

OFFICE OF THE COMMISSIONER
(850) 617-7700



THE CAPITOL
400 SOUTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-0800

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES COMMISSIONER NICOLE "NIKKI" FRIED

LONG RANGE PROGRAM PLAN

Florida Department of Agriculture and Consumer Services

Tallahassee, Florida

September 30, 2019

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

Eric Pridgeon, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Cindy Kynoch, Staff Director
Senate Appropriations Committee
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of Agriculture and Consumer Services is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2020-21 through Fiscal Year 2024-25. The internet website that provides the link to the LRPP located on the Florida Fiscal Portal is <https://www.fdacs.gov/About-Us/Publications/Long-Range-Program-Plans>. This submission has been approved by Nicole Fried, Commissioner.

Sincerely,

Nicole Fried
Commissioner of Agriculture

Florida Department of Agriculture and Consumer Services

Long Range Program Plan

Fiscal Year 2020-21 through Fiscal Year 2024-25

Nicole “Nikki” Fried
Commissioner

Table of Contents

Mission and Goals.....	4
Performance Projection Tables.....	5
Trends and Conditions	15
Exhibit II -- Performance Measures and Standards.....	29
Exhibit III -- Assessment of Performance for Approved Performance Measures	47
Exhibit IV -- Performance Measure Validity and Reliability	63
Exhibit V -- Associated Activities Contributing to Performance Measures	167
Exhibit VI -- Unit Cost Summary	184
Glossary of Terms and Acronyms.....	186

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

PERFORMANCE PROJECTION TABLES

Section Contents

Goal I – Strengthen Florida agriculture to meet the needs of the world’s growing population

Aquaculture.....	6
Fruit and Vegetable.....	6
Agricultural Products	
Marketing.....	7

Goal II – Safeguard the well-being of Florida residents and visitors

Food Safety Inspection and Enforcement.....	8
Agricultural Environmental Services.....	9
Consumer Protection.....	9
Agricultural Law Enforcement.....	9

Goal III -- Manage natural resources to support Florida’s quality of life

Agricultural Water Policy	
Coordination.....	10
Wildfire Prevention and Management.....	10
Land Management.....	11

Goal IV -- Prevent and respond to pests, disease and disaster

Plant Pest and Disease Control.....	12
Animal Pest and Disease Control.....	12

Goal V – Exceed expectations in service

Food, Nutrition, and Wellness.....	13
Office of Energy.....	13
Division of Licensing.....	14

Outcome	
<i>Percent of Inspected Shellfish facilities in Significant Compliance with Permit and Food Safety Regulations</i>	
Baseline/ FY 2014-15	85%
FY 2020-21	90%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	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 2020-21	98%
FY 2021-22	98%
FY 2022-23	98%
FY 2023-24	98%
FY 2024-25	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 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)
FY 2024-25	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 Receiving a Summary that Met Inspection Requirements</i>	
Baseline/ FY 2017-18	90%
FY 2020-21	94%
FY 2021-22	94%
FY 2022-23	94%
FY 2023-24	94%
FY 2024-25	94%

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 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%
FY 2023-24	90%
FY 2024-25	90%

Goal

Safeguard the well-being of Florida residents and visitors

Service

Food Safety Inspection and Enforcement

Primary Service Objective

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

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>Percent 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 2015-16	85%
FY 2020-21	85%
FY 2021-22	85%
FY 2022-23	85%
FY 2023-24	85%
FY 2024-25	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 2020-21	99.8%
FY 2021-22	99.8%
FY 2022-23	99.8%
FY 2023-24	99.8%
FY 2024-25	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 2020-21	2% (371,700 acres)
FY 2021-22	2% (378,000 acres)
FY 2022-23	2% (384,300 acres)
FY 2023-24	2% (390,600 acres)
FY 2024-25	2% (396,900 acres)

Outcome	
<i>Percentage of Acres of Protected Forest and Wild Lands not Burned by Wildfires</i>	
Baseline/ FY 1996-97	99.4%
FY 2020-21	99.2%
FY 2021-22	99.2%
FY 2022-23	99.2%
FY 2023-24	99.2%
FY 2024-25	99.2%

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

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 2020-21	46%
FY 2021-22	46%
FY 2022-23	46%
FY 2023-24	46%
FY 2024-25	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 2020-21	21%
FY 2021-22	21%
FY 2022-23	21%
FY 2023-24	21%
FY 2024-25	21%

Outcome	
<i>Field Man-Hours Expended Per Animal Inspected</i>	
Baseline/ FY 2016-17	0.05 hours
FY 2020-21	0.05
FY 2021-22	0.05
FY 2022-23	0.05
FY 2023-24	0.05
FY 2024-25	0.05

Goal

Prevent and respond to pests, disease and disaster

Service

Plant Pest and Disease Control

Primary Service Objective

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

Goal

Prevent and respond to pests, disease and disaster

Service

Animal Pest and Disease Control

Primary Service Objective

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

Outcome	
<i>Percent Increase Over the FY2018-2019 Baseline Standard of Pound of Produce Recovered and Distributed</i>	
Baseline/ FY 2018-19	38,836,930 pounds
FY 2020-21	10%
FY 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%
FY 2024-25	10%

Outcome	
<i>Percentage of Financial Incentive Awards Executed</i>	
Baseline/ FY 2013-14	100%
FY 2020-21	95%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%

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

Goal

Exceed expectations in service

Service

Office of Energy

Primary Service Objective

Increase annual energy savings through conservation and renewable energy sources

Outcome	
<i>Percentage of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses Issued within 90 Days of Determination of Receipt of a Complete Application</i>	
Baseline/ FY 2010-11	90%
FY 2020-21	98.6%
FY 2021-22	98.8%
FY 2022-23	99.0%
FY 2023-24	99.2%
FY 2024-25	99.4%

Goal

Exceed expectations in service

Service

Division of Licensing

Primary Service Objective

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

TRENDS AND CONDITIONS

Section Contents

Statutory Responsibilities.....16

Trends and Conditions.....16

New and Revised
Programs 20

Priorities, Goals, and
Objectives 20

Task Forces, Studies and
Related Activities..... 28

Statutory Responsibilities—The Department’s Role

Rooted in a duty to protect consumers and to support Florida agriculture, the Florida Department of Agriculture and Consumer Services (the department) is led by the Commissioner of Agriculture, who is an elected official. The department was created by Florida Statutes sections 20.14 and 570.01 and has evolved to touch the lives of each of Florida’s visitors, residents, and businesses on a daily basis. The department promotes the availability of wholesome food, 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, and §576.045, 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 the public and 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

Technologies across the board have begun evolving at a rapid rate. This rapid evolution has required the department to continuously adapt to meet the needs created by these advancements. Weather forecasts, commodity market reports, disease outbreaks, and international political conflicts are among the outside events requiring the department to constantly adapt while remaining focused on the department’s mission. An acute awareness of market trends and conditions, coupled with the department’s overarching duty 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 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 substantial portion of the nations’ food supply

is produced on domestic farms; however, to bolster this supply, some products are imported. The forces of foodborne illness concerns, international marketplace pest and disease threats, bioterrorism, the climate, and small agricultural operators have changed Florida’s agricultural industry. To better respond to the evolution of the industry, the department will continue to shift towards risk-based evaluations that strike 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 are fundamental components of a healthy economy, the department supports local

***“Acute Awareness
of Market Trends
and Conditions,
Coupled with the
Department’s
Overarching Duty
to Protect
Consumers and to
Support Florida
Agriculture Has
Guided the
Department’s
Strategic
Planning...”***

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

Florida's natural resource base provides the foundation for the rich food supply and energy opportunities that are vital to the state's continued economic health. Moreover, it is essential to protect these resources for future generations. Stewardship of Florida's natural resource base requires continued vigilance because these resources are made vulnerable by 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. 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. The department, through cost-sharing programs and financial incentives, continues to encourage the implementation of water conservation and water quality improvement best management practice ("BMP") tailored to the unique demands of agricultural enterprises. Future agricultural water conservation and water quality programs will concentrate on assisting farmers, ranchers, and forest landowners to implement new 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 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, reforest, and 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 1.15 million acres of land), the department remains dedicated to wildfire prevention and suppression, the efficient management of Florida's forest resources for public benefit, and 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 alleviate these risks, as well as, advise the public and local governments on wildfire prevention and mitigation techniques.

Aquaculture is Florida's most diverse agribusiness, producing the greatest variety of aquatic species of any state in the nation. Florida aquaculture products include aquarium and food fish, shellfish, reptiles, crustaceans, corals and aquatic plants. Florida ranks first in the nation in terms of ornamental fish and aquatic plant aquaculture and sixth in overall aquaculture production. As demand for domestically produced seafood rises and environmentally sustainable agriculture production becomes increasingly important, Florida's aquaculture industry is poised to become a national leader and expand dramatically in the coming years.

The state's aquaculture industry has a distinct competitive advantage due to its subtropical climate, expansive coastline, robust shipping infrastructure, and a nationally unique, streamlined regulatory system. As Florida's singular aquaculture regulatory agency, the department has developed an efficient regulatory structure that has allowed the

***“Florida’s Natural
Resource Base
Provides the
Foundation for the
Rich Food Supply and
Energy Opportunities
that are Vital to the
State’s Continued
Economic
Health”***

development of a positive business climate, while ensuring comprehensive regulations to protect Florida's natural resources and the environment. Although the industry faces a variety of hurdles, such as recovery from the wide-spread economic damage caused by Hurricanes Irma and Michael, economic investment in the industry remains positive and the future of aquaculture in the state looks optimistic.

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, which continues to be an issue. To combat this problem, the department provides internal and external training, 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 and 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 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 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 signs 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.

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 Michael, the department assisted the people of Florida in many ways. Through the activation of ESF-11, ESF-17, ESF-12, and the support of its division, the department was able to rapidly respond to and address a variety of needs throughout the Panhandle.

In the wake of Hurricane Michael, 2.8 million acres of timber valued at \$1.3 billion was heavily damaged or destroyed, that's 72 million tons or enough to fill 2.5 million log trucks. The resulting wildfire threat is now 10 times higher than before the storm with 233 communities at higher risk to wildfire.

The Florida Forest Service deployed 178 personnel assigned to saw crews as either a sawyer, swamper, mechanic, or equipment operator. These teams responded immediately following passage of Hurricane Michael and continued the important work of clearing the way for emergency response agencies and gaining access to citizens and key agriculture facilities throughout the emergency response phase. Assignments were typically two weeks in length, with some extended to three weeks.

Immediately following the emergency response, the recovery process ramped up and from January 1, 2019 the Florida Forest Service has deployed 159 personnel assigned to multiple strike teams to help clear forest roads and fire breaks. Assignments have typically lasted three weeks. As of June 3, 2019, these strike teams have cleared 518 miles of roads and fire breaks.

Also, during the emergency response to Hurricane the Florida Forest Service deployed 5 Incident Management Teams for multiple missions including Search and Rescue

***“In the Wake of
Hurricane Michael,
2.8 Million Acres of
Timber Valued at
\$1.3 Billion was
Heavily Damaged or
Destroyed”***

coordination and support, fire department support, managing base camps and Logistical Staging Areas. Florida Forest Service personnel also assisted in the emergency response efforts locally in many counties throughout the response. Two additional Florida Forest Service Incident Management Teams provided assistance to impacted areas for operational and recovery support missions and a Timber Damage Assessment Team through ESF-17.

Through ESF-11, headed by the Division of Food, Nutrition, and Wellness, the department provided 245,018 pounds of USDA Foods and 1 million gallons of clean drinking water to shelters and Points of Distribution for people in need. ESF-11 also provided 4.6 million pounds of ice for keeping critical medications and certain perishable foods refrigerated and prevent heat stroke or heat exhaustion in people living without power.

The Division of Animal Industry was responsible for coordinating the efforts of ESF-17 and the State Agricultural Response Team (SART) and collaborated with the Divisions of Agriculture Environmental Services, Food Safety and the Office of Ag. Water Policy during recovery efforts. The Division of Animal Industry conducted more than 250 animal health assessments with over 31,000 animals assessed. The division established a Donation Staging Area in Marianna, FL, for Incident Management Team resources and donations to be received and distributed to the affected counties. The division also established 6 Points of Distribution and 7 Watering Stations in heavily impacted areas to provide critical drinking water to farm animals, as well as establishing a Water Hotline for residents to find locations to retrieve water for their animals. The division coordinated with Florida Cattlemen's Association and the University of Florida IFAS Extension to respond to fencing needs by sending numerous chainsaw crews and volunteers to help producers gain access to their farms.

The Panhandle's apiary industry, which is made up of 500 beekeepers and contributes to Florida's Tupelo honey industry, was also in great need of assistance after the storm. Over 50,000 hives were jeopardized by the devastating effect Hurricane Michael had on the bees' food supply. The storm destroyed a

majority of the foliage and flowers in the area, which put 1.5 billion bees at risk of starvation. The division worked tirelessly to establish distribution points and distributed over 35,000 gallons of donated corn syrup and 38,000 pounds of donated bee pollen over several weeks to feed the bees until the bee's food sources had a chance to grow back.

Under ESF-17, The Division of Agriculture Environmental Services assisted 7 counties by conducting aerial application for mosquito abatement to cover over 700,000 acres of land, and the Division of Food Safety inspected over 100,000 facilities in just 29 days to make sure sellers were not selling adulterated food to consumers and were disposing of that food properly.

The Office of Energy oversaw the running of ESF-12 which assisted in procuring fuel and propane for governments, utility crews, first responders, and mass care kitchens, and facilitated the daily reporting on fuel data. The Division of Consumer Services, Bureau of Standards inspected 405 retail fuel facilities for both water intrusion of the storage tanks and skimmer devices in dispensers. 11% of those facilities failed their inspection due to water found in underground storage tanks, and a total of 4 skimmers were found at 3 of the facilities inspected. Inspections of Liquefied Petroleum Gas bulk fuel plants and dispensing stations continued after Hurricane Michael and all 112 facilities in the Panhandle have been inspected. The division was responsible for distributing 878 gallons of diesel fuel and 1,292 gallons of unleaded fuel to support recovery efforts across the Panhandle.

The Office of Agricultural Law Enforcement provides additional security at shelters, base camps and fuel and water distribution sites. Also, the office provided high visibility patrol assistance to other agencies to prevent looting and other crimes. Other teams from the office were assigned to conduct search and rescue sweeps in the aftermath of Hurricane Michael and provided traffic control. Further, the division staffed the Emergency Operations Center and the Regional Law Enforcement Coordination Teams who worked with local agencies to determine regional needs and coordinate an appropriate response.

***“Over 50,000 Hives
were Jeopardized by
the Devastating
Effect Hurricane
Michael had on the
Bees’ Food
Supply...which put
1.5 Billion Bees at
Risk of
Starvation”***

The Florida Department of Agriculture and Consumer Services is positioned where advancing technology intersect with basic needs (the availability of energy, wholesome food, and access to clean air and water) required for

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 Department’s New and Revised Programs

For the 2020-2021 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 stake holders to ensure essential functions of the department remained active, establish a framework for a state hemp program, and continue progress towards the department’s goals of strengthening consumer protection, increasing disaster preparedness and resiliency, and furthering energy efficiency and technological advancements.

Support Organizations

The legislature removed the scheduled repeal of the department’s direct support organizations. This included organizations like Ag in the Classroom, Friends of Florida State Forests, Florida Agricultural Museum, and many others. The legislature also extended the scheduled repeal dates for the Florida Beef Council and Friends of Babcock Ranch until October 19, 2024. The extensions of these program are vital for the department’s continued commitment to public service. These programs will ensure all Floridians have access to nutritious food and recreational opportunities, advance agriculture and equine education, provide grant money to teachers and volunteers for projects that teach students about the sources of their food and the contributions Florida farmers make to their communities and the state, preserve Florida’s agricultural past, and impact many lives.

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

State Hemp Program

The legislature established, within the department, the framework for a state hemp program. Hemp is a renewable resource with over 25,000 uses. With the legislature’s authorization, the department may begin accepting applications from Florida farmers to cultivate hemp in the state. This will lead to other aspects of the industry coming to Florida including processing, manufacturing, and retail. The bill provides definitions for terms such as hemp, hemp extracts, cultivate, federally defined THC level for hemp, and others. Requires a registrant to provide the legal land description and global positioning coordinates of the area where hemp will be cultivated. Provides for distribution and retail sale of hemp and hemp products and includes provisions that established a Hemp Advisory Council made up of appointments by the Governor, the Commissioner of Agriculture, the Legislature, and others.

As part of the creation of the state hemp program, the bill directs the Commissioner of Agriculture, in consultation with the Governor and Attorney General, to submit a plan for regulating hemp to the United States Secretary of Agriculture. Rulemaking workshops have been held and the department will continue to define rules that will cultivate the industry while protecting existing agricultural commodities and practices.

***“Hemp
is a
Renewable Resource
with Over
25,000
Uses”***

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 do 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 Percent of “Fresh From Florida” exposures converted to engagements..

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 2020–2021.

Figure 1 Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	
Baseline/ FY 2014–15	85%
FY 2020-21	90%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%

Through the department’s commitment to Florida’s fruit and vegetable industries, the Division of Fruit and Vegetables provides inspection and auditing services. These services result in consumers having availability of agricultural products that have met USDA and Florida requirements for grade and maturity, while also protecting growers at the first channel of trade.

In citrus, the backbone of agriculture in Florida, the department ensures that citrus meets all requirements for the fresh and processed markets. For citrus processing, the Division of Fruit and Vegetables acts as an independent third-party evaluator to ensure that the required maturity standards are met, but more importantly that growers receive unbiased results for brix (natural sugar content), acid, juice content and boxes delivered, the contractual basis on which growers are paid for their crop by citrus processors.

Historically, 98% of fruit has met or exceeded these standards and the department expects these results to remain constant over the five-year production period (fig. 2). Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are anticipated to increase slightly as indications of stability and possible increases in orange production are anticipated as reported by the National Agricultural Statistical Service (NASS), yet remaining conscious that citrus production still remains at historic lows as a result of Huanglongbing (HLB) disease, better known as citrus greening.

“Increasing the Availability of Wholesome Food, Encouraging Responsible use of Natural Resources and Protecting Consumers”

Figure 2 Percentage of Inspected Processed Citrus Fruit Meeting Maturity	
Baseline/ FY 2015–16	98%
FY 2020-21	98%
FY 2021-22	98%
FY 2022-23	98%
FY 2023-24	98%
FY 2024-25	98%

Once farmers have produced a safe and 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. 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 establishing a goal that increases the baseline reach of Florida agricultural products, the department aims to establish, expand, and 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.

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 total 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.

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 2020–2021.

Figure 3 Percentage of Fresh from Florida Consumer Exposures Converted to Engagements	
Baseline/ FY 2017–18	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)
FY 2024-25	1% (3.3 million engagements)

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

To achieve the department’s second priority of safeguarding the well-being of Florida’s residents and visitors, the department metrics focus on four critical programs.

To evaluate departmental effectiveness in safeguarding the well-being of Florida residents and visitors, the staff measures the percentage of food establishments that receive a “met inspection requirements” summary; the percentage of re-inspected entities found to be in compliance (where re-inspections are due to initial finding of non-compliance); percentage of consumer complaints addressed within 10 calendar days of being entered into the Division of Consumer Services’ System and being assigned to a Complaint Analyst; 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 retail and manufacturing food establishments (excluding certain low-risk products produced by a cottage

“The Department Aims to Establish, Expand, and Enhance Sales Opportunities in both National and International Markets”

food operation producing food under the Florida Cottage Food Law) to facilitate compliance with food safety practices that mitigate the risks of foodborne illness. The departmental metric for food safety is the percentage of food establishments inspected that receive a summary of “met inspection requirements”.

Historical data, existing inspection trends, and current resources indicate a standard of 94% of establishments that meet inspection requirements is reasonable and justifiable for the relevant service (Fig 4). The new hemp program may have a potential impact on this standard, although the total impact the new program will have is not measurable for FY 2020–2021.

Figure 4
Percentage of Food Establishments Receiving a Summary that Met Inspection Requirements

Baseline/ FY 2017–18	90%
FY 2020-21	94%
FY 2021-22	94%
FY 2022-23	94%
FY 2023-24	94%
FY 2024-25	94%

Safeguarding the resident and visitors of Florida requires the department to monitor regulated entities for a wide range of regulatory compliance issues including the accuracy of weighing and measuring devices and scanners and responsible handling of potentially harmful substances. 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 pesticides, 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 produce the most efficient 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). 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 2020–2021.

