

Florida Department of Law Enforcement

# LONG-RANGE PROGRAM PLAN



Fiscal Years 2009-2010  
Through 2013-2014

September 30, 2008  
Gerald M. Bailey, Commissioner

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# FDLE MISSION, VALUES AND GOALS

## Mission

### Promote Public Safety

To promote public safety and strengthen domestic security by providing services in **partnership** with local, state, and federal criminal justice agencies to prevent, investigate, and solve crimes while protecting Florida's citizens and visitors.

## Values

The Florida Department of Law Enforcement (FDLE) is dedicated to four basic values that drive the organization. All of FDLE's members are committed to the highest standards of **SERVICE** to the law enforcement community and others we serve; **INTEGRITY** of the organization and the individual; **RESPECT** for each member as our most valuable asset; and **QUALITY** in everything we do. It is this dedication that will continue to keep FDLE at the forefront of the state's and the nation's quality criminal justice agencies.

## Goals

FDLE has identified four major goals to promote public safety:

- Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals;
- Support the prosecution of criminal cases;
- Prevent crime and promote public safety; and
- Prevent and respond to threats against domestic security and other disasters.

# GOALS, OBJECTIVES & OUTCOMES

## GOAL 1: Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

### *Objective I: Conduct effective criminal investigations*

**Outcome I.1:** Maintain the percentage of closed criminal investigations resolved

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
78% 1997-98	78%	78%	78%	78%	78%

**Outcome I.2:** Maintain the percentage of criminal investigations closed with arrests

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
62% 1997-98	65%	65%	65%	65%	65%

### *Objective II: Provide timely and quality forensic and investigative assistance*

**Outcome II.1:** Decrease turnaround time for all lab disciplines

	Baseline/ Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
AFIS	56 Days 2000-01	45	45	44	44	43
CER	123 Days 2000-01	70	70	69	69	68
Chemistry	35 Days 2000-01	30	30	29	29	28
Crime Scene	40 Days 2000-01	30	30	29	29	28
Firearms	135 Days 2000-01	80	80	79	79	78
Latent Prints	65 Days 2000-01	60	60	59	59	58
Microanalysis	118 Days 2000-01	115	115	114	114	113
Serology/DNA	111 Days 2000-01	111	111	110	110	109
Toxicology	44 Days 2000-01	40	40	39	39	38

**Outcome II.2:** Increase the number of samples analyzed for the DNA Database

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
29,118 1997-98	36,000	72,000	75,600	79,380	83,349

**Objective III: Promote availability and effective use of criminal justice information and intelligence**

**Outcome III.1:** Maintain the percentage of criminal history data compiled accurately

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
82% 1997-98	93%	93%	93%	93%	93%

**Outcome III.2:** Maintain the percentage of responses to FCIC hot files that contain substantive information within defined timeframe

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
96% 2000-01	98%	98%	98%	98%	98%

**GOAL 2: Support the prosecution of criminal cases**

**Objective IV: Ensure the effectiveness and quality of evidence collection, analysis, and processes**

**Outcome IV.1:** Maintain the percentage of laboratory service requests completed

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
92% 1995-96	95%	95%	95%	95%	95%

**Objective V: Provide the highest quality investigative support, consultation, and testimony**

**Outcome V.1:** Maintain the percentage of closed criminal investigations resolved

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
78% 1997-98	78%	78%	78%	78%	78%

**Objective VI: Provide timely and useful criminal justice information in support of criminal prosecutions**

**Outcome VI.1:** Maintain the number of certified operators accessing FCIC

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
53,050 2002-03	56,177	56,177	56,177	56,177	56,177

**Outcome VI.2:** Maintain percentage of criminal history data compiled accurately

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
82% 1997-98	93%	93%	93%	93%	93%

### **GOAL 3: Prevent crime and promote public safety**

***Objective VII: Promote professionalism in the criminal justice community and ensure well-trained criminal justice professionals***

**Outcome VII.1:** Maintain the number of individuals trained through the Florida Criminal Justice Executive Institute

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
500 1997-98	840	840	840	840	840

***Objective VIII: Support local law enforcement and criminal justice agencies through enhanced information sharing***

**Outcome VIII.1:** Maintain the number of certified operators accessing FCIC

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
53,050 2002-03	56,177	56,177	56,177	56,177	56,177

***Objective IX: Provide programs and strategies to enhance agency cooperation and coordination***

**Outcome IX.1:** Increase the number of missing children cases worked through MCIC

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
50 1997-98	4,000	4,400	4,840	5,324	5,856

***Objective X: Provide improved public access to information about crime and criminals***

**Outcome X.1:** Increase the number of responses to requests for crime statistics

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
164,992 2000-01	500,000	550,000	605,000	665,500	732,050

**Outcome X.2:** Increase the number of registered sexual predators/offenders identified to the public

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
15,650 1998-99	37,865	40,516	43,352	46,387	49,634

**GOAL 4: Prevent and respond to threats against domestic security and other disasters**

***Objective XI: Provide intelligence to and promote information sharing among local and state domestic security partners to prevent acts of terrorism***

**Outcome XI.1:** Maintain the number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
1,398 2002-03	1,000	1,000	1,000	1,000	1,000

***Objective XII: Protect, police, and secure the Capitol Complex and provide security to the Governor and other dignitaries***

**Outcome XII.1:** Maintain the number of Capitol Police officer patrol hours

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
72,800 2000-01	96,432	96,432	96,432	96,432	96,432

**Outcome XII.2:** Maintain number of dignitaries provided with FDLE protective services

Baseline/Year	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
52 1999-2000	52	52	52	52	52

# **FDLE GOALS AND OBJECTIVES LINKED TO GOVERNOR'S PRIORITIES**

## **Governor's Priority No. 1 – Protecting Our Communities**

**FDLE GOAL 1:** Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

**FDLE GOAL 2:** Support the prosecution of criminal cases

**FDLE GOAL 3:** Prevent crime and promote public safety

**FDLE GOAL 4:** Prevent and respond to threats against domestic security and other disasters

## **Governor's Priority No. 2 – Strengthening Florida's Families**

**FDLE GOAL 1:** Ensure the detection of crime, investigation of criminal activity, and apprehension of suspected criminals

**FDLE GOAL 3:** Prevent crime and promote public safety

**FDLE GOAL 4:** Prevent and respond to threats against domestic security and other disasters

## **Governor's Priority No. 3 – Keeping Florida's Economy Vibrant**

**FDLE GOAL 3:** Prevent crime and promote public safety

**FDLE GOAL 4:** Prevent and respond to threats against domestic security and other disasters

## **Governor's Priority No. 4 – Success for Every Student**

N/A

## **Governor's Priority No. 5 – Keeping Floridians Healthy**

N/A

## **Governor's Priority No. 6 – Protecting Florida's Natural Resources**

**FDLE GOAL 3:** Prevent crime and promote public safety

**FDLE GOAL 4:** Prevent and respond to threats against domestic security and other disasters



# TRENDS AND CONDITIONS

## Introduction

The Florida Department of Law Enforcement's (FDLE) Long-Range Program Plan (LRPP) for Fiscal Years 2009-10 through 2013-2014 is a goal-based, five-year planning document that identifies the agency's priorities, goals and objectives. The Department reviewed and evaluated past, current and projected performance data on all services and activities within FDLE's five programs: Criminal Investigations and Forensic Science Services; Criminal Justice Information Services; Criminal Justice Professionalism; Executive Direction and Business Support; and the Florida Capitol Police. The performance data and trends were used to adjust goals and performance objectives where necessary. This document is intended to provide a strategic direction for the Department to ensure criminal justice goals are attained and serve as a resource for policymakers, stakeholders and the citizens of Florida.

## Statutory Authority

FDLE's primary responsibility is to prevent, investigate and solve crimes while protecting Florida's citizens, as defined in Chapters 98, 311, 741, 775, 877, 937 and 943, Florida Statutes. FDLE offers a range of diverse services to Florida's law enforcement community, criminal justice partners, and citizens. Performance goals and customer surveys have been established and are used to monitor the performance, delivery, and quality of FDLE's services.

## Agency Planning Approach

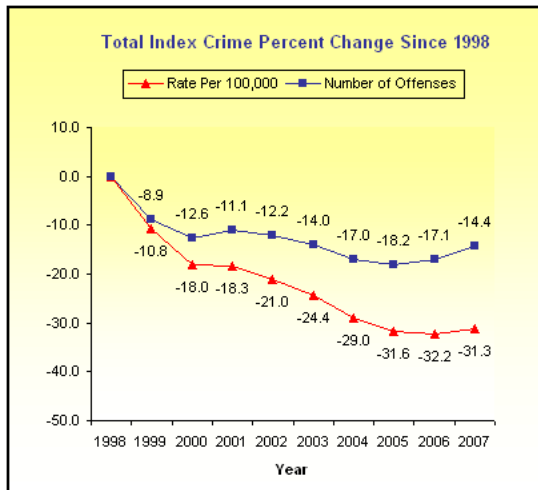
FDLE program leaders regularly initiate workgroups to assess the agency's strengths, weaknesses, opportunities, and threats. FDLE utilizes statewide crime data and trends, demand for service, performance data, and customer input to determine where to place resources and what, if any, additional resources will be required over the next several years to ensure strategic goals and objectives are achieved.

This plan was developed based on careful consideration of the Department's mission, capabilities and environment which leads to priority-based allocation of fiscal, human, technological, capital, and other resources. It will be used to implement priority-based resource allocation decisions. In developing the plan, the Department reviewed and examined all programs, services, and activities funded in current year estimated expenditures using zero-based budgeting principles.

Recent developments regarding the state's economy have forced agencies to evaluate current and future use of resources. Beginning in fiscal year 2007-08, FDLE began reducing its expenditures. As revenues continue to decrease, the Department will not be able to sustain its current level of performance. Given this forecast and its effect on FDLE's budget, readers will not see significant increases regarding future goals and objectives in this year's submission.

## GOAL 1: ENSURE THE DETECTION OF CRIME, INVESTIGATION OF CRIMINAL ACTIVITY AND APPREHENSION OF SUSPECTED CRIMINALS

**Investigative Services.** FDLE conducts independent and multi-jurisdictional investigations focusing on violent crime, public integrity, fraud/economic crime, domestic security and major drugs. The Department also offers specialized assistance for computer and financial crimes, which can encompass one or more of these focus areas, and partners with state and local agencies to dismantle major criminal enterprises. During fiscal year 2007-08, FDLE worked a total of 1,761 criminal investigations and reported more than 3,000 arrests. Sixty-six percent of FDLE's criminal investigations closed during that period resulted in arrest.



Consistent with federal crime trends, the Florida crime rate began a gradual decline in 1992 that continued until 2007. As illustrated in this graph, FDLE Uniform Crime Reports show a slight increase in the total number of index crimes as well as the total index crime rate (crime incidents per 100,000 population) between 2006 and 2007 despite an overall decline for the past ten years. Total index crime includes both violent (murder, sexual offenses, robbery and aggravated assault) and property crimes (burglary, larceny, and motor vehicle theft).

While the one year increase in index crime is very slight, only 1.4 percent, data indicates slight increases in the number of violent crimes reported in each of the past three years (2005 – 2007). Moreover, the percentage of violent crime that is firearm related has been on the rise since 2004, reaching its highest proportion of total violent crime (27.46%) in a twelve year period in 2007. Examining the homicide trends (a component of violent crime), statistics show that murder with a firearm has been on the increase for the past two years, representing 68 percent of the total number of homicides reported in Florida in 2007.

In response to the increase in violent crime, particularly homicides and robberies, FDLE is partnering with local, state and federal criminal justice agencies to expand current initiatives and develop a comprehensive statewide Violent Crime Strategy that will focus on the major violent crime components of homicides, gangs and violent fugitives. Regional violent crime summits, chaired by FDLE's regional Special Agents in Charge and including sheriffs, police chiefs, state attorneys and leadership from partner agencies with a stake in public safety, are providing the foundation for establishing regional advisory groups. These regional groups will continue to meet on a regular basis and serve as part of a statewide violent crime advisory council to the Governor to propose new or enhanced strategies to combat violent crime within regional jurisdictions.

