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FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

COMMISSIONER WILTON SIMPSON

LONG RANGE PROGRAM PLAN

September 29, 2023

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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 2024-25 through Fiscal Year 2028-29. 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>.

Wilton Simpson
Commissioner of Agriculture



Florida Department of Agriculture
and Consumer Services

Long Range Program Plan

Fiscal Year 2024-25 through 2028-29

Wilton Simpson
Commissioner



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Agency Mission

**SAFEGUARD THE PUBLIC AND
SUPPORT AGRICULTURE**

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

Service: Aquaculture

Outcome	
<i>Percentage of Inspected Shellfish facilities in Significant Compliance with Permit and Food Safety Regulations</i>	
Baseline/ FY 2014-15	85%
FY 2024-25	95%
FY 2025-26	95%
FY 2026-27	95%
FY 2027-28	95%
FY 2028-29	95%

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

Service: *Fruit and Vegetables Inspection and Enforcement*

Outcome	
<i>Percentage of Processed Citrus Inspections Meeting Maturity</i>	
Baseline/ FY 2015-16	98%
FY 2024-25	98%
FY 2025-26	98%
FY 2026-27	98%
FY 2027-28	98%
FY 2028-29	98%

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

Service: *Agricultural Products Marketing*

Outcome	
<i>Percentage of Fresh from Florida Consumer Exposures Converted to Engagements</i>	
Baseline/ FY 2017-18	1% (3.33 million engagements)
FY 2024-25	1% (3.33 million engagements)
FY 2025-26	1% (3.33 million engagements)
FY 2026-27	1% (3.33 million engagements)
FY 2027-28	1% (3.33 million engagements)
FY 2028-29	1% (3.33 million engagements)

Goal:

Strengthen Florida agriculture to meet the world’s growing population

Primary Service Objective:

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

Service: *Food Safety Inspection and Enforcement*

Outcome	
<i>Percentage of Food Firms Receiving a Summary that Met Inspection Requirements</i>	
Baseline/ FY 2017-18	90%
FY 2024-25	94%
FY 2025-26	94%
FY 2026-27	94%
FY 2027-28	94%
FY 2028-29	94%

Goal:

Safeguard the well-being of Florida residents and visitors

Primary Service Objective:

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

Service: *Agricultural Environmental Services*

Outcome	
<i>Percentage of Non-compliant Entities Reinspected within 35 days of a work request being issued</i>	
Baseline/ FY 2022-23	80%
FY 2024-25	80%
FY 2025-26	80%
FY 2026-27	80%
FY 2027-28	80%
FY 2028-29	80%

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

Service: Consumer Protection

Outcome	
<i>Percentage of Consumer Complaints Addressed Within 10 Calendar Days of Being Entered Into the Division of Consumer Services' System and Assigned to a Complaint Analyst</i>	
Baseline/ FY 2015-16	85%
FY 2024-25	85%
FY 2025-26	85%
FY 2026-27	85%
FY 2027-28	85%
FY 2028-29	85%

Goal:

Safeguard the well-being of Florida residents and visitors

Primary Service Objective:

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

Service: *Agricultural Law Enforcement*

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 2024-25	99.8%
FY 2025-26	99.8%
FY 2026-27	99.8%
FY 2027-28	99.8%
FY 2028-29	99.8%

Goal:

Safeguard the well-being of Florida residents and visitors

Primary Service Objective:

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

Service: *Agricultural Water Policy Coordination*

Outcome	
<i>Percentage Increase Over the FY 2010/11 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 2024-25	2% (396,900 acres)
FY 2025-26	2% (403,200 acres)
FY 2026-27	2% (409,500 acres)
FY 2027-28	2% (415,800 acres)
FY 2028-29	2% (422,100 acres)

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

Service: *Wildfire Prevention and Management*

Outcome	
<i>Percentage of Acres of Protected Forest and Wildlands not Burned by Wildfires</i>	
Baseline/ FY 1996-97	99.4%
FY 2024-25	99.2%
FY 2025-26	99.2%
FY 2026-27	99.2%
FY 2027-28	99.5%
FY 2028-29	99.5%

Goal:

Manage natural resources to support Florida’s quality of life

Primary Service Objective:

Increase the number of acres not burned by wildfires

Service: Land Management

Outcome	
<i>Forest Land as a Percentage of Florida Land Mass</i>	
Baseline/ FY 2010-11	46%
FY 2024-25	46%
FY 2025-26	46%
FY 2026-27	46%
FY 2027-28	46%
FY 2028-29	46%

Goal:

Manage natural resources to support Florida’s quality of life

Primary Service Objective:

Maintain forest land acreage in Florida

Service: *Plant Pest and Disease Control*

Outcome	
<i>Percentage Change in Number of New Harmful Exotic Organism Detections</i>	
Baseline/ FY 2006-07	21%
FY 2024-25	28%
FY 2025-26	28%
FY 2026-27	28%
FY 2027-28	28%
FY 2028-29	28%

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

Service: *Animal Pest and Disease Control*

Outcome	
<i>Field Man-Hours Expended Per Animal Inspected</i>	
Baseline/ FY 2016-17	0.05 hours
FY 2024-25	0.05 hours
FY 2025-26	0.05 hours
FY 2026-27	0.05 hours
FY 2027-28	0.05 hours
FY 2028-29	0.05 hours

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

Service: Food, Nutrition, and Wellness

Outcome	
<i>Percent Increase Over the FY2018-19 Baseline Standard of Pound of Produce Recovered and Distributed</i>	
Baseline/ FY 2018-19	38,836,930 pounds
FY 2024-25	10%
FY 2025-26	10%
FY 2026-27	10%
FY 2027-28	10%
FY 2028-29	10%

Goal:

Exceed expectations in service

Primary Service Objective:

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

Service: *Office of Energy*

Outcome	
<i>Percentage of Financial Incentive Awards Executed</i>	
Baseline/ FY 2019-20	95%
FY 2024-25	95%
FY 2025-26	95%
FY 2026-27	95%
FY 2027-28	95%
FY 2028-29	95%

Goal:

Exceed expectations in service

Primary Service Objective:

Increase annual energy savings through conservation and renewable energy sources

Service: *Division of Licensing*

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 2024-25	98.4%
FY 2025-26	98.6%
FY 2026-27	98.8%
FY 2027-28	99.0%
FY 2028-29	99.0%

Goal:
Exceed expectations in service

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

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, 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 Florida’s visitors, residents, and businesses daily. 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 worldwide (§570.53, F.S.). The department is responsible for protecting the food supply by enforcing food and dairy safety standards, grading, and labeling requirements (§500.02, (§500.013, 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 facilitates the development and implementation 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 wildland ecosystems (§570.548, F.S.); ensures that feed, seed, pesticides, and fertilizers (§570.44, F.S.) meet applicable standards; designates and monitors shellfish production areas (§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; and responsibly develops and implements energy policies and programs (§377.6015, F.S.).

The department protects consumers by verifying that regulated entities meet established quality, service, and accuracy standards. For example, the department 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. 388, F.S.; 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, F.S., §§534.47-534.54, §§535.01-535.08; Ch. 539, F.S.; Ch. 576 F.S., Ch., 578, F.S., Ch 580, F.S., §§559.901–559.9221 and §§559.926–559.939, §§604.15-604.34; Ch. 616, F.S.; and Ch. 790, F.S.

Trends and Conditions—The External Environment

The Florida Department of Agriculture and Consumer Services continues to protect consumers and support the state’s second-largest industry more efficiently than ever before. The department’s programs and activities are so varied and extensive that they touch the lives of nearly all Floridians every day, which is why the department’s overall mission is 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 continued efforts to advance the availability of wholesome food, encourage responsible use of natural resources, and protect consumers over the years to come.

Wholesome Food

A substantial portion of the nation’s food supply is produced on domestic farms; however, to bolster this supply, some products are imported. The forces of foodborne illness concerns, international marketplace pest, 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 industry’s evolution, the department will continue

to shift towards risk-based evaluations that balance efficiently targeting vulnerable points in the food production, processing, and distribution chain and maintaining a cultivation-friendly environment.

Sanitization at food establishments, particularly in relation to preventing the spread of foodborne illness, remains an essential concern of the department. The Division of Food Safety inspectors conduct complete sanitization inspections that focus on processes and compliance with good practices, sanitation, and overall cleanliness. To help food entities stay informed, the division provides an educational document, “Reducing the Spread of Illness,” to all food entities inspected.

Given the considerable amount of information and, often, 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, 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 vital 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 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 growing population increases the demands on agricultural resources and those required to support cultivation. The department continues to implement the regulatory programs that require the proper implementation of applicable water conservation and water quality improvement best management practices (BMPs) tailored to balancing agricultural enterprises’ impacts with required water quality improvement. Future agricultural water conservation and water quality programs will concentrate on assisting farmers, ranchers, and forest landowners in the implementation of more effective BMPs that increase efficiencies in nutrient application, irrigation, water resource management and exploring ways to make BMP systems cost-effective for even more agricultural enterprises throughout the state while protecting the health, safety, and welfare of department representatives and participants in the program.

Florida’s forests continue to provide clean air and water, recreation, wildlife habitats, and marketable forest products. Population growth and urban encroachment on forested lands create land fragmentation, negatively impacting land value and its effectiveness as wildlife habitats. Droughts, severe weather, storm-damaged areas, and invasive pests are persistent dangers that 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.

Florida’s economic performance is tethered to developing new energy technologies and promoting energy efficiency and conservation. 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.

As the lead agency responsible for managing thirty-eight state forests and the Babcock Ranch Preserve (covering more than 1.16 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 wildland-urban interface areas (WUI); thereby, amplifying the risk of wildfire impacts to communities and lessening the buffer between wildlands and developed lands. To manage the increased risks created by these conditions, the department continues to strategically deploy personnel to preemptively assess and alleviate these risks and advise the public and local governments on wildfire prevention and mitigation techniques. The Florida Forest Service has implemented mitigation contracts for hazardous fuel removal to help local community businesses devastated by hurricanes, and launched a wildfire prevention campaign to increase awareness of wildfire risks in this area. The Florida Forest Service was appropriated over \$93 million in FY 2022-23 to continue wildfire mitigation efforts in the state, funding that will go a long way to bolster the efforts of wildfire mitigation efforts.

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 provides a positive business climate while ensuring comprehensive regulations to protect Florida's natural resources and the environment. The department continues to expand business opportunities for the industry through supportive statute and rule updates, outreach and education, and federal permit expansion. In addition, the department continues to work with the U.S. Army Corps of Engineers to expand allowable product and gear types for mariculture, such as seaweed and scallop farming. Although the industry continues to face various hurdles, such as cumbersome federal permitting, 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. Technological advancements create new opportunities for criminals to take advantage of consumers, and as technological complexity increases, more skills are required to inspect and test equipment. In recent years, credit card skimmers have been used by criminal networks to defraud consumers and financial institutions out of billions of dollars. Extensive, coordinated efforts of the Office of Agriculture Law Enforcement and the Division of Consumer Services have substantially impacted skimmer-related fraud in Florida. The department continues to monitor developments to prevent a resurgence of such activities.

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 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. 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 Office of Agricultural Law Enforcement has also partnered with other State agencies in order to keep Floridians and visitors safe. It is estimated that 56% of fatal crashes involve one or more aggressive driving actions, with speeding being the most common. This Office has partnered with the Florida Department of Transportation and the Florida Highway Patrol to provide additional enforcement on Florida Interstates in an effort to reduce speeding-related fatalities and injuries.

In addition to efforts by the Office of Agricultural Law Enforcement, the Office of Agricultural Water Policy, the Division of Aquaculture, the Division of Food Safety, the Florida Forest Service, and the Office of Agriculture Technology Services described in the previous sections, the department assisted the people of Florida in many other ways. The department's Emergency Coordinating Officer (ECO) and Alternate ECO coordinate all emergency responses (e.g., law enforcement activities, food safety, animal, and agricultural interventions) to zoonotic diseases, mosquitoes, natural disasters, and other threats. The ECO and Alternate ECO are liaisons between our department and the State Emergency Operations Center (SEOC) during natural disasters.

The Division of Animal Industry is responsible for the coordination and oversight of Emergency Support Function (ESF) 17 (Animals and Agricultural Issues) for the SEOC and the Florida State Agricultural Response Team (SART). This multiagency coordination group supports ESF-17 preparedness and response at the local and state levels. Natural and man-made disasters have impacted Florida significantly over the past few decades. From these disasters, the Division of Animal Industry, in cooperation with Florida SART, has accomplished several emergency preparedness and training initiatives this past year.

The Department’s Priorities, Goals, and Objectives

The department’s three priorities are: increasing the availability of wholesome food, encouraging responsible use of natural resources, and protecting consumers. The departmental goals of strengthening Florida agriculture to meet the needs of the world’s growing population; safeguarding the well-being of Florida residents and visitors; managing natural resources to support Florida’s quality of life; preventing and responding to pests, disease, and disaster; and exceeding expectations in service provide the framework to achieving the mission and to fulfilling statutory obligations. To implement these goals, the department has identified a primary objective and associated key outcome measures for each service it provides. Department staff determined that outcome measures were the best indicator of whether a particular service achieved the desired objective or outcome achieved the desired objective or outcome; 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 95 percent rate is a reasonable and justifiable standard for the relevant service (Fig 1). Absent significant or unforeseen changes in current conditions or projections, this service's actual demand and fiscal impacts are not anticipated to significantly change for FY 2023–2024.

Figure 1 Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	
Baseline/ FY 2014–15	85%
FY 2024-25	95%
FY 2025-26	95%
FY 2026-27	95%
FY 2027-28	95%
FY 2028-29	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. 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.

Figure 2 Percentage of Processed Citrus Inspections Meeting Maturity	
Baseline/ FY 2015–16	98%
FY 2024-25	98%
FY 2025-26	98%
FY 2026-27	98%
FY 2027-28	98%
FY 2028-29	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.

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).

Most of these consumer exposures occur out of state and in international markets; therefore, Florida agricultural producers receive marketing and intelligence across the globe. The department aims to establish, expand, and enhance sales opportunities in both national and international markets by establishing a goal that increases the baseline reach of Florida agricultural products. 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.

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, this service's actual demand and fiscal impacts are not anticipated to significantly change for FY 2023-24.

Figure 3 Percentage of Fresh from Florida Consumer Exposures Converted to Engagements	
Baseline/ FY 2017-18	1% (3.33 million engagements)
FY 2024-25	1% (3.33 million engagements)
FY 2025-26	1% (3.33 million engagements)
FY 2026-27	1% (3.33 million engagements)
FY 2027-28	1% (3.33 million engagements)
FY 2028-29	1% (3.33 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 firms 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 resolved through mediation; 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 Division of Food Safety strives to reduce the potential for foodborne illnesses associated with food processing, storage, and handling. Critically, disease prevention requires keeping adulterated, misbranded, or hazardous consumables from entering the food supply. Therefore, the department inspects retail and manufacturing food establishments (excluding certain low-risk products produced by a cottage food operation producing food under the Florida Cottage Food Law) to facilitate compliance with food safety practices that mitigate the risks of foodborne illness. The departmental metric for food safety is the percentage of food establishments inspected that receive a summary of “met inspection requirements.”

Historical data, existing inspection trends, and current resources indicate that 94 percent of establishments meeting inspection requirements is reasonable and justifiable for the relevant service (Fig 4). FY 2019-20 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 Fig. 4), but approximately 70 percent product compliance regarding adulteration and/or mislabeling, which is showing signs of improvement. The Division of Food Safety continues focusing on product compliance to protect human health and eliminate economic harm. In particular, the presence of excessive levels of lead in some hemp extract products was discovered early in the program's establishment. Through outreach, compliance techniques, and laboratory studies and testing, fewer products with high levels of lead are being discovered today than at the program's onset.

Figure 4 Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	
Baseline/ FY 2017-18	90%
FY 2024-25	94%
FY 2025-26	94%
FY 2026-27	94%
FY 2027-28	94%
FY 2028-29	94%

Safeguarding the residents of and visitors to 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 thrive and consumers feel confident.

The 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. When it comes to managing agricultural inputs and 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 80 percent of establishments meet expectations are reasonable and justifiable for the relevant service (Fig 5).

Figure 5 Percentage of Non-compliant Entities Reinspected within 35 days of a work request being issued	
Baseline/ FY 2022/23	80%
FY 2024-25	80%
FY 2025-26	80%
FY 2026-27	80%
FY 2027-28	80%
FY 2028-29	80%

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 ten calendar days of being entered into the Division of Consumer Services’ System and assigned to a Complaint Analyst.

Based on this background and historical trends, a rate of 85 percent timeliness when responding to complaints is

reasonable and justifiable for the relevant service (Fig 6). The deregulation of industries has had an inverse effect on the number of consumer complaints received by the Division. Because of this relationship, 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 Resolved Through Mediation Which Result in Restitution to Consumers	
Baseline/ FY 2015–16	85%
FY 2023-24	85%
FY 2024-25	85%
FY 2025-26	85%
FY 2026-27	85%
FY 2027-28	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 of 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 1998–99, the department’s law enforcement personnel achieved a 99.8 percent success rate, replicating the results obtained in FY 2022-23. Therefore, for the foreseeable five-year horizon, maintaining this degree of effectiveness is reasonable and justifiable given current trends and conditions (Fig. 7).

