



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

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### LONG RANGE PROGRAM PLAN

Florida Department of Agriculture and Consumer Services

Tallahassee, Florida

September 30, 2020

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Office of Policy and Budget  
Executive Office of the Governor  
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Tallahassee, Florida 32399-0001

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Tallahassee, Florida 32399-1300

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

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Florida 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 2021-22 through Fiscal Year 2025-26. 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

# The Florida Department of Agriculture and Consumer Services

## Long Range Program Plan

Fiscal Year 2021-22 through Fiscal Year 2025-26

**Nicole “Nikki” Fried**  
Commissioner

*SAFEGUARD  
THE  
PUBLIC  
AND  
SUPPORT  
AGRICULTURE*

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## Our Mission

***SAFEGUARD THE PUBLIC  
AND SUPPORT  
AGRICULTURE***

## Our Goals

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

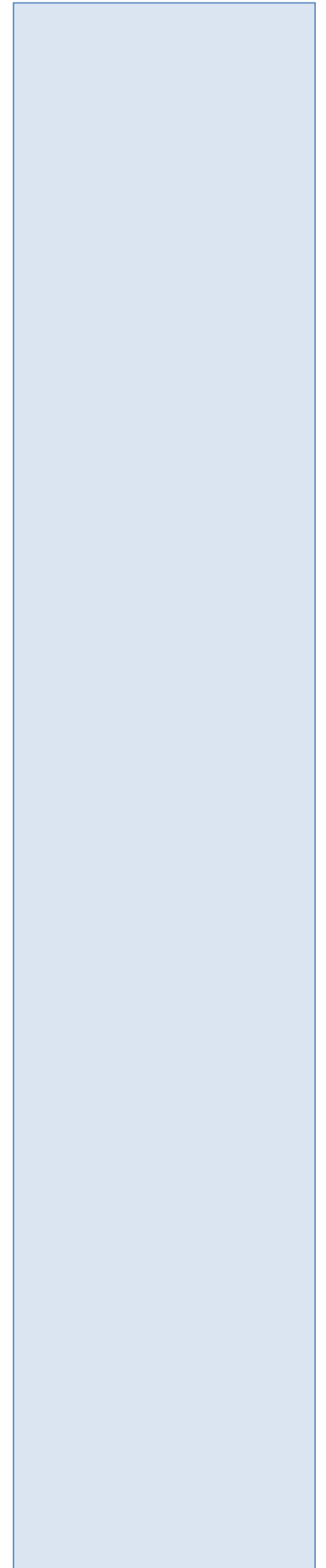
***Safeguard the Well-being of  
Florida Residents and Visitors***

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

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

***Exceed Expectations in  
Service***

# PERFORMANCE PROJECTION TABLES



Outcome	
<i>Percent of Inspected Shellfish facilities in Significant Compliance with Permit and Food Safety Regulations</i>	
Baseline/ FY 2014-15	85%
FY 2021-22	90%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%
FY 2025-26	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 2021-22	98%
FY 2022-23	98%
FY 2023-24	98%
FY 2024-25	98%
FY 2025-26	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 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)
FY 2025-26	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 2021-22	94%
FY 2022-23	94%
FY 2023-24	94%
FY 2024-25	94%
FY 2025-26	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 2021-22	90%
FY 2022-23	90%
FY 2023-24	90%
FY 2024-25	90%
FY 2025-26	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 2021-22	85%
FY 2022-23	85%
FY 2023-24	85%
FY 2024-25	85%
FY 2025-26	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 2021-22	99.8%
FY 2022-23	99.8%
FY 2023-24	99.8%
FY 2024-25	99.8%
FY 2025-26	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 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)
FY 2025-26	2% (403,200 acres)

**Goal**

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

**Service**

*Agricultural Water Policy Coordination*

**Primary Service Objective**

*Increase benefits to water quality and water conservation through implementation of the Agricultural Best Management Practices Programs*

Outcome	
<i>Percentage of Acres of Protected Forest and Wild Lands not Burned by Wildfires</i>	
Baseline/ FY 1996-97	99.4%
FY 2021-22	99.2%
FY 2022-23	99.2%
FY 2023-24	99.2%
FY 2024-25	99.2%
FY 2025-26	99.2%

**Goal**

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

**Service**

*Wildfire Prevention and Management*

**Primary Service Objective**

*Increase the number of acres not burned by wildfires*

Outcome	
<i>Forest Land as a Percentage of Florida Land Mass</i>	
Baseline/ FY 2010-11	46%
FY 2021-22	46%
FY 2022-23	46%
FY 2023-24	46%
FY 2024-25	46%
FY 2025-26	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 2021-22	21%
FY 2022-23	21%
FY 2023-24	21%
FY 2024-25	21%
FY 2025-26	21%

Outcome	
<i>Field Man-Hours Expended Per Animal Inspected</i>	
Baseline/ FY 2016-17	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
FY 2025-26	0.05 hours

**Goal**

*Prevent and respond to pests, disease and disaster*

**Service**

*Plant Pest and Disease Control*

**Primary Service Objective**

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

**Goal**

*Prevent and respond to pests, disease and disaster*

**Service**

*Animal Pest and Disease Control*

**Primary Service Objective**

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

Outcome	
<i>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 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%
FY 2024-25	10%
FY 2025-26	10%

**Goal**

*Exceed expectations in service*

**Service**

*Food, Nutrition, and Wellness*

**Primary Service Objective**

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

Outcome	
<i>Percentage of Financial Incentive Awards Executed</i>	
Baseline/ FY 2013-14	100%
FY 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%
FY 2025-26	95%

**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 2021-22	98.6%
FY 2022-23	98.8%
FY 2023-24	99.0%
FY 2024-25	99.2%
FY 2025-26	99.4%

**Goal**

*Exceed expectations in service*

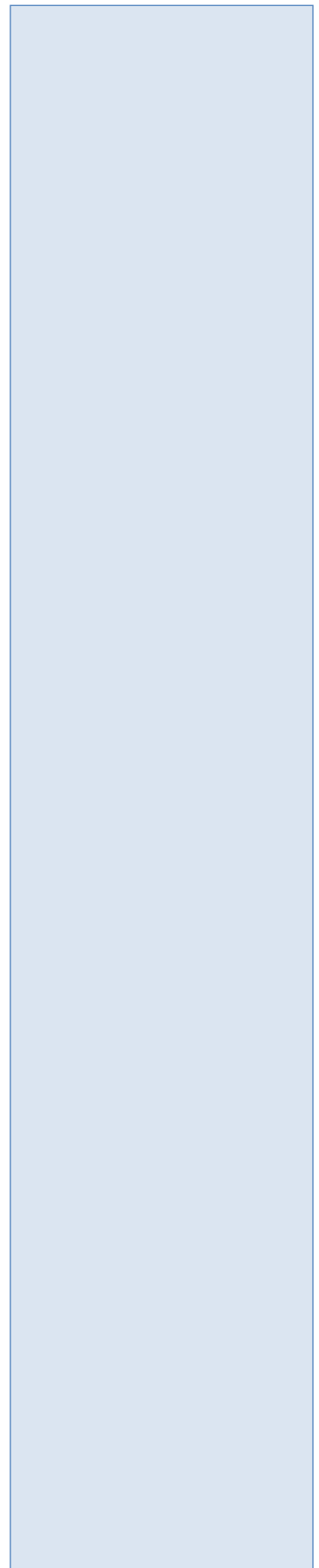
**Service**

*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



## **Statutory Responsibilities—The Department’s Role**

Rooted in a duty to support Florida agriculture and protect consumers, the Florida Department of Agriculture and Consumer Services (the department) is led by the Commissioner of Agriculture, who is an independently 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, §576.045, and §597.004 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; oversees the State Hemp Program that regulates the cultivation, processing, manufacturing, distributing, and retailing of Florida hemp production (§581.217 F.S.); designates and monitors shellfish production areas (§597.010, 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 regulated entities. The department also helps to ensure that consumers can make informed decisions when spending or donating money and provides assistance when businesses fail to meet their obligations. This diverse range of consumer protection programs can be found in the following statutes: Ch. 472, F.S., Ch. 482, F.S., Ch. 487, F.S., Ch. 493, F.S., Ch. 496, §§501.012-501.019, §501.059, §501.601–§501.626, F.S., §§501.91-501.923, Ch. 507, F.S., Ch. 525, F.S., Ch. 526, F.S., Ch. 527, F.S., Ch. 531, §§534.47-534.54, §§535.01-535.08, Ch. 539, F.S., Ch. 576 F.S., §§559.901–§559.9221 and §559.926–§559.939, F.S., §§604.15-604.34, and Ch. 616, F.S.

## **Trends and Conditions—The External Environment**

Florida’s external environment has become shaped by the unexpected upheaval caused by the Coronavirus Disease 2019 (COVID-19) pandemic. Throughout this national crisis, the Florida Department of Agriculture and Consumer Services undertook and continues to perform numerous activities in response to the pandemic to ensure public safety while continuing to provide essential services to the operation of the state of Florida. The department’s programs and activities are so varied and extensive they touch the lives of nearly all Floridians every day. Because of this, the department was able to assist the State

through various ways, while continuing the department’s overall mission to support and promote Florida agriculture, protect the environment, safeguard consumers, and ensure the safety and wholesomeness of food. The following sections discuss the department’s COVID-19 pandemic response alongside its continued 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 nation’s food supply

***“The department promotes the availability of wholesome food, encourages the responsible use of natural resources, and protects consumers....”***



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, increased intrusion of foreign produce, 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.

Throughout the 2019-20 fiscal year, the department worked to document the financial impacts of the proposed US-Mexico-Canada Agreement (USMCA); specifically, the lack of provisions to provide a level trading field for Florida growers. Reports provided by the department cited multiple examples where unfair trade practices negatively and disproportionately impacted the market share of several Florida-grown commodities. Additionally, agriculture in Florida as a whole was unfairly impacted when compared to growers in other states because of Florida's unique growing season while Mexican market share of many commodities continued to expand.

COVID-19 has been especially impactful to Florida Agriculture, as an uninterrupted food supply continues to be critical to preventing additional impact on Floridians. Due to significant closures in the food service industry, Florida agriculture was altered by changing consumer demands. These closures resulted in millions of pounds of Florida produce being plowed under as restaurants and cruise lines were forced to shut down across the nation. Department marketing efforts were forced to evolve to meet the changing demands of the consumer and new messaging strategies were adopted to push forward the momentum to "buy local." Additionally, the department launched a new web-based platform to pair buyers and sellers of produce to enhance sales of Florida products. Relationships with large produce retailers were leveraged to encourage them to buy Florida-grown products.

Sanitization at food establishments, particularly in relation to preventing the spread of disease, is paramount during this time. In order to protect Floridians and ensure an uninterrupted food supply, the Division of Food Safety inspectors are conducting abridged inspections that focus on sanitization aspects related to mitigating the spread of disease. The division has provided an educational document, "Reducing the Spread of Illness" to all food entities inspected since late March. Employee safety is always paramount and numerous precautions have been taken to allow for social distancing and adherence to all Centers for Disease Control and Prevention (CDC) recommendations related to COVID-19.

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 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.

Part of this availability was threatened during the pandemic-related school closures; however, the Division of Food, Nutrition and Wellness (FNW) ensured appropriate Child Nutrition Program waivers were implemented to allow the provision of meals to children in a non-congregate setting and at school sites during the closures through the Summer Food Service Program (SFSP) and the Seamless Summer Option (SSO), as well as to accommodate the innovative learning models implemented as schools reopened in the fall. FNW also provided USDA Foods to non-governmental organizations to supplement resources for disaster feeding and has implemented waivers to The Emergency Food Assistance Program (TEFAP) distribution to accommodate social distancing during the provision of food to those in need through the established distribution network.

***“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 practices (BMPs) 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 BMPs systems and exploring ways to make BMPs systems cost effective for even more agricultural enterprises throughout the state. In response to the COVID 19 pandemic, the department's Office of Agricultural Water Policy adjusted the implementation of its BMPs program to most effectively protect the health, safety, and welfare of department representatives as well as participants in the program.

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. Although the COVID-19 impacts have changed assistance methods, all services continue to be safely provided.

As the lead agency responsible for managing 38 state forests and the Babcock Ranch Preserve (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 and the COVID-19 pandemic, the department continues to strategically 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, aquatic 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 development of a positive business climate,

***“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”***

while ensuring comprehensive regulations to protect Florida’s natural resources and the environment. For most aquaculture commodities, COVID-19 has caused unprecedented economic damage through the disruption of traditional markets and time sensitive production processes. The department has served to facilitate federal relief information to the industry, ensure economic assessment data was provided to federal agencies responsible for determining relief funding allotments, and assisted with alternative marketing of products. Of notable success was the distribution of information regarding retail sale options for farmed shellfish products. Largely dependent on wholesale markets, many clam and oyster farmers have found vital alternative revenue streams by developing consumer or restaurant and seafood market sales. Although the industry faces a variety of hurdles, such as recovery from the wide-spread economic damage caused by recent hurricanes and the COVID-19 pandemic, 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 (ECO) 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 COVID-19, the department assisted the people of Florida in many ways. Through the activation of Emergency Support Function 11 (ESF-11) , ESF-12, ESF-16, and ESF-17, and the support of its divisions, the department was able to rapidly respond to and address a variety of needs throughout the Panhandle.

