation system analyses followed by the analyst delivering recommendations for improvement to the owner.

Exhibit B: A report generated from LAS/PBS which reflects department expenditures.

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.

Experimental Use Permit Inspection (EUP): An inspection conducted by the department at either an agricultural or non-agricultural establishment (also known as 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.

Failure to Meet Food Safety and Sanitation Requirements: An inspection of a food firm which receives a summary of “re-inspection required” within the performance reporting period shall be considered “out of compliance.”

FDACS: Unless otherwise noted means the Florida Department of Agriculture and Consumer Services. The meaning is identical to department unless otherwise noted.

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 two hours at 35 degrees Celsius then transferred to a water bath at 44.5 degrees Celsius 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 is reported on the 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 on the Quarterly Activity Memoranda. Source documentation consists of feed marketplace inspection reports.

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, the Quarterly Summary Reports and the 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 to organizations to encourage behavior or actions.

Fire Management Information System (FMIS): 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.

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.

Florida Accounting Information Resource (FLAIR): The state of Florida’s accounting database.

Florida Energy Clearinghouse: A web portal hosted by the department’s IT division used to compare energy saving technologies and to learn more about renewable energy technologies.

Florida Land Mass: The total land mass of the state of Florida, exclusive of water bodies.

Food Firm Inspection (Inspection of Food Firm): A visit by an authorized agent of the department to the place of business during which a review of conditions is made that results in an inspection summary in the case of a food firm.

Food Firm: All food establishments included under Chapter 500, Florida Statutes, including water vending machines (WVM).

Food Firms That Meet Food Safety and Sanitation Requirements: An inspection of a food firm which receives a summary of “met inspection requirements” or “met inspection requirements-check back needed” within the performance reporting period shall be considered “in compliance.”

Food Samples Collected for Analysis: Food product samples submitted to the Food Safety Laboratory that are scheduled for one or more analytical tests to determine the presence/quantitation of one or more analytes.

**Forest Inventory Analysis (FIA) Program:** A program of the USDA's Forest Service that collects, analyzes, and reports information on the status and the trends in America's forests. The trend data includes forest acreage, forest location concentration, fluctuations in forest land vegetation and other information.

**Forest Land Protected:** All wildlands 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 s. 125.27, F.S. or other federal, state and local government lands for which fire protection is provided for by the Florida Forest Service.

**Forest Land:** Land at least an acre and 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.

**Forest-Related Technical Assist:** Includes telephone calls, personal visits, conversations or documented work performed by a resource management professional related to Best Management Practices Implementation. Such documentation may include, but is not limited to, the following: Forest Management Plans, Needs Determination Forms (AD-862), Tree Planting Prescriptions, Prescribed Burn Plans, 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.

**From Recovery to Repossession Services:** Refers to recovery agencies, agents, and interns who are licensed by FDACS/DOL.

**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:** 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.

**Grade "A" milk product:** Dairy product samples submitted to the Food Safety Laboratory for analysis in accordance with the FDA Grade "A" Milk Safety Program.

**Grant:** A sum of money awarded by an organization or government to support an activity.

**Ground Water Inspection (GW):** 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.

**Import and/or Export Inspection (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:** A grant that has been approved.

**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 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.

**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.

**Inspection:** A visual observation made by a department's authorized representative to determine whether the plant, fruit fly trap, or honeybee is free of the target pest.

**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.

**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.

**Legislative Appropriation System/Planning and Budgeting Subsystem (LAS/PBS):** The state of Florida's budgeting computer system.

**Licensed:** The procedure followed by those business entities to be licensed or registered with the division as provided by Florida Statute.

**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 Reinspection:** A follow-up to a routine inspection to determine whether 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.

**Manifest:** Bills of lading.

**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).

**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. 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 on the Quarterly Activity Memoranda. Source documentation consists of fertilizer marketplace inspection reports. Supporting documentation includes any associated product documentation and warning letters (for violation samples).

**Marketplace Inspection (MKP):** 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 Walmart.

**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.

**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.

**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 to improve irrigation water-use efficiencies and to increase water conservation.

**My Florida Energy Projects:** A component of the Florida Energy Clearinghouse. It is a web-based interactive application that displays graphs, flowcharts, and reports 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:** 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.

**National School Lunch Program:** A federally assisted free or reduced-price school lunch program offered to eligible students based on family income levels.

**New Record:** Insect, disease or other organism not known to be established in Florida and/or the United States.

**Non-Agricultural Use for Cause Investigation (UNF):** 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.

**Non-Agricultural Use Inspection (UNA):** 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.

**Non-Industrial Private Landowner:** Private forest landowners may include private individuals, entities, joint owners, non-profit organizations, or corporations (that are not wood using industries, or have no publicly traded stock).

**Non-Regulated Complaint:** Complaints that are not regulated by any agency where the department seeks a settlement using informal methods of mediation.

**Non-Regulated Entities:** Business entities not specifically regulated by the department; however, such entities are subject to the provisions of the Unfair and Deceptive Trade Practice laws.

**Non-regulated Referral:** Complaints that are promptly transmitted to the agency most directly concerned in order that the complaint may be expeditiously handled in the best interests of the complainant.