Figure 7 Percentage of Vehicles Carrying Agricultural Related Products that are Inspected and Found to be Free of Potentially Devastating Plant and Animal Pests and Diseases	
Baseline/ FY 1998–99	98.0%
FY 2024-25	99.8%
FY 2025-26	99.8%
FY 2026-27	99.8%
FY 2027-28	99.8%
FY 2028-29	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 2010-11 baseline in number of acres enrolled annually in agricultural water policy best management practices (BMP) programs; the percentage of acres of protected forest and wildlands 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 reducing the excess nutrient accumulation in the state’s water resources through implementing and verifying agricultural best management practices (BMPs). To measure the effectiveness of these efforts, the department tracks the percentage increase in the number of acres enrolled in the program each year.

Based on historical trends, the department projects an increase of two percent over the FY 2010-11 baseline in BMP program enrollment each year. Projecting this trend to continue is reasonable and justifiable over the five-year horizon contemplated by this long-range plan (Fig. 8).

Statutory requirements established during the 2020 Legislative Session require the department to undertake implementation verification site visits on every enrolled parcel every two years. During those site visits, records detailing the aggregate volumes of nutrients applied on the enrolled parcels are collected to better understand the impacts of nutrient application on the landscape. The department was provided 13 additional positions to help defray the resource impacts of the additional regulatory requirements related to the need to increase implementation verification site visits.

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 2024-25	2% (396,900 acres)
FY 2025-26	2% (403,200 acres)
FY 2026-27	2% (409,500 acres)
FY 2027-28	2% (415,800 acres)
FY 2028-29	2% (422,100 acres)

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

Based on historical trends and past performance, the department is reasonably confident that 99.2 percent of protected forest wildlands will remain unscathed by wildfires. This assumption is justified based on its past protection, prevention, and mitigation efforts (Fig 9). Weather conditions conducive to wildfires fluctuate, so demand for this service should stabilize. Increased hazardous fuel conditions brought on by recent and future tropical cyclone activity will also affect the number of acres burned. However, the fiscal impacts will remain elevated for several reasons: personnel resources required in high-hazard fuel areas, and fire suppression support expenses related to the complex changing environment brought on by tropical cyclone impacts.

Figure 9 Percentage of Acres of Protected Forest and Wildlands Not Burned by Wildfires	
Baseline/ FY 1996–97	99.4%
FY 2024-25	99.2%
FY 2025-26	99.2%
FY 2026-27	99.2%
FY 2027-28	99.5%
FY 2028-29	99.5%

Consistent with its wildfire mitigation efforts, the department seeks to increase the acreage set aside as forest land. Departmental preservation efforts rely on providing technical support to public and private landowners in the management of their forests. The department has been successful in this endeavor with forest land covering between 46 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).

Technical and financial assistance for forest landowners to conduct appropriate land management practices continues. Technical assistance opportunities have allowed for increased engagement with a variety of landowners.

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 2023–2024.

Figure 10 Forest Land as a Percentage of Florida Land Mass	
Baseline/ FY 2010–11	46%
FY 2024-25	46%
FY 2025-26	46%
FY 2026-27	46%
FY 2027-28	46%
FY 2028-29	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 a 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 2024-25.

Figure 11 Percentage Change in Number of New Harmful Exotic Organism Detections	
Baseline/ FY 2006–07	21%
FY 2024-25	28%
FY 2025-26	28%
FY 2026-27	28%
FY 2027-28	28%
FY 2028-29	28%

Similarly, the prime measure of determining departmental effectiveness in decreasing the number of animals infected with or exposed to dangerous transmissible diseases is to evaluate the inspection efficiency rate as measured by the number of field man-hours spent inspecting the animals and the number of animals inspected.

Field staff efficiency in conducting animal inspections in a timely manner has remained stable over time. Therefore, historical data, existing inspection trends, and current resources indicate a standard of 0.05 hours (or three minutes) per animal inspected is both a reasonable and a justifiable standard for the relevant service (Fig. 12). The measure reflects that inspections are the keystone to early detection and the prevention of potentially devastating animal diseases.

Figure 12 Field Man-hours Expended per Animal Inspected	
Baseline/ FY 2016–17	0.05 hours
FY 2024-25	0.05 hours
FY 2025-26	0.05 hours
FY 2026-27	0.05 hours
FY 2027-28	0.05 hours
FY 2028-29	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 New World 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 baseline of pounds of produce recovered and distributed; the percentage of financial incentives executed; and the percentage of private security, investigative, recovery, and concealed weapon/firearm licenses issued within 90 days of determination of receipt of a complete application.

Building and strengthening relationships between producers and consumers throughout the world creates a positive business atmosphere for Florida’s farmers while contributing to healthier lifestyle choices for consumers. An example of this synergy is the department’s coordination of certain child nutrition programs, which provide an opportunity for building these producer-consumer relationships. Moreover, these programs help Florida children establish healthy lifestyle habits at an early age.

By measuring the percentage increase over the FY 2018-19 baseline of pounds of produce recovered and distributed, the department can track its effectiveness in exceeding customer service expectations. Historical data, existing trends, and current resources indicate that 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 on the state. Demand for this service varies and depends on fluctuations in 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.

Figure 13 Percentage Increase Over the FY 18-19 Baseline of Pounds of Produce Recovered and Distributed	
Baseline/ FY 2018-19	38,836,930
FY 2024-25	10%
FY 2025-26	10%
FY 2026-27	10%
FY 2027-28	10%
FY 2028-29	10%

Evaluating the effectiveness of programs that encourage the responsible use of natural resources is another measure of departmental customer service standards. The departmental efforts promote energy efficiency and conservation, using and developing renewable energy. To achieve these objectives, the department offers 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 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 2023-24.

Figure 14	
Percentage of Financial Incentive Awards Executed	
Baseline/ FY 2019-20	95%
FY 2024-25	95%
FY 2025-26	95%
FY 2026-27	95%
FY 2027-28	95%
FY 2028-29	95%

In FY 2022-23, the department issued 98.3 percent of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm licenses within 90-days of determination of receipt of a complete application (fig. 15) and looks to meet this percentage annually over the next five years.

The Division of Licensing continues to receive a robust volume of Concealed Weapon/Firearm license applications as the 204,541 new Concealed Weapon/Firearm license applications and 216,086 renewal applications represent the third highest annual volume of new and renewal applications received in program history.

Florida House Bill 543 (2023) took effect on July 1, 2023, making Florida the 26th “constitutional carry” or “permitless carry” state. House Bill 543 did not eliminate the department’s authority to issue licenses to carry concealed weapons to qualified individuals; however, it removes the requirement for having a concealed firearm license to carry a concealed firearm in Florida.

To carry a concealed weapon or concealed firearm without a license, a person must be eligible for a Florida Concealed Weapon or Firearm License based on the criteria in Section 790.06, F.S., without the requirement of completing training or paying a licensing fee. Licenses will still be valid for seven years, and the requirements for obtaining the license are unchanged.

It is anticipated that the elimination of the licensure requirement to carry a concealed firearm in Florida will reduce the demand for the Concealed Weapon or Firearm License. The Office of Economic and Demographic Research forecasts the Division of Licensing will see an 18.5% decline in Concealed Weapon or Firearm License application volume in FY 23-24 and a 11% decline in FY 24-25.

Figure 15	
Percentage of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses Issued within 90 Days of Determination of Receipt of a Complete Application	
Baseline/ FY 2010–11	96.0%
FY 2024-25	98.4%
FY 2026-26	98.6%
FY 2026-27	98.8%
FY 2027-28	99.0%
FY 2028-29	99.0%

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

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 give 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 statutorily provided committees, task forces, and councils for the FY 2023-24 and beyond.

State Boards, Councils, and Committees

- Agricultural Feed, Seed, and Fertilizer Advisory Council
- Agriculture innovations Workgroup
- Aquaculture Review Council
- Board of Professional Surveyors and Mappers
- Citrus Budwood Technical Advisory Committee
- Citrus Crop Estimates Advisory Council
- Citrus Research and Development Foundation
- Domestic Security Oversight Council
- 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 Urban Forestry Council
- Food Security Advisory Council
- Forest Stewardship Coordinating Committee
- Hemp Advisory Committee
- Honeybee Technical Council
- 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 Emergency Response Commission
- Soil and Water Conservation Council
- Southern States Energy Board
- 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
- North West Florida Fraud Task Force

Direct Support Organizations

- Florida Agriculture in the Classroom
- Florida Agricultural Museum
- 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.

Exhibit II

Performance Measures And Standards

Service/Budget Entity
Agricultural Law Enforcement
 (Code: 42010100)

Program

Office of the Commissioner and Administration
 (Code: 42010000)

Goal

Safeguard the Well-Being of Florida Residents and Visitors

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Vehicles Carrying Agricultural Related Products that are Inspected and Found to be Free of Potentially Devastating Plant and Animal Pests and Diseases	99.9%	99.88%	99.9%	99.9%
Number of Law Enforcement Investigations Initiated	438	471	438	438
Number of Complaints Investigated upon Referral from the Division of Consumer Services	2,489	2,014	2,489	2,489
Amount of Revenue Generated by Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	\$4,050,884	\$5,946,382	\$4,050,884	4,050,884
Number of Vehicles Inspected at Agricultural Interdiction Stations	9,143,311	8,394,152	9,143,311	9,143,311
Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities	1,607,642	1,574,674	1,607,642	1,607,642
Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations	33,537	23,217	33,537	33,537
Number of Investigations Performed (Security, Investigative, Recovery Complaint and Agency-generated Investigations)	1,550	1,853	1,550	1,550
Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections)	1,900	1,687	1,900	1,900

Service/Budget Entity
Agricultural Water Policy Coordination
(Code: 42010200)

Program

Office of the Commissioner and Administration
(Code: 42010000)

Goal

Manage Natural Resources to Support Florida's Quality of Life

Department

Agriculture and Consumer Services
(Department Number 42)

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage Increase over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs	2% 22% = 384,300	36%= 200,474	2% 22% = 384,300	2% 396,900
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	175,000	40,631	175,000	175,000
Number of Financial and Technical Assistance Contacts Provided to Agricultural Interests	2,100	2,574	2,100	2,100
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	140,000	63,386	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	1,268	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	50,000	106,177	50,000	50,000
Percentage of NOIs Enrolled in the Agricultural BMP Program at the end of the previous fiscal year upon which Implementation Verification Site Visits were Undertaken in the reporting Fiscal Year	45%	11%	45%	45%

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 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Administrative Costs as a Percentage of Total Agency Costs	1.26%	1.15%	1.26%	1.26%
Administrative Positions as a Percentage of Total Agency Positions	5.03%	4.99%	5.03%	5.03%

Service/Budget Entity

*Division of Licensing
(Code: 42010400)*

Program

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Goal

Exceed Expectations in Service

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Private Security, Investigative, Recovery and Concealed Weapon/Firearm Licenses Issued within 90 Days of Determination of Receipt of a Complete Application	98%	98.3%	98%	98%
Number of Administrative Actions Generated	15,000	58,277	15,000	15,000
Number of New and Renewal Concealed Weapon/Firearm Licenses Issued	245,000	409,464	245,000	245,000
Number of New and Renewal Security, Investigative, and Recovery Licenses Issued	84,000	99,123	84,000	84,000
Average Wait Time of Calls Answered by Public Inquiry Section	2:30 min.	13:00 min.	2:30 min.	2:30 min.

Service/Budget Entity

Office of Energy
(Code: 42010600)

Program

Office of the Commissioner and Administration
(Code: 42010000)

Goal

Exceed Expectations in Service

Department

Agriculture and Consumer Services
(Department Number 42)

Primary Service Objective

Increase annual energy savings through conservation, and renewable energy sources

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Financial Incentive Awards Executed	95%	46%	95%	95%
Number of Financial Incentive Awards Executed	75	57	Measure Modified FY 23/24	Measure Modified FY 23/24
Number of Financial Incentive Awards Executed	Measure Modified FY 23/24	Measure Modified FY 23/24	30	30
Page Views of the Florida Energy Clearinghouse	15,000	71,050	15,000	15,000

Service/Budget Entity

*Florida Forest Service
(Code: 42110400)*

Program

*Forest and Resource Protection
(Code: 42110000)*

Goal

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Primary Service Objective

*Maintain forest land acreage in Florida
Increase the number of acres not burned by
wildfires*

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Forest Land as a Percentage of Florida Land Mass	46%	46%	46%	46%
Percentage of Acres of Protected Forest and Wildlands Not Burned by Wildfires	99.2%	99.8	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	51,068	40,000	45,000
Number of Hours Spent Providing Forest-related Technical Assists to Public Land Management Agencies	16,000	15,435	16,000	16,000
Number of Visitors to Florida Forest Service Lands	15,000,000	19,334,716	15,000,000	17,000,000
Number of Wildfires Caused by Humans	2,900	1,996	2,900	2,800
Number of Wildfires Suppressed	3,700	2,444	3,700	3,600
Number of Acres Authorized to Be Burned Through Prescribed Burning	2,100,000	2,133,620	2,100,000	2,100,000
Number of Acres of Wildlands Protected from Wildfires	26,679,830	24,857,960	Measure Modified FY 23/24	Measure Modified FY 23/24
Number of Acres of Wildlands Protected from Wildfires	Measure Modified FY 23/24	Measure Modified FY 23/24	24,857,960	24,857,960
Number of Person-hours Spent Responding to Emergency Incidents Other than Wildfires	3,000	30,745	3,000	3,000

Service/Budget Entity
Office of Agriculture Technology Services
(Code: 42120100)

Program

Agriculture Management Information Center
(Code: 42120000)

Department

Agriculture and Consumer Services
(Department Number 42)

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of OATS Service Desk Tickets Addressed within One Business Day	90%	90%	90%	90%
Total Number of Help Tickets Received by the Service Desk	38,000	33,206	38,000	38,000

Service/Budget Entity
Food Safety Inspection and Enforcement
 (Code: 42150200)

Program
Food Safety and Quality
 (Code: 42150000)

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

Department
Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective
Decrease the number of adulterated, misrepresented, or hazardous food products

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	94%	96%	94%	94%
Percentage of Dairy Establishments that Passed Inspection	96%	96%	96%	96%
Number of Dairy Establishment Inspections	1,700	4,019	1,700	4,000
Number of Food Retail Food Firm Inspections	29,000	25,537	29,000	25,000
Number of Manufactured Food Firms Inspected	4,000	5,366	4,000	6,000
Number of Biological Laboratory Tests Performed on Food Samples	12,000	7,453	12,000	12,000
Number of Chemical Laboratory Tests performed on Food Samples	10,000	6,565	10,000	10,000
Number of Dairy Laboratory Tests Performed	16,000	12,099	16,000	12,000

Service/Budget Entity
Agricultural Environmental Services
 (Code: 42160100)

Program
Consumer Protection
 (Code: 42160000)

Goal
Safeguard the Well-Being of Florida Residents and Visitors

Department
Agriculture and Consumer Services
 (Department Number 42)

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of non-compliant entities reinspected within 35 days of a work request being issued	80%	85%	80%	80%
Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	13,279	11,525	13,279	12,219
Number of Pesticide Products Registered	16,444	17,284	16,444	16,367
Number of Pest Control Businesses and Applicators Licensed	54,268	55,203	54,268	59,975

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 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Consumer Complaints Resolved Through Mediation Which Result in Restitution to Consumers	85%	54%	Measure Modified FY 23/24	Measure Modified FY 23/24
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	Measure Modified FY 23/24	Measure Modified FY 23/24	85%	85%
Number of Assists Provided to Consumers by the Call Center	318,350	237,378	318,350	318,350
Number of Regulated Entities Registered by the Division of Consumer Services	114,000	135,008	114,000	114,000
Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	450,000	303,770	450,000	450,000

Service/Budget Entity

*Fruit and Vegetable Inspection and Enforcement
(Code: 42170100)*

Program

*Agricultural Economic Development
(Code: 42170000)*

Goal

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Processed Citrus Inspections Meeting Maturity	98%	99.1%	98%	98%
Number of Audits of Farms and Packinghouses Completed Annually	225	278	225	275
Number of Tons of Fruits and Vegetables Inspected	3,500,000	1,303,537	Measure Modified FY 23/34	Measure Modified FY 23/34
Number of Tons of Fruits and Vegetables Inspected	Measure Modified FY 23/34	Measure Modified FY 23/34	880,000	825,000
Number of Agricultural Production Observations Conducted	450,000	450,475	450,000	420,000

Service/Budget Entity
Agricultural Products Marketing
 (Code: 42170200)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

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

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Fresh From Florida Consumer Exposures Converted to Engagements	1%	2.1%	1%	1%
Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets	\$276 million	\$967,565,106	\$276 million	\$300 Million
Number of Marketing Assists Provided to Producers and Businesses	500,000	1.32 Million	500,000	500,000
Number of Leased Square Feet at State Farmers Markets	1,675,000	1,898,530	1,675,000	1,675,000
Amount of Sales Reported by Participants at Domestic and International Trade Events	\$75 million	\$22.2 Million	\$75 million	\$20 Million
Number of Fresh From Florida Consumer Exposures Converted to Engagements	3.33 million	30.36 Million	3.33 million	3.33 Million

Service/Budget Entity

*Aquaculture
(Code: 42170300)*

Program

*Agricultural Economic Development
(Code: 42170000)*

Goal

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	90%	95.8%	90%	90%
Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	758	1012	758	758
Number of Acres Tested	1,332,088	1,337,209	1,332,088	1,332,088
Number of Submerged Land Leases	665	781	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	1041	959	959

Service/Budget Entity
Animal Pest and Disease Control
 (Code: 42170500)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

Prevent and Respond to Pests, Disease and Disaster

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Field Man-hours Expended per Animal Inspected	0.05	.05	0.05	.05
Number of Animal Site Inspections Performed	11,000	10,097	11,000	9,500
Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	80,000	89,766	80,000	80,000
Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	179	207	179	179
Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	7,954	12,211	7,954	7,954