The framework for Florida's statewide Violent Crime Strategy includes augmenting regional violent crime teams by increasing investigative/enforcement operations, enhancing intelligence and information sharing, expanding violent fugitive apprehension, and developing violent crime

and gang specific training and awareness programs. Enhancing existing intelligence and information sharing systems will improve the effectiveness, usage and accessibility of criminal intelligence and investigative information statewide. The key to effective violent crime investigative operations is the sharing of timely and actionable information and intelligence. As organized violent criminal enterprises traverse multiple jurisdictions and operate with similar means and methods, the need to share detailed information on these groups is paramount to effectively dismantling them.

In an effort to more closely align investigative efforts with intelligence operations, FDLE is expanding the current intelligence structure and designating regional intelligence agents and analysts in each of the seven FDLE regions. These regional intelligence teams will maximize existing resources for both the region and the state. The unique responsibilities of these assets will be their focused collection efforts directed by the Office of Statewide Intelligence (OSI). For example, FDLE recently administered a statewide gang survey to assist in an assessment on the scope of the gang problem in Florida. In the future, regional intelligence agents and analysts will be utilized to assist in the collection of intelligence information from local agencies for these types of surveys, which will provide a more comprehensive picture of the problem statewide. These regional intelligence teams will liaison with the emerging Regional Fusion Centers and the operational Florida Fusion Center (FFC).

**Critical Information-Sharing Systems and Tools.** One of the most important factors in crime detection, investigation and apprehension is the rapid, complete and reliable exchange of crime-related information among criminal justice professionals at all levels – local, state and federal. A number of resources have been created to enable and enhance information exchange among these law enforcement partners. FDLE maintains the Criminal Justice Network (CJNet) through which Florida’s criminal justice agencies are provided access to a myriad of online systems to assist in the prevention, detection and capture of criminals. Some of these include:

- FCIC (Florida Crime Information Center) - contains information on wanted persons, missing persons, unidentified persons and stolen property and serves as the gateway to Florida and national criminal history records. This is Florida’s law enforcement/criminal justice information system;
- AFIS (Automated Fingerprint Identification System) - collects fingerprints and demographic information for individuals arrested;
- CCH (Computerized Criminal History) System – contains all criminal history records in the state of Florida;
- DNA Database - allows law enforcement agencies to search FDLE records for possible DNA matches when solving crimes;
- InSite (the Florida Intelligence System) - provides law enforcement with no-cost access to statewide criminal intelligence. It allows authorized users to enter, track, retrieve and analyze information related to domestic security, major economic crime, major drugs, violent crime and criminal street gangs; and
- FACTS (Factual Analysis Criminal Threat Solution) – allows crime intelligence analysts the ability to simultaneously query multiple public and private data sources.

These databases represent a small sampling of the centralized investigative information available to the law enforcement community through the Department. It is important to

recognize that demands on the system are growing. Recently, FDLE completed an upgrade of all CJNet circuits to full T1 speed, to address increased system usage and growth. In fiscal year 2008-09, FDLE will be changing Internet providers and increasing bandwidth to 45 megabits, to continue a high level of service.

Despite the improvement in information and data sharing offered by these tools, the need to identify, prevent, monitor and respond to terrorist and criminal activities remains a significant challenge for the criminal justice and private sector community. To address this issue, there is a national effort underway to create "fusion centers" at the state level to bring together all relevant partners including public safety, fire, health, and transportation in a single physical location to maximize the opportunities for blending data from a variety of sources. Through analysis, they will produce meaningful, actionable intelligence that can be shared with appropriate partners. FFC, housed at FDLE, is now fully operational and will continue to enhance information sharing across the country.

To improve forensic records maintenance and information sharing, FDLE is currently working on its web-based forensic laboratory evidence submission program, Prelog, a component of the Laboratory Information Management System (LIMS). This application will improve the timeliness of forensic reports by providing criminal justice agencies the ability to obtain laboratory reports electronically.

FDLE continues to design FALCON, Florida's Integrated Criminal History System, to replace CCH and AFIS. FALCON will be able to support the capacity and high volume processing needs of customers. Its technology will improve integration between criminal history information, fingerprint images and photographic images. It was designed to provide incremental deliveries of functions to stakeholders.

A Bridge AFIS was put in place in fiscal year 2004-05 to meet the fingerprint image capacity concerns. Also in fiscal year 2004-05, the ability to retain fingerprints was implemented via FALCON. In fiscal year 2006-07, FDLE implemented the FALCON Rapid ID Pilot program that uses 1-4 digit fingerprint capture devices to search and validate a subject's identity. This system provides for the biometric identification of probationers and sends automatic notification to probation officers when a probationer is arrested.

The next phase in FALCON development, Build 2A, will be implemented Fall 2008. This is the foundation of FALCON and will expand these services to allow for biometric identification of subjects in other venues such as court appearance, correctional facilities, jails and even roadside interviews/traffic stops. It will also transition the working model for retained applicant print process to a more stable platform. Build 2A will offer new features, such as DNA verification, the ability to create and maintain watch lists, and the expansion of the arrest notification process. In fiscal year 2008-09, the Biometric Workflow Replacement portion of FALCON will be implemented.

## GOAL 2: SUPPORT THE PROSECUTION OF CRIMINAL CASES

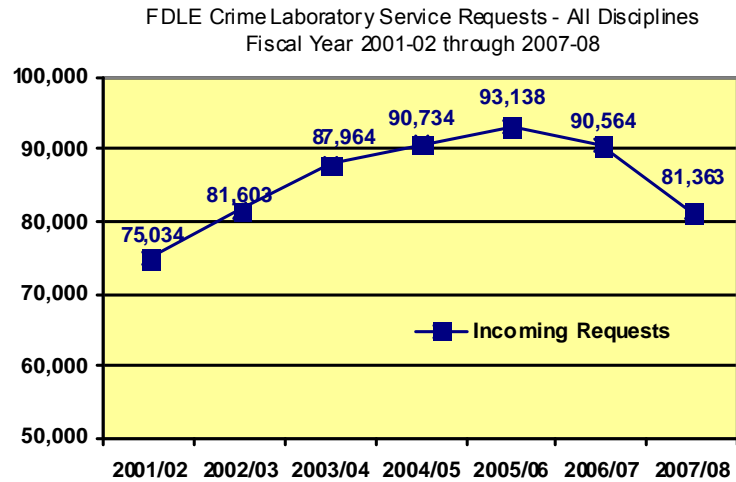
**Forensic Services.** FDLE's seven crime laboratories provide scientific analysis of evidence as requested by local, state and federal criminal justice agencies with jurisdiction in this state. FDLE offers forensic services and expert witness testimony in nine disciplines, including: Automated Fingerprint Identification System, Biology/DNA, Chemistry, Computer Evidence Recovery, Crime Scene, Firearms, Latent Prints, Microanalysis and Toxicology. Timeliness in the delivery of all forensic services is critical to law enforcement agencies and prosecutors, and to the resolution and successful prosecution of criminal cases. Turnaround standards have been established for each discipline based on that discipline's unique characteristics.

The large number of crimes in Florida, as well as continued advancements in forensic technology, will continue to contribute to a heavy demand for forensic services. In fiscal year 2007-08, FDLE's labs received more than 81,000 submissions from law enforcement contributors, an average of nearly 300 incoming service requests for every FDLE crime laboratory analyst. The drop in incoming submissions compared to the previous fiscal year (90,564),

reflects a change in FDLE's case acceptance policies, an integral part of the Department's plan to control workload volume. This ensures the best, rather than all, evidence is submitted for forensic analysis. This best practice was implemented in Biology/DNA, Chemistry, Firearms, and Latent Prints in 2006 and showed an immediate impact. FDLE will continue to develop and implement case acceptance policies for remaining disciplines to ensure maximum effectiveness of crime laboratory effort.

The Department is continuing to work with selected local law enforcement agencies training their personnel to screen their agencies' cases for the presence of potential DNA. This practice will speed DNA processing by allowing incoming evidence to proceed directly to the analysis stage, and eliminating submission of negative samples. Currently three local agencies are participating in this effort with promising results shown to date. This initiative will be expanded as local agencies express interest and commitment and FDLE resources for training become available.

In addition to the Department's current initiatives focused on the use of case acceptance policies, outsourcing and expanding duties of forensic technologists, as well as improved equipment to help keep up with increasing demand, FDLE will continue to look for ways to better manage incoming case work and increase lab productivity in order to reduce backlogs and, over time, decrease turnaround times.



To improve the ability to analyze workload and costs associated with FDLE forensic services, the Department is participating in Foresight, a federally funded project designed to help calculate unit cost of forensic services. By participating in this project, FDLE will be able to compare service costs among all FDLE laboratories, as well as other laboratories throughout the United States to help identify best practices and solutions for optimizing and standardizing performance within each forensic discipline.

Implementation of LIMS was critical to FDLE's ability to collect the detailed data needed to participate in the Foresight project. The Department is continuing to develop the usefulness and capabilities of this system by implementing two important modules. The first module will make case information available to criminal justice agencies on CJNet. Contributors are able to obtain the status of their cases on line and receive electronic evidence receipts. This will save time for contributing agencies and administrative time for FDLE forensic analysts. The second module will help FDLE move from national to international accreditation, important for the international recognition of the quality of work produced by FDLE and its forensic scientists.

In fiscal year 2007-08, FDLE chaired a team of forensic experts that participated in the National Governor's Association Center for Best Practices, *Improving Forensic DNA Policy Project*. It identified innovative solutions to two primary forensic challenges, increased forensic workloads and reduced funding for forensic sciences. As a result, Florida's team produced a *Strategic Plan to Improve Forensic DNA Policy in Florida*. It focuses on obtaining sustainable funding for forensics; enhancing effectiveness of the DNA database; enhancing partnerships with local agencies; standardizing statewide forensic practices; and ensuring follow-up on all DNA hits. FDLE will use the recommendations as a blueprint for continuing to improve forensic services over the next several years.

Submissions to Florida's DNA Database continue to grow as a result of Florida's statutory requirement to collect samples from all felons, which went into effect in July 2007. Since implementing this change, the volume of submissions to the Database has more than doubled from 62,216 submissions in fiscal year 2006-07 to 134,217 submissions in fiscal year 2007-08. Legislative requirements for post-conviction testing will also continue to increase the demand for biology/DNA services. Since its inception in 1990, the Database has collected and analyzed more than 509,500 samples, resulting in 9,172 hits and assisting in over 9,052 investigations. Florida's DNA Database represents approximately 8 percent of the total national offender profiles. In a continuing effort to improve the usefulness of the Database, FDLE is proposing legislation to allow for the addition of deceased victim and deceased suspect profiles.

FDLE has statutory authority to approve methods of analysis for breath and blood alcohol testing for use in investigations involving driving under the influence (Chapter 316, FS), commercial motor vehicles (Chapter 322, FS), boating under the influence (Chapter 327, FS), and use of a firearm while intoxicated (Chapter 790, FS). The Department ensures compliance and enforcement with the rules regarding evidentiary blood and breath alcohol analysis (Chapter 11D-8, FAC) and presents expert testimony in the field of blood or breath alcohol analysis and assists state attorneys with the scientific principles behind the instrumentation, the effects of alcohol, and the interpretation of results from alcohol analysis. The Intoxilyzer 8000 evidentiary breath test instrument, implemented in 2006, allows FDLE to conduct statistical analyses of evidentiary breath test results to ensure their reliability.

**Promoting Professionalism.** Today's criminal justice officer must be able to respond and react in a competent and capable manner to the complex crimes that occur in Florida. Because of Florida's unique climate, geography and population, Florida's criminal justice officers are often called upon to protect Florida's citizens and visitors in cases of natural disasters and catastrophic events, including terrorist incidents. FDLE plays an active role in establishing training standards, identifying appropriate training curricula/materials, and initiating focused training for local law enforcement, fire, emergency and other "first responders" to prepare them to counteract terrorist incidents.

The Criminal Justice Standards and Training Commission (CJSTC) creates, assesses, amends and maintains instructional curricula, which are the fundamental basis in the development of certified law enforcement, correctional and correctional probation officers. In addition to providing the training foundation for the entry-level officer, FDLE develops the post-basic and specialized training essential to the officer's career advancement. To communicate the most up-to-date information regarding new training and instructional techniques, technological advances, and changes in the criminal element, FDLE conducts instructor and high liability conferences to facilitate criminal justice personnel's response to the future of law enforcement.