In addition to response efforts by the Office of Agricultural Water Policy, the Division of Aquaculture, the Division of Food Safety, and the Florida Forest Service described in the previous sections, the department assisted the people of Florida in many other ways.

During the COVID-19 public health emergency, ESF-11 staffed the State Emergency Operations Center (SEOC) to ensure all pandemic-related food, water, and ice concerns are addressed and to acquire infant and senior care supplies.

While adjustments have been made to minimize exposure and protect officers and civilians, personnel within the Office of Agricultural Law Enforcement have continued to perform their duties in support of the department’s mission

***“Through the activation of Emergency Support Function 11 (ESF-11), ESF-12, ESF-16, and ESF-17, and the support of its divisions, the department was able to rapidly respond to and address a variety of needs throughout the Panhandle.”***

throughout the COVID-19 shutdown and crisis. As a member of the state law enforcement mutual aid agreement under ESF-16, the office responded to mission requests and provided law enforcement officers to assist the Department of Health with the establishment and operation of COVID-19 checkpoints on Interstates 10 and 95. In an effort to contain the virus's spread, Department of Health personnel screened individuals for COVID-19 symptoms and distributed information about quarantining to travelers seeking to enter Florida from hot spots throughout the country. Our officers provided traffic control to assist motorists in navigating through the checkpoints.

The Division of Animal Industry is responsible for the coordination and oversight of the State Emergency Operations Center (SEOC), ESF-17. Since the COVID-19 response was launched statewide in March 2020, the division is staffing ESF-17, at a Level 1 remote activation. ESF-17 continues to coordinate with the Florida State Agricultural Response Team (SART) for support on animal and agricultural issues. To support the ESF-17 mission, the division has formed three working groups to assess and respond to ESF-17 issues: The Animal Care Working Group for animal, agriculture, industry, and veterinary needs at the county-level; the Pet Food Donation and Distribution Working Group to coordinate SART pet food donations with Feeding Florida for distribution to community and animal shelters; and the Disease Surveillance Working Group to track and coordinate all COVID-19 animal testing requests made to the State Veterinarian's Office.

The Division of Animal Industry coordinated the testing of 14 animals for COVID-19. Since COVID-19 is currently considered a foreign animal disease, each of the cases must meet testing criteria and in consultation of the State Veterinarian, the Public Health Veterinarian, and the United States Department of Agriculture (USDA). At this time, all Florida animals who have been tested for COVID-19 have been negative. The division coordinated the distribution of 134 pallets (nearly 120,000 items) of pet food to animal shelters and families in need throughout the state through our SART partners and Feeding Florida. It also conducted over 200 phone assessments for all 67 counties to assess urgent and unmet needs for ESF-17. A second round of phone assessments is being

conducted for all 67 counties the week of July 5.

The Division of Animal Industry assisted the University of Florida Institute for Food and Agricultural Sciences (UF-IFAS) with the distribution of the agricultural and equine economic impact surveys to producers and industries in all 67 counties. The survey results yielded a positive participation rate with over 850 respondents. The division published COVID-19 resources for "Animals and Pets" and "Caring for Your Horse During COVID-19" on its website at [www.FDACS.gov/COVID19](http://www.FDACS.gov/COVID19), and participates in teleconferences and meetings to remain up-to-date on the pandemic and for planning future actions. The Division of Animal Industry distributed 1,150 N95 respirator masks to FDACS division personnel to assist with personal protective equipment needs of mission critical activities to support Florida's animal and agriculture culture industries.

Hurricane Michael recovery efforts continue throughout the Florida Panhandle. In its wake, 2.8 million acres of timber valued at \$1.3 billion was heavily damaged or destroyed. The resulting wildfire threat is now 10 times higher than before the 2018 storm with 233 communities at higher risk to wildfire. To combat these risks, the Florida Forest Service assisted in securing USDA funding through its first-ever state timber block grant. The \$380.7 million grant will be administered by the Division of Emergency Management and will bolster the Florida Forest Service's efforts to continue wildfire mitigation and prevention efforts in the Hurricane Michael-impacted areas and deploy additional mitigation equipment to enhance wildfire mitigation efforts and reduce the threat to affected communities. The Florida Forest Service will also be implementing mitigation contracts to help local community businesses devastated by the hurricane and launch a wildfire prevention campaign to increase awareness of wildfire risks in this area. The Office of Agricultural Water Policy will manage the Block Grant's irrigation piece, the Florida Irrigation Recovery Block Grant Program, that will be available to agricultural producers who suffered damage to their crop and irrigation system as a result of Hurricane Michael.

The Florida Department of Agriculture and Consumer Services is positioned where

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

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 2021-2022 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, revise 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 Citrus Research and Field Trial Foundation Inc. (CRAFT) is a direct support organization of the Florida Department of Agriculture and Consumer Services under the authority of Section 570.692, Florida Statutes. It was incorporated June 19, 2019 to address the Florida citrus industry’s need for broad scale field trial programs that would determine the efficacy of various citrus greening/HLB treatments used in commercial citrus groves. CRAFT assists the department’s Division of Plant Industry in the eradication of citrus greening disease by conducting broad scale field trials of new citrus plantings over a period of six years. The field trials/demonstrations are designed to test the efficacy of various citrus greening disease mitigation treatments and practices by collecting, managing and analyzing project data to correlate treatments with outcomes including tree mortality. Data collected by FDACS, and third-party CRAFT vendors and growers will be inputted into a USDA database and managed to further analysis as the data sets are filled out over time.

#### **Amusement Rides**

During the 2020 Legislative session, the legislature made significant revisions to the law related to amusement ride safety, section 616.242, Florida Statutes. The statutory changes modernized the registration process for the

amusement ride industry while updating inspection and permitting requirements. One major piece of the legislation raised the standards for the responsibility of managers to the level of the fair owners. Both would have to complete a thorough inspection of each ride before the department’s inspection. The new legislation also provides the department with additional tools to accurately determine if an incident occurred due to a rider/operator error or if it was due to a manufacturer’s defect, which would lead to a broader industry impact. The department was granted the authority to impose increased administrative fines for violations that result in serious injury or death. These updates also enhanced patron safety and brought amusement ride safety regulations in line with national standards.

#### **State Hemp Program**

The legislature established, within the department, the framework for a state hemp program in 2019. 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, to create rules for the program, and to establish a Hemp Advisory Council made up of appointments by the Governor, the Commissioner of Agriculture, the Legislature, and others.

As of the first of 2020, four of the five rules written for the hemp program were filed and adopted with the fifth being adopted in April. In addition, the Florida Hemp Plan was submitted to the USDA and approved. Permits for cultivation were accepted on April, 27, 2020. There are three divisions within the department that oversee the regulation of the hemp program: The Division of Food Safety oversees the processing, extracting, manufacturing, warehousing, distributing, and retailing of ingestible and inhaled hemp products; the Division of Agricultural Environmental Services oversees the seed and animal feed of hemp; and

***“The definition for  
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an ingestion method  
and prohibits the  
sale of products that  
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intended for  
inhalation to persons  
under 21 years of  
age.”***

the Division of Plant Industry oversees the cultivation of hemp. The Hemp Advisory Council is 80 percent appointed and has met three times in 2020. The department will continue to look to the council to give guidance and input for the new industry.

Continuing to develop our hemp program, this past legislative session, the department, along with the legislature, made many necessary changes to the hemp program. Within our department bill, the definition of “hemp extract” was revised to remove synthetic CBD from the official definition. Through research, it was found that this type of CBD is linked to numerous health issues and it needed to be ensured that only Hemp-derived CBD is sold in Florida. FDACS strives to protect Florida’s consumers on all levels, so it was important to ban synthetic CBD and to extend the department’s authority to include in the list of violations that any extract sold or distributed must comply with our labeling requirements, or else it is considered as adulterated or misbranded. The definition for “hemp extract” was also expanded to include inhalation as an ingestion method and prohibits the sale of products that contain hemp extract intended for inhalation to persons under 21 years of age.

In the areas of packaging and labeling, the department now requires all hemp extract to include the number of milligrams of each marketed cannabinoid per serving. Before, the sellers could get away with milligrams of hemp extract. Through research and conversations around the topic, it was found that most consumers look for amounts of cannabinoid (CBD) rather than amounts of hemp extract. While focusing on the consumers, the department wanted to look at helping retailers

simultaneously. The bill revised “packaging” to “container” to allow for the selling of a broader diversity of products while ensuring to meet the labeling requirements established by the Legislature.

#### **Florida Forest Service**

Modernizing is vital for the department’s continued success. In this, we look at our divisions and see how we can provide services as well as protecting our employees. In our department bill, the legislature approved curriculum revision for our firefighters by increasing the number of hours for wildfire training but still have the flexibility to focus on structural firefighter training and emergency medical training.

There was a push by the legislature that would allow for the Forest Service to use drones for suppressing and mitigating wildfire threats. Drones may also be used to manage and eradicate exotic plants or animals on public lands. This move is massive for the department to work more effectively while protecting our valuable employees.

#### **Best Management Practices (BMP) Program**

SB 712, passed during the 2020 Legislative Session, created new responsibilities for the department in the implementation of the BMP program. The department is now required to undertake implementation verification site visits every two years for producers enrolled in the best management practices programs. Additionally, the department is now required to undertake records retention to document the amounts of nutrients applied during commodity production on enrolled parcels

### **The Department’s Priorities, Goals, and Objectives**

The department’s three priorities—increasing the availability of wholesome food, encouraging responsible use of natural resources and protecting consumers—are reflected in our five goals. The departmental goals (in rank order based on its Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis) of strengthening Florida agriculture to meet the

needs of the world’s growing population; safeguarding the well-being of Florida residents and visitors; managing natural resources to support Florida’s quality of life; preventing and responding to pests, disease, and disaster; and exceeding expectations in service provide the framework to achieving the mission and to fulfilling statutory obligations. To implement

***“Drones may also be used to manage and eradicate exotic plants or animals on public lands.”***

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 percent 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.

<b>Figure 1</b> Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	
Baseline/ FY 2014–15	85%
FY 2021-22	90%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%
FY 2025-26	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 percent 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 decrease slightly as indications of instability and possible decreases in orange production are anticipated as reported by the National Agricultural Statistical Service (NASS), while 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”**

<b>Figure 2</b> Percentage of Inspected Processed Citrus Fruit Meeting Maturity	
Baseline/ FY 2015-16	98%
FY 2021-22	98%
FY 2022-23	98%
FY 2023-24	98%
FY 2024-25	98%
FY 2025-26	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 percent 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.

<b>Figure 3</b> Percentage of Fresh from Florida Consumer Exposures Converted to Engagements	
Baseline/ FY 2017-18	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)
FY 2025-26	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 ten 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

***“The department aims to establish, expand, and enhance sales opportunities in both National and International markets”***



certain low-risk products produced by a cottage 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.”

The Division of Food Safety continues to face particular challenges during the time impacted by COVID-19. An uninterrupted food supply continues to be critical during this time to ensure a sufficient food supply and prevent additional impact on Floridians. Sanitization at food establishments, particularly in relation to preventing the spread of disease is paramount during this time. In order to protect Floridians and ensure an uninterrupted food supply, food safety inspectors are conducting abridged inspections that focus on sanitization aspects related to mitigating the spread of disease. Employee safety is always paramount and numerous precautions have been taken to allow for social distancing and adherence to all CDC recommendations related to COVID-19.

Historical data, existing inspection trends, and current resources indicate a standard of 94 percent of establishments that meet inspection requirements is reasonable and justifiable for the relevant service (Fig 4). Fiscal Year 2019-2020 brought about the first year of hemp extract products manufactured and sold for human ingestion to be sold in Florida. The Division of Food Safety found substantial facility inspection compliance (within the baseline targets in Table 4), but approximately 70 percent product compliance with regard to adulteration and/or mislabeling. The Division of Food Safety is continuing to focus on product compliance to protect human health and eliminate economic harm.

Baseline/ FY 2017–18	90%
FY 2021-22	94%
FY 2022-23	94%
FY 2023-24	94%
FY 2024-25	94%
FY 2025-26	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.

Protection of consumers and businesses in transactions is achieved by enforcing consumer protection laws, assessing compliance of regulated entities, and monitoring the safety and integrity of products and devices. When it comes to managing 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 percent 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

***“The department’s regulatory services are designed to create an environment where lawful businesses can thrive, and consumers can feel confident.”***

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 2021-22	90%
FY 2022-23	90%
FY 2023-24	90%
FY 2024-25	90%
FY 2025-26	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, 85 percent 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.

**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 2021-22	85%
FY 2022-23	85%
FY 2023-24	85%
FY 2024-25	85%
FY 2025-26	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 Interstates 10, 75, and 95 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 percent success rate, which replicates the results obtained in FY 2019-20.

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 and other law enforcement equipment. 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 2021-22	99.8%
FY 2022-23	99.8%
FY 2023-24	99.8%
FY 2024-25	99.8%
FY 2025-26	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 2010-2011 baseline in number of acres enrolled annually in agricultural water policy best

***“Given that the current trend of deregulation of industries there is an inverse effect on consumer complaints...”***

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).

New statutory requirements established during the 2020 Legislative Session require the department to undertake implementation verification site visits on every enrolled parcel, resulting in a new goal to be achieved annually as enrollment numbers increase over time. During those site visits, records detailing nutrient application on the enrolled parcels will be collected to better understand the impacts of nutrient application on the landscape.