**Northern Everglades and Estuaries Protection Program Area (NEEPP Area):** Includes the Lake Okeechobee Watershed (as defined by subsection F.S. s. 373.4595(2)) and St. Lucie, Martin, Glades, Hendry, Charlotte, Lee, Highlands, Osceola, and Okeechobee counties.

**Notice of Intent (NOI):** A standardized form submitted by an agricultural producer with information about the property. The NOI is accompanied by a checklist of the BMPs applicable to the property.

**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.

**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 three or more key violations or one 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.

**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:** 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.

**People First:** The state of Florida's personnel system/database.

**Person-hours:** The number of employees times the number of work hours performed on non-fire emergencies.

**Pesticide Dealer Inspection (DLR):** 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.

**Petroleum Dispensers:** The devices at retail gasoline stations open to the 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 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 bacteria, fungi, viruses, or any organisms similar to or allied with any previous item that can injure, transmit disease or damage plant products.

**Plant Pest:** Any living stages of insects, mites, nematodes, slugs, snails, protozoa, other invertebrate animals, bacteria, fungi, other parasitic plants or their reproductive parts, viruses, or any organisms similar to or allied with any previous item that can injure, transmit disease or damage plant products.

**Pounds-Solids:** The product of pounds of juice times the percentage of total soluble solids, usually expressed on a per box basis.

**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 scientific water quality data.

**Private Investigative Services:** Refers to private investigation agencies, investigators, and interns who are licensed by the FDACS/DOL.

**Private Security Services:** Refers to security agencies and officers who are licensed by FDACS/DOL.

**Private Security:** Refers to security agencies and officers who are licensed by FDACS/DOL.

**Producer Establishment Inspection:** An inspection conducted by the department at a facility that produces, formulates, reformulates, packages or repackages pesticides or pesticide 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 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.

**Products Analyzed:** Produce or other food sample submitted to the chemical residue laboratory, whereupon analyses are completed to determine the amount or absence of one or more pesticides or other chemical compounds of concern.

**Program Payments:** Financial assistance in the form of start-up payments, advance payments, or reimbursements 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.

**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.

**Program:** An action plan to accomplish a specific goal.

**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.

**Rebate:** A monetary benefit to purchase service(s) or product(s).

**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:** Produce items donated to a network of non-profit organizations and food relief agencies for distribution to citizens in need as set forth in s. 595.420, Florida Statutes.



**Registered Entities:** Any regulated business that is currently permitted, filed or licensed with the division.

**Regulated Commodities:** Food, agricultural, horticultural, aquacultural or livestock products and/or any department regulated article or product.

**Regulated Complaint:** Any complaint that the Department of Agriculture and Consumer Services is responsible for per statute, rule, or regulation.

**Regulated Devices:** Amusement rides, commercial weighing and measuring devices are considered regulated devices.

**Regulated Entities Subject to Reinspection:** 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 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 Entity:** Businesses that are required to file with, to register, or to be licensed by the department pursuant to Florida Statutes.

**Regulated Products:** Items included in regulated products are gasoline, diesel, kerosene, alternative fuels, fuel oil, brake fluid and antifreeze.

**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.

**Reinspection:** 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.

**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.

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

**Resource Development Projects:** Program activities to restore, enhance, enlarge oyster resources in the waters of the state.

**Retail Facilities:** Gasoline stations, grocery, department, convenience and other retail stores that sell commodities and/or services to the public.

**Revenue:** Use taxes collected by the Department of Revenue based on the bills of lading transmitted by the department.

**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.

**Seed Establishment Inspection 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 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 the associated documentation are scanned and maintained electronically and are reported on the Quarterly Activity Memoranda. Source documentation consists of applicable inspection forms.

**Seed Marketplace Inspection 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 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 on the Quarterly Activity Memoranda. Source documentation consists of seed marketplace inspection reports.

**Seed Sample Inspection 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 on the 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 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 on the Quarterly Summary Reports. Source documentation consists of seed laboratory analysis reports.

**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 rebaited 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:** Device with known or assigned and accepted parameters such as mass, volume or length.

**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 a commercial citrus grove is free of citrus canker, citrus greening or other diseases.

**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 (HUSSC: SL) –** A certification initiative which recognizes schools that have created healthier school environments by promoting nutrition and physical activity.

**Timber Stand:** A contiguous management unit containing trees of similar enough to make them 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.

**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, United States Department of Agriculture; Governor of Florida; Florida Commissioner of Agriculture.

**Unit Manager:** A Florida Forest Service District or Center Manager.

**Vehicle:** Include objects defined as vehicles under s. 570.15, F.S. and Chapter 5A-16, Florida Administrative Code (FAC).

**Visitors:** The number of people that visit Florida Forest Service Lands from July 1 to June 30 of the next year.

**Water Policy Assist:** A visit to an agricultural operation to enroll the operation in one or more of the OAWP's BMP programs adopted by department rule to improve water quality and conservation or a visit to an enrolled operation to verify BMP implementation.

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

**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 wildland 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).

**Wildland:** Any public or private managed or unmanaged forest, urban/interface, pasture or range land, recreation lands, or any other land at risk of wildfire.

**Worker Protection Standard (WPS):** 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.