Figure 5
Percentage of Re-Inspected Entities Found to be in Compliance, where Re-inspections are Due to Initial Finding of Non-compliance

Baseline/ FY 2012–13	90%
FY 2020-21	90%
FY 2021-22	90%
FY 2022-23	90%
FY 2023-24	90%
FY 2024-25	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 being assigned to a Complaint Analyst.

Based on this background and historical trends, a 85% timeliness of responding to complaints rate is reasonable and justifiable for the relevant service (Fig 6). Given that the current trend of deregulation of industries there is an inverse effect on consumer complaints , because of this the overall scope of activities performed by this functional area is expected to increase. The fiscal impacts are not anticipated to change from prior levels; however, the demand for these services is predicted to rise.

***“The
Department’s
Regulatory Services
are Designed to
Create an
Environment where
Lawful Businesses
can Thrive, and
Consumers can Feel
Confident”***

Figure 6 Percent of Consumer Complaints Addressed Within 10 Calendar Days of Being Entered into the Division of Consumer Services' System and Assigned to a Complaint Analyst	
Baseline/ FY 2015–16	85%
FY 2020-21	85%
FY 2021-22	85%
FY 2022-23	85%
FY 2023-24	85%
FY 2024-25	85%

The department’s interdiction and enforcement efforts to combat plant and animal pests and 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 north 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. In FY 1998–1999, the department’s law enforcement personnel achieved a 99.98% success rate, which replicates the results obtained in FY 2018–2019.

Therefore, for the foreseeable five-year horizon, given current trends and conditions, maintaining this degree of effectiveness is both reasonable and justifiable (Fig. 7). However, to continue to meet existing demand for these inspections and to maintain current rates of pest and disease detection, additional fiscal resources are necessary to replace the oldest and most unreliable vehicles. In addition, systems will have to be maintained and replaced in the near future so that the effectiveness of the inspection process is upheld.

Figure 7 Percentage of Vehicles Carrying Agricultural Related Products that are Inspected and Found to be Free of Potentially Devastating Plant and Animal Pests and Diseases	
Baseline/ FY 1998–99	98.0%
FY 2020-21	99.8%
FY 2021-22	99.8%
FY 2022-23	99.8%
FY 2023-24	99.8%
FY 2024-25	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 water resources. 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 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 2020–2021.

“The Department Seeks to Increase Water quality and Conservation by Improving Irrigation Efficiency and by Reducing the Excess Nutrient Accumulation in the State’s Water Resources”

Figure 8
Percentage Increase Over the FY 10-11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs

Baseline/ FY 2010–11	315,000 acres
FY 2020-21	2% (371,700 acres)
FY 2021-22	2% (378,000 acres)
FY 2022-23	2% (384,300 acres)
FY 2023-24	2% (390,600 acres)
FY 2024-25	2% (396,900 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 in this assumption based on its past protection efforts (Fig 9). Weather conditions conducive to wildfires fluctuate and, therefore, demand for this service should stabilize. Increased hazardous fuel conditions brought on by recent hurricane activity will also play a role in the number of acres burned. 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.

Figure 9
Percentage of Acres of Protected Forest and Wild Lands Not Burned by Wildfires

Baseline/ FY 1996–97	99.4%
FY 2020-21	99.2%
FY 2021-22	99.2%
FY 2022-23	99.2%
FY 2023-24	99.2%
FY 2024-25	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 public and private landowners 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 2020–2021.

Figure 10
Forest Land as a Percentage of Florida Land Mass

Baseline/FY 2010–11	46%
FY 2020-21	46%
FY 2021-22	46%
FY 2022-23	46%
FY 2023-24	46%
FY 2024-25	46%

Goal 4: 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 plant pests 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.

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

**“Departmental
Preservation Efforts
Rely on Providing
Technical Support to
Public and Private
Landowners in the
Management of
Their Forests”**

unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2020–2021.

Figure 11 Percentage Change in Number of New Harmful Exotic Organism Detections	
Baseline/ FY 2006–07	21%
FY 2020-21	21%
FY 2021-22	21%
FY 2022-23	21%
FY 2023-24	21%
FY 2024-25	21%

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 number of field man-hours spent inspecting the animals and the number of animals inspected.

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). The measure reflects that inspections are the keystone to early detection and the prevention of potentially devastating animal diseases.

Figure 12 Field Man-hours Expended per Animal Inspected	
Baseline/ FY 2016–17	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
FY 2024-25	0.05 hours

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.

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 department seeks to measure the degree to which it exceeds service expectations. The department selected the following three measures for that purpose: The percent increase over the FY 2018-19 fiscal year baseline of pounds of produce recovered and distributed; the percentage of financial incentives executed; and the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of determination of receipt of a complete application.

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 coordination of certain child nutrition programs, which provide an opportunity for building these producer-consumer relationships. Moreover, these programs help Florida children establish healthy lifestyle habits at an early age.

By measuring the percentage increase over the FY 2018-19 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 services (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

“Building and Strengthening Relationships Between Producers and Consumers Throughout the World Creates a positive Business Atmosphere for Florida’s Farmers”

quantity and quality of Florida-produced fresh fruits and vegetables served in these programs.

Baseline/ FY 2018-19	38,836,930
FY 2020-21	10%
FY 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%
FY 2024-25	10%

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

Measuring the percentage of financial incentives for entities seeking higher energy efficiency and alternative energy sources executed in a timely manner is a means of determining the department’s customer service effectiveness. Historical data, existing trends, and current resources indicate that the department should be able to execute financial incentives 95% on time 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 to increase energy efficiency and renewable energy within the state.

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 2020–2021.

Baseline/ FY 2013–14	100%
FY 2020-21	95%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%

In FY 2018–2019, the department issued 98.6% of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses within 90-days of receipt of a complete application and looks to increase this percentage by 0.2% percentage points annually over the next five years. Based on this goal a standard of 98% that is both reasonable and justifiable for the relevant service given historical data, existing trends and current resources.

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 2020–2021.

Baseline/ FY 2017–18	96%
FY 2020-21	98.6%
FY 2021-22	98.8%
FY 2022-23	99%
FY 2023-24	99.2%
FY 2024-25	99.4%

Whether it is protecting the public from foodborne illnesses, 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.

***“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 the success of the department. There are numerous opportunities for the public to participate and engage with the department through its various programs. Public participation and insight gives the department valuable information to better serve the people of Florida.

The department is currently engaging with the public and field experts through a multitude of different committees, task forces, and councils. The following list includes current and future committees, task forces, and councils for the FY 2019-2020 and beyond.

State Boards, Councils, and Committees

- Agricultural Feed, Seed, and Fertilizer Advisory Council
- Animal Industry Technical Council
- Aquaculture Review Council
- Board of Professional Surveyors and Mappers
- Citrus Budwood Technical Advisory Committee
- Citrus Crop Estimates Advisory Council
- Citrus Research and Development Foundation
- Dairy Industry Technical Council
- Florida Agriculture Center and Horse Park Authority
- Florida Agriculture Promotion Campaign Advisory Council
- Florida Alligator Marketing and Education Advisory Committee
- Florida Amusement Device and Attraction Advisory Council
- Florida Building Commission
- Florida Consumers' Council
- Florida Coordinating Council on Mosquito Control
- Florida Endangered Plant Advisory Council
- Florida Forestry Council
- Florida Food and Nutrition Advisory Council
- Florida Food Safety and Food Defense Advisory Council
- Florida Propane Education, Safety and Research Council
- Florida Liquefied Petroleum Gas Advisory Board
- Florida State Fair Authority Board
- Florida Young Farmers and Ranchers Advisory Council
- Food Access Working Group
- Forest Stewardship Coordinating Committee
- Healthy Schools for Healthy Lives Council
- Hemp Advisory Committee
- Honeybee Technical Council
- Industrial Hemp Advisory Council
- Lettuce Advisory Council
- Medical Cannabis Advisory Committee
- Motor Vehicle Repair Advisory Council
- Noxious Weed and Invasive Plant Review Committee
- Off-Highway Recreational Vehicle Advisory Council
- Peanut Advisory Council
- Pest Control Enforcement Advisory Council
- Prescribed Fire Councils of Florida
- Private Investigation, Recovery and Security Advisory Council

- Seed Investigation and Conciliation Council
- Silviculture BMP Technical Advisory Council
- State Agriculture Advisory Council
- Soil and Water Conservation Council
- Sturgeon Production Working Group
- Southern States Energy Board
- The Emergency Food Assistance Program Advisory Council
- Tobacco Advisory Council
- Tropical Fruit Advisory Council
- Viticulture Advisory Council

Task Forces

- Multi Agency Strategic Intelligence Group
- The Northern Turnpike Connector Task Force
- The Southwest-Central Florida Connector Task Force
- The Suncoast Connector Task Force
- U.S. Secret Service Task Force
- West Florida Fraud Task Force

Direct Support Organizations

- Agriculture in the Classroom
- Agricultural Museum
- Babcock Ranch Advisory Group
- Beef Council, Inc.
- Horse Park
- Forestry Arson Alert Association, Inc.
- Friends of the Florida State Forests
- Living Healthy in Florida, Inc.

***“Public Participation
and Insight Gives the
Department
Valuable Information
to Better Serve the
People of Florida”***

EXHIBIT II

PERFORMANCE MEASURES AND STANDARDS

Section Contents	
Agricultural Law Enforcement.....	30
Agricultural Water Policy Coordination.....	31
Executive Direction and Support Services.....	32
Division of Licensing.....	33
Office of Energy.....	34
Florida Forest Service.....	35
Office of Agriculture Technology Services.....	36
Food Safety Inspection and Enforcement.....	37
Agricultural Environmental Services.....	39
Consumer Services.....	40
Fruit and Vegetable.....	41
Agricultural Products Marketing.....	42
Aquaculture.....	43
Animal Pest and Disease Control.....	44
Plant Pest and Disease Control.....	45
Food, Nutrition and Wellness.....	46

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 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	451	880	880
Number of Complaints Investigated upon Referral from the Division of Consumer Services	2,489	2,319	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	14,648,810	\$12,478,348	\$12,478,348
Number of Vehicles Inspected at Agricultural Interdiction Stations	9,143,311	10,056,971	9,143,311	9,143,311
Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities	1,607,642	1,745,579	1,607,642	1,607,642
Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	66,544	39,299	66,544	66,544
Number of Investigations Performed (Security, Investigative, Recovery Complaint and Agency-generated Investigations)	1,550	2,264	1,550	1,550
Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	1,900	2,209	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*

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage Increase over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2% (14% = 359,100)	205% (959,213)	2% (16% = 365,400)	2% (18% = 371,700)
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	714,005	175,000	175,000
Number of Water Policy Assists Provided to Agricultural Interests	480	5,896	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	245,208	140,000	140,000
Number of Irrigation System Evaluations Performed for Agricultural Producers by Participating Mobile Irrigation Labs (MIL) During the Fiscal Year	1,250	1,455	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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Administrative Costs as a Percentage of Total Agency Costs	1.26%	1.16%	1.26%	1.26%
Administrative Positions as a Percentage of Total Agency Positions	5.03%	5.07%	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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Private Security, Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Receipt of a Complete Application	96%	98.59%	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Number of Administrative Actions Generated	15,000	41,226	15,000	15,000
Number of New and Renewal Concealed Weapon/Firearm Licenses Issued	245,000	307,558	245,000	245,000
Number of New and Renewal Security, Investigative, and Recovery Licenses Issued	84,000	101,099	84,000	84,000
Average Wait Time of Calls Answered by Public Inquiry Section	2:30 min.	3:11 min.	2:30 min.	2:30 min.
Percentage of Private Security, Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Determination of Receipt of a Complete Application	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	98%	98%

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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Grants and Financial Incentive Awards Processed	100%	100%	Delete Measure Effective FY 19-20	Delete Measure Effective FY 19-20
Percentage of Financial Incentive Awards Executed	New Measure Effective FY 19-20	New Measure Effective FY 19-20	95%	95%
Number of Grants and Financial Incentives Processed	350	345	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Number of Financial Incentive Awards Executed	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	250	250
Page Views of the Florida Energy Clearinghouse	15,000	46,861	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Forest Land as a Percentage of Florida Land Mass	46%	47%	46%	46%
Percentage of Acres of Protected Forest and Wildlands Not Burned by Wildfires	99.2%	99.7%	99.2%	99.2%
Percentage of Acres of Florida Forest Service Lands Managed by the Department	100%	100%	100%	100%
Number of Hours Spent Providing Forest-related Technical Assists to Nonindustrial Private Landowners	40,000	50,138	40,000	45,000
Number of Hours Spent Providing Forest-related Technical Assists to Public Land Management Agencies	16,000	13,703	16,000	16,000
Number of Visitors to Florida Forest Service Lands	2,100,000	9,953,195	12,000,000	12,000,000
Number of Wildfires Caused by Humans	3,000	1,135	2,900	2,900
Number of Wildfires Suppressed	3,800	1,435	3,700	3,700
Number of Acres Authorized to Be Burned Through Prescribed Burning	2,100,000	2,446,225	2,100,000	2,200,000
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	129,213	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of OATS Service Desk Tickets Addressed within One Business Day	90%	91.5%	90%	90%
Total Number of Help Tickets Received by the Service Desk	38,000	44,159	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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Food Firms That Receive a "Met Expectations" Rating	90%	94%	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Percent of Dairy Establishments that are in Compliance	96%	94%	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Number of Food Firm Inspections	43,000	32,500	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Number of Food Samples Collected for Analyses	10,000	12,000	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Number of Dairy Samples Collected for Analysis	6,500	14,054	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20
Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	94%	94%
Percentage of Dairy Establishments Inspected that are in Compliance	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	96%	96%
Number of Dairy Establishment Inspections	1,550	1,559	1,700	1,700
Number of Retail Food Firms Inspected	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	29,000	29,000
Number of Manufactured Food Firms Inspected	New Measure Effective FY 19-20	New Measure Effective FY 19-20	3,200	3,200
Number of Biological Laboratory Tests Performed on Food Samples	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	12,000	12,000
Number of Chemical Laboratory Tests performed on Food Samples	New Modified Effective FY 19-20	New Modified Effective FY 19-20	10,000	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Number of Dairy Laboratory Tests Performed	Measure Modified Effective FY 19-20	Measure Modified Effective FY 19-20	16,000	16,000
Tons of Poultry and Eggs Graded	New Measure Effective FY 19-20	New Measure Effective FY 19-20	140,000	140,000

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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Re-inspected Entities Found to be in Compliance, where Re-inspections are Due to Initial Finding of Noncompliance	90%	90%	90%	90%
Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	11,560	13,452	11,560	11,560
Number of Pesticide Products Registered	13,335	15,466	13,335	13,335
Number of Pest Control Businesses and Applicators Licensed	49,946	54,268	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
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	85%	87%	85%	85%
Number of Assists Provided to Consumers by the Call Center	318,350	352,092	318,350	318,350
Number of Regulated Entities Registered by the Division of Consumer Services	114,000	149,734	114,000	114,000
Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	450,000	546,937	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*

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Processed Citrus Inspections Meeting Maturity	98%	99.96%	98%	98%
Number of Audits of Farms and Packinghouses Completed Annually	225	218	225	225
Number of Tons of Fruits and Vegetables Inspected	4,000,000	4,095,400	4,000,000	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets	\$276 million	\$435 million	\$276 million	\$276 million
Number of Marketing Assists Provided to Producers and Businesses	500,000	511,000	500,000	500,000
Number of Leased Square Feet at State Farmers Markets	1,675,000	1,811,666	1,675,000	1,675,000
Amount of Sales Reported by Participants at Domestic and International Trade Events	\$75 million	\$141.4 million	\$75 million	\$75 million
Number of Fresh From Florida Consumer Exposures Converted to Engagements	3.33 million	7.91 million	3.33 million	3.33 million
Percentage of Fresh From Florida Consumer Exposures Converted to Engagements	1%	2.4%	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	90%	95.5%	90%	90%
Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	758	1376	758	758
Number of Acres Tested	1,323,906	1,324,066	1,323,906	1,323,906
Number of Submerged Land Leases	665	751	665	665
Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	17,300	0.00	17,300	17,300
Number of Aquaculture Certifications Issued to First Time Applicants or Renewed	959	968	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

FY 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Field Man-hours Expended per Animal Inspected	0.05	0.05	0.05	0.05
Number of Animal Site Inspections Performed	14,238	11,919	14,238	14,238
Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	80,000	86,110	80,000	80,000
Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	179	213	179	179
Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	7,954	12,319.25	7,954	7,954

Service/Budget Entity

Animal Pest and Disease Control

(Code: 42170500)

Program

Agricultural Economic Development

(Code: 42170000)

Department

Agriculture and Consumer Services

(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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage Change in Number of New Harmful Exotic Organism Detections	21%	28%	21%	21%
Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed	800,000	803,303	800,000	800,000
Number of Commercial Citrus Acres Surveyed for Citrus Diseases	150,000	234,908	150,000	200,000
Number of Sterile Med Flies Released	3.75 billion	3.775 billion	3.75 billion	3.37 billion
Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	300,000	621,231	300,000	500,000
Number of Cartons of Fruit Certified as Fly-Free for Export	1,000,000	879,099	1,000,000	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 2019/20 Approved Performance Measure	FY 18/19 Approved Standard	FY 18/19 Actual Performance	FY 19/20 Approved Standard	FY 20/21 Requested Standard
Percentage Increase over the FY 18-19 Baseline Standard of Pounds of Produce Recovered and Distributed	10%	38,836,930	10%	10%
Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	22,534	15,654	17,000	17,000
Pounds of Produce Recovered and Distributed	45,000,000	38,836,930	Delete Measure Effective FY 19-20	Delete Measure Effective FY 19-20
Total Number of Meals Provided to Children in the Summer Food Service Program	15,000,000	14,759,525	14,000,000	14,000,000

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

Section Contents

Agricultural Law Enforcement.....	48
Division of Licensing.....	51
Office of Energy.....	52
Florida Forest Service.....	53
Food Safety Inspection and Enforcement.....	54
Fruit and Vegetable.....	56
Aquaculture.....	57
Animal Pest and Disease Control.....	58
Plant Pest and Disease Control.....	59
Food, Nutrition and Wellness.....	60

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	451	-429	-48.75%

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 checked="" type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): Types of cases	<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: The office has had unusually high vacancies during FY 2018-19. The high vacancy rate persists because it is difficult to attract qualified and experienced applicants when salaries are so low. The average salary for an Investigator II with our agency is \$49,132, while the average for an Investigator II with Fish & Wildlife is \$61,286. And due to turnover, it takes time to train and develop new investigators. In addition, case types vary in length and the offices has had more long-term cases.	Explanation: Deployment for Hurricane Michael lasted more than a month. During this period, the office's investigators were focused on mission assignments rather than fraud investigations. As North and West Florida deal with the aftermath of the hurricane, the office's investigators in these areas are assisting with cases in the South.

Management Efforts to Address Differences/Problems

(check all that apply)

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Request Issue
Recommendations: The office will continue to train its current staff. In addition, the division intends to work with the Legislature, in conjunction with other State law enforcement agencies, to increase the salaries for law enforcement officers to make it more competitive with other State and local agencies.	

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 (Regulatory Investigators)

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
2,489	2,319	-170	-6.8%

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 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: The office has had unusually high vacancies during FY 2018-19 and currently has a 14.6% vacancy rate for these civilian investigative positions. It is difficult to attract qualified applicants and retain experienced employees when starting salaries have not increased in 14 years and cost of living increases are no longer given.</p>	<p>Explanation: North and West Florida continue to deal with the aftermath of Hurricane Michael. During this time period, the office's investigators located in these areas of the state are picking up cases from South Florida.</p>

Management Efforts to Address Differences/Problems

(check all that apply)

<input checked="" type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):
---	---

Recommendations: The office will continue to fill as many positions as possible.