Program demand and the resulting fiscal impact is expected to increase slightly in response to the department’s expanded role. The department was provided eight additional positions to help defray the resource impacts of the additional regulatory requirements related to the need to increase implementation verification site visits but did not receive any additional resources to respond to increased requirements regarding enrollment or records retention. Given those additional resource impacts to current conditions or projections, the actual demand and fiscal impacts for this service may change for FY 2020–2021.

**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 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)
FY 2025-26	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 percent 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 for several reasons: personnel resources required in order to mitigate the impacts of COVID-19 protocols, technological equipment needs in order to manage a wildfire and COVID-19, and fire suppression support expenses related to this complex changing environment brought on by the hurricane impacts and the pandemic.

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

Baseline/ FY 1996–97	99.4%
FY 2021-22	99.2%
FY 2022-23	99.2%
FY 2023-24	99.2%
FY 2024-25	99.2%
FY 2025-26	99.2%

Consistent with its wildfire mitigation efforts, the department seeks to increase the amount of acreage set aside as forest land. Departmental

***“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”***

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 percent and 48 percent 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 percent of Florida’s land mass, a target that is both reasonable and justifiable based on historical trends and current conditions (Fig. 10).

Due to COVID-19 pandemic, alternative methods of program delivery are being developed for continuation of technical and financial assistance for forest landowners to conduct appropriate land management practices. Virtual technical assistance and limited personal exposures are a few of the options being explored and implemented.

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.

Year	Percentage
Baseline/FY 2010–11	46%
FY 2021-22	46%
FY 2022-23	46%
FY 2023-24	46%
FY 2024-25	46%
FY 2025-26	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 percent is both reasonable and justifiable for the relevant service (Fig. 11). Absent significant or unforeseen changes in current conditions or projections, the actual demand and fiscal impacts for this service are not anticipated to significantly change for FY 2020–2021.

Year	Percentage
Baseline/ FY 2006–07	21%
FY 2021-22	21%
FY 2022-23	21%
FY 2023-24	21%
FY 2024-25	21%
FY 2025-26	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.

***“Departmental preservation efforts rely on providing technical support to public and private landowners in the management of their forests”***

<b>Figure 12</b> Field Man-hours Expended per Animal Inspected	
Baseline/ FY 2016–17	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
FY 2025-26	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 the surveillance programs are 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 2018-2019 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 percent 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 quantity and quality of Florida-produced fresh fruits and vegetables served in these programs.

<b>Figure 13</b> Percentage Increase Over the FY 18-19 Baseline of Pounds of Produce Recovered and Distributed	
Baseline/ FY 2018-19	38,836,930
FY 2021-22	10%
FY 2022-23	10%
FY 2023-24	10%
FY 2024-25	10%
FY 2025-26	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 percent 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

***“Building and strengthening relationships between producers and consumers throughout the world creates a positive business atmosphere for Florida’s farmers”***

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 2021-22	95%
FY 2022-23	95%
FY 2023-24	95%
FY 2024-25	95%
FY 2025-26	95%

In FY 2019–2020, the department issued 98.5 percent of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses within 90-days of determination of receipt of a complete application and looks to increase this percentage by an average of 0.2 percent percentage points annually over the next five years. Based on this goal, a standard of 98 percent is both reasonable and justifiable for the relevant service given historical data, existing trends and current resources.

The Division of Licensing has continued to maintain its customer service focus in the COVID-19 environment by rapidly re-configuring its license processing and call center staff hardware and software resources to enable these crucial work units to work remotely. This action has allowed the license processing workflow and customer service functions to continue, unabated. The division’s response to the COVID-19 crisis included the issuance of an Emergency Order by Commissioner Fried, that

suspended expiration dates for all license types and the in-person training requirement for the Class “D” license for security officers.

The Division of Licensing updated its safety protocols within its offices by creating a new appointment system and text message communication platform. Further enhanced safety measures include: plexiglass fingerprinting barriers between employees and customers, new mask requirements, and routine cleaning and disinfection procedures. During the pandemic, DOL staff have continued working diligently to serve our customers while maintaining the safety of the public and our team members.

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 2010–11	96.0%
FY 2021-22	98.6%
FY 2022-23	98.9%
FY 2023-24	99.0%
FY 2024-25	99.2%
FY 2025-26	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 mandate.

***“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
- Agriculture innovations Workgroup
- 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
- Domestic Security Oversight Council
- Florida Advisory Council on Climate and Energy
- Florida Agriculture Center and Horse Park Authority
- 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 Food and Nutrition Advisory Council
- Florida Food Safety and Food Defense Advisory Council
- Florida Forestry 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
- 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
- State Emergency Response Commission
- Soil and Water Conservation Council

- Southern States Energy Board
- The Emergency Food Assistance Program Advisory Council
- Tobacco 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 State Law Enforcement Radio System Joint Task Force
- The Suncoast Connector Task Force
- U.S. Secret Service Task Force
- West Florida Fraud Task Force

### **Direct Support Organizations**

- Florida Agriculture in the Classroom
- Florida Agricultural Museum
- Babcock Ranch Advisory Group
- Citrus Research and Field Trial Foundation, Inc.
- Florida Beef Council, Inc.
- Florida 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**

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## **PERFORMANCE MEASURES AND STANDARDS**





<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
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	492	880	880
Number of Complaints Investigated upon Referral from the Division of Consumer Services	2,489	1,869	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	\$7,952,930	\$12,478,348	\$12,478,348
Number of Vehicles Inspected at Agricultural Interdiction Stations	9,143,311	9,497,121	9,143,311	9,143,311
Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities	1,607,642	1,638,402	1,607,642	1,607,642
Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	66,544	35,166	66,544	66,544
Number of Investigations Performed (Security, Investigative, Recovery Complaint and Agency-generated Investigations)	1,550	2,655	1,550	1,550
Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	1,900	5,071	1,900	1,900

**Service/Budget Entity**

*Agricultural Law Enforcement*

*(Code: 42010100)*

**Program**

*Office of the Commissioner and  
Division of Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer  
Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage Increase over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2% (16% = 365,400)	45% 456,241	2% 18% = 371,700	2% 20% = 378,000
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	269,766	175,000	175,000
Number of Acres in Basin Management Action Plan (BMAP) Areas Outside the Northern Everglades and Estuaries Protection Program (NEEPP) Area Enrolled Annually Through Notices of Intent to Implement Best Management Practices (BMP) in the Office of Agricultural Water Policy Programs or Referred to the Florida Department of Environmental Protection for Water Quality Monitoring	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21	175,000	175,000
Number of Water Policy Assists Provided to Agricultural Interests	2,100	4,551	2,100	2,100
Number of Financial and Technical Assistance Contacts Provided to Agricultural Interests	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21	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	186,475	140,000	140,000
Number of Acres in the Northern Everglades and Estuaries Protection Program Area Enrolled Annually Through Notices of Intent to Implement Best Management Practices in the Office of Agricultural Water Policy BMP Program or Referred to the Florida Department of Environmental Protection for Water Quality Monitoring	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21	140,000	140,000
Number of Irrigation System Evaluations Performed for Agricultural Producers by Participating Mobile Irrigation Labs (MILs) During the Fiscal Year	1,250	1,536	1,250	1,250
Number of Acres Outside BMAP Areas Enrolled Annually Through Notices of Intent to Implement Best Management Practices in Agricultural Water Policy Programs	New Measure Effective FY 20-21	New Measure Effective FY 20-21	50,000	50,000
Percentage of Parcels Enrolled in the Agricultural BMP Program upon which Verification Implementation Site Visits were Undertaken for the Fiscal Year	New Measure Effective FY 20-21	New Measure Effective FY 20-21	50%	50%

**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 benefits to water quality  
and water conservation through  
implementation of the  
Agricultural Best Management  
Practices Programs*

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Administrative Costs as a Percentage of Total Agency Costs	1.26%	1.14%	1.26%	1.26%
Administrative Positions as a Percentage of Total Agency Positions	5.03%	5.03%	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)*

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Private Security, Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Determination of Receipt of a Complete Application	98%	98.47%	98%	98%
Number of Administrative Actions Generated	15,000	43,409	15,000	15,000
Number of New and Renewal Concealed Weapon/Firearm Licenses Issued	245,000	312,978	245,000	245,000
Number of New and Renewal Security, Investigative, and Recovery Licenses Issued	84,000	85,801	84,000	84,000
Average Wait Time of Calls Answered by Public Inquiry Section	2:30 min.	7:59 min.	2:30 min.	2:30 min.

**Service/Budget Entity**

*Division of Licensing*

*(Code: 42010400)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Financial Incentive Awards Executed	95%	39.02%	95%	95%
Number of Financial Incentive Awards Executed	250	73	250	250
Page Views of the Florida Energy Clearinghouse	15,000	64,767	15,000	15,000

**Service/Budget Entity**

*Office of Energy*

*(Code: 42010600)*

**Program**

*Office of the Commissioner and Administration*

*(Code: 42010000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Exceed Expectations in Service*

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Forest Land as a Percentage of Florida Land Mass	46%	49%	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	55,617	40,000	40,000
Number of Hours Spent Providing Forest-related Technical Assists to Public Land Management Agencies	16,000	16,841	16,000	16,000
Number of Visitors to Florida Forest Service Lands	12,000,000	20,386,333	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21
Number of Visitors to Florida Forest Service Lands	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21	12,000,000	15,000,000
Number of Wildfires Caused by Humans	2,900	1,918	2,900	2,900
Number of Wildfires Suppressed	3,700	2302	3,700	3,700
Number of Acres Authorized to Be Burned Through Prescribed Burning	2,100,000	2,094,524	2,100,000	2,100,000
Number of Acres of Wildlands Protected from Wildfires	26,679,830	26,679,830	26,679,830	26,679,830
Number of Person-hours Spent Responding to Emergency Incidents Other than Wildfires	3,000	9,437	3,000	3,000

**Service/Budget Entity**

Florida Forest Service

(Code: 42110400)

**Program**

Forest and Resource Protection

(Code: 42110000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Manage Natural Resources to Support Florida's Quality of Life

**Primary Service Objective**

Maintain forest land acreage in Florida

Increase the number of acres not burned by wildfires

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of OATS Service Desk Tickets Addressed within One Business Day	90%	91%	90%	90%
Total Number of Help Tickets Received by the Service Desk	38,000	51,578	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)*

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	94%	96%	94%	94%
Percentage of Dairy Establishments Inspected that are in Compliance	96%	97%	96%	96%
Number of Dairy Establishment Inspections	1,700	1,915	1,700	1,700
Number of Food Retail Food Firm Inspections	29,000	25,658	29,000	29,000
Number of Manufactured Food Firms Inspected	3,200	4,016	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21
Number of Manufactured Food Firms Inspected	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21	4,000	4,000
Number of Biological Laboratory Tests Performed on Food Samples	12,000	8,076	12,000	12,000
Number of Chemical Laboratory Tests performed on Food Samples	10,000	6,830	10,000	10,000
Number of Dairy Laboratory Tests Performed	16,000	15,213	16,000	16,000
Tons of Poultry and Eggs Graded	140,000	104,146	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21
Tons of Poultry and Eggs Graded	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21	95,000	95,000

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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



<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Re-inspected Entities Found to be in Compliance, where Re-inspections are Due to Initial Finding of Noncompliance	90%	83%	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21
Percentage of Re-inspected Entities Found to be in Compliance, where Re-inspections are Due to Initial Finding of Noncompliance	Measure Modified Effective FY 20-21	Measure Modified Effective FY 20-21	80%	80%
Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	11,560	13,279	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22
Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22	11,560	13,279
Number of Pesticide Products Registered	13,335	16,444	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22
Number of Pesticide Products Registered	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22	13,335	16,444
Number of Pest Control Businesses and Applicators Licensed	49,946	60,198	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22
Number of Pest Control Businesses and Applicators Licensed	Measure Modified Effective FY 21-22	Measure Modified Effective FY 21-22	49,946	54,268

**Service/Budget Entity**

*Agricultural Environmental Services*

*(Code: 42160100)*

**Program**

*Consumer Protection*

*(Code: 42160000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Consumer Complaints Resolved Through Mediation Which Result in Restitution to Consumers	85%	84%	85%	85%
Number of Assists Provided to Consumers by the Call Center	318,350	333,436	318,350	318,350
Number of Regulated Entities Registered by the Division of Consumer Services	114,000	149,890	114,000	114,000
Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	450,000	397,967	450,000	450,000

**Service/Budget Entity**

*Consumer Protection  
(Code: 42160200)*

**Program**

*Consumer Protection  
(Code: 42160000)*

**Department**

*Agriculture and Consumer  
Services  
(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Processed Citrus Inspections Meeting Maturity	98%	99.95%	98%	98%
Number of Audits of Farms and Packinghouses Completed Annually	225	196	225	225
Number of Tons of Fruits and Vegetables Inspected	4,000,000	3,885,513	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*