Service/Budget Entity
Plant Pest and Disease Control
 (Code: 42170600)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

Prevent and Respond to Pests, Disease and Disaster

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage Change in Number of New Harmful Exotic Organism Detections	28%	0.0%	28%	28%
Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed	800,000	974,578	800,000	800,000
Number of Commercial Citrus Acres Surveyed for Citrus Diseases	150,000	205,450	150,000	150,000
Number of Sterile Med Flies Released	3.75 billion	3.82 billion	3.75 billion	3.75 billion
Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	300,000	749,238	300,000	300,000
Number of Cartons of Fruit Certified as Fly-Free for Export	1,000,000	68,078	1,000,000	1,000,000

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

FY 2023/24 Approved Performance Measure	FY 22/23 Approved Standard	FY 22/23 Actual Performance	FY 23/24 Approved Standard	FY 24/25 Requested Standard
Percentage Increase over the FY 2018-19 Baseline Standard of Pounds of Produce Recovered and Distributed	10%	36%	10%	10%
Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	17,000	17,377	17,000	17,000
Total Number of Meals Provided to Children in the Summer Food Service Program	14,000,000	15,056,457	14,000,000	14,000,000

Exhibit III

Performance Measure Assessments

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Agricultural Law Enforcement (Code: 42010100)
Measure: Number of Complaints Investigated Upon Referral From The Division of Consumer Services (#3)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,489	2,014	(475)	(19%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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): Process Change	
Explanation:		Explanation:	
High long-term vacancies and extended medical leave has caused a decrease in the number of investigations that staff can complete.		The Division of Consumer Services has been handling more of the complaints and referring fewer cases to Ag Law due to Ag Law's high vacancies. This has ensured that all complaints referred have been investigated.	
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): Increase Salaries	
Recommendations:			
FDACS has created a plan to increase base salaries and we are optimistic that this will enable us to fill positions and retain trained employees.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration
 (Code: 42010000)
Service/Budget Entity: Agricultural Law Enforcement (Code: 42010100)
Measure: Number of Vehicles Inspected at Agricultural Interdiction Stations
 (#5)

Action:

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

 Revision of Measure
 Deletion of Measure

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
9,143,311	8,394,152	(749,159)	(8.2%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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): Economic Downturn	
Explanation:		Explanation:	
High vacancies and turnover have persisted for several years. When there are fewer officers on the ramps, they focus on both inspections and violations, including pursuits and other high-priority events. When understaffed, dealing with violators impacts the number of inspections that can be performed.		Mechanical failure of aged equipment has led to multiple-day station closures for safety reasons. In addition, the downturn in the economy has led to less truck traffic.	
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): Station Repairs and Salary Increases	
Recommendations:			
This office has created a plan to increase base salaries for all classes. Higher starting salaries will enable us to fill positions and retain trained employees. This office is also seeking funding to make station repairs and updates has been submitted.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Agricultural Law Enforcement (Code: 42010100)
Measure: Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities (#6)

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
1,607,642	1,574,674	(32,968)	(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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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): Economic Downturn	
Explanation:		Explanation:	
High vacancies and turnover have persisted for several years. When there are fewer officers on the ramps, they focus on both inspections and violations, including pursuits and other high-priority events. When understaffed, dealing with violators impacts the number of inspections that can be performed.		Mechanical failure of aged equipment has led to multiple-day station closures for safety reasons. In addition, the downturn in the economy has led to less truck traffic.	
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): Station Repairs and Salary Increases	
Recommendations:			
This office has created a plan to increase base salaries for all classes. Higher starting salaries will enable us to fill positions and retain trained employees. This office is also seeking funding to make station repairs and updates has been submitted.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Agricultural Law Enforcement (Code: 42010100)
Measure: Number of Bills of Lading Transmitted to the Department of Revenue From Agricultural Interdiction Stations (#7)

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
33,537	23,217	(10,320)	(30.7%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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	
Explanation: High vacancies and turnover have been a problem for several years, contributing to a decrease in the number of bills imaged.		Explanation: This Office and the Department of Revenue (DOR) have placed more of a focus on encouraging out-of-state offenders/vendors to register. Therefore, their taxes are paid up front and businesses are in compliance. More businesses are also registering with Drivewyze and Pre-pass which sends tax payments directly to DOR.	
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): Salary Increases	
Recommendations: This office has created a plan to increase base salaries for all classes. Higher starting salaries will enable us to fill positions and retain trained employees. In addition, efforts to increase compliance will continue.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Division of Licensing (Code: 42010400)
Measure: Average Wait Time of Calls Answered by Public Inquiry Section (#19)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2:30 min.	13:00 min.	10:30 min	420%

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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:	
Staffing capacity for Public Inquiry Center has been below the level needed to process current and past call volume and meet this performance measure standard. The department requested and received 27 additional FTE positions for the bureau (BESQA) from 2022 Legislature for the 2022/23 fiscal year, however, those positions were vetoed by the Governor.			
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			
The department increased OPS and temporary staffing levels in addition to decreasing full time position vacancies in FY 2022-23. These actions, combined with reduced call volume associated with decreased concealed weapon license application processing backlogs and the 4/3/2023 signing of HB 543 to allow permit-less carry, effective 7/1/2023, have significantly reduced call wait times. The average hold time of 14:36 for the first six months of FY 2022-23 has been reduced to an average of 5:48 for the month of July.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Energy (Code: 42160100)
Measure: Percentage of Financial Incentive Awards Executed (#24)

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%	46%	(51%)	(54%)

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"/> Staff Capacity <input checked="" type="checkbox"/> Previous Estimate Incorrect <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 type="checkbox"/> Other (Identify):	
Explanation:		Explanation:	
		The Office of Energy anticipated 95% 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 lower than anticipated number of financial incentives were executed due to factors arising from residual supply chain delays and staffing shortages.	
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):	
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.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Office of the Commissioner and Administration (Code: 42010000)
Service/Budget Entity: Energy (Code: 42160100)
Measure: Number of Financial Incentive Awards Executed (#25)

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
75	57	(18)	(24%)

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"/> Staff Capacity <input checked="" type="checkbox"/> Previous Estimate Incorrect <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 type="checkbox"/> Other (Identify):	
Explanation:		Explanation:	
		The Office of Energy anticipated 75 financial incentive awards would be executed during the performance period based out of the amount of available funding for the fiscal year. However, the anticipated number of financial incentives could not be executed due to factors arising from residual supply chain delays and staffing shortages.	
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):	
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.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Food Safety and Quality (Code: 42150000)
Service/Budget Entity: Food Safety Inspection and Enforcement (Code: 42150200)
Measure: Number of Retail Food Establishments Inspected (#43)

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	25,514	(3,486)	(12%)

Factors Accounting for the Difference:

Internal Factors (Check all that apply):		External Factors (Check all that apply):	
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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 type="checkbox"/> Other (Identify):	
Explanation:		Explanation:	
Staff turnover and hiring challenges has led to an abnormally high number of vacant field inspection positions. This has led to a temporarily lowered output while these vacancies are being filled.			
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			
The division has made efforts to improve recruitment and increase retention, which will reduce the number of vacancies and increase the number of inspections.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Food Safety and Quality (Code: 42150000)
Service/Budget Entity: Food Safety Inspection and Enforcement (Code: 42150200)
Measure: Number of Biological Laboratory Tests Performed on Food Samples (#45)

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	7,423	(4,577)	(38%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <input checked="" type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against The Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Personnel Restrictions
Explanation:	Explanation:
The lab capacity for testing was affected during the FY 22/23 by a high number of vacancies, loss of expertise, the higher-than-normal percentage of new staff to train, and an evolving focus on new commodity testing which requires a diversion of staff to perform method development.	During the two quarters of FY 22-23 the lab was restricted from having a full complement of personnel present, which hindered the lab's ability to perform testing of food samples.
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 checked="" type="checkbox"/> Other (Identify): Remove Personnel Restrictions
Recommendations:	
The first 3 quarters produced 1,290, 1,202, then 1,943 tests, which were below the targeted quarterly projection. By the fourth quarter, there were 2,998 biology tests completed, indicating that the lab is overcoming the issues that led to decreased testing. The lab anticipates a continued trend in this direction due to continued efforts to increase recruitment and retention. Further, the lab is no longer under the same restrictions as it was during the first two quarters.	

Department: Agriculture and Consumer Services (Department Number 42)
Program: Food Safety and Quality (Code: 42150000)
Service/Budget Entity: Food Safety Inspection and Enforcement (Code: 42150200)
Measure: Number of Chemical Laboratory Tests Performed on Food Samples (#46)

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	6,565	(3,435)	(34%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <input checked="" type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against The Agency Mission <input type="checkbox"/> Technological Problems <input type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input checked="" type="checkbox"/> Other (Identify): Personnel Restrictions
Explanation:	Explanation:
The lab capacity for testing was affected during the FY 22/23 by a high number of vacancies, loss of expertise, the higher-than-normal percentage of new staff to train, and an evolving focus on new commodity testing which requires a diversion of staff to perform method development.	During the two quarters of FY 22-23 the lab was restricted from having a full complement of personnel present, which hindered the lab's ability to perform testing of food samples.
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 checked="" type="checkbox"/> Other (Identify): Remove Personnel Restrictions
Recommendations:	
The first 3 quarters produced 1,652, 1,009, and then 1,370 tests, which were below the targeted quarterly projection. By the fourth quarter, there were 2,534 chemistry tests completed, indicating that the lab is overcoming the issues that led to decreased testing. The lab anticipates a continued trend in this direction due to continued efforts to increase recruitment and retention. Further, the lab is no longer under the same restrictions as it was during the first two quarters.	

Department: Agriculture and Consumer Services (Department Number 42)
Program: Food Safety and Quality (Code: 42150000)
Service/Budget Entity: Food Safety Inspection and Enforcement (Code: 42150200)
Measure: Number of Dairy Laboratory Tests Performed (#47)

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	12,099	(3,901)	(24%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify): Decrease in facilities.		<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:		Explanation:	
For the FY 22/23 testing period, the number of dairy tests decreased for two reasons. Frozen dessert facilities not utilizing pasteurization are now inspected by another bureau within the division and the number of dairy facilities in the state has declined. Both of these factors led to fewer tests being conducted.			
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input checked="" type="checkbox"/> Other (Identify): Lower Standard	
Recommendations:			
Food Safety will lower the requested standard to reflect the decrease in facilities.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Consumer Protection (Code: 42160000)
Service/Budget Entity: Agricultural Environmental Services (Code: 42160100)
Measure: Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted (#49)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
13,279	11,525	(1,754)	(13.2%)

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 checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <input checked="" type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against The Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:	Explanation:
<p>Inspection staff turnover and associated training of new inspectors were contributing factors in the decrease in the number of inspections conducted.</p>	<p>The primary factor accounting for the decrease in inspections conducted was participation in Mosquito Control Incident Response Team (MCIRT) support activities following Hurricane Ian. MCIRT efforts diverted critical inspection resources during the October-November 2022 period, resulting in a significant decrease in the number of inspections conducted. Additionally, impacts from Hurricane Ian adversely affected agricultural operations and other regulated entities and necessitated temporary suspension of inspection activities in severely impacted areas during the recovery period.</p>
Management Efforts to Address Differences/Problems (Check all that apply):	
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel	<input checked="" type="checkbox"/> Technology <input type="checkbox"/> Other (Identify): Lower Standard
Recommendations:	
<p>AES management is exploring potential methods for attracting and retaining new staff to include expanding position advertisement visibility through regulatory, academic, and industry associations.</p>	

Department: Agriculture and Consumer Services (Department Number 42)
Program: Consumer Protection (Code: 42160200)
Service/Budget Entity: Consumer Protection (Code: 42160200)
Measure: 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 (#52)

Action:

- | | |
|---|---|
| <input 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
85%	54%	(39%)	(46%)

Factors Accounting for the Difference:

Internal Factors (Check all that apply):		External Factors (Check all that apply):	
<input checked="" type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input checked="" type="checkbox"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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 type="checkbox"/> Other (Identify):	
Explanation: The bureau was functioning between a 30-50% vacancy rate for fiscal year 22/23.		Explanation:	
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations: This performance measure has been modified to make the standard more attainable.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Consumer Protection (Code: 42160200)
Service/Budget Entity: Consumer Protection (Code: 42160200)
Measure: Number of Assists Provided to Consumers by the Call Center (#53)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
318,350	237,378	(80,972)	(25%)

Factors Accounting for the Difference:

<p>Internal Factors (Check all that apply):</p> <p> <input type="checkbox"/> Personnel Factors <input type="checkbox"/> Competing Priorities <input type="checkbox"/> Staff Capacity <input checked="" type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify): </p>	<p>External Factors (Check all that apply):</p> <p> <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): Internet </p>
<p><u>Explanation:</u></p> <p>Estimate not adjusted based on decrease in call volume.</p>	<p><u>Explanation:</u></p> <p>The call volume has decreased due to the increase in availability of information on the internet.</p>
<p>Management Efforts to Address Differences/Problems (Check all that apply):</p>	
<p> <input type="checkbox"/> Training <input type="checkbox"/> Personnel </p>	<p> <input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify): </p>
<p><u>Recommendations:</u></p>	

Department: Agriculture and Consumer Services (Department Number 42)
Program: Consumer Protection (Code: 42160200)
Service/Budget Entity: Consumer Protection (Code: 42160200)
Measure: Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance (#55)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
450,000	303,770	(146,230)	(32.5%)

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"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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 type="checkbox"/> Other (Identify):	
Explanation:		Explanation:	
<p>During FY 22/23 the Bureau of Standards had high vacancies and turnover rates. Training takes at least 8-10 weeks before an inspector is released to perform inspections independently. In addition, due to consistently high compliance rates of commercial scales, the bureau shifted its focus to price verification and packaging inspections., where the failure rates were significantly higher. These targeted inspections provide a great benefit to consumers but are more in-depth and time consuming.</p>			
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			
<p>Higher starting salaries will enable us to fill positions and retain trained employees. In addition, efforts to increase compliance will continue.</p>			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Agricultural Economic Development (Code: 42170000)
Service/Budget Entity: Fruit and Vegetable Inspection and Enforcement (Code: 42170100)
Measure: Number of Tons of Fruit and Vegetables Inspected (#58)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,500,000	1,303,537	(2,196,463)	(63%)

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"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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 59.9% from the previous season, as the industry battles citrus greening and other diseases; citrus tonnage made up 85% of the total tonnage of fruit and vegetables inspected.	
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Agricultural Economic Development (Code: 42170000)
Service/Budget Entity: Aquaculture (Code: 42170300)
Measure: Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs (#70)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
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"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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 cultch 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. No federal funding was appropriated to the division for shell planting during this fiscal year.	
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Agricultural Economic Development (Code: 42170000)
Service/Budget Entity: Plant Pest and Disease Control (Code: 42170600)
Measure: Percentage Change in Number of New Harmful Exotic Organism Detections (#77)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
28%	0%	(28%)	(100%)

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"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <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:	
Due to a high number of vacancies and turnover among our core inspection staff, plant/pest detection activities were limited in natural areas for the early detection of new pests to Florida. There were 27 new state records, our goal is to reach 34 which is 28% above this year's records.			
Management Efforts to Address Differences/Problems (Check all that apply):			
<input type="checkbox"/> Training <input checked="" type="checkbox"/> Personnel		<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):	
Recommendations:			
Working with agency to shore up salaries for field inspection staff and classify position to increase staff retention and improve recruiting efforts.			

Department: Agriculture and Consumer Services (Department Number 42)
Program: Agricultural Economic Development (Code: 42170000)
Service/Budget Entity: Plant Pest and Disease Control (Code: 42170600)
Measure: Number Of Cartons Of Fruit Certified as Fly-Free for Export (#82)

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,000,000	68,078	(931,922)	(93%)

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"/> Staff Capacity <input type="checkbox"/> Previous Estimate Incorrect <input type="checkbox"/> Level of Training <input type="checkbox"/> Other (Identify):	<input type="checkbox"/> Resources Unavailable <input type="checkbox"/> Legal/Legislative Change <input type="checkbox"/> Target Population Change <input type="checkbox"/> Current Laws are Working Against The Agency Mission <input type="checkbox"/> Technological Problems <input checked="" type="checkbox"/> Natural Disaster <input checked="" type="checkbox"/> This Program/Service Cannot Fix the Problem <input type="checkbox"/> Other (Identify):
Explanation:	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 over the past three years and is still recovering.
Management Efforts to Address Differences/Problems (Check all that apply):	
<input type="checkbox"/> Training <input type="checkbox"/> Personnel	<input type="checkbox"/> Technology <input type="checkbox"/> Other (Identify):
Recommendations:	
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 and disease resistant varieties of citrus being implemented.	

Exhibit IV

Performance
Measure
Validity
And
Reliability

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Percentage of Vehicles carrying Agricultural Related Products that are Inspected and Found to be Free of Potentially Devastating Plant and Animal Pests and Diseases (#1)*

Action

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

Data Sources and Methodology:

The traffic volume counts, and number of 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. This count is then multiplied by the number of days in the month and entered in the automated Truck Summary Report.

Two pre-clearance programs enable empty or non-ag laden trucks to bypass the interdiction stations. One is PrePass. PrePass 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, which indicates the number of pre-pass trucks that passed during the reporting period. The other pre-clearance program is Drivewyze, which operates in the same manner.

Headquarters staff access the automated Truck Summary Report and print it monthly and annually to include with the performance measure documentation.