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	39,299	-27,245	-40.9%

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 checked="" 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): Greater Compliance
<p>Explanation: This performance continues to trend downward. This is partially because of the large number of vacancies this Office has had and the time it takes to train and develop officer skills. This Office maintains a Law Enforcement Officer vacancy rate of about 15%. Lower starting salaries and lack of perquisites have contributed to difficulty attracting qualified applicants. The average salary for our Law Enforcement Officers is \$38,681, while the average for Fish & Wildlife is \$44,328 and for the Florida Highway Patrol it is \$ 47,517.</p>	<p>Explanation: As more companies pay their sales and use taxes, the number of companies out of compliance decreases. This tends to be cyclic and we anticipate an increase again with the implementation of the Hemp Program. Also, during Hurricane Michael, more than 100 officers deployed to deal with emergency response for more than a month pulling them away from their normal work duties.</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): Monitor and Request Issue
<p>Recommendations: The Office will continue to monitor this performance. As stated above, the division anticipates that it will increase again over the next few years. However, the number of bills transmitted does not correlate with the amount of revenue generated through this program, as revenue collected during this reporting period was higher than it has been since FY 2015-16. FY 2015-16 was the record-high year.</p> <p>The Office also intends to work with the Legislature, in conjunction with other State law enforcement agencies, to increase the salaries for law enforcement officers to make The Office more competitive with other State and local agencies.</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 21

Average Wait Time of Calls Answered by Public Inquiry Section

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
2:30 min	3:11 min.	:41 min	-27%

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 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): High workload
Explanation: Division of Licensing’s Public Inquiry Center (call center) experienced significant employee turnover in FY 2018/19 as 9% of the 31 authorized positions averaged being vacant, in addition to 2 staff being out on extended medical leave during the 4 th quarter of FY 2018/19.	Explanation: Public Inquiry Center (call center) experienced unusually high call volume in FY 2018/19 as contacts (phone calls received as well as online chat contacts jumped 25% during the fiscal year, from 73,776 in the first quarter to 92,408 in the fourth quarter. This increased call volume put pressure on an understaffed team during work period measured.

Management Efforts to Address Differences/Problems

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations: Bureau Chief is working diligently to fill vacant positions and train new employees so that staff will be able to answer calls promptly and efficiently.	

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 23

Number of Grants and Financial Incentives 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
350	345	-5	-1.43%

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 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): Lower than anticipated number of applicants for Natural Gas Fuel Government Fleet Rebates in performance period.
Explanation:	Explanation: The Office of Energy anticipated 113 financial incentives to be processed under the Natural Gas Fuel Government Fleet Rebate program during the performance period. However, this factor is out of the control of the Office of Energy and only 58 rebates were processed due to a lower than anticipated number of applications for rebates submitted for this program during the performance period.

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): Lower projection for actual performance when based on factors out of our control.
Recommendations: The Office of Energy will lower projections for actual performance when the projections are based on factors that are out of the control of the Office of Energy. This will reduce the chances of these factors resulting in future actual performance results being below approved standards.	

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 29

Number of Hours Spent Providing Forest Related Technical Assists to Public Land Managing Agencies

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
16,000	13,703	- 2,297	- 14.4%

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 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: Personnel were reassigned for long periods of time to assist with Hurricane Michael disaster relief and recovery efforts decreasing the number of personnel available to perform these duties.	Explanation: Personnel were reassigned for long periods of time to assist with Hurricane Michael disaster relief and recovery efforts.

Management Efforts to Address Differences/Problems

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations:	

Service/Budget Entity

Florida Forest Service

(Code: 42110400)

Program

Forest and Resource Protection

(Code: 42110000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Manage Natural Resources to Support Florida's Quality of Life

Primary Service Objective

Maintain forest land acreage in Florida

Increase the number of acres not burned by wildfires

Performance Measure Number 39

Percent of Dairy Establishments that are in Compliance

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
96%	94%	-2%	-2%

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): Weather	<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:	Explanation: The most significant drop in compliance was during the first half of the fiscal year, which coincided with Hurricane Michael significantly impacting almost the entire state of Florida.

Management Efforts to Address Differences/Problems

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations: BDI efforts have been improving the compliance situation with our facilities greatly, particularly following Hurricane Michael. We will continue to regulate these facilities and educate our inspectors and industry on violations and ensure they are corrected as timely as possible to protect public health.	

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 41

Number of Food Firm 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
43,000	32,500	-10,500	-24.4%

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 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 type="checkbox"/> Other (Identify):
<p>Explanation: Retention of employees is the primary factor due to competing agencies, both state and federal, and loss of staff to private industry. The Bureau experienced an increase in vacant inspector positions by over 30% from the number of vacancies experienced in 2017-2018. The loss in productivity is compounded by the amount of training required for each new hire before they can perform independent inspection work. Explanation: Additionally, the Bureau has begun to implement the Preventive Controls for Human Food inspections in manufactured food establishments, which take significantly more time to perform than Good Manufacturing Practices (GMP) inspections. Retail food inspections are more time consuming than past inspections as well, due to the risk-based inspectional approach prescribed by the FDA Food Code, which focus more on processes and controls using the CDC risk factors, than previous retail inspectional approaches.</p>	

Management Efforts to Address Differences/Problems

(check all that apply)

<input checked="" type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):
<p>Recommendations: The development of specified program areas and designation of staff for a specified inspection program will decrease the time spent training inspectors in multiple program areas which will increase productivity.</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 53

Number of Audits of Farms and Packinghouses Completed Annually

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
225	218	-7	-3.11%

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 checked="" type="checkbox"/> Other (Identify): North American Markets
Explanation:	Explanation: Tomato audits were down 35% from last fiscal year, due to severe weather from Hurricane Michael impacting the fall tomato crop and the pressure from Mexican imports forcing local growers to close tomato sheds. Tomato Good Agricultural Practice audits are performed statewide.

Management Efforts to Address Differences/Problems

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations:	

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 65

Cubic Yards of Culch Deposited to Restore Habitat on Public Oyster Reefs

<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
17,300	0	-17,300	-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 checked="" type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:	Explanation: No federal funding was available for shell planting during FY 18-19. The division contracts with other agencies or private contractors to purchase and plant suitable culch material. The division relies on funds from disaster assistance and grant programs to support these efforts and the availability of these resources varies each year.

Management Efforts to Address Differences/Problems

(check all that apply)

<input type="checkbox"/> Training <input type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):
Recommendations:	

Service/Budget Entity

Aquaculture

(Code: (42170300))

Program

Agricultural Economic Development

(Code:42170000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Restore Oyster Habitat on Public Oyster Reefs

Primary Service Objective

Restore Oyster Habitat on Public Oyster Reefs

Performance Measure Number 66

Number of Animal Site Insections

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
14,238	11,919	-2,319	-16%

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: October 10, 2018, Hurricane Michael severely impacted the Panhandle of the State of Florida as a Category 5 that devastated many in the Florida's Animal Industry to include major impacts to employees in the area. The division was heavily involved in the emergency response as a part of the requirement of Florida Statute 252 and 585 to be a part of the State Emergency Operation Center, and lead Emergency Support Function 17. The Bureau of Animal Disease Control had to reprioritize their focus to emergency response and recovery for an extended period. Evidence of the emergency response is indicated in Performance Measure "Number of employee hours spent on animal and agricultural emergency activities operations" which was almost twice the expectation.</p>	<p>Explanation: Hurricane Michael severely impacted the Panhandle of Florida and devastated over 1.4 billion dollars of Florida's agriculture. The Division of Animal Industry is required by statute to lead the Emergency Support Function 17 for the State Emergency Operations Center. Due to employees devastated by the storm and the division executing a thorough response to the impacted area, although it was difficult to continue operations, the division was able to perform many of the routine functions and inspections throughout the state. Even with an extensive emergency response and recovery, the measure was marginally missed by 16 percent.</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):
<p>Recommendations: One of the primary functions of the division is emergency response, which often takes considerable resources. To allow for routine disease surveillance and animal inspections during significant emergency response efforts, the recommendation would be to obtain additional staffing, resources and funding.</p>	

Service/Budget Entity

Animal Pest and Disease Control

(Code: 42170500)

Program

Agricultural Economic Development

(Code: 42170000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Prevent and respond to pests, disease and disaster

Primary Service Objective

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

Performance Measure Number 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
1,000,000	879,099	-120,901	-13.7%

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):	<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 checked="" type="checkbox"/> Other (Identify):
Explanation: Plant diseases (citrus greening and citrus canker infestations) resulted in the destruction or abandonment of many citrus trees in the citrus production areas. 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. In addition, the citrus industry was significantly impacted by hurricane damage two years ago and is still recovering.	Explanation:

Management Efforts to Address Differences/Problems

(check all that apply)

<input type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify):
Recommendations: We are recommending the standard 1,000,000 remain the industry target in anticipation of fresh fruit production increasing in the next few years with successful growing practices being implemented.	

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	15,654	-6,880	-30%

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):	<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 has a contracted vendor for on-site training services. In an effort to increase knowledge retention and provide more effective, hands-on training, course offerings were provided to a maximum number of 40 participants per training. Prior years' performance numbers included large, auditorium style presentations which were deemed less effective than small groups in knowledge retention.	Explanation:

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 2019-2020, the division will begin a new contract for on-site training services that includes at least four courses that can be conducted in an auditorium-style setting (100+). The division has also hired a full time Training and Research Consultant to develop more online trainings for USDA Child Nutrition Program sponsors. Lastly, the division is creating a specialized office that will provide technical assistance to both new and returning sponsors on areas on issue identified during the School Meals Administrative Review and by request.	

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"/> 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
45,000,000	38,836,930	6,163,070	- 13%

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:	Explanation: The Division of Food Nutrition and Wellness through legislative appropriations established contract agreements with food bank networks to glean surplus agricultural fresh fruits and vegetables from farmers for recovery and distribution to individuals in need. Because of Hurricane Michael, there were unanticipated challenges in recovering and distributing produce gleaned from farmers during and after hurricane impact.

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): Program
Recommendations: For 2019-2020, the division will work closely with our contracted food bank networks to help increase awareness and promote food recovery opportunities throughout the farming season. Through our Food Recovery Program, we will expand participation of farms, volunteer organizations, and feeding agencies engaging in food recovery and gleaning partnerships. We will develop an online tool kit where farmers, schools and individuals can access more information on food recovery and gleaning activities are occurring in their community.	

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"/> 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
15,000,000	14,759,525	-240,475	- 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 checked="" 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 type="checkbox"/> Other (Identify):
Explanation: In conjunction with receiving recommendations from USDA Office of Inspector General and the rule making process, the division made changes to the summer administrative review process. The changes resulted in several sponsors having meals disallowed.	Explanation:

Management Efforts to Address Differences/Problems

(check all that apply)

<input checked="" type="checkbox"/> Training <input type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input checked="" type="checkbox"/> Other (Identify): Recruitment
Recommendations: The division will focus on maintaining and training returning summer sponsors and sites. In addition, the division will recruit new sites for the summer program and place the sites with the experienced sponsors.	

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

Section Contents

Agricultural Law Enforcement.....	64
Agricultural Water Policy Coordination.....	79
Executive Direction and Support Services.....	84
Division of Licensing.....	86
Office of Energy.....	91
Florida Forest Service.....	96
Office of Agriculture Technology Services.....	108
Food Safety Inspection and Enforcement.....	110
Agricultural Environmental Services.....	121
Consumer Services.....	127
Fruit and Vegetable.....	133
Agricultural Products Marketing.....	136
Aquaculture.....	144
Animal Pest and Disease Control.....	150
Plant Pest and Disease Control.....	157
Food, Nutrition and Wellness.....	163

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 |

Glossary

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

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

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

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

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

Animal Pest – Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their

reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

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

Data Sources and Methodology

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

Counts are determined in the following manner:

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

Interstate stations prepare an inspection report for each vehicle they inspect that contains regulated commodities. A manual count is conducted daily and those numbers are entered in the automated Truck Summary Report. The number of empty trucks and those carrying non-regulated products are estimated. The estimate is based on an actual count conducted over one 24-hour period each month. It is then multiplied by the number of days in the month and entered in the automated Truck Summary Report. Pre-pass trucks are counted by the automated pre-pass system. At the end of the reporting period, PrePass queries the pre-pass system and generates a PrePass report at a glance, which indicates the number of pre-pass trucks that passed each interdiction station during the reporting period.

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

Service/Budget Entity

Agricultural Law
Enforcement

(Code: 42010100)

Program

Office of the Commissioner
and Division of
Administration

(Code: 42010000)

Department

Agriculture and Consumer
Services

(Dept. No. 42)

Goal

Safeguard the well-being of
Florida residents and visitors

Primary Service

Objective

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

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

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

This methodology was used to compile the FY 2018-19 actual performance of this measure. Prior to FY 2007-08, manual counts were made daily at remote and interstate stations. The counts were automated and put into operation July 1, 2007.

Validity

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

commodities are given a more thorough inspection to determine and assure compliance with applicable statutes and regulations governing movement of such commodities. The total number of vehicles inspected is another performance measure.

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

Reliability

The automated method now used to collect this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; however, because counts are manual and estimated, it is possible that two people could arrive at slightly different numbers. In addition, the automated system we use is aging and has failed multiple times. We are currently conducting research to replace the system. Given these circumstances, this methodology is not as reliable as it was, but we are taking steps to rectify that.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 2

Number of Law Enforcement Investigations Initiated

ACTION

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

Glossary

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

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

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

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

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

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

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

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

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

Clearance - Final disposition or conclusion of an investigation.

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

Closed case - Closure of a report documenting and Investigation or other matter that warrants no further investigation or action

Data Sources and Methodology

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

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

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

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

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

This methodology was used to compile the FY 2018-19 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.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Validity

The number of investigations initiated is contingent upon crimes reported, assistance requested, and actions taken. It should be noted that the number of investigations initiated is not a reliable measure of workload initiated by each investigator, due to the complexity and duration of certain types of investigations. 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 4 Law Enforcement Lieutenants, 2 Law Enforcement Captains, and the Chief of the Bureau of Investigative Services. As a result of the methodical review process, the data is considered very reliable.

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

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

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Glossary

Consumer Protection Laws - any law relating to consumer protection.

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

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

Investigation - An official FDACS regulatory inquiry into by the systematic examination of circumstances, evidence, testimony, and facts concerning entities and/or individuals, whose activities are regulated by FDACS, in an effort to determine compliance with state statutes and rules.

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

Regulated entity - Those businesses required to file with the Department, or be registered or licensed by the Department, pursuant to Florida Statutes (Agricultural Dealer's License, Commercial Telephone Sellers (telemarketing), Fundraising Consultants, Game Promotions, Health Studios, Household Moving Services (movers) and Brokers, Motor Vehicle Repair Shops, Pawn Shops, Professional Solicitors, Solicitation of Contributions (charities), Sellers of Travel, Travel Independent Agents, and Professional Surveyors and Mappers).

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

Data Sources and Methodology

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

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

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

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

File Name: Case Activity By Activity Type

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

Validity

The data for this measure is considered very reliable. Information pertaining to a complaint is entered into the database described herein and the footprint of all actions taken pertaining to the complaint become part of the record. The data collected requires factual reporting and not interpretations of the facts. This measure, however, isn't an all-encompassing measure of workload, due to the complexity and duration of some investigations, which can often involve multiple violations. These in turn can lead to the discovery of additional victims. Therefore, a measure of fewer investigations does not necessarily indicate a reduced workload.

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

Reliability

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

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 4

Amount of Revenue Generated by Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations

ACTION

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

Glossary

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

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

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

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

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

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

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

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

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

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

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

Data Sources and Methodology

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

transmitted to a server within the Department of Agriculture, where they are indexed for 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

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Primary Service Objective

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

administration and report module within the Bill of Lading System.

This methodology was used to compile the FY 2018-19 actual performance of this measure.

Validity

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

This measure, i.e., the amount of revenue generated by the Bill of Lading Program transmitted to the Department of Revenue from Agricultural Interdiction Stations, should serve as a comprehensive indicator of the Agricultural Economic Development Program since these measures are directly related to the amount of commercial traffic moving through the Agricultural Interdiction Stations. It is also 1 of several measures that provide an immediate and comprehensive indicator of the performance and workload experienced by the law enforcement officers assigned to the agricultural interdiction stations. The measurement of the Bill of Lading Program is based primarily upon 2 factors: 1) the number of bills captured and transmitted; and 2) the tax dollars collected as a result of the captured documents.

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

Reliability

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of over \$291,000,000 in tax revenue. The Bill of Lading Program currently averages more than \$41,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Primary Service Objective

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

Performance Measure Number 5

Number of Vehicles Inspected at Agricultural Interdiction Stations

ACTION

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

Glossary

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

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

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

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

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

Animal Pest – Any living stage of any insects, mites, slugs, snails, protozoa, or other invertebrate animals, bacteria, fungi, other parasitic animals or their reproductive parts, or viruses, or any organisms, similar to or allied with any of the foregoing, including any genetically engineered organisms, or any

infectious substances which can directly or indirectly injure or cause disease or damage in any animals or animal parts or any processed, manufactured, or other animal products.

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

Data Sources and Methodology

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

Counts are determined in the following manner:

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

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

Pre-pass trucks are counted by the automated pre-pass system. At the end of the reporting period, PrePass queries the pre-pass system and generates a PrePass report at a glance, which indicates the number of pre-pass trucks that passed during the reporting period. This information is forwarded to headquarters monthly.

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

This methodology was used to compile the FY 2018-19 actual performance of this measure.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Validity

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

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

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

Reliability

The automated method now used to count this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; however, because counts are manual and estimated, it is possible that two people could arrive at slightly different numbers. In addition, the automated system we use is aging and has failed multiple times. We are currently conducting research to replace the system. Given these circumstances, this methodology is not as reliable as it was, but we are taking steps to rectify that.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Primary Service Objective

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

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

Glossary

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

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

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

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

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

any processed, manufactured, or other plant products.

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

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

Data Sources and Methodology

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

Counts are determined in the following manner:

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

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

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

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 2018-19 actual performance of this measure.

Validity

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

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

This measure, when considered as a whole with other outcome and output measures, should serve as a comprehensive indicator of the performance of the 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 automated method now used to count this data is more reliable than the old manual methodology used prior to FY 2007-08. The report is easily generated and does not require interpretation; however, because counts are manual and estimated, it is possible that two people could arrive at slightly different numbers. In addition, the automated system we use is aging and has failed multiple times. We are currently conducting research to replace the system. Given these circumstances, this methodology is not as reliable as it was, but we are taking steps to rectify that.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Primary Service Objective

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

Performance Measure Number 7

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

ACTION

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

Glossary

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

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

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

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

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

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

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

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

Data Sources and Methodology

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

These documents are transmitted to a server within the Department of Agriculture (FDACS), 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 2018-19 actual performance of this measure.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

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

Reliability

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of more than \$291,000,000 in tax revenue. The Bill of Lading Program currently averages \$41,000 per day in revenues generated. This data can be retrieved daily by FDACS through a Summary Collections Report from an administration and report module within the Bill of Lading System.

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

*Office of the Commissioner and
Division of Administration*

(Code: 42010000)

Department

*Agriculture and Consumer
Services*

(Dept. No. 42)

Goal

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

Primary Service Objective

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

Performance Measure Number 8

Number of Investigations Performed (Security, Investigative, and Recovery Complaint and Agency-Generated Investigations)

ACTION

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

Glossary

Agency Generated – Origination of investigation initiated as the result of licensing and enforcement activities performed by the Division of Licensing (DOL).

Complaint Generated – Origination of investigation initiated as the result of communication from sources outside the Department via phone, e-mail, on-line, and written complaints.

Department – The Florida Department of Agriculture and Consumer Services (FDACS).

Investigation – An official FDACS regulatory inquiry into by the systematic examination of circumstances, evidence, testimony, and facts concerning entities and/or individuals, whose activities are regulated by FDACS, in an effort to determine compliance with state statutes and rules.

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

Repossession Services – Refers to recovery agencies, agents, and interns who are licensed by FDACS/DOL.

Private Security Services – Refers to security agencies and officers which are licensed by FDACS/DOL.

Data Sources and Methodology

Case totals for investigations performed by Office of Agricultural Law Enforcement Bureau of Investigative Services Regulatory Investigations Section (RIS) is maintained by 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 an adequate 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. This measure, however, isn't an all-encompassing measure of workload, due to the complexity and duration of some investigations, which can often involve multiple violations and respondents. These in turn can lead to the discovery of additional complex cases and victims. Therefore, a measure of fewer investigations does not necessarily indicate a reduced workload.

Reliability

The number of investigations performed can be 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 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

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 9

Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)

ACTION

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

Glossary

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

Department – The Florida Department of Agriculture and Consumer Services.

New Agency Inspections– Inspections initiated internally when a new license is issued to one of the regulated entities specified in this measure.

Private Investigative Services - Refers to private investigation agencies, investigators, and interns, who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

Repossession Services – Refers to recovery agencies, agents, and interns who are licensed by the Department of Agriculture and Consumer Services, Division of Licensing.