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets	\$276 million	\$377 million	\$276 million	\$276 million
Number of Marketing Assists Provided to Producers and Businesses	500,000	545,000	500,000	500,000
Number of Leased Square Feet at State Farmers Markets	1,675,000	1,850,804	1,675,000	1,675,000
Amount of Sales Reported by Participants at Domestic and International Trade Events	\$75 million	\$29 million	\$75 million	\$75 million
Number of Fresh From Florida Consumer Exposures Converted to Engagements	3.33 million	28 million	3.33 million	3.33 million
Percentage of Fresh From Florida Consumer Exposures Converted to Engagements	1%	8.3%	1%	1%

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	90%	95.2%	90%	90%
Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	758	1114	758	758
Number of Acres Tested	1,323,906	1,319,197	1,323,906	1,323,906
Number of Submerged Land Leases	665	786	665	665
Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	17,300	0	17,300	17,300
Number of Aquaculture Certifications Issued to First Time Applicants or Renewed	959	1,015	959	959

**Service/Budget Entity**

*Aquaculture*

*(Code: 42170300)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Field Man-hours Expended per Animal Inspected	0.05	0.05	0.05	0.05
Number of Animal Site Inspections Performed	14,238	12,420	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21
Number of Animal Site Inspections Performed	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21	11,000	11,000
Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	80,000	79,210	80,000	80,000
Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	179	192	179	179
Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	7,954	9,685.65	7,954	7,954

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage Change in Number of New Harmful Exotic Organism Detections	21%	33%	21%	21%
Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed	800,000	1,102,955	800,000	800,000
Number of Commercial Citrus Acres Surveyed for Citrus Diseases	150,000	221,175	150,000	150,000
Number of Sterile Med Flies Released	3.75 billion	4.1 billion	3.75 billion	3.75 billion
Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	300,000	644,231	300,000	300,000
Number of Cartons of Fruit Certified as Fly-Free for Export	1,000,000	827,271	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*

<b>FY 2020/21 Approved Performance Measure</b>	<b>FY 19/20 Approved Standard</b>	<b>FY 19/20 Actual Performance</b>	<b>FY 20/21 Approved Standard</b>	<b>FY 21/22 Requested Standard</b>
Percentage Increase over the FY 18-19 Baseline Standard of Pounds of Produce Recovered and Distributed	10%	18%	10%	10%
Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	17,000	20,217	17,000	17,000
Total Number of Meals Provided to Children in the Summer Food Service Program	14,000,000	13,726,602	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21
Total Number of Meals Provided to Children in the Summer Food Service Program	Measure Modified Effective FY 20/21	Measure Modified Effective FY 20/21	13,000,000	13,000,000

**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**

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## **ASSESSMENT OF PERFORMANCE FOR APPROVED PERFORMANCE MEASURES**

**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	492	-388	-44.1

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input checked="" type="checkbox"/> Other (Identify): 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 type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Pandemic
Explanation: This Office has had unusually high vacancies during FY 2019-20. 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 we have worked more long-term cases.	Explanation: COVID-19 has had an impact on our ability to conduct investigations during the last quarter of FY 2019-20. With businesses closing, the number of complaints and referrals were reduced. In addition, the need for in-person interviews has been hindered by the virus causing safety concerns. We have also had subjects claim to be under quarantine in order to avoid questioning. Further, at the local law enforcement level, some jails are not accepting individuals arrested for non-violent crimes.

**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
<p>Recommendations:</p> <p>We will continue to train our current staff. In addition, we intend to work with the Legislature, in conjunction with other State law enforcement agencies, to increase the salaries for law enforcement officers to make us 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 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	1,869	-620	-24.9

**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 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): Pandemic
<p>Explanation: Recruiting and retaining qualified personnel in this office continues to be a challenge. We currently have a 22.5% vacancy rate for our civilian investigative positions. It is difficult to attract qualified applicants and retain experienced employees when starting salaries have not increased in 15 years.</p>	<p>Explanation: COVID-19 has limited our response and the number of investigations, particularly in the Southern Region of the State. With businesses closed, the number of complaints and referrals have been reduced. Decisions about whether to enter a business are made on a case by case basis as a number of our staff have tested positive and have been out for extended periods, while others have had to quarantine.</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:</p> <p>We will continue to fill as many positions as possible, given the constraints of the budget and the current year reduction. We will also continue to investigate complaints referred to us, making adjustments to keep our employees safe and healthy.</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 4**

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

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$12,478,348	\$7,952,930	-\$4,525,418	-36.3

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input 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 checked="" 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): Pandemic
<p>Explanation:</p> <p>Revenues are down 5.6% compared to FY 2018-19. This is partially because of the large number of vacancies and the time it takes to train and develop officer skills. We currently have a Law Enforcement Officer vacancy rate of about 21%. Lower starting salaries and lack of perquisites have contributed to difficulty in attracting and retaining qualified applicants.</p>	<p>Explanation:</p> <p>Due to COVID-19, truck traffic and, therefore inspections, decreased during the last quarter of the fiscal year. The Pandemic also impacted the Department of Revenue's collection procedures, with fewer collections being pursued. In addition, the automated system used to retrieve this data is old and unreliable. We are aware that counts are incomplete. Replacing this system is necessary to not only obtain accurate counts but to address multiple operational issues as well. And finally, as more companies pay their sales and use taxes, the number of companies out of compliance decreases. This tends to be cyclical.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Pursue funding
<p>Recommendations:</p> <p>We will continue to monitor this performance. As stated above, system age and failures have caused inaccurate counts, and until the system is replaced, it is unlikely that the data it provides will be any more reliable. We will continue to explore all options and will pursue funding for a new system when appropriate.</p> <p>Additionally, we will continue to communicate with the Legislature about our inability to compete with other State and local agencies for qualified law enforcement applicants.</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 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	35,166	-31,378	-47.2

**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 checked="" 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): Greater Compliance and Pandemic
<p>Explanation: This performance continues to trend downward. This is partially because of the large number of vacancies and the time it takes to train and develop officer skills. We currently have a Law Enforcement Officer vacancy rate of about 21%. Lower starting salaries and lack of perquisites have contributed to difficulty in attracting and retaining qualified applicants.</p>	<p>Explanation: Due to COVID-19, truck traffic and, therefore inspections, decreased during the last quarter of the fiscal year. In addition, the automated system used to retrieve this data is old and unreliable. Replacing this system is necessary to not only obtain accurate counts but to address multiple operational issues as well. And finally, as more companies pay their sales and use taxes, the number of companies out of compliance decreases. This tends to be cyclical.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): Pursue funding
<p>Recommendations:</p> <p>We will continue to monitor this performance. As stated above, system failures have caused inaccurate counts, and until the system is replaced, it is unlikely that the data it provides will be any more reliable. We will continue to explore all options and will pursue funding for a new system when appropriate.</p> <p>Additionally, we will continue to communicate with the Legislature about our inability to compete with other State and local agencies for qualified law enforcement applicants.</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	7:59 min	5:29 min	219%

**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): High workload
Explanation:	Explanation: Pandemic shut down all department regional offices in March. The Tallahassee Regional Office reopened on June 15; our other 8 regional offices remain closed. Many of tax collector partners also suspended concealed weapon license services in March; these services remained unavailable through April, some into May. Additionally, many law enforcement agencies suspended fingerprinting services. These events shifted primary means of application from efficient regional office/tax collector electronic submittal to inefficient mailed paper application submittal in one of the largest firearms purchase volume years in Florida's history. Our Public Inquiry Center has been inundated with phone calls and chat sessions regarding status of applications and where application and fingerprinting services are available.

**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: Department has initiated option for any of the 54 tax collector partners to offer fingerprinting services to address the void created by the shut down of many law enforcement agency fingerprinting services.	

**Service/Budget Entity**

Division of Licensing

(Code: 42010400)

**Program**

Office of the Commissioner and Administration

(Code: 42010000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

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

**Performance Measure Number 22**

**Percentage of Financial Incentive Awards Executed  
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
95%	39.02%	-58.95%	-58.98%

**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): COVID-19
Explanation:	Explanation:  The Office of Energy anticipated 98% of financial incentive awards would be executed during the performance period, based out of the amount of available funding for the fiscal year. However, a majority of the anticipated financial incentives could not be executed due to factors arising from the global COVID-19 pandemic. The global impacts of COVID-19 are out of the control of the Office of Energy and have caused major economic impacts and financial uncertainty for Agricultural and Energy stakeholders throughout Florida 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): Consider lower projected percentage for actual performance due to factors out of our control.
Recommendations:  The Office of Energy will consider lowering 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

(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 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
250	73	-177	-70.8%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input 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): COVID-19
Explanation:	Explanation:  The Office of Energy anticipated 250 financial incentive awards would be executed during the performance period based out of the amount of available funding for the fiscal year. However, a majority of the anticipated financial incentives could not be executed due to factors arising from the global COVID-19 pandemic. The global impacts of COVID-19 are out of the control of the Office of Energy and have caused major economic impacts and financial uncertainty for Agricultural and Energy stakeholders throughout Florida 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): Consider lower projected number of actual performance due to factors out of our control.
Recommendations:  The Office of Energy will consider lowering projections for actual performance when the projections are based on factors that are out of the control of the Office of Energy. This will attempt to 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

(Dept. No. 42)

**Goal**

Exceed Expectation in Service

**Primary Service Objective**

Increase annual energy savings through conservation, and renewable energy sources



**Performance Measure Number 33**

**Number of Acres Authorized to be Burned through Prescribed Burning**

**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
2,100,000	2,094,524	-5,476	0.3%

**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 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 checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:  Wildfire conditions caused many of the Florida Forest Service (FFS) field units to limit or restrict burning for periods of time during the third and fourth quarters of the fiscal year	Explanation:  The acres to be burned fell below the standard due to the following conditions: Weather, specifically drought conditions that made it unsafe for prescribe burning and the FFS restricted burning. The response to wildfires caused by drought conditions which limited the number of personnel to burn and the increased response to wildfires resulted in FFS restricting prescribe burning.

**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:  FFS should continue to emphasize prescribed burning when it is safe to do so and earlier in the fiscal year to avoid drier conditions and increased wildfire activity which results in decreased acreage burned. Weather factors are hard to predict, and this can have an influence on the number of burn days available. Competing priorities such as wildfire response are always a potential impediment to meeting this standard.	

**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 41**

**Number of Retail Food Firms Inspected**

**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
29,000	25,658	-3,342	-11.5%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): COVID-19
Explanation:	Explanation:  The number of inspections conducted at Retail Food Establishments was lower than targeted for the 2019-2020 fiscal year due to the division response directly related to the COVID-19 pandemic. To assure that CDC guidelines were followed during the pandemic, the division conducted 8,272 assessments at retail food establishments and only conducted full inspections on an as-necessary basis from April through June of 2020.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations:  In July 2020, the division implemented an abridged inspection approach to continue to observe social distancing and CDC guidelines while still conducting comprehensive inspections meeting summary requirements.	

**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 Biological Laboratory Tests Performed on Food Samples**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,000	8,076	-3,924	-32.7%

**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 checked="" 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): COVID-19
<p>Explanation:</p> <ul style="list-style-type: none"> <li>Filling staff vacancies and sample collection hindered by COVID-19 safety protocols in the 4<sup>th</sup> quarter.</li> <li>100 swabs not able to be tested, hemp validations ongoing, Superbowl testing was labor intensive, less samples and less tests/sample.</li> </ul>	<p>Explanation:</p> <p>Decreased frequency of sample collection in the 4<sup>th</sup> quarter due to COVID-19 safety protocols for field staff.</p>

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): COVID-19 related protocols
<p>Recommendations:</p> <p>Continue to monitor COVID-19 related situations and reevaluate sample collection and filling staff vacancies as the situation evolves.</p> <p>Once hemp method development is complete, lab staff are hired and trained, and field staff resume sample collections, the lab will be prepared to analyze the targeted number of samples.</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 44**

**Number of Chemical Laboratory Tests Performed on Food Samples**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
10,000	6,830	-3,170	-31.7%

**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 checked="" 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): COVID-19
Explanation: <ul style="list-style-type: none"> <li>Strong focus on Hemp validations, less regulatory samples received for analyses.</li> <li>Filling staff vacancies and sample collection hindered by COVID-19 safety protocols in the 4<sup>th</sup> quarter.</li> </ul>	Explanation: Decreased frequency of sample collection in the 4 <sup>th</sup> quarter due to COVID-19 safety protocols for field staff.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Other (Identify): COVID-19 related protocols
Recommendations: Continue to monitor COVID-19 related situations and reevaluate sample collection and filling staff vacancies as the situation evolves.  Once hemp method development is complete, lab staff are hired and trained, and field staff resume sample collections, the lab will be prepared to analyze the targeted number of samples.	

**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 45**

**Number of Dairy Laboratory Tests Performed**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
16,000	15,213	-787	0.5%

**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): COVID-19
Explanation: Decreased frequency of sample collection in the 4 <sup>th</sup> quarter due to COVID-19 safety protocols for field staff.	Explanation: Decreased plants due to COVID-19.

**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: Continue to monitor COVID-19 related situations and reevaluate sample collection appropriateness as the situation evolves.	

**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 46**

**Tons of Poultry and Eggs Graded**

**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
140,000	104,146	-35,854	-25.6%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input checked="" type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:	Explanation: Three shell egg plants closed this year resulting less product being inspected.

**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): Performance Measure Adjustment
Recommendations: The division is decreasing the annual target for their performance standard numbers in this category as a result of the decreased production amount.	