In April 2008, the CJSTC implemented an updated law enforcement basic recruit training curriculum. The new curriculum was developed with feedback from criminal justice instructors and training school staff, includes a comprehensive textbook that documents what a basic recruit needs to know, and ensures standardized instruction across the state. Additionally, comprehensive instructor materials were developed to support criminal justice instructors in the delivery of the updated curriculum. To ensure Florida's citizens and criminal justice agencies receive the highest quality criminal justice services, FDLE and the CJSTC develop and administer approximately 8,000 certification examinations annually to basic recruits seeking to become certified correctional officers, correctional probation officers and law enforcement officers.

The Florida Criminal Justice Executive Institute provides continuing education opportunities for the state's criminal justice leaders. Through the Florida Leadership Academy (for sergeants and other first-line supervisors), the Senior Leadership Program (for middle managers), the Executive Leadership Seminar (for upper-level managers) and the Chief Executive Seminar (open to chief executives and directors of state and local criminal justice agencies), Florida's criminal justice professionals are kept up to date on policing methods throughout their careers.

Recognizing the value of competent and professional law enforcement analysts in support of investigations, FDLE developed the Analyst Academy and Certification Program to provide a uniform training curriculum for non-sworn personnel in local and state law enforcement agencies across Florida. In addition, FDLE developed and delivers analytical and computer courses statewide to train Florida's law enforcement community in basic law enforcement analysis, computer applications and techniques of analysis. The anticipated benefits of enhanced investigative outcomes and professionalism among this critical investigative support position are apparent and expected to continue.

Florida is recognized as a national leader in addressing officer discipline issues. This FDLE function, performed in conjunction with the CJSTC, provides a valuable public service that helps ensure the ethical behavior of officers. It is important to note that while officers committing infractions that result in state-imposed disciplinary penalties are a serious concern, the prevalence of such incidents has historically been less than one percent of the workforce.

In assisting employing agencies to ensure that all officers meet and maintain the standards required by Florida Statutes and Administrative Rules, FDLE monitors and maintains an online, automated system of officer training records, certification and employment. The Department regularly evaluates the system for enhancements using advanced technologies in our ongoing effort to meet the needs of the growing number of Florida criminal justice personnel.

The Commission for Florida Law Enforcement Accreditation, Inc. (CFA) and the Florida Corrections Accreditation Commission (FCAC) promote professionalism in Florida through agency and facility participation in the accreditation process. Since being mandated by the Legislature in 1994, CFA has accredited over 40 percent of Florida's law enforcement agencies. CFA enjoys the support of both the Florida Police Chiefs Association and the Florida Sheriffs Association. FCAC began the Pre-Trial Professionals Accreditation program in 2008. It is the first accreditation program of its kind in the world. A new program for Inspectors General is also being developed. Training provided to our local law enforcement partners continues to be one of the most valuable products provide by CFA and FCAC.

### **GOAL 3: PREVENT CRIME AND PROMOTE PUBLIC SAFETY**

**Changing Population, Empowering Floridians.** Florida continues to be one of the fastest growing states in the nation. The population in the state has grown 26.2 percent over the past 10 years, now surpassing 18.5 million residents and maintaining Florida's rank as the fourth largest state in the country. By 2025 the elderly population is projected to increase from 17.9 percent to 26.3 percent of the state's population. The juvenile population is expected to grow by nearly 11.7 percent. These projected changes in the age distribution of the citizens in Florida will continue to have an impact on the types and volume of crimes committed. As these special populations increase, so will the special types of crimes that prey on these vulnerable citizens.

FDLE has placed a high priority on empowering citizens with information to help them protect themselves and their families. In Florida, criminal history background screening for licensing and employment purposes is required for many professions. Florida also passed legislation authorizing record checks for volunteers working with children, the disabled, or the elderly, under the National Child Protection Act, as amended. These programs serve to protect the public, particularly the most vulnerable citizens. The types of background checks conducted, in addition to the licensing and employment and the National Child Protection Act checks include public record checks of the Florida criminal history repository and checks of purchasers at licensed firearm dealers. The overall number of these checks increased from 2.1 million in fiscal year 2003-04 to 2.8 million in fiscal year 2007-08.



The concept of civilian criminal history checks has become much more widespread and urgent since September 11, 2001. Historically required in Florida for certain occupations or licenses (such as teachers, daycare workers, police officers, etc.), the demand for timely fingerprint-based criminal history checks has exploded. To improve this service to the public, FDLE invested in the Civil Workflow Control System (CWCS), which allows entities to submit information and fingerprints electronically. CWCS, first used by Florida's seaports to combat smuggling, provides a state and local criminal history response within two working days (often a shorter time). Previously, the state and national processing of paper fingerprint cards could take weeks or months. This system often eliminates criminals from positions or situations where they could harm both private industry and the public. FDLE is continually extending the use of the CWCS for new types of employment and licensing checks throughout the state. Over 75 percent of the applicant fingerprints submitted through CWCS are electronic.

During fiscal year 2004-05, the concept of applicant or employment checks was expanded by the Legislature to include the retention of certain types of prints and continual check of the incoming arrest prints to notify employers of any employee arrests. Retained applicants continually checked against incoming arrests now include persons employed by Racinos, criminal justice agencies, and some private school personnel. Preventing criminals from being placed in positions of trust or responsibility is a valuable crime prevention measure. FDLE has focused on customer service and has established performance standards that ensure prompt processing of criminal history requests. Understanding the importance of timely responses to customers needing criminal history information to support sensitive hiring and licensing decisions is critical.

Since the implementation of the Jessica Lunsford Act in 2005, the Sexual Predator/Offender Registry continues to provide new enhancements to the re-registration process and analytical tracking of absconders. Additionally, the registry continues to provide training to local law enforcement agencies regarding new enhancements and procedures, and continually modify the FCIC, CCH, Sex Offender and eAgent systems to provide identity and arrest notification of high risk sexual offenders.

Since its establishment in 1997, the Florida Sexual Offender Registry has seen continual and increasing growth in both size and demand for service and information. In the last two years, the unit has seen a 28 percent increase in the number of registered sexual predators and offenders. In partnership with local law enforcement, analysts registered almost 49,000 offenders and predators and successfully located 2,177 absconded offenders in fiscal year 2007-08. Recent improvements to the database, including registration of offender and predator e-mail addresses and instant messenger screen names, provides additional functionality to users and enhanced compliance with the federal Adam Walsh Act. A key improvement made in fiscal year 2007-08 was implementation of the Sex Offender Alert System. Citizens can use this website to subscribe for email alerts in the event an offender or predator moves close to their home. Citizens can also register to receive email alerts regarding the movement of particular offenders or predators.

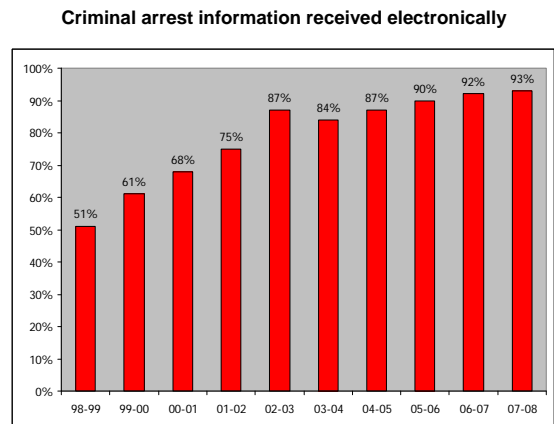
The Jennifer Kesse and Tiffany Sessions Missing Persons Act was passed by the Legislature in 2008. Senate Bill 502 expands the responsibilities of the Missing Children Information Clearinghouse to include missing persons between the ages of 18-25 and missing persons 26

years or older who are endangered or may be the victim of criminal activity. Law enforcement agencies must enter a missing child/adult report into FCIC/NCIC within two hours of receiving the report. Additionally, agencies are prohibited from removing a missing person entry from FCIC/NCIC based solely on the victim's age. It also provides for law enforcement to obtain specimens for DNA analysis if a missing child/adult is not located within 90 days, contingent upon federal funding.

**Safety through Technology.** According to UK Broadband User Service, a business research organization, about 82 percent of households and virtually 100 percent of businesses have access to the Internet. This explosion in the use of computer technology offers both challenges and opportunities to the criminal justice community. With the growing trends in computer-related and technology-related crimes, FDLE continues its focus on combating high-tech crimes with the Florida Computer Crime Center (FC3). Its mission is to respond to and conduct investigations, provide training, increase prevention efforts and assist other criminal justice agencies with computer related crimes.

Investigations focus on complex and statewide crimes such as network intrusions, denial of service attacks, financial crimes and identity crimes. To ensure timely and efficient responses to cyber attacks, FC3 also coordinates and maintains Florida's Cyber Incident Response Team. FC3 also provides training to other law enforcement and judicial agencies in an effort to improve Florida's overall response to Internet and other high-tech crimes. Public and private training is offered through C-SAFE (Cyber-Security Awareness for Everyone) classes taught to government agencies, businesses and private citizens. To date, C-SAFE training has been provided to more than 18,000 citizens. Through FC3's Secure Florida effort, Floridians who visit [www.secureflorida.org](http://www.secureflorida.org) are provided information to protect themselves, their family and their computers.

FDLE handles a number of criminal justice information databases to help promote public safety. The backbone of criminal justice telecommunications in the state is FCIC, which maintains over 80,000 devices in 1,336 federal, state and local criminal justice agencies. The system processes between 75 and 87 million data transactions per month (for a total of 968,567,283 transactions in fiscal year 2007-08), and allows criminal justice agencies virtually instantaneous access to information. FDLE also maintains the fourth largest criminal history file in the nation, criminal history records regarding 5.5 million offenders. Serving as the state repository, FDLE makes the records available to criminal justice agencies in Florida and across the country, governmental agencies, and the public. Each record is fully computerized and supported by fingerprints to help positively identify offenders. As depicted in the attached chart, over 90 percent of Florida's arrest fingerprint data is received electronically by FDLE from Livescan booking devices located at jail facilities across the state.



## GOAL 4: PREVENT AND RESPOND TO THREATS AGAINST DOMESTIC SECURITY AND OTHER DISASTERS

**Domestic Security.** FDLE coordinates and directs counter-terrorism efforts for the state. The Commissioner of FDLE serves as the Incident Commander for the state in the event of a terrorist incident. FDLE's Special Agent in Charge of Investigations and Forensic Science Program Office serves as Florida's Homeland Security Advisor and works closely with the Division of Emergency Management and other federal, state and local agencies to enhance the state's domestic security preparedness through the implementation of Florida's Domestic Security Strategic Plan, the state's blueprint for anti-terrorism prevention, preparedness and response.

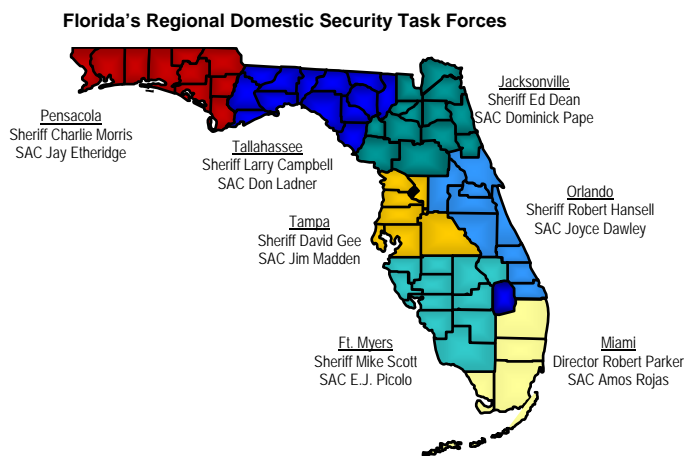
The state has joined with the federal government in allocating more than one billion dollars since 2001 to continue the support of Florida's Domestic Security Strategy. At least 80 percent of these funds directly benefit local counties and municipalities to equip and train Florida's first responders, public health and emergency workers, improve information sharing and secure the state's air, land and sea borders.

For the last several years, FDLE and the state's domestic security partners have placed a primary emphasis on preparedness and response, allocating most of the domestic security funds to equip, train, and exercise Florida's first responders. These efforts have enabled Florida to develop more than twelve types of specialty response teams that can be immediately deployed when local resources become overwhelmed. Florida will continue to maintain the capabilities it has built, but the primary focus has been redirected to development and implementation of prevention and protection strategies.