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

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 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 an adequate demand indicator. Validity of this measure is high because the case process by which an inspection is opened, closed, tracked, and stored is accurately within the DOL maintained CRT 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

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

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

Glossary

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

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

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

Basin Management Action Plan (BMAP) areas - Rivers, river segments, ground water basins, or surface water basins statewide that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data, and that have had plans developed to meet applicable loading allocations pursuant to s. 403.067, F.S..

Data Sources and Methodology

The OAWP tracks and maintains NOIs received from landowners to implement BMPs in watersheds throughout the state, with a particular focus on those properties located within areas with BMAPs that have been established by the FDEP. Each NOI includes the number of acres enrolled and is entered into the Office of Agricultural Water Policy's automated "Best Management Practices Tracking System" (BMPTS) and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located. . The OAWP additionally tracks the

enrolled acreage within any BMAPs that have been established, including the Northern Everglades and Estuaries Protection Area.

Validity

The department tracks BMP acreage enrollments at the project level based on submitted and standardized NOIs. OAWP reviews the acreage and other information contained on the NOI and, if necessary, follows up to verify or to correct the information. OAWP follows a standard procedure and enters the NOI information into the BMPTS and verifies 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 OAWP BMPs in BMAP areas and other 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

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

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

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

Basin Management Action Plan (BMAP) areas - Rivers, river segments, ground water basins, or surface water basins statewide that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data, and that have had plans developed to meet applicable loading allocations pursuant to s. 403.067, F.S..Northern Everglades and Estuaries Protection Program Area (NEEPP Area) - The Lake Okeechobee Watershed, as defined by subsection 373.4595(2), Florida Statutes, and St. Lucie, Martin, Glades, Hendry, Charlotte, Lee, Highlands, Osceola, and Okeechobee counties.

Data Sources and Methodology

The OAWP tracks and maintains NOIs received from landowners to implement BMPs in watersheds throughout the state, with a particular focus on those properties located within areas with BMAPs that have been established by the FDEP. The data received on each NOI includes the number of acres enrolled and is entered into the automated "Best Management Practices Tracking System" (BMPTS) and categorized

by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located. The OAWP additionally tracks the enrolled acreage within any BMAPs that have been established, including the BMP acreage inside the NEEP Area pursuant to s. 373.4595, F.S.

Validity

The department tracks BMP acreage enrollments at the project level based on submitted standardized NOIs. OAWP reviews the acreage and other information contained on the NOI and, if necessary, follows up to verify or to correct the information. OAWP follows a standardized procedure and enters the NOI information into the BMPTS and verifies 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 OAWP BMPs in BMAP areas and other watersheds 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

Glossary

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

Data Sources and Methodology

Assists consist of visits to agricultural operation for BMP enrollment or implementation verification (IV) 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

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

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

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

Basin Management Action Plan (BMAP) areas - Rivers, river segments, ground water basins, or surface water basins statewide that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data, and that have had plans developed to meet applicable loading allocations pursuant to s. 403.067, F.S. Northern Everglades and Estuaries Protection Program Area (NEEPP Area) - The Lake Okeechobee Watershed, as defined by subsection 373.4595(2), F.S., and St. Lucie, Martin, Glades, Hendry, Charlotte, Lee, Highlands, Osceola, and Okeechobee counties.

Data Sources and Methodology

The OAWP tracks and maintains NOIs received from landowners to implement BMPs in watersheds throughout the state, with a particular focus on those properties located within areas with BMAPs that have been established by the FDEP. The data received on each NOI includes the number of acres enrolled and is entered into the automated “Best Management Practices Tracking System” (BMPTS) and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located. The OAWP additionally tracks the enrolled acreage within any BMAPs that have been established, including the BMP acreage inside the NEEPP Area pursuant to s. 373.4595, F.S.

Validity

The number of acres on which BMPs will be implemented on an operation is submitted on a standardized NOI. OAWP reviews the acreage and other information contained on the NOI and, if necessary, follows up to verify or to correct entries the information. Following a standard procedure, OAWP enters the NOI information into the BMPTS, and verifies 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 OAWP BMPs 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 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

Glossary

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

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

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

Data Sources and Methodology

The number of initial and follow-up evaluations undertaken 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 (the department) May 2017.

Validity

The measure of delivery of MIL services to agricultural producers using irrigation systems correlates to water conservation gains achieved by those agricultural operations utilizing the 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 Office of Agricultural Water Policy (OAWP).

Reliability

The MILs under contract with the department 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 FDACS and its partner agencies and are reviewed and evaluated continuously. OAWP reviews, approves, and reports the data. 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

Glossary

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

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

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

Data Sources and Methodology

The Division of Administration'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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

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

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

People First – The State personnel system/database

Data Sources and Methodology

Each year, the Florida Legislature appropriates positions to the department by budget entity. The Bureau of Personnel Management, within the Division of Administration, maintains 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 Determination of Receipt of a Complete Application

ACTION

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

Data Sources and Methodology

The data used to generate the report for this measure is stored in an Oracle RDB database named *Licensing*. A computer program is executed to extract data from this database which indicates when an electronic application file was opened for processing, 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 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 2019-20* 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

*Measure modified effective FY 19-20. Approved Measure for FY 18-19 was "Percentage of Private Security Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Receipt of a Completed 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 2019-20* 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 2019-20* 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 2019-20* 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 1st 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 2019-20* 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 Deleted Effective FY 19- 20

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

Glossary

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

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

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

Program - a plan of action to accomplish a specified end.

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

Data Sources and Methodology

This data is compiled and tracked internally 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

Proposed New Performance Measure Effective FY 19-20

Percentage of Financial Incentive Awards Executed

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

Glossary

Financial Incentive - a monetary benefit offered to eligible entities to encourage behavior or provide support or stimulation to accomplish a public purpose. Financial incentives can be in the form of subgrants, rebates, or cost-share assistance.

Incentive executed - the completion of the approval by department staff of an application to receive competitively awarded financial incentives.

Program - a plan of action to accomplish a specified end.

Data Sources and Methodology

Florida Department of Agriculture and Consumer Services (FDACS OOE) is responsible for promoting the State’s energy policy and coordinating energy-related programs in financial incentive activities pursuant to 10 CFR 420 and 377.703 F.S. This data is compiled and tracked internally as part of the administration of several financial incentive 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, based on the source of funds. Program funding may include federal, state, and private dollars. For the purpose of performance measure reporting, subgrants are counted as processed based on the date they are awarded (i.e. fully executed). Financial incentives such as rebates or cost-share payments are counted as processed based on the date the final payment is made to the recipient.

To calculate the percentage of financial incentives executed, the dollar amount of competitive financial incentives executed based on the amount of competitive funding available for the fiscal year) are first tallied by the staff of the FDACS OOE. The percentage of financial incentives executed (percentage executed) is then calculated using the following equation:

$$\text{Percentage Processed} = \frac{\text{incentives executed}}{\text{total funding available}} \times 100$$

Validity

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

Reliability

Data regarding the various incentive programs is compiled internally as part of standard procedure. The methods for data collection are dictated by federal and state entity reporting requirements. They are an output measure that is recorded under standard procedure as part of the administration of the incentive programs. The number of financial incentives may fluctuate based on the amount of funding available per fiscal year. 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

(Dept. No. 42)

Goal

Exceed Expectation in Service

Primary Service Objective

Increase annual energy savings through conservation, and renewable energy sources

Performance Measure Number 23*

Number of Financial Incentive Awards Executed

ACTION

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

Glossary

Financial Incentive - is a monetary benefit offered to eligible entities to encourage behavior or provide support or stimulation to accomplish a public purpose. Financial incentives can be in the form of subgrants, rebates, or cost-share assistance.

Incentive executed - is the completion of the approval by department staff of an application to receive competitively awarded financial incentives.

Program - is a plan of action to accomplish a specified end.

Data Sources and Methodology

Florida Department of Agriculture and Consumer Services (FDACS OOE) is responsible for promoting the State’s energy policy and coordinating energy-related programs in financial incentive activities pursuant to 10 CFR 420 and 377.703 F.S. This data is compiled and tracked internally as part of the administration of several financial incentive 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 execution

and management of each program, based on the source of funds. Program funding may include federal, state, and private dollars. For the purpose of performance measure reporting, subgrants are counted as executed based on the date they are awarded (i.e. fully executed). Financial incentives such as rebates or cost-share payments are counted as executed based on the date the final payment is made to the recipient.

Validity

The number of competitive financial incentives executed 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 entity reporting requirements. They are an output measure that is recorded under standard procedure as part of the administration of the incentive programs. The number of financial incentives may fluctuate based on the amount of funding available per fiscal year. 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

(Dept. No. 42)

Goal

Exceed Expectation in Service

Primary Service Objective

Increase annual energy savings through conservation, and renewable energy sources

*This Performance Measure was modified for the FY 19-20. The approved Performance Measure for the FY 18-19 was “Number of Grants and Financial Incentives Processed”.

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

Glossary

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

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

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

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.

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

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

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

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.

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

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

Glossary

Acre – 43,560 square feet.

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

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

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

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

Data Sources and Methodology

Data is obtained from the 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 all data.

Validity

This measure is a valid indicator of performance of the Florida Forest Service (FFS) because it illustrates the amount of forest land in Florida. However, forest land 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 forest land 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 forest land. 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

Glossary

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

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

Fire Report - A report that the Florida Forest Service firefighters complete to record the details of a wildfire.

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.

Field Unit Manager - A Florida Forest Service District or Center Manager

Data Sources and Methodology

Wildfire data is collected on the Florida 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 Florida 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 Florida Forest Service influence the percentage of acres burned.

Each Field 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 verified 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

Glossary

Acre - 43,560 square feet)

Data Sources and Methodology

The Bureau of Forest Management state lands supervisor maintains 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

Glossary

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

Non-Industrial Private Landowner - The owner of private forestland that may include private individuals, or entities, joint owners, non-profit organizations, or corporations that are not wood using industries, or have no publically traded stock.

Data Sources and Methodology

The Florida Forest Service maintains a custom software application which resides on the service's internal server and hosted within the department's Oracle database. This software named "TAARS" (Time Allocation and Accomplishment Reporting System) is available to forest service staff. The forest service's information technology section/application support group maintains the software application code, monitors the authenticated user logs, 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Forest-related Technical Assist - Includes telephone calls, correspondence, personal visits or work performed related to the management of the forest resource owned by the public land management agency.

Public Land Management Agencies – Includes Florida Department of Environmental Protection, Fish and Wildlife Conservation Commission, Water Management Districts and municipalities.

Data Sources and Methodology

The Florida Forest Service (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

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

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

Glossary

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

Data Sources and Methodology

The number of visitors to Florida Forest Service (FFS) lands is a compilation of both actual and estimated counts. 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 Districts/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 Florida 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

Actual visitor counts are utilized to calculate the number of visitors on FFS managed lands, while estimating the remainder through varied methodologies while maintaining statistical reliable estimates. 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 Florida Forest Service 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 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

Glossary

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

Fire Management Information System (FMIS) - A computer database residing within the Department's Information Technology Section that stores and processes information related to wildfires responded to by the Florida Forest Service.

Unit Manager - A Florida Forest Service District or Center Manager

Data Sources and Methodology

Wildfire cause data is entered directly into the Fire Management Information System (FMIS) which resides within the department's information technology section. The fire data information combines both human-caused and natural-caused wildfires that can be summarized on both a fiscal and calendar year basis. The "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

Glossary

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

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

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

Unit Manager - A Florida Forest Service District or Center Manager

Data Sources and Methodology

The number of wildfires is entered into the Fire Management Information System (FMIS) database, which resides within the department's information technology section. The fire data can be summarized on both a fiscal and calendar year basis. The data recorded in FMIS includes those fires the service detects and suppresses and some of the more significant fires that we know about that are suppressed by structural fire departments. The report that is used to generate the number of wildfires suppressed is the Fire Activity report of the Forest Protection Bureau, and the specifications for this report are stored in the FMIS documentation. This Fire Activity report allows for staff to make queries by setting parameters such as where and when wildfires were suppressed.

Validity

This measure is a valid measure of performance as it indicates the workload of the Florida Forest Service in terms of wildfires suppressed as well as the more significant fires suppressed by fire departments. The forest service strives to effectively and efficiently detect, suppress and extinguish wildfires by accomplishing such tasks as 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

Glossary

Open Burning Authorization Program - a centralized computer database residing within the Department's Information Technology Section on the Fire Management Information System (FMIS), that stores and processes information related to the issuance of burning authorizations.

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

Data Sources and Methodology

The duty officers within each Florida 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 to minimize the impacts of wildfire as well as effectively managing forest areas such as longleaf pine stands that are enhanced by burning. A 15-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 Florida 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 Florida 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

Glossary

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

Cooperative County Fire Protection Agreements – Agreements between the Department of Agriculture and Consumer Services, Florida Forest Service, and a Board of County Commissioners for the establishment and maintenance of countywide fire protection of all forest and wild lands within said county.

Wild land - any public or private managed or unmanaged forest, urban/interface, pasture or range land, recreation lands, or any other land at risk of wildfire.

Data Sources and Methodology

The Forest Service has completed and validated a Geographic Information System (GIS) for providing data for this measure. The protected areas report generated from this system by the Forest Protection Bureau determines which areas of a Florida county will need assistance in protection from wildfires by the Florida Forest Service (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

Glossary

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

Emergency incidents other than wildfires - Are such emergencies as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

Data Sources and Methodology

The Florida Forest Service maintains a custom software application which resides on the service's internal server and utilizes data hosted within the department's Oracle database. This software named "TAARS" (Time Allocation and Accomplishment Reporting System) is available to Florida Forest Service staff. The Florida Forest Service 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 Florida Forest Service application support section is responsible for setting up the pay period access and running queries and other summaries as requested. Florida 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 Florida Forest Service Director's Office to obtain the number of hours reported by the Florida Forest 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 Florida Forest Service 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 Florida Forest Service staff prior to release. The Florida Forest Service 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

Glossary

Service Desk - is a primary IT function within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both end users and IT staff.

Cherwell Service Management System - is a software package that manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used in an organization's IT Service Desk to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

Data Sources and Methodology

The data used to generate the report for this measure is captured in the FDACS Cherwell Service

management 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 reliable. The Cherwell system that generates the result of this measure is completely documented and stored in a SQL 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

Glossary

Service Desk - is a primary IT function within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both end users and IT staff.

Cherwell Service Management System - is a software package that manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used in an organization's IT Service Desk to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

Data Sources and Methodology

The data used to generate the report for this measure is captured in the FDACS Cherwell service management

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 Cherwell system that generates the result of this measure is completely documented and stored in a SQL 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 38*

Percentage of Food Firms Receiving a Summary that Met 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

Glossary

Food establishment - all entities included under Chapter 500, Florida Statutes, including water vending machines (WVM). This term includes retail and manufactured food establishments for the purposes of this performance measure.

Inspection of a food establishment - 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 a report containing an inspection summary.

Note: Inspections as defined for this output measure does not include activities such as visits to establishments for complaint investigations, administrative purposes, sample collection, or follow-up on actions such as placement or removal of stop sale or stop use orders.

Data Sources and Methodology

Data sources are Division of Food Safety records which include all inspections of food establishments maintained in a Food Inspection Management System (FIMS) database. Inspection personnel enter inspection results into a portable computer as each inspection is completed, review with food establishment management, and electronically transfer all results to the appropriate data on a daily basis. Food establishment information is maintained on a server platform. Computation methodology is based on electronic query of database records to obtain the total number of food establishments inspected during the year.

Data Computations: Number of inspections = number of food establishments receiving 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 establishments 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 continual compliance regardless of the resources allocated.

Inspection of food establishments is one of the primary agency activities required by the Chapter 500, Florida Statutes. Regular inspections of food establishments reduces the risk of food safety violations. As a result, the number of establishments inspected provides a reasonable assurance of the measure’s expected success, which is displayed in the percentage of food establishments determined to meet inspection requirements. 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 number of retail food establishments inspected. In addition to inspection activities, the number of 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 establishment inspectors receive initial and ongoing training to accomplish uniformity of inspection decisions across the program. They 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 establishments are entered into the database through laptop computers at completion of each inspection and a printed report of findings is discussed with the food establishment manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented and is 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.

*Performance Measure modified effective FY 19-20. FY 18-19 Performance Measure was “Percentage of Food Firms Receiving a “Met Expectations” Rating”.

Service/Budget Entity

Food Safety Inspection and Enforcement

(Code: 42150200)

Program

Food Safety and Quality

(Code: 42150000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the Well-Being of Florida’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 Inspected 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

Glossary

Dairy Establishment - all Grade "A" Plants, Farms, Single Service Plants, Cheese Plants, Bulk Milk Tankers, Equipment Tests, and Frozen Dessert Plants included under Chapter 502, Florida Statutes.

Inspection of a dairy establishment - 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 report for a dairy establishment.

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 (RIMS).

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
 Percentage of Dairy Establishments that are in Compliance = [Number of dairy facilities inspected receiving a passing score/the number of dairy facilities inspected]x100

Validity

This measure is related to program performance through a correlation of inspector 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 continual 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

establishments 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 output measuring instrument since it reflects from a primary input of the inspection activity and is also 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 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 safety dairy inspectors receive ongoing training to accomplish uniformity of inspection decisions. 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 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 into the database through laptop computers at completion of each inspection and the findings are discussed with the facility manager. The findings are 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

**Performance Measure Modified Effective FY 19-20. The Performance Measure for FY 18-19 was "Percent of Dairy Establishments that are in Compliance".*

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

Glossary

Dairy Establishment - all Grade "A" Plants, Farms, Single Service Plants, Cheese Plants, Bulk Milk Tankers, Equipment Tests, and Frozen Dessert Plants included under Chapter 502, Florida Statutes.

Inspection of a dairy establishment - 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 report for a dairy establishment.

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 (RIMS).

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 inspector 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 continual 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 establishments 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 input measuring instrument since it reflects directly from program records. However, factors out of the control of the program may affect the number of inspections performed. In addition to inspection activities, the number of 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 safety dairy inspectors receive ongoing training to accomplish uniformity of inspection decisions. 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 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 into the database through laptop computers at completion of each inspection and the findings are discussed with the facility manager. The findings are 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 41*

Number of Retail Food Firms Inspected

ACTION

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

Glossary

Retail Food establishment - all entities included under Chapter 500, Florida Statutes, including water vending machines (WVM), but not manufactured food establishments.

Inspection of a retail food establishment - 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 a report containing an inspection summary.

Note: Inspections as defined for this output measure does not include activities such as visits to establishments for complaint investigations, administrative purposes, sample collection, or follow-up on actions such as placement or removal of stop sale or stop use orders.

Data Sources and Methodology

Data sources are Division of Food Safety records which include all inspections of retail food establishments maintained in a Food Inspection Management System (FIMS) database.

Inspection personnel enter inspection results into a portable computer as each inspection is completed, review with the retail food establishment management, and electronically transfer all results to the appropriate data on a daily basis. Retail food establishment information is maintained on a server platform.

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

Data Computations:

Number of inspections = number of retail food establishments receiving 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 establishments 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 continual compliance regardless of the resources allocated.

Inspection of retail food establishments is one of the primary agency activities required by the Chapter 500, Florida Statutes. Regular inspections of retail food establishments reduces the risk of food safety violations. As a result, the number of establishments inspected provides a reasonable assurance of the measure's expected success, which is displayed in the percentage of food establishments determined to meet inspection requirements. 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 number of retail food establishments inspected. In addition to inspection activities, the number of establishments inspected may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with staff turnover.

Reliability

All retail food establishment inspectors receive initial and ongoing training to accomplish uniformity of inspection decisions across the program. They 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 retail food establishments are entered into the database through laptop computers at completion of each inspection and a printed report of findings is discussed with the retail food establishment manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented and is reproducible since the data set is maintained within a secure database platform. Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

Service/Budget Entity

Food Safety Inspection and Enforcement

(Code: 42150200)

Program

Food Safety and Quality

(Code: 42150000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

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

Primary Service Objective

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

Proposed New Performance Measure Effective FY 19-20

Number of Manufactured Food Firms Inspected

ACTION

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

Glossary

“Manufactured Food establishment” means all entities included under Chapter 500, Florida Statutes, manufacturing, processing, handling, storing food intended for retail sale or distribution.

Inspection of a manufactured food 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 a report containing an inspection summary.

Note: Inspections as defined for this output measure does not include activities such as visits to manufactured food establishments for complaint investigations, administrative purposes, sample collection, or follow-up on actions such as placement or removal of stop sale or stop use orders.