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

This measure is determined by dividing the number of vehicles found to be free of any plant and animal diseases by the total number of vehicles transporting agricultural products and then multiplying that number by 100 to obtain the percent. This methodology was used to compile the FY 2022-23 actual performance of this measure. In prior Fiscal years, 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 partially automated method now used to collect this data is more reliable than the old manual methodology. The report is easily generated and does not require interpretation; however, because counts are still partially 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Law Enforcement Investigations Initiated (#2)*

Action

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

Data Sources and Methodology:

The number of investigations conducted and/or actions taken is collected and maintained by law enforcement investigators assigned to the Bureau of Investigative Services at the Office of Agricultural Law Enforcement. The Bureau provides investigative support for all divisions at 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 – nonspecific, 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, first to a Law Enforcement Lieutenant and a Captain of the Bureau of Investigative Services. Each Captain then keeps the Major apprised of activities and cases within the unit. Further, the Major keeps the Chief apprised of activities and cases within the Section. 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 generate a query from ACISS, which provides the number of cases opened during the reporting period.

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

Validity:

The number of investigations initiated is contingent upon crimes reported, assistance requested, and actions taken. 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 Captains, the Major, 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, or by county and circuit court records. The methodologies and recording instruments used to collect data consist of case files and/or activities sheets prepared, reviewed, and approved by five Lieutenants, two Captains, one Major, and the Chief. As a result of the methodical review process, the data is considered very reliable.

Reliability:

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), 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 where informational data 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, and persons, and property reports. Due to the varying types of reports which can be provided, the same type of report must be requested to duplicate information on the original report.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Complaints Investigated Upon Referral from the Division of Consumer Services (#3)*

Action

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

Data Sources and Methodology:

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

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 generate 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) and Investigation Initiated (for Professional Surveyor and Mapper).

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Amount of Revenue Generated by Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations (#4)*

Action

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

Data Sources and Methodology:

Bills of lading are either photocopied or electronically captured through an imaging software system at the agricultural interdiction station by law enforcement officers of the Bureau of Uniform Services. These documents are transmitted to a server within the Florida Department of Agriculture and Consumer Services (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 Department of Revenue, as well as retained through the imaging software system. Agricultural Law Enforcement staff currently request from the Department of Revenue updated totals of the amount of Revenue Collected as a result of the images transmitted by Ag Law.

This methodology was used to compile the FY 2022-23 actual performance of this measure.

Validity:

The number of bills of lading, regardless of form, is easily verifiable by Department of Revenue. Upon our request, the Department of Revenue generates a report, which provides the amount of workable/non-workable bills and the amount of revenue recovered.

This measure, i.e., the amount of revenue generated by the Bill of Lading Program transmitted to the Department of Revenue from agricultural interdiction stations, should serve as a comprehensive indicator of the Agricultural Economic Development Program since these measures are directly related to the amount of commercial traffic moving through the agricultural interdiction stations. It is also one of several measures that provide an immediate and comprehensive indicator of the performance and workload experienced by the law enforcement officers assigned to the agricultural interdiction stations.

The measurement of the Bill of Lading Program is based primarily upon two factors:

- 1) the number of bills captured and transmitted
- 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.

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 workforce

costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected.

We are currently dependent on the Department of Revenue to provide reliable data. Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of more than \$300,000,000 in tax revenue. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Vehicles Inspected at Agricultural Interdiction Stations (#5)*

Action

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

Data Sources and Methodology:

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

Counts are determined in the following manner:

Remote or non-interstate stations conduct manual counts daily and enter those numbers in the automated truck summary reports and entered onto a SharePoint spreadsheet of daily activity truck counts.

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. The count is then multiplied by the number of days in the month and entered in the automated truck summary report.

Two pre-clearance programs enable empty or non-ag laden trucks to bypass the interdiction stations. One of these programs is PrePass. PrePass 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, which indicates the number of pre-pass trucks that passed during the reporting period. The other pre-clearance program is Drivewyze, which operates in the same manner.

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 2022-23 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 with other outcome and output measures, serves 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 partially automated method now used to count this data is more reliable than the old manual methodology. The report is easily generated and does not require interpretation; however, because counts are still partially manual and estimated, it is possible that two people could arrive at slightly different numbers.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Vehicles Inspected at Agricultural Interdiction Stations Transporting Agricultural or Regulated Commodities (#6)*

Action

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

Data Sources and Methodology:

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

Counts are determined in the following manner:

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

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

Two pre-clearance programs enable empty or non-ag laden trucks to bypass the interdiction stations. One of the programs is PrePass. PrePass 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. The other pre-clearance program is Drivewyze, which operates in the same manner.

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 2022-23 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 total number of vehicles inspected is another performance measure.

This measure, when considered 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 partially automated method now used to count this data is more reliable than the old manual methodology used prior. The report is easily generated and does not require interpretation; however, because counts are still partially 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Bills of Lading Transmitted to the Department of Revenue from Agricultural Interdiction Stations (#7)*

Action

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

Data Sources and Methodology:

Beginning in FY 2005-06, the Florida Department of Revenue began providing and periodically updating a list of companies in compliance with Florida tax laws and therefore, excluded from the Bill of Lading Program. When a truck enters an Agricultural Inspection Station, officers check the company name against the DOR list; if a company is not excluded from the program, its bills of lading are either photocopied or electronically captured through an imaging software system. This change in methodology increases the efficiency of the program by allowing the Florida Department of Agriculture and Consumer Services (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 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 Department of Revenue, as well as retained through the imaging software system. Periodically, FDACS law enforcement staff request updated totals of the number of images transferred. The bills reported can be retrieved daily by FDACS through a Sharepoint spreadsheet that supports the information reported back to FDACS from Department of Revenue.

This methodology was used to compile the FY 2022-23 actual performance of this measure.

Validity:

The number of bills of lading regardless of the form is easily verifiable by the Department of Revenue. Upon request, the Department of Revenue generates a report, which provides in detail, the amount of workable/non- workable bills and the amount of revenue recovered.

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
- 2) the tax dollars collected as a result of the captured document

Reliability:

The Bill of Lading Program, a joint cooperative effort between two diverse state agencies, is an example of how a coordinated use of resources can have a very beneficial impact upon the state without increasing the work force costs. Through technology and the use of existing personnel who are already inspecting commercial vehicles, additional revenues are captured that would otherwise remain uncollected.

Since the inception of the Bill of Lading Program in 1993, this joint cooperative effort is responsible for the collection of more than \$300,000,000 in tax revenue. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Investigations Performed (Security, Investigative, Recovery Complaint, and Agency-Generated Investigations) (#8)*

Action

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

Data Sources and Methodology:

Case totals for investigations performed by the Office of Agricultural Law Enforcement, Bureau of Investigative Services, Regulatory Investigations Section (RIS) is maintained by DOL’s Information Technology (IT) staff that 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 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 2022-23 located in the office of the Bureau Chief of Support Services or the Director’s Office.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Law Enforcement (Code: 42010100)*
Measure: *Number of Compliance Inspections Performed (Security, Investigative, and Recovery Licensee/New Agency and Random Inspections) (#9)*

Action

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

Data Sources and Methodology:

Case totals for inspections performed by the Office of Agricultural Law Enforcement, Bureau of Investigative Services, Regulatory Investigations Section (RIS) is maintained by DOL. The 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. 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.

Reliability:

Reliability of this measure is high because the case process by which an inspection is opened, closed, tracked, and stored is accurately maintained within the DOL CTR and IPM databases.

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 2022-23 located in the office of the Bureau Chief of Support Services or the Director’s Office.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *Percentage Increase Over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) Programs (#10)*

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:

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 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *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 (#11)*

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:

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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *Number of Financial and Technical Assistance Contacts Provided to Agricultural Interests (#12)*

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:

Assistance contacts consist of visits to agricultural landowners 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 BMP enrollment and implementation verification assists provided based on the actual on-the-ground contacts reported by OAWP field staff and technicians and captured through the BMP database.

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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *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 (#13)*

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:

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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *Number of Irrigation System Evaluations Performed for Agricultural Producers by Participating Mobile Irrigation Labs (MILs) During the Fiscal Year (#14)*

Action

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

Data Sources and Methodology:

The number of 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *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 (#15)*

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:

OAWP tracks and maintains NOIs received from landowners to implement BMPs in watersheds throughout the state. While those properties located within areas with BMAPs that have been established by FDEP are initially prioritized, 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, including the number of acres enrolled, 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Agricultural Water Policy Coordination (Code: 42010200)*
Measure: *Percentage of NOIs Enrolled in the Agricultural BMP Program at the End of the Previous Fiscal Year upon which Implementation Verification Site Visits were Undertaken in the Reporting Fiscal Year (#16)*

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:

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 Florida Department of Environmental Protection. 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 collect and retain specific records related to nutrient application that are required to be kept by producers pursuant to the implemented BMPs.

Validity:

OAWP tracks the number of Implementation Verification 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 and prescribes necessary corrective measures. OAWP representatives collect records as a result of the Implementation Verification site visit and aggregate information for confirmation that BMPs are being properly implemented. OAWP follows a standard procedure to track Implementation Verification 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 Implementation Verifications 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 Implementation Verification site visits. The database is programmed to track the number of IV site visits undertaken (on both a quarterly and an annual basis), 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 Implementation Verification data is entered into the automated system and validated against the established NOIs. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Executive Direction and Support Services (Code: 42010300)*
Measure: *Administrative Cost as a Percent of Total Agency Costs (#17)*

Action

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

Data Sources and Methodology:

The Division of Administration's Bureau of Finance and Accounting enters every financial transaction into the Florida Accounting Information Resource (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) are 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".

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Executive Direction and Support Services (Code: 42010300)*
Measure: *Administrative Positions as a Percent of Total Agency Positions (#18)*

Action

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

Data Sources and Methodology:

Each year, the Florida Legislature appropriates positions to the department by budget entity. The Bureau of Personnel Management, within the Division of Administration, maintains department position information in the People First database; this information is reconciled internally and by the Executive Office of the Governor. Staff within the department’s Office of Policy and Budget generate an Exhibit B from LAS/PBS, which reflects total positions for the previous fiscal year by budget entity. Total positions for Executive Direction and Support Services are then divided by the total positions for the department and then multiplied by 100 to determine administrative positions as a percentage of total agency positions.

Validity:

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

Reliability:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Division of Licensing (Code: 42010400)*
Measure: *Percentage of Private Security, Investigative, Recovery, and Concealed Weapon/Firearm Licenses Issued Within 90 Days of Determination of Receipt of a Complete Application (#19)*

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 (URP200ALL_RPT) 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 determination of the division’s receipt of a complete 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Division of Licensing (Code: 42010400)*
Measure: *Number of Administrative Actions Generated (#20)*

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 "Performance_Print_File" containing the count of administrative actions by type.

Validity:

This measure could be influenced by external factors beyond the control of the Division of Licensing, 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 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 is maintained in the Division's share drive: I:\Fiscal\LBR\2024-2025\LRRP\Exhibit II\Performance Print File – June - 2023

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Division of Licensing (Code: 42010400)*
Measure: *Number of New and Renewal Concealed Weapon/Firearm Licenses Issued (#21)*

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 new and renewal concealed weapon/firearm licenses issued is compiled and reflected on a monthly report, “Workload Activity”, 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, is maintained on the division’s share drive: I:\Fiscal\LBR\2024-2025 LRPP\Workload Activity – June 2023

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Division of Licensing (Code: 42010400)*
Measure: *Number of New and Renewal Security, Investigative, and Recovery Licenses Issued (#22)*

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 new and renewal security, investigative and recovery licenses issued is compiled and reflected on a regular report, “Workload Activity” 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 is maintained on the division’s shared drive. I:\Fiscal\LBR\2024-2025 LRPP\Workload Activity – June 2023

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Division of Licensing (Code: 42010400)*
Measure: *Average Wait Time of Calls Answered by Public Inquiry Section (#23)*

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 OpenScape Contact Center Enterprise software. Data collected pertains exclusively to the “Public Inquiry Center” within the division’s Bureau of External Services and Quality Assurance. Division public inquiry phone calls to (850) 245-5691 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 a team member for additional assistance. . Calls to (850) 245-5491, (850) 245-5500, (850) 245-5300, and (850) 245-5455 do not route callers through the IVR prior to speaking with a team member. Customers initiate chats using the “Contact Us” page on the department’s website. Call and chat statistics are generated using OpenScape Contact Center Enterprise software for the time period specified (most recent fiscal year of July 1 to June 30). 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 time customers who contact the division via call or chat regarding Division of Licensing-related inquiries wait to receive assistance from a team member. There are two types of waiting time measurements available. “Average Wait Time All” measures wait times for both answered and abandoned contacts. “Average Wait Time Answered” measures wait time for only answered contacts. the amount of time a customer waits to interact with a team member. “Average Wait Time Answered” is an accurate measure of the average time customers spend waiting for assistance from a team member either via call or chat.

Reliability:

This measure is believed to be very reliable as the data collected represents actual phone call and chat connections. This report is generated by the Bureau of External Services and Quality Assurance via their phone system’s software, OpenScape Contact Center Enterprise. This report is generated at the end of each fiscal year and stored on the division's share drive I:\Fiscal\LBR\2024-2025 LBR\LRPP\Exhibit III – Assessment of Performance.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Office of Energy (Code: 42010600)*
Measure: *Percentage of Financial Incentive Awards Executed (#24)*

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:

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Office of Energy (Code: 42010600)*
Measure: *Number of Financial Incentive Awards Executed (#25)*

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:

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Office of the Commissioner and Division of Administration (Code: 42010000)*
Service/Budget Entity: *Office of Energy (Code: 42010600)*
Measure: *Page Views of the Florida Energy Clearinghouse (#26)*

Action

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

Data Sources and Methodology:

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

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

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

The Office of Energy continually reviews the web analytics for the Florida Energy Clearinghouse to understand and to optimize web usage, retrieves web analytics for the My Florida Home Energy and My Florida Energy Projects application components of the Florida Energy Clearinghouse, and collects web analytics for the components of the Florida Energy Clearinghouse hosted at the department through a request to OATS. OATS uses Google Analytics to retrieve the requested information.

Validity:

Measuring the number of page views for the Florida Energy Clearinghouse is a good indicator of the website’s popularity and usefulness to residents and visitors.

It can also help pinpoint sources of traffic so that the FDACS OOE can identify communities that may not be aware of the tools available to them via the Clearinghouse. The number of page views to the Florida Energy Clearinghouse is accurate and 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Forest Land as a Percentage of Florida Land Mass (#27)*

Action

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

Data Sources and Methodology:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Percentage of Acres of Protected Forest and Wild Lands Not Burned by Wildfires (#28)*

Action

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

Data Sources and Methodology:

Wildfire data is collected in FiResponse and then entered into the Florida Forest Service’s Fire Report, which resides in the Azure Cloud. 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 “Wildfires by Cause Report,” and the specifications for this report are stored in the FiResponse documentation. Wildfire data is collected on the FiResponse database and contains a fire reporting section built off the foundation of the FMIS fire report.

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 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 effectively and efficiently. 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 FiResponse. Every report must be reviewed and approved before it becomes an official part of the record system in FiResponse.

Reliability:

FiResponse 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. FiResponse is used by several other states and has been proven reliable.

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Percentage of Acres of Florida Forest Service Lands Managed by the Department (#29)*

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 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Hours Spent Providing Forest-Related Technical Assists to Non-Industrial Private Landowners (#30)*

Action

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

Data Sources and Methodology:

The Florida Forest Service maintains a custom software application which resides on the service’s internal server and hosted within the department’s Oracle database. This software named “TAARS” (Time Allocation and Accomplishment Reporting System) is available to Florida Forest Service staff. The Florida Forest Service Information Technology Section/Application support group maintains the software application code, monitors the authenticated user list, 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 base 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Hours Spent Providing Forest-Related Technical Assists to Public Land Management Agencies (#31)*

Action

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

Data Sources and Methodology:

The Florida Forest Service (FFS) maintains a custom software application which resides on the service’s internal server and utilizes data hosted within the department’s Oracle database. This software named “TAARS” (Time Allocation and Accomplishment Reporting System) is available to forest service staff. The Florida Forest Service 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. 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 base 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 Florida 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.

Validity:

The number of hours spent providing forest-related technical assists to public land management agencies is a legitimate measure of work performed by the FFS. It reflects how much time is being spent throughout the fiscal year fulfilling the requirements of s. 253.036 and 589.04, F.S., which indicates the FFS shall provide to other agencies having land management responsibilities, technical guidance, and management plan development for managing the forest resources on state-owned lands. Beginning in Fiscal Year 2008-09, assistance to counties and municipalities is included in the count for assistance to public land management agencies. Previously, TAARS did not include counties and municipalities as public land management agencies, rather as local governments, so hours providing assistance to these entities were not included in the count. Further, while this measure indicates number of hours spent providing assistance, it does not indicate how well the FFS assists public land management agencies. TAARS is an automated web- based data recording application that serves as the bank where the data concerning the number of hours spent providing technical assists to public land management agencies is recorded and stored. Data is validated by each employee, by that individual viewing the records they enter, prior to transmitting the data to the TAARS database. They may review or correct their inputted data throughout the fiscal year. Staff also has access to a web-based document which explains how to associate specific work tasks to the correct activity code and use the online system. Supervisors are also responsible for their employees providing accurate data and can view employee data online or can screen print to review each employee’s data or their whole work unit’s TAARS data.