Fundamental to the implementation of Florida's Domestic Security Strategic Plan is the integration, coordination and cooperation within and among each of the seven Regional Domestic Security Task Forces. As depicted in the attached chart, each task force is co-chaired by an FDLE Special Agent in Charge and a local sheriff or police chief. Each task force includes representatives from law enforcement, fire/rescue, emergency management, health, business, education, and community. As the

foundation of Florida's integrated efforts for domestic security, the task forces facilitate multi-disciplinary partnerships; coordinate the collection and dissemination of information and intelligence; and ensure quick access to Florida's domestic security assets throughout the state. A recent enhancement, the implementation of BusinessSafe provided a formal method for the private sector to be more involved in the state's counter-terrorism efforts.

Intelligence-led policing and state police intelligence initiatives, especially the concept of fusion centers, are at the forefront of domestic security prevention and protection. A fusion center is a



collaborative effort of two or more agencies that provide resources, expertise and/or information to the center with the goal of maximizing the ability to detect, prevent, investigate and respond to criminal and terrorist activity. FFC is a component of OSI and is structured to provide timely collection, analysis and dissemination of intelligence and crime data information associated with the FDLE focus areas. FFC provides connectivity and coordinates intelligence sharing among seven regional fusion centers located throughout the state. Operations are guided by the understanding that the key to effectiveness is the development and sharing of information to the fullest extent permitted by law and agency policy. The FFC consists of approximately 45 FDLE members, federal agencies, and twelve multi-disciplinary state agency partners; and includes outreach to private sector entities.

Additionally, Florida continues to build-out the Florida Law Enforcement eXchange (FLEX), a statewide integrated intelligence and data sharing system. This project involves electronically connecting data sharing projects within each of the seven regions and a node of state law enforcement data to create a seamless information sharing environment. FLEX will provide law enforcement across the state with the ability to quickly and easily access and analyze thousands of records found in individual city, county and state law enforcement agencies records management systems. Information related to incidents and individuals who encounter the criminal justice system such as local field interview reports, pawn data, incident data, as well as dispatch and offense information will for the first time be searchable by agencies outside of the agency of ownership and made instantly accessible to law enforcement officers from Pensacola to Key West. There are currently four regional projects in operation. The other three regional systems and the state node, along with a network connecting all regions with the state to facilitate statewide queries, are scheduled to be completed in 2010.

Interoperable communications continue to be a critical domestic security and mutual aid interest. During an emergency, communication among first responders from multiple agencies and disciplines is essential for effective response. FDLE has upgraded the radio technology used by the regionally-based Emergency Deployable Interoperable Communications Systems to facilitate on site communications among multi-disciplinary first responders. FDLE has also acquired the necessary equipment to establish satellite communications in areas where network communications and infrastructure have been destroyed. FDLE will continue to work with partner agencies over the next two to three years to maintain and improve interoperable communications networks throughout the state. In fiscal year 2007-08, FDLE received funding to implement a disaster recovery capability for critical systems requiring recovery times of four hours or less. These databases, communications, and tracking systems are extremely critical in disaster events and can directly impact response to an event threatening public safety. In fiscal year 2008-09, FDLE requested grant funds to add four additional terminals to the networks to strengthen and expand the states interoperable communications network and capabilities.

## LRPP Exhibit II - Performance Measures and Standards

<b>Department: FLORIDA DEPARTMENT OF LAW ENFORCEMENT</b>
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71150000 Program: Executive Direction and Support Services
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71150200 Executive Direction and Support Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Administrative support costs as a percent of total agency costs	4%	3.8%	4%	4%
Number of grants disbursed	575	617	575	575
Total Number of agencies and jails accredited	156	160	156	156
Number of cases awarded emergency violent crime funds	73	67	73	73

71550000 Program: Florida Capitol Police Program
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71550000 Capitol Police Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Number of criminal incidents per 1000 employees	9.38	6.57	9.38	9.38
Number of officer patrol hours	96,432	119,304	96,432	96,432
Number of calls for service	8,000	4,909	8,000	8,000

71600000 Program: Investigations and Forensic Science Program
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71600100 Crime Lab Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percent of lab service requests completed	95%	99%	95%	95%
Number of laboratory service requests received	78,000	80,211	78,000	78,000
Average number of days to complete lab service requests by lab discipline: Toxicology	40	43	40	40
Average number of days to complete lab service requests by lab discipline: Chemistry	30	17	30	30
Average number of days to complete lab service requests by lab discipline: Crime Scene	30	21	30	30

Average number of days to complete lab service requests by lab discipline: Firearms	80	83	80	80
Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	45	31	45	45
Average number of days to complete lab service requests by lab discipline: Latents	60	38	60	60
Average number of days to complete lab service requests by lab discipline: Serology/DNA	111	127	111	111
Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)	70	55	70	70
Average number of days to complete lab service requests by lab discipline: Microanalysis	115	137	115	115
Number of crime scene service requests completed	600	558	600	600
Number of DNA samples added to DNA database	36,000	134,217	36,000	36,000

71600200 Investigative Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percentage of closed criminal investigations resolved	78%	91%	78%	78%
Number of closed criminal investigations resolved	702	647	702	702
Number of criminal investigations closed resulting in an arrest	585	472	585	585
Percent of criminal investigations closed resulting in an arrest	65%	66%	65%	65%
Number of criminal investigations worked	2,500	1,761	2,500	2,500
Number of criminal investigations closed	900	714	900	900
Percentage of criminal investigations closed	46%	41%	46%	46%
Number of short-term investigative assists worked	3,678	8,562	3,678	3,678
Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces	1,000	836	1,000	1,000

71600300 Mutual Aid and Prevention Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Number of dignitaries provided with FDLE protective services	52	81	52	52

71600400 Public Assistance Fraud Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	\$20.1 M	\$14.6 M	\$20.1 M	\$20.1 M
Number of public assistance fraud investigations conducted	5,625	3,386	5,625	5,625

71700000 Program: Criminal Justice Information Program
71700100 Information Network Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	98%	100%	98%	98%
Percentage of time FCIC is running and accessible	99.5%	99.94%	99.5%	99.5%
Percentage response to criminal history record check customers within defined timeframes	94%	100%	94%	94%
Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	90%	92%	90%	90%
Number of certified operators	56,177	63,282	56,177	56,177

71700200 Prevention and Crime Information Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percentage of criminal history information records compiled accurately	93%	96%	93%	93%
Number of responses to requests for criminal history record checks	2,000,000	2,822,274	2,000,000	2,000,000
Number of registered sexual predators/offenders identified to the public	37,865	48,840	37,865	37,865
Number of missing children cases worked through MCIC	4,000	5,714	4,000	4,000
Number of arrest records created and maintained	17,686,354	19,947,697	17,686,354	17,686,354
Number of disposition records added to the criminal history file	750,000	887,167	750,000	750,000

71800000 Program: Criminal Justice Professionalism
71800100 Law Enforcement Standards Compliance Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percentage of training schools in compliance with standards	80%	82%	80%	80%
Number of breath-testing instruments inspected	491	548	491	491
Number of records audited to validate the accuracy and completeness of ATMS2 record information	8,000	9,872	8,000	8,000
Number of program and financial compliance audits performed	2,000	2,584	2,000	2,000
Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Ch. 120, F.S.	1,500	1,438	1,500	1,500
Number of criminal justice officer disciplinary actions	452	670	452	452



71800200 Law Enforcement Training Certification Services
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Approved Performance Measures (Words)	Approved Prior Year Standards FY 2007-08 (Numbers)	Prior Year Actual FY 2007-08 (Numbers)	Approved Standards for FY 2008-09 (Numbers)	Requested FY 2009-10 Standard (Numbers)
Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers	80%	78%	80%	80%
Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	6,400	7,305	6,400	6,400
Number of course curricula and examinations developed or revised	135	160	135	135
Number of examinations administered	8,000	9,463	8,000	8,000
Number of individuals trained by the Florida Criminal Justice Executive Institute	840	1,022	840	840
Number of law enforcement officers trained by DARE	160	129	160	160
Number of professional law enforcement certificates issued	25,000	24,801	25,000	25,000
Number of domestic security training courses delivered	120	70	120	120

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Business Support  
**Service/Budget Entity:** Business  
**Measure:** Number of cases awarded emergency violent crime funds

**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
73	67	6 under	- 8.2%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Resources Unavailable                    | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

Because of statewide reductions, the amount of funds being awarded was significantly less than expected.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigation and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests - FIREARMS

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80	83	3 over	+ 3.7%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |   |
| <input type="checkbox"/> Other (Identify)                |   |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests-  
 MICROANALYSIS  
**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
115	137	22 over	+ 19.1%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |   |
| <input type="checkbox"/> Other (Identify)                |   |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests- SEROLOGY/DNA

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
111	127	16 over	+ 14.4%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |   |
| <input type="checkbox"/> Other (Identify)                |   |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Average number of days to complete lab service requests-  
 TOXICOLOGY

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
40	43	3 over	+7.5%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |   |
| <input type="checkbox"/> Other (Identify)                |   |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigation and Forensic Science  
**Service/Budget Entity:** Laboratory  
**Measure:** Number of crime scene service requests completed

**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
600	558	42 under	- 7%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Personnel Factors    | <input type="checkbox"/> Staff Capacity               |
| <input checked="" type="checkbox"/> Competing Priorities | <input checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect     |   |
| <input type="checkbox"/> Other (Identify)                |   |

**Explanation:**

Scientist turnover and increasing caseloads have impacted turnaround time. Additionally, efforts are being focused on a backlog reduction plan.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

FDLE has implemented a *Ten Point Plan to Reduce the Forensic Backlog*, which includes strategies for reducing the incoming volume of service requests through a more selective process of evidence submission; increasing laboratory output through greater use of automation, overtime, outsourcing casework; and streamlining process through training FDLE's forensic technologists, as well as selected local agency personnel, to prescreen evidence for the presence of DNA. Through implementation of this plan, the Department has cut its laboratory backlog by over 60% this fiscal year. This effort requires concentration to be placed on working aged cases, which contributes to the turnaround of incoming cases. Turnaround times are expected to decline as a result of the decreased backlog.

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigation and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of criminal investigations closed

**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
900	714	186 under	- 20.7%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*



## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigation and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Percent of criminal investigations closed

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
46%	41%	5 percent under	- 10.9%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of closed criminal investigations resolved

**Action:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Performance Assessment of Outcome Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of Output 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
702	647	55 under	- 7.8%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of criminal investigations closed resulting in an arrest

**Action:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Performance Assessment of Outcome Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of Output 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
585	472	113 under	- 19.3%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Investigative  
**Measure:** Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

**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
1,000	836	164 under	- 16.4%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |  |

**Explanation:**

This measure captures the number of tips and cases entered into the InSite database. The Regional Domestic Security Task Forces (RDSTF) responded to all significant domestic security concerns reported by citizens, business entities, local, state or federal law enforcement or governmental entities. FDLE does not control the number of tips and cases being reported and less were received than anticipated.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Public Assistance Fraud  
**Measure:** Amount of fraudulent benefits withheld as a result of public assistant fraud investigations

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$20.1 million	\$14.6 million	\$5.5 million under	- 27.4%

**Factors Accounting for the Difference:**

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

- |  |   |
|--|---|
| <input type="checkbox"/> Personnel Factors<br><input type="checkbox"/> Competing Priorities<br><input type="checkbox"/> Previous Estimate Incorrect<br><input type="checkbox"/> Other (Identify) | <input type="checkbox"/> Staff Capacity<br><input type="checkbox"/> Level of Training |
|--|---|

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable<br><input type="checkbox"/> Legal/Legislative Change<br><input type="checkbox"/> Target Population Change<br><input type="checkbox"/> This Program/Service Cannot Fix The Problem<br><input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological Problems<br><input type="checkbox"/> Natural Disaster<br><input checked="" type="checkbox"/> Other (Identify) |
|--|--|

**Explanation:**

Changes in federal food stamp program policies have resulted in a decrease in the number of administrative hearing referrals received. Additionally, the public assistance fraud program is engaged in more significant, complex criminal investigations which require more time and effort to investigate, resulting in fewer case closures.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science  
**Service/Budget Entity:** Public Assistance Fraud  
**Measure:** Number of public assistance fraud investigations conducted

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,625	3,386	2,239 under	- 39.8%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |  |

**Explanation:**

Changes in federal food stamp program policies have resulted in a decrease in the number of administrative hearing referrals received. Additionally, the public assistance fraud program is engaged in more significant, complex criminal investigations which require more time and effort to investigate, resulting in fewer case closures.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Capitol Police  
**Service/Budget Entity:** Capitol Complex Security  
**Measure:** Number of calls for service

**Action:**

- |  |  |
|--|--|
| <input type="checkbox"/> Performance Assessment of Outcome Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of Output 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
8,000	4,909	3,091 under	- 38.6%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

FDLE is committed to working complex, protracted high impact criminal investigations. Because of their complexity, they are lengthy and labor intensive. This requires investigators to invest more hours in a fewer number of cases which stay open for a longer period of time.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service/Budget Entity:** Training and Certification  
**Measure:** Percent of individuals who pass the basic professional certification examination for law enforcement officers, correctional officers, and correctional probation officers

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80%	78%	2 percent under	- 2.5%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |  |

**Explanation:**

The number reported is based on actual performance of individuals taking the certification examination.