**Service/Budget Entity**

Food Safety Inspection and Enforcement

(Code: 42150200)

**Program**

Food Safety and Quality

(Code: 42150000)

**Department**

Agriculture and Consumer Services

(Department Number 42)

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 47**

**Percentage of Re-Inspected Entities Found to be in Compliance, Where Re-Inspections Are Due to Initial Finding of Non-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
90%	83%	-7%	-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 type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input checked="" type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): COVID-19
Explanation:	Explanation: Violative seed samples are typically reinspected via physical follow-up inspections and represent a significant component in the overall performance measure determination. Restrictions on in-person inspectional activities associated with COVID-19, impeded and in some cases precluded the verification of seed sample compliance during FY19-20. As a result of the limitations on seed reinspection activities, actual 19-20 performance results were adversely affected. Additionally, in accordance with the requirements of Chapter 120.695 F.S., necessitating the creation or modification of rules to delineate minor violations and establish the notice of Noncompliance (NNC) as the initial response to minor violations, AES revised the enforcement response for structural pest control under Rule 5E-14.149 F.A.C. "Field Advisory Notices" (FANs) were formerly used to document minor violations corrected during a field inspection and were included as compliant reinspections in performance measure calculations. Because FANs traditionally accounted for a significant percentage of pest control reinspections conducted and were replaced by NNCs (not considered reinspections), the resulting compliance averages will decrease accordingly and the goal of 90% compliant upon reinspection may no longer be sustainable.

**Management Efforts to Address Differences/Problems**

<input type="checkbox"/> Training <input type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Technology <input checked="" type="checkbox"/> Other (Identify):
Recommendations: In response to the challenges associated with in-person inspectional visits during COVID-19, AES developed alternative strategies for performing reinspection activities using remote technology, and implemented procedural modifications to facilitate remote inspections and interviews. However, due to the change to this measure's data source resulting from the Notice of Noncompliance implementation, a permanent reduction of 80% is recommended.	

**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 51**

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

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
85%	84%	-1%	1.18%

**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): COVID-19
Explanation:	Explanation:  COVID-19 played an integral part in the last quarter of FY19-20 due to quarantine and adjustments made in order to telework.

**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:  The bureau is back on track and numbers should improve in FY2021	

**Service/Budget Entity**

Consumer Protection

(Code: 42160200)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Safeguard the well-being of Florida residents and visitors

**Primary Service Objective**

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



**Performance Measure Number 54**

**Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance**

**Action**

<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
450,000	397,967	-52,033	-11.56%

**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): COVID-19
Explanation:	Explanation: COVID-19 played an integral part in the last quarter of FY19-20 due to inspectors not able to do performance testing at retail gas stations.

**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: None – Normal inspections have resumed as of the beginning of FY2021	

**Service/Budget Entity**

Consumer Protection

(Code: 42160200)

**Program**

Consumer Protection

(Code: 42160000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

Safeguard the well-being of Florida residents and visitors

**Primary Service Objective**

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

**Performance Measure Number 56**

**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	196	-29	-12.89%

**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 checked="" type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): North American Markets
Explanation:	Explanation:  Tomato and other Good Agricultural Practice audits were down from last fiscal year due to the COVID-19 pandemic, which created agricultural devastation, as many commodities were dumped, fields abandoned and/or plowed under; and, with the shutdown of the State to reduce the spread of the virus, the demand by restaurants and other food service industries for fresh tomato and other fruit and vegetables was directly impacted. Additionally, the surge of Mexican imports and unfair pricing practices continue to force local growers to cease operations. 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*

(Dept. No. 42)

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 57**

**Number of Tons of Fruit and Vegetables Inspected**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,000,000	3,885,513	-114,487	-2.86%

**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 checked="" type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Disease/Weather/Markets
Explanation:	Explanation:  Citrus production declined 4.95% from the previous season, as the industry battles citrus greening and other diseases; citrus tonnage makes up 85% of the total tonnage. Additionally, the COVID-19 pandemic created agricultural devastation, as many commodities were dumped, fields abandoned and/or plowed under; and, with the shutdown of the State to reduce the spread of the virus, the demand by restaurants and other food service industries for fresh tomato and other fruit and vegetables was directly impacted. Additionally, the surge of Mexican imports and unfair pricing practices continue to force local growers to cease operations, thus impacting the total number of tons of fruit and vegetables inspected by -6.69% over last year.

**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*

(Dept. No. 42)

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 61**

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

**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
\$75 Million	\$29 Million	-\$46 Million	-61%

**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): COVID-19
Explanation:  There were no internal factors that contributed to the division not meeting this performance measurement.	Explanation:  Several of the domestic and international tradeshow events of which the division and its supplier partners participate were cancelled in the spring of 2020 due to COVID-19. These retail tradeshow events are some of the largest in the world and contribute significantly towards the division meeting this expectation.

**Management Efforts to Address Differences/Problems**

(check all that apply)

<input type="checkbox"/> Training	<input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Personnel	<input type="checkbox"/> Other (Identify):
Recommendations:  The Division of Marketing and Development is working with tradeshow hosts to determine how to maximize the benefits of virtual tradeshow events for our supplier partners. However, lost are the impacts of in-person meetings and establishing relationships between suppliers and retailers. It remains to be seen how many tradeshow events will be cancelled in 2020-21 or which ones will conduct virtual tradeshow events and how these changes will affect our division's impact on sales at future events.	

**Service/Budget Entity**

*Agricultural Products Marketing*

*(Code: 42170200)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 63**

**Number of Acres Tested**

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,323,906	1,319,197	-4,709	-0.4%

**Factors Accounting for the Difference**

Internal Factors (check all that apply)	External Factors (check all that apply)
<input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Staff Capacity <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against the Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify):
Explanation:	Explanation:  Shellfish Harvesting Areas are continually being reclassified. Therefore, the total number of acres classified is less than the approved standard which resulted in less acres actually tested.

**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**

Aquaculture

(Code: 42170300)

**Program**

Agricultural Economic Development

(Code: 42170000)

**Department**

Agriculture and Consumer Services

(Dept. No. 42)

**Goal**

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

**Primary Service Objective**

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

**Performance Measure Number 65**

**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:  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"/> Technology
<input type="checkbox"/> Personnel	<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 71**

**Number of Animal Site Insextions Performed**

**Action**

<input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure	<input checked="" 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	12,240	1,998	0.14%

**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): COVID-19	<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): COVID-19
<p>Explanation: March 1, 2020, the State Surgeon General declared a Public Health Emergency and on March 9, 2020 the Governor declared a State of Emergency due to the COVID-19 pandemic sweeping across the United States. On April 3, 2020 the Governor instituted the Safer at Home initiative limiting movement within Florida to only essential duties. Although the Division's functions are critical to ensure the food supply chain is operational, many producers and industry partners choose to slow the movement of animals therefore, slowing the need for the Division to conduct animal inspection sites. The Division's Emergency Response Team has been responding to COVID-19 in cooperation with the State Emergency Operations Center, therefore the Division has an increase in the Emergency Response Hours measure due to staff shifting priorities from large animal concentration points to the Pandemic Response. This measure also is outdated and a request to adjust the performance standard has been submitted.</p>	<p>Explanation: March 1, 2020, the State Surgeon General declared a Public Health Emergency and on March 9, 2020 the Governor declared a State of Emergency and filed an Executive Order due to the COVID-19 pandemic sweeping across the United States. On April 3, 2020 the Governor instituted the Safer at Home initiative limiting movement within Florida to only essential duties. Although the Division's functions are critical to ensure the food supply chain is operating, many producers and industry partners choose to slow the movement of animals therefore, slowing the need for the Division to conduct animal inspection sites. The Division's Emergency Response Team has been responding to COVID-19, therefore the Division's measure of Emergency Response Hours has increased due to staff shifting priorities from large animal concentration points to the Pandemic Response.</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): COVID-19
<p>Recommendations: There are no recommendations. The COVID-19 pandemic could not be forecasted or the subsequent reaction from industry's lack of animal movement could not be avoided.</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 72**

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

**Action**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80,000	79,210	-790	-0.02%

**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): N/A	<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): COVID-19
Explanation:  	Explanation: March 1, 2020, the State Surgeon General declared a Public Health Emergency and on March 9, 2020 the Governor declared a State of Emergency due to the COVID-19 pandemic sweeping across the United States. On April 3, 2020 the Governor instituted the Safer at Home initiative limiting movement within Florida to only essential duties. Although the Division's functions are critical to ensure the food supply chain is operating, many producers and industry partners choose to slow the movement of animals therefore, slowing the need for Animal Diagnostics. The Division marginally missed this measure even with the reduction in sample submissions.

**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): COVID-19

Recommendations:

There are no recommendations. The COVID-19 pandemic could not be forecasted or the subsequent reaction from industry's lack of animal movement and the need for animal diagnostics could not be avoided.

**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 80**

**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	827,271	-172,729	-83%

**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:	Explanation:
Plant diseases (citrus greening and citrus canker infestations) resulted in the decline, 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 three years ago and is still recovering.	

**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 83**

**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
14,000,000	13,726,602	-273,398	-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 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:  Recommendations from the USDA Office of Inspector General regarding reviewing summer sites were implemented in the summer. FDACS procured services from a vendor to assist with reviewing 100% of the sites in the densest counties first (Miami-Dade, Broward, Orange). The division implemented changes to the summer administrative review process. The site reviews and changes resulted in several sponsors having meals disallowed.	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:  The division will continue to focus on maintaining and training returning summer sponsors and sites. In addition, the division will continue to 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

(Dept. No. 42)

**Goal**

Exceed Expectations in Service

**Primary Service Objective**

Provide training and technical assistance to sponsors of the National School Lunch Program to ensure that the program is in accordance with federal and state laws

# EXHIBIT IV

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**PERFORMANCE  
MEASURE  
VALIDITY  
AND  
RELIABILITY**

**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 2019-20 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 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 continue to explore our options for replacing the system. However, given these circumstances, this methodology is not as reliable as it was. Replacing the aging automated system is necessary to address not only accurate counts, but to address multiple operational issues, as well.

### **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"/> 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**

**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 2019-20 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"/> 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 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"/> 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 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 2019-20 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 nearly \$300,000,000 in tax revenue. The Bill of Lading Program currently averages more than \$21,789 per day in revenues generated even with severely reduced collections due to COVID-19. 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.

It should be noted that in recent years, the automated system used to retrieve this data has failed multiple times. We continue to explore our options to replace the system. Given these circumstances and the age of the system, this methodology is not as reliable as it was in the past. Replacing the aging, automated system is necessary to address not only accurate counts, but to address multiple operational issues, as well.

### **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
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#### 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 2019-20 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.

It should be noted however, that in recent years, the automated system we use is aging and has failed multiple times. We are currently conducting research to replace the system. Given these circumstances and the age of the system, this methodology is not as reliable as it was in the past. Replacing the aging, automated system is necessary to address not only accurate counts, but to address multiple operational issues, as well.

### **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"/> 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 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 2019-20 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.

It should be noted however, that in recent years, the automated system we use is aging and has failed multiple times. We continue to explore our options to replace the system. Given these circumstances, this methodology is not as reliable as it was in the past. Replacing this aging automated system is necessary to address not only accurate counts, but to address multiple operational issues, as well.

### **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"/> 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 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 FDACS 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 2019-20 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 nearly \$300,000,000 in tax revenue. The Bill of Lading Program currently averages \$21,789 per day in revenues generated even with severely reduced collections due to COVID-19. 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.

It should be noted that in recent years, the automated system used to retrieve this data has failed multiple times. We continue to explore our options to replace the system. Given these circumstances and the age of the system, this methodology is not as reliable as it was in the past. Replacing this aging, automated system is necessary to address not only accurate counts, but to address multiple operational issues, as well.

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

**Glossary**

Agency Generated – Origination of investigation initiated as the result of 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. 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.

**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 2019-20* 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 type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
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#### 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. 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.

#### 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 2019-20* 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
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#### Glossary

Best Management Practices (BMPs) - As defined in s. 37.4595, F.S., is a practice or combination of practices developed by the Department of Agriculture and Consumer Services (FDACS) based on research, field-testing, and expert review, determined to be the most effective and practicable on-location means, including economic and technological considerations, for improving water quality in agricultural and urban discharges. BMPs for agricultural discharges reflect a balance between water quality improvements and agricultural productivity.

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

Notice of Intent to Implement BMPs (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 as determined by the Office of Agricultural Water Policy (OAWP) in cooperation with the producer.

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 to restore the waterbody pursuant to s. 403.067, F.S.

#### Data Sources and Methodology

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 FDEP. Each NOI includes the number of acres enrolled and is entered into the Office of Agricultural Water Policy's automated BMP tracking system and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located.

#### Validity

FDACS tracks BMP acreage enrollments at the production level based on information provided in enrolled NOIs. OAWP reviews the acreage and other information contained in the enrolled 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 BMP database and verifies the entries against the NOIs. The acreage data collected is directly related to the performance measure. Collection and entry methods provide an accurate count of acres enrolled in the OAWP BMP programs statewide.

#### Reliability

The OAWP BMP database is used to record, track, maintain, and perform calculations based on the data collected on the NOIs. The database is programmed to summarize the number of acres reported on the NOIs. An automated system with limited points of data entry significantly reduces the chance for errors or discrepancies. Submitted NOI data is entered into the automated system and validated against the NOIs. The system totals the enrolled acres by county and BMP manual. This information through a selection of reports that can be accessed through the database. The probability is very high that the same results would be achieved by others using the same procedures, provided that the data utilized to establish acreage is the same as the available data at the time of the original data pull.