Reliability:

The data used to arrive at the number of hours spent providing forest-related technical assists to public land management agencies is generated from a computerized data recording system. The reliability of the data from this system is dependent on the persons recording data into the system as well as the persons reviewing the data recorded into the system. In addition, reports created from this system must be generated correctly. To ensure the best possible reliability of the data, training sessions reviewing activity definitions and discussing examples and problems have been conducted for employees. The data collection screen has predefined activities in a drop-down box selection format to reduce input errors. Management emphasis is placed on timely entering of data. When persons reviewing recorded data find discrepancies, they are quickly addressed. All reports generated are also reviewed for accuracy by appropriate forest service staff prior to release. The Florida Forest Service Information Technology Section/Application support group maintains information technology documentation on the procedures required to produce the reports. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Visitors to Florida Forest Service Lands (#32)*

Action

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

Data Sources and Methodology:

The number of visitors to Florida Forest Service (FFS) lands is a compilation of both actual and estimated counts. 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 recreation visitors and state forest use permits. In addition to actual visitor counts from various locations/sources, estimates are made for overall forest visitation through a procedure consisting of several technical and statistical steps, which involve sampling (raw data collection), data analysis, and statistical generalization and normalization. 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. Overall visitor counts are submitted monthly on state lands accomplishment reports 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.

FFS provides outdoor resources-based, recreational opportunities for visitors, which vary by the features of the property. Detailed visitor tracking on large remote tracts of land is challenging. Consistent data collection, utilization of reliable vehicle counting instruments, a calibrated vehicle-people coefficient, a thorough sampling scheme, and statistical generalization work together to strengthening 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 statistically 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Wildfires Caused by Humans (#33)*

Action

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

Data Sources and Methodology:

Wildfire caused data is entered directly into FiResponse which resides in the Azure Cloud. 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 "Wildfires by Cause" 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 FiResponse documentation. The number of human-caused fires is the total number of fires minus the number of lightning fires. Wildfire data is collected on the FiResponse database and contains a fire reporting section built off the foundation of the FMIS fire report.

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 Florida Forest Service strives to prevent wildfires effectively and efficiently 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 FiResponse. However, the number of wildfires can increase due to conditions beyond our control and despite our best effort to prevent them.

Reliability:

FiResponse is based on the previous fire reporting system. Over the years, the fire reporting system has proven to be consistently accurate. FiResponse 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. FiResponse is used by several other states and has been proven reliable.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Wildfires Suppressed (#34)*

Action

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

Data Sources and Methodology:

The number of wildfires is entered into the FiResponse, which resides within the Azure Cloud. The fire data can be summarized on both a fiscal and calendar year basis. The data recorded in FiResponse 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 Wildfires by Cause report of the Forest Protection Bureau, and the specifications for this report are stored in the FiResponse documentation. This Wildfires by Cause report allows for staff to make queries by setting parameters such as where and when wildfires were suppressed. Wildfire data is collected on the FiResponse database and contains a fire reporting section built off the foundation of the FMIS fire reports.

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 Florida Forest Service strives to detect, suppress, and extinguish wildfires by accomplishing such tasks such as pre-suppression fire line plowing, prescribed burning, wildfire management training, issuing burning authorizations, wildfire prevention, wildfire mitigation and volunteer fire assistance effectively and efficiently. The Florida 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 FiResponse. 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:

FiResponse 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. FiResponse is used by several other states and has been proven reliable.

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Acres Authorized to be Burned Through Prescribed Burning (#35)*

Action

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

Data Sources and Methodology:

The duty officers within each 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Acres of Wildlands Protected from Wildfires (#36)*

Action

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

Data Sources and Methodology:

The Florida Forest Service 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 Florida Forest Service strives to 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 effectively and efficiently. The validity/accuracy of the figure the Florida Forest Service report 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 Florida 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Forest and Resource Protection (Code: 42110000)*
Service/Budget Entity: *Florida Forest Service (Code: 42110400)*
Measure: *Number of Person-hours Spent Responding to Emergency Incidents Other Than Wildfires (#37)*

Action

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

Data Sources and Methodology:

The Florida Forest Service maintains a custom software application which resides on the service’s internal server and utilizes data hosted within the department’s Oracle database. This software, Time Allocation and Accomplishment Reporting System (TAARS) 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 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agriculture Management Information Center (Code: 42120000)*
Service/Budget Entity: *Office of Agriculture Technology Services (Code: 42120100)*
Measure: *Percentage of OATS Service Desk Tickets Addressed within One Business Day (#38)*

Action

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

Data Sources and Methodology:

The data used to generate the report for this measure is captured in the FDACS Cherwell Service management system. All calls received by the Service Desk are tracked to ensure reasonable 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agriculture Management Information Center (Code: 42120000)*
Service/Budget Entity: *Office of Agriculture Technology Services (Code: 42120100)*
Measure: *Total Number of Help Tickets Received by the Service Desk (#39)*

Action

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

Data Sources and Methodology:

The data used to generate the report for this measure is captured in the FDACS Cherwell service management system and Openscape. All help tickets received by the Service Desk are tracked to ensure reasonable 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 while Openscape is a scalable, reliable enterprise platform. Reports for both systems can be run at any time and the results are consistent and measurable.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Percentage of Food Firms Receiving a Summary that Met Inspection Requirements (#40)*

Action

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

Data Sources and Methodology:

Data sources are Division of Food Safety records which include all inspections of food 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: Percent of food firms receiving a summary that meet inspection requirements = number of inspections of food establishments receiving meeting inspection requirements (during the period)/ number of summarized inspections conducted (during the period) x 100 – 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 Chapter 500, Florida Statutes. Regular inspections of food establishments reduce 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 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 when there is staff turnover.

Reliability:

All food establishment inspectors receive initial and ongoing training to accomplish uniformity of inspection decisions across the program. They are thoroughly trained 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 report of findings is discussed with the food establishment manager. The report is then securely transmitted through an approved transmittal process. 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/generated this GAA/LRPP measure are securely stored to support the source of the query results.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Percentage of Dairy Establishments that Passed Inspection (#41)*

Action

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

Data Sources and Methodology:

Data sources are Division of Food Safety records which include all inspections of dairy establishments maintained in the Food Inspection Management System (FIMS). Computation methodology is based on electronic query of database records to obtain the total number of dairy establishments inspected during the year.

Number of dairy establishment inspections = number of dairy establishment inspections during which a rated inspection was conducted (during the period) as derived from the appropriate database. Percentage of Dairy Establishments that passed inspection = [Number of dairy establishments inspected that received a passing rating/the number of dairy establishments receiving a rated 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 Chapter 502, Florida Statutes. Regular inspections of dairy establishments reduce 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. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Dairy Establishment Inspections (#42)*

Action

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

Data Sources and Methodology:

Data sources are Division of Food Safety records which include all inspections of dairy establishments maintained in the Food Inspection Management System (FIMS).

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 visits, virtually or in person, to dairy establishments to conduct regulatory activities (during the period) that are derived from the appropriate database.

Validity:

This measure is related to program performance through a correlation of inspector presence in dairy 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 dairy establishments is one of the primary agency activities required by Chapter 502, Florida Statutes.

Regular inspections of dairy establishments reduce 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 is 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 pulls 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 when there is 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. Inspection conclusions are evaluated by a program of systematic quality assurance inspections. The Interstate Milk Shippers program requires State Rating Officers ensure dairy inspectors are performing accurate and routine inspections. State Rating Officers are in turn standardized and evaluated by the FDA. 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 tablet devices at completion of each inspection and the findings are discussed with the facility manager. The report is then securely transmitted through an approved transmittal process. 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/generated this GAA/LRPP measure are securely stored to support the source of the query results.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Food Retail Firm Inspections (#43)*

Action

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

Data Sources and Methodology:

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

Inspection personnel enter inspection findings into a portable computer as each inspection is completed, review with the retail food establishment management, and electronically transfer all findings to the appropriate database daily. 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 establishment inspections conducted during the year.

Data Computations:

Number of inspections = number of visits (virtual or in person) to retail food establishments to conduct regulatory activities (during the period) that are 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 the specifications prescribed by statute or rule; 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 Chapter 500, Florida Statutes. Regular inspections of retail food establishments reduce the risk of food safety violations. As a result, the number of inspections conducted 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 provide 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, external factors may affect the number of retail food establishments inspected. In addition to inspection activities, the number of retail food establishments inspected may be influenced by the identification of new food safety risks, facility compliance history, change in procedures or regulations, or because of 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 assure reliability and consistency of inspections. A program of systematic quality assurance is

utilized to further evaluate the inspection conclusions. 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 upon completion of each inspection and a report of findings is discussed with the retail food establishment manager. The finding is then electronically transmitted to the database. These queries interact directly with data support applications.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Manufactured Food Firms Inspected (#44)*

Action

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

Data Sources and Methodology:

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

Inspection personnel enter inspection findings into a portable computer as each inspection is completed, review with the manufactured food establishment management, and electronically transfer all findings to the appropriate database daily. 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 establishment inspections conducted during the year.

Data Computations:

Number of inspections = number of visits (virtual or in person) to manufactured food establishments to conduct regulatory activities (during the period) that are 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 the specifications prescribed by statute or rule; 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 Chapter 500, Florida Statutes.

Regular inspections of manufactured food establishments reduce the risk of food safety violations. As a result, the number of inspections conducted 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 provide 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, external factors may affect the number of manufactured food establishments inspected. In addition to inspection activities, the number of manufactured food establishments inspected may be influenced by the identification of new food safety risks, facility compliance history, change in procedures or regulations, or because of staff turnover.

Reliability:

All manufactured food establishment inspectors receive initial and ongoing training to accomplish uniformity of inspection decisions across the program. They undergo training and receive certification by passing a written examination and inspection training as described in department rule. All inspection findings are subject to review by supervisors to help assure reliability and consistency of inspections. A program of systematic quality assurance is utilized to further evaluate the inspection. These checks and balances are designed to best assure consistency and reliability of inspection conclusions.

Inspection findings for manufactured food establishments are entered into the database through laptop computers upon completion of each inspection and a report of findings is discussed with the manufactured food establishment manager. The finding is then electronically transmitted to the database. These queries interact directly with data support applications.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Biological Laboratory Tests Performed on Food Samples (#45)*

Action

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

Data Sources and Methodology:

Data source is the Food Safety Laboratory Information Management System (FSLIMS) or spreadsheet report of the Division of Food Safety Laboratory. Food products analyzed by the biology lab include 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 analytes. 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 analyses to verify that each biological analysis result meets applicable quality assurance standards. Computation methodology is based on a standard electronic query of FSLIMS records and/or by direct data entry of each analyte per sample into a spreadsheet report to obtain the total number of unique biological analyses of samples each year.

Data Computations:

A = number of analyses (tests), as determined by a FSLIMS query and/or spreadsheet to count total number of analyses of food samples collected within a specified period. Samples include regulatory samples; samples completed under terms of federal contracts; validation and project samples, 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. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Chemical Laboratory Tests Performed on Food Samples (#46)*

Action

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

Data Sources and Methodology:

Data source is the Food Safety Laboratory Information Management System (FSLIMS) and/or spreadsheet report of the Division of Food Safety Laboratory. Food products analyzed by the chemistry lab 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 chemical analysis undergoes a series of analytical processes to determine the presence, amount, or absence of designated target analytes. 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 analyses to verify that each chemical analysis result meets applicable quality assurance standards.

Computation methodology is based on a standard electronic query of FSLIMS records and/or by direct data entry of each analyte per sample into a spreadsheet report to obtain the total number of unique chemical analysis of samples each year.

Data Computations:

A = number of analyses (tests), as determined by a FSLIMS query and/or spreadsheet to count total number of analyses of food samples collected within a specified period. Samples include regulatory samples; samples completed under terms of federal contracts; validation and project samples, 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. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Food Safety and Quality (Code: 42150000)*
Service/Budget Entity: *Food Safety Inspection and Enforcement (Code: 42150200)*
Measure: *Number of Dairy Laboratory Tests Performed (#47)*

Action

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

Data Sources and Methodology:

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

Each sample submitted for analysis undergoes a series of analytical processes 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 uploaded into FSLIMS. 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 a more accurate measure of the performance of the laboratory compared to the number of samples received (and analyzed). 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 dairy laboratory tests, as determined by a FSLIMS query to count total number of dairy laboratory tests performed within a specified period. Samples on which tests were performed include regulatory samples; samples completed under terms of federal contracts; validation and project samples; 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.

The vast majority of the dairy products analyzed are submitted by the Bureau of Dairy Industry 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Agricultural Environmental Services (Code: 42160100)*
Measure: *Percentage of Non-Compliant Entities Reinspected Within 35 Days of a Work Request Being Issued (#48)*

Action

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

Data Sources and Methodology:

The division regulates manufacturers and distributors of fertilizer, commercial feed, seed, and pesticides, pesticide applicators, and pest control businesses. Regulated entities are subject to inspection, complaint investigation and product sampling to ensure that they are in compliance with applicable regulations. Inspection case files are the primary data collected and evaluated by program staff. These case files include standardized descriptive information regarding regulated entities, as well as specific complaint investigation information where applicable. Case files are sufficient to determine if regulated entities are in compliance. Once case files are reviewed, a compliance determination is made. If the entities are non-compliant, administrative action or a financial penalty may be assessed. If the entity is non-compliant, a reinspection may be scheduled to determine if the regulated entity has come into compliance.

The percentage of non-compliant entities reinspected within 35 days of a work request being issued will be calculated by dividing the number of reinspection’s completed and submitted within 35 days, by the total number of reinspection’s assigned within the specified reporting period.

The following categories of reinspection’s are included in this calculation:

- Reinspection’s of entities for which administrative actions have been issued and Final Order issued by the Bureau of Licensing and Enforcement.
- Reinspection’s of entities for which stop sales, stop use and, hold orders issued by the Bureau of Inspection and Incident Response and Bureau of Licensing and Enforcement.

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 and Bureau of Inspection and Incident Response maintain the records and the case files collected during inspections and investigations. The number of reinspection work orders issued are available and can be audited. Reinspection assignments are managed in the Referral Coordination folder located on the AES SharePoint site at <https://freshfromflorida.sharepoint.com/:f:/r/sites/aes/licensingenforcement/BIIR/Referral%20Coordination?csf=1&web=1&e=OI5vPy>.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Agricultural Environmental Services (Code: 42160100)*
Measure: *Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted (#49)*

Action

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

Data Sources and Methodology:

Department field staff perform routine marketplace inspections to measure 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.

Validity:

Data from Feed, Seed, Fertilizer, Pesticide, and Pest Control Inspections is entered directly from inspection reports into division database applications. The data for this measure is a combined value of inspection outputs from inspection programs in the division. The Environmental Managers of the Pesticide (Ch 487), Pest Control (Ch 482), Feed (Ch 578), Seed Ch 580), and Fertilizer (Ch 576), Enforcement Programs generate activity reports for program outputs that are dependent upon enforcement review. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Agricultural Environmental Services (Code: 42160100)*
Measure: *Number of Pesticide Products Registered (#50)*

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 is entered into the Registration Tracking System (RTS) and reported under activity #8 on the Bureau of Scientific Evaluation and Technical Assistance Quarterly AES 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:

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 and reported through SQL Server Reporting Service (<http://tlhsq17/Reports/browse/AES/RTS>)

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Agricultural Environmental Services (Code: 42160100)*
Measure: *Number of Pest Control Businesses and Applicators Licensed (#51)*

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.

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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Consumer Protection (Code: 42160200)*
Measure: *Percentage of Consumer Complaints Resolved Through Mediation Which Result in Restitution to Consumers (#52)*

Action

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

Data Sources and Methodology:

The measure has three elements based on the case:

- (1) Non-Regulated
- (2) Referrals
- (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)
- (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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Consumer Protection (Code: 42160200)*
Measure: *Number of Assists Provided to Consumers by the Call Center (#53)*

Action

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

Data Sources and Methodology:

The first input for this activity is the number of calls handled by the Call Center, which are all incoming calls to the 800 Hotline, to messages in Phone Mail, to other regulated program areas, to the No Sales program, and to the Spanish Hotline. Each call that comes into the Call Center is tracked by, Siemens' HiPath Procenter Agile system, the telephone system software package. This software constantly monitors Call Center phone activity and maintains this information in the system. The second input for this activity is the amount of correspondence sent to consumers by Call Center staff. The Call Center sends correspondence such as brochures, complaint forms, and registration forms to consumers. The third input for this activity is the Survey Card statistics that are generated from the returned Survey Cards for the month.

At the end of each month, the system generates four reports reflecting telephone activity dating back to the first day of the month. The reports used from the Siemens HiPath Procenter Agile system are the Monthly Group, Queue, Destination, and User Historical Reports. These source documents are stored in the Rhodes building.

For Call Center consumer correspondence, two reports are automatically generated from the DOCS system. The reports generated are the Call Center Correspondence Statistics Report and all DOCS Call Center Activity Reports. These reports track the amount and type of correspondence that is sent from the Call Center to consumers.

These statistics are maintained in the DOCS system under DOCS/Reports/Call Center/Correspondence Statistics.

The Survey Cards statistics are generated from the returned Survey Cards for the month. The source documents are stored in the Rhodes Building.

A three-page Excel report is created using the reports generated from the Siemens HiPath ProCenter Agile system, DOCS Oracle Database and the returned Survey Cards. This report is printed monthly, and the information in this report is in an Excel spreadsheet located on the division's drive. Standard reports are run monthly, and ad hoc reports are run on demand.

Validity:

This is an appropriate measure of performance because it indicates the workload of the unit. However, calls and correspondence are dictated by demand and a lower number of calls and correspondence is not indicative of decreased efforts. The Siemens HiPath Procenter Agile system ensures an accurate count of calls received by the Call Center through the 800 Hotline (which exceeds 300,000 calls annually).

However, the measure does not include the additional assists provided to consumers by program staff that receive consumer calls on their direct line.