Data Sources and Methodology

Data sources are Division of Food Safety records which include all inspections of manufactured food establishments maintained in a Food Inspection Management System (FIMS) database.

Inspection personnel enter inspection results into a portable computer as each inspection is completed, review with the manufactured food establishment management, and electronically transfer all results to the appropriate data on a daily basis. Manufactured food establishment information is maintained on a server platform.

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

Data Computation

Number of inspections = number of manufactured food establishments receiving 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 establishments 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 continual compliance regardless of the resources allocated.

Inspection of manufactured food establishments is one of the primary agency activities required by the Chapter 500, Florida Statutes.

Regular inspections of manufactured food establishments reduces the risk of food safety violations. As a result, the number of establishments inspected provides a reasonable assurance of the measure’s expected success, which is displayed in the overall percentage of food establishments determined to meet inspection requirements. 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 number of manufactured food establishments inspected. In addition to inspection activities, the number of manufactured food establishments inspected may be influenced when new food safety risks are recognized, when regulations or procedures are changed, or with staff turnover.

Reliability

All manufactured food establishment inspectors receive initial and ongoing training to accomplish uniformity of inspection decisions across the program. They 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

Service/Budget Entity

Food Safety Inspection and Enforcement

(Code: 42150200)

Program

Food Safety and Quality

(Code: 42150000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

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

Primary Service Objective

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

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 manufactured food establishments are entered into the database through laptop computers at completion of each inspection and a printed report of findings is discussed with the manufactured food establishment manager. The finding is then electronically transmitted to the central database, with security, through Department of Management Service (DMS) or approved broadband upload. The query to produce the measure is documented and is reproducible since the data set is maintained within a secure database platform.

Queries for information which directly support/generate this GAA/LRPP measure are stored on a Division of Food Safety I-drive location which is access-restricted to key management and IT staff. These queries interact directly with mission-critical data support applications.

Service/Budget Entity

Food Safety Inspection and Enforcement

(Code: 42150200)

Program

Food Safety and Quality

(Code: 42150000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

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

Primary Service Objective

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

Performance Measure Number 42*

Number of Biological Laboratory Tests Performed on Food Samples

ACTION

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

Glossary

Food product analyzed – Food product samples submitted to the Food Safety Laboratory, where the analysis for one or more components, contaminants or other pertinent properties or characteristics of the product is completed.

Biological Analysis – Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established microbiological, biochemical, molecular, or physical methods of evaluation.

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 biologically 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 biological analysis undergoes a series of analytical processes to determine the presence, amount or absence of designated target analyte(s). As the analytical processes are completed, results for each biological analysis are entered or uploaded into the FSLIMS or spreadsheet report. Laboratory managers review records of biological analysis to verify that each biological analysis result 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 biological 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 terms of federal contracts; risk-assessment samples; and samples for which the biological analysis is reported to another laboratory/agency for possible action.

Validity

The number of samples collected for biological 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. An official label review is also considered as an analysis. Each analysis reflects a food safety or quality parameter for which a standard has been established. Each food product sample is biologically analyzed for one or several individual target analytes, as is appropriate to determine the safety and fitness of the particular food sample. However, every component of each sample is not necessarily biologically tested. Considering resource limitations, risk based targeted analyses better contribute to the objective of decreasing the number of food products that are adulterated or otherwise unsafe.

This measure is an appropriate measuring instrument since it is an indicator of laboratory output toward identifying food safety violations resulting from contamination, adulteration, or misbranding. Many of the products biologically analyzed are submitted by the Bureau of Food Inspection and originate from food establishments throughout the state. Other possible sources of samples include, by contract with the United States Food and Drug Administration (FDA), under cooperative agreement with the United States Department of Agriculture (USDA), from within the agency, or from other agencies to provide information they have requested. Since products tested and food safety priorities may change over time, 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 spreadsheets. Biological results of each sample analyzed 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 since the biological result is derived from the entire data set analyses.

*Measure modified effective FY 19-20. For FY 18-19 the approved Performance Measure was "Number of Food Samples Collected for Analysis".

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

Proposed New Performance Measure Effective FY 19-20

Number of Chemical Laboratory Tests Performed on Food Samples

ACTION

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

Glossary

Food product analyzed – Food product samples submitted to the Food Safety Laboratory, where the analysis for one or more components, contaminants or other pertinent properties or characteristics of the product is completed.

Chemical Analysis – Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established chemical, biochemical, molecular, or physical methods of evaluation.

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 chemically 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 chemical analysis undergoes a series of analytical processes to determine the presence, amount or absence of designated target analyte(s). As the analytical processes are completed, results for each chemical analysis are entered or uploaded into the FSLIMS or spreadsheet report. Laboratory managers review records of chemical analysis to verify that each chemical analysis result 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 chemical 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 terms of federal contracts; risk-assessment samples; and samples for which the chemical analysis is reported to another laboratory/agency for possible action.

Validity

The number of samples collected for chemical 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. An official label review is also considered as an analysis. Each analysis reflects a food safety or quality parameter for which a standard has been established. Each food product sample is chemically analyzed for one or several individual target analytes, as is appropriate to determine the safety and fitness of the particular food sample. However, every component of each sample is not necessarily chemically tested. Considering resource limitations, risk based targeted analyses better contribute to the objective of decreasing the number of food products that are adulterated or otherwise unsafe.

This measure is an appropriate measuring instrument since it is an indicator of laboratory output toward identifying food safety violations resulting from contamination, adulteration, or misbranding. Many of the products chemically analyzed are submitted by the Bureau of Food Inspection and originate from food establishments throughout the state. Other possible sources of samples include, by contract with the United States Food and Drug Administration (FDA), under cooperative agreement with the United States Department of Agriculture (USDA), from within the agency, or from other agencies to provide information they have requested. Since products tested and food safety priorities may change over time, 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 spreadsheets. Chemical results for each sample analyzed 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 since the chemical result is derived from the entire data set 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

Performance Measure Number 43*

Number of Dairy Laboratory Tests Performed

ACTION

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

Glossary

Food product analyzed - Food product samples submitted to the Food Safety Laboratory, where the analysis for one or more components, contaminants or other pertinent properties or characteristics of the product is completed.

Dairy Laboratory Test – One or more analytical laboratory tests performed on a dairy sample.

Grade "A" milk product – Dairy product samples submitted to the Food Safety Laboratory, where the analysis for one or more components, contaminants or other pertinent properties or characteristics of the product is completed to determine compliance with the FDA Grade "A" Milk Safety Program.

Test (Analysis) - Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established chemical, microbiological, biochemical, molecular, or physical methods of evaluation.

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 and 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 or tests to determine the presence, amount or absence of designated target analyte(s). As the analytical processes are completed, results for each test are entered or uploaded into the FSLIMS or spreadsheet report. Laboratory managers review records of analysis to verify that each analysis result meets applicable quality assurance standards.

The number of dairy laboratory tests performed is amore accurate measure of the performance of the laboratory compared to the number of samples received. Each sample may have one or more tests assigned to it and therefore the resources involved may vary significantly from sample to sample whereas

each laboratory test performed is a more consistent measure in this regard.

Computation methodology is based on a standard electronic query of FSLIMS records to obtain the total number of tests performed each year.

Data Computations:

A = number of tests, as determined by a FSLIMS query to count total number of tests performed within a specified period. Samples on which tests were performed include regulatory samples; samples completed under terms of federal contracts; risk-assessment samples; and samples for which the analysis is reported to another laboratory/agency for possible action.

Validity

The number of dairy laboratory tests performed is a valid measure of the output of the laboratory. This output reflects the number of 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 by one or more tests for one or more analytes, as determined by the purpose of the 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 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.

*Measure modified effective FY 19-20. For FY 18-19 the approved Performance Measure was "Number of Milk Samples Collected for Analysis".

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

Proposed New Performance Measure Effective FY 19-20

Tons of Poultry and Eggs Graded

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

Glossary

Poultry - includes chickens, turkeys, ducks, guineas, geese, pigeons raised as domesticated food birds, quail, and other domesticated food birds.

Eggs - means all edible shell eggs from the domesticated chicken and liquid or frozen whole eggs, yolks, whites, and egg products.

Eggs Graded - refers to eggs in which the quality has been determined by candling. Only after candling may a grade be declared by any dealer or packer of shell eggs.

Standards, Grades, and Weight Classes for Shell Eggs - (AMS 56) are the official U.S. standards, grades, and weight classes for shell eggs that are maintained by and available from Poultry Programs, AMS.

Standards for Quality of Individual Shell Eggs - are the official U.S. Standards, Grades, and Weight Classes for Shell Eggs (AMS 56) that are maintained by and available from Poultry Programs, AMS.

United States Classes, Standards, and Grades for Poultry - are the official U.S. Classes, Standards, and Grades for Poultry (AMS 70.200 et seq.) that are maintained by and available from Poultry Programs, AMS.

Dressed or Ready-to-Cook - means any slaughtered poultry from which the protruding pinfeathers, vestigial feathers (hair or down, as the case may be), head, shanks, crop, oil gland, trachea, esophagus, entrails, reproductive organs, and lungs have been removed, which poultry is with or without giblets, and which poultry is ready to cook without need of further processing.

Ready-to-Cook Poultry - means any cut-up or disjointed portion of such poultry or any edible part thereof.

Data Sources and Methodology

Data sources are the U.S. Department of Agriculture Shell Egg Grading Volume Report (form LPS-240S). Graders enter the number of 30 dozen cases received, the total number of 30 dozen cases accepted (passing inspection), and the total number of 30 dozen cases retained at the processing plant (not passing inspection).

U.S. Department of Agriculture Poultry Grading Volume Report (form PY-240Y). Graders enter the total volume of poultry received (in pounds), the total

volume accepted (in pounds) and the total volume (in pounds) retained at the processing plant (not passing inspection).

Data Computations

Per USDA standards, the average weight for a 30-dozen case of large eggs is 45 lbs. The tonnage is calculated by multiplying the number of 30 dozen cases by 45 and then dividing by 2,000 (1 ton =2,000 lbs).

Tons is calculated by dividing the total pounds of poultry by 2000 (1 U.S. Ton =2,000 lbs).

Validity

This measure is related to program performance as it pertains to providing quality shell egg and poultry products to consumers. Through a Cooperative Agreement with the United States Department of Agriculture, licensed shell egg and poultry graders ensure products produced meet a standard of quality set forth by the USDA.

Classification and sale of eggs and poultry is defined in Chapter 583, Florida Statutes. Grades and standards of quality shall not exceed those stipulated in 7 CFR Parts 56 and 70.

Florida Standards of Quality for Dressed Poultry and Ready-to-Cook Poultry are required pursuant to Chapter 5K, Florida Administrative Code. Florida Standards, Grades, and Weight Classes for Shell Eggs are required pursuant to Chapter 5K-6, Florida Administrative Code.

Grades and products not meeting this minimum standard of quality are retained and not permitted to be offered for sale to the public. Retention of products holds industry accountable for producing a providing a quality product to consumers.

Reliability

All Shell Egg and Poultry Graders undergo a written exam, based on guidance and training materials provided by the USDA, as well as a minimum of 160 hours training in the processing plant alongside an already licensed grader. Upon successful completion of the written exam and in-plant training, a comparative grading examination is conducted by the USDA Federal State Supervisor.

Once licensed, quarterly comparative grading evaluations are conducted by the USDA Federal State Supervisor and monthly follow-ups are conducted by the State Supervisor.

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

Grading reports are submitted monthly by the licensed graders to the Bureau of Food Inspection. These reports include the total amount (in pounds) of product received by the processing plant; the total amount (in pounds) of product graded; and the total amount (in pounds) of product retained for not being of sufficient quality.

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

Glossary

Regulated entities subject to re-inspection - fertilizer, feed, and seed producers and distributors; pesticide applicators, pesticide dealers, pest control licensees, certified operators, identification card holders, and limited certificate holders, and any person using a pesticide.

Re-inspection - **a.** an inspection conducted after an initial inspection where the initial inspection found evidence of a violation of applicable law or regulation, **b.** an inspection where the initial inspection resulted in the issuance of a field advisory notice (FAN). **c.** follow-up activities conducted after the issuance of a stop sale, stop use, or hold order (SSUHO) to determine compliance with the order or issuance of a release for shipment back to manufacturer.

Compliance - The absence of observed violations after re-inspection or after a corrective action has been taken on an initial inspection and observed by a Department inspector.

Data Sources and Methodology

The division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, 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

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 45

Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted

ACTION

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

Glossary

Fertilizer Inspection

Fertilizer Sample Inspection - An inspection conducted by the department consisting of the physical sampling, evaluation, and reporting of a fertilizer product to assess compliance with state laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #6-9 on the Bureau of Agricultural Environmental Laboratories Quarterly Summary Reports and the Bureau of Licensing and Enforcement Quarterly Summary Reports; and are reported under activity #22 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of fertilizer laboratory analysis reports. Supporting documentation includes fertilizer sample collection data, any associated product documentation, and penalty letters (for violation samples).

MKP - (Marketplace Inspection) - An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of a visual evaluation and documentation of a fertilizer product to determine compliance with state fertilizer laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Fertilizer Section personnel. The product labeling and guarantor data are maintained on the. Applicable data is reported under activity #24 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of fertilizer marketplace inspection reports. Supporting documentation includes any associated product documentation and warning letters (for violation samples).

Feed Inspection

Feed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a feed product to assess compliance with state and federal feed laws and regulations. These inspections do not include routine “registrant-submitted” compliance sample evaluations conducted by Department

certified laboratories. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are filed and maintained electronically and are reported under activity #14 on the Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of laboratory analysis reports and associated documentation (e.g. product label, photos, etc.).

Feed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a feed product to determine compliance with state and federal feed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by Feed Section personnel. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #15 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of feed marketplace inspection reports.

Feed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of animal feed to determine the firm’s level of compliance with state and federal feed laws and regulations. In general these include, but are not limited to, BSE, Medicated Feed, and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by Feed Section personnel and are reported under activity #16 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda.

Seed Inspection

Seed Sample Inspection – An inspection conducted by the Department consisting of the physical sampling, evaluation, and reporting of a seed product to assess compliance with state and federal seed laws and regulations. The sample inspection is counted after the laboratory has performed an analysis. The collection and analysis data are recorded in the LIMS Database and are reported under activities #13-18 on the Bureau of Agricultural Environmental Laboratories Quarterly

Service/Budget Entity

Agricultural Environmental Services

(Code: 42160100)

Program

Consumer Protection

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Summary Reports. Source documentation consists of seed laboratory analysis reports.

Seed Sample Inspection data is maintained by the Bureau of Agricultural Environmental Laboratories. The source data consists of seed laboratory analysis reports. Supporting documentation includes seed sample collection data, any associated product documentation, and correspondence (for violation samples). The Environmental Manager of the Seed Compliance Section generates standard reports from the LIMS database and the number of inspections are reported under activity #19 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Electronic copies of documentation for all samples reported as legal are filed on the SANS drive and maintained by the Bureau of Agricultural Environmental Laboratories. Electronic copies of documentation for all samples reported as illegal or mislabeled are filed on the SANS drive and maintained by the Environmental Manager of the Seed Compliance Section.

Seed Marketplace Inspection – An inspection conducted by the Department at a manufacturer, distributor, or consumer location consisting of the visual evaluation and documentation of a seed product to determine compliance with state and federal seed laws and regulations. Each product evaluated on the marketplace inspection report constitutes, and is counted as a separate inspection. The marketplace inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports, product labeling, and guarantor data are scanned and maintained electronically, and are reported under activity #20 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of seed marketplace inspection reports.

Seed Marketplace Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of seed marketplace inspection reports. Supporting documentation includes associated product documentation, and warning letters (for violation samples). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

Seed Establishment Inspection – An inspection conducted by the Department at an establishment involved in the manufacture, distribution, or consumption of seed (intended for planting purposes) to determine the firm’s level of compliance with state and federal seed laws and regulations. In general these include, but are not limited to, seed complaint and BMP inspections. The establishment inspection is counted after it is reviewed and recorded by seed section personnel in the Bureau office. The inspection reports and associated documentation are scanned and maintained electronically, and are reported under activity #21 on Bureau of Licensing and Enforcement, Quarterly Activity Memoranda. Source documentation consists of applicable inspection forms.

Seed Establishment Inspection data is maintained by the Environmental Manager of the Seed Section. The source data consists of applicable inspection forms. Supporting documentation includes associated documentation, and warning letters (for violation inspections). Hard copies of inspection forms and supporting documentation are scanned for long term record retention.

Pesticide Inspection

UAF – (Agricultural Use for Cause Investigation) An investigation conducted by the Department at an establishment involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include but are not limited to farms, forests, nurseries, and greenhouses.

UAG – (Agricultural Use Inspection) An inspection conducted by the Department at an establishment involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

WPS – (Worker Protection Standard Inspection) An inspection conducted by the Department during an agricultural use inspection/investigation at a farm, forest, nursery, or greenhouse to determine compliance with the Worker Protection Standard. If a farm, forest, nursery, or greenhouse uses a WPS labeled pesticide for the production of agricultural plants within 30 days of having agricultural workers and/or handlers present at the firm, then the firm falls under the scope of WPS.

UNF – (Non-Agricultural Use For Cause Investigation) An investigation conducted by the Department at an establishment that is not involved in the production of an agricultural commodity in response to a report that pesticides have been misused. In general, these establishments include, but are not limited to right-of-way applicators, aquatic applicators, and golf courses.

UNA – (Non-Agricultural Use Inspection) An inspection conducted by the Department at an establishment that is not involved in the production of an agricultural commodity to determine compliance with state and federal pesticide laws.

EUP – (Experimental Use Permit Inspection) An inspection conducted by the Department at either an agricultural or non-agricultural establishment (a/k/a a cooperator) to determine if the use of a pesticide, which was granted an experimental use permit, was used in accordance with the conditions stated in the permit.

CAR – (Certified Applicator Records Inspection) An inspection conducted by the Department during all use inspections/investigations involves the review of pesticide applicator records for pesticide applicators licensed under Chapter 487, Florida Statutes (F.S.). The records may contain applications of general use pesticides, but applications of all restricted use pesticides must be recorded by each licensed applicator.

Service/Budget Entity

Agricultural Environmental Services

(Code: 42160100)

Program

Consumer Protection

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

GW –(Ground Water Inspection) An inspection conducted by the Department that involves review of pesticide use to assure measures are taken to prevent groundwater contamination.

PEI – (Producer Establishment Inspection) An inspection conducted by the Department at a facility that produces, formulates, re-formulates, packages or repackages pesticides or pesticidal devices. In general, these establishments include pool supply stores where bulk chlorine is repackaged into smaller containers and chemical supply stores that manufacture pesticides.

MKP – (Marketplace Inspection) An inspection conducted by the Department at a facility that sells general use pesticides. In general, these facilities are retail stores that sell pesticides such as Home Depot, Lowe’s, and Wal-Mart.

DLR – (Pesticide Dealer Inspection) An inspection conducted by the Department at a facility that sells restricted-use pesticides as well as general use pesticides. These establishments are licensed by the Department to sell and distribute restricted-use pesticides. In general, these establishments include retail agro/industrial chemical suppliers such as UAP, Lesco, and Helena Chemical Company.

IMP/EXP – (Import and/or Export Inspection) – An inspection conducted by the Department, usually at a port of entry into Florida or at a warehouse, to determine compliance with the federal pesticide regulations concerning the importation or exportation of pesticides into and out of the United States.

Data Sources and Methodology

Department field staff performs routine marketplace inspections to measure on-going compliance with feed, seed and fertilizer laws, and routine and complaint-based inspections of pesticide applicators and pest control businesses. Data from these inspections is derived directly from files. No data manipulation is necessary.

Protocol:

1. Non-structural pesticide and pest control inspection data is entered into the Compliance DB30.accdb and CopyCATS.accdb databases, respectively. Complaint investigations and inspections involving suspected or documented compliance deficiencies are received and processed by pesticide enforcement staff in the Bureau of Licensing and Enforcement (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 Bureau of Inspection and Incident Response assigning case received dates and for initial case data entry. Case processing staff in BLE evaluate the case file documentation, complete additional data entry, and prepare inspectional findings. Completed case files are archived to the network drive “\\t\haessan01” according to the calendar year during which the inspection was performed. The

Regulatory Specialist II of the Pesticide Enforcement Section usually generates reports associated with program outputs. However, as part of their initial training, Case Processors are shown how to run queries and generate reports in the Compliance DB30.accdb and CopyCATS.accdb databases.