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*



## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism  
**Service/Budget Entity:** Training and Certification  
**Measure:** Number of law enforcement officers trained by D.A.R.E.

**Action:**

- |  |  |
|--|--|
| <input type="checkbox"/> Performance Assessment of Outcome Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of Output 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
160	129	31 under	- 19.4%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Resources Unavailable                    | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

Because of statewide budget reductions, training opportunities for DARE officers were significantly reduced, resulting in fewer officers receiving training and certification.

**Management Efforts to Address Differences/Problems (check all that apply):**

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service/Budget Entity:** Training Certification  
**Measure:** Number of domestic security training courses delivered

**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
120	70	50 under	- 41.7%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |  |

**Explanation:**

Between 2002 and 2004, emphasis was placed on FDLE delivering domestic security training. As a result, most existing law enforcement personnel received the required training during that time. Only new law enforcement officers and first responders now require training. Additionally, domestic security training courses are available online and at the local level. This has resulted in a decrease in the number of training courses provided through certified training schools.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Florida Department of Law Enforcement  
**Program:** Professionalism  
**Service/Budget Entity:** Standards Compliance  
**Measure:** Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Chapter 120, F.S.

**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
1,500	1,438	62 under	- 4.1%

**Factors Accounting for the Difference:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input type="checkbox"/> Other (Identify)            |  |

**Explanation:**

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

- |  |  |
|--|--|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems      |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster            |
| <input type="checkbox"/> Target Population Change                            | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |  |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |  |

**Explanation:**

All referrals received from criminal justice agencies were processed and fewer referrals were received than anticipated. The decline could be the result of training and communication being provided to agencies outlining the type of cases that the Commission can process. Agencies may be better informed and, therefore, less inclined to refer cases that are not within the Commission's jurisdiction.

**Management Efforts to Address Differences/Problems** (check all that apply):

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

**Recommendations:**

*Office of Policy and Budget - July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Administrative support costs as a percent of total agency costs

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** FLAIR (Florida Accounting Information Resource reports). Each month the year-to-date costs for the administrative functions are entered from FLAIR into an EXCEL spreadsheet. The Department year-to-date costs are also entered from FLAIR into this EXCEL spreadsheet. The total of the administrative support costs is divided by the total year-to-date costs for the Department. The result is multiplied by 100 to get a percentage. This information is provided monthly by the Budget Specialist in the Office of Budgeting.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Number of grants disbursed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** A FoxPro application that houses the Grants Management Information System. The system contains a separate database for each of the following seven programs:

- Violent Offender Incarceration Truth-In Sentencing;
- Byrne;
- Local Law Enforcement Block Grant;
- Substance Abuse Treatment;
- National Criminal History Improvement Program;
- Law Enforcement Terrorism Prevention; and
- State Homeland Security.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Executive Direction and Support  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Total number of agencies and jails accredited

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** EXCEL database file relevant to accreditation data. All law enforcement agencies and county jails are recorded in an EXCEL database. The database reveals applications submitted, as well as information regarding the status of each application. Statistics are recorded three times a year, following both Commissions' meetings, to show all accredited or reaccredited agencies and jails, as well as onsite assessments scheduled and assessors used. Reports are generated listing all law enforcement agencies and county jails awarded accreditation.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Executive Direction and Support

**Service/Budget Entity:** Executive Direction and Support Services

**Measure:** Number of cases awarded emergency violent crime funds

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** EXCEL spreadsheet entitled "Fund Balance." Law enforcement agencies may submit requests to receive funding for a case in one of the following categories: violent crime, victim/witness protection, or illicit drug/money laundering. When a request for funding is received, the amount for the case and requesting agency is entered into the spreadsheet. Members of the Office of Statewide Intelligence must do an exhaustive review of each case submission for adherence to fiscal criteria, statutory guidelines as well as administrative rules. OSI members present the cases meeting criteria to the Council at one of four quarterly meetings. At each quarterly Violent Crime and Drug Control Council meeting, the Council makes a determination regarding which cases will receive funding. Following each meeting the spreadsheet is updated to reflect the decisions of the Council, denoting which cases received funds and which did not. The government analyst of the Violent Crime and Drug Control Council staff makes a manual count of agencies that were awarded funds.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

The OIG conducted five audits in 2007-2008 and included 'the validity and reliability of data collection for Performance Measures' as an objective in each audit. This Performance Measure was included in an OIG audit and the methodology for collecting the data in both of those instances was determined to be valid and reliable.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of criminal incidents per 1,000 employees

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Investigative Reports, cross referenced to Computer Aided Dispatch System. The data source for the number of employees occupying office space that the Florida Capitol Police is responsible for securing is obtained each year near the beginning of the new fiscal year from Facilities Management's occupancy report and is rounded to the nearest 1,000 for calculation purposes. The incident reports are written by the officer at or near the time of the actual occurrence. The incident reports information is entered into AIMS, which records the incident information in a near real time manner and is retrieved each month by the Special Operations Government Analyst for the month in which data is being reported. This data is delivered to the Special Operations Lieutenant for determination of the number of criminal incidents for the month in which the data is being reported. The Government Analyst takes the total number of criminal incidents and divides it by the number of employees occupying office space that the Florida Capitol Police is responsible for securing. The result is multiplied by 1,000. This data is then verified by a member of Command Staff prior to its entry onto the PAMS monthly report. Monthly data is totaled to calculate the year-to-date figure.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of officer patrol hours

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Timesheets in Automated Investigative Management System (AIM). The Government Analyst in the Special Operations Unit runs a report from the AIM for the month in which PAMS data is being reported for, which gives the total number of hours worked by all Capitol Police members. From this report, the Analyst pulls the total number of hours worked by Security Officers and Law Enforcement Officers in the Operations Section, and EOD and K-9 Unit law enforcement officers and their Sergeant in the Special Operations Unit. The AIM does not always accurately report the number of officer patrol hours at the time that the report is run. This can be attributed as to when the pay period falls within the month and is submitted by the member and when the data for the PAMS report is due. Therefore, a second report is run at a later date and data in the PAMS report is updated to reflect an accurate figure. The data is then verified by a member of Command Staff prior to its entry onto the monthly PAMS report. To determine the maximum number of patrol hours that could be reported for this standard for this measure, we take the possible number of hours able to be worked on patrol in a year, minus holidays and an average two weeks for annual leave, times the number of officers on patrol for a baseline figure. In addition, we look at the number of officer patrol hours achieved over the years, taking into account events such as natural disasters and turnover rates, to either increase or reduce the standard. (Formula: 2,080 hours per year - 80 hours holiday - 80 hours annual leave = 1,920 average hours worked per year per officer X the number of officers (66) = 126,720 average number of patrol hours.) Monthly data is totaled to calculate the year-to-date figure.)

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Florida Capitol Police Program

**Service/Budget Entity:** Capitol Police Services

**Measure:** Number of calls for service

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computer Aided Dispatch (CAD) System. Calls for service are entered into the CAD System by the Communication Officers at the time of or in close proximity to the time of the actual events. The Communications Unit downloads each month an "Activity Summary by Signals" that lists all events occurring in a given month in which the data is being reported. The Analyst will delete out the count indicated on the report, for those activities/signals such as training events/40T, bomb dog training/46T, EOD training/74T, training – in service/53, off duty detail/80, leave/84, maintenance/repair patrol cars/19, and Proactive Patrols/88. This data is then verified by a member of Command Staff prior to its entry onto the monthly PAMS report.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Percent of laboratory service requests completed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a report from EMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an EXCEL formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total. The percentage is determined by dividing the number of service requests, received during the same period, into the number of service requests completed.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of laboratory service requests received

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a report from EMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests completed. This data is then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an EXCEL formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of service requests completed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total. The percentage is determined by dividing the number of service requests, received during the same period, into the number of service requests completed.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Toxicology lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Chemistry lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Crime Scene lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Firearms lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Automated Fingerprint Identification System (AFIS) lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Latents lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

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## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Serology/DNA lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Computer Evidence Recovery (CER) lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Crime Lab Services

**Measure:** Average number of days to complete Microanalysis lab service requests

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors make service requests for laboratory examinations at the time they submit evidence to the crime laboratory. Laboratory supervisors assign the service requests to the appropriate members, and enter specific data into Evidence Management System (EMS) concerning the requests. At the time a request is completed, the lab supervisor enters the date completed into EMS. The lab supervisor conducts periodic inspections of pending casework, and both the supervisor and the Program Office review status reports to verify completion dates given in EMS. The Program Office generates a monthly report from EMS entitled "Section Performance" for each laboratory for a specified period. The computer report selects all service requests that have been completed within the date range entered and averages the elapsed time in days (date received to date completed) for each service type. Each laboratory report is then exported into an EXCEL spreadsheet. Averages from each discipline service are calculated by multiplying the number of requests completed and the number of days and then dividing the result by the total number of requests completed for that discipline.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of crime scene service requests completed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Evidence Management System (EMS) report. Authorized contributors request crime scene assistance from regional laboratories. Laboratory supervisors assign the requests to the appropriate member, and enter specific data into the Evidence Management System (EMS). The lab supervisor conducts periodic inspection of pending casework, and both the supervisor and the Program Office review status reports to verify data in EMS. The Program Office generates a report from EMS entitled "Section Performance" for each laboratory for a specified period. The report provides data regarding the number and type of service requests incoming including crime scene requests. This data is then exported into an EXCEL spreadsheet. The following services are not counted toward the total and are excluded via an EXCEL formula: crime scene assistance(s), digital imaging, photography, and sweeping. The number of incoming crime scenes processed is retrieved from this spreadsheet. This process is repeated for each laboratory. Totals from each laboratory are added together to obtain the system-wide total.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Crime Lab Services  
**Measure:** Number of DNA samples added to DNA database

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** DNA Database Report. State and local agencies submit blood samples to FDLE. Appropriate data concerning each sample is entered into the DNA Investigative Support Database. Information from the submission forms concerning the offenders from whom the samples were obtained is entered into the DNA Database Tracking System. A unique identification number and barcode is assigned to each sample and is used to track the sample through processing, storage, and analysis. Upon completion of analysis of the sample, the Crime Laboratory Analyst enters the sample results into CODIS. The Program Office conducts quality control checks through its inspection of monthly reports. The DNA Sample Tracking Database is accessed, and "Statistics" is selected. From the resulting menu, "Data Bank Stats" is selected. The appropriate year is selected, and the computer responds with the total number of DNA samples added each month of that year. These statistics are forwarded to the Program Office for reporting purposes.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of closed criminal investigations resolved

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". After these totals are obtained they are added together to obtain the statewide total number of closed criminal investigations resolved for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Percentage of closed criminal investigations resolved

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Resolved" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types with a case closing reason defined as "resolved" are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region as well as Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". After these totals are obtained they are added together to obtain the statewide total number of closed criminal investigations resolved for the specified period. The percentage is determined by dividing the number of closed cases resolved by the total number of cases closed during the same period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Number of criminal investigations closed resulting in an arrest

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Number of Closed Cases with Arrests" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Investigations (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP OSI and MCIC are reported collectively as an entity labeled "Other". After these totals are obtained, they are added together to obtain the statewide total number of criminal investigations closed resulting in an arrest for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Percent of criminal investigations closed resulting in an arrest

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Number of Closed Cases with Arrests" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A major case is defined as an investigation that is complex and protracted in nature, and involves FDLE in a major investigative role. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Investigations (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP OSI and MCIC are reported collectively as an entity labeled "Other". After these totals are obtained, they are added together to obtain the statewide total number of criminal investigations closed resulting in an arrest for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of criminal investigations worked

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member in the Program Office, selects the appropriate date ranges and runs the "Number of cases worked on for Time Period" report from the Management Reports Module. The report only generates cases with time attributed to them. The report is printed and the regional figures are added together to obtain the statewide total. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". These totals are added together to obtain the statewide number of criminal investigations worked for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of criminal investigations closed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". These totals are added together to obtain the total number of criminal investigations closed for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Percentage of criminal investigations closed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the "Major Cases Closed" report from the Management Reports Module. The user will enter the appropriate data range and print the report. Only Major Case types are included in this measure. A review and quality assurance check of the data is conducted. The totals for each region including Executive Investigations, Headquarters (HQ), Capitol Police (CP), Office of Statewide Intelligence (OSI) and Missing Children Information Clearinghouse (MCIC) are obtained. The totals for HQ, CP, OSI and MCIC are reported collectively as one entity labeled "Other". These totals are added together to obtain the total number of criminal investigations closed for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Investigations and Forensic Science Program  
**Service/Budget Entity:** Investigative Services  
**Measure:** Number of short-term investigative assists worked

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). The data entered into AIM concerning a particular case is provided by or approved by the case agent assigned to that case. The Special Agent Supervisor (Supervisory Inspector, if an EI case) reviews the case documentation quarterly for accuracy and completeness. A member from the Program Office will select the following two (2) reports:

1. "Investigative Assists/Short Term Case" (report excludes case origins: Administrative, Backgrounds, FCAB, Internal Investigations, Management Reviews, Preparing Presentation, Program Evaluation, Protective Operations, Special Projects and Training, as well as cases initiated by Capitol Police)
2. "EI Complaints from Citizens Against Officials" report (EI umbrella cases only) from the Management Reports Module.