Reliability:

The data sources are standardized reports from the Siemens Telephone Reporting System with detailed reports providing additional supporting documentation regarding telephone volume. These records are considered reliable; however, the data is only stored in the system for 45 days and, therefore, the information is maintained on the Excel spreadsheet, which is printed out and the hardcopy kept in the supervisor's office in the Call Center, as well as, stored on the division's drive. The number of inputs is based on consumer demand, and the monthly demand is accurately counted by the Siemens reporting system.

The Correspondence statistics information is entered into the DOCS Oracle application system without interpretation. Input onto formatted screens that are stored on the DOCS Oracle application system is considered reliable and the information can be retrieved upon demand.

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Consumer Protection (Code: 42160200)*
Measure: *Number of Regulated Entities Registered by the Division of Consumer Services (#54)*

Action

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

Data Sources and Methodology:

This measure is a tabulation of the total number of regulated entities, including Motor Vehicle Repair shops, Charitable Organizations, Professional Solicitors, Fundraising Consultants, Sellers of Travel, Telemarketers, Health Studios, Pawnshops, Operators of Game Promotions, Intrastate Moving companies, Professional Surveyors and Mappers, Liquefied Petroleum Gas Operators, Amusement Rides, Commercial Weighing and Measuring devices, and Antifreeze and Brake Fluid products within the state of Florida during a specific period. This includes any business that is currently registered, licensed, permitted or has filed (where applicable) with the division. The registration information for regulated entities are input into the division’s DOCS Oracle application by staff. When a new filing is input, a unique firm number (DTN) is established for that business, and a footprint of the registration and/or filing process creates a history of the filing in the system. The 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Consumer Protection (Code: 42160000)*
Service/Budget Entity: *Consumer Protection (Code: 42160200)*
Measure: *Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance (#55)*

Action

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

Data Sources and Methodology:

This measure is comprised of statistical information derived from the department’s Standards’ (petroleum and weights and measures) Inspection Program, Liquefied Petroleum Gas Inspection Program, and the Fair Rides Inspection Program. The statistical information collected is the number of standards' field inspections conducted, the number of petroleum and vehicular fluids tests performed, the number of standards testing and calibrations conducted, the number of liquefied petroleum (LP) gas facility safety inspections and reinspection’s 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 the state 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 reinspection’s refer to all these activities conducted by LP gas inspectors. These inspectors perform safety checks at LP gas storage and handling facilities, which include bulk storage, dispensing units, cylinder exchange units, bulk trucks, transports, pipeline systems and consumer systems. When a safety violation occurs at a facility, the facility is either red tagged and placed out of service until repairs are completed or a completion period is provided. At the end of the time frame or removal of the red tag, a reinspection is conducted to determine compliance. Inspection information is recorded by field inspectors on laptops. The information is stored in an Oracle database housed on a department server. Statistical information for facility inspections is derived from this database.

Standards' testing and calibrations refer to all testing and calibrations performed on weighing and measuring devices used in commerce. These are performed at a regulated entities facility to ensure regulatory compliance, as well as,

at non-regulated companies to ensure that standards are accurate and traceable. Such locations include environmental laboratories, petroleum distribution facilities (retail and wholesale), manufacturers and other entities operating in Florida. The Bureau of Standards' Metrology Laboratory also performs mass and volume (space an object displaces) calibrations.

The testing, inspection and calibration information is stored primarily in an Oracle database housed on a department server. Statistical information for Standards testing and calibrations are derived from this database.

Amusement ride safety inspection refers to all inspections performed by the Bureau of Fair Rides. This data is derived by using inspection results for the amusement rides inspected in the state. An inspection report is completed for each amusement device inspection by the field inspectors and sent to the home office in Tallahassee. Each inspection report is entered into and compiled in the DOCS 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 fluid tests and output provide a valid measure for the workload of the petroleum and vehicular fluid testing laboratories, as well as an assessment of the fuel quality offered for distribution in this state. Historical information allows the division to compute the effectiveness of sample testing protocols and strategies. Further, sample unit costs provide comparison information for privatization cost analyses.

Compliance reinspection of liquefied petroleum gas facilities are necessary in order to ensure public safety. The number of reinspection 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 indicate 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 Rides Inspection 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 also input into an Oracle 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Fruit and Vegetable Inspection and Enforcement (Code: 42170100)*
Measure: *Percent of Processed Citrus Inspections Meeting Maturity (#56)*

Action

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

Data Sources and Methodology:

The data is collected by inspectors to certify the quality and the condition of citrus fruit for processing. The data is automatically collected through the Brix Acid Unit (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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Fruit and Vegetable Inspection and Enforcement (Code: 42170100)*
Measure: *Number of Audits of Farms and Packinghouses Completed Annually (#57)*

Action

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

Data Sources and Methodology:

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

This measure includes:

- Number of GFSI audits performed
- Number of USDA GHP-GAP, Harmonized, Tomato Protocol audits performed
- Number of T-GAP audits performed

Validity:

Audits are performed to ensure that entities follow “best agricultural practices to verify that fruits and vegetables are produced, packed, handled, and stored in the safest manner possible to minimize risks of microbial food safety hazards” (www.ams.usda.gov/services/auditing/gap-ghp). The division performs several types of audits, including the United States Department of Agriculture Good Handling Practices and Good Agricultural Practices (USDA GHP/GAP), Harmonized and Tomato Protocol audits. Additionally, the division, with the tomato industry, developed a Florida based Tomato-Good Agriculture Practices (T-GAP) program, which “establishes inspection procedures and best management practices to enhance the safety of fresh tomatoes grown, packed or repacked in Florida, as provided by Chapters 500 and 570, F.S.”

The measure is valid because it is an actual count of all audits completed by an auditor. This measure counts all audits performed.

Reliability:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Fruit and Vegetable Inspection and Enforcement (Code: 42170100)*
Measure: *Number of Tons of Fruits and Vegetables Inspected (#58)*

Action

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

Data Sources and Methodology:

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

This measure includes a count of:

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

Validity:

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

Reliability:

As mentioned above, the data receives considerable scrutiny throughout the year. In addition, all data documents are sequentially numbered and accounted for at the end of each collection year. Inspectors are required to attend annual training sessions, an element of which covers the use and accuracy of inspection documents. Documents received from the field are checked for completeness in the Bartow office.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Fruit and Vegetable Inspection and Enforcement (Code: 42170100)*
Measure: *Number of Agricultural Production Observations Conducted (#59)*

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 annual citrus crop production forecast is based on estimates and projections from actual counts and measurements, avoiding observations based on opinion or judgment. These objective procedures are simple in concept but complex in planning, management for efficiency, and quality assurance.

The four basic parameters used in the forecast are:

- (1) number of bearing trees
- (2) number of fruit per tree
- (3) fruit size
- (4) fruit loss from droppage.

The first two of these parameters have the greatest influence on the forecast. The general model incorporates the estimated total fruit (bearing trees times average fruit per tree), divided by the number of fruit projected to make a standard box at harvest (using the fruit size survey), reduced for droppage (the fraction of fruit counted at survey time but lost to droppage before it is harvested).

Production Indicator = Bearing Trees X Fruit per Tree X Percent Remaining at Harvest Indicator / Pieces of Fruit per Box.

The sample design used to obtain each parameter stratifies the State’s citrus belt into five nearly homogeneous areas and the bearing trees into five age groups. Sample groves for surveying are selected from the citrus tree inventory using probability sampling procedures. The samples are mapped on copies of aerial photo enlargements and indexed for reference. Developed during the mid-1950’s, the Limb Count survey conducted from mid-to-late summer has become the basic tool for estimating the average number of fruit on Florida’s citrus trees. Annually as many as 3,200 sample groves are drawn from the tree inventory data by type, to be representative of their population. Survey crews are then dispatched to these groves. At each sample site, two trees are chosen at random for sampling. A sample limb representing approximately 10 percent of the bearing surface of each tree is randomly selected based on the cross-sectional area measurements of limbs, starting at the trunk or scaffold, and moving in successive stages up the tree. Fruit is then counted on this sample limb, with random recounts by supervisors to maintain quality control. The procedure utilizes the correlation between limb size and the fruiting ability of that limb—thus it is most efficient to sample more trees and count only a small part of each tree. Fruit counts are then expanded by the reciprocal of the probability of selection to a total tree basis. This design results in the reliable estimates of average fruit per tree.

Validity:

Statistical modeling and regression analysis are reliable tools to forecast future data.

Reliability:

Advance knowledge of crop size permits early decisions for planning operations, marketing, and policy making, which are especially important to a crop which is harvested over several months and sold year round. The U.S. Department of Agriculture first made forecasts of Florida citrus production in 1918, based on survey opinions of crop observers and statisticians. The need for greater accuracy in these forecasts intensified as Florida's production increased. Florida's participation in world markets underlines the need for comprehensive and accurate information to successfully compete in these markets. The interest in a statistically accurate forecast has led to the current system based on objective data including an early season limb count survey to establish actual fruit set, supplemented with monthly in-season measurements of fruit size and observations of fruit droppage. This system of the forecasts and estimates is possible through an industry-supported per-box assessment on all Florida production. The resulting trust fund is used to collect much of the objective survey data for the USDA forecast and estimates.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers Markets (#60)*

Action

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

Data Sources and Methodology:

The Division of Marketing receives this data from the tenants who lease facilities on the state farmers’ markets. Lease agreements with tenants who qualify for this requirement contain specific language indicating what must be reported, when the report is due and to whom it should be provided. Certain leaseholders are exempt because they either sell agricultural products at the retail level or do not sell products (i.e., food recovery tenants who collect agricultural products and donate them to food distribution agencies). Truck brokers, who lease space on markets for the convenience of close contact with their clients but who do not make direct sales of products, and administrative leaseholders (i.e., food inspectors) are also exempt from the requirement. Each contract spells out whether the leaseholder is required to provide sales data. Once data is collected at the local market, it is forwarded to the Bureau of State Farmers’ Markets Administrative Office each month and calculated by the bureau on an annual basis. Concise instructions regarding data collection, including types of agricultural products, which tenants are required to report, and when the reports are due are also included in the Bureau’s Operations Manual, the full text of which follows: "Tenants who handle wholesale agricultural products on the state-owned farmers’ markets must provide commodity reports as declared in Section 13b, Inspection of Records, of the standard lease agreement to the market office. Lessee shall make available to the Market Manager a monthly commodity report showing the number of units and value of commodities handled through said leased premises."

Completed commodity reports should include the following: commodity name, units of measurement, number of units sold, average price, and the gross sales for the period. The commodity report must be completed and submitted to the bureau office by the 15th day of each month. The original form is to be initialed by the market manager and forwarded to the bureau office, with one copy to Florida Ag Statistics Services (FASS) in Orlando, and the original remains in the market’s office file.

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

Validity:

The movement of Florida grown and produced products is the very essence of the State Farmers’ Market (SFM) system. The measure is the best identifier of the value of the SFM system and is an outstanding indicator of the rise and fall of the state’s agricultural industry. The Division of Marketing’s goal is to provide distribution facilities around the state which facilitate the sale and movement of Florida- grown commodities, which in turn generates economic benefits to the communities they’re serving.

Distributing agricultural commodities requires manpower and resources, both of which contribute to the economies of the place they're occurring. It stands to reason that tracking the volume of sales that occur on these markets serves as a monitor of the use of local manpower and resources, while also providing a barometer of the economic value agriculture generates in the communities.

Reliability:

The reliability of the data is high because our tenants are subject to audits by the state, the IRS and other agencies that regulate trade. The information is submitted to the market manager by the tenant at each state farmers' market and is a requirement of each leaseholder that qualifies by the above definitions. The information is collected monthly at each market and compiled into a market report that shows the value of commodities by commodity type, monthly and year-to-date. Once the report is received in the Bureau's Administrative office, monthly totals are entered into an excel spreadsheet and a second individual verifies a printout 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Number of Marketing Assists Provided to Producers and Businesses (#61)*

Action

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

Data Sources and Methodology:

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

Validity:

The department is mandated by statute to provide multifaceted assistance to the industries it serves. This measure documents the extent to which the department fulfills that mandate in terms of providing sales and marketing assistance. The validity of this measure is very high because it is based on meaningful assists provided to agribusiness, including Florida’s seafood industry. Each activity contributing assists includes an immediate opportunity for the consumer reached to purchase one or more Florida agricultural products and leverages the “Fresh From Florida” brand to increase the likelihood and size of that purchase. Based on research conducted by the Food Marketing Institute, each assist is equivalent to reaching approximately 6,700 consumers (updated annually Food Market Institute) with a promotional incentive or call to action at the point of sale. It is this immediacy and the actionable nature of the message which distinguishes assists from simple advertising.

Reliability:

The information is first-hand in that our staff compiles, analyzes and produces reports. Documentation supporting the decision to count each assist included in the total is gathered and maintained by the division within its salesforce database, and the integrity of the data is maintained by the Bureau of Strategic Development, which has no direct role in conducting the marketing activities. We utilize internal teams to verify nonautomated information via periodical random audits. Industry groups are frequently surveyed to monitor “customer satisfaction” regarding our representation of their respective industry.

It is reasonable to believe that anyone spending a substantial amount of time in one of the bureaus contributing to the measure would compute the same result as is currently computed.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Number of Leased Square Feet at State Farmer’s Markets (#62)*

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 of 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Amount of Sales Reported by Participants at Domestic and International Trade Events (#63)*

Action

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

Data Sources and Methodology:

Sources of the data are:

- Direct data collection by the Bureau of Strategic Development and pre-post event surveys.
- Independent contractor surveys of event participants when applicable.
- Direct data entry by staff into internal database (salesforce) and reporting verification (wave analytics platform) by independent staff.
- Program sponsors for trade shows, exhibitors, meetings, and other similar venues.

Trade event analysis utilizes pre and post operations surveying, which can include direct information gathering by the Bureau of Strategic Development using neutral staff members tasked to examine and gather information and/or indirect surveying of participants. In addition, neutral staff researchers may engage independent contractors to gather pre and post information from participants, examine secondary information provided by organizations, event sponsors, domestic and international reports, and other information to ensure reporting remains accurate and reasonable. Division of Marketing and Development staff (Trade Development Team) enters verified data into a shared database (Salesforce- Industry Sales) which is utilized by the Bureau of Strategic Development to create reports in real time in analytics platform and other means (dashboards and reports) to determine impacts and cost-benefits ratios.

Domestic and international trade events are continuously updated and finalized within 30 days of ending by trade development staff. Analytics are available throughout the process to determine status, inputs, timelines, outputs and closely monitor overall objectives. These are compiled and utilized to make adjustments, recommendations and conduct comparative analysis.

Validity:

The division uses independent, neutral internal staff and contractors when applicable to ensure the validity of this portion of the measure.

Measuring sales by participants of domestic and international trade events is a recognized practice of the industry used for evaluating the effectiveness and value for current and future participants.

This measure is reflective of s. 570.07(7), F.S.; Department of Agriculture functions as it relates to extending in every practicable way the distribution and sale of Florida agricultural products throughout the markets of the world. Domestic and international trade events, when properly organized and executed offer a direct means for Florida producers to market their commodities efficiently, access new markets, maintain, and increase sales and conduct business in a centralized Florida pavilion that optimizes business-to-business exposure to their agricultural products and prospective customers.

Reliability:

Department staff from the Bureau of Strategic Development develops and analyzes data, accuracy, inputs, and outputs to ensure a high degree of accuracy is maintained. A team of internal staff verifies the information in periodical random audits. Industry groups are frequently surveyed as well, to monitor “customer satisfaction” regarding our representation of their industries. The probability that someone else calculating the return on investment results would end up with the same number the Division of Marketing provides is high.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Number of Fresh From Florida Consumer Exposures Converted to Engagements (#64)*

Action

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

Data Sources and Methodology:

Sources of the data are:

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

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

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

Validity:

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

Reliability:

Department staff analyzes the following platforms: Salesforce Sales Cloud, Salesforce marketing cloud, Salesforce Social Studio and Salesforce Wave Analytics. A team of internal staff verifies the information in periodical random audits. The probability that someone else calculating the results would end up with the same number the Division of Marketing provides is high.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Agricultural Products Marketing (Code: 42170200)*
Measure: *Percent of Fresh From Florida Consumer Exposures Converted to Engagements (#65)*

Action

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

Data Sources and Methodology:

Sources of the data are:

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

Engagement target is a percentage of total exposures achieved through distribution of content to include recipes, videos, live demonstrations, seasonality information, events, consumer generated content, sampling information, and industry highlights. This conversion will enable the department to collect, disseminate, and create content based on consumer demand. Advertising industries utilize independent data and business sources to validate audiences and reach. Division of Marketing and Development obtains information from these same sources to establish measurements. The information is provided to project managers, entered in a shared database (Salesforce) and used to identify reportable numbers.

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

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

Validity:

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

Reliability:

Department staff analyzes the following platforms: Salesforce Sales Cloud, Salesforce marketing cloud, Salesforce Social Studio and Salesforce Wave Analytics. A team of internal staff verifies the information in periodical random audits. The probability that someone else calculating the ROI results would end up with the same number the Division of Marketing provides is high.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations (#66)*

Action

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

Data Sources and Methodology:

The Florida Department of Agriculture and Consumer Services (FDACS) shellfish processing plant inspection reports are the source of the data. FDACS inspectors are required to conduct periodic shellfish processing plant inspections. Administrative staff enter inspection results into the Healthspace database. The Environmental Administrator queries the data to determine the total number of shellfish facilities, and the number of shellfish facilities that were found to be ‘out of compliance’ during the reporting period. To prevent double counting, no facility will be counted as ‘out of compliance’ more than one time during any reporting period.