The data from the Feed, Seed Fertilizer and Pesticide Inspections is entered directly from inspection reports into various network-based database applications including, LIMS, BSE Inspection, and Compliance DB30.accdb and CopyCATS.accdb databases; the data for this measure is a combined value of inspection outputs from multiple programs in the division.

Validity

Data is derived directly from internal files. There are no known outside impacts on data validity. Staff is responsible for accumulating and verifying the accuracy of the data.

This measure is a good indicator of our performance because it is a direct count of the number of inspections conducted.

Reliability

Data is a direct tabulation of the actual number of pest control, pesticide applicator, feed, seed and fertilizer inspections conducted. Data is not interpreted; thus, no ambiguity in reporting exists.

There is a high probability that the same conclusion would be reached by anyone repeating the calculation because the parameters and the queries used are consistent from one calculation to the next.

Service/Budget Entity

Agricultural Environmental Services

(Code: 42160100)

Program

Consumer Protection

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 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

Data source is Bureau of Scientific Evaluation and Technical Assistance database records of pesticide products registered. The computation and report methodology are described in each Section's LRPP Reporting Standard Operating Procedure (SOP).

The data from the pesticide registration application and the emergency exemption action data (Section 18) are entered into the Registration Tracking System (RTS).

RTS is located 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.

Information is in the section's LRPP Reporting SOP.

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.

The measure is a good indication of performance to the extent that it indicates the ability of the

program to process all incoming registration applications. However, beyond the capacity to process registrations, the program is not in direct control of the numbers and types of pesticide product brands registered. Rather, these variables are dictated predominately by market conditions and the indirect effects of federal regulations.

Reliability

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of registrations issued.

There is a high probability that the same conclusion would be reached by repeat calculation. The data is entered into a secured database where the level of permission is granted based on business needs with a historical tracking of product registration status. The report generated is based on queries against the RTS database. In addition, the tracking of the Section 18 action data is reviewed by the Section Administrator and verified by either the Bureau's Environmental Manager and/or Bureau Chief. These reports are stored in the 'TLES_Share on 'File Server in Conner Complex (TLES_Share on 'tihadm010')/REG/Registration Activity Reports directory.

Service/Budget Entity

Agricultural Environmental Services

(Code: 42160100)

Program

Consumer Protection

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 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

Records of pest control businesses and applicators that apply for and are granted licensure are maintained and used to determine the number of pest control businesses and applicators licensed.

Data is entered into a licensing database. The database is known as the Suntrack Program which is maintained on the Office of Agriculture Technology Services' production server and managed by division IT staff. There is no dedicated program for statistical reporting.

The Bureau of Licensing and Enforcement issues several different license types which are consolidated for final reporting. The types include; Business licenses, Certified Operator certificates, Special Fumigation ID Card certificates, Employee Identification Cards, Limited Governmental Pesticide Applicator or Limited Private Applicator, Limited Commercial Fertilizer Applicator, Limited Wildlife Control, and Limited Commercial Landscape licenses.

The current methodology relies on several SQL scripts, specifically designed by division IT staff, that run against the database to extract the report data. The report is reproducible although the potential exists of modified data created during audit review causing unacceptable variance.

Validity

Data 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 is an accurate measure of licensing performance. It relates directly to the number of documents processed (workload) by the Pest Control Licensing Section of the Bureau. The measure accurately reflects licensing trends in both good and bad economic times.

Reliability

Files provide data directly, and no interpretation is required, as the measure is a direct tabulation of the actual number of licenses issued.

The Office of Inspector General performed an audit in 2009-10 on the 2008-09 data and determined that the original query was faulty. As a result, the bureau modified the query and worked closely with the division's IT staff to design the specific SQL queries that extract the specific license type transactions from the program's process tables using date parameters resulting in data that is more consistently reproduced, and the reported values are accurate and replicable.

Service/Budget Entity

Agricultural Environmental Services

(Code : 42160100)

Program

Consumer Protection

(Code: 42160000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Safeguard the well-being of Florida residents and visitors

Primary Service Objective

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

Performance Measure Number 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

Glossary

Complaint - Written correspondence with the Department (including the department's complaint form) alleging a dispute with a business entity, a violation of a consumer protection law, an unfair and deceptive trade practice, or any other perceived violation of a law.

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

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.

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

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 because it provides an accurate measure of the 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 that certain 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Assists to consumers – Information and assistance provided to consumers by the Division of Consumer Services.

Call Center - Calls that are handled by the Division’s Call Center staff, including calls to the “800 Spanish Hotline.” Call Center staff responds to telephone inquiries from consumers and businesses answering questions, providing information to callers from the Oracle database, and mailing information as requested, including complaint forms, registration packages and consumer educational brochures.

Data Sources and Methodology

The first input for this activity is the number of calls handled by the Call Center, which are all incoming calls 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

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

File – the procedure followed by those business entities to document their activities with the Division as required by Florida Statute.

Licensed – the procedure followed by those business entities to be licensed or registered with the Division as provided by Florida Statute.

Registered entities - Any regulated business that is currently permitted, filed or licensed with the Division.

Regulated Devices – Amusement rides, commercial weighing and measuring devices are considered regulated devices

Regulated entities – Businesses, devices, and products required to file, register, license or be permitted by the Department pursuant to Florida Statutes. Regulated businesses include Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawn Shops, operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers and Liquefied Petroleum Gas. Devices required to be permitted are amusement rides and commercial weighing and measure devices within the state of Florida. Products required to be registered with the state of Florida are antifreeze and brake fluid.

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

Data Sources and Methodology

This measure is a tabulation of the total number of regulated entities, including Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawnshops, Operators

of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers, Liquefied Petroleum Gas 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 receive 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Businesses with scanners - wholesale or retail businesses that utilize electronic means to charge prices to consumers such as Universal Product Code (UPC) scanners, Price Look-Up (PLU) codes, and Stock-Keeping Unit (SKU) codes.

Calibration comparison between measurements – A measurement of known magnitude and accuracy made or established with one device and another measurement made in an identical way with a second device. The second measurement is then compared the first to determine the accuracy of the second device.

Consumer Vehicles -- vehicles owned by citizens or businesses that operate using petroleum fuels or alternative fuels.

Deficiencies -- Conditions found on an amusement ride at the time of inspection that are a violation of our standards and, if not corrected, would prevent the ride from operating for public use.

Inspection report -- A form which is used to record administrative information and information on the condition of an amusement ride each time it is inspected.

Inspections of petroleum dispensers -- test for measurement accuracy and general maintenance and use. The measurement accuracy test consists of pumping a specified volume of petroleum fuel through a dispenser into a calibrated test measure. The volume of the pumped fuel is then measured to ensure the dispenser is accurate within specified tolerances. General maintenance inspections ensure that hoses are safe, price and volume indicators are operating properly, valves are not leaking, quality fuel is being delivered, pricing practices are adhered to, required alternate electricity generation equipment has been installed, etc. In addition, the design of the device is inspected to ensure that petroleum fuels cannot be fraudulently diverted or that the device is being used improperly.

LP Gas Facility Inspection -- an inspection conducted to ensure compliance with safety codes and laws pertaining to equipment condition, use and maintenance, qualification of LP Gas practitioners, facility licensing, compliance with insurance requirements, facility installation, procedures, etc.

LP Gas Facility Re-Inspection -- a follow-up to a routine inspection to determine whether or not

deficiencies identified in a prior inspection have been corrected.

LP gas storage and handling facility -- any location where liquefied petroleum gas is stored in containers for future sale or use, distributed through pipelines or by vehicle, dispensed to the public, or offered for sale in containers.

Packages -- commodities in containers or wrapped in any manner for sale in which the measurement of the commodity takes place before the time of sale. Packages are tested in lots, which consist of multiple packages of the same or similar commodity, brand, lot code, etc. Statistical samples are taken from each lot tested and the disposition of the entire lot is based on the results of tests performed on the representative samples.

Petroleum Dispensers -- the devices at retail gasoline stations open to the general public that consumers use to meter a volume of petroleum fuel. Note: Although inspections are conducted by request at private facilities such as military bases, municipality fueling stations, and fleet fueling stations, the vast majority of inspections are conducted at those stations open to the general public or engaging in petroleum fuel distribution. This also includes the evaluation of petroleum fuels on-site and testing at department testing laboratories of said fuels contained in facility or terminal storage tanks.

Petroleum fuel measuring devices -- petroleum meters that are used in commerce to dispense or deliver petroleum fuel.

Petroleum Fuels -- gasoline, diesel fuel, alternative fuels, kerosene, fuel oil or similar fuels as defined in Chapter 525, F.S.

Quality Analyses -- established test methods and performance standards that are used to evaluate petroleum fuels and vehicular fluids. The test methods and performance standards have been adopted into rule from ASTM International, a consensus standard writing organization and from USDOT Motor Vehicle Safety Standard No. 116.

Regulated Devices -- Amusement rides and commercial weighing and measuring devices.

Regulated Entities -- Liquefied Petroleum Gas Facilities and businesses.

Regulated Products -- Petroleum fuels as defined in Chapter 525, F.S., and brake fluid and antifreeze Products as defined in Chapter 526, Part II, F.S., and Chapter 501, Part V, F.S. respectively.

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

Regulated weighing -- measuring devices, instruments or equipment used to measure commodities. Examples include scales, motor fuel dispensers (gas pumps), taximeters, timing devices, grain moisture meters, etc.

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

Standard -- device with known or assigned and accepted parameters such as mass, volume or length.

Temporary amusement rides -- Those rides that are regularly relocated with or without disassembly.

Wholesale Terminals -- facilities generally located in ports for storage of large volumes of petroleum fuels destined for further distribution to other wholesale locations or retail gas stations.

Data Sources and Methodology

This measure is comprised of statistical information derived from the department's Standards' (petroleum and weights and measures) Inspection Program, Liquefied Petroleum Gas Inspection Program, and the Fair Rides Inspection Program. The statistical information collected is the number of standards' field inspections conducted, the number of petroleum and vehicular fluids tests performed, the number of standards testing and calibrations conducted, the number of liquefied petroleum (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. 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

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

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

Glossary

Brix - A measure of quality of a juice sample, defined as a measurement of total dissolved solids with sugar being the main component; also known as total soluble solids.

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

Certificates - Federal certification form.

Maturity - when various fruit types are deemed acceptable to be utilized based on their variety, utilization (fresh or processed), time of year, brix, acid, brix to acid ratio and juice content

Pounds-solids – the product of pounds of juice x percentage total soluble solids, usually expressed on a per box basis.

Data Sources and Methodology

The data is collected by inspectors 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 (BRIX / ACID = RATIO)

Pounds solids of juice per box (JLBSBOX * BRIX/100 = SOLIDSBOX)

Any supplier or hauler of fruit who requests access to the database is provided login credentials that limit access to only those loads identified by that supplier number.

The data is summarized on a daily, weekly and annual basis (August through July) and made available to various citrus participants for statistical reporting.

This measure includes:

- Number of loads of citrus fruit inspected
- Number of failed loads
- 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Audit certificate – Federal or State certification form.

Global Food Safety Initiative (GFSI) audit – voluntary audit verifying adherence to best practices recommended by the industry-driven global collaborative governing body supported by the Consumer Foods Forum.

Good Agricultural Practices (GAP) audit – voluntary audit verifying adherence to best agricultural practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

Good Handling Practices (GHP) audit – voluntary audit focused on best handling practices based on FDA recommendations and industry recognized safety practices to minimize risk associated with microbial contamination.

Tomato Good Agricultural Practices (T-GAP) program – inspection procedures and best management practices designed to enhance the safety of fresh tomatoes grown, packed or repacked in Florida.

Data Sources and Methodology

The data source for this measure is each audit performed on a farm or packinghouse. Each audit request is tracked and scheduled through the Inspection Bureau on a spreadsheet. Upon successful completion of the audit, the supervisor (GFSI authoritative body, USDA or Division of Fruit and Vegetables’ bureau management) reviews the audit checklist, comments and 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

Glossary

Certificates - Federal certification form.

Fresh Shipment Reports - Reports of all Fruit and Vegetable Shipments for domestic and international markets.

Manifest - Bill of Lading.

Data Sources and Methodology

The data 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

Glossary

Tenant – a person, real or corporate, operating a business and occupying space at a State Farmers’ Market under the terms of an executed lease agreement.

Total Sales of agricultural and seafood products – Dollar value of agricultural and seafood products sold by tenants and reported to the state farmers’ market offices where their leases reside. Note: Tenants are required to report only those agricultural products sold due to its affiliation with the state farmers’ market location. Corporate sales made from other locations are not included in this requirement. The Bureau’s Operations Manual and individual tenant leases provide specific details regarding this requirement.

Agricultural and seafood product – Any fresh or processed horticultural, aquacultural, viticultural, fish or seafood, dairy, poultry, apicultural, or other farm or garden product. Note: A tenant dealing in one or more of these commodities may be exempt from this reporting measure depending on the nature of its activities at the market (i.e., activity is limited to parking). The sale of products not included in this definition (i.e., fertilizer), while beneficial to the local economy in general, are not included in this performance measure which aims to capture the market’s direct financial impact of agricultural producers.

Data Sources and Methodology

The Division of Marketing receives this data from the tenants who lease facilities on the state farmers’ markets. Lease agreements with tenants who qualify for this requirement contain specific language indicating what must be reported, when the report is due and to whom it should be provided. Certain leaseholders are exempt because they either sell agricultural products at the retail level or do not sell products (i.e., food recovery tenants who collect agricultural products and donate them to food distribution agencies). Truck brokers, who lease space on markets for the convenience of close contact with their clients but who do not make direct sales of products, and administrative leaseholders (i.e., food inspectors) are also exempt from the requirement. Each contract spells out whether the leaseholder is required to provide sales data. Once data is collected at the local market, it is forwarded to the Bureau of

State Farmers’ Markets Administrative Office each month and calculated by the bureau on an annual basis. Concise instructions regarding data collection, including types of agricultural products, which tenants are required to report, and when the reports are due are also included in the Bureau’s Operations Manual, the full text of which follows: "Tenants who handle wholesale agricultural products on the state-owned farmers’ markets must provide commodity reports as declared in Section 13b, Inspection of Records, of the standard lease agreement to the market office. Lessee shall make available to the Market Manager a monthly commodity report showing the number of units and value of commodities handled through said leased premises."

Completed commodity reports should include the following: commodity name, units of measurement, number of 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 15th day of each month. The original form is to be initiated 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.

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

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

Glossary

Marketing Assist – An activity by the Division of Marketing on behalf of one or more producers or businesses which has a high probability of increasing sales of the producers’ or business’ agricultural product(s). The representative list of activities for this measure follows. The list is not all inclusive:

Circular ads: Identification and/or promotion of Florida agricultural products in the circulars, sale papers, web advertisements, and other materials provided by retailers to their customers. One assist is counted per retail location where one of these items appears per week. Example: A weekly circular ad appearing at one location which features both Florida sweet corn and Florida bell peppers produces two assists. An identical circular the next week would produce two additional assists.

Sampling events – Events of short duration (usually one or two days) during which customers in retail stores are offered samples of Florida agricultural products. One assist is counted per retail location where a sampling event occurs per day. Example: A two-day peach sampling event occurring at one retail location produces two assists. A one-day event at another location would produce one additional assist.

“Fresh From Florida” branded packaging – Consumer packaging which incorporates the “Fresh From Florida” logo and which is visible to consumers in at least one retail location. One assist is counted per retail location where the product appears per fiscal year. Example: One producer’s branded strawberry clamshells which appear in 50 retail locations will produce 50 assists for that fiscal year. A second strawberry producer who uses branded clamshells in the same 50 stores during the same fiscal year would produce an additional 50 assists.

Coupons / rebates – Offers which reduce the price of Florida agricultural commodities made either directly to consumers or indirectly via rebates to retailers. Coupons and rebates are of limited time and quantity and will benefit all producers of the target commodity equally. One assist per week will be counted for each retail location where a rebated product is offered or where a coupon is redeemable. Example: A coupon for \$0.50 off Florida blueberry pint packages which is redeemable at 25 retail locations for 2 weeks produces 50 assists.

Product Displays – Special, time-limited merchandising of Florida agricultural products in a location within a retail outlet which is more favorable than the product’s typical display location. One assist is counted

per retail location using such a display for each week the display remains in the store. Example: A grocery store stocking Florida oranges in a branded bin at the entrance to its produce aisle for one week produces one assist. A similarly positioned bin in the same store containing both oranges and grapefruit produces two assists.

Online retail positioning – Occurs when online retailers or grocery delivery services offer favorable positioning, identification, or promotion of Florida agricultural products which increase sales. This activity is distinct from online advertising in that the consumer has an immediate opportunity to purchase the featured Florida product. One assist per week will be counted for each delivery area whose customers are exposed to improved positioning of Florida agricultural products. Example: Preferential placement of Florida tomatoes appearing on the produce page of a grocery delivery service which has delivery areas in both Brooklyn and Queens, NY for one week would produce two assists.

Data Sources and Methodology

The data for this measure is collected by staff persons in the Bureaus of Strategic Development and Seafood and Agriculture, and representatives of the Trade Development section. The methodology for collecting the information will be assembled uniformly in a shared database (Salesforce). Staff members and partners verify delivery of promotional and merchandising services region-by-region for participating retailers and record key performance indicators for these activities in the Division’s Salesforce database for consolidated reporting.

Validity

The department is mandated by statute to provide 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

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

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 Farmer's 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 the Division of Marketing provides 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Consumer Exposure - The number of consumers reached or “exposed” to a particular message through mass media, as well as the amount of impressions gained.

Engagement - The actions taken by consumers following exposure to the message. This includes visiting a website, viewing a video, liking, sharing and/or commenting on a post.

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

Data Sources and Methodology

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Facebook Metrics Analytics and/or Social Studio Metrics
- Google Analytics
- Bureau of Strategic Development independent recall on social platforms
- Salesforce Analytics
-

Engagement target is a percentage of total exposures achieved through distribution of content to include recipes, videos, live demonstrations, seasonality information, events, consumer generated content,

sampling information, and industry highlights. This conversion will enable the department to collect, disseminate, and create content based on consumer demand.

Advertising industries utilize independent data and business sources to validate audiences and reach. Division of Marketing and Development obtains information from these same sources to establish measurements. The information is provided to project managers, entered 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 the Division of Marketing provides 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

Glossary

Consumer Exposure - The number of consumers reached or “exposed” to a particular message through mass media, as well as the amount of impressions gained.

Engagement - The actions taken by consumers following exposure to the message. This includes visiting a website, viewing a video, liking, sharing and/or commenting on a post.

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

Data Sources and Methodology

Sources of the data are:

- Arbitron Inc. and Nielsen provide ratings for radio and television.
- Division of Marketing automated inventory records for distribution of materials disseminated directly to individual consumers and/or groups.
- Facebook Metrics Analytics and/or Social Studio Metrics
- Google Analytics
- Bureau of Strategic Development independent recall on social platforms
- Salesforce Analytics

Engagement target is a percentage of total exposures achieved through distribution of content to include recipes, videos, live demonstrations, seasonality information, events, consumer generated content, sampling information, and industry highlights. This conversion will enable the department to collect, disseminate, and create content based on consumer demand.

Advertising industries utilize independent data and business sources to validate audiences and reach. Division of Marketing and Development obtains information from these same sources to establish measurements. The information is provided to project managers, entered in a shared database (Salesforce) and used to identify reportable numbers.

This measure is calculated by dividing the number of engagements by the total number of consumer exposures and multiplying by 100.

$$\text{Percent} = \frac{\text{engagements}}{\text{consumer exposures}} \times 100$$

Validity

Measuring efforts as they relate to the number of consumers exposed to the message is a recognized practice of the advertising industry for evaluating the effectiveness of promotional and educational campaigns in the absence of clear delineation of direct sales data. Engagement is defined as an action taken by the consumer following exposure to the message. Furthermore, this measure is a good indicator of the division’s achievement of the primary service objective, increasing the market penetration of Florida agricultural products in national and international markets.

Reliability

Department staff analyzes the following platforms: Salesforce Sales Cloud, Salesforce marketing cloud, Salesforce Social Studio and Salesforce Wave Analytics. A team of internal staff verifies the information in periodical random audits. The probability that someone else calculating the ROI results would end up with the same number the Division of Marketing provides 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Inspected Shellfish Facilities - Shellfish processing plants that hold a valid certification license from the Florida Department of Agriculture and Consumer Services – Division of Aquaculture during the reporting period and receiving an inspection by the Division of Aquaculture during the reporting period.