#### 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 benefits to water quality  
and water conservation through  
implementation of the  
Agricultural Best Management  
Practices Programs*

## Performance Measure Number 11

Number of Acres in Basin Management Action Plan (BMAP) Areas Outside the Northern Everglades and Estuaries Protection Program (NEEPP) Area Enrolled Annually Through Notices of Intent to Implement Best Management Practices (BMP) in Agricultural Water Policy Programs or Referred to the Florida Department of Environmental Protection for Water Quality Monitoring

### 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
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### Glossary

Best Management Practices (BMPs) - As defined in s. 373.4595, F.S., is a practice or combination of practices developed by the Florida Department of Agriculture and Consumer Services (FDACS), based on research, field-testing, and expert review, determined to be the most effective and practicable on-location means, including economic and technological considerations, for improving water quality in agricultural and urban discharges. BMPs for agricultural discharges reflect a balance between water quality improvements and agricultural productivity.

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

Notice of Intent to Implement BMPs (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 as determined by the Office of Agricultural Water Policy (OAWP) in cooperation with the producer.

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 (NEEPP) Area - The Lake Okeechobee, St. Lucie, and Caloosahatchee Watersheds, 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

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 FDEP. The data received on each NOI includes the number of acres enrolled and is entered into the OAWP BMP database and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located.

### Validity

FDACS tracks BMP acreage enrollments at the production level based on information provided in enrolled NOIs. OAWP reviews the acreage and other information contained in the enrolled 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 BMP database and verifies the entries against the NOIs. The acreage data collected is directly related to the performance measure. Collection and entry methods provide an accurate count of acres enrolled in the OAWP BMP program statewide.

### Reliability

The OAWP BMP database is an automated system used to record, track, maintain, and perform calculations based on the data collected on the NOIs. The database is programmed to summarize the number of acres reported on the NOIs. An automated system with limited points of data entry significantly reduces the chance for errors or discrepancies. Submitted NOI data is entered into the automated system and validated against the NOIs. The system totals the enrolled acres by county and BMP manual. This information is available through a selection of reports that can be accessed through the database. The probability is very high that the same results would be achieved by others using the same procedures, provided that the data utilized to establish acreage is the same as the available data as the time of the original data pull.

### 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 benefits to water quality and water conservation through implementation of the Agricultural Best Management Practices Programs*

**Performance Measure Number 12**

Number of Financial and Technical Assistance Contacts 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**

Financial and Technical Assistance Contact – Interaction between the Office of Agricultural Water Policy (OAWP) and producers enrolled in the OAWP best management practices (BMP) program to provide technical and financial assistance for the implementation of BMPs to improve water quality and water conservation.

**Data Sources and Methodology**

Assistance contacts consist of visits to agricultural landowners for technical and financial assistance related to BMP enrollment and implementation. These visits are tracked in the BMP tracking database as part of the Notice of Intent to Implement BMPs (NOI) recordkeeping process. Once data has been entered into the tracking database, the automated system is utilized to generate reports that contain the number of assistance contacts, the types of assistance provided, and the total for the reporting period.

**Validity**

This measure is valid because it records the number of assists provided based on the actual on-the-ground technical and assistance contacts undertaken. Entries include staff name, record type, commodity/manual, and producer name. The information is 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 prevent data manipulation. The BMP database 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 existing reported data preserved in the BMP database.

**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 benefits to water quality and water conservation through implementation of the Agricultural Best Management Practices Programs*

**Performance Measure Number 13**

**Number of Acres in the Northern Everglades and Estuaries Protection Program  
Area Enrolled Annually, Through Notices of Intent To Implement Best  
Management Practices, in the Office of Agricultural Water Policy BMP Program  
or Referred to the Florida Department of Environmental Protection for Water  
Quality Monitoring**

**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**

Best Management Practices (BMPs) - As defined in s. 373.4595, F.S., is a practice or combination of practices developed by the Department of Agriculture and Consumer Services (FDACS), based on research, field-testing, and expert review, determined to be the most effective and practicable on-location means, including economic and technological considerations, for improving water quality in agricultural and urban discharges. BMPs for agricultural discharges reflect a balance between water quality improvements and agricultural productivity.

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

Notice of Intent to Implement BMPs (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 as determined by the Office of Agricultural Water Policy (OAWP) in cooperation with the producer.

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 (NEEPP) Area - The Lake Okeechobee, St. Lucie, and Caloosahatchee Watersheds, 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**

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 in a

BMP program and is entered into the OAWP BMP database and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located.

OAWP additionally tracks the enrolled acreage within those BMAPs that have been established in the NEEPP Area pursuant to s. 373.4595, F.S.

**Validity**

FDACS tracks BMP acreage enrollments at the production level based on information provided in enrolled NOIs. OAWP reviews the acreage and other information contained in the enrolled 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 BMP database and verifies the entries against the NOIs. The acreage data collected is directly related to the performance measure. Collection and entry methods provide an accurate count of acres enrolled in the OAWP BMP program in the NEEPP area.

**Reliability**

The OAWP BMP database is an automated system used to record, track, maintain, and perform calculations based on the data collected on the NOIs. The database is programmed to summarize the number of acres reported on the NOIs. An automated system with limited points of data entry significantly reduces the chance for errors or discrepancies. Submitted NOI data is entered into the automated system and validated against the NOIs. The system totals the enrolled acres by county and BMP manual. This information is available through a selection of reports that can be accessed through the BMP database. The probability is very high that the same results would be achieved by others using the same procedures, provided that the data utilized to establish acreage is the same as the available data at the time of the original data pull.

**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 (MILs) 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**

Mobile Irrigation Lab (MIL) - a service provider with expertise in analyzing irrigation systems that provides site-specific recommendations and assistance on improving irrigation water-use efficiencies to increase water conservation and provide water quality benefits.

Evaluations – on-site analyses of irrigation system operations and delivery of appropriate recommendations for implementation under the Office of Agricultural Water Policy (OAWP) best management practices (BMP) program.

**Data Sources and Methodology**

The number of initial and follow-up evaluations undertaken are a performance measure in MIL contracts. As such, they are captured and reported to the Office of Agricultural Water Policy as a deliverable each reporting period. The standard methodology used by the MILs for conducting evaluations is contained in the *Mobile Irrigation Lab (MIL) Technical Handbook* developed by the Natural Resources Conservation Service and the Florida Department of Agriculture and Consumer Services (FDACS).

**Validity**

The measure of delivery of MIL services to agricultural producers using irrigation systems correlates to water conservation and water quality 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. Information is additionally provided to the OAWP BMP program to inform the positive net benefit in reducing the leaching of nutrients that result from overirrigation. Contract deliverables are the basis for payment by FDACS for these services, and requests for payment are reviewed by OAWP to verify that deliverables are met before payment is processed.

**Reliability**

The MILs under contract with OAWP 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 benefits to water quality  
and water conservation through  
implementation of the  
Agricultural Best Management  
Practices Programs*

***Proposed New Performance Measure Effective FY 20-21***

**Number of Acres Outside Basin Management Action Plan Areas Enrolled Annually Through Notices of Intent to Implement Best Management Practices in Agricultural Water Policy Programs**

**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**

Best Management Practices (BMPs) - As defined in s. 373.4595, F.S., is a practice or combination of practices developed by the Florida Department of Agriculture and Consumer Services (FDACS), based on research, field-testing, and expert review, determined to be the most effective and practicable on-location means, including economic and technological considerations, for improving water quality in agricultural and urban discharges. BMPs for agricultural discharges reflect a balance between water quality improvements and agricultural productivity.

Enrolled - An agricultural landowner or operation is enrolled in an FDACS BMP program upon execution of a Notice of Intent to Implement BMPs (NOI), including a BMP checklist containing those BMPs determined to be applicable on a given parcel by the Office of Agricultural Water Policy (OAWP), in cooperation with the landowner or producer.

Notice of Intent to Implement BMPs (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 as determined by OAWP in cooperation with the producer.

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**

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 FDEP. However, OAWP

additionally works to enroll agricultural producers located outside established BMAPs in order to protect the water resources within those areas. The data received on each NOI includes the number of acres enrolled and is entered into the OAWP BMP database and categorized by the specific BMP manual under which enrollment occurs as well as the county where the parcel is located.

**Validity**

FDACS tracks BMP acreage enrollments at the production level based on information provided in enrolled NOIs. OAWP reviews the acreage and other information contained in the enrolled 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 BMP database and verifies the entries against the NOIs. The acreage data collected is directly related to the performance measure. Collection and entry methods provide an accurate count of acres enrolled in the OAWP BMP programs statewide.

**Reliability**

The OAWP BMP database is an automated system used to record, track, maintain, and perform calculations based on the data collected on the NOIs. The database is programmed to summarize the number of acres reported on the NOIs. An automated system with limited points of data entry significantly reduces the chance for errors or discrepancies. Submitted NOI data is entered into the automated system and validated against the NOIs. The system totals the enrolled acres by county and BMP manual. This information is available through a selection of reports that can be accessed through the database. The probability is very high that the same results would be achieved by others using the same procedures, provided that the data utilized to establish acreage is the same as the available data at the time of the original data pull.

**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 benefits to water quality and water conservation through implementation of the Agricultural Best Management Practices Programs*



**Proposed New Performance Measure Effective FY 20-21**

**Percentage of Parcels Enrolled in the Agricultural BMP Program upon which Implementation Verification Site Visits were Undertaken for the Fiscal Year**

**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**

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) - As defined in s. 373.4595, F.S., is a practice or combination of practices developed by the Florida Department of Agriculture and Consumer Services (FDACS), based on research, field-testing, and expert review, determined to be the most effective and practicable on-location means, including economic and technological considerations, for improving water quality in agricultural and urban discharges. BMPs for agricultural discharges reflect a balance between water quality improvements and agricultural productivity.

Enrolled - An agricultural landowner or operation is enrolled in an FDACS BMP program upon execution of a Notice of Intent to Implement BMPs (NOI), including a BMP checklist containing those BMPs determined to be applicable on a given parcel by the Office of Agricultural Water Policy (OAWP), in cooperation with the landowner or producer.

Implementation Verification (IV) Site Visit - Site visits undertaken by OAWP representatives to verify the proper implementation of BMPs on an enrolled property.

Notice of Intent to Implement BMPs (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 as determined by OAWP in cooperation with the producer.

**Data Sources and Methodology**

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 FDEP. The data received on each NOI includes the number of acres enrolled and the applicable BMPs for the commodity being produced. OAWP staff are required by s. 403.067, F.S., to

undertake implementation verification site visits to ensure the proper implementation of the applicable BMPs and to identify any corrective measures that may be necessary to ensure compliance with the BMP program. Additionally, staff are required to retain specific records related to nutrient application that are required to be kept by producers pursuant to the BMPs being implemented.

**Validity**

OAWP tracks the number of IV site visits undertaken by OAWP representatives. OAWP representatives review the applicable BMPs being undertaken pursuant to a specific NOI to ensure that they are being properly implemented and, if necessary, identifies corrective measures that are required to be undertaken. OAWP representatives collect records as a result of the IV site visit and aggregate information for confirmation that BMPs are being properly implemented. OAWP follows a standard procedure to track IV site visits and enters the information gathered into the BMP database. The data collected is directly related to the performance measure. Collection and entry methods provide an accurate count of IVs undertaken in BMAP areas and other watersheds statewide.

**Reliability**

The OAWP BMP database is an automated system used to record, track, maintain, and perform calculations based on the data collected during IV site visits. The database is programmed to track the number of IV site visits undertaken, as well as the data generated as a result of those visits through linking the data with the established NOI. An automated system with limited points of data entry significantly reduces the chance for errors or discrepancies. Submitted IV data is entered into the automated system and validated against the established NOIs. The system tracks the IV site visits undertaken (quarterly and annually). This information can be accessed through an automated report generated by OAWP. 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 benefits to water quality  
and water conservation through  
implementation of the  
Agricultural Best Management  
Practices Programs*

**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"/> 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.

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 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. 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.

**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*

**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 containing 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 that 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. The total number of licenses issued is compiled and reflected on a regular report created by this program.

**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. The total number of licenses issued is compiled and reflected on a regular report created by this program.

**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 1<sup>st</sup> to June 30<sup>th</sup>). 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 Number 22**

**Percentage of Financial Incentive Awards Executed**

**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**

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 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**

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

## 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 pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and volunteer fire assistance. However, weather conditions and other factors 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 Land Planning Coordinator in the Land Planning and Administration Section within the Director’s Office 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 Land Planning and Administration Section for the department. The data is compiled and reviewed prior to submission. The forest data is maintained on a routine basis by the Land Planning and Administration Section 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
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#### 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
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#### 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 annually as they direct Districts/Centers on how to tabulate visitor data. Monthly, they are updated with the data collected. 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. 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.

These visitor counts are submitted on state forest accomplishment reports monthly to the Forest Management Bureau. A spreadsheet is used to compile this data.

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

#### 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 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
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#### 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] x 100.

#### 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.

#### 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 Food Retail Firm 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

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*

## Performance Measure Number 42

### Number of Manufactured Food Firms 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

“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 Computations

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 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.