The user will enter the appropriate data range and print each report. The "Complaints from Citizens Against Officials" report is checked against the "Investigative Assists/Short Term Case" report to eliminate any duplication. A review and quality assurance check of the data is conducted. The totals for each region as well as Executive Investigations, Profiling and Other are obtained. These totals are added together to obtain the statewide number of investigative assists worked.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Investigative Services

**Measure:** Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** InSite. A member of the IFS Program Office, Office of Field Services utilizes the search and report function in InSite to retrieve the number of “tips and cases” entered and responded to. The information is then provided to the appropriate OFS member in the Program Office who enters the data into PAMS.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Mutual Aid and Prevention Services

**Measure:** Number of dignitaries provided with FDLE protective services

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM). Upon receipt of the travel intentions of the protectee, appropriate information is documented in the AIM system. Once the protection detail is completed, additional information, such as dates protection was provided, the cities visited and the reason for the visit is documented in AIM. It is the responsibility of the Office of Executive Investigation's, Protective Operations Section, who assigns dignitary protection details statewide, to ensure that all associated documentation is entered into the database in a timely fashion. It is also their responsibility to ensure information reported in the "After Action Report" (completed by the special agents who participated in the dignitary protection) is detailed, accurate, and comprehensive. A member from the Office of Executive Investigations will provide the number of dignitary protection details performed during the period from the number of requests that were received and documented in AIM. The totals for all regions are added together to obtain the number of dignitaries provided with FDLE protective services for the specified period. A review and quality assurance check of the data is conducted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Public Assistance Fraud Services

**Measure:** Amount of fraudulent benefits withheld as a result of public assistance fraud investigations

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM) and a report received from the Social Security Administration (SSA). A member from the IFS Program Office accesses the AIM data that is stored on servers at FDLE headquarters. Data is accessed after the close of business for the fiscal year and all updating of information is complete (also done on a monthly basis). Data areas for the total months of disqualification (benefits withheld) in the cash assistance (WAGES) and food stamp programs for all completed cases referred to the State Attorney for prosecution and for Administrative Disqualification Hearings are accessed and counted for the specified time period. The report totals the number of months of assistance program disqualification reported by each field office and reflects statewide totals. The SSA completes a monthly report reflecting cost avoidance savings in the CDI Program and provides that report to the Program Office. Cost avoidance (benefits withheld) is conservatively calculated by using the dollar value of the standard one-person basis of issuance in an assistance household (obtained from the Department of Children and Families (DCF) FLORIDA System), multiplied by the total number of months of disqualification. Additionally, the cost avoidance figures provided by the SSA are added to the DCF cost avoidance. The PAF Program Coordinator conducts a review and quality assurance check of the data.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Investigations and Forensic Science Program

**Service/Budget Entity:** Public Assistance Fraud Services

**Measure:** Number of public assistance fraud investigations conducted

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Investigative Management System (AIM) and a report received from the Social Security Administration (SSA). A member of the Public Assistance Fraud Program Office accesses the AIM data that is stored on servers at FDLE headquarters. Data is accessed after the close of business for the fiscal year and all updating of information is complete (also done on a monthly basis). Data areas for completed assistance program violations referred to the State Attorney for prosecution, referred to DCF for Administrative Disqualification Hearings and terminated after investigation are accessed and counted for the specific time period indicated. The report totals the number of completed assistance program violations from each field office and reflects statewide totals. The SSA completes a monthly report reflecting completed investigations in the CDI Program and provides that report to Program Office. The system totals from completed assistance program violations referred to the State Attorney, referred for Administrative Disqualification Hearings and terminated after investigation are added together to obtain the number of public assistance fraud investigations conducted. Additionally, the completed investigations in the CDI Program as reflected in the SSA report are added to that figure.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of responses from FCIC hot files that contain substantive information within defined timeframes

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Florida Crime Information Center (FCIC). The FCIC Message Switch is the controller of all messages in and out of the FCIC network. All FCIC transactions (inquiries/entries/responses) pass through the Message Switch to be routed to the appropriate destination (e.g. hot file, criminal history, DHSMV). The responses are routed back through the Message Switch to the message originator. Monthly, FCIC administrative data files are extracted and placed in a directory on a shared server. Included in these files are the daily total responses and the "time-out" responses. The IRM Planning Consultant computes (using an EXCEL spreadsheet) the total responses, time-outs, and corresponding percentages. The results are then forwarded to the Operations and Management Consultant Manager in IRM for review and then to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of time FCIC is running and accessible

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Florida Crime Information Center (FCIC). The Daily Downtime Report is e-mailed to the Manager of the Customer Support Center who generates a Support Magic Ticket for any downtime. The downtime (including ticket number) is reported at the daily operations meeting (previous 24-hour period - inclusive of weekends and holidays). This information is forwarded via e-mail to the Planning Consultant by the Operations and Management Consultant Manager (OMCM). The IRM Planning Consultant compiles the daily totals into a monthly report using an EXCEL spreadsheet titled "downtime." The percentage is calculated against the total amount of time the system should be operating. The OMCM reviews the data before the totals are forwarded to the Senior Management Analyst Supervisor in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage response to criminal history record check customers within defined timeframes

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Call Distribution (ACD) System (Siemens telephone system); actual e-Government Criminal History Services and Criminal History Services request documents; Civil Workflow Control System (CWCS) database; Wildcat system. FDLE provides criminal identification screening services to criminal justice and non-criminal justice agencies and private citizens to identify persons with criminal warrants, domestic violence injunctions, arrests and convictions or no record. These persons may be job applicants, volunteers, licenses for certain professions, potential gun purchasers, or the subject of public record requests. Calls from gun dealers are received through the Siemens telephone ACD System. Public records requests received through the modem service are programmatically marked in the Wildcat system, for each batch of requests, with the time each batch was uploaded (received) and downloaded (returned to customer). Public records requests received through correspondence and fingerprint requests received with hard copy fingerprint cards are date/time stamped by User Services Bureau (USB) staff upon receipt. Electronically submitted fingerprint requests are programmatically marked within the CWCS, per request, with the date/time received and date/time completed.

Firearm Purchase Program (FPP) statistics are obtained weekly and monthly by an FPP Communications Liaison, from the above-referenced ACD System using Business Composer software and a report titled, "Group Time Report." For Public records modem requests, Criminal History Services staff monitor all pending requests on a daily basis and retrieve any batches taking longer than one to one and one-half days, processing them to meet the two-day defined timeframe. For hard copy Applicant and Public Records correspondence requests, pending requests are checked on a daily basis, by viewing the date stamp on the request that reflects the date the request was received by USB. For electronic fingerprint requests, staff monitor the status of requests on a daily basis and record all requests that have not been completed within the defined timeframe of 5 business days. Utilizing established standards, bureau staff performs and records these reviews and calculations on a daily, weekly, and/or monthly basis, as noted above. The average monthly turnaround times for fingerprint and public record requests are calculated by bureau staff. The average monthly turnaround time for FPP is obtained by bureau staff, by adding the monthly average duration of calls and the monthly average hold (in seconds) of all calls received by FPP through the ACD System during the month. All reports are compiled by bureau staff, who calculate the overall USB percentage as follows: If all section monthly average turnaround times are within their respective allowed response time, the overall USB percentage will be 100%. If any section did not complete work within the allowed average for the month, a proportionate average for the entire bureau will be calculated. To obtain this average, the number of requests for the section(s) that did meet the allowed will be divided by the total number of requests. This will result in the percentage that achieved turnaround time. The report is then verified by the Bureau Chief or designee, and submitted to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) report titled "CCH on-line statistical report" and a manual count of fingerprint cards received in the Arrest Section. On a monthly basis, Quality Control Staff run the "General Statistics Report" against the CCH database, which details the number of Livescan submissions received during the reporting period. The System Report Generator (SRG) of the AFIS is checked to determine which fingerprints were submitted by Juvenile Assessment Centers and the Department of Corrections reception centers. The livescan submissions from the Department of Corrections are deleted from the totals because they are not arrests. The manual arrest fingerprint cards are counted using a "date stamp/card count" machine located in the Arrest Section within the Crime Information Bureau. A daily count is maintained. The percentage for this measure is calculated by dividing the number of Livescan submission receipts into the total of Livescan and manual arrest cards received during the same reporting period. The performance data is provided to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the percentage before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Network Services

**Measure:** Number of certified operators

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Training Information System (TIS). Under the FCIC II system, all transactions must include an individual's unique identifier with each transaction submitted for processing at the state and national level. Additionally, in order to gain access to the state and national data, the operator must be tested every two years to renew and maintain FCIC/NCIC Certification. A count of all certified FCIC/NCIC operators is maintained in TIS, a subsystem of FCIC II. The Information Delivery Team staff checks the TIS database and obtains a count for the total number of Certified FCIC/NCIC Operators. The counts are forwarded to a Research and Training Specialist in the Program Office for review. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Percentage of criminal history information records compiled accurately

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) records, microfilm copies of arrest fingerprint cards and court documents maintained by the Clerks of Court, arrest documents maintained by the arresting agencies or Department of Corrections custody data. The CCH database is the state's central repository for criminal history records on persons arrested in Florida. The CCH contains a myriad of information including information on a person's arrests, charges, and dispositions. The Quality Control Section biennially audits the accuracy of data contained in the permanent CCH file and reports these findings on June 30 of every even numbered year. Because of the size of the CCH database, data accuracy must be based on samples, for which auditors will check the data to source documents. Because the audit is a random sample of records, there is a possibility of some variations in findings based on the sampling. The sample size is determined to allow for a sampling error of plus or minus 4% at the 95.5% confidence level, which is the likelihood that a sample of this size, drawn repeatedly from the population, contains the true population value within the sampling error specified. This is a standard that is generally accepted for random sampling. The sample period is the 24-month period ending 18 months prior to the audit's June 30 completion date. The Quality Control Section prepares a written report of the audit results. The performance data is taken from this report by the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of responses to requests for criminal history record checks

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Criminal Record Check System (ACRCS) database, Civil Workflow Control System (CWCS) database, VeriSign system and Firearm Transaction database. Firearm Purchase Program (FPP) statistics are obtained on a weekly and monthly basis, by FPP Communication Liaisons, by accessing the Firearm Transaction database, using a report titled, "APCTOTAL." Statistics for Applicant requests received with hard copy fingerprint cards and Public Records correspondence and modem requests are obtained on weekly and/or monthly basis, by bureau staff, by accessing actual records processed through the Automated Criminal Record Check System (ACRCS) database, using a report titled, "USBCK," and thereafter, performing calculations for weekly and monthly totals. Public Records CCH Internet statistics are obtained and provided to bureau staff and/or Public Records manager on a monthly basis, with weekly and monthly totals, by an Accounting Services Administrator in the Office of Finance and Accounting, who accesses the VeriSign (formerly Cybercash) credit card transactions file through a report titled, "Settled Transactions," which calculates the number of completed credit card transactions for CCH on the Internet requests. Bureau staff obtain the monthly total of criminals identified from the Civil Workflow Control System (CWCS) database using a report produced via CrystalReports Software and titled, "Requests Received". All reports are compiled by bureau staff, verified by the Bureau Chief or designee, and submitted to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of registered sexual predators/offenders identified to the public