Out of Compliance – A shellfish processing facility is out of compliance if a), in an inspection, it receives 3 or more key violations, or 1 critical violation; or b) over the course of multiple inspections it receives repeated key violations. The meanings of the terms “key violation” and “critical violation” shall be as defined in Rule 5L, Florida Administrative Code.

Data Sources and Methodology

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

Reliability

Based on the 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

Glossary

Inspection Forms - Processing Plant Inspection Forms

Processing Plant Inspection Reports - Inspection Forms

HACCP – Hazard Analysis Critical Control Point – Requires: identifying hazards likely to occur; establishing critical limits for the identified hazards; taking corrective actions when critical limits are exceeded; and keeping detailed record documentation.

Healthspace Inspection System - Off The Shelf(OTS) application customized for the Division of Aquaculture Shellfish Processing Plant Inspection Section. It is a flexible system that helps administrators and inspectors centrally manage facility, certificate and inspection data. The entire system is housed and managed in the Healthspace environment with complete support of operations, maintenance and security. The system is implemented on an annual cost per license agreement.

Data Sources and Methodology

The data source is the Florida Department of Agriculture and Consumer Services' processing plant inspection reports (FDACS inspection forms). The Florida Department of Agriculture and Consumer Services 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 the 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 this 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

Glossary

Fecal Coliform-A facultatively anaerobic, gram negative, nonspore forming, rod shaped bacteria that ferments lactose to form green to green/yellow colonies on mTEC agar when incubated for 2 hours at 35 C then transferred to a water bath at 44.5 C for 22 hours.

Reclassified - Shellfish harvesting areas are defined as being reclassified when the status changes between any of the following: Approved, Conditionally Approved, Restricted, Conditionally Restricted, Prohibited, or Unclassified.

Data Sources and Methodology

The Division of Aquaculture tests and classifies coastal waters for shellfish harvesting based upon public health criteria in Florida Statute and 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 the 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 this 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

Glossary

Aquaculture - The culture of aquatic organisms.

Submerged Land Lease - Parcel of sovereignty (state owned) submerged land that is leased from the Board of Trustees under Chapter 253, F.S. or former Chapter 370, F.S., for conducting aquacultural activities.

Data Sources and Methodology

Data is collected and maintained in the Aquaculture Lease Database.

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

Validity

Based on the 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 this 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

Glossary

Cubic yard - Volumetric measurement used to determine the amount of cultch deposited.

Public Oyster Reef - A functional ecological assemblage of oysters and other fauna which is located in the waters of the state.

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

Shellfish Processor - Facility that processes (shucks) oysters, clams, or scallops and discards the shell as a byproduct of the process.

Data Sources and Methodology

Data sources for this measure are: Oyster Resource Development Projects, Contracts, Invoices, and Payments.

The program involves cooperative resource development projects where The Florida Department of Agriculture and Consumer Services (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: Staff verifies the weights of cultch material received at staging area and planted at pre-determined plant sites. Staff initials and forwards weigh slips to the Senior Management Analyst.

The Senior Management Analyst maintains a daily log of cultch material planted. At the end of each month, the Senior Management Analyst is responsible for

adding the daily totals and forwarding the monthly total to the Administrative Assistant. The monthly total is entered into the division month-end report.

Validity

The Division of Aquaculture interviewed program staff and reviewed documentation for the purpose of analyzing the measure definition, data elements, and any source of external data. The division 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, the division examined the appropriateness of the measure in regard to the program purpose.

Based on the assessment methodology, there is a high probability that this measure is valid subject to data testing results. Data collection and measure calculation are presently taking place. The measure and data elements are well defined. There is a logical relation between the name of the measure, the definition, and the tabulation.

Reliability

The division interviewed program staff and reviewed documentation for the purpose of analyzing the measure's description of the reporting system structure. The division determined the degree to which the measure definition, formula, and reporting system structure have been uniformly implemented. When applicable, the division 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 the 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

Glossary

Aquaculture - The culture of aquatic organisms.

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

Data Sources and Methodology

Pursuant to Chapter 597, F.S. and 5L-3, F.A.C., aquaculture certifications are issued upon request and with the approval of field staff following an on-farm site visit. Certificate renewals are completed annually on July 1st. Aquaculture certification data is collected and maintained in the Aquaculture Certification Database.

Validity

Based on the 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 this 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

Glossary

Animal site or premises - Any location where animals have been, are, or may be maintained.

Inspections - Examination of animals for detection and prevention of diseases and/or evaluation of premises to ensure compliance with state and federal regulations within the Division of Animal Industry's (DAI) jurisdiction.

Data Sources and Methodology

The data source is the DAI Daily Activity Report (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

Glossary

Animal site or premises - Any location where animals have been, are, or may be maintained.

Inspections - Examination of animals for detection and prevention of diseases and/or evaluation of premises to ensure compliance with state and federal regulations within the Division of Animal Industry's (DAI) jurisdiction.

Data Sources and Methodology

The data source is the DAI Daily Activity Report database software application. The monthly 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 used to define 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 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

Glossary

Tests - Any test performed to assist in the detection of an infectious or contagious agent or to assist in the diagnosis of any diseases or cause of death in an animal.

Data Sources and Methodology

The Division of Animal Industry uses 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Report – Notification of the State Veterinarian of a suspected or positive dangerous, transmissible disease by any person who has knowledge of, or suspects, the existence of any of the diseases or pests listed in 5C-20, F.A.C. in the state. That person is required to immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com.

Any person who has knowledge of, or suspects, the existence of any other unusual animal disease or pest in the state which may be a foreign or a newly-emerging disease that might result in unusually high animal loss, economic damage, or is suspected of causing human disease, should immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com.

Dangerous, transmissible disease - Each of the following pests or diseases is declared to be a dangerous, transmissible pest or disease of animals (Rule 5C-20, F.A.C.) and to constitute an animal and/or public health risk.

- | | |
|--|---|
| <ul style="list-style-type: none"> (1) African Horse Sickness. (2) African Swine Fever. (3) Anthrax. (4) Avian Influenza. (5) Bont Tick infestation (Amblyomma). (6) Bovine Piroplasmiasis (Cattle Tick Fever). (7) Bovine Spongiform Encephalopathy. (8) Brucellosis (B. abortus, B. suis). (9) Southern Cattle Tick infestation (Boophilus). (10) Chlamydiosis (Psittacosis, Ornithosis). (11) Classical Swine Fever. (12) Chronic Wasting Disease. (13) Contagious Bovine or Caprine Pleuropneumonia. (14) Contagious Equine Metritis. (15) Dourine. (16) Equine Encephalitis (Eastern, Western, Venezuelan, or West Nile Virus). (17) Equine Herpes Virus (Neurological Disease). (18) Equine Infectious Anemia. | <ul style="list-style-type: none"> (19) Equine Piroplasmiasis (Horse Tick Fever). (20) Equine Viral Arteritis. (21) Exotic Newcastle Disease. (22) Foot and Mouth Disease. (23) Glanders. (24) Heartwater. (25) Infectious Bronchitis. (26) Infectious Laryngotracheitis. (27) Lumpy skin disease. (28) Mycoplasmosis (poultry). (29) Peste des Petits Ruminants. (30) Pseudorabies (Aujeszky's Disease). (31) Pullorum Disease. (32) Rabies. (33) Rift Valley Fever. (34) Rinderpest. (35) Salmonella enteritidis. (36) Scabies (sheep or cattle). (37) Scrapie (sheep or goats). (38) Screwworm infestation. (39) Sheep and Goat Pox. (40) Strangles (Equine). (41) Spring Viremia of Carp. (42) Swine Vesicular Disease. (43) Tropical Horse Tick Infestation (Demacentor nitens). (44) Tuberculosis. (45) Vesicular Exanthema. (46) Vesicular Stomatitis. |
|--|---|

Data Sources and Methodology

The State Veterinarian or 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

Service/Budget Entity

Animal Pest and Disease Control

(Code: 42170500)

Program

Agricultural Economic Development

(Code: 42170000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Prevent and respond to pests, disease and disaster

Primary Service Objective

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

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

Glossary

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

Animal Emergency - A declared or non-declared emergency due to an animal disease or pest occurrence which has a significant animal and/or public health impact which could result in a negative economic impact to the affected industries or citizens of the State of Florida.

Agricultural Emergency – A declared or non-declared emergency which could result in a negative economic impact to the affected agricultural and/or animal industries or citizens of the State of Florida.

Declared Agricultural Emergency – An agricultural emergency declared by one or more of the following: President of the United States; Secretary of Agriculture, United States Department of Agriculture (USDA); Governor of Florida, Florida Commissioner of Agriculture.

Designee – Assistant Director, Division of Animal Industry; Chief, Bureau of Animal Disease Control; Emergency Support Function 17 (ESF-17) Coordinator; or Emergency Veterinary Program Manager.

Division Training Record – Document utilized by the Division of Animal Industry (DAI) to capture employee training hours. Training hours are compiled internally by the Division Training Coordinator (Position number 05293).

Emergency Support Function 17 (ESF 17) - An entity that is identified as an Emergency Support Function (ESF) in the State Comprehensive Emergency Management Plan. The purpose of this ESF is to plan and coordinate support agencies’ response actions relating to animal and agricultural concerns that may arise as part of a natural or man-made disaster.

Employee – DAI Full Time Equivalent (FTE) and Other Personnel Services (OPS). Two FTE employees and one OPS employee are currently designated with 100 percent emergency related activities duties (Position numbers 1012, 1197 and 902589). Six positions are designated with 20 percent emergency related activities (Position number 1018, 0955, 0975, 0978, 1004, 1207, 5249). Any DAI FTE could be involved in emergency related activities and/or responses. All hours coded 1000, 1016 or 1017 are counted for the two 100 percent FTE employees and the one OPS employee.

Undeclared Agricultural Emergency – Foreign Animal Disease (FAD) response and/or other emerging animal disease or agricultural concern response not declared by one or more of the following: President of the United States; Secretary of Agriculture, USDA; Governor of Florida; Florida Commissioner of Agriculture.

Data Sources and Methodology

Division Emergency Management staff utilize activation logs, training logs 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 (training, planning and preparing) 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

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

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

Glossary

Harmful Exotic Organism – Non-native arthropod, fungus, bacteria, virus, nematode or other organism, which adversely affects a commercially produced or native plant or plant product.

New Record - Insect, disease or other organism not known to be established in Florida.

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

Glossary

Exotic fruit fly – a tephritid fly that does not occur in Florida that is considered a pest of fruits and vegetables. These include Mediterranean fruit fly, Oriental fruit fly, Mexican fruit fly and several other species.

Inspection - A visual observation made by a Department’s authorized representative to determine whether or not the plant, fruit fly trap, or honeybee is free of the target pest.

Trap – a deltoid trap baited with a sex attractant or a glass bell-shaped trap baited with a food attractant capable of attracting and catching exotic fruit flies.

Serviced – examined to determine if one of the target flies is present and re-baited if scheduled.

Data Sources and Methodology

Data is manually collected from daily or weekly inspection reports or collected on a daily basis electronically from individual inspectors indicating the type of inspection. It is compiled into weekly or quarterly summaries by the various bureaus or programs. The citrus canker and citrus greening inspection statistics are obtained from the Pest Incident Control System (PICS) database and generated by the contractor who designed the database.

The number of plant inspections performed, the number of exotic fruit fly traps serviced, the certification of nurseries as imported fire ant (IFA) free, the registration of citrus budwood and the number of honeybee inspections performed are 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 being 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

Glossary

Survey - A visual inspection made by a Department’s authorized representative to determine whether or not a commercial citrus grove is free of citrus canker, citrus greening or other diseases.

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

Data Sources and Methodology

Data is collected from individual inspector’s daily inspection reports 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

Glossary

Mediterranean fruit fly (Medfly) - A fruit fly in the family Tephritidae commonly known as the Medfly. These flies damage fruit by laying eggs in fruit. The eggs hatch into maggots that feed on the fruit pulp making it unacceptable for the fresh fruit market.

Eclosion or eclosion - The fruit fly development stage where the adult fly emerges from the pupal case similar to a butterfly emerging from a cocoon.

Data Sources and Methodology

Data on the number of flies released is calculated on daily flights by the United States Department of Agriculture – Animal and Plant Health Inspection Service – Plant Protection and Quarantine (USDA-APHIS-PPQ) from the number of pounds of flies released in each box on each flight/release date. This number is derived from average weight of flies from a particular pupae shipment date. The data is compiled by USDA and entered monthly into a spreadsheet maintained by the Bureau of Methods Development and Biological Control. This data is then input on a share drive spreadsheet for performance measures.

Validity

Mediterranean fruit fly is one of the most destructive pests known, attacking over 250 different fruits and vegetables such as oranges, grapefruit, tangerines, tomatoes, bell peppers, peaches, avocado, mango and many other fruits and vegetables. Releasing sterile medflies as a preventative measure in high-risk areas of introduction of the state can prevent fertile Medflies from becoming established.

The more sterile flies released, 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

Glossary

Sample Processed - Sample logged in; separated into subunits as appropriate; prepared through slide-making, culturing, pinning and other laboratory manipulations as necessary; identification or diagnosis made by taxonomic expert; and report prepared for recipients. If one sample is separated into sub units it is still counted as one sample.

Data Sources and Methodology

This measurement is obtained from the Entomology, Nematology and Plant Pathology databases. An individual specimen report is completed for each sample and maintained in the appropriate section database. This information is subsequently input into

the share drive spreadsheet for performance measures.

Validity

This measurement is valid since the specimens collected as part of inspection activities must be properly identified so the 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

Glossary

Carton - A 4/5-bushel cardboard or plastic container used to package fresh fruit (citrus, carambola, stone fruit, etc.).

Certified Pest-free - Fruit that is free of Caribbean fruit fly and other pests of quarantine significance regulated by the importing country as verified on a plant health certificate.

Data Sources and Methodology

Data is uploaded from the fruit shippers. Uploads (certified shipping information) are "uploaded" into Freshnet via the CitraNet 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 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 type="checkbox"/> Requesting New Measure
<input type="checkbox"/> Change in Data Sources or Measurement Methodologies	<input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure

Glossary

Recovered produce - These are produce items donated to a network of non-profit organizations and food relief agencies, for distribution to citizens in need as set forth in 595.420, Florida Statutes. For produce items, farmers donate primarily items that are cosmetically blemished or are not sized properly for commercial sales, and items that have been over-produced and cannot be profitably sold.

Data Sources and Methodology

Data regarding recovered produce is supplied by non-profit organizations and food relief agencies, the state's partner in this program. These agencies collect 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

Glossary

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

Program Sponsors – The governing body which is responsible for the administration of one or more schools; and has the legal authority to operate the Program.

Data Sources and Methodology

Throughout the year, the Division of Food, Nutrition and Wellness provides training and technical assistance 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

Deleted Performance Measure Number 80 Effective FY 19-20

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

Glossary

Recovered produce - These are produce items donated to a network of non-profit organizations and food relief agencies, for distribution to citizens in need as set forth in 595.420, Florida Statutes. For produce items, farmers donate primarily items that are cosmetically blemished or are not sized properly for commercial sales, and items that have been over-produced and cannot be profitably sold.

Data Sources and Methodology

Data regarding recovered produce is supplied by 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
--	--

Glossary

Meals – Food which is served to children at a food service site and which meets the nutritional requirements set out in this part.

Summer Food Service Program – A federally assisted meal program established to ensure that low-income children receive nutritious meals when school is not in session.

Program payments – financial assistance in the form of start-up payments, advance payments, or reimbursement paid to sponsors for operating and administrative costs.

Program Sponsors – A public or private nonprofit school food authority, a public or private nonprofit residential summer camp, a unit of local, municipal, county or State government, a public or private nonprofit college or university currently participating in the National Youth Sports Program (NYSP), or a private nonprofit organization which develops a special summer or other school vacation program providing food service similar to that made available to children during the school year under the National School Lunch and School Breakfast Programs and which is approved to participate in the program.

Site – A physical location at which a program sponsor provides a food service for children and at which children consume meals in a supervised setting.

Sponsors submit a claim for meals served on a monthly basis through the financial management system.

Data Sources and Methodology

The data for this activity is input by program sponsors of the Summer Food Service Program (SFSP) into the division’s Child Nutrition Program Financial Management System, which resides and is hosted within the department’s information technology section. Program sponsors submit monthly reports on the total number of meals served by meal type at each SFSP feeding site. The total number of meals claimed

by site are validated by division staff and approved for program payment.

Validity

The measure is valid in that it provides an accurate count of the number 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

Section Contents

Agricultural Law Enforcement.....	168
Agricultural Water Policy Coordination.....	169
Executive Direction and Support Services.....	170
Division of Licensing.....	171
Office of Energy.....	172
Florida Forest Service.....	173
Office of Agriculture Technology Services.....	174
Food Safety Inspection and Enforcement.....	175
Agricultural Environmental Services.....	176
Consumer Services.....	177
Fruit and Vegetable.....	178
Agricultural Products Marketing.....	179
Aquaculture.....	180
Animal Pest and Disease Control.....	181
Plant Pest and Disease Control.....	182
Food, Nutrition and Wellness.....	183

FY 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
1	Percentage of Vehicles Carrying Agricultural Related Products that are Inspected and Found to be Free of Potentially Devastating Plant and Animal Pests and Diseases	ACT2020	Agricultural State Law Enforcement-Commodity Interdiction
2	Number of Law Enforcement Investigations Initiated	ACT2005	Conduct Law Enforcement Investigations
3	Number of Complaints Investigated Upon Referral from the Division of Consumer Services	ACT2000	Conduct Regulatory Investigations
4	Amount of Revenue Generated by Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	ACT2025	Capture Bills of Lading
5	Number of Vehicles Inspected at Agricultural Interdiction Stations	ACT2020	Agricultural State Law Enforcement-Commodity Interdiction
6	Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities	ACT2020	Agricultural State Law Enforcement-Commodity Interdiction
7	Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	ACT2025	Capture Bills of Lading
8	Number of Investigations Performed (Security, Investigative, Recovery Complaint and Agency-Generated Investigations)	ACT2030	Inspect and Investigate Security Officers and Agencies, Private Investigators and Recovery/ Repossession Agents
9	Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	ACT2030	Inspect and Investigate Security Officers and Agencies, Private Investigators and Recovery/ Repossession Agents

Service/Budget Entity

Agricultural Law Enforcement

(Code: 42010100)

Program

Office of the Commissioner and Division of Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
15	Administrative Cost as a Percentage of Total Agency Costs	ACT0010	Executive Direction
16	Administrative Positions as a Percentage of Total Agency Positions	ACT0010	Executive Direction

Service/Budget Entity

Executive Direction and Support Services

(Code: 42010300)

Program

Office of the Commissioner and Administration

(Code: 42010000)

Department

Agriculture and Consumer Services

(Department Number 42)

FY 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
17 Measure Modified Effective FY 19-20	Percentage of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses Issued Within 90 Days of Determination 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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
22 Measure Deleted Effective FY 19-20	Percentage of Grants and Financial Incentive Awards Processed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
New Measure Effective FY 19-20	Percentage of Financial Incentive Awards Executed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
23 Measure Modified Effective FY 19-20	Number of Financial Incentive Awards Executed*	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

*Measure previously read "Number of Grants and Financial Incentives Processed" in FY 18-19.