#### 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

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 43

### Number of Biological Laboratory Tests Performed on Food Samples

#### 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

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 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 analysis. 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.

#### 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**

**Number of Chemical Laboratory Tests Performed on Food Samples**

**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**

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 analysis. 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 45**

**Number of Dairy Laboratory Tests 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**

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.

**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 46

### Tons of Poultry and Eggs Graded

#### 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

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

#### 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

Supervisor and monthly follow-ups are conducted by the State Supervisor.

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 47**

**Percentage of Re-Inspected Entities Found to be in Compliance, Where Re-Inspections Are Due to Initial Finding of Non-Compliance**

**ACTION**

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

**Glossary**

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

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

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

**Data Sources and Methodology**

The division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, 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 48**

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

**ACTION**

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

**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 network drive \\thassan01. 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 perform 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 databases, respectively. Case intake staff in the Bureau of Licensing and Enforcement (BLE) and Bureau of Inspection and Incident Response (BIIR) are responsible for documenting case received dates and performing related case receipt data entry.
2. Complaint (For-Cause) investigations and inspections involving suspected or documented compliance deficiencies are received and processed by pesticide enforcement staff in BLE. Case processing staff in BLE evaluate the case file documentation, complete additional data entry, and prepare and issue inspectional findings.
3. Inspections identified as compliant are received and processed in BIIR. Case Intake staff evaluate case file documentation, complete

associated data entry, and verify inspection compliance status.

4. Completed case files are archived and filed by program according to the calendar year during which the inspection was performed.

5. Data from the Feed, Seed, Fertilizer, Pesticide, and Pest Control Inspections is entered directly from inspection reports into various network-based database applications. The data for this measure is a combined value of inspection outputs from multiple programs in the division. The Environmental Managers of the Pesticide (Ch 487), Pest Control (Ch 482), Feed and Seed (Ch 578 and 580), and Fertilizer (Ch 576) Enforcement Programs generate activity reports associated with program outputs.

### **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, 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 49**

**Number of Pesticide Products Registered**

**ACTION**

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

**Data Sources and Methodology**

Data source is Bureau of Scientific Evaluation and Technical Assistance database records of pesticide products registered.

The data from the pesticide registration applications are entered into the Registration Tracking System (RTS). The emergency exemption action data (Section 18) is entered into the Quarterly Registration Section Activity Reporting Spreadsheet.

**Validity**

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

The measure is a good indication of performance to the extent that it indicates the ability of the program to process all incoming registration applications.

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

**Reliability**

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

There is a high probability that the same conclusion would be reached by repeat calculation. The data are entered into a secured database where the level of permission is granted based on business needs with a historical tracking of product registration status. The report generated is based on queries against the RTS database. In addition, the tracking of the Section 18 action data is reviewed by the Section Administrator and verified by either the Bureau's Environmental Administrator and/or Bureau Chief.

**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 50**

**Number of Pest Control Businesses and Applicators Licensed**

**ACTION**

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

**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 51

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

#### ACTION

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

#### Glossary

Complaint - Written correspondence 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

ConsumerProtection

(Code: 42160200)

#### Program

ConsumerProtection

(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

### 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
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#### 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

*ConsumerProtection*

*(Code: 42160200)*

#### Program

*ConsumerProtection*

*(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 53

### 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
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#### 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 54

### 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
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#### 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

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#### Department

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*(Department Number 42)*

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#### 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 and 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**

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*Agriculture and Consumer Services*

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### **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 55**

**Percent of Processed Citrus Inspections Meeting Maturity**

**ACTION**

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

**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 56**

**Number of Audits of Farms and Packinghouses Completed Annually**

**ACTION**

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

**Glossary**

Audit certificate – Federal or State certification form.

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

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

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

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

**Data Sources and Methodology**

The data source for this measure is each audit performed on a farm or packinghouse. Each audit request is tracked and scheduled through the Inspection Bureau on a spreadsheet. Upon successful completion of the audit, the supervisor (GFSI authoritative body, USDA or Division of Fruit and Vegetables’ bureau management) reviews the audit checklist, comments and 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 57**

**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 58

### 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"/> Change in Data Sources or Measurement Methodologies	<input type="checkbox"/> Requesting New Measure <input checked="" type="checkbox"/> Backup for Performance Outcome and Output Measure
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#### 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 15<sup>th</sup> day of each month. The original form is to be initialed by the market manager and forwarded to the bureau office, with one copy to Florida Ag Statistics Services (FASS) in Orlando, and the original remains in the market’s office file.

Note: Commodity reports are due from markets every month regardless of activity. In the months with no reported activity, the market manager is still required to submit a commodity report marked "No Activity" for the monthly portion of the report. All new leases executed since FY 2009-10, and renewal leases since FY 2010-11 contain specific language regarding reporting requirements. Our methodology involves entering data into internal automated spreadsheets for statistical compilation, analysis and reporting. "Sales generated on the markets" is calculated in a spreadsheet called "FY num qtr market numbers" where "FY" is the fiscal year designated as "xxxx-xxxx" and "num" is the quarter number from monthly reports generated at the markets from commodity reports given them by tenants. The spreadsheet resides on a PC in the Administrative Office.

#### 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 59

### 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
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#### 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 60**

**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.

**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

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

#### 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
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#### 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 62**

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

**ACTION**

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

**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 63

### Percent 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 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 64**

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

**ACTION**

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

**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 65**

**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 66

### 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 67**

**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 68**

**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 69**

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

**ACTION**

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

**Glossary**

Aquaculture - The culture of aquatic organisms.

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

**Data Sources and Methodology**

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

**Validity**

Based on 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 70

### 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 71**

**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. Animal site inspections are 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 72

### 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 a "smart client" software-based 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 this database, and 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 this 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 73

### 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
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#### 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@FDACS.gov](mailto:RAD@FDACS.gov).)

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@FDACS.gov](mailto:RAD@FDACS.gov).)

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

#### 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 74

### 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
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#### Glossary

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

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

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

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

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

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

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

Employee – DAI Full Time Equivalent (FTE). Two FTE employees are currently designated with 100 percent emergency related activities duties and one FTE is currently designated with 60 percent emergency related activities/duties (Position numbers 1012, 1197 and 0941). Seven 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 (1012 and 1197) employees and 60 percent for one FTE employee (0941).

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.

#### 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*



**Validity**

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

**Reliability**

The Division of Animal Industry, Emergency Response staff has documented standard operating procedures (SOPs) used to compile employee hours spent on animal and agricultural emergency activities and to audit the entries emergency activity hours entered on the DARs via random audits conducted within specific periods to verify previously reported numbers. The reported numbers for this performance measure are verified by the Assistant Division Director.

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

*Prevent and Respond to Pests, Disease and Disaster*

**Primary Service Objective**

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

**Performance Measure Number 75**

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

**ACTION**

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

**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 76

### 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
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#### 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 weekly or quarterly 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 Eradication and Control Bureau 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

All numbers generated from bureau databases 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 77**

**Number of Commercial Citrus Acres Surveyed for Citrus Diseases**

**ACTION**

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

**Glossary**

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

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

**Data Sources and Methodology**

Data is collected from individual inspector’s daily inspection reports electronically and entered daily into the Bureau of Pest Eradication and Control 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 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 78

### 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 79**

**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 80

### 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 81**

**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 Florida Department of Agriculture and Consumer Services 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 82**

**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*

## Performance Measure Number 83

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

#### ACTION

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

#### 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

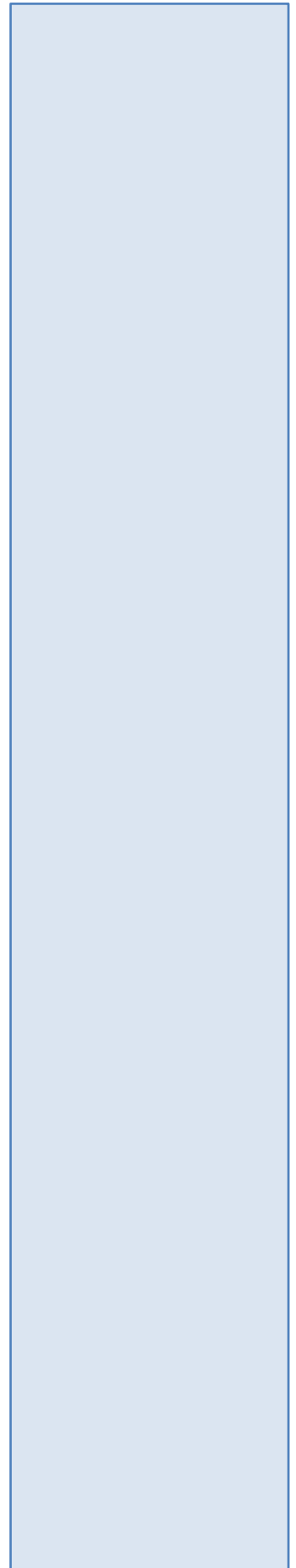
#### Primary Service Objective

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**

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## **ASSOCIATED ACTIVITIES CONTRIBUTING TO PERFORMANCE MEASURES**



FY 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 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*

<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
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 Measure Modified Effective FY-20-21	Number of Acres in Basin Management Action Plan (BMAP) Areas Outside the Northern Everglades and Estuaries Protection Program (NEEPP) Area Enrolled Annually, Through Notices of Intent to Implement Best Management Practices (BMP), in the Office of Agricultural Water Policy (BMP) Program or Referred to the Florida Department of Environmental Protection for Water Quality Monitoring	ACT2055	Assist Implementation of 1999 Watershed Restoration Act
12 Measure Modified Effective FY-20-21	Number of Financial and Technical Assistance Contacts Provided to Agricultural Interests	ACT2060	Develop Water Policy
13 Measure Modified Effective FY-20-21	Number of Acres in the Northern Everglades and Estuaries Protection Program Area Enrolled Annually, Through Notices of Intent to Implement Best Management Practices, in the Office of Agricultural Water Policy BMP Program or Referred to the Florida Department of Environmental Protection for Water Quality Monitoring	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 (MILs) During the Fiscal Year	ACT2065	Assist Mobile Irrigation Laboratory Conservation Programs
New Measure Effective FY-20-21	Number of Acres Outside Basin Management Action Plan Areas Enrolled Annually Through Notices of Intent to Implement Best Management Practices in Agricultural Water Policy Programs	ACT2055	Assist Implementation of 1999 Watershed Restoration Act
New Measure Effective FY-20-21	Percentage of Parcels Enrolled in the Agricultural BMP Program upon which Verification Implementation Site Visits were Undertaken for the Fiscal Year	ACT2055	Assist Implementation of 1999 Watershed Restoration Act

**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 benefits to water quality and water conservation through implementation of the Agricultural Best Management Practices Programs

FY 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
17	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*

<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
22	Percentage of Financial Incentive Awards Executed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
23	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*



FY 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 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 Measure Modified Effective FY 20/21	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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
38	Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	ACT1425	Conduct Retail Food Firm Establishment Inspections
39	Percent of Dairy Establishments Inspected that are in Compliance	ACT5015	Conduct Dairy Inspections
40	Number of Dairy Establishment Inspections	ACT5015	Conduct Dairy Inspections
41	Number of Food Retail Firm Inspections	ACT1425	Conduct Retail Food Firm Establishment Inspections
42 Measure Modified Effective FY 20/21	Number of Manufactured Food Firms Inspected	ACT1426	Conduct Manufactured Food Firm Establishment Inspections
43	Number of Biological Laboratory Tests Performed on Food Samples	ACT1435	Conduct Biological Laboratory Tests on Samples
44	Number of Chemical Laboratory Tests Performed on Food Samples	ACT1445	Conduct Chemical Laboratory Tests on Samples
45	Number of Dairy Laboratory Tests Performed	ACT5030	Conduct Laboratory Tests on Dairy Samples
46 Measure Modified Effective FY 20/21	Tons of Poultry Eggs Graded	ACT1450	Perform Grade Evaluations on Poultry and Eggs

**Service/Budget Entity**

*Food Safety Inspection and Enforcement*

*(Code: 42150200)*

**Program**

*Food Safety and Quality*

*(Code: 42150000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service**

**Objective**

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

<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
47 Measure Modified Effective FY 20-21	Percentage of Re-Inspected Entities Found to be in Compliance, where Re-Inspections are Due to Initial Finding of Non-Compliance	ACT1335	Inspect Pest Control Businesses and Applicators
48 Measure Modified Effective FY 21-22	Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	ACT1350	Regulate Fertilizer Companies
49 Measure Modified Effective FY 21-22	Number of Pesticide Products Registered	ACT1320	Register Pesticide Products
50 Measure Modified Effective FY 21-22	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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
51	Percentage of Consumer Complaints Resolved Through Mediation Which Result in Restitution to Consumers*	ACT1065	Enforce Consumer Protection Laws
52	Number of Assists Provided to Consumers by the Call Center	ACT1060	Provide Assists to Consumers (Call Center)
53	Number of Regulated Entities Registered by the Division of Consumer Services	ACT1097	Register, License, or Permit Department Regulated Entities
54	Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	ACT1096	Conduct Petrol Field, Liquified Petrol Gas Facilities, and Amusement Ride Safety Inspections Test and Analyze Petrol Production

\*Measure previously read "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" in FY 19/20