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Sexual Predator/Offender Database. Data is entered into database by FDLE Department of Corrections (FDC) staff. After data is entered, the Internet web page is automatically updated by the database. The monthly totals provided by this measure do not include sex offenders/predators for whom the offender database reflects a status of Deceased or a subject type of FDLE Delete. A Government Analyst II (GAI) in the Sexual Offender/Predator Unit obtains the number for the measure by accessing the Internet web page via the offender database. A search is requested of all registered sexual predators/offenders contained in the database. (Accessing the web page via the offender database will not permit the "visit" to be counted.) The number is recorded, reviewed by the Senior Management Analyst Supervisor, and forwarded to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of missing children cases worked through MCIC

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Missing Children Information Clearinghouse (MCIC). Analysts enter information into the MCIC database, which contains information on all open and closed cases. An open case requires that the child is entered into NCIC/FCIC as missing by a local law enforcement agency and that the parent/guardian or law enforcement agency requests assistance from the MCIC. A closed case is defined as: (1) the child has been located and (2) the child's NCIC/FCIC entry as missing is removed from the system. The Staff Assistant in MCIC calculates this number each month by querying the MCIC database for the number of cases opened during the reported month. The number of cases opened is combined with the number of cases year-to-date brought forward from the previous month in order to get the total number of cases worked year-to-date for the month being reported. These figures are maintained by the Staff Assistant in a Word document titled "PBB measure." The calculations are reviewed by the Senior Management Analyst Supervisor, and then forwarded to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of arrest records created and maintained

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) database. The number for the total of all criminal history records (adult and juvenile) is obtained by IRM personnel running a monthly mainframe report titled "CCH Monthly Stats." The number is found on page six of the report on the line titled "Total Arrest Records". The Research and Training Specialist in the Program Office reports this number directly from the report. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Information Program

**Service/Budget Entity:** Prevention and Crime Information Services

**Measure:** Number of disposition records added to the criminal history file

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Computerized Criminal History (CCH) Database. On a monthly basis, Information Resource Management programmers produce a report titled "CCH Monthly Stats / Criminal History Record Statistics" which details a number of different statistical measures related to the records maintained in CCH by the central repository. This measure is calculated by subtracting the total number of judicial records listed on the previous month's "CCH Monthly Stats" report from the total number of judicial records listed on the current month's "CCH Monthly Stats" report – a judicial record is equivalent to a final disposition. NOTE: The Senior Management Analyst Supervisor, supervising the FDLE Disposition Section, compiles this figure. Also, for accuracy purposes, the Quality Control Section and manager review the complete "CCH Monthly Stats" report before the performance data is provided to the Research and Training Specialist in the Program Office. A Program Leadership Team member verifies the number before it is officially submitted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Percentage of training schools in compliance with standards

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Field Specialists EXCEL Weekly Activity Reports file, Training School Contact Report Form, Training School Classroom Facility Requirements Form, Staffing Requirements Form, High Liability Facilities Requirements Form, and Regional Audits of Training Schools Trust Fund Expenditures. Field Specialists conduct inspections and audits of training courses and school facilities at Criminal Justice Standards and Training Commission certified training schools throughout the year. Field Specialists complete and enter detailed data onto EXCEL forms, which are then electronically submitted to support staff in the Bureau of Standards. The actual hardcopy and audit forms are mailed to the Field Services Section. The Section's Training and Research Manager reviews the Weekly Activity Reports in order to obtain a count of the number of inspections and audits conducted of training courses and facilities inspected during a specified period of time. Trust Fund staff conduct regional audits of financial records and class files of training centers with regard to expenditure of trust fund money. Audit findings are submitted, reviewed and approved by the Section's Training and Research Manager. The specific components for this measure are training school facility inspections in compliance, training school class monitoring in compliance and training school trust fund audits in compliance (i.e., perfect audits). The data from these categories are averaged to determine the overall percentage of school compliance with Commission standards.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of breath-testing instruments inspected

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Alcohol Testing Program (ATP) Field Inspectors Activity Reports and ATP Inspection Report Forms. ATP Field Inspectors inspect law enforcement agencies' breath test equipment for compliance with established FDLE policy. When an inspector conducts an inspection, an Inspection Report Form is completed. The inspectors also note all inspections on Activity Reports that are forwarded electronically or by hardcopy to the ATP Headquarters Office on a weekly basis. A review is conducted of the ATP Field Inspectors Activity Reports. The count is taken from the "Total" of the column entitled "Compliance/Facility Insp." for the number of inspections conducted of law enforcement agencies for the specified period. Regardless of the number of levels involved in a particular inspection, each agency's inspection is counted only once.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

The OIG conducted five audits in 2007-2008 and included 'the validity and reliability of data collection for Performance Measures' as an objective in each audit. This Performance Measure was included in an OIG audit and the methodology for collecting the data in both of those instances was determined to be valid and reliable.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of records audited to validate the accuracy and completeness of ATMS2 record information

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Weekly Activity Reports. Field Specialists conduct audits of applications for initial certification and “new hire” files at criminal justice agencies. Field Specialists then enter appropriate data into an EXCEL file containing weekly activity reports. The reports are then electronically submitted to support staff in the Bureau of Standards. Actual hardcopy audit forms are mailed to the Field Services Section. The Section’s Training and Research Manager reviews the audits and support staff verifies and maintains the weekly information electronically. Bureau of Standards staff review the EXCEL file containing weekly activity reports in order to obtain a count of audits conducted of applications for initial certification and “new hire” files at criminal justice agencies during a specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department’s performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG’s annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department’s Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of program and financial compliance audits performed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Weekly Activity Reports. Field Specialists conduct audits of training courses and facilities at Commission certified training centers. Field Specialists then enter appropriate data into an EXCEL file containing weekly activity reports. Trust Fund staff conduct regional audits of financial records and class files of training centers with regard to expenditure of trust fund money. Audit findings are submitted, reviewed, and approved by the Section's Training and Research Manager and forwarded to the Commission Planning and Support Section on the PBB Monthly Worksheet. Regional DARE coordinators monitor officers conducting DARE presentations to students in the Florida school system. Appropriate information is documented on the DARE Instructor Observation Form. Hard copies of these forms are submitted to the DARE Training Center, and are maintained in the officer's training file. Bureau of Standards staff review the EXCEL file containing weekly activity reports in order to obtain a count of audits of training courses and training centers conducted during a specified period. A member of the Trust Fund staff completes the PBB Monthly Worksheet, providing a count of Trust Fund audits conducted during a specified period. Support staff in the DARE Training Center tabulates from hardcopies of the DARE Instructor Observation Form the number of officers monitored giving DARE presentations during a specified period. The sum of these components is the number of compliance audits conducted.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of discipline referrals processed for state and local LEOs, COs, and CPOs pursuant to Chapter 120, F.S.

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Upon receipt of a criminal justice agency's internal investigative findings and supporting documentation, the Professional Compliance Section (PCS) logs the referral into ATMS2. The PCS tracks each case as it moves through the disciplinary process. PCS also conducts periodic audits of the cases to ensure compliance with Section 943.13, Florida Statutes. Support staff in PCS reviews the Professional Compliance Monthly Case Reports, Probable Cause Agendas, and the Criminal Justice Standards and Training Commission's Quarterly Disciplinary Agenda to obtain a manual count of the discipline referrals processed during a specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Standards Compliance Services

**Measure:** Number of criminal justice officer disciplinary actions

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Appropriate data concerning cases presented to the Commission and the final disciplinary action that resulted are entered into ATMS2. Selected data concerning these cases are also maintained in a manual log for quality control purposes. PCS generates a report from ATMS2 entitled, "Professional Compliance Profile Report." The report is reviewed and a count is made of the following disciplinary actions taken by the Commission during a specified period: revocations, suspensions, probations, denials, reprimands, and letters of acknowledgement.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the OCETS, where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were accurately imported. OCETS contains all applicant information, applicant grades, and examination keys. Security measures are taken to assure the integrity of the exam data and applicant information. Once exam data for a specified period have been entered into OCETS, a representative of the Examination Section runs a standard report using information in the OCETS database. For a given time period, this report counts the total number of persons taking an exam, the number of persons passing the exam and then calculates the percentage of persons that passed. This information is grouped and subtotaled by the individual exam disciplines. The report was created by a member of the programming staff of the Office of Information Resource Management (IRM), and an independent programmer within IRM verified that the report is logically correct for the information requested.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). After each month's administrations, all applicant answer sheets are electronically graded. The electronic data are imported into the Officers Certification Examination Tracking System (OCETS), where data analysis is performed; 1% of all answer sheets are hand-graded to ensure the data were accurately imported. OCETS contains all applicant information, applicant grades, and examination keys. Security measures are taken to assure the integrity of the exam data and applicant information. Once exam data for a specified period have been entered into OCETS, a representative of the Examination Section runs a standard report using information in the OCETS database. For a given time period, this report counts the total number of persons taking an exam, the number of persons passing the exam and then calculates the percentage of persons that passed. This information is grouped and subtotaled by the individual exam disciplines. The report was created by a member of the programming staff of the Office of Information Resource Management (IRM), and an independent programmer within IRM verified that the report is logically correct for the information requested.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of course curricula and examinations developed or revised

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Curricula Section and Examination Section. The Curricula Section performs a manual count from a list of Commission approved courses, maintained in rule, of the number of basic recruit and post-basic training courses developed or revised during a particular time frame, and any new courses approved by the Commission. The Examination Section performs a manual count from the Quarterly Examination Verification Review Form of the basic recruit course examinations developed or revised during a particular period. The sum of the totals received from the Curricula Section and the Examination Section is the number of course curricula and examinations developed or revised for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of examinations administered

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Officers Certification Examination Tracking System (OCETS). An entry in the database is generated by the applicant's application being scanned into the OCETS, which generates a roster for each exam administration that includes the applicant's name, social security number, address, and discipline. This information is verified at the exam site by a proctor and the applicant prior to the exam being administered. Once answer sheets are graded, grade information is merged with the original applicant file in OCETS. A standard report has been incorporated into the OCETS application. This report, run by a member of the Examination Section staff, counts the number of exams administered for a given time period. A member of the programming staff of the Office of Information Resource Management (IRM) created the report, and an independent programmer within IRM verified that the report is logically correct for the information requested. Support staff in the DARE Training Center reviews the after-action reports and the final grade reports in order to manually tabulate the number of DARE practical exams and written exams administered during a specified period. The sum of the totals provided by the Examination Section and DARE is the number of examinations administered.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*



## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of individuals trained by the Florida Criminal Justice Executive Institute (FCJIE)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Attendance rosters. FCJIE training coordinators maintain attendance rosters for each Continuing Education Development Course (CED) delivered. Each attendance roster contains the name of the course, date(s) the course was delivered, and the names of the individuals trained. Annotated FCJIE Program Rosters of participants are maintained by the coordinators for each Chief Executive Seminar (CES), Executive Leadership Seminar (ELS), and Senior Leadership Program (SLP) delivered. (Staff makes a note of participants who are absent from a session and appropriate course make-up work is provided.) An attendance/program roster verifies the number of participants at miscellaneous conferences and seminars. The FCJIE Director verifies all rosters. Training Coordinators review the roster for each course/class, count the number of attendees and report the total attendance in a shared Excel workbook stored on the FCJIE drive. At the end of each month, the PAMS Liaison totals the course/class attendance figures in order to obtain the number of individuals trained by FCJIE for the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement  
**Program:** Criminal Justice Professionalism Program  
**Service/Budget Entity:** Law Enforcement Training Services  
**Measure:** Number of law enforcement officers trained by DARE