FY 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
25	Forest land as a percentage of Florida land mass	ACT1130	Provide technical assists to non-industrial forest landowners
26	Percentage of acres of protected forest and wild lands not burned by wildfires	ACT1180	Protect acres of wildlands from wildfires
27	Percentage of acres of Florida Forest Service lands managed by the department	ACT1120	Florida Forest Service lands resource management
28	Number of hours spent providing forest-related technical assists to non-industrial private landowners	ACT1130	Provide technical assists to non-industrial forest landowners
29	Number of hours spent providing forest-related technical assists to public land management agencies	ACT1160	Provide land management assistance to other agencies
30	Number of visitors to Florida Forest Service Lands	ACT1140	Visitor service / recreation
31	Number of wildfires caused by humans	ACT1180	Protect acres of wildlands from wildfires
32	Number of wildfires suppressed	ACT1180	Protect acres of wildlands from wildfires
33	Number of acres authorized to be burned through prescribed burning	ACT1180	Protect acres of wildlands from wildfires
34	Number of acres of wildlands protected from wildfires	ACT1180	Protect acres of wildlands from wildfires
35	Number of person-hours spent responding to emergency incidents other than wildfires	ACT1180	Protect acres of wildlands from wildfires

Service/Budget Entity

Florida Forest Service

(Code: 42110400)

Program

Forest and Resource Protection

(Code: 42110000)

Department

Agriculture and Consumer Services

(Dept. No. 42)

Goal

Manage Natural Resources to Support Florida's Quality of Life

Primary Service

Objective

Maintain forest land acreage in Florida

Increase the number of acres not burned by wildfires

FY 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
38 Measure Modified Effective FY 19-20	Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	ACT1425	Conduct Retail Food Firm Establishment Inspections*
39 Measure Modified Effective FY 19-20	Percent of Dairy Establishments Inspected that are in Compliance	ACT5015	Conduct Dairy Inspections*
40 Measure Modified Effective FY 19-20	Number of Dairy Establishment Inspections	ACT5015	Conduct Dairy Inspections*
41 Measure Modified Effective FY 19-20	Number of Retail Food Firms Inspected	ACT1425	Conduct Retail Food Firm Establishment Inspections*
New Measure Effective FY 19-20	Number of Manufactured Food Firms Inspected	ACT1426	Conduct Manufactured Food Firm Establishment Inspections*
42 Measure Modified Effective FY 19-20	Number of Biological Laboratory Tests Performed on Food Samples	ACT1435	Conduct Biological Laboratory Tests on Samples*
New Measure Effective FY 19-20	Number of Chemical Laboratory Tests Performed on Food Samples	ACT1445	Conduct Chemical Laboratory Tests on Samples*
43 Measure Modified Effective FY 19-20	Number of Dairy Laboratory Tests Performed	ACT5030	Conduct Laboratory Tests on Dairy Samples*
New Measure Effective FY 19-20	Tons of Poultry Eggs Graded	ACT1450	Perform Grade Evaluations on Poultry and Eggs

*Activity Code and Activity Title are new and take effect in FY 19-20.

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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
44	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
45	Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	ACT1350	Regulate Fertilizer Companies
46	Number of Pesticide Products Registered	ACT1320	Register Pesticide Products
47	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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
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	ACT1065	Enforce Consumer Protection Laws
49	Number of Assists Provided to Consumers by the Call Center	ACT1060	Provide Assists to Consumers (Call Center)
50	Number of Regulated Entities Registered by the Division of Consumer Services	ACT1097	Register, License, or Permit Department Regulated Entities
51	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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
52	Percentage of Processed Citrus Inspections Meeting Maturity	ACT7010	Conduct Citrus Packinghouse and Processing Inspections
53	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
54	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

FY 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
55	Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
56	Number of Marketing Assists Provided to Producers and Businesses	ACT6050	Conduct Agriculture/Seafood/ Aquaculture Assists
57	Number of Leased Square Feet at State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
58	Amount of Sales Reported by Participants at Domestic and International Trade Events	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
59	Number of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
60	Percentage of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities

Service/Budget Entity

Agricultural Products Marketing

(Code: 42170200)

Program

Agricultural Economic Development

(Code: 42170000)

Department

Agriculture and Consumer Services

(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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
61	Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	ACT1710	Inspect Shellfish Processing Plants
62	Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	ACT1710	Inspect Shellfish Processing Plants
63	Number of Acres Tested	ACT1720	Test Water Quality
64	Number of Submerged Land Leases	ACT1740	Administer Shellfish Lease Program
65	Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	ACT1750	Conduct Oyster Planting Activities
66	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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
67	Field Man-hours Expended per Animal Inspected	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
68	Number of Animal Site Inspections Performed	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
69	Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	ACT9010	Prevent, Control, and Eradicate Animal Diseases
70	Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	ACT9010	Prevent, Control, and Eradicate Animal Diseases
71	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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
72	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
73	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
74	Number of Commercial Citrus Acres Surveyed for Citrus Diseases	ACT8120	Inspect Citrus Trees for Certification and Pest Detection
75	Number of Sterile Med Flies Released	ACT8100	Release Sterile Fruit Flies
76	Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	ACT8060	Identify Plant Pests
77	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 19/20 Measure Number	FY 19/20 Approved Performance Measure	FY 19/20 Activity Code	FY 19/20 Activity Title
78	Percentage Increase Over the FY 2018-2019 Baseline Standard of Pounds of Produce Recovered and Distributed	ACT6060	Pass-Through Funds to Food Distribution Agencies to Distribute Federal Commodities to the Needy
79	Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	ACT2001	Training and Technical Assistance
80 Deleted Measure Effective FY 19-20	Pounds of Produce Recovered and Distributed	ACT6060	Pass-Through Funds to Food Distribution Agencies to Distribute Federal Commodities to the Needy
81	Total Number of Meals Provided to Children in the Summer Food Service Program	ACT2003	Summer Food Service Program

Service/Budget Entity

Food Nutrition and Wellness

(Code: 42170700)

Program

Agricultural Economic Development

(Code: 42170000)

Department

Agriculture and Consumer Services

(Department Number 42)

Goal

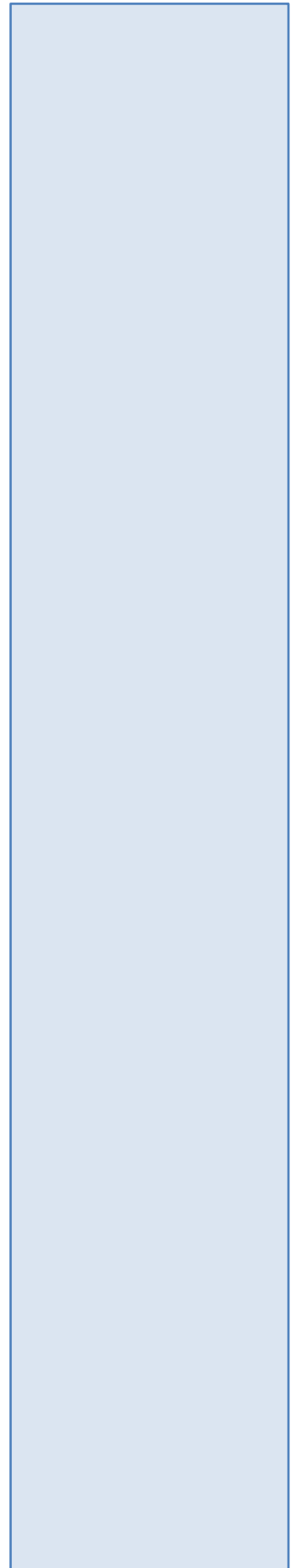
Exceed expectations in service

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 2018-19			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,792,373,148		26,653,643	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		28,105,292		3,158,547	
FINAL BUDGET FOR AGENCY		1,820,478,440		29,812,190	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					17,762,190
Provide Assists To Consumers (call Center) * Number of Assists Provided to Consumers by the Call Center		318,359	5.76	1,834,396	
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		546,937	24.84	13,588,251	
Register, License, Or Permit Department Regulated Entities * Number of Regulated Entities Registered by the Division of Consumer Services.		149,734	26.90	4,027,558	
State Forest Resource Management * Percentage of acres of Florida Forest Service Lands Managed by the Department		1,136,200	23.21	26,369,943	
Provide Technical Assists To Non-Industrial Forest Landowners * Number of Hours Spent Providing Forest-Related Technical Assists to Non-Industrial Private Landowners		40,000	52.76	2,110,476	
Visitor Service / Recreation * Number of State Forest Visitors		2,100,000	1.71	3,580,906	
Capital Improvements * Number of Hours Spent on Capital Improvement Projects		205,690	108.91	22,402,601	
Provide Land Management Assistance To Other Agencies * Number of Hours Spent Providing Forest-Related Technical Assists to Public Land management Agencies		16,000	107.28	1,716,474	
Protect Acres Of Forest Land From Wildfires * Number of acres of wildlands protected from wildfires		26,679,830	3.14	83,788,990	
Licensing * N/A		307,588	76.78	23,616,623	
Compliance Section * Number of Administrative Actions		41,226	93.67	3,861,453	
Regional Offices * Number of New and Renewal Concealed Weapon/Firearm Licenses Issued		101,099	86.26	8,721,107	
Inspect Pesticide Applicators And Dealers * Number of Pesticide Inspections Conducted		2,295	1,105.05	2,536,093	
License Pesticide Applicators And Dealers * Number of Pesticide Applicators and Dealers Licensed		12,177	39.69	483,245	
Evaluate And Manage Pesticide Products * Number of Pesticide Products Registered		310	2,757.75	854,902	
Register Pesticide Products * Number of Pesticide Products Registered		15,466	42.94	664,101	
Analyze Pesticide Products * Number of Pesticide Sample Determinations Performed		148,562	10.92	1,622,311	
Inspect Pest Control Businesses And Applicators * Number of Pest Control Businesses and Applicators Licensed		5,125	756.99	3,879,573	
License Pest Control Businesses And Applicators * Number of Pest Control Businesses and Applicators Licensed		54,268	26.48	1,437,284	
Regulate Mosquito Control Programs * Number of People Served by Mosquito Control Activities		62	68,084.05	4,221,211	
Regulate Fertilizer Companies * Number of Fertilizer Inspections Conducted		2,641	547.85	1,446,874	
Analyze Fertilizer Products * Number of Fertilizer Sample Determinations		117,040	10.34	1,210,518	
Analyze Seed Companies * Number of Official Seed Sample Determinations Performed		81,767	5.90	482,595	
Regulate Seed Companies * Number of Seed Inspections Conducted		2,192	202.52	443,922	
License Feed Companies * Number of Feed Companies Licensed		1,261	690.44	870,640	
Analyze Feed Products * Number of Official Feed Samples Collected by Feed Manufacturers and Analyzed by Certified Labs for Regulatory Purposes		1,750	284.93	498,627	
Conduct Food Establishment Inspections * Number of Food Firm Inspections		32,500	491.75	15,981,892	
Perform Analyses Of Food Samples * Number of Food Samples Collected		12,000	313.39	3,760,697	
Perform Analyses For Chemical Residues And Pesticide Data * Number of Chemical Residue Analyses Conducted		10,000	399.72	3,997,209	
Energy Efficiency And Renewable Energy Grants And Incentives * Number of Grants and Financial Incentives Processed		345	34,454.99	11,886,971	850,000
Energy And Climate Program Coordination * Number of Pageviews of the Florida Energy Clearinghouse		46,861	3.99	187,035	
Inspect Shellfish Processing Plants * Number of Shellfish Processing Plants Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews		1,376	423.94	583,338	
Test Water Quality * Number of Acres Tested		1,324,066	1.14	1,507,023	
Administer Aquaculture Certification Program * Number of Certifications Issued to First-Time Applicants or Renewed		968	547.93	530,398	
Administer Shellfish Lease Program * Number of Submerged Land Leases		751	409.37	307,435	
Conduct Regulatory Investigations * Number of Complaints Investigated Upon Referral from the Division of Consumer Services		2,319	1,461.17	3,388,444	
Increase In Number Of New Sites Providing Free Meals In The Summer Food Service Program * Increase in the Number of Meals Served to Children in the Summer Food Service Program		14,759,525	2.81	41,508,615	
Conduct Law Enforcement Investigations * Number of Law Enforcement Investigations Initiated		451	7,555.57	3,407,561	
Agriculture State Law Enforcement - Commodity Interdiction * Number of Vehicles Inspected at Agricultural Interdiction Stations		1,745,579	10.14	17,706,966	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		39,299	75.65	2,972,938	
Develop And Implement Best Management Practices (bmp's) For Agricultural Industry * Number of Acres in the Northern Everglades and Estuaries Protection Program Area Enrolled Annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs.		245,208	63.85	15,656,761	5,000,000
Assist Implementation Of 1999 Watershed Restoration Act * Number of Acres Outside the Northern Everglades and Estuaries Protection Program Area Enrolled Annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs.		714,005	33.54	23,944,255	
Develop Water Policy * Number of Water Policy Assists Provided to Agricultural Interests		5,896	59.20	349,037	
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.		1,455	199.91	290,863	
Assist Soil And Water Conservation Districts * Number of Soil and Water Conservation Districts Assisted		57	5,102.86	290,863	
Inspect Dairy Establishments And Collect Samples * Number of Dairy Establishment Inspections and Samples Collected.		1,700	767.58	1,304,879	
Perform Sample Analyses * Number of Florida Milk Regulatory Program Samples Collected for Analyses		16,000	26.96	431,371	
Inspect Dairy Tankers And Evaluate Bulk Milk Sample Collectors * Number of Dairy Tankers Inspected and Bulk Milk Sample Collectors Evaluated		737	119.29	87,916	
Conduct Florida Agriculture Promotion Campaign (fapc) And Related Promotional Activities * Amount of Sales Reported by Participants at Domestic and International Trade Events organized by the Division of Marketing and Development.		141,400,000	0.04	5,716,519	
Provide Education & Communications * Number of Media Items Produced for Promotional and Educational Purposes		1,252	956.04	1,196,964	
Conduct State Farmers Market Program * Number of Leased Square Feet at State Farmers' Markets		1,811,666	2.27	4,115,037	
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of Marketing Assists Provided to Producers and Businesses		511,000	11.19	5,716,510	
Conduct Citrus Packing House And Processing Inspections * Number of Tons of Citrus Inspected		3,442,474	0.79	2,718,571	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of Tons of Vegetables Inspected		591,970	4.63	2,738,567	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers * Number of Tons of Fruits and Vegetables Inspected		60,956	20.47	1,247,472	
Inspect Plants For Plant Pests, Disease Or Insect And Service Exotic Fruit Fly Traps * Number of Plant, Fruit Fly Trap, and Honeybee inspections Performed		1,097,396	17.36	19,056,006	
Identify Plant Pests * Number of Plant, soil, Insect and Other Organism Samples Processed for Identification or Diagnosis		621,231	6.03	3,745,334	
Certify Citrus Fly-free * Number of Cartons of Fruit Certified as Fly-Free for Export		879	1,534.42	1,348,756	
Develop Control Methods And Rear Biocontrol Agents * N/A		3,603,209	0.56	2,020,215	
Release Sterile Fruit Flies * Number of Sterile Med Flies Released		3,775,885,203	0.00	1,212,918	
Inspect Citrus Trees For Crop Forecast And Pest Detection * Number of Commercial Citrus Acres Surveyed for Citrus Diseases		234,908	46.35	10,887,909	
Inspect Aparies * Number of Honeybee Inspections Performed		454,093	2.67	1,211,076	
Register Citrus Budwood * N/A		13,972	78.17	1,092,143	
Certify Nurseries As Imported Fire Ant Free * N/A		3,471	7.44	25,841	
Distribute Endangered Plant Grant Money To Qualified Applicants To Preserve Native Plants * N/A		4	60,000.00	240,000	
Prevent, Control And Eradicate Animal Diseases * Number of Animal Tests and/or Vaccinations Performed on Animals		86,110	77.79	6,698,678	
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of Animal Site Inspections Performed		11,919	426.42	5,082,524	
TOTAL				442,424,181	23,612,190
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				1,233,480,508	6,200,000
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				52,094,171	
OTHER				3,807,416	
REVERSIONS				88,672,350	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,820,478,626	29,812,190

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

* **DISCLAIMER:** THESE DEFINITIONS ARE PROVIDED FOR INFORMATION PURPOSES ONLY AND ARE TO BE USED SOLELY TO AID IN READING THE FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES' LONG-RANGE PROGRAM PLAN. THESE DEFINITIONS DO NOT APPLY FOR THE PURPOSES OF INTERPRETING ANY AND ALL FEDERAL AND STATE LAWS, REGULATIONS, AND POLICIES.

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, pursuant to Chapter 120, F.S.

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

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.

Analysis -determination of presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product by established chemical, microbiological, biochemical, molecular, or physical methods of evaluation.

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

Animal Emergency - A declared or non-declared emergency due to an animal disease or pest occurrence which has a significant animal and/or public health impact which could result in a negative economic impact to the affected industries or citizens of the state of Florida.

Animal Pest - Any living stage of 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.

Basin Management Action Plan (BMAP) areas - Rivers, river segments, ground water basins, or surface water basins statewide that are identified by the Florida Department of Environmental Protection (FDEP) as impaired, based on scientifically acceptable water quality data, and that have had plans developed to meet applicable loading allocations pursuant to s. 403.067, F.S.

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.

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

Biological Analysis - Determination of the presence, amount or absence of a component or contaminant of a food product, or the determination of a pertinent characteristic of a food product, by established microbiological, biochemical, molecular, or physical methods of evaluation.

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.

Cherwell Service Management 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.

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 - Origination of investigation initiated as the result of communication from sources outside the Department via, phone, e-mail, on-line, and written complaints

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

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 Chapter 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."

Dangerous, transmissible disease - Each of the following pests or diseases is declared to be a dangerous, transmissible pest or disease of animals (Rule 5C-20, F.A.C.) and to constitute an animal and/or public health risk.

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).

Eclose or Eclasion - The fruit fly development stage where the adult fly emerges from the pupal case similar to a butterfly emerging from a cocoon.

Emergency Incidents Other Than Wildfires - 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, 095, 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).

Field Unit Manager - A Florida Forest Service District or Center Manager.

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 eligible entities to encourage behavior or provide support or stimulation to accomplish a public purpose. These can be in the form subgrants, rebate, or cost-share assistance.

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 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.

Food Establishment - all entities included under chapter 500, F.S. including water vending machines (WVM). This term includes retail and manufactured food establishments.

Food Product Analyzed - Food product samples submitted to the Food Safety Laboratory, where the analysis for one or more components, contaminants or other pertinent properties or characteristics of the product is completed.

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. Where the analysis for one or more components, contaminants, or other pertinent properties or characteristics of is completed to determine compliance 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 Executed - is the completion of approval by the department staff of an application to receive competitively awarded financial incentives.

Inspection of a Dairy Establishment - is 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 report for a dairy establishment.

Inspection of a Manufactured Food Establishment - a visit by any authorized agent of the department to the place of business during which a review of conditions is made that result in a report containing an inspection summary.

Inspection of a Retail Food Establishment - a visit by any authorized agent of the department to the place of business during which a review of conditions is made that result in a report containing an inspection summary.

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.

Investigation - An official FDACS regulatory inquiry into by the systematic examination of circumstances, evidence, testimony, and facts concerning entities and/or individuals, whose activities are regulated by FDACS, in an effort to determine compliance with state statutes and rules.

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.

Manufactured Food Establishment - means all entities included under Chapter 500, F.S., manufacturing, processing, handling, storing food intended for retail sale or distribution.

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.

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

Plant Pest - Any living 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. (Agricultural Dealer's License, Commercial Telephone Sellers (telemarketing), Fundraising Consultants, Game Promotions, Health Studios, Household Moving Services (movers) and Brokers, Motor Vehicle Repair Shops, Pawn Shops, Professional Solicitors, Solicitation of Contributions (charities), Sellers of Travel, Travel Independent Agents, and Professional Surveyors and Mappers).

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.

Repossession Services – Refers to recovery agencies, agents, and interns who are licensed by FDACS/DOL.

Report – Notification of the State Veterinarian of a suspected or positive dangerous, transmissible disease by any person who has knowledge of, or suspects, the existence of any of the diseases or pests listed in 5C-20, F.A.C. in the state. That person is required to immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com). Any person who has knowledge of, or suspects, the existence of any other unusual animal disease or pest in the state which may be a foreign or a newly-emerging disease that might result in unusually high animal loss, economic damage, or is suspected of causing human disease, should immediately report suspicions or findings to the State Veterinarian (office hours: (850) 410-0900; fax: (850) 410-0915; after hours: 1(800) 342-5869; email: rad@freshfromflorida.com).

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.

Retail Food Establishment – all food entities included under Chapter 500, F.S., including water vending machines (WVM), but not manufactured food establishments.

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

Sample Processed - Sample logged in; separated into subunits as appropriate; prepared through slide-making, culturing, pinning and other laboratory manipulations as necessary; identification or diagnosis made by taxonomic expert; and report prepared for recipients. If one sample is separated into subunits, it is still counted as one sample.

Sampling Events - Events of short duration (usually one or two days) during which customers in retail stores are offered samples of Florida agricultural products. One assist is counted per retail location where a sampling event occurs per day. Example: A two-day peach sampling event occurring at one retail location produces two assists. A one-day event at another location would produce one additional assist.

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 (HUSC: 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.

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

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

Water Policy Assist - A visit to an agricultural operation to enroll the operation in one or more of the OAWP's Best Management Practices 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.