The percentage of shellfish facilities in significant compliance is calculated using the following formula:

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

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

Validity:

Based on 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews (#67)*

Action

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

Data Sources and Methodology:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Number of Acres Tested (#68)*

Action

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

Data Sources and Methodology:

The Division of Aquaculture tests and classifies coastal waters for shellfish harvesting based upon public health criteria in Florida Statute and the Florida Administrative Code. Once classified, areas must be routinely tested to ensure that public health is being protected.

Three external data sources are used to determine the number of acres tested; the Florida Fish and Wildlife Conservation Commission, the Florida Department of Transportation, and the U.S. Coast Guard provide shoreline, roads and railroads and channel marker data respectively. The Division of Aquaculture uses this data to create maps. The maps are subsequently used in conjunction with statewide sampling areas to calculate the number of acres tested.

Field Environmental Specialists of the Shellfish Harvesting Area Classification Program supply the Division of Aquaculture’s Technical Resource Center with the classification boundary lines drawn on a map by email. The boundaries of the classification polygons are digitized in ArcGIS software. ArcGIS is the software used to calculate the number of acres in the classification polygons. Staff then verify classification polygons using the polygon’s legal description. The field staff or the division’s IT personnel provide the Environmental Administrator of the Shellfish Harvest Area Classification Program with acres by area number. The Environmental Administrator compiles and reports results.

Field Environmental Specialists II’s monitor the water quality of shellfish areas for contaminants. The field Environmental Specialist II communicates areas tested to the Environmental Administrator of the Shellfish Harvest Area Classification Program. The Environmental Administrator of the Shellfish Harvest Area Classification Program determines the number of acres tested. When a shellfish area is reclassified, acres are recalculated, compiled, and reported.

Validity:

Based on 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Number of Submerged Land Leases (#69)*

Action

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

Data Sources and Methodology:

Data is collected and maintained in the Aquaculture Lease Database.

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

Validity:

Based on 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs (#70)*

Action

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

Data Sources and Methodology:

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

The program involves cooperative resource development projects where 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Aquaculture (Code: 42170300)*
Measure: *Number of Aquaculture Certifications Issued to First Time Applicants or Renewed (#71)*

Action

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

Data Sources and Methodology:

Pursuant to Chapter 597, F.S. and 5L-3, F.A.C., aquaculture certifications are issued upon request and with the approval of field staff following an on-farm site visit, if applicable. Certificate renewals are completed annually on July 1. 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Animal Pest and Disease Control (Code: 42170500)*
Measure: *Field Man Hours Expended Per Animal Inspected (#72)*

Action

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

Data Sources and Methodology:

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

The rate of field man-hours expended per animal inspected is calculated by the following formula:

$$x = \frac{A}{B}$$

A = Number of field man-hours spent inspecting animals

B = Number of animals inspected

Validity:

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

Reliability:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Animal Pest and Disease Control (Code: 42170500)*
Measure: *Number of Animal Site Inspections Performed (#73)*

Action

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

Data Sources and Methodology:

The data source is the DAI Daily Activity Report database software application. The monthly DAR provides a summary of animal site inspections performed. Each activity is recorded by the employee or designee directly into the database. The DAR is 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Animal Pest and Disease Control (Code: 42170500)*
Measure: *Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory (#74)*

Action

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

Data Sources and Methodology:

The Division of Animal Industry 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.

Department:
Program:
Service/Budget
Entity:

Agriculture and Consumer Services (Department No. 42)
Agricultural Economic Development (Code: 42170000)
Animal Pest and Disease Control (Code: 42170500)

Measure:

Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian (#75)

Action

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

Data Sources and Methodology:

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

Validity:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Animal Pest and Disease Control (Code: 42170500)*
Measure: *Number of Employee Hours Spent on Animal and Agricultural Emergency Activities (#76)*

Action

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

Data Sources and Methodology:

Division Emergency Management staff utilize activation logs, training logs and/or reports and Daily Activity Reports (DARs) to compile the employee hours spent responding, training, preparing, and planning for animal and agricultural emergencies. Designated staff compile and report these hours annually. The division director or designee determines if an animal disease emergency is an emerging animal disease or a 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 ten part or full time ESF-17 staff hours are recorded here. Hours spent on declared agricultural emergencies are coded on the DARs (Code specific) and/or Incident Command Post (ICP) activation logs excluding the hours worked by ESF-17 staff because these hours are recorded under the T/P portion. Hours spent on undeclared agricultural emergencies as coded on the DARs (Code specific) and/or ICP activation logs.

Number of employee hours spent on animal and agricultural emergency activities = (Quarterly ER personnel hours) plus (T/P hours) plus (Declared emergency hours) plus (Undeclared emergency hours). The data is audited to ensure that staff hours are not double counted.

Validity:

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

Reliability:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Percentage Change in Number of New Harmful Exotic Organism Detections (#77)*

Action

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

Data Sources and Methodology:

The total number of new records of harmful exotic organisms is obtained from the division’s Bureau of Entomology, Nematology and Plant Pathology Databases. These figures are input by the bureau into a share-drive spreadsheet for performance measures. The baseline figure of 27 new pest records is taken from a ten-year performance average (FY 2011-2012 through FY 2021-2022) 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 quarterly in Tri-ology. The percentage change figure will represent a year-to-year comparison of the total new records of harmful exotic organisms.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Number of Plant, Fruit Fly Trap, and Honeybee Inspections Performed (#78)*

Action

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

Data Sources and Methodology:

Data is manually collected from inspection reports or collected daily electronically from individual inspectors indicating the type of inspection. It is compiled into summaries by the various bureaus and 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 very reliable.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Number of Commercial Citrus Acres Surveyed for Citrus Diseases (#79)*

Action

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

Data Sources and Methodology:

Data is collected from individual inspector’s daily inspection reports electronically and entered daily into the 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 very reliable. The same conclusion would be reached by anyone accessing the spreadsheet for performance measures.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Number of Sterile Med Flies Released (#80)*

Action

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

Data Sources and Methodology:

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

Validity:

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

The more sterile flies 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 very reliable.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis (#81)*

Action

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

Data Sources and Methodology:

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

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Plant Pest and Disease Control (Code: 42170600)*
Measure: *Number of Cartons of Fruit Certified as Fly-Free for Export (#82)*

Action

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

Data Sources and Methodology:

Data is uploaded from the fruit shippers. Uploads (certified shipping information) are “uploaded” into Freshnet via the CitraNet website. The Division of Fruit and Vegetables retrieves the data from the FAVR (Fruit and Vegetable Realm), which is an Oracle database system. Copies of the numbered certificates (manifests) are collected and include the number of 4/5 bushel equivalent cartons shipped on an annual basis by country and commodity. The data is obtained from the Division of Fruit and Vegetables Inspection. This data is then input on a share drive spreadsheet for performance measures.

Validity:

The measurement is valid since the actual number of cartons is listed on each certificate (manifest) that indicates workload and progress towards goals of expanded export markets for Florida fresh fruit. However, this figure can fluctuate due to market or production changes that are beyond the division’s control.

Reliability:

The data is compiled by hand; however, it can be reconciled by comparison with the manifests and voided certificates (manifests). Thus, it is viewed as very accurate. The same conclusion would be reached by anyone accessing the spreadsheet for performance measures. In addition, only the designated person can change the information that they input.

Department:
Program:
Service/Budget
Entity:

Agriculture and Consumer Services (Department No. 42)
Agricultural Economic Development (Code: 42170000)
Food, Nutrition and Wellness (Code: 42170700)

Measure:

Percentage Increase Over the FY 2018-2019 Baseline
Standard of Pounds of Produce Recovered and Distributed
(#83)

Action

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

Data Sources and Methodology:

Data regarding recovered produce is supplied by non- profit organizations and food relief agencies, the state’s partners 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Food, Nutrition and Wellness (Code: 42170700)*
Measure: *Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs (#84)*

Action

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

Data Sources and Methodology:

Throughout the year, the Division of Food, Nutrition and Wellness provides training and technical assistance to the Sponsors of the Child Nutrition Programs and Supplemental Food Programs administered by the Florida Department of Agriculture and Consumer Services. The training and technical assistance is tracked by persons upon completion of the training or technical assistance provided. In addition to tracking the data in excel, data will also be collected for the new online training systems 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.

Department: *Agriculture and Consumer Services (Department No. 42)*
Program: *Agricultural Economic Development (Code: 42170000)*
Service/Budget Entity: *Food, Nutrition and Wellness (Code: 42170700)*
Measure: *Total Number of Meals Provided to Children in the Summer Food Service Program (#85)*

Action

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

Data Sources and Methodology:

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

Validity:

The measure is valid in that it provides an accurate count of the number of new sites participating in SFSP. However, the meals may increase or decrease annually based on expanded outreach efforts and/or the number of participating sponsors. A decrease in the number of meals served is not necessarily indicative of declining performance by the division since many factors that could cause a decrease are not within the control of the division, such as administrative responsibilities, staff turnover, financial capability, etc. This measure of the number of meals served directly links to the number of children fed during the program year.

Reliability:

Over the years, the sponsor reporting module of the Financial Management System has proven to be consistently accurate identifying the number of meals claimed for reimbursement. However, the reliability of the data from the Financial Management System is dependent on the program sponsors entering the data into the system as well as the staff reviewing the data entered into the system. Program regulations require sponsors submitting claims for reimbursement to certify that the information submitted on these forms is true and correct and that the sponsor is aware that deliberate misrepresentation or withholding of information may result in prosecution under applicable state and federal statutes. In addition, claims for reimbursement may only be made for the type or types of meals specified in the agreement and served without charge to children at approved sites during the approved meal service time. Once division program specialists confirm that the regulatory conditions for meal reimbursement have been met, a program payment is made for each meal served. The Financial Management System generates reports of the data source, which are maintained historically.

Exhibit V

Associated Activities Contributing to Performance Measures

Service/Budget Entity
Agricultural Law Enforcement
 (Code: 42010100)

Program

Office of the Commissioner and Administration
 (Code: 42010000)

Goal

Safeguard the Well-Being of Florida Residents and Visitors

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 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 Water Policy Coordination
 (Code: 42010200)

Program

Office of the Commissioner and Administration
 (Code: 42010000)

Goal

Manage Natural Resources to Support Florida's Quality of Life

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
10	Percentage Increase Over the FY 10/11 Baseline in Number of Acres Enrolled Annually in Agricultural Water Policy Best Management Practices (BMP) programs	ACT2055	Assist Implementation of 1999 Watershed Restoration Act
11	Number of Acres in 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	Number of Financial and Technical Assistance Contacts Provided to Agricultural Interests	ACT2060	Develop Water Policy
13	Number of Acres in the Northern Everglades and Estuaries Protection Program Area Enrolled Annually, Through Notices of Intent 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
15	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
16	Percentage of NOIs Enrolled in the Agricultural BMP Program at the end of the Previous Fiscal Year upon which Implementation Verification Site Visits were Undertaken in the Reporting Fiscal Year	ACT2055	Assist Implementation of 1999 Watershed Restoration Act

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 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
17	Administrative Cost as a Percentage of Total Agency Costs	ACT0010	Executive Direction
18	Administrative Positions as a Percentage of Total Agency Positions	ACT0010	Executive Direction

Service/Budget Entity

*Division of Licensing
(Code: 42010400)*

Program

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Goal

Exceed Expectations in Service

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
19	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
20	Number of Administrative Actions Generated	ACT1215	Compliance Section
21	Number of New and Renewal Concealed Weapon/Firearm Licenses Issued	ACT1225	Regional Offices
22	Number of New and Renewal Security, Investigative, and Recovery Licenses Issued	ACT1200	Licensing
23	Average Wait Time of Calls Answered by Public Inquiry Section	ACT1200	Licensing

Service/Budget Entity

*Office of Energy
(Code: 42010600)*

Program

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

Goal

Exceed Expectations in Service

Department

*Agriculture and Consumer Services
(Department Number 42)*

Primary Service Objective

Increase annual energy savings through conservation, and renewable energy sources

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
24	Percentage of Financial Incentive Awards Executed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
25	Number of Financial Incentive Awards Executed	ACT1530	Energy Efficiency and Renewable Energy Grants and Incentives
26	Page Views of the Florida Energy Clearinghouse	ACT1540	Energy and Climate Program Coordination

Service/Budget Entity

*Florida Forest Service
(Code: 42110400)*

Program

*Forest and Resource Protection
(Code: 42110000)*

Goal

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

Department

*Agriculture and Consumer Services
(Department Number 42)*

Primary Service Objective

*Maintain forest land acreage in Florida
Increase the number of acres not burned by
wildfires*

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
27	Forest land as a percentage of Florida land mass	ACT1130	Provide technical assists to non-industrial forest landowners
28	Percentage of acres of protected forest and wild lands not burned by wildfires	ACT1180	Protect acres of wildlands from wildfires
29	Percentage of acres of Florida Forest Service lands managed by the department	ACT1120	State Forest resource management
30	Number of hours spent providing forest-related technical assists to non-industrial private landowners	ACT1130	Provide technical assists to non-industrial forest landowners
31	Number of hours spent providing forest-related technical assists to public land management agencies	ACT1160	Provide land management assistance to other agencies
32	Number of Visitors to Florida Forest Service Lands	ACT1140	Visitor service / recreation
33	Number of wildfires caused by humans	ACT1180	Protect acres of wildlands from wildfires
34	Number of wildfires suppressed	ACT1180	Protect acres of wildlands from wildfires
35	Number of acres authorized to be burned through prescribed burning	ACT1180	Protect acres of wildlands from wildfires
36	Number of acres of wildlands protected from wildfires	ACT1180	Protect acres of wildlands from wildfires
37	Number of person-hours spent responding to emergency incidents other than wildfires	ACT1180	Protect acres of wildlands from wildfires

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 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
38	Percentage of OATS Service Desk Tickets Addressed Within One Business Day	ACT0350	Desktop Support Services
39	Total Number of Help Tickets Received by the Service Desk	ACT0350	Desktop Support Services

Service/Budget Entity
Food Safety Inspection and Enforcement
 (Code: 42150200)

Program
Food Safety and Quality
 (Code: 42150000)

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

Department
Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective
Decrease the number of adulterated, misrepresented, or hazardous food products

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
40	Percentage of Food Firms Receiving a Summary that Met Inspection Requirements	ACT1425	Conduct Retail Food Firm Establishment Inspections
41	Percentage of Dairy Establishments that Passed Inspection	ACT5015	Conduct Dairy Inspections
42	Number of Dairy Establishment Inspections	ACT5015	Conduct Dairy Inspections
43	Number of Food Retail Firm Inspections	ACT1425	Conduct Retail Food Firm Establishment Inspections
44	Number of Manufactured Food Firms Inspected	ACT1426	Conduct Manufactured Food Firm Establishment Inspections
45	Number of Biological Laboratory Tests Performed on Food Samples	ACT1435	Conduct Biological Laboratory Tests on Samples
46	Number of Chemical Laboratory Tests Performed on Food Samples	ACT1445	Conduct Chemical Laboratory Tests on Samples
47	Number of Dairy Laboratory Tests Performed	ACT5030	Conduct Laboratory Tests on Dairy Samples

Service/Budget Entity
Agricultural Environmental Services
 (Code: 42160100)

Program
Consumer Protection
 (Code: 42160000)

Goal
Safeguard the Well-Being of Florida Residents and Visitors

Department
Agriculture and Consumer Services
 (Department Number 42)

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
48	Percentage of non-compliant entities reinspected within 35 days of a work request being issued.	ACT1335	Inspect Pest Control Businesses and Applicators
49	Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted	ACT1350	Regulate Fertilizer Companies
50	Number of Pesticide Products Registered	ACT1320	Register Pesticide Products
51	Number of Pest Control Businesses and Applicators Licensed	ACT1340	License Pest Control Businesses and Applicators

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 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
52	Percentage of Consumer Complaints Addressed within 10 calendar days of being entered into the Consumer Services' system and assigned to a Complaint Analyst	ACT1065	Enforce Consumer Protection Laws
53	Number of Assists Provided to Consumers by the Call Center	ACT1060	Provide Assists to Consumers (Call Center)
54	Number of Regulated Entities Registered by the Division of Consumer Services	ACT1097	Register, License, or Permit Department Regulated Entities
55	Number of Regulated Devices, Entities, and Products that are Inspected or Tested for Compliance	ACT1096	Conduct Petrol Field, Liquified Petrol Gas Facilities, and Amusement Ride Safety Inspections Test and Analyze Petrol Production

Service/Budget Entity
Fruit and Vegetable Inspection and Enforcement
 (Code: 42170100)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

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

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
56	Percentage of Processed Citrus Inspections Meeting Maturity	ACT7010	Conduct Citrus Packinghouse and Processing Inspections
57	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
58	Number of Tons of Fruit and Vegetables Inspected	ACT7030	Conduct terminal market inspections upon request of shippers/receivers
59	Number of Agricultural Production Observations Conducted	ACT7040	Conduct citrus crop and maturity estimates

Service/Budget Entity
Agricultural Products Marketing
 (Code: 42170200)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

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

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
60	Total Sales of Agricultural and Seafood Products Generated by Tenants of State Farmers' Markets	ACT6040	Conduct State Farmers Market Program
61	Number of Marketing Assists Provided to Producers and Businesses	ACT6050	Conduct Agriculture/Seafood/Aquaculture Assists
62	Number of Leased Square Feet at State Farmers' Markets	ACT6040	Conduct State Farmers Market Program
63	Amount of Sales Reported by Participants at Domestic and International Trade Events	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
64	Number of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities
65	Percentage of Fresh From Florida Consumer Exposures Converted to Engagements	ACT6020	Conduct Florida Agriculture Promotion Campaign (FAPC) and Related Promotional Activities