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Attendance rosters. Performance Evaluation Form(s) and grade sheets are completed by the DARE instructor for each individual completing the primary curriculum (a combined course for fifth/sixth and seventh/eighth grade students). Performance Evaluation Form(s) are completed by the DARE instructor for each individual completing one of the other two curricula (a course for seventh/eighth grade students and a parent-training course). The instructor submits these records to the Florida DARE Training Center. Support staff in the DARE Training Center and/or the DARE Training Center Coordinator verify the information submitted by the DARE instructors. This information is maintained manually by class date. A manual count is obtained from the Performance Evaluation Form(s) and grade sheets resulting from training courses presented by DARE during the specified period.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of professional law enforcement certificates issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Automated Training Management System (ATMS2). Information related to individuals completing basic and post-basic programs is entered into ATMS2 by the training center that provided the training. There are three types of certificates issued for basic, post-basic, and instructor courses. The Records Section also collects training forms for K-9 Team training. Standard reports created by the Information Resource Management (IRM) programming staff are available within ATMS2, and provide a count of the number of certificates created based on the date the information supporting the creation of the certificate was entered into the ATMS2 database. An independent programmer within IRM verified that the reports are logically correct for the information requested. Staff in the Professionalism Program runs the reports for the specified timeframe. Information pertaining to the number of individuals completing qualification and renewal training for Breath Test Operators and Agency Inspectors is entered into ATMS2. Staff in the Professionalism Program runs the report for the specified timeframe. Support staff in the DARE Training Center manually tabulates the number of DARE certificates issued from after-action reports and grade sheets. Support staff in the Bureau of Standards reviews the Field Specialist Weekly Reports completed during a specified period to obtain a count of the number of K-9 certificates approved/issued. The sum of the totals provided by ATMS2, the Field Specialists, Alcohol Testing Program and DARE is the number of certificates issued.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Florida Department of Law Enforcement

**Program:** Criminal Justice Professionalism Program

**Service/Budget Entity:** Law Enforcement Training Services

**Measure:** Number of domestic security training courses delivered

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** Manual count of courses provided. Each quarter staff members within the Officer Records Section contact their training center schools to determine the number of domestic security courses delivered at each school during the previous three months. The courses can be WMD, ICS, PPE, or other specialized domestic security courses. The information is then provided by the staff members to the Chief of the Bureau of Standards. The Bureau Chief ensures that the courses are appropriate domestic security courses and reports the total number to a support staff member who enters the total number for the quarter into PAMS.

**Validity/Reliability:** The Office of Inspector General (OIG) reviewed the validity and reliability of the data collection methodology for each of the Department's performance measures upon their initial adoption. In addition, some measures have been re-evaluated as part of the OIG's annual audit process. Any recommended validity or reliability improvements were implemented and documented in the Department's Performance Measure Guide.

*Office of Policy and Budget – July, 2008*

## FLORIDA DEPARTMENT OF LAW ENFORCEMENT

### LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measure

Measure Number	Approved Performance Measures for FY 2008-09	Associated Activities Title
1	Administrative support costs as a percent of total agency costs	Executive Direction and Support Services
2	Number of grants disbursed	Executive Direction and Support Services
3	Total Number of agencies and jails accredited	Florida Law Enforcement Accreditation
4	Number of cases awarded emergency violent crime funds	Violent Crime Emergency
5	Number of criminal incidents per 1000 employees	Capitol Complex Security
6	Number of officer patrol hours	Capitol Complex Security
7	Number of calls for service	Capitol Complex Security
8	Percent of lab service requests completed	Toxicology, Chemistry, Crime Scene Response, Firearms, Automated Fingerprint Identification System (AFIS) , Latents, Serology, Computer Evidence Recovery (CER), Microanalysis
9	Number of laboratory service requests received	Toxicology, Chemistry, Crime Scene Response, Firearms, Automated Fingerprint Identification System (AFIS) , Latents, Serology, Computer Evidence Recovery (CER), Microanalysis
10	Average number of days to complete lab service requests by lab discipline: Toxicology	Toxicology
11	Average number of days to complete lab service requests by lab discipline: Chemistry	Chemistry
12	Average number of days to complete lab service requests by lab discipline: Crime Scene	Crime Scene Response
13	Average number of days to complete lab service requests by lab discipline: Firearms	Firearms
14	Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	Automated Fingerprint Identification System (AFIS)
15	Average number of days to complete lab service requests by lab discipline: Latents	Latents
16	Average number of days to complete lab service requests by lab discipline: Serology/DNA	Serology

17	Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)	Computer Evidence Recovery (CER)
18	Average number of days to complete lab service requests by lab discipline: Microanalysis	Microanalysis
19	Number of crime scene service requests completed	Crime Scene Response
20	Number of DNA samples added to DNA database	DNA Database
21	Percentage of closed criminal investigations resolved	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
22	Number of closed criminal investigations resolved	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
23	Number of criminal investigations closed resulting in an arrest	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
24	Percent of criminal investigations closed resulting in an arrest	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
25	Number of criminal investigations worked	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
26	Number of criminal investigations closed	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance

27	Percentage of criminal investigations closed	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance
28	Number of short-term investigative assists worked	Narcotics/Major Drug Investigations, Violent Crime Investigations, Public Integrity Investigations, Economic Crime Investigations, Domestic Security, Computer Crime Investigations, Investigative and Technical Assistance, Hurricanes, Emergency Special Assistance
29	Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces	Domestic Security
30	Number of dignitaries provided with FDLE protective services	Protection Of Dignitaries And Support
31	Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	Public Assistance Fraud Investigations
32	Number of public assistance fraud investigations conducted	Public Assistance Fraud Investigations
33	Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	Production Systems Services
34	Percentage of time FCIC is running and accessible	Central Operations, Systems Support
35	Percentage response to criminal history record check customers within defined timeframes	Criminal History Information
36	Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	Criminal History Creation And Maintenance
37	Number of certified operators	Criminal Justice Information Policy Compliance
38	Percentage of criminal history information records compiled accurately	Criminal History Creation And Maintenance
39	Number of responses to requests for criminal history record checks	Criminal History Information
40	Number of registered sexual predators/offenders identified to the public	Sexual Predator Tracking And Information
41	Number of missing children cases worked through MCIC	Missing Children Information Clearinghouse
42	Number of arrest records created and maintained	Criminal History Creation And Maintenance
43	Number of disposition records added to the criminal history file	Criminal History Creation And Maintenance
44	Percentage of training schools in compliance with standards	Field Service And Technical Assistance/Audits
45	Number of breath-testing instruments inspected	Alcohol Testing Program

46	Number of records audited to validate the accuracy and completeness of ATMS2 record information		Officer Records Management
47	Number of program and financial compliance audits performed		Field Service And Technical Assistance/Audits
48	Number of discipline referrals processed for state & local LEOs, COs and CPOs pursuant to Ch. 120, F.S.		Officer Compliance
49	Number of criminal justice officer disciplinary actions		Officer Compliance
50	Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers		Criminal Justice Training
51	Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers		Criminal Justice Training
52	Number of course curricula and examinations developed or revised		Curriculum And Exam Development
53	Number of examinations administered		Curriculum And Exam Development
54	Number of individuals trained by the Florida Criminal Justice Executive Institute		Criminal Justice Training
55	Number of law enforcement officers trained by DARE		Criminal Justice Training
56	Number of professional law enforcement certificates issued		Criminal Justice Training
57	Number of domestic security training courses delivered		Criminal Justice Training



EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY					
FLORIDA DEPARTMENT OF LAW ENFORCEMENT		FISCAL YEAR 2007-08			
SECTION I: BUDGET		OPERATING	FIXED CAPITAL OUTLAY		
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		293,815,197	1,000,000		
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		49,931,545	0		
FINAL BUDGET FOR AGENCY		343,746,742	1,000,000		
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
<i>Executive Direction, Administrative Support and Information Technology (2)</i>					1,000,000
Capitol Complex Security * Number of officer patrol hours		119,304	57.12	6,814,408	
Florida Law Enforcement Accreditation * Total number of agencies and jails accredited.		160	4,813.07	770,091	
Dna Database * Number of DNA samples added to the DNA database.		134,217	31.08	4,170,964	
Automated Fingerprint Identification System (afis) * Number of AFIS service requests completed.		5,515	90.23	497,644	
Computer Evidence Recovery (cer) * Number of CER service requests completed.		469	582.59	273,236	
Chemistry * Number of chemistry service requests completed.		33,295	251.63	8,377,982	
Toxicology * Number of toxicology service requests completed.		8,622	316.88	2,732,097	
Microanalysis * Number of microanalysis service requests completed.		627	3,030.14	1,899,899	
Firearms * Number of firearms service requests completed.		7,594	583.44	4,430,610	
Latents * Number of latents service requests completed.		8,922	993.45	8,863,549	
Serology * Number of Serology/DNA service requests completed.		14,607	913.91	13,349,528	
Crime Scene Response * Number of crime scene service requests completed.		558	5,374.99	2,999,243	
Narcotics/Major Drug Investigations * Number of major drug criminal investigations closed.		238	81,429.39	19,380,196	
Investigative And Technical Assistance * Number of short term criminal investigative assists worked.		8,562	882.07	7,552,247	
Violent Crime Investigations * Number of Violent Crime criminal investigations closed.		190	51,543.98	9,793,356	
Public Integrity Investigations * Number of Public Integrity criminal investigations closed.		130	57,134.02	7,427,423	
Economic Fraud Investigations * Number of Economic Crime investigations closed.		127	113,955.00	14,472,285	
Domestic Security *		836	37,689.56	31,508,476	
Protection Of Dignitaries And Support * Number of dignitaries provided with Florida Department of Law Enforcement protective services.		81	21,033.43	1,703,708	
Central Operations * Number of Florida Crime Information Center(FCIC) certified operators.		63,282	24.69	1,562,156	
Systems Support * Number of requests for customer support.		58,158	100.69	5,856,056	
Production Systems Services * Number of Florida Crime Information Center(FCIC) data transactions.		968,567,283	0.03	31,331,908	
Missing Children Information Clearinghouse * Number of missing children cases worked through MCIC.		5,714	140.19	801,028	
Sexual Predator Tracking And Information * Number of registered sexual predators/offenders identified to the public.		48,840	33.90	1,655,543	
Criminal History Information * Number of responses to requests for criminal history record checks		2,822,274	3.24	9,145,799	
Criminal History Creation And Maintenance * Number of arrest records created and maintained.		19,947,697	0.47	9,381,583	
Criminal Justice Information Policy Compliance * Number of FCIC certified operators.		63,282	15.37	972,937	
Officer Compliance * Number of criminal justice officer disciplinary actions.		670	2,490.47	1,668,616	
Alcohol Testing Program * Number of breath testing instruments tested.		548	1,737.34	952,064	
Officer Records Management * Records audited to validate the accuracy/completeness of ATMS2 record information		9,872	66.74	658,828	
Field Service And Technical Assistance/Audits * Number requested technical assists provided.		15,253	87.89	1,340,610	
Criminal Justice Training * Number of individuals trained.		25,035	165.78	4,150,351	
Curriculum And Exam Development * Number of course curricula and exams developed, revised and administered.		9,623	247.10	2,377,873	
Public Assistance Fraud Investigations * Number of public assistance fraud investigations conducted.		3,386	2,738.66	9,273,107	
TOTAL				228,145,401	1,000,000
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				35,622,429	
REVERSIONS				79,979,028	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				343,746,858	1,000,000

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

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

## APPENDIX A - GLOSSARY OF TERMS AND ACRONYMS

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**AFIS** - Automated Fingerprint Identification System

**CCH** - Computerized Criminal History System

**CER - Computer Evidence Recovery**, FDLE laboratory discipline dedicated to the analysis of computer hardware and equipment suspected of being used in the commission of crimes

**CJNet** - Criminal Justice Network, provides authorized criminal justice partners access to computerized criminal histories.

**CWCS** - Civil Workflow Control System, allows entities to submit information and fingerprints electronically

**DNA Database** – Deoxyribonucleic Acid Database

**FCIC**- Florida Crime Information Center

**FC3** - Florida Computer Crime Center, serves as a working clearinghouse for crimes in Florida

**FDLE** - Florida Department of Law Enforcement

**FIPC** - Florida Infrastructure Protection Center

**F.S.** - Florida Statutes

**GAA** - General Appropriations Act

**GR** - General Revenue Fund

**ICHS** – Integrated Criminal History System

**IT** - Information Technology

**LAS/PBS** - Legislative Appropriations System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

**LBR** - Legislative Budget Request: A request to the Legislature, filed pursuant to section 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

**LRPP** - Long-Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating programs and agency performance.

**RDSTF** - Regional Domestic Security Task Forces

**SWOT** - Strengths, Weaknesses, Opportunities and Threats

**TF** - Trust Fund