**Service/Budget Entity**

Consumer Protection  
(Code: 42160200)

**Program**

Consumer Protection  
(Code: 42160000)

**Department**

Agriculture and Consumer Services  
(Department Number 42)

**Goal**

Safeguard the well-Being of Florida Residents and Visitors

**Primary Service**

**Objective**

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

FY 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
55	Percentage of Processed Citrus Inspections Meeting Maturity	ACT7010	Conduct Citrus Packinghouse and Processing Inspections
56	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
57	Number of Tons of Fruit and Vegetables Inspected	ACT7020	Conduct Shipping and Receiving Point Vegetable Inspections and Regulate Imports in Applicable Areas Upon Request

**Service/Budget Entity**

*Fruit and Vegetable Inspection and Enforcement*

*(Code: 42170100)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(Department Number 42)*

**Goal**

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

**Primary Service**

**Objective**

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

<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
58	Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
59	Number of Marketing Assists Provided to Producers and Businesses	ACT6050	Conduct Agriculture/Seafood/ Aquaculture Assists
60	Number of Leased Square Feet at State Farmers' Markets	ACT6040	Conduct State Farmers' Market Program
61	Amount of Sales Reported by Participants at Domestic and International Trade Events	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
62	Number of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
63	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*

<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
64	Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	ACT1710	Inspect Shellfish Processing Plants
65	Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	ACT1710	Inspect Shellfish Processing Plants
66	Number of Acres Tested	ACT1720	Test Water Quality
67	Number of Submerged Land Leases	ACT1740	Administer Shellfish Lease Program
68	Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	ACT1750	Conduct Oyster Planting Activities
69	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



<b>FY 20/21 Measure Number</b>	<b>FY 20/21 Approved Performance Measure</b>	<b>FY 20/21 Activity Code</b>	<b>FY 20/21 Activity Title</b>
70	Field Man-hours Expended per Animal Inspected	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
71 Measure Modified Effective FY 20/21	Number of Animal Site Inspections Performed	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
72	Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	ACT9010	Prevent, Control, and Eradicate Animal Diseases
73	Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	ACT9010	Prevent, Control, and Eradicate Animal Diseases
74	Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	ACT9010	Prevent, Control, and Eradicate Animal Diseases

**Service/Budget Entity**

*Animal Pest and Disease Control*

*(Code: 42170500)*

**Program**

*Agricultural Economic Development*

*(Code: 42170000)*

**Department**

*Agriculture and Consumer Services*

*(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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
75	Percentage Change in Number of New Harmful Exotic Organism Detections	ACT8011	Inspect Plants for Plant Pests, Diseases or Grade and Service Exotic Fruit Fly Traps
76	Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed	ACT8011	Inspect Plants for Plant Pests, Diseases or Grade and Service Exotic Fruit Fly Traps
77	Number of Commercial Citrus Acres Surveyed for Citrus Diseases	ACT8120	Inspect Citrus Trees for Certification and Pest Detection
78	Number of Sterile Med Flies Released	ACT8100	Release Sterile Fruit Flies
79	Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	ACT8060	Identify Plant Pests
80	Number of Cartons of 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 20/21 Measure Number	FY 20/21 Approved Performance Measure	FY 20/21 Activity Code	FY 20/21 Activity Title
81	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
82	Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	ACT2001	Training and Technical Assistance
83 Measure Modified Effective FY 20-21	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*

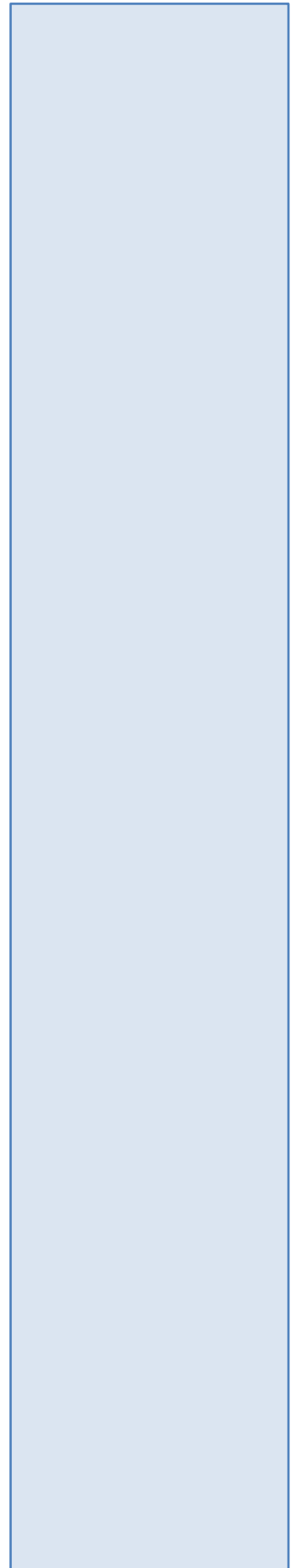
**Primary Service Objective**

*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

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## AGENCY LEVEL UNIT COST SUMMARY



AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF, AND		FISCAL YEAR 2019-20			
SECTION I: BUDGET		OPERATING	FIXED CAPITAL OUTLAY		
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,716,769,579	26,073,471		
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		49,349,722	-2,343,000		
FINAL BUDGET FOR AGENCY		1,766,119,301	23,730,471		
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					10,190,471
Provide Assists To Consumers (call center) * Number of assists provided to consumers by the call center		333,436	5.24	1,745,655	
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		397,967	35.20	14,009,813	
Register, License, Or Permit Department Regulated Entities * Number of regulated entities registered by the Division of Consumer Services.		149,890	25.37	3,802,914	
State Forest Resource Management * Percentage of acres of Florida Forest Service lands managed by the department		1,136,200	21.92	24,907,462	
Provide Technical Assists To Non-Industrial Forest Landowners * Number of hours spent providing forest-related technical assists to non-industrial private landowners		55,617	59.34	3,300,333	
Visitor Service / Recreation * The number of state forest visitors		20,386,333	0.18	3,639,875	
Capital Improvements * Number of hours spent on capital improvement projects		204,405	104.45	21,349,791	
Provide Land Management Assistance To Other Agencies * Number of hours spent providing forest-related technical assists to public land management agencies		16,841	123.89	2,086,458	
Protect Acres Of Forest Land From Wildfires * Number of acres of wildlands protected from wildfires		26,679,830	3.09	82,508,606	
Licensing * N/A		312,978	74.17	23,215,023	
Compliance Section * Number of Administrative Actions		43,409	81.58	3,541,160	
Regional Offices * Number of new and renewal concealed weapon/firearm licenses issued		85,801	95.68	8,209,090	
Inspect Pesticide Applicators And Dealers * Number of pesticide inspections conducted		2,167	1,145.92	2,483,209	
License Pesticide Applicators And Dealers * Number of pesticide applicators and dealers licensed		11,764	40.58	477,420	
Evaluate And Manage Pesticide Products * Number of pesticide products registered		371	2,433.61	902,871	
Register Pesticide Products * Number of pesticide products registered		16,444	36.61	601,992	
Analyze Pesticide Products * Number of pesticide sample determinations performed		118,646	16.35	1,940,065	
Inspect Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		6,150	616.12	3,789,159	
License Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		60,168	24.37	1,466,323	
Regulate Mosquito Control Programs * Number of people served by mosquito control activities		62	43,104.13	2,672,456	
Regulate Fertilizer Companies * Number of fertilizer inspections conducted		2,438	560.56	1,366,644	
Analyze Fertilizer Products * Number of fertilizer sample determinations		119,952	10.09	1,209,831	
Analyze Seed Companies * Number of official seed sample determinations performed		92,498	4.43	410,132	
Regulate Seed Companies * Number of seed inspections conducted		2,047	216.01	442,182	
License Feed Companies * Number of feed companies licensed		1,378	688.10	948,197	
Analyze Feed Products * Number of official feed samples collected by feed manufacturers and analyzed by certified labs for regulatory purposes.		1,455	220.31	320,546	
Conduct Retail Food Establishment Inspections * NUMBER OF RETAIL FOOD FIRMS INSPECTED		25,658	478.73	12,283,127	
Conduct Manufactured Food Establishment Inspections * NUMBER OF MANUFACTURED FOOD FIRMS INSPECTED		4,016	765.15	3,072,830	
Conduct Biological Laboratory Tests On Food Samples * NUMBER OF BIOLOGICAL LABORATORY TESTS PERFORMED ON FOOD SAMPLES		8,076	434.01	3,505,041	
Conduct Chemical Laboratory Tests On Food Samples * NUMBER OF CHEMICAL LABORATORY TESTS PERFORMED ON FOOD SAMPLES		6,830	586.33	4,004,654	
Perform Grade Evaluations On Poultry And Eggs * Tons of poultry and shell eggs graded		104,146	15.66	1,631,418	
Energy Efficiency And Renewable Energy Grants And Incentives * Number of Grants and Financial Incentives Processed		73	20,000.38	1,460,028	5,000,000
Energy And Climate Program Coordination * Number of Pageviews of the Florida Energy Clearinghouse		64,737	2.37	153,163	
Inspect Shellfish Processing Plants * Number of shellfish processing plants inspections and HACCP (Hazard Analysis Critical Control Point) records reviews		1,114	494.63	551,014	
Test Water Quality * Number of acres tested		1,323,906	1.12	1,479,108	
Administer Aquaculture Certification Program * Number of certifications issued to first-time applicants or renewed		1,015	478.75	485,931	
Administer Shellfish Lease Program * Number of Submerged Land Leases		786	414.52	325,815	
Conduct Regulatory Investigations * Number of complaints investigated upon referral from the Division of Consumer Services		1,869	1,630.37	3,047,162	
Training And Technical Assistance * N/A		20,217	45,376.84	917,383,639	
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		13,726,602	12.51	171,747,935	
Conduct Law Enforcement Investigations * Number of law enforcement investigations initiated		492	6,813.00	3,351,997	
Agriculture State Law Enforcement - Commodity Interdiction * Number of vehicles inspected at agricultural interdiction stations		9,497,121	1.77	16,769,373	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		35,166	82.00	2,883,626	
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.		186,475	101.33	18,895,244	4,000,000
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.		269,766	74.23	20,023,915	
Develop Water Policy * Number of water policy assists provided to agricultural interests		4,551	70.39	320,348	
Assist Mobile Irrigation Laboratory Conservation Programs * Number of irrigation system evaluations performed for agricultural producers by participating Mobile Irrigation Labs (MIL) during the fiscal year.		1,536	171.16	262,897	
Assist Soil And Water Conservation Districts * Number of soil and water conservation districts assisted		58	4,532.71	262,897	
Conduct Dairy Inspections * NUMBER OF DAIRY ESTABLISHMENT INSPECTIONS		1,915	849.18	1,626,888	
Conduct Laboratory Tests On Dairy Samples * NUMBER OF DAIRY LABORATORY TESTS PERFORMED		15,213	29.69	451,743	
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.		29,000,000	0.18	5,355,044	
Provide Education & Communications * Number of media items produced for promotional and educational purposes		1,077	1,073.10	1,155,724	
Conduct State Farmers Market Program * Number of leased square feet at state farmers' markets		1,850,804	2.07	3,822,015	1,000,000
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of marketing assists provided to producers and businesses		545,000	9.83	5,355,035	
Conduct Citrus Packing House And Processing Inspections * Number of tons of citrus inspected		3,276,235	0.97	3,181,509	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of tons of vegetables inspected		552,156	5.15	2,844,707	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers * Number of tons of fruit and vegetables inspected		57,121	23.28	1,329,840	
Inspect Plants For Plant Pests, Disease Or Grade And Service Exotic Fruit Fly Traps * Number of plant, fruit fly trap, and honeybee inspections performed		1,102,955	17.02	18,773,808	
Identify Plant Pests * Number of plant, soil, insect and other organism samples processed for identification or diagnosis		644,231	5.92	3,810,643	
Certify Citrus Fly-free * Number of cartons of fruit certified as fly-free for export		827,271	1.58	1,304,066	
Develop Control Methods And Rear Biocontrol Agents * N/A		4,453,810	0.43	1,908,942	
Release Sterile Fruit Flies * Number of sterile med flies released		4,130,071,511	0.00	1,213,656	
Inspect Citrus Trees For Crop Forecast And Pest Detection * Number of commercial citrus acres surveyed for citrus diseases		221,175	51.29	11,344,287	
Inspect Apiaries * Number of honey bee inspections performed		474,862	2.36	1,120,413	
Register Citrus Budwood * N/A		14,704	70.47	1,036,191	
Certify Nurseries As Imported Fire Ant Free * N/A		3,847	39.22	150,865	
Distribute Endangered Plant Grant Money To Qualified Applicants To Preserve Native Plants * N/A		4	54,000.25	216,001	
Prevent, Control And Eradicate Animal Diseases * Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory/ Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian		88,133	78.63	6,929,881	
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of animal site inspections performed		14,238	372.43	5,302,608	
TOTAL				1,473,481,085	20,190,471
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				28,157,601	3,540,000
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				19,173,978	
OTHER				27,964,855	
REVERSIONS				217,341,884	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,766,119,403	23,730,471

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 was not equal due to rounding.

# GLOSSARY

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## 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 Eclosion** - 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.

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

**Timber Stand** - A contiguous management unit containing trees of similar enough to make them distinct from adjacent areas.

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

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

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

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

**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.