Service/Budget Entity

*Aquaculture
(Code: 42170300)*

Program

*Agricultural Economic Development
(Code: 42170000)*

Department

*Agriculture and Consumer Services
(Department Number 42)*

Goal

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

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
66	Percentage of Inspected Shellfish Facilities in Significant Compliance with Permit and Food Safety Regulations	ACT1710	Inspect Shellfish Processing Plants
67	Number of Shellfish Processing Plant Inspections and HACCP (Hazard Analysis Critical Control Point) Records Reviews	ACT1710	Inspect Shellfish Processing Plants
68	Number of Acres Tested	ACT1720	Test Water Quality
69	Number of Submerged Land Leases	ACT1740	Administer Shellfish Lease Program
70	Cubic Yards of Cultch Deposited to Restore Habitat on Public Oyster Reefs	ACT1750	Conduct Oyster Planting Activities
71	Number of Aquaculture Certifications Issued to First Time Applicants or Renewed	ACT 1730	Administer Aquaculture Certification Program

Service/Budget Entity
Animal Pest and Disease Control
 (Code: 42170500)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

Prevent and Respond to Pests, Disease and Disaster

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
72	Field Man-hours Expended per Animal Inspected	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
73	Number of Animal Site Inspections Performed	ACT9030	Inspect Livestock on Farms/Ranches for Sanitary/Humane Conditions
74	Total Number of Tests Performed by the Bronson Animal Disease Diagnostic Laboratory	ACT9010	Prevent, Control, and Eradicate Animal Diseases
75	Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian	ACT9010	Prevent, Control, and Eradicate Animal Diseases
76	Number of Employee Hours Spent on Animal and Agricultural Emergency Activities	ACT9010	Prevent, Control, and Eradicate Animal Diseases

Service/Budget Entity
Plant Pest and Disease Control
 (Code: 42170600)

Program

Agricultural Economic Development
 (Code: 42170000)

Goal

Prevent and Respond to Pests, Disease and Disaster

Department

Agriculture and Consumer Services
 (Department Number 42)

Primary Service Objective

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
77	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
78	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
79	Number of Commercial Citrus Acres Surveyed for Citrus Diseases	ACT8120	Inspect Citrus Trees for Certification and Pest Detection
80	Number of Sterile Med Flies Released	ACT8100	Release Sterile Fruit Flies
81	Number of Plant, Soil, Insect, and Other Organism Samples Processed for Identification or Diagnosis	ACT8060	Identify Plant Pests
82	Number of Cartons of Fruit Certified as Fly-Free for Export	ACT8080	Certify Citrus Fly-Free

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

FY 23/24 Measure Number	FY 23/24 Approved Performance Measure	FY 23/24 Activity Code	FY 23/24 Activity Title
83	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
84	Number of Trainings and Technical Assists Provided to Sponsors of the USDA Child Nutrition Programs	ACT2001	Training and Technical Assistance
85	Total Number of Meals Provided to Children in the Summer Food Service Program	ACT2004	Increase in Number of New Sites Providing Free Meals in the Summer Food Service Program

Exhibit VI

Agency Level Unit Cost Summary

AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF, AND		FISCAL YEAR 2022-23			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,841,144,582		152,394,325	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		930,980,745		287,881,527	
FINAL BUDGET FOR AGENCY		2,772,125,327		440,275,852	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					4,098,980
Provide Assists To Consumers (call Center) * Number of assists provided to consumers by the call center		237,378	8.16	1,937,440	
Enforce Consumer Protection Laws * Percentage of Consumer Complaints Addressed within 10 calendar days of being entered into the Consumer Services' system and assigned to a Complaint Analyst		13,553	219.05	2,968,720	
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		303,770	48.66	14,780,287	
Register, License, Or Permit Department Regulated Entities * Number of regulated entities registered by the Division of Consumer Services.		135,008	30.33	4,094,763	
State Forest Resource Management * Percentage of acres of Florida Forest Service lands managed by the department		11,770	3,265.97	38,440,490	
Provide Technical Assists To Non-industrial Forest Landowners * Number of hours spent providing forest-related technical assists to non-industrial private landowners		51,068	64.97	3,317,713	
Visitor Service / Recreation * Number of Visitors to Florida Forest Service Lands		19,334,316	0.26	5,047,019	
Capital Improvements *		247,427	64.18	15,879,882	308,384,964
Provide Land Management Assistance To Other Agencies * umber of hours spent providing forest-related technical assists to public land management agencies		15,435	146.75	2,265,117	
Supervise Workcamp Inmates *		28,480	30.82	877,812	
Protect Acres Of Forest Land From Wildfires * Number of acres of wildlands protected from wildfires		24,857,960	3.23	80,363,411	95,575,908
Licensing * Number of new and renewal security, investigative, and recovery licenses issued		58,277	72.70	4,236,698	
Compliance Section * Number of Administrative Actions Generated		409,464	68.25	27,949,101	
Regional Offices * Number of new and renewal concealed weapon/firearm licenses issued		99,123	93.91	9,308,194	
Inspect Pesticide Applicators And Dealers *		1,973	1,521.61	3,002,145	
License Pesticide Applicators And Dealers *		10,740	77.38	831,066	
Evaluate And Manage Pesticide Products *		178	5,764.19	1,026,025	
Register Pesticide Products * Number of pesticide products registered		17,284	37.74	652,297	
Analyze Pesticide Products *		134,837	12.58	1,696,109	
Inspect Pest Control Businesses And Applicators * Percentage of non-compliant entities reinspected within 35 days of a work request being issued		4,855	689.32	3,346,670	
License Pest Control Businesses And Applicators * Number of pest control businesses and applicators licensed		55,203	23.67	1,306,465	
Regulate Mosquito Control Programs *		64	41,171.58	2,634,981	
Regulate Fertilizer Companies * Number of Pest Control, Feed, Seed, Fertilizer, and Pesticide Inspections Conducted		2,291	704.34	1,613,634	
Analyze Fertilizer Products *		110,544	14.94	1,651,340	
Analyze Seed Companies *		104,257	5.26	547,968	
Regulate Seed Companies *		2,104	250.49	527,035	
License Feed Companies *		1,400	680.38	952,526	
Analyze Feed Products *		1,506	101.33	152,597	
Conduct Retail Food Establishment Inspections * Number of food retail firm inspections		25,537	519.63	13,269,826	
Conduct Manufactured Food Establishment Inspections * Number of manufactured food firms inspected		5,366	655.46	3,517,223	
Conduct Biological Laboratory Tests On Food Samples * Number of biological laboratory tests performed on food samples		7,453	520.58	3,879,883	
Conduct Chemical Laboratory Tests On Food Samples * Number of chemical laboratory tests performed on food samples		6,565	936.68	6,149,272	
Energy Efficiency And Renewable Energy Grants And Incentives * Number of Financial Incentive Awards Executed		57	55,904.32	3,186,546	3,500,000
Energy And Climate Program Coordination * Page Views of the Florida Energy Clearinghouse		71,050	2.69	190,994	
Inspect Shellfish Processing Plants * Number of shellfish processing plant inspections and HACCP (Hazard Analysis Critical Control Point) records reviews		1,012	611.48	618,814	
Test Water Quality * Number of acres tested		1,337,209	1.29	1,725,443	
Administer Aquaculture Certification Program * Number of Aquaculture certifications issued to first-time applicants or renewed		1,041	541.60	563,809	
Administer Shellfish Lease Program * Number of Submerged Land Leases		781	480.10	374,961	
Conduct Regulatory Investigations * Number of complaints investigated upon referral from the Division of Consumer Services		2,014	1,609.35	3,241,238	
Training And Technical Assistance *		17,377	87,983.38	1,528,887,209	
Increase In Number Of New Sites Providing Free Meals In The Summer Food Service Program *		15,056,457	3.02	45,502,464	
Conduct Law Enforcement Investigations * Number of law enforcement investigations initiated		471	7,992.03	3,764,247	
Agriculture State Law Enforcement - Commodity Interdiction * Number of vehicles inspected at agricultural interdiction stations		8,394,152	2.32	19,437,300	
Capture Bills Of Lading * Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations		23,217	138.48	3,214,986	
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.		63,385	74.46	4,719,645	5,000,000
Assist Implementation Of 1999 Watershed Restoration Act * Number of acres outside the Northern Everglades and Estuaries Protection Program area enrolled annually, through Notices of Intent, in Agricultural Water Policy Best Management Practices programs.		40,631	715.38	29,066,762	
Develop Water Policy * Number of financial and technical assists provided to agricultural interests		2,574	799.71	2,058,456	
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.		1,268	1,811.71	2,297,252	
Assist Soil And Water Conservation Districts *		55	39,497.96	2,172,388	
Conduct Dairy Inspections * Number of dairy establishment inspections		4,019	416.15	1,672,503	
Conduct Laboratory Tests On Dairy Samples * Number of dairy laboratory tests performed		12,099	35.36	427,836	
Conduct Florida Agriculture Promotion Campaign (apc) And Related Promotional Activities * Amount of sales reported by participants at domestic and international trade events		75,000,000	0.16	12,347,227	
Conduct State Farmers Market Program * Number of leased square feet at state farmers' markets		1,675,000	2.36	3,950,251	731,000
Conduct Agriculture/Seafood/ Aquaculture Assists * Number of marketing assists provided to producers and businesses		500,000	26.34	13,170,619	
Conduct Citrus Packing House And Processing Inspections * Percentage of Processed Citrus Inspections Meeting Maturity		26,107	72.24	1,885,941	
Conduct Shipping And Receiving Point Vegetable Inspections And Regulate Imports In Applicable Areas Upon Request * Number of Audits of Farms and Packinghouses Completed Annually		278	4,585.58	1,274,790	
Conduct Terminal Market Inspections Upon Request Of Shippers/Receivers * Number of tons of fruit and vegetables inspected		1,303,537	4.39	5,726,454	
Conduct Citrus Crop And Maturity Estimates * Number of agricultural production observations conducted		450,475	4.18	1,883,294	
Inspect Plants For Plant Pests, Disease Or Grade And Service Exotic Fruit Fly Traps * Number of plant, fruit fly trap, and honeybee inspections performed		974,578	22.81	22,234,085	
Identify Plant Pests * Number of plant, soil, insect, and other organism samples processed for identification or diagnosis		749,238	5.70	4,268,951	
Certify Citrus Fly-free * Number of cartons of fruit certified as fly-free for export		68,078	12.45	847,309	
Develop Control Methods And Rear Biocontrol Agents *		2,118,945	0.97	2,063,548	
Release Sterile Fruit Flies * Number of sterile med flies released		3,820,000,000	0.00	1,408,572	
Inspect Citrus Trees For Crop Forecast And Pest Detection * Number of commercial citrus acres surveyed for citrus diseases		205,450	56.32	11,569,961	
Inspect Aplineas * Number of plant, fruit fly trap, and honeybee inspections performed		435,810	2.87	1,249,905	
Register Citrus Budwood * Number of plant, soil, insect, and other organism samples processed for identification or diagnosis		749,238	4.51	3,377,618	
Certify Nurseries As Imported Fire Ant Free * Number of plant, fruit fly traps, and honeybee inspections performed		4,701	23.94	112,536	
Distribute Endangered Plant Grant Money To Qualified Applicants To Preserve Native Plants *		4	54,000.25	216,001	
Prevent, Control And Eradicate Animal Diseases * Number of Reports of Suspected or Positive Dangerous, Transmissible Diseases Received by the State Veterinarian		88,133	92.36	8,140,383	
Inspect Livestock On Farms/Ranches For Sanitary/Humane Conditions * Number of animal site inspections performed		11,000	429.84	4,728,212	
TOTAL				2,011,789,319	417,290,852
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS				7,759,784	18,485,000
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				29,302,836	4,500,000
REVERSIONS				723,273,566	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				2,772,125,505	440,275,852

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) The Budget Department of Agriculture and Consumer Services

Glossary

of Terms and Acronyms

Acre - 43,560 square feet.

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

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

Activity - 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) activations 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.

Agency Generated – Origination of investigation initiated as the result 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 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.

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

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

Aquaculture - The culture of aquatic organisms.

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

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

Audit Certificate – Federal or State certification form.

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.

Best Management Practices (BMPs) - As defined in s. 373.4595, F.S., is a practice or combination of practices determined by the coordinating agencies, based on research, field- testing, and expert review, 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 shall reflect a balance between water quality improvements and agricultural productivity.

Bill of Lading - Document(s) that establish whether the carrier is shipping their own goods or transporting goods 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 Laboratory Test – 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 - 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.

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.

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.

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

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

Certificates - Federal certification form.

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

Chemical Laboratory Test – 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.

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 other employees.

Clearance - Final disposition or conclusion of an investigation.

Closed Case – Closure of a report documenting and Investigation or other matter that warrants no further investigation or action.

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

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.

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

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

Consumer Protection Laws – 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.

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

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 Establishment Inspection - A visit, virtually or in person, by an authorized agent of the department to or with the place of business during which a review of conditions is made.

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

Dairy Product Analyzed - 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.

Dangerous, Transmissible Disease - Each of the 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.

The Department – Unless noted otherwise, the Florida Department of Agriculture and Consumer Services (FDACS).

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

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

Emergency Incidents Other Than Wildfires – Emergencies such as hurricane, flood, tornado, insect or plant disease outbreak, storms, drought, etc.

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

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

Enrolled - An agricultural 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.

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.

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.

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

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

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. Establishment inspections are counted after they are reviewed and recorded by Feed Section personnel and are reported under activity #16 on Bureau of Inspection and Incident Response, 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.

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.

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. Financial incentives can be in the form of subgrants, rebates, or cost-share assistance.

Financial and Technical Assistance Contact – Interaction between the Office of Agricultural Water Policy (OAWP) and agricultural producers for the purpose of enrolling the producer in the OAWP best management practices (BMP) program or performing implementation verification site visits for producers who are already enrolled.

Fire Management Information System (FMIS) - A computer database residing within the Office of Agriculture Technology Services that stores, and processes information related to open burn authorizations administered 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.

FiResponse - A commercial computer aided dispatch system that resides on the Azure Cloud. The system stores and processes information related to wildfires and other incidents responded to by the Florida Forest Service, beginning on July 1, 2021.

Florida Accounting Information Resource (FLAIR) – The State’s accounting database.

Florida Energy Clearinghouse - A web portal to compare energy saving technologies, learn more about renewable energy technologies and research being conducted in Florida, and learn more about energy usage and production. The Clearinghouse includes tools to assist consumers in making informed cost and energy-saving decisions; energy service businesses can find information on accreditation, regulation, and information exchange; universities and academic research communities are linked from the Clearinghouse to inform energy-related businesses and consumers about the latest technologies and scholarly research. The Clearinghouse aids various communities with any questions that they may have regarding all forms of energy as it relates to our state. The Florida Energy Clearinghouse is a service hosted by the Florida Department of Agriculture and Consumer Services Office of Agriculture Technology Services (FDACS OATS) that is available to anyone.

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

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.

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 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.

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

“Fresh From Florida” Branded Packaging – Consumer packaging which incorporates the “Fresh From Florida” logo and which is visible to consumers in at least one retail location.

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

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

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

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

Google Analytics - a free web analytics service offered by Google that tracks and reports website traffic including traffic sources, clicks, pageviews, and visitors. Google Analytics is the most widely used web analytics service on the internet. The installation and maintenance of Google Analytics for the Clearinghouse is administered by the FDACS OATS Web Services team.

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.

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.

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

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 received an inspection by the Division of Aquaculture during the reporting period.

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.

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 of a Manufactured Food Establishment - a visit, virtually or in person, by an authorized agent of the department to inspect food-related business activities.

Inspection of a Retail Food Establishment - A visit, virtually or in person, by an authorized agent of the department to inspect food-related business activities.

Inspection of a Food Establishment - A visit, virtually or in person, 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.

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.

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 and that the device is not being used improperly.

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'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 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.

Manifest - Bill of Lading.

Marketing Assist – An activity by the Division of Marketing on behalf of one or more producers or businesses which has a high probability of increasing sales of the producers' or business' agricultural product(s).

Marketplace Inspection - 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.

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.

Mediterranean Fruit Fly (Medfly) - A fruit fly in the family Tephritidae commonly known as the Medfly. These flies damage fruit by laying eggs in the 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 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.

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

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

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.

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.

OpenScape - A real-time engagement and multimedia communication solution. The network solution integrates with the Cherwell System to capture the Service Desk's duration, amount and types of interactions.

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

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

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

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.

Passed Inspection – An inspection of a dairy establishment that results in a rating of 90 or higher.

People First – The State personnel system/database

Person-hours - The number of employees multiplied by the number of work hours performed on non-fire emergencies.

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

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

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

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.

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

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

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

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

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

Rated Inspection – An inspection of a dairy establishment receiving a numerical score.

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 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.

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.

Regulated Devices - Amusement rides and commercial weighing and measuring 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.

Reinspection - A follow up inspection conducted after an initial inspection found evidence of a violation of applicable law or regulation.

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 entities included under Chapter 500, Florida Statutes, 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.

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

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

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

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

Standard - 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.

Summarized Inspection – An inspection that results in a report containing a summary of "met inspection requirements", "met inspection requirements - check back needed", or "reinspection required."

Summer Food Service Program (SFSP) – 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 citrus diseases.

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.

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, USDA; Governor of Florida; Florida Commissioner of Agriculture.

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

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

Web Analytics - The measurement, collection, analysis and reporting of web data. This information aids the Florida Department of Agriculture and Consumer Services' Office of energy (FDACS OOE) in improving the site's user experience in order to provide information in the most efficient and user-friendly manner possible.

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

